



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

2023

ENVIRONMENTAL, SOCIAL  
AND GOVERNANCE REPORT

環境、社會及管治報告



# 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 fourth “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 2023 to 31 December 2023 (the “**Reporting Period**”). Retrospective reference may be made where applicable.

### Scope and Coverage of the Report

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

### Basis of Preparation

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

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

## 關於本報告

### 概覽

本報告是弘陽服務集團有限公司發佈的第四份《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2023年1月1日至2023年12月31日(即報告期內)，部分內容追溯以往年份。

### 報告範圍及邊界

本報告覆蓋弘陽服務集團有限公司及其子公司(以下簡稱「**本集團**」、「**弘陽服務**」或「**我們**」)。

### 編製依據

本報告編製參考香港聯合交易所有限公司(以下簡稱「**聯交所**」)上市規則附錄C2《環境、社會及管治報告指引》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 21 March 2024 after confirmation by the management.

### Contact Details

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### 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2024年3月21日獲董事會通過。

### 聯繫方式

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## CHAIRMAN'S STATEMENT

In the year of 2023, which is full of unknown and extremely challenging, Redsun Services has entered the 20th year of steady and sustainable development and ushered in the third anniversary of listing. Redsun Services won the "Top 18 of 2023 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. Every step forward, every honor behind, is the adherence and accumulation for original aspiration of service and strategic endurance. As a practitioner of good life services, Redsun Services has been deeply cultivated and never dropped out for many years, always focused on customers, based on meeting customer needs, and constantly expanded the boundary of creating a good life. Redsun services has gradually developed into a comprehensive, technology-based property services group integrating six major business segments: Residential property services, commercial property services, real estate services, asset management, technology development and life services. Redsun Services will continue to move forward at a solid pace and work with customers to create a better future.

In 2023, Redsun Services still adhered to the service concept of "customer-centered," continuously explored systematic products and standardized services, and strived to become a respected service operator of good life with integrity and excellent service. We continued to step forward to high quality services, continuously upgraded and improved our residential operation system 2.0 and non-residential operation system 1.0 to create high-quality differentiated products and services; continued to launch "Management to Listen Program (聆聽行動)", "Face to face with Senior Management Program (高管零距離行動)" and Hong Life APP to hear from customers. Through polishing specifics and scenario-based services, we integrated warm services into every aspects of life. At the same time, we grasped the trend of the times, deeply integrated technology with services, comprehensively introduced smart and digital products, and upgraded the "Hongtu panoramic smart data platform", "management and control platform of all-dimensional plan", "Hongzhi Cloud Eye System (弘智雲眸系統)" and "online management and control platform of investment and development" to improve management efficiency, employee work efficiency, and comprehensively improve the property owner's living experience.

## 董事長致辭

在充滿未知、極具挑戰的2023年這一年裡，弘陽服務邁入了行穩致遠的第二十個年頭並迎來上市三週年之際，弘陽服務依托「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，榮獲了中國物業服務2023百強企業Top18。每一次前行的步伐，每一次榮譽的背後，都是對服務初心和戰略耐力的堅守與積澱。作為美好生活服務的踐行者，弘陽服務數載深耕不輟，始終以客戶為中心，立足於滿足客戶需求，不斷拓展創造美好生活的邊界。逐步發展為集住宅物業服務、商業物業服務、地產服務、資產管理、科技開發和生活服務六大業務板塊為一體的綜合型、科技型物業服務集團。弘陽服務將繼續以堅實的步伐前行，與客戶共同創造更美好的未來。

2023年，弘陽服務依舊堅守「以客戶為中心」的服務理念，不斷探索產品體系化與服務標準化，致力於以誠信和卓越服務成為備受尊敬的美好生活運營服務商。我們繼續向高品質服務邁進，不斷升級完善住宅運營體系2.0與非住運營體系1.0，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」、「弘生活APP」傾聽客戶心聲，以通過細節打磨和場景化服務，將溫暖服務融入生活的方方面面。同時，我們把握時代趨勢，深度融合科技與服務，全面引入智能化和數字化產品，升級「弘圖全景智慧數據平台」、「全維度計劃管控平台」、「弘智雲眸系統」和「投資拓展在線管控平台」，以提高管理效率、員工工作效率，全面提升業主居住體驗。

Redsun services actively responds to the national “dual carbon goal” call, regards green environmental protection as one of the goals to create a happy community, a good life. By promoting green office among our employees, we continue to expand and improve the green space construction of various projects, carry out activities such as loving tree planting by property owners and promotion of intelligent garbage recycling bins, and integrate green and low-carbon concepts into our daily services and property owners’ lives. These actions are designed to deliver the concept of green life to employees and property owners and help create a healthy, comfortable and livable green home.

Redsun services is well aware that high-quality talents is the core force of enterprise development. Sticking to the talent motto of “be hardworking and contributor oriented (以拼搏者和貢獻者為本), we actively build a professional talent echelon and constantly improve the talent management system to ensure the rights and interests of employees and strive to create a fair, transparent, harmonious, diversified, healthy and safe working environment. We have always paid attention to the introduction and training of talents and built a comprehensive talent development system. In 2023, we launched the “Hongxing Program (弘星計劃)” to recruit young people who are willing to cultivate in depth in the field of property management for enterprises. At the same time, we also formulate “six types of talents” model, striving to provide development space and promotion opportunities and grow with employees to promote the sustainable development of the Company. In the past period of time, we have paid special attention to enhancing the sense of well-being and belonging of our employees, by constantly improving their communication channels, listening to their voices, carrying out diverse teambuilding activities to build up proactive and motivated corporate culture, enabling them to have a happy workplace experience.

弘陽服務積極響應國家「雙碳目標」號召，將綠色環保作為營造幸福社區、美好生活的目標之一。我們通過在員工之間推行綠色辦公，不斷擴大完善各個項目的綠地建設，開展業主愛心植樹、推廣智能垃圾回收箱等活動，將綠色低碳理念融入到日常服務與業主生活中。這些實際行動旨在向員工和業主傳遞綠色生活理念，助力於打造健康、舒適、宜居的綠色家園。

弘陽服務熟知高素質人才是企業發展的核心力量，我們秉承「以拼搏者和貢獻者為本」的人才理念，積極打造專業的人才艦隊，不斷完善人才管理體系，以確保員工權益，努力創造公平、透明、和諧、多元、健康、安全的工作環境。我們也一直注重人才的引進和培養，搭建起完善的人才發展體系。2023年，我們啟動了「弘星計劃」，為企業招募願意在物業管理領域深耕發展的年輕人，同時我們還制定了「六類人才」培養模式，致力於為員工提供廣闊的發展空間和晉升機會，與員工共同成長，推動企業的可持續發展。在過去的一段時間裡，我們特別關注提升員工的幸福感和歸屬感，通過不斷完善員工溝通渠道，傾聽員工的聲音，開展多樣化的團建活動，營造積極向上的企業文化，讓員工在這裏擁有幸福的職場體驗。

We take social responsibility as an important part of our corporate development strategy, actively participate in charity, 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. At the same time, we partner with our suppliers to create a responsible and sustainable supply chain and drive a stronger sense of corporate social responsibility of suppliers. Through various cooperation and joint projects, we actively promote the development of the industry and achieve win-win sharing.

In 2023, Redsun Services worked hard, and focus on creating customer value, took root, focus, and made breakthroughs in adversity, and achieved hard-won results. Looking ahead, we will continue to work closely with our employees, customers and communities to explore sustainable development and build a better future in which people and nature live in harmony. We contribute to the society with sincerity, go all out to provide excellent service and make unremitting efforts for the good life of more people.

我們將社會責任作為企業發展戰略的重要組成部分，積極投身公益慈善，開展助農扶貧等活動，用實際行動踐行企業的社會擔當，傳遞企業的大愛和溫暖。同時，我們與供應商合作，共同打造負責任、可持續的供應鏈，推動供應商提高企業社會責任感。通過各種合作共建項目，積極推動行業發展，實現共贏共享。

2023年，弘陽服務員工奮力拼搏，專注於創造客戶價值，在逆境中紮根、聚焦、突破，取得了來之不易的成績。展望未來，我們將繼續與員工、客戶和社區緊密合作，共同探討可持續發展之道，共築人與自然和諧共生的美好未來。我們懷著真誠的心回饋社會，全力以赴提供卓越服務，為更多人的美好生活而不懈努力。

## ABOUT US

### Company Profile

#### Overview of Corporate

Redsun Services Group Co., Ltd. (stock code: 01971.HK) is a comprehensive and technology-based property service provider integrating six business segments: residential property services, commercial property services, real estate services, asset management, technology development and life services. It has national first-class property management qualification and is one of the member units of China Property Management Association.

Since the listing, Redsun Services has always adhered to the original vision of “making lives warmer”, and deeply implemented the service concept of “customer-centered”. By treating customers honestly and providing excellent services, Redsun Services has passed on a warm community humanistic life to customers to meet the residents’ all-round living needs and create a warm, secure and comfortable living environment.

After years of development, Redsun Services has made continuous breakthroughs during the process of accumulation and forged ahead in the fierce competition market. At present, it has established a regional leading position in Jiangsu Province in the industry and is well-recognized nationwide. In the future, we will continue to focus on improving service quality, continuously enhance our core competitiveness, continue to expand our brand influence, focus more on pursuing high-quality services and adhering to the long-term development path, and strive to become a respected service provider of good life.

## 關於我們

### 公司簡介

#### 公司概况

弘陽服務集團有限公司(股票代碼：01971.HK)，是一家集住宅物業服務、商業物業服務、地產服務、資產管理、科技開發和生活服務六大業務板塊為一體的綜合型、科技型物業服務供應商，其具有國家一級物業管理資質，是中國物業管理協會理事單位之一。

上市以來，弘陽服務始終秉持著「讓生活更有溫度」的初心，深入踐行「以客戶為中心」的服務理念，通過以誠待客和卓越服務，向客戶傳遞著有溫度的社區人文生活，滿足住戶的全方位生活需要，創造溫暖、安心、舒適的居住環境。

弘陽服務歷經多年發展，在沉澱中不斷突破，在激烈競爭的市場中砥礪前行，目前在行業內已確立江蘇省區域領先地位，並在全國範圍內廣受認可。未來，我們將繼續聚焦服務質量提升，不斷增強核心競爭力，持續拓展品牌影響力，更加突出追求高品質服務和堅持長期主義發展路徑，致力於成為一家受人尊敬的美好生活運營服務商。

**Main Business**

Redsun services integrate the needs of customers, providing property management services, value-added services to non-property owners, community value-added services. At present, all three business channels are mature, moving forward side by side and steadily.

**主營業務**

弘陽服務融合客戶需求，為業主提供物業管理、非業主增值、社區增值三大服務。目前三條業務航道均發展成熟，正齊頭並進，穩步向前。

<p><b>Property Management Services</b> 物業管理服務</p>	<ul style="list-style-type: none"> <li>We provide a wide range of property management services to property owners, residents and tenants. These include security, cleaning, greening and gardening, facility management and repairs and maintenance services. Our portfolio of managed properties includes residential, commercial and other properties. In addition to residential properties, we also provide property management services to a variety of commercial properties, such as shopping malls, home improvement and furnishing malls, hotels and theme parks. We also provide property management services to other properties such as office buildings and schools.</li> <li>我們向業主、住戶及租戶提供廣泛的物業管理服務。其中包括安保、清潔、綠化及園藝、設施管理以及維修及保養服務。我們的在管物業組合包括住宅、商業及其他物業。除住宅物業外，我們亦為各類商業物業提供物業管理服務，例如購物中心、家居裝飾及家具商城、酒店及主題公園。我們亦為寫字樓及學校等其他物業提供物業管理服務。</li> </ul>
<p><b>Value-added Services to Non-Property owners</b> 非業主增值服務</p>	<ul style="list-style-type: none"> <li>We also provide value-added services to non-property owners, including (1) consulting services to other property management companies, helping them to provide better services to customers; (2) preliminary planning and design consultancy services to property developers for property development projects; (3) sales assistance services to property developers to assist with their sales and marketing activities at property sales venues and display units, including visitor reception, cleaning, security inspection and maintenance; and (4) other value-added services to property developers, such as inspection services.</li> <li>我們亦向非業主提供增值服務，包括(i) 向其他物業管理公司提供的顧問服務，幫助他們向客戶提供更好的服務；(ii) 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；(iii) 向房地產開發商提供的協銷服務。以協助其物業銷售場地及展廳的銷售及營銷活動，包括訪客接待、清潔、安保檢查及維護；及(iv) 向房地產開發商提供的驗收服務等其他增值服務。</li> </ul>
<p><b>Community Value-added Services</b> 社區增值服務</p>	<ul style="list-style-type: none"> <li>We provide 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; (1) property brokerage services; (2) property decoration services; (3) community convenience services; (4) common area value-added services; (5) asset management services, etc.</li> <li>我們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(i)房產中介服務；(ii)美居服務；(iii)社區便民服務；(iv) 公用區增值服務；及(v)資產管理服務等。</li> </ul>

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

### Strategic Development

After years of market exploration, Redsun Services is well aware of customer needs, insists on quality-based, and is committed to creating a property service system that covers the entire lifecycle and developing a high-end property service system. It serves customers in an all-round way from four aspects: discipline, environment, engineering and customer service. Through the commencement of customized private services including house rental and sale and housekeeping, the preservation and appreciation of house are realized, and for customers at different ages groups, through community building and various community activities throughout the year, we will continue to convey a warm and comfortable community humanistic life to property owners, and deeply implement good life operation services.

In the management discussion in 2023, Redsun Services further clarified the future development direction and fundamental principles of the Group.

### 戰略發展

弘陽服務經過多年的市場探索，深諳客戶需求，堅持品質為本，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全方位地服務客戶，通過開展房屋租售、房屋託管等個性化私屬服務，實現房屋的保值與增值，並針對不同年齡層的客戶，通過社區共建、貫穿全年的各類社區活動等，不斷向業主們傳遞溫暖安心的社區人文生活，深入踐行美好生活運營服務。

在2023年的管理層討論會中，弘陽服務進一步明確了本集團未來的發展方向和根本原則。

#### Reinforcing presence in existing markets and refining layout in incremental market

##### 耕存量，精增量

- We will steadily advance the standards of every professional service line, extend them horizontally and connect them vertically, so as to ensure the rapid implementation of our work. In the non-residential field, we will accurately expand strength, improve management density, rely on our own resources and advantages to achieve endogenous growth, pay attention to the quality of investment, while paying attention to the realization of investment profits, and steadily expand. At the same time, we will deepen the development of urban service tracks, actively cut into urban services, and effectively optimize resources. In terms of project expansion, we will attach importance to depth and density, have strategic and selective layout of key cities, refine project positioning, predict risks in a prudent way, comprehensively consider full-cycle operations in the latter period, lay a solid foundation for scale growth, and realize outcomes in both incremental and existing markets.
- 穩步推進各專業服務線標準，橫向拉通，縱向貫通，確保工作快速落地。在非住宅領域精準拓展力量，提升管理密度，依靠自身資源和優勢實現內生增長，關注投資質量的同時，注重投資利潤的實現，穩步拓展。同時深耕城市服務賽道，積極切入城市服務，有效實現資源優化。在項目拓展方面，重視深度和密度，有戰略有選擇的佈局重點城市，細化項目定位，審慎風險預判，通盤考慮全週期後期運營，奠定規模增長的堅實基礎，取得增量和存量市場雙豐收。

### Accumulation of energy and risk control

#### 蓄能量，控風險

- We will take quality as the cornerstone, build a solid chain of service system, so as to achieve quality and sustainable growth. In terms of team building, we will improve staff selection and employment to drive the overall business operation of the Company. We will undertake precise system operation of each business track and find out the reasons behind through the change of indicators and data, and adjust the operation concept in time while making continual improvement. In terms of enhancement of business efficiency, we will carry out comprehensive check of existing markets and classify precise services. We will break down the task list using professional knowledge, and develop a variety of service scenarios to match the corresponding intelligent operation tools. We will sort the demands of service scenarios and establish equipment digital systems, and install and connect to a digital platform, so that digital application and business logic can work together coherently.
- 以品質為基石，築牢服務體系鏈，做到有質量的持續增長。在團隊方面做好選人用人，帶動公司整體的業務運營。精準各條業務賽道體系運營，通過指標數據變化尋求背後原因，及時調整運營思路並持續改進，推動職能後台快速響應在業務提效上對存量市場充分盤點，分類精準服務。用專業知識分解任務清單，設立各種服務場景匹配相應智能作業工具，梳理服務場景的需求打通設備數字系統，安裝連接數字平台，讓數字運用和業務邏輯貫通運行。

### Focus on quality improvement and efficiency enhancement

#### 聚焦提質增效

- We will realize intensive management in regions with focused development, achieve common growth with suppliers with enhancement in bargaining power in the supply chain and attain effective improvement in efficiency of community resources with digital stock-taking of revenue points. We will refine project hierarchical management standards, execute lean staffing, and enhance per capita efficiency. We will also strengthen intelligent construction, and improve management and operation and maintenance efficiency. We will keep a close eye on the industry dynamics and integrate the Company's professional capabilities to facilitate our pre-intermediary and building maintenance business, and will adhere to "Quality First and Customer First" and assist real estate companies in ensuring project delivery. Leveraging new technologies, new techniques and new management models, we will further reduce energy consumption, realize replacement of manual management by intelligence and replacement of manual work by mechanization, improving the efficiency of management services, and facilitating the improvement of quality, efficiency and effectiveness of projects.
- 聚焦發展，實現區位內集約化管理；提高供應鏈議價能力，實現與供應商的共同成長；數字化盤點收入點位，實現社區資源坪效的有效提升；細分項目分級管理標準，精益員工配置，提升人均效能；加強智慧化建設，提升管理和運維效率。緊盯行業動態，整合公司專業能力，全力推動前介及房修業務，堅持品質第一，客戶至上，助力地產公司保交付。通過新科技、新技術和新管理模式，進一步降低能源消耗，實現智能化替代人工管理，機械化替代人工作業，提高管理服務效率，助推項目實現品質、效率和效益的提升。

### Developing Value-added Services

#### 深挖增值服務

- Through the refined management of community resources, we will develop a light asset operating model, launch space operation services, and improve the operational capabilities of asset destocking, asset leasing and ancillary facilities, so as to further build a community value-added service chain, and satisfy the diversified and multi-level living needs of residents. We will open up a new development track for our community value-added business based on customer demands, with more focused business and more prominent integration of advantageous resources. We will advocate the service concepts of “innovation, experimentation and commitment” to provide customers with full cycle services, to fully transform existing community resources and to create value-added services with unique features.
- 通過社區資源精細化管理，深挖輕資產運營模式，開展空間運營服務，提高資產去化、資產租賃及配套設施的經營運營能力，進一步打造社區增值服務鏈，滿足居民多樣化、多層次的居住生活需求。社區增值業務依據客戶需求開闢新的賽道，業務更聚焦，優勢資源整合更突出。提倡「敢於創新、敢於嘗試、敢於擔當」的服務理念，為客戶提供全週期性服務，做足社區資源的存量轉化，打造具有特色的增值服務。

### Efficiency improvement through digitalization

#### 數信提效保障

- We will accelerate the “digital” transformation of the all-round business. Based on the information system platform developed, with “efficiency improvement and experience innovation” as the core, we will focus on full digitalization of services and the improvement of customer experience and overall operational efficiency, and support the innovation of the overall business and change of service model change. Through the digital changes of the information system, we will promote digital governance and set up a strategic plan for business development based on the logical business operation. At the same time, we will iteratively update the processing capabilities of data information and improve the efficiency of various digital chains and the operational capability of data connection among all business lines to realize integrated digital operation.
- 加速業務全域「數字化」轉型，基于已開發的信息化系統平台，以「效率提升、體驗創新」作為核心，聚焦服務全域數字化，關注客戶體驗和整運營效率的提升支持整體的業務創新和服務模式的改變。通過數信系統的數字變化，反推業務輯運營的情況進行數字治理，為業務發展設計做出戰略規劃。同時不斷迭代更新數據信息的處理能力，提效各類數字鏈及各專業條綫數字打通的運營能力，實現一化數字運作。

### Assuming social responsibility and protecting health and love

#### 承擔社會責任、守護健康大愛

- We will strengthen the principle of talent-oriented, hard-working and contributor-oriented. Upholding the philosophies of healthy, hard work, great love, pragmatism and simplicity, vitality and humanistic care, we will continue to strengthen corporate culture development to form a consensus among employees. To maintain the stability of the employment system and contribute to the promotion and stability of employment, we actively undertake property management services of old communities to facilitate the daily life of residents. We also pay close attention to elderly care services and will gradually form a list of elderly care services.
- 堅守強化以人才為本，以拼搏者、貢獻者為本的原則，堅持健康、拼搏、大愛、務實簡單、活力陽光和人文關懷的理念，持續加強企業文化發展，形成員工共識。保持員工體系的穩定，為促就業，穩就業貢獻力量；積極承接老舊小區的物業管理工作，便利客戶的日常生活；密切重視養老服務，逐步形成養老服務清單。

### Corporate Culture

Redsun Services carries out the highest concept of “customer-centered”, upholds the brand mission of “provide customers with high-quality services with sincerity”, and regards “professionalism and building credibility for the long term” as the core value of guiding the long-term development of the Group. Redsun Services has accumulated over the years and forged ahead in fierce competition market, striving to become an operation provider which delivers good life.

Looking forward, based on the principle of integrity, we will continue to focus on quality and prioritize innovation to drive development. Leveraging the three dimensions, namely, service power, operation power and innovative power, we strive to achieve a stable growth with high quality.

### Awards and Accolades

Leveraging on high-quality development, sound operating conditions, management scale, profitability and other comprehensive indicators, we have won various honors in 2023.

### 公司文化

弘陽服務貫徹「以客戶為中心」的最高理念，奉行「以誠待客、卓越服務」的品牌使命，將「在商言人，誠者致遠」作為引領本集團長遠發展的核心價值觀，多年來弘陽服務不斷積澱，在競爭激烈的市場中砥礪前行，努力成為一家傳遞美好生活的運營服務商。

展望未來，弘陽服務將繼續以誠信為根，以質量為本，以創新為先，以發展為道，圍繞服務力、經營力、創新力三大維度，實現高質量穩健發展。

### 獎項榮譽

憑藉高質量的發展、良好的經營狀況、管理規模、盈利能力及其他綜合性指標，我們在2023榮獲了多項榮譽。

Time 時間	Name of Award/Accolade 獎項名稱	Granted By 頒獎機構	Photo Illustration 獎項圖片
April 2023 2023年4月	2023 Top 100 Property Management Companies in China 2023中國物業服務百強企業	China Index Academy 中指研究院	
July 2023 2023年7月	2023 Jiangsu Province's leading enterprise in property service quality 2023江蘇省物業服務質量領先企業	China Index Academy 中指研究院	

## STRENGTHEN CORPORATE GOVERNANCE

Redsun Services integrates the concept of sustainability into business activities, takes “making lives warmer” as its own responsibility, actively undertakes social responsibility, and attaches great importance to environmental protection and corporate governance. While achieving business growth, we continue to improve our business operation mechanism, explore the path of sustainable development and innovation, and strive to achieve the vision of “becoming a respected creator of good life” and realize the all-win situation among each of society, industry and corporate value.

### ESG Work Mechanism

As one of our strategic development goals, the notion of sustainable development has been fully implemented in our daily operation management and innovation practice. Redsun Services practices social responsibility and is committed to building a sustainable development society. It has formed a top-down three-tier ESG management structure consisting of the Board of Directors, ESG taskforce, and key functional departments, each of which taking charge of well-defined duties in a coordinated manner. The Board of Directors is the highest decision-making level, responsible for reviewing and approving ESG-related target setting, strategic planning, implementation progress, and reviewing the preparation and public release of ESG reports. As the hub for decision-making and implementation, the ESG taskforce is authorized by the Board of Directors to guide and manage the ESG-related work of key functional departments, and regularly report the progress and outcomes of ESG-related work to the Board of Directors. Key functional departments act as executors and, under the Group’s strategic direction, translate sustainability goals into concrete actions to ensure that they are effectively implemented at all levels of the company’s operations. Through a clear division of function and a coordinated management system, Redsun Services ensures that the sustainable development strategy is comprehensively and deeply carried out and implemented.

## 強化企業管治

弘陽服務將可持續理念融入業務活動中，以「讓生活更有溫度」為己任，積極承擔社會責任，高度重視環境保護與公司治理。我們在實現業務增長的同時，不斷完善企業運營機制，持續探索可持續發展創新之路，為實現「成為受人尊重的美好生活創造者」的美好願景，實現社會、行業、企業價值三贏持續努力。

### ESG工作機制

可持續發展理念作為我們的戰略發展目標之一，已全面貫徹落實到企業日常運營管理和創新實踐中。弘陽服務踐行企業社會責任，致力於構建可持續發展社會，形成了由董事會、ESG工作小組、關鍵職能部門組成的自上而下三級ESG管理架構，各層級職責分工明確、協調統一。董事會擔任最高決策層，負責審核、批准ESG相關的目標設定、戰略規劃、實施進度，以及審查ESG報告的編製和對外公開發佈。ESG工作小組作為決策執行的中樞，由董事會授權，負責指導和管理各關鍵職能部門開展ESG相關工作，並向董事會定期匯報ESG相關進展和成果。各關鍵職能部門作為執行者，在集團戰略指導下，將可持續發展目標轉化為具體的行動，確保目標在公司運營各個層面得到有效落實。通過分工明確且協同一致的管理體系，弘陽服務確保可持續發展戰略得到全面、深入的貫徹和執行。

### Board of Directors 董事會

- To pay attention to latest ESG development in the industry and within Redsun Services;  
• 關注行業及弘陽服務的ESG發展動態；
- To assess the risks and opportunities highlighted by the ESG taskforce;  
• 評估ESG工作小組提出的風險和機遇；
- To regularly review the status of attainment of pre-set ESG goals and propose direction for future development;  
• 定期督查ESG目標完成情況並提出未來發展方向；
- Review and approve the ESG report.  
• 審閱、批准ESG報告。

### ESG Taskforce ESG工作小組

- To monitor ESG-related policies and practices on a regular basis and ensure that the group complies with the relevant legal and regulatory requirements;  
• 日常監察ESG有關的政策及常規，確保企業符合相關法律法規及監管要求；
- To identify, monitor and address the ESG issues related to Redsun Services and concerned by stakeholders;  
• 識別、監察及應對與弘陽服務及利益相關方關注的ESG議題；
- To report to the Board of Directors the effectiveness of ESG work and management on a regular basis.  
• 定期向董事會匯報ESG工作和管理的有效性。

### Functional Departments 各職能部門

- To implement tasks related to the strategies and goals of and management approaches to sustainable development, and incorporate the elements of sustainable development to daily operation.  
• 落實可持續發展戰略、目標及管理方針等相關工作，將可持續發展元素融入日常運營中。

### 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 related to sustainable development, ensuring that appropriate and effective direction and management system of sustainable development are in place and executed and shouldering the ultimate responsibilities of devising ESG management strategies and related goals, review of progress of achieving goals as well as ESG performance. The Board of Directors incorporates ESG issues into its annual agenda, determines their importance and priorities, regularly review and manage ESG risks, and conducts materiality analysis on such risks as identified, taking into account the materiality to the stakeholders. The Board provides guidance and suggestions on ESG issues that may affect the Company's long-term sustainable development. During the Reporting Period, the ESG taskforce reviewed the achievement of environmental goals for 2023 and reported to the Board on the achievement of sustainability goals and the effects of related work and management. According to the report, the board of directors continuously evaluated the risks and opportunities related to ESG, and flexibly updated its management strategies and measures according to the specific situation of the enterprise. Based on the ESG results in 2023, the Board of Directors proposed the future development direction to provide follow-up work direction and guidance for the ESG taskforce and various functional departments, so as to strengthen the Company's sustainable development commitment, and provide a solid foundation for further optimizing ESG performance.

### 董事會申明

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發展事宜，評估和審閱公司有關可持續發展的風險，確保公司建立並執行適當及有效的可持續發展方針和管理體系，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。董事會將ESG議題納入年度議程，確定其重要性和優先級，定期回顧和管理ESG風險，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。董事會就可能影響公司長期可持續性的ESG議題提供指導和建議。報告期間，ESG工作小組對2023年的環境目標完成情況進行了審查，並向董事會報告可持續目標的達成情況以及相關工作和管理的效果。董事會根據匯報，對ESG相關的風險和機遇進行持續評估，並根據企業的具體情況，靈活更新其管理策略和措施。基於2023年的ESG成果，董事會提出未來的發展方向，為ESG工作小組和各職能部門提供了後續工作的方向和指導，強化了公司的可持續發展承諾，為進一步優化ESG表現提供了堅實的基礎。

### Risk Management

Redsun Services attaches great importance to risk management and control and continuously improves the risk management system to achieve the overall management goal of zero material risks in listing compliance management and control and zero material risks in daily operating management. To reduce the risk of huge economic losses caused by risk events, we devised internal systems such as the Redsun Group's Risk Control Information Management System, Measures for Administering Regional Risk Control and Post-holding Personnel (Trial), and published the List of Top Ten Operational Risks of Redsun Services Group on the OA platform and explained in detail the processing and response mechanism of daily risks to ensure that potential risks in the Company's operations are fully identified, assessed and managed, and carried out business guidance in an orderly manner.

In 2023, we continued to optimize the List of Top Ten Operational Risks of the service group, continuously improved the Company's various systems of audit and supervision and management, and specifically implemented risk control to the responsible units to effectively control major risks. We attached importance to the improvement of the professional skills of risk control personnel, and at the same time interacted with regional risk control teams to form a secondary risk control organization system at the Group's and regional level to effectively manage and control the major risks of the Group and the daily operational risks of the projects.

### 風險管理

弘陽服務高度重視風險管控並持續完善風險管理體系，以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的總體管理目標。為降低因風險事件對公司造成巨大經濟損失風險，我們制定了《弘陽物業集團風控信息管理制度》、《區域風控兼崗人員管理辦法（試行）》等內部制度，在OA平台上發佈了《弘陽服務集團十大經營風險清單》並詳細解讀日常風險的處理應對機制，確保公司運營中的潛在風險得到充分識別、評估和管理，有序開展業務指導。

2023年，我們持續優化服務集團十大經營風險清單，不斷健全公司各項審計、監察管理制度，並將風險管控落實到具體責任單位，實現對重大風險的有效管控。我們重視對風控人員專業技能的提升，同時聯動區域風控小組，形成集團、區域二級風控組織體系，對集團重大風險及項目日常運營風險進行了有效管控。

In view of the particularity of the real estate industry, we carry out special management and control of investment and financing risks to reduce the risk of service fees being difficult to repay. For customers with real estate background, we fully investigate their payment ability to ensure timely recovery of controlled-house and other property service fees.

鑒於房地產行業的特殊性，為降低服務費用難以交付的風險，我們開展投資融資風險專項管控。針對地產背景客戶，充分調研其支付能力以確保及時收回控制房屋等物業服務費用。

#### Strengthening the formation of risk control taskforce 強化風控小組建設

- To enhance professional skills of risk control personnel
- 強化提升風控人員的專業技能
- To interact with regional risk control teams to form a secondary risk control organization system at the Group's and regional
- 聯動區域風控小組，形成集團、區域二級風控組織體系

#### Special risk management and control of investment and financing 專項投資融資風險管控

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

Highlights of risk control measures in 2023  
2023年風控亮點舉措

### Compliant Operations

Redsun Services adheres to transparent and compliant operation, and effectively identifies and manages potential risks through continuous improvement of the Company's operation mechanism and internal management system, so as to protect Shareholders' rights and interests, improve enterprise value and accountability, and promote the sustainable development of enterprises. We strictly comply with the national laws and regulations and the Company's internal rules and regulations and continue to strengthen the construction of the risk management system. In order to achieve the eight key goals of economic and social development in 2023, we have formulated a series of specific measures and implemented them efficiently to ensure the stability and safety of the Company's operations.

### 合規運營

弘陽服務堅持透明合規經營，通過持續改進企業運營機制和內部管理體系，有效識別和管理潛在風險，以保障股東權益，提高企業價值與責任擔當，推動企業可持續發展。我們嚴格遵守國家法律法規及公司內部規章制度，持續加強風險管理體系的建設，為實現23年經濟社會發展八大重點目標，制定了一系列具體措施並實現高效落實，保障公司運營的穩定安全。

### Business Ethics

Redsun Services has always been tough in cracking down on corruptions and bribes in any form, strictly abides by the bottom line of business ethics, adheres to the values of "professionalism and building credibility for the long term", adheres to "swan culture (天鵝文化)", and is committed to creating a clean and transparent business atmosphere. The Group strictly complies with the Anti-Money Laundering Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China and the Interim Regulations Concerning the Prohibition of Commercial Briberies and other laws and regulations, and on this basis, continuously improves the construction of Redsun's integrity system. We have devised and implemented internal rules and regulations such as the Hong Yang Group Company's System of Declaration of Conflict of Interests and the List of Prohibited Acts and Behaviors of Corruption, dealt with multi-parties relationships around the fair and equitable principle, clarified the methods for dealing with conflicts of interest and corrupt and fraudulent behaviors, and enhanced employees' compliance awareness and created a clean cultural atmosphere. During the Reporting Period, we intensified our efforts to publicize and build a integrity system and gradually expanded the breadth and depth of integrity building from the inside out.

Redsun Services attaches great importance to the construction of integrity culture and employees' sense of integrity. We conduct anti-corruption training, anti-corruption culture publicity months, and anti-corruption publicity and implementation activities at monthly meetings for all directors and employees, so that employees can integrate relevant laws and internal rules and regulations into business processes, continuously strengthen employee behavior management, and enhance their awareness of compliance with laws and regulations and integrity. During the Reporting Period, we conducted one anti-corruption training for the Board of Directors and six anti-corruption trainings for employees. During the Reporting Period, the Group did not have any cases of corruption and bribery.

### 商業道德

弘陽服務始終以強硬的態度打擊任何形式的貪污、腐敗和賄賂行為，嚴守商業道德底線，秉承「在商言人，誠者致遠」的價值觀，堅守「天鵝文化」，致力於打造廉潔、透明的商業氛圍。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》等法律法規，並以此為基礎不斷完善弘陽廉政體系建設。我們制定並實施了《弘陽物業集團利益衝突申報制度》、《員工禁止舞弊行為列示一覽表》等內部規章制度，圍繞公平公正原則處理多方關係，明確利益衝突以及腐敗舞弊行為的處理方法，增強了員工合規意識，營造廉潔文化氛圍。報告期內，我們加強廉政宣傳與建設，從內到外逐步擴展廉正建設的廣度與深度。

弘陽服務重視廉潔文化的營造和員工廉潔意識的構建。我們對所有董事及員工開展反貪腐培訓、廉政文化宣傳月、月度會議廉政宣貫等活動，使員工將相關法律和內部規章制度要求融入業務流程中，不斷強化員工行為管理，提升遵紀守法、廉潔從業意識。報告期內我們向董事會開展1次反貪污培訓，對員工開展6次反貪污培訓。報告期內，本集團未發生貪污賄賂案件。

### Complaints and Whistle blowing

The Group has set a special Redsun Complaints and Whistle-blowing Management Policy and various whistle blowing channels such as official complaint and whistle blowing WeChat account, customer service hotline, whistle blowing and supervision mailbox, etc., to standardize the processing procedures of complaints and whistle blowing. We take protective measures toward whistle-blowers in accordance with the provisions of the Redsun Complaints and Whistle-blowing Management Policy: strictly keep the information and materials of whistle-blowers confidential, and seriously deal with malicious retaliation against the whistleblowers. We encourage whistle-blowers from employees and the public and protect and reward them, and deal with retaliation through a strict accountability mechanism. For the complaints and whistle blowing process, the whistleblower first reports to the management department with corresponding functions and can report directly to the risk control center if there are special conditions. Reports are received and processed by different entities according to different business processes in respect of report content. After the acceptance, the relevant departments will investigate and verify according to the acceptance requirements and follow up the rectification.

### 投訴舉報

本集團設置有專門的《弘陽投訴舉報管理辦法》和官方投訴舉報微信號、客服熱線、舉報監督郵箱等各類舉報渠道，規範投訴舉報處理流程。我們根據《弘陽投訴舉報管理辦法》的規定對舉報人採取保護措施：嚴格保密舉報人的信息、材料，嚴肅處理惡意打擊報復舉報人的行為。我們鼓勵來自員工及社會各方的舉報，對其實施保護、獎勵機制，並以嚴厲責任追究機制處理打擊報復行為。對於投訴舉報流程，舉報人首先向有對應職能的管理部門反映，如有特殊狀況，可直接向風控中心舉報。根據舉報內容的不同業務處理，分別交由不同主體接收、處理。受理後將按照受理要求由相關部門調查核實，後續跟進整改。

### Responsible Marketing

All marketing and promotion activities conducted by Redsun Services are in strictly compliance with the requirements of the Advertising Law of the People's Republic of China, the Law of Protection of Consumer Interests of the People's Republic of China and other laws and regulations. We always comply with the ethical standards of corporate marketing. While uplifting the level of brand management, we attach importance to the interests of consumers and corporate responsibilities. We put in place the Manuals for Managing Redsun Brands and conducts marketing and publicity activities accordingly and implement a three-level business control model to ensure that the form and substance of all marketing contents are true, proper and compliant, without exaggerated or false contents. We have actively responded to the country's call for poverty alleviation, launched the Poverty Alleviation Program of Supporting Farmers and Agriculture, worked with merchants from the source to promote agricultural and sideline products, helped sell special agricultural and sideline products in poverty-alleviated areas, and introduced cost-effective daily necessities of life to meet business needs. 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.

### 負責任營銷

弘陽服務承諾開展的所有營銷活動均嚴格遵守《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》等法律法規的規定。我們始終恪守企業營銷道德標準，在提升品牌管理水平的同時，重視消費者利益和企業責任，制定並依據《弘陽集團品牌管理手冊》開展營銷宣傳活動，落實三級業務管控模式，以保證所有內容及形式真實且合規恰當，防止出現誇大或存在虛假宣傳的情況。我們積極響應國家脫貧攻堅的號召，啟動助農扶貧計劃，同源頭商家合作推廣農副產品，幫銷脫貧地區特色農副產品，引進高性價比日常生活必需品，以滿足業務生活需求。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。



Poverty Alleviation Activity of Supporting Farmers and Agriculture Site Photo  
助農扶貧活動現場圖

### *Information Security and Privacy Protection*

Redsun Services attaches great importance to information security and privacy protection for its customers and actively assumes corresponding responsibilities. 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 and optimizing our system for information security and privacy management to reduce the risk of privacy protection for customers and users. Through the formulation of the System for Controlling Risks Pertaining to Information Security, we have standardized the regulation of the network security, information platform security management, password management, confidentiality management, software management and other aspects. At the same time, we have issued the Operating Guide for E-commerce Platform System Administrators to regulate the operations made by system administrators of e-commerce platforms, ensure effective implementation of various privacy protection requirements, optimize customer experience, and ensure safe operation of the platforms.

### *信息安全及隱私保護*

弘陽服務充分重視客戶信息安全及隱私保護並積極承擔相應責任，嚴格遵守《中華人民共和國個人信息保護法》、《信息安全等級保護管理制度》等法律法規，持續改進和優化信息安全及隱私保護管理體系，以降低客戶和用戶的隱私保護風險。我們通過制定《信息安全風險管理制度》，對網絡安全、信息平台安全管理、密碼管理、保密管理、軟件管理等方面進行了規範。同時，我們發佈了《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操作，確保有效落實隱私保護各項要求，優化客戶體驗，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
- 加強防火牆，服務器均需安裝殺毒軟件且定期升級、進行檢測
- Strengthened management of suppliers; permission is required for suppliers to be connected to the internal information platform or database, and operation log is maintained
- 強化供應商管理，供應商經許可後才可連接內部信息平台或數據庫且保留操作日誌

#### Information platform security management 信息平台安全管理

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

#### Password management 密碼管理

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

#### Confidentiality management 保密管理

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

#### Software management 軟件管理

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

### Protection of Intellectual Property Rights

Redsun Services attaches great importance to the protection and management of intellectual property, and regards it as a key component of the sustainable development of enterprises. We strictly comply with the requirements of the Copyright Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China and other laws and regulations and have devised and implemented internal systems such as the System for Administering Intellectual Property Rights, and continuously optimized the intellectual property management system. While maintaining our own innovation achievements through trademark registration, patent application and other means, and actively fostering employees' awareness of intellectual property rights, we promotes exchanges and cooperation in the field of intellectual property rights, and jointly maintains a fair and orderly market competition environment with business partners.

### Communication with Stakeholders

In order to ensure good and effective communication with every stakeholder, timely understand and respond to their expectations and concerns on environmental, social and governance issues, the Group has established a diversified stakeholder identification and communication mechanism to work with all parties to promote the sustainable development of the enterprise. The core stakeholders identified by 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 to timely listen to their interests, demands and expectations toward sustainable development, provide targeted response and adopt strategic implementation, so as to achieve joint creation of values and sharing of sustainable development outcomes. The issues of concern from the perspectives of different stakeholders during the Reporting Period are listed below:

### 知識產權保護

弘陽服務高度重視知識產權的保護與管理，並將其作為企業可持續發展的關鍵組成部分。我們嚴格遵守《中華人民共和國著作權法》、《中華人民共和國商標法》、《中華人民共和國專利法》等法律法規的要求，制定落實《知識產權管理制度》等內部制度，不斷優化知識產權管理體系。在通過商標註冊、專利申請等方式維護自身創新成果，積極培育員工知識產權意識的同時，推動知識產權領域的交流合作，與商業夥伴共同維護公平、有序的市場競爭環境。

### 利益相關方溝通

為保證與各利益相關方開展良好有效的溝通，及時了解並回應其對環境、社會及管治議題的期望與關切，本集團建立了多元化的利益相關方識別和溝通機制，同各方攜手推進企業可持續發展。弘陽服務所識別的核心利益相關方包括業主／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。現已建立常態化溝通機制，通過及時聽取他們對可持續發展的利益、訴求與期望，進行針對性的回應和戰略性的實施，以實現共創價值，共享可持續發展成果。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	Way 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	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	General meetings are held at least once a year Investor conferences and on-site visits are arranged at irregular time intervals 股東大會每年至少舉行一次 投資者見面會及現場調研不定期舉行
Government/regulatory 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	On-site visits Seminars 現場調研 會談	At irregular time intervals 不定期
Business partners 合作夥伴	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

Stakeholder 利益相關方	Key issues of concern 關注的主要議題	Way of communication and response 溝通回應方式	Frequency 頻率／次數
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

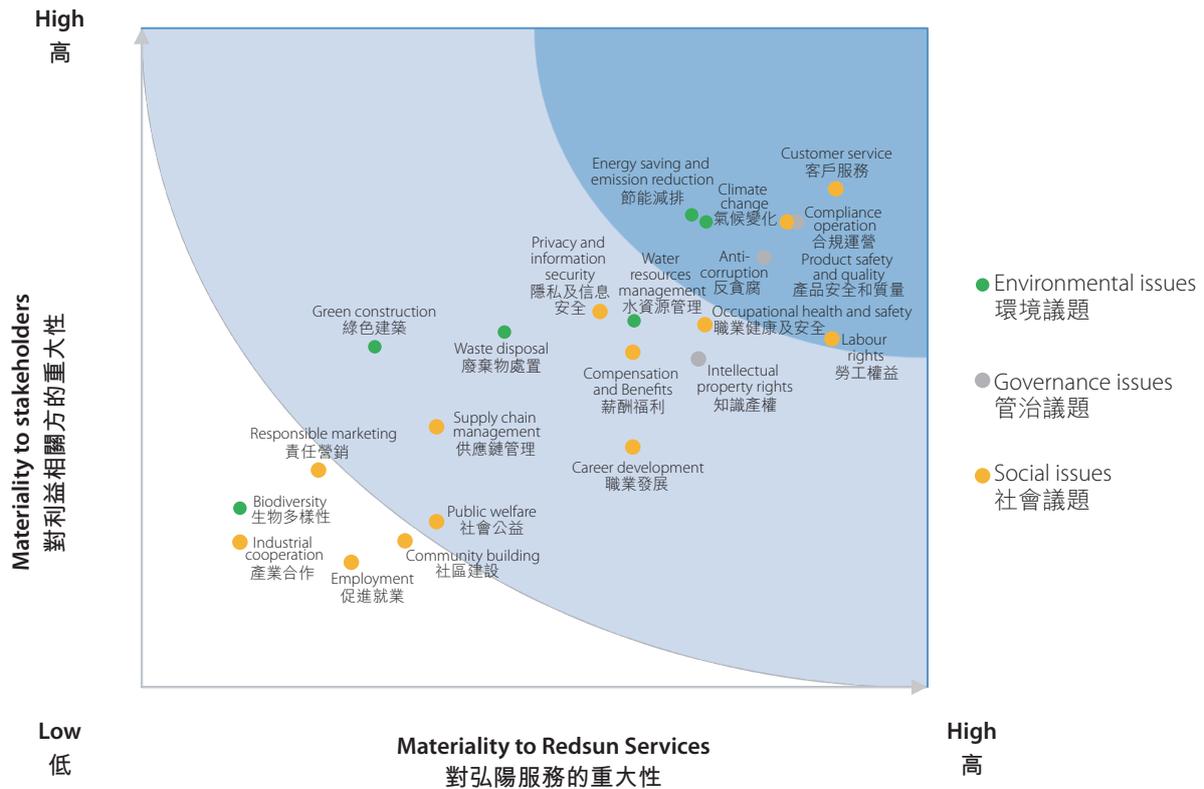
Materiality Analysis

In the process of creating value, Redsun Services focuses on issues that have a significant impact on the economy, environment and society. In 2023, we further identified and updated ESG-related topics based on the results of ESG materiality issues in 2022. In order to understand more fully the importance and focus of the issues, we conducted in-depth internal interviews and conducted a comprehensive analysis and assessment of different issues in conjunction with the Group's strategic development direction and the views of external stakeholders. Finally, the updated matrix of materiality issues was formed, and a total of 22 issues of materiality was given rise, of which 7 issues were of materiality, 10 issues were of moderate materiality and 5 issues were of low materiality. The identification of these issues will help us to better focus on and respond to these important sustainability issues and promote sustainable business development of the enterprise.

重大性分析

弘陽服務在創造價值的過程中，注重對經濟、環境和社會產生重大影響的議題。2023，我們根據2022重要性議題的結果，進一步識別和更新了與ESG相關的議題。為了更全面地了解議題的重要性和關注度，我們進行了內部深度訪談，並結合集團的戰略發展方向和外部利益相關方的意見，對不同議題進行了綜合分析和評估。最終形成了更新的重大性議題矩陣，共總結出22項重要議題，包括7項高度重要議題、10項中度重要議題和5項低度重要議題。這些議題的確定將有助於我們更好地關注和應對這些重要的可持續發展問題，促進企業的可持續發展。

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
Climate change 氣候變化	
Issues of moderate materiality 中度重大性議題	
Privacy and information security 隱私及信息安全	Labor rights 勞工權益
Waste disposal 廢棄物處置	Water resources management 水資源管理
Green 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
Career development 職業發展	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	

## PROVIDE QUALITY SERVICE

Since the establishment of Redsun Services 20 years ago, the Company has always adhered to the “customer-centered” service concept, and has insisted on continuously improving its own service quality, and continuously improving customer satisfaction by treating customers with sincerity and providing excellent services to meet customers’ all-round life needs, creating a warm, secure and comfortable living environment for owners, and is committed to becoming a respected and beautiful life operation service provider.

### Quality Service

A good life is rooted in good service, and quality is the cornerstone of service. In order to create a warmer and better life, Redsun Services will protect the quality of the homeland as a consistent original aspiration, to build a warm and diverse happy habitat.

In 2023, Redsun Services will focus on adjusting details from the perspective of customer needs and customer experience feedback and make corresponding upgrades and optimization for problems that do not meet customer needs and project management needs in actual operation. We upgraded and optimized the ABCD targets of the product, and updated the product from the perspective of property fee unit price, management area, floor area ratio, and service quality; For service standards revision, on the basis of the original classified service standards, according to the actual requirements of each project, we made corresponding revisions.

## 提供優質服務

弘陽服務成立20年以來，始終秉承著「以客戶為中心」的服務理念，堅持不斷提升自身服務品質，通過以誠待客和卓越服務，滿足客戶全方位的生活需求，持續提升客戶滿意度，為業主創造溫暖、安心、舒適的居住環境，致力於成為一家受人尊敬的美好生活運營服務商。

### 品質服務

好的生活，根植於好的服務之中，而品質則是服務的基石。為了打造更有溫度的美好生活，弘陽服務將守護家園品質作為始終如一的初心，構築溫暖多樣化的幸福棲居。

2023年，弘陽服務注重從客戶需求角度、客戶體驗反饋角度做細節調整，對實際運營中不符合客戶需求、不符合項目管理需求的問題做出相應的升級優化。既對產品系ABCD標的升級優化，從物業費單價、管理面積、容積率、服務品質角度更新產品系；對服務標準修訂，在原有分類服務標準基礎上，結合各項目實際要求，做相應的修訂。

Honghui Service

弘暉服務

Division A

A標

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

Hongyue Service

弘悅服務

Division B

B標

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

**Hongxiang Service**  
弘享服務

Division C  
C標

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

**Honghui Service**  
弘匯服務

Division D  
D標

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

Redsun Services strictly follows the Urban Real Estate Administration Law of the People's Republic of China and the Regulation on Realty Management, and other laws and regulations, customizes the property service standard systems for different products, always focuses on providing high-quality standardized services with customer-centered principle. In order to ensure the effective operation of residential operation system 2.0 and non-residential operation system 1.0, the Company has formulated corresponding standardized documents to clarify the responsibilities of various functional departments, guide and standardize various operation management work. At present, the Company has formulated 86 operation management documents for residential operation system 2.0, which provides strong support for the smooth development of business.

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，針對不同產品系定制物業服務標準體系，始終以客戶為中心，專注提供高質量的標準化服務。為確保住宅運營體系2.0與非住運營體系1.0的有效運行，公司制定了與其相對應的標準化文件，以明確各職能部門的職責，指導及規範各項運營管理工作。公司目前針對住宅運營體系2.0制定的運營管理文件已達86個，為業務的順利開展提供有力支撐。

<p><b>Residential Operation System 2.0</b> 住宅運營體系2.0</p>	<ul style="list-style-type: none"> <li>• Based on the common system standards, differentiation is demonstrated in contents, such as quality service differentiations, internal assessment requirements and personnel configuration standards</li> <li>• In respect of property-related business, differentiated service menus are also formulated in aspects such as sales center, pre-referral and one-unit-one-inspection and continuously improves customer experience</li> <li>• 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</li> <li>• Residential operation system 2.0: including 86 operation and management documents, 27 operation guides for posts and 225 quality records</li> <li>• 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)</li> <li>• 在地產關聯業務方面，同樣制定差異化服務菜單，在案場、前介、一戶一驗等環節提供不同產品等級的服務，不斷提升客戶體驗</li> <li>• 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。</li> </ul> <p>住宅運營體系2.0：包含運營管理文件86個、崗位操作指南27個、質量運行記錄225個</p>
<p><b>Non-Residential Operation System 1.0</b> 非住運營體系1.0</p>	<ul style="list-style-type: none"> <li>• Focus is put on improving the on-site business quality of key business processes and key touchpoints</li> <li>• 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</li> <li>• Non-residential operation system 1.0: including 121 operation and management documents and 187 quality records</li> <li>• 重點改善關鍵業務流程和關鍵觸點的現場業務品質</li> <li>• 快速與客戶建立鏈接，獲取業主的信任與支持，助力服務合同的保有與續簽，實現投資合作價值</li> <li>• 非住運營體系1.0：運營管理文件121個、質量運行記錄187個</li> </ul>

2023 was the sixth year since Redsun Services has initiated the “Rejuvenation with Heart and Love for Family Plan” program. This year, Redsun Services cooperated with various companies to rejuvenate the quality of the residential areas, with a total investment of approximately RMB10 million. The scope of this year’s rejuvenation plan includes Nanjing, Jiangsu South, Shandong-Anhui region and western region, benefiting 159 projects (including property extension projects), focusing 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”.

2023年是弘陽服務「以心煥新－愛家計劃」[續航]的第六年，本年度弘陽服務聯動各公司做園區品質煥新，總投入約千萬資金，今年的煥新計劃涵蓋範圍包括南京、蘇南、魯皖、西部區域，惠及159個項目(含物業外拓項目)，圍繞「溫暖愛家、鄰趣愛家、童夢愛家、運動愛家」四大煥新主題。

#### Love for Home with Warmth

##### 溫暖愛家

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

#### Love for Home in Sports

##### 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

#### 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 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

Adhering to the original intention of “making lives warmer”, Redsun Services is always customer-centered, and continuously improves the details in its quality services. With this mission in mind, the Group carried out a series of quality improvement actions.

弘陽服務始終秉承「讓生活更有溫度」的初心，深入踐行「以客戶為中心」的服務理念，持續提升品質服務細節，懷揣這一使命，本集團開展了一系列品質提升行動。

### Warmth from Redsun Action

#### 弘暖行動

See beauty in detail and warmth in action. Redsun Services Nanjing Company initiated the “Warmth from Redsun Action” in 2023 and warmed up and protected the property owners’ happy home by sending a loving breakfast, installing door handles and gloves, and implementing anti-freezing and heating measures.

以細節見美好，以行動見溫暖。弘陽服務南京公司開啓2023年「弘暖行動」，通過派送愛心早餐、加裝門把手套，實施防凍保暖措施等服務，溫暖守護業主的幸福家園。



Loving Breakfast Gifts  
愛心早餐大派送



“Palm” Warmth Activity  
「掌心」送溫暖活動



Implement Anti-freezing and Heating  
Measures  
實施防凍保暖措施

### Community Convenience Activities

#### 便民活動

Colorful activities were offered to convey warm love. Redsun Services Nanjing Company successively carried out heart-warming activities such as blood pressure measurement, cleaning mats, ring games, painting sugar people, wedding arrangements, etc. With practical actions, the good life was better improved, guarding the property owners’ happy life.

多彩活動，為愛加溫。弘陽服務南京公司各項目陸續開展測量血壓、清洗地墊、套圈遊戲、畫糖人、婚慶佈置等暖心活動，用實際行動，為美好生活增資添彩，守護業主幸福生活。



Blood Pressure Measurement  
測量血壓



Cleaning Mats  
清洗地墊



Ring Games  
套圈活動

In 2023, the quality was as bright as starlight, and the pioneering steps were vigorous and energetic. Redsun Services management map obtained 38 additional projects (including renewal), with strong service advantages in the multiple tracks, winning the recognition of users and society.

2023年，品質燦若星光，開拓的腳步，蓬勃有勁，弘陽服務管理版圖累計新增38個項目(含續簽)，以多元賽道強勁的服務優勢，贏得用戶和社會的認可。

### Beautiful Housing

#### 美好住宅

Before the residents raised concerns, Redsun Services took actions from the details, refined trimming, mechanized operations, ecological maintenance, customized community greening plan, so that the four seasons view were full of the community. Focused on the needs of property owners, Redsun Services carried out community value-added services, including community convenience services, Internet home improvement, asset operation, Hong Life housing purchase, etc. to create a convenient living circle, and strived to create a better living environment for the property owners and users of Redsun Services with a warmer service experience, and a better community life.

先於居者所想，弘陽服務從細節出發，精細化修剪、機械化作業、生態化養護，定製社區專屬綠化計劃，讓社區四季有景。聚焦業主需求，開展社區增值服務，包括社區便民服務、互聯網家裝、資產運營、弘生活置業等，打造便民生活圈，致力於為弘陽服務業主和用戶創造更優美的生活環境，更溫暖的服務體驗，更美好的社區生活。



New Residential Representative Projects in 2023  
2023年新增住宅代表項目

### Secure Campus

#### 安全校園

From home to campus, Redsun Services strictly implemented safety standards, making every effort to safeguard stability. Different from residential and commercial properties, school property management had higher requirements for stability and safety. Redsun Services helped school development around the full cycle of school development, 7X24-hours on duty, 360-degree comprehensive cleaning, through standardization, specialization and refined management.

從家園到校園，弘陽服務嚴格執行安全保障規範，全力守護每一份安穩。不同於住宅及商辦物業，學校物業管理對於穩定性、安全性要求較高。弘陽服務圍繞學校發展的全週期，7X24小時在崗、360°全方位保潔，通過標準化、專業化、精細化管理，助力學校發展。



New Campus Representative Project in 2023  
2023年新增校園代表項目

### High-end Commercial Office Buildings

#### 高端商寫

In the high-end commercial office buildings, Redsun Services achieved each standard to the extreme. Bearing the standards of 15° welcome gesture, and 15-minute tour of the venue in mind, reception from the front desk to the conference services, with a rigorous professional attitude, customers were provided with star-grade service, redefining the business prestige.

在高端商寫領域，弘陽服務將每一項標準做到極致。15°迎賓手位、15分鐘會場巡迴，從前台接待到會務服務，以嚴謹專業的態度，為客戶提供星級服務，重新定義商務的尊享感。



New Commercial Office Buildings Representative Projects in 2023  
2023年新增商寫代表項目

## Medical Services

### 醫療服務

In the field of medical services, Redsun Services implemented comprehensive and multi-functional logistics system guarantee management, 24-hour elevator dispatch hotline and 10-minute specimen delivery service, with an aim to building a safe and clean medical environment, creating an orderly and efficient medical experience, ensuring refined and professional medical services, and making every effort to create a new high level of medical logistics services.

在醫療服務領域，弘陽服務實施全方位、多功能的後勤系統保障管理，24小時電梯調度值班熱線、10分鐘標本運送服務，構建安全、乾淨的醫療環境，營造有序、高效的就醫體驗，保障精細化專業化的醫療服務，全力打造醫療後勤服務的新高地。



New Medical Representative Projects in 2023  
2023年新增醫療代表項目

### Urban Services

#### 城市服務

As the “Housekeeper” of urban services, Redsun Services started with urban public basic services and expanded into the planning and implementation of urban comprehensive solutions.

作為城市服務「大管家」，弘陽服務以城市公共基礎服務為開端，深入到城市綜合解決方案的規劃和執行。



New Urban Service Representative Projects in 2023  
2023年新增城市服務代表項目

### Training Consultancy

#### 培訓顧問

Redsun Services jointly formulated a work plan for teacher training in colleges and universities, provided consultancy training services and post-following training services, including but not limited to modern service property management business and corporate finance-related positions, which clarified job functions and task goals, and provided on-site tutors and sites for unified management and guidance, effectively helping college or universities teachers to learn advanced enterprise management concepts and improve professional theoretical knowledge.

弘陽服務聯合制定高校教師培訓工作方案，提供顧問培訓服務及跟崗培訓服務，包含但不限於現代服務物業管理業務、企業財務相關崗位，明確崗位職能和任務目標，提供現場導師及場地進行統一管理和指導，有效助力高效教師學習企業先進管理理念，提升專業理論知識。



New Consultancy Representative Projects in 2023  
2023年新增顧問服務代表項目

### Safety Operation

Safeguarding the health and safety of stakeholders is the foundation for Redsun Services to provide high-quality property services. Through improving the safety management system, Redsun Services will regularly identify safety risks and formulate corresponding measures, actively carry out employee safety training and emergency drills, and ensure the safety of owners from the actual situation.

### 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, Redsun Services has continuously strengthened the construction of the internal safety management system, 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, optimized the safety organizational structure, regularly carried out safety patrol activities, clarified emergency measures for emergency management and control, and protected the health and safety of owners.

Redsun Services adheres to the safety management approach of hierarchical control and detailing to people. The chief person in charge of the Group is the highest person in charge of the management organization. There are regional safety responsible persons, project safety management responsible persons, and project safety professional responsible persons as the highest responsible persons, 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.

### 安全運營

保障利益相關方的健康與安全是弘陽服務提供高品質物業服務的基礎。通過完善安全的管理體系，定期識別安全風險並制定相應措施，積極開展員工安全培訓與應急演練活動，從實際出發保障業主安全。

### 安全管理

弘陽服務嚴格遵守《中華人民共和國安全生產法》、《中華人民共和國消防法》等法律法規，不斷加強內部安全管理體系建設，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，優化安全組織架構，定期開展安全巡邏活動，明確突發事件管控應急措施，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，由集團總負責人作為管理組織的最高負責人，下設區域安全負責人、項目安全管理負責人、項目安全專業負責人為最高負責人，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 2023, Redsun Services continued to implement an online reporting and control mechanism, realized real time feedback of the situation of the patrol site and uploaded the pictures of the site to the online system to guarantee high-quality patrols. At the same time, according to the characteristics of day shift and night shift, Redsun Services formulated targeted inspection requirements, continuously expanded the coverage of safety assurance, and ensured customer safety in multiple dimensions.

2023年，弘陽服務繼續實行線上報備管控機制，實時反饋巡邏現場情況並將現場圖片上傳至線上系統，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，不斷擴大安全保障覆蓋領域，多維度保障客戶安全。

#### 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

In order to respond to various kinds of emergencies in a timely manner, Redsun Services has formulated the Management Measures for Emergencies, which further clarifies the emergency measures for control of emergencies. 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.

弘陽服務為及時應對各類突發事件，制定了《應急突發事件管理辦法》，進一步明確了突發事件管控應急措施。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應第一時間向產業對接人稟報具體情況，對接人立即向專項小組稟報，提前做好預案
- After the incident, the relevant head of each line of the industry involved should arrive at the scene at the first time and make relevant treatment plans in time according to the practical situation
- 事發後，涉及到的產業各條線有關負責人應第一時間到達現場，根據現場情況及時制定相關處理方案
- Immediately notify the relevant personnel to arrive at the scene as quickly as possible
- 立即通知相關人員以最快速度趕到現場

#### Unified Command Principle 統一指揮原則

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

Safety Training

安全培訓

Health and Safety Initiatives

健康安全舉措

During the Reporting Period, Redsun Services issued a notice on the standards for summer cooling, cold protection, freezing protection, and operation post visualization, implemented safety management policies, strengthened employees' awareness of safety risks, enhanced the safety protection capabilities of Redsun Services communities, and effectively guaranteed the health and safety of property owners, so as to reassure the property owners of Redsun Services.

報告期內，弘陽服務發佈了防暑降溫、防寒防凍、操作崗可視化標準的通知，貫徹落實安全管理政策，加強員工安全風險防範意識，增強弘陽社區安全保障能力，切實保障業主的健康安全，讓弘陽業主住的安心，住的放心。

In 2023, Redsun Services actively carried out various fire drills, publicity, training, and testing, strictly implemented the main responsibilities of fire safety, performed fire safety management responsibilities, and laid a solid foundation for building a good fire safety environment.

Redsun Services always adhered to the principle of "prevention first, combination of prevention and fire control", attached great importance to the fire safety work of the community, and prevented danger from not "burning". We conducted regular inspections and maintenance of fire protection facilities, held fire safety knowledge lectures, and conducted firefighting drills to continuously strengthen residents' fire safety awareness and enhanced their emergency response capabilities. In addition, through fire safety awareness and education, we ensured that every resident has basic fire safety knowledge and self-rescue skills. These measures have helped us build a solid fire safety line, providing a solid guarantee for the safety of the lives and property of the community, and ensuring the peace and harmony of the community.

2023年，弘陽服務積極開展各類消防演習、宣傳、培訓、及檢測工作，嚴格落實消防安全主體責任，履行消防安全管理職責，為構建良好的消防安全環境奠定堅實基礎。

弘陽服務始終堅持「預防為主、防消結合」的原則，高度重視社區的消防安全工作，防患於未「燃」。我們定期進行消防設施檢查與維護、舉辦消防安全知識講座、實施消防實戰演練，不斷強化居民的消防安全意識，提升應急處理能力。此外，我們通過消防安全宣傳教育，確保每位居民都能掌握基本的消防知識和自救技能。這些措施幫助我們構建了一道堅實的消防安全防線，為社區居民的生命財產安全提供堅實保障，確保社區的安寧與和諧。

Firefighting Knowledge Publicity  
消防知識宣傳

Various projects of Redsun Services Nanjing Company output fire safety knowledge through offline LED screens, bulletin boards, banners, online groups of owners, Moments in WeChat and other channels, encourages owners to consciously abide by fire safety management regulations, advocated their knowledge of self-rescue and escape, and improved self-defense and self-rescue ability to build a safe and beautiful home together.

弘陽服務南京公司各項目通過線下LED屏、公告欄、橫幅及線上業主群、朋友圈等多渠道宣傳，輸出消防安全知識，鼓勵業主自覺遵守消防安全管理規定，倡導其學習自救逃生知識，提高自防自救能力，共同築起安全美好的家園。



Firefighting Practice  
消防實戰演練

No manoeuvre for life, tighten the safety strings. In order to further enhance the fire protection awareness of all employees, popularize fire prevention and firefighting knowledge, and improve prevention and escape skills, each project has formulated a detailed firefighting drill plan in advance, and set up firefighting groups, warning groups, communication groups, logistics groups, technical groups and other groups. The division of labor and the responsibilities were clear, and the drill was tense and orderly, busy but not messy, showing the owner the rapid response and professional cooperation of the employees of Redsun Services in the face of sudden fires, which enhanced the owner's trust in Redsun Services.

生命無演習，繃緊安全弦。為進一步增強全體員工的消防意識，普及防火滅火知識，提高防範與逃生技能，各項目提前制定詳細的消防演練方案，設置了滅火組、警戒組、通訊組、後勤組、技術組等小組，真正做到了分工明確，職責清楚，緊張有序，忙而不亂，向業主展現了弘陽服務的員工在面對突發火災時的迅速反應、專業配合，增強了業主對弘陽服務的信任。



### Fire Extinguisher Practical Exercise

#### 滅火器實操演練

Practice is the best teacher, and only by practice, one will have a deeper experience. In addition to explaining fire-fighting equipment knowledge, specific use methods and firefighting first aid knowledge to employees and owners, employees and owners were invited to use fire extinguishers at the site, so that firefighting awareness were be deeply rooted and the owner's self-rescue ability would be further improved.

實踐是最好的老師，只有親自上陣，才会有更深的體會。除了為員工及業主講解消防器材知識、具體使用方法以及消防急救知識，還邀請員工及業主現場實際操作滅火器的使用，讓消防意識深入人心，進一步提高業主的自救能力。



### Customer Communication

Redsun Services attaches great importance to establishing transparent, efficient and normalized communication channels with customers, improving customer complaint handling mechanisms, actively conducting customer satisfaction surveys, and improving customer service quality and customer satisfaction through intelligent and digital services, so as to build a harmonious and beautiful community. During the Reporting Period, the Group received 6,173 customer complaints throughout the year, with a customer closure rate of 92%.

### Communication Channels

In 2023, Redsun Services continued the "Management to Listen" Program, 400 customer service hotline, Zero-Distance from Senior Management, "Redsun Housekeeper", Project Manager Reception Day, Property Owners' Sincere Talk, and Hong Life APP and other customer communication channels, so as to close the distance between the owner and the property, and understand the real needs of the owner, and ensure that each owner's claims were resolved.

### 客戶溝通

弘陽服務十分重視與客戶建立透明、高效、常態化的溝通渠道，完善客訴處理機制，積極開展客戶滿意度調查，以智能化數字化提升客戶服務品質、不斷提高客戶滿意度，構建和諧美好社區。報告期內本集團全年收到的客戶投訴量為6,173件，客訴關閉率為92%。

### 溝通渠道

2023年，弘陽服務繼續延續聆聽行動、400客服熱線、高管零距離、弘管家上門訪談、項目經理接待日、業主懇談會、弘生活小程序等客戶溝通渠道。拉近業主與物業的距離，了解業主的真實需求，確保每一位業主的訴求都得以解決。

#### "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
- 針對所有交付的業主進行一對一溝通，入住上門拜訪，未入住線上（微信、電話等）對接，主動傾聽業主對物業服務的感受和建議收集

#### 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，針對性制定提升方案

#### 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，反饋意見

“Management to Listen” Program

聆聽行動



Zero-Distance from Senior Management

高管零距離



### Customer Satisfaction

Redsun Services has always attached importance to service quality, customer experience, dedicated to providing customers with warm service. In 2023, Redsun Services continued the theme of "Customer Value Year", listened to customers' concerns, and continued to improve products and services from customer sensitivity.

Redsun Services provided real feedback to customers, and continuously conducted customer satisfaction surveys by using Redsun Group's 400 service hotline to return visits and third-party institutions to formulate, supervise, quality inspect and issue scores. The survey was conducted in a combination of node and semi-annual surveys.

### 客戶滿意度

弘陽服務一直重視服務品質，重視客戶感受，致力於為客戶提供有溫度的服務。2023年弘陽服務延續「客戶價值年」主題，傾聽客戶心聲，從客戶敏感點出發持續改善產品和服務。

弘陽服務為真實反饋客戶心聲，採用弘陽集團400服務熱線回訪及第三方機構規則制定、監督、質檢、出具得分的方式持續開展客戶滿意度調查。調查採用節點和半年度調查結合的方式進行。

#### Node survey 節點調查

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

#### Semi-annual survey 半年度調查

- Survey on the satisfaction of owners who have delivered more than 2 years in April and September each year, and survey on owners who have taken over more than 1 year in May and October each year
- 在每年4月、9月對交付2年以上的業主進行滿意度調查，每年5月、10月對接手1年以上的業主進行調查

Third Party Investigation Mechanism  
第三方調查機制

In 2023, Redsun Services's comprehensive satisfaction with serving customers was 74 points. In order to further improve customer satisfaction, Redsun Services has formulated a number of measures:

2023年弘陽服務客戶綜合滿意度為74分。為進一步提高客戶滿意度，弘陽服務制定了多項舉措：

<b>Satisfaction enhancement initiatives</b>	Unannounced Inspection was combined with the Company's internal inspection, which will normalize the inspection of service quality from the perspective of customers and the Company's internal work standards
<b>滿意度提升舉措</b>	第三方飛檢與公司內部檢查相結合，從客戶角度和公司內部工作標準角度對服務品質常態化檢查
	Upgrade security, cleaning, customer service and other line service manuals to improve customer service standards from various service ends 升級安保、保潔、客服等條線服務手冊，從各個服務端口提升客戶服務標準
	Develop customer activity plan, create good community atmosphere and raise service temperature 制定客戶活動計劃，營造良好社區氛圍，提升服務溫度
	Satisfaction achievement is incorporated into the Group, each company, project, individual performance appraisal, making all staff pay attention to the customer, customer satisfaction and the working atmosphere closely related to everyone 滿意度成績納入集團，各公司、項目、個人績效考核，打造全員重視客戶，客戶滿意度與每個人都息息相關的工作氛圍
	Provided feedback to the project through the system and email, and follow up on the formulation of corrective measures of projects and the completion status of the implementation of the measures 通過系統及郵件形式將客戶意見反饋項目，並跟進項目制定整改措施及落地完成情況

“Redsun Housekeeper” Service

「弘管家」服務

The Redsun Housekeeper takes the owner’s phone call in time, carefully records the owner’s feedback problems, follows up and handles them in a timely manner, and provides value-added services to the property owners as possible as practicable. Regularly inspect the facilities and equipment in the community, and record the application scenarios; Inspect the letter box sanitary, pay attention to the concerns of the owners; inspect the public content of the unit hall, make inspection records; inspect the sanitation of fire-fighting staircase, check every layer of water and power wells, and prevent hidden danger; check elevator advertising, and confirm the elevator operation is normal; sort out illegal parking to deliver a comfortable environment to the property owners.

弘管家的一天，及時接聽業主的電話，認真記錄業主反饋的問題，及時跟進處理，力所能及的情況下為業主提供增值服務。定期檢查園區設施設備，記錄適用情況；巡查信報箱衛生，想業主所想；巡查單元大廳公示內容，做巡查記錄；巡查消防步梯衛生情況，檢查每層水電井，杜絕安全隱患；電梯廣告排查，確認電梯運行狀態正常；整理擺放園區違停車，給業主舒適的環境。



### Technological Innovation

Redsun Services attaches great importance to the digital smart platform. During the Reporting Period, we updated the “Hongtu Panorama smart Data Platform”, “Full-dimensional Plan Control Platform”, “Hongzhi Cloud Monitor” and “Investment Expansion Online Control Platform” to enhance the management efficiency of the Group, improve the work efficiency of the employees, and improve the living experience of the owners in a comprehensive way.

Hongtu Panorama smart Data Platform: The update and iteration keep the Group informed the national project data on a real-time manner, and improve management efficiency through rapid decision-making on personnel, work tasks and other data.

### 科技創新

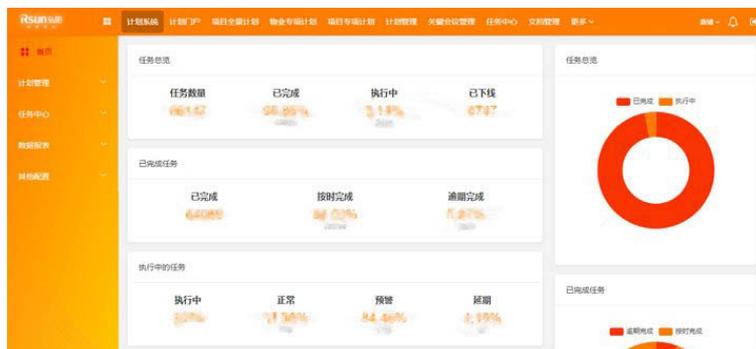
弘陽服務高度重視數字化智慧平台，本報告期內，更新了「弘圖全景智慧數據平台」、「全維度計劃管控平台」、「弘智雲眸系統」和「投資拓展在線管控平台」，增加本集團管理效率，提高員工工作效率，全面提升業主居住體驗。

弘圖全景智慧數據平台：更新迭代實現集團對全國項目數據實時掌握，通過對人員、工作任務等方面的數據快速決策，提高了管理效率。



Full-dimensional Plan Control Platform: Through management and control platform of all-dimensional plan, all indicators of the Group’s assessment have been improved to over 98%, thus improving work efficiency significantly.

全維度計劃管控平台：通過全維度計劃管控集團考核各項指標均提高至98%以上，大大提高工作效率。



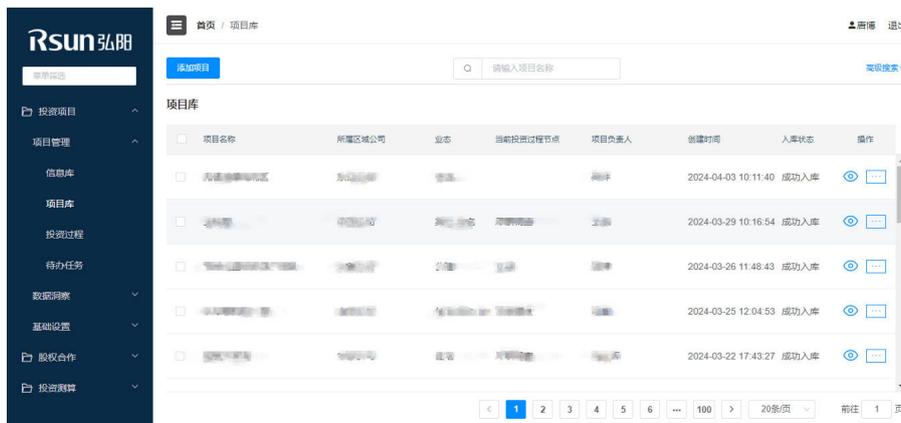
Hongzhi Cloud Monitor: System upgrade 2.0 completion. Remote monitoring has achieved full coverage of the communities, and improved the safety effect and quality effect.

弘智雲眸系統：系統升級2.0完成。遠程監控實現小區全覆蓋，提升安全效果、提升品質效果。



Investment Expansion Online Control Platform: The Company systematically updated and iterated the post-investment management function, realized the data analysis function of subsequent project renewal, and guaranteed the efficiency of project renewal greatly.

投資拓展在線管控平台：系統更新迭代投資後期管理功能，實現後續項目續約數據分析功能，大大確保項目續簽效率。



## JOINTLY BUILDING A GREEN HOME

In recent years, green and low-carbon have become the keyword for social development, and the “dual carbon” goal has also been included in the government work report. Adhering to the original vision of “making lives warmer”, Redsun Services has been actively responding to the government’s call while fulfilling the commitment of “treating customers with sincerity, providing them with excellent services”, taking green environmental protection as one of the goals of creating a happy community and a better life, and integrating the concept of green and low-carbon into daily services, striving to create a healthy, comfortable and livable green home.

### Green Culture

Redsun Services regards sustainable operation as the key goal of the Company’s development, and actively takes actions to build a green home together with the owners. To achieve the goal, we hold various types of green culture promotion and construction activities raise the environmental awareness of our employees and property. Through these measures, we strive to promote green culture from within the Company to the community, forming a comprehensive green development landscape from inside to outside.

## 共建綠色家園

近年來，綠色低碳越來越成為社會發展的關鍵詞，「雙碳」目標也被寫入政府工作報告，弘陽服務秉承「讓生活更有溫度」的初心，在踐行「以誠待客，卓越服務」的承諾的同時一直以來都積極響應政府號召，將綠色環保作為營造幸福社區、美好生活的目標之一，並將綠色低碳理念融入到日常服務中，致力於打造健康、舒適、宜居的綠色家園。

### 綠色文化

弘陽服務將可持續運營視為公司發展的關鍵目標，並積極採取行動，與業主共同致力於打造綠色家園。為實現這一目標，我們舉辦多種形式的綠色文化宣傳和建設活動，旨在提高員工和業主的環保意識。通過這些舉措，我們努力將綠色文化從公司內部推廣到社區，形成一個由內而外的全面綠色發展格局。

### Green office

Redsun Services actively promotes the construction of a green office environment within the Company and is committed to integrating the concept of sustainable development into daily work. We promote and practice a paperless office and use video conferences, encourage all departments to adopt energy-saving equipments, and promote and practice the concept of water conservation. In addition, the Group implemented renovation in air-conditioning plant rooms with energy efficient sockets. These initiatives aim to contribute ourselves to a greener and more sustainable working environment.

### 綠色辦公

弘陽服務積極推動公司內部建設綠色辦公環境，致力於將可持續發展理念融入日常工作。我們倡導並踐行無紙化辦公以及使用視頻會議，鼓勵各部門採用節能設備，宣傳並實踐節約用水的理念。此外，全集團實施空調機房插座節能植入改造。這一系列措施旨在為創造更環保、可持續的工作環境貢獻我們的一份力量。



Green office initiatives  
綠色辦公舉措

### Environmental Protection Activities

Redsun Services actively takes up the responsibility of community environmental management, advocates and makes every effort to promote a green and low-carbon cultural life. During the Reporting Period, we carried out a number of green publicity and training activities, aiming to enhance the awareness of owners and employees on environmental protection and enhance the awareness of corporate green culture. Through these measures, we are committed to cultivating and consolidating environmental protection concepts in the community to help create a more sustainable and healthy lifestyle.

### 環保活動

弘陽服務積極肩負社區環境治理責任，提倡並傾力推動綠色低碳文化生活。在報告期內，我們多次組織了綠色環保宣傳與培訓活動，旨在提升業主和員工對環保的認識，強化企業綠色文化的意識。通過這些舉措，我們致力於在社區中培養和鞏固環保理念，助力打造更為可持續、健康的生活方式。

### Rejuvenation action: optimizing community space and increasing green area

#### 煥新計劃：優化社區空間，增加綠化面積

In 2023, Redsun Services Group cooperated with its subsidiaries to refresh the quality of the park, with a total investment of about 10 million.

2023年弘陽服務集團聯動各子公司做園區品質煥新，總投入約千萬。

1. Nanjing region: Increasing greening in public areas, road surface hardening improvement, increasing of bicycle sheds, etc., and creating highlights along the customer activity routes, with a total investment of approximately RMB3 million, which involve of 35 projects, and 172 improvements in total.
1. 南京地區：公共區域綠化增加、路面硬化改造、增加自行車棚等，以及在客戶活動路線打造亮點，總計投入約300萬元，涉及35個項目，共計172項提升。



Rejuvenation action: optimizing community space and increasing green area  
煥新計劃：優化社區空間，增加綠化面積



2. Eastern region: approximate RMB1.36 million was invested in the quality improvement in public areas, involving the creation of safe gate posts, the creation of leisure seats in public areas, and the quality improvement in public areas, etc.
2. 東部地區：對公共區域品質提升投入約136萬元，內容涉及安心門崗打造、增加公共區域休閒座椅、公共區域品質提升等。



3. Central region: approximate RMB4.08 million was invested in quality improvement, including road guidance line updates; painting of railings updates; painting of the lobby hall updates; small landscape equipment updates; Upgrading the gateways access and passenger control inspection and repair equipment; Lighting restoration along the home route; Greening and replanting; Standardization of backup rooms.
3. 中部地區：品質提升投入約408萬，包含道路標線導線出新；欄杆護欄刷漆出新；大堂門廳粉刷出新；景觀小品器材出新；道閘門禁排查修復設備升級；歸家活動路線照明修復；綠化補植；備用房標準化。

Rejuvenation action: optimizing community space and increasing green area

煥新計劃：優化社區空間，增加綠化面積



4. Western region: Sound overall quality, with a focus on increasing the creation of highlights along the customer activity route, such as overhead floor for leisure and entertainment, involving 8 projects, which incurred expenses of approximate RMB710,000.
4. 西部地區：整體品質較好，重點在客戶活動路線增加亮點打造，如架空層休閒娛樂空間等，涉及項目8個項目，約產生費用71萬。



5. Southern region: involving 5 projects in quality improvement, with a total investment of approximate RMB160,000.
5. 南部地區：涉及5個項目品質提升，共計投入約16萬元。

Searching for spring in March, Growing the hearts by planting trees

三月尋春，栽樹弘心

On March 12, 2023, Redsun Services held the Tree-planting Day activity with the theme of "Spring Day, Awakening Plan". The properties of Nanjing Company, Jiangsu and Zhejiang Company, Hubei Company, Western Company, etc. and owners jointly participated in the green action. Being in close contact with soil and plants, we learned about nature and life, found the beauty of life, and deeply rooted the development of an environmentally friendly community atmosphere in the community, and took the concept of "green, low-carbon, and environmental protection" deeply rooted in the community and deeply rooted in the hearts of the people. Building a beautiful green home where human and nature coexist in harmony together.

2023年3月12日弘陽服務舉辦了以「春日，喚醒計劃」為主題的植樹節活動，南京公司、蘇浙公司、湖北公司、西部公司等物業與業主共同參與到綠色行動中去，在與泥土和植物的親密接觸中，認識自然與生命，發現生命的美好，讓發展環境友好的社區氛圍深植於社區，將「綠色、低碳、環保」的理念紮根社區、深入人心。共同建設人與自然和諧共生的美好綠色家園。



Owners participated in Tree-planting Day activities  
業主參與植樹節活動

### Green Management

Redsun Services strictly abides by the Environmental Protection Law of the People's Republic of China《中華人民共和國環境保護法》, the Law of the People's Republic of China on Environmental Impact Assessment《中華人民共和國環境影響評價法》, the Law of the People's Republic of China on Prevention and Control of Solid Waste Pollution《中華人民共和國固體廢物污染環境防治法》and other laws and regulations, and has formulated and continuously optimized a number of internal systems such as the "Operating Guide for Environmental Supervisors/Managers" (《環境監控/管理員操作指南》) and the "Operating Guide for Environmental Experts" (《環境專家操作指南》) to standardize environmental protection management. As of the end of the Reporting Period, Redsun Services had no cases of fines due to violation of environmental laws and regulations.

Redsun Services has continuously improved standardized environmental management, and has passed the environmental management system ISO14001: 2015, and plans to continue to promote the management system certification in each region.

### 綠色管理

弘陽服務嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國環境影響評價法》、《中華人民共和國固體廢物污染環境防治法》等法律法規，制定並持續優化《環境監控/管理員操作指南》、《環境專家操作指南》等多個內部制度，規範化環境保護管理相關工作。截至報告期末，弘陽服務無因違反環境法律及法規而被罰款的案件。

弘陽服務不斷完善標準化環境管理，目前已經通過環境管理體系ISO14001:2015，並計劃持續推進各區域的管理體系認證。



Environmental Protection System Certification  
環境管理體系認證證書

### Identification and Measures of Environmental Risk Factors

Redsun Services pays close attention to the potential environmental risks in the operation process, and actively adopts corresponding risk identification and treatment measures. During the Reporting Period, “Environmental Factors and Environmental Management Plan” to analyze the possible impact of fire, disinfection and fertilization, as well as solid waste discharge more comprehensively.

### Green Practice

Redsun Services continues to improve its environmental management system to lower the impact on the environment and natural resources during the operations. We strictly abide by the Environmental Protection Law of the People’s Republic of China《中華人民共和國環境保護法》 and other relevant laws and regulations, formulate and continuously optimize internal policies such as “Operating Guide for Environmental Supervisors/Managers” (《環境監控／管理員操作指南》) and the “Operating Guide for Environmental Experts” (《環境專家操作指南》) to respond to climate change, energy conservation and emission reduction, water resources management, waste management and emissions and other environmental management work in an orderly manner, to ensure the standardization and compliance of the Company’s environmental management. As of the end of the Reporting Period, Redsun Services had no cases of violation of laws and regulations related to environmental protection.

### 環境風險因素識別及措施

弘陽服務高度關注在運營過程中可能出現的環境風險，並積極採取相應的風險識別和處理措施。在報告期內，我們進一步改進了《環境因素、環境管理方案》以更全面地分析火災、消毒施肥和固體廢棄物排放等方面可能產生的影響。

### 綠色踐行

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》《環境專家操作指南》等內部政策，指導本集團應對氣候變化、節能減排、水資源管理、廢棄物管理排放等環境管理工作的有序開展，確保本公司環境管理的規範性與合規性。截至報告期末，弘陽服務未發生違反環境保護相關法律法規的案件。

### *Coping with climate change*

Redsun Services strictly complies with various environmental laws and regulations in the course of operation, and includes the climate change risks into consideration at the same time. We have evaluated the impact of various risks and formulated corresponding countermeasures to practice the concept of green development in a deeper and more effective manner.

The global focus on the impact of climate change is increasing, and achieving the goal of carbon neutrality has become a consensus among many countries and international organizations. In the face of the unprecedented challenges brought by climate change, Redsun Services actively responds to the Paris Agreement and China's dual carbon goals. We continuously identify potential risks brought by climate change and take a series of measures to reduce the Company's environmental impact on a best effort. By doing so, we identify the potential climate risks and assess their potential impact on our business with reference to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), adopting two highly contrasting climate scenarios (RCP2.6 and RCP8.5). Based on the identification, we have formulated corresponding countermeasures to enhance the Company's ability to respond to the risks brought by climate change.

### *應對氣候變化*

弘陽服務在經營過程中嚴格遵循各項環境法規，並同時將氣候變化風險納入考慮。我們對各種風險的影響程度進行了評估，並制定了相應的對策，以更深入、更有效地踐行企業綠色發展理念。

全球對氣候變化影響的關注日益增強，實現碳中和目標已成為許多國家和國際組織的一致共識。面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。我們持續識別氣候變化帶來的潛在風險，並採取一系列措施，努力降低公司在環境方面的影響。在這一過程中，我們參照氣候相關財務信息披露工作組(TCFD)的建議，運用兩種高度對比的氣候情景(RCP2.6與RCP8.5)，識別潛在的氣候風險，並評估這些風險可能對業務造成的影響。基於這一識別，我們制定相應的對策，以增強公司應對氣候變化帶來的風險的能力。

Type of risk 風險類型	Risk Subtypes 風險子類型	Risk parameters 風險參數	Countermeasures 應對舉措
Physical risks 實體風險	Acute 急性	Natural disasters such as typhoon, flood and drought and extreme weather 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"> <li>Develop contingency plans for natural disasters and extreme weather</li> <li>Conduct regular emergency drills</li> <li>制定自然災害和極端天氣應急預案</li> <li>定期開展應急演練</li> </ul>
	Chronic 慢性	Sea level rise and changes in precipitation due to global warming 全球變暖導致的海平面上升及降水量變化	<ul style="list-style-type: none"> <li>Pay close attention to weather forecasts and be fully prepared to protect the safety of employees and owners</li> <li>Incorporate chronic risks into the risk management system and formulate special measures documents</li> <li>密切關注天氣預報，做好充分準備保障員工和業主的安全</li> <li>將慢性風險納入風險管理體系，制定專項措施文件</li> </ul>
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"> <li>Pay close attention to the latest policy changes and update internal documents in a timely manner</li> <li>密切關注最新政策變動，及時更新內部文件</li> </ul>
		Stricter requirements for carbon emissions disclosure 更嚴格的對碳排放披露要求	<ul style="list-style-type: none"> <li>Continuous improvement of management system and strengthening of corporate governance capability</li> <li>持續完善環境管理體系，加強企業治理能力</li> </ul>
		More stringent industry requirements from government and regulators 更嚴格的來自政府和監管機構對行業的要求	<ul style="list-style-type: none"> <li>Take climate into account when planning new projects</li> <li>Incorporate the energy conservation and emission reduction concepts into service content planning and implementation</li> <li>在規劃新項目時將氣候因素納入考量</li> <li>將節能減排理念納入服務內容規劃及實施過程</li> </ul>

Type of risk 風險類型	Risk Subtypes 風險子類型	Risk parameters 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"> <li>Conduct feasibility analysis before investing in a project to reduce the probability of investment failure</li> <li>在項目投入前進行可行性分析，降低投資失敗的概率</li> </ul>
	Marketplace 市場	Increase in purchase cost of raw materials 原材料採購成本上升	<ul style="list-style-type: none"> <li>Closely monitor raw material market trends</li> <li>Enhance communication and deepen cooperation with suppliers</li> <li>密切關注原材料市場動向</li> <li>與供應商加強交流，深入合作</li> </ul>
		Customers increasingly value corporate performance in climate action 客戶越來越重視企業在氣候行動方面的表現	<ul style="list-style-type: none"> <li>Increase corporate investment in environment and climate</li> <li>Actively carry out green charity activities in the community</li> <li>加大企業在環境和氣候方面的投入</li> <li>在社區積極開展綠色公益活動</li> </ul>
	Reputation 聲譽	Investors increasingly value Corporate performance in climate action 投資者越來越重視企業在氣候行動方面的表現	<ul style="list-style-type: none"> <li>Strengthen communication channels with investors to effectively communicate corporate social responsibility demonstrated by the enterprise</li> <li>Actively respond to domestic and international environmental initiatives and participate in highly recognized domestic and international environmental activities</li> <li>加強與投資者的溝通渠道，有效傳遞企業展現的社會責任</li> <li>積極相應國內外的環保倡議，參與認可度高的國內外環保活動</li> </ul>

Green and low-carbon to create a healthy, comfortable and livable green home

綠色低碳，打造健康、舒適、宜居的綠色家園

Sustainable development has become a core issue of global development. In order to satisfy the customers' needs and actively respond to the national call for "dual carbon goals", Redsun Services integrates the concept of green and low-carbon into daily services. We regularly organize and carry out various environmental protection public welfare projects to make the concept of low-carbon life deeply rooted in the people's hearts, create a healthy, beautiful, comfortable and livable green home, and form a sound community atmosphere of "All Participation, All Maintenance".

In 2023, each project of Redsun Services regularly carried out park sanitary and cleaning activities, and carried out online and offline green and environmental activities from time to time, to further experience the significance of environmental protection through interaction. We have promoted the implementation of more than 200 energy-saving and consumption-reducing projects, bringing low-carbon life experience to owners, and advocating environmental protection and energy conservation actions for all employees, striving to be a practitioner and guardian of green homes. At the same time, we continued to promote the neighborhood co-construction and gradually explore sustainable communities by way of waste classification, old objects renovation and greening and cleaning parks.

Redsun Services takes "green quality improvement" as a special action. On March 12 each year, in the spirit of "love", we sow the seeds of hope, and renovate the new home through various methods such as lawn exchange, green planting and replanting, official fan construction, and small scenery construction, so as to create a refined and green beautiful space. We held activities such as tree planting, charity sales of used items and green nature classes, so that the environment-friendly community atmosphere could be created within the community and the concept of "green, low-carbon and environmental protection" could prevail in the community.

可持續發展現已成為全球發展核心議題，為回饋客戶的需求，積極響應國家「雙碳目標」的號召，弘陽服務將綠色低碳理念融入日常服務中。我們通過定期組織開展各類環保公益項目，讓低碳生活理念深入人心，打造健康、美麗、舒適、宜居的綠色家園，形成「人人參與、人人維護」的良好社區氛圍。

2023年，弘陽服務各項目定期開展園區衛生大清潔，不定期開展綠色環保線上線下活動，通過互動進一步感受環保的意義。我們共推動超200個節能降耗項目落地，為業主帶去低碳生活體驗的同時倡導全員環保節能行動，爭做綠色家園的踐行者與守護者。同時我們以垃圾分類、舊物改造、綠化淨園為主要方式，持續推進鄰里共建，逐步探尋可持續社區。

弘陽服務將「綠色品質提升」作為專項行動，在每年3月12日，以「愛」之名，播種希望的種子，通過草坪換新、綠植補種、官迷修建、小景打造等多種方式煥新家園，營造精緻綠色的美好空間。我們舉辦了公益植樹、舊物義賣、親近綠色的自然小課堂等活動，讓發展環境友好社區氛圍深植於社區，將「綠色、低碳、環保」理念紮根社區。



Green Practice  
綠色踐行活動

### Flood control measures

#### 防汛舉措

In 2023, in order to better carry out flood control and disaster relief emergency work, Redsun Services carried out multiple flood control drills in various regions before the flood season to maintain the safety of the community.

Before the flood season, Redsun Services fully fulfilled its responsibilities for flood control, formulated flood control emergency plans, and cooperated with and performed respective duties in four major lines, namely customer service, order, engineering and environment.

Meanwhile, we paid close attention to the warning information of the local meteorological department, and immediately released warm tips through channels such as WeChat Moments, community bulletin boards and owner groups to remind property owners to prepare for relevant defense.

2023年，弘陽服務為了能夠更好的做好防汛救災應急工作，在汛期來臨前在各區域開展多次防汛演習，維護園區安全。

汛期來臨之前，弘陽服務全面落實防汛責任，制定防汛應急方案，客服、秩序、工程、環境四大條線相互配合、各司其職。

同時密切關注當地氣象部門預警信息，第一時間通過朋友圈、社區公告欄、業主群等渠道發佈溫馨提示，提醒業主做好相關防禦準備工作。



Before the wind and rain, the public area of the building was inspected in an all-round way to identify potential safety hazards that were not prone to fall on the site; arranged night shift staff in advance; reinforced and defended the trees in the park.

在風雨來臨之前，對樓宇內公共區域全方位檢查，排查現場有無易墜落安全隱患；提前安排夜間值班人員工作；對於園區內的綠化樹木加固防禦。

Flood control measures

防汛舉措



According to the flood control emergency plan, the order personnel before the flood season checked various facilities and equipment in the community to ensure normal operation; checked flood control materials in advance, including flood control sandbags, rainwater tools, cleaning materials, emergency water pumps, oil pumps, emergency lamps, etc. to check for defects and fill the gaps.

根據防汛應急預案，汛期前秩序人員檢查園區各項設施設備，保證正常運行；提前清點防汛物資，包括防汛沙袋、雨具、清潔物資、應急水泵、汽油泵、應急燈具等查缺補漏。



In the flood, in the face of emergencies, the staff of Redsun Services used flood prevention sandbags in the underground garage to prevent rainwater from being poured. In the event of backflow into water, the vehicle owner was informed to park the vehicle at higher locations immediately. At the same time, the staff was arranged to check the leakage of the basement, the rainwater sewage well, and the drainage points in the community to check whether there were any blockages and clear blockages in a timely manner.

汛中時，面對突發狀況，弘陽服務工作人員在地下車庫利用防汛沙袋，防止雨水倒灌，如出現倒灌進水第一時間通知車主將車輛停放在制高點，同時安排人員清查地庫地漏、雨污水井，以及園區內各排水口情況，排查有無堵塞，及時清堵。

Flood control measures

防汛舉措



After the rainstorm, the staff of Redsun Services cleaned up the accumulated water in the community in a timely manner, prepared iron shovels and other dredging sewers when necessary, or directly opened the manhole covers of the sewer, which could speed up the flow of rainwater into the sewer. After the manhole covers were opened, the staff were arranged to be on duty in a timely manner to fully ensure the travel of the property owners.

暴雨過後，弘陽服務工作人員及時對園區積水清掃，必要時準備鐵鍬等疏通下水道，或直接打開下水道井蓋，可以加快雨水流入下水道的速度，打開井蓋後及時安排工作人員值守，全力保障業主出行通暢。



### Environmental Targets

During the Reporting Period, we set environmental performance targets and corresponding implementation measures in terms of energy management, water resources management and waste management based on our own business conditions, and continued to promote environmental management according to the targets, implement relevant actions, empower the green development of enterprises, and continuously improve our environmental performance.

### Energy Management

Redsun Services regards energy management as the core focus of its daily operations. We strictly implement the Energy Conservation Law of the People's Republic of China (《中華人民共和國能源節約法》) and other relevant regulations, continuously strengthen the regulation of energy use, and strictly monitor and control the use of energy. In order to improve the efficiency of energy utilization, we actively promote energy-saving transformation and continuously upgrade and update energy-saving technologies. For various project communities, we have set up key annual energy conservation and emission reduction projects, promoted the wide application of advanced energy conservation technologies, and achieved significant energy conservation results. The daily operation of Redsun Services mainly involves energy consumption in the use of electricity.

We take corresponding energy-saving measures at all stages of each project to reduce energy consumption more effectively. We reduce unnecessary electricity waste and optimize energy use by renovating the lighting system and installing a remote management system.

### 環境目標

報告期內，我們根據自身業務情況，分別在能源管理、水資源管理、廢棄物管理等方面的環境績效目標及相應的實施舉措，並依據目標持續推進環境管理工作，落實相關行動，賦能企業綠色發展，不斷提升我們的環境表現。

### 能源管理

弘陽服務將能源管理視為公司日常運營的核心關注點。我們嚴格執行《中華人民共和國能源節約法》等相關法規，持續加強對能源使用的規範，並對能源使用情況進行嚴格監控和控制。為提高能源利用效率，我們積極推動節能改造，不斷升級和更新節能技術。在多個項目園區中，我們設立了年度節能減排的重點項目，推進先進的節能技術的廣泛應用，取得了顯著的節能效果。在弘陽服務的日常運營中，主要涉及電力使用方面的能源消耗。

我們在每個項目各階段採取相應的節能舉措，更有效地降低能源消耗。我們通過改造照明系統及安裝遠程管理系統，減少不必要的電力浪費，優化能源使用。

### Energy saving and consumption reduction measures 節能降耗舉措

- Optimized 10,000+ lighting fixtures in the basement
- 地庫照明燈排布優化10,000+盞
- Replace 7,000+ new energy-saving lamps in basements and industrial parks
- 地庫及園區更換新型節能燈源7,000+盞
- Over 95% lighting time adjustment projects in summer
- 夏時令照明時間調整項目達95%以上
- Installation of digital remote energy management system for non-residential projects 500+ households
- 非住項目安裝數字化遠程能源管理系統500+戶
- Garage intelligent lighting system: the smart independent networking of lamps, independent sensing, linkage switch, and passive regulation lighting
- 車庫智能照明系統：燈具智能獨立組網，獨立感應，聯動開關，無極調節照度
- Environmental intelligent controller: By monitoring the environmental temperature of the machine room, the switch operation of the axial flow fans and air conditioners is carried out to reduce the operation length of the fans and air conditioners, so as to achieve the purpose of energy saving. It is expected that each air conditioner will save about 50% of energy
- 環境智能控制器：通過監控機房環境溫度，來對軸流風機和空調進行開關操作，減少風機和空調的運行長，從而達到節能目的，預計每個空調節能50%左右

In the future, we will continue to phase out high-energy-consuming facilities, actively promote the use of renewable energy, strengthen energy-saving training for employees and partners, continue to improve the energy management system, and improve energy efficiency.

未來，我們將持續逐步淘汰高能耗設施，積極推動可再生能源的使用，並加強對員工和合作夥伴開展節能培訓，持續完善能源管理體系，提升能源使用效率。

### One-hour Activity to Advocate the Lights Off in the Park 園區熄燈一小時倡導活動

In response to the national call, Redsun Services advocates green environmental protection and takes practical actions to save energy. On 22 April 2023, Redsun Services Nanjing Company carried out a one-hour initiative to turn off lights in the park of "turning off lights and appreciating the stars".

為響應國家號召，弘陽服務倡導綠色環保，用實際行動節能。弘陽服務南京公司在2023年4月22地球日開展了「關閉燈光，欣賞星光」的園區熄燈一小時的倡導活動。



### Water resources management

Redsun Services earnestly abides by the Water Law of the People's Republic of China, the Rules for Administering the Conservative Use of Urban Water and other relevant regulations, and is committed to minimizing the use of water resources on the premise of ensuring service quality. We mainly rely on the municipal pipe network for water supply and follow the Water Pollution Prevention and Control Law of the People's Republic of China and local sewage discharge standards to ensure that all sewage is discharged into the municipal pipe network after compliant treatment. During the Reporting Period, we ensured the compliance of water source acquisition and achieved 100% wastewater discharge compliance.

We advocate and practice the efficient and recycling of water resources. By upgrading water-saving technologies and transforming water equipment, we actively promote water resource recycling measures in the course of operation, which effectively reduces unnecessary water consumption and significantly improves water efficiency. These initiatives aim to contribute to sustainable water stewardship.

### 水資源管理

弘陽服務切實遵循《中華人民共和國水法》和《城市節約用水管理規定》等相關法規，致力於在保證服務品質的前提下極大程度地減少對水資源的使用。我們主要依賴市政管網供水，並遵循《中華人民共和國水污染防治法》及當地的污水排放標準，確保所有污水在合規處理後排放到市政管網。在報告期內，我們保證了水源獲取的合規性，同時實現了100%的污水達標排放。

我們倡導並實踐水資源的高效、循環利用。通過升級節水技術和改造用水設備，我們在運營過程中積極推行水資源回收利用措施，有效減少了不必要的水資源消耗，顯著提高了用水效率。這一系列措施旨在為可持續的水資源管理貢獻一份力量。

Rainwater recycling system  
雨水回收系統

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

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

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

### Waste Management

Redsun Services strictly implements the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, actively responds to the requirements of local operation policies, and continuously optimizes internal system documents such as the Standard for the Configuration and Selection of Domestic Garbage Bins and the Practice Guidelines for Garbage Collection and Transfer Station Management to ensure the orderly implementation of waste classification, recycling and waste disposal management. The operation management department of the headquarters is responsible for policy formulation, supervision and inspection of waste management. The environmental department of the project department of each branch is responsible for the implementation and development of waste collection and classification in the corresponding area.

We transport the waste in the park once-twice a day, and entrust the waste to a qualified third party for transfer treatment to ensure that all wastes are disposed of in a compliant manner. At the same time, we actively participated in the local government's quarterly appraisal. All the parks were selected by the local government as excellent parks due to their excellent performance in waste classification management. For example, Guanshanyue Dingshan Street (觀山悅頂山街道) and Henghui Holiday Plaza (恒輝假日廣場) won the second prize in the annual appraisal of waste classification in 2023.

### 廢棄物管理

弘陽服務嚴格貫徹落實《中華人民共和國固體廢物污染環境防治法》，積極響應各地方的運營政策規定，不斷優化《生活垃圾桶配置及選型標準》《垃圾清收及中轉站管理作業指引》等內部制度文件，確保垃圾分類、回收和廢棄物處置等管理工作的有序的落實。總部運營管理部負責方針制定與監督檢查廢棄物管理工作，各分公司項目部下屬環境部門負責對應區域的廢棄物收集、分類等工作執行與開展。

我們對園區垃圾實行每日1-2次清運，並將廢棄物委託給經過資質認證的第三方進行中轉處理，以確保所有廢棄物得到恰當處置。同時，我們積極參與當地政府的季度評比，所有園區因在垃圾分類管理方面表現優異而被當地政府評選為優秀園區，如觀山悅頂山街道和恒輝假日廣場均在2023年垃圾分類年度考核中榮獲二等獎。

**Nanjing Jiangbei New Area Built a Community Waste Separation Service Direct Line**  
南京江北新區打造小區垃圾分類服務直通車

In 2023, the Nanjing Jiangbei New Area Comprehensive Administrative Law Enforcement Corps and Redsun Glorious Sun Love Uptown (弘陽旭日愛上城) 6 District Property Management of Redsun Services continued to deepen the linkage of management and execution, so as to build a long-term, stable and effective joint management mechanism, actively respond to the national directive of “domestic waste classification”, and jointly control the chaos of community waste classification.

As an important part of community property management, waste classification has become a key task to guide residents to establish the concept of waste classification. While continuously improving the waste classification mechanism, the law enforcement officers of the New Area Corps carried out publicity and education and law popularization activities for waste classification for residents with low awareness of waste classification through various methods such as door-to-door publicity services, zero-distance communication with residents, and TV program publicity, so as to improve residents’ awareness of waste classification, so that residents can participate in waste classification more consciously and actively, and build a “beautiful home” with a green and sustainable community lifestyle.

2023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持續深化管執聯動，以搭建長期、穩定、有效的共管機制，積極響應國家「生活垃圾分類」的重指示，合力治理社區垃圾分類亂象。

垃圾分類作為小區物業管理重要組成部分，引導居民樹立垃圾分類觀念成為一項重點工作。新區總隊執法人員在不斷完善垃圾分類機制的同時，對垃圾分類意識淡薄的居民採用上門宣講服務、零距離與居民交流、電視台節目宣傳等多種方式，開展垃圾分類的宣傳教育、普法活動，提升居民垃圾分類意識，讓居民更自覺、更主動地參與到垃圾分類中，以綠色可持續社區生活方式共建「美麗家園」。



Jiangbei New Area Waste Classification

江北新區垃圾分類

## Waste Utilization

### 廢棄物利用

We use waste tires, bicycles and environmentally friendly pigments to create the landscape of the park  
我們利用廢舊輪胎、自行車以及環保顏料等打造園區景觀



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

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

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

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

ENVIRONMENTAL PERFORMANCE OVERVIEW

環境績效總覽

As of 31 December 2023, the environmental performance of Redsun Services is as follows:

截至2023年12月31日，弘陽服務環境績效表現如下：

TYPE 類別	UNIT 單位	Data in 2022 2022年數據	Data in 2023 2023年數據
<b>Consumption of water resources</b> 水資源消耗			
Water for municipal use 市政用水	Tonnes 公噸	3,147,068.50	3,329,266.59
Intensity of consumption of water resources 水資源消耗密度	Tonnes/ten thousand yuan revenue 公噸／萬元收入	28.53	30.18
<b>Discharge of waste water</b> 廢水排放			
Volume of discharge of waste water 廢水排放量	Tonnes 公噸	2,517,654.79	2,421,430.23
<b>Hazardous wastes</b> 有害廢棄物			
Disposed toners and ink cartridge 廢硒鼓墨盒	kg 千克	12.6	12.3
Batteries 廢電池	kg 千克	12.6	12.3
Other wastes 其他廢棄物	kg 千克	12.6	12.3
Total volume of hazardous wastes 有害廢棄物總量	kg 千克	37.8	36.9
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
<b>Non-hazardous wastes</b> 無害廢棄物			
Office waste 辦公室廢棄物	kg 千克	48,168	46,327
Printing paper 打印用紙	kg 千克	630	606
Other wastes 其他廢棄物	kg 千克	4,690.8	4,512.0
Total volume of non-hazardous wastes 無害廢棄物總量	kg 千克	53,488.8	51,444.0

TYPE 類別	UNIT 單位	Data in 2022 2022年數據	Data in 2023 2023年數據
Intensity of non-hazardous wastes 無害廢棄物密度	Kg/ten thousand yuan revenue 千克／萬元收入	0.48	0.43
<b>Consumption of energy<sup>1</sup></b> 能源消耗 <sup>1</sup>			
Diesel 柴油	Liter 公升	7,500	7,935
Direct consumption of energy 直接能源消耗量	Tonnes of standard coal 噸標煤	9.18	9.71
Electricity purchased 外購電力	kWh 千瓦時	106,480,680.18	112,652,097.22
Indirect consumption of energy 間接能源消耗量	Tonnes of standard coal 噸標煤	13,086.48	13,844.95
Consolidated energy consumption 綜合能耗	Tonnes of standard coal 噸標煤	13,095.66	13,854.66
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	0.12	0.11
<b>Total volume of greenhouse gas emission<sup>2</sup></b> 溫室氣體總排放量 <sup>2</sup>			
Scope 1 greenhouse gas emission 範疇一溫室氣體排放量	Tonnes of CO2 equivalent 噸二氧化碳當量	19.81	20.96
Scope 2 greenhouse gas emission 範疇二溫室氣體排放量	Tonnes of CO2 equivalent 噸二氧化碳當量	60,725.93	64,245.00
Total greenhouse gas emission 溫室氣體排放總量	Tonnes of CO2 equivalent 噸二氧化碳當量	60,745.74	64,266.00
Intensity of greenhouse gas emission 溫室氣體排放密度	Tonnes of CO2 equivalent/ten thousand yuan revenue 噸二氧化碳當量／萬元收入	0.55	0.50

<sup>1</sup> Energy consumption: Calculated according to the General Rules for Calculating Consolidated Energy Consumption (GB2589-2020).

<sup>2</sup> Greenhouse gas emission: The Group does not involve Scope 1 greenhouse gas emissions; Scope 2 greenhouse gas emission is indirectly derived from external purchased electricity. Electricity emission factors are based on the "Average Carbon Dioxide Emission Factors of China's Regional Power Grids in 2011 and 2012"; 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.

<sup>1</sup> 能源消耗：依據《綜合能耗計算通則》(GB2589-2020)計算。

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

## BUILDING A TALENT TEAM

Redsun Services is familiar with the importance of a high-quality talent team and actively builds its own professional talent fleet. We always insist on empowering the Company and employees to move forward, and providing continuous driving force for the high-quality and sustainable development of the Company. We put talent training and capacity improvement at the core of our strategy, pay attention to the growth and well-being of employees, and jointly promote the long-term and stable development of the Company.

### Employee Employment

#### Compliant Employment

Redsun Services believes that talents are the most valuable assets of the Company and respects the equal employment relationship between the Company and employees. In compliance with the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China and other laws and regulations as well as the rules and regulations of the places where we operate, Redsun Services has formulated the Employee Handbook of Hong Yang Group Company, the Recruitment Management System of Hong Yang Group Company, the Employee Relations Management System of Hong Yang Group Company, the Labor Contract Management System of Hong Yang Group Company, the Remuneration Management System of Hong Yang Group Company and the Welfare Management System of Hong Yang Group Company, which clearly regulates the recruitment, dismissal, remuneration and welfare of employees, and effectively protects the legitimate rights and interests of employees. Redsun Services respects each employee equally, and treats all employees on the principles of fairness, equality and voluntariness, consensus and good faith.

In addition, we strictly abide by the Law of the People's Republic of China on the Protection of Minors and the Provisions on the Prohibition of Using Child Labor, resolutely eliminate any form of child labor or forced labor, understand the age information of new employees, ensure that they have reached the legal working age, and prevent the Company's employment of child labor and other non-compliant employment practices. During the Reporting Period, Redsun Services did not employ child labor or forced labor.

## 打造人才團隊

弘陽服務熟知高素質人才團隊的重要性，積極打造屬於自己的專業人才艦隊。我們始終堅持讓企業和員工同行致遠，為企業高質量、可持續發展提供源源不斷的動力。我們將人才培養和能力提升置於戰略核心地位，關注員工的成長和福祉，共同推動企業的長期穩健發展。

### 員工僱傭

#### 合規僱傭

弘陽服務認為人才是公司最寶貴的資產，尊重公司和員工平等的僱傭關係。弘陽服務遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》等法律法規以及業務所在地的規章制度，制定了《弘陽集團員工手冊》、《弘陽集團招聘管理制度》、《弘陽集團員工關係管理制度》、《弘陽集團勞動合同管理制度》、《弘陽集團薪酬管理制度》及《弘陽集團福利管理制度》，對員工招聘、解僱、薪酬與福利等做出明確規範，切實保障員工合法權益。弘陽服務平等的尊重每一位員工，以公平、平等自願、協商一致、誠實信用的原則對待全體員工。

此外，我們嚴格遵守《中華人民共和國未成年人保護法》和《禁止使用童工規定》，堅決杜絕任何形式的僱傭童工或強迫勞動的行為，了解新員工的年齡信息，確保其已到達法定就業年齡，預防公司聘用童工等不合規用工行為出現，報告期內，弘陽服務未發生僱傭童工及強迫勞動的情況。

Redsun Services has continuously improved its talent process system year by year. In 2023, we optimized the recruitment management process in eight aspects, including recruitment management system, internal referral management, re-joining management, interview workflow management, employment management, background due diligence management, prioritization of internal talents management, and talent selection criteria, so as to improve efficiency, rationally allocate the Company's human resources, and ensure the best use of talents.

弘陽服務對於自己的人才流程體系不停的逐年完善。2023年，我們對聘管理制度，內部推薦管理，二次入司管理，面試流程管理，錄用管理，背景調查管理，內部人才優先管理，人才選聘標準等八個方面優化招聘管理流程，提高效率，合理配置公司人力資源，確保人盡其才。

We continuously expand our recruitment channels to diversify our recruitment methods. The Group organizes campus recruitment and social recruitment activities every year, and actively encourages employees to seize the opportunity to change their positions within the Company.

我們不斷擴大招聘渠道，使招聘方式多樣化。我們集團每年都會組織校園招聘和社會招聘活動，並積極鼓勵員工抓住機會在公司內部進行崗位轉換。

#### “Hong Stars” Program

#### 「弘星生」計劃

In order to meet the needs of the Company's development, Redsun Services launched a management trainee recruitment program for college graduates, namely the “Hong Star Program”. Through this program, we hope to recruit young people who are passionate about the service industry and willing to develop deeply in the property management field.

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 Group 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 and more real understanding of Redsun.

為了滿足公司發展的需求，弘陽服務啟動了一項針對高校畢業生的管培生招聘計劃，名為「弘星計劃」。我們希望通過這個計劃，能夠招募到熱愛服務行業，並願意在物業管理領域深耕發展的年輕人。

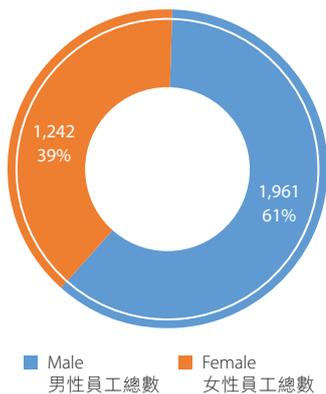
2023屆「一路弘途 燦若繁星」弘陽服務校園招聘活動中，「弘星生」們實地感受弘陽服務集團的工作環境與企業文化氛圍，資深員工作為文化宣講官為「弘星生」們解答弘陽服務的文化理念與培養體系，讓新生們對弘陽有了更深刻且真實的理解。



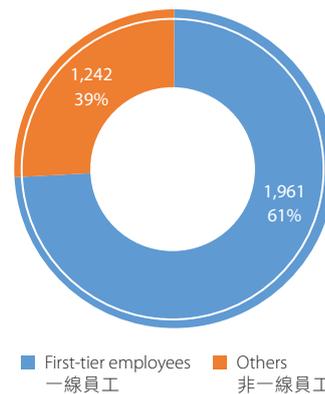
As of 31 December 2023, the Group had a total headcount of 3,203. The breakdowns of headcount by different classification are shown in the following:

截止2023年12月31日，本集團員工共計3,203人，不同類別的僱員情況如下：

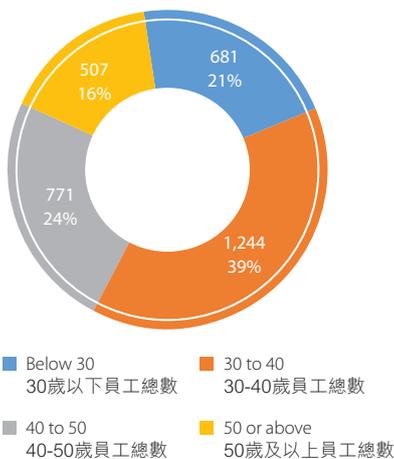
Breakdown by gender (Number of people)  
按性別劃分(人)



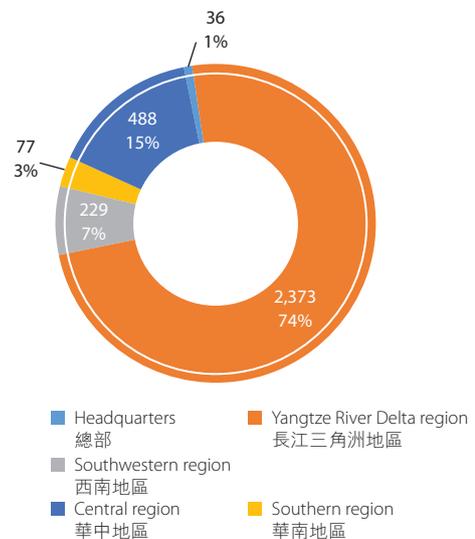
Breakdown by position (Number of people)  
按城市類型劃分(人)



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



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



### Remuneration and Benefits

In order to stimulate the potential of employees and create greater value, we have formulated a scientific and reasonable remuneration system to ensure the fairness, transparency and fairness of remuneration based on the contribution of employees to the Company. In order to improve employees' sense of identity, belonging and responsibility to the Company, in addition to the benefits and holidays stipulated by the state, we also provide employees with a series of special benefits, such as home ownership incentives, consolation money for significant issues, cash gift during festivals, birthdays and weddings.

### 薪酬福利

為了激發員工潛力，創造更大價值，我們制定了科學合理的薪酬制度，基於員工對公司的貢獻，確保薪酬的公平、透明和公正。為了提高員工對公司的認同感、歸屬感和責任感，除了國家規定的福利和假期外，我們還為員工提供了一系列特殊福利，如購房優惠、重大事件慰問金以及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"> <li>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)</li> <li>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)</li> <li>Five insurance and one housing fund contributions 五險一金</li> <li>High temperature allowance 高溫津貼</li> </ul>	<ul style="list-style-type: none"> <li>Supplemental commercial insurance 補充商業保險</li> <li>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</li> <li>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、結婚、住院慰問金、喪葬慰問金等</li> <li>Employee care fund 員工關愛基金</li> <li>House purchasing discounts 購房優惠</li> <li>Employee activities: birthday party, team building, geek walk, geek run, celebration for the 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、極客運征、集團司慶、女性(三八節、母親節)關懷活動、兒童關懷活動等</li> </ul>

In addition, we have also established incentive mechanisms such as basic target awards and excess profit awards to stimulate organizations at all levels to create higher performance and improve employees' work enthusiasm and work efficiency.

此外，我們還設立了基礎目標獎和超額利潤獎等激勵機制，以激發各級組織創造更高的業績，提高員工的工作積極性和工作效率。

### Promotion and Development

Redsun Services believes that talent training is an investment that can bring two-way benefits. Through the training, we can not only improve the work enthusiasm of employees, but also inject innovative vitality into the business development of the Company. In order to continuously strengthen the construction of talents, we actively explore new talent training measures, paths and methods to provide a solid human resource guarantee for the development of the Company.

#### Staff Training

Redsun Services attaches great importance to talent training and believes that talent training is one of the important ways to realize the reproduction of human capital. In order to support employees' personal development and career development, we are committed to building an effective training system to provide each employee with targeted management training and skills training. These trainings not only help employees improve their personal weaknesses, but also stimulate their potential and help them achieve better development in their careers.

In order to strengthen the basic training of front-line business and consolidate service capabilities, we have formulated a targeted training model of "six-type talents". This model is based on the "group-regional companies" system for classified training, and the training forms include offline professional lectures, online course learning, industry exchanges and other methods. Through this comprehensive training approach, we provide employees with a platform to help them build customer awareness, improve their self-driving and management team capabilities, and lead the team to continuously solve problems and achieve business goals.

### 晉升發展

弘陽服務深信，人才培訓是一種能夠帶來雙向收益的投資。通過培訓，我們不僅能夠提高員工的工作積極性，還能為企業的業務發展注入創新活力。為了不斷強化人才建設，我們積極探索新的人才培養舉措、路徑和方法，為企業的發展提供堅實的人力資源保障。

#### 員工培養

弘陽服務高度重視人才培養，認為人才培養是實現人力資本再生產的重要方式之一。為了支持員工的個人發展和職業生涯，我們致力於搭建有效的培訓體系，為每位員工提供有針對性的管理培訓和技能培訓。這些培訓不僅幫助員工完善個人不足，還激發他們的潛力，助力他們在職業生涯中取得更好的發展。

為了加強一線業務基礎培訓並夯實服務能力，我們針對性地制定了「六類人才」的培養模式。這種模式以「集團－區域公司」體系為基礎進行分類培養，培訓形式包括線下專業人員授課、網絡課程學習以及行業交流等多種方式。通過這種綜合性的培養方式，我們為員工提供了一個平台，幫助他們建立客戶意識、提升自我驅動和管理團隊的能力，以及帶領團隊持續解決問題和實現經營目標的中堅力量。

Redsun Elite  
弘精英

- Target groups: Total training of on-the-job projects (Group)  
受眾人群：在職項目總培養（集團）
- Covered 8 offline training sessions, 5 online training sessions, and 2 debriefing sessions, with a participation rate of 81%, a passing rate of 94%, and a satisfaction rate of 4.8  
覆蓋8期線下培訓、5期線上培訓、2期述職答辯，參訓率81%，考試通過率94%，滿意度4.8

Redsun Housekeeper  
弘管家

- Target groups: Training and certification of on-the-job/new customer service supervisors and stewards  
受眾人群：在職/新進客服主管、管家的訓練、認證
- Monthly coverage of city companies and regular training  
城市公司每月覆蓋，常規類培訓

Redsun Master  
弘師傅

- Target groups: Training and certification of on-the-job/new engineering supervisors, maintenance workers  
受眾人群：在職/新進工程主管、維修工的訓練、認證
- Monthly coverage of city companies and regular training  
城市公司每月覆蓋，常規類培訓

Redsun Guardian  
弘衛士

- Target groups: Training and certification of on-the-job/new order supervisors and maintenance staff  
受眾人群：在職/新進秩序主管、維護員的訓練、認證
- Monthly coverage of city companies and regular training  
城市公司每月覆蓋，常規類培訓

Redsun Gardener  
弘園丁

- Target groups: Training and certification of green positions  
受眾人群：綠化崗位的訓練、認證
- Monthly coverage of city companies and regular training  
城市公司每月覆蓋，常規類培訓

Redsun Cleaner  
弘保潔

- Target groups: Training and certification of cleaning positions  
受眾人群：保潔崗位的訓練、認證
- Monthly coverage of city companies and regular training  
城市公司每月覆蓋，常規類培訓

Six-type talents cultivation program  
六類人才培養模式

During the Reporting Period, the Group carried out the “Hong Yao Scheme (弘耀計劃)” training for middle management reserve talents, with a total of 17 participants, of which 8 have been appointed as middle management. In addition, each city company regularly carries out training for new employee, Redsun Master, Redsun Housekeeper and Order Officer<sup>1</sup> to ensure a coverage rate of more than 90% and an average satisfaction rate of more than 4.8. These training programs aim to improve the professional skills and quality of employees and enhance the overall competitiveness of the Company.

在報告期間內，集團對中層管理後備人才展開「弘耀計劃」培訓，共有17人參加，其中8人已被任用為中層管理人員。此外，各城市公司定期開展對新員工、弘師傅、弘管家和秩序員<sup>1</sup>等培訓，確保了90%以上的人員覆蓋率，並且平均滿意度達到了4.8以上。這些培訓計劃旨在提高員工的專業技能和素質，提升企業的整體競爭力。



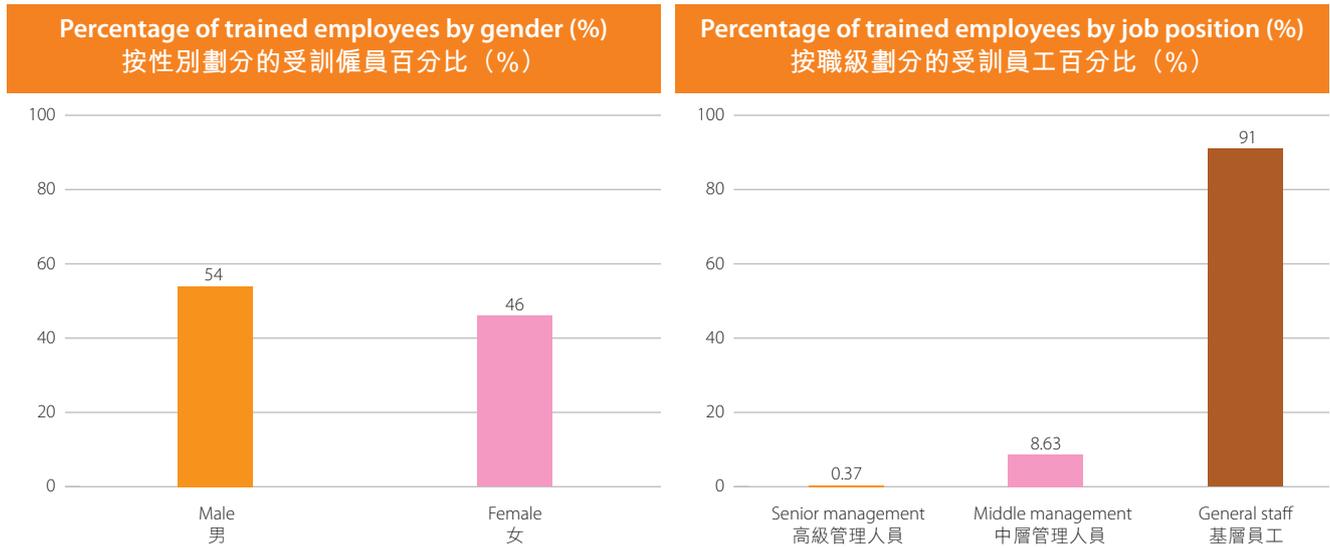
Photos of “Hong Yao Scheme (弘耀計劃)” Training  
弘耀計劃培訓圖

<sup>1</sup> Order gate post, order patrol post, order monitoring post

<sup>1</sup> 秩序門崗、秩序巡邏崗、秩序監控崗

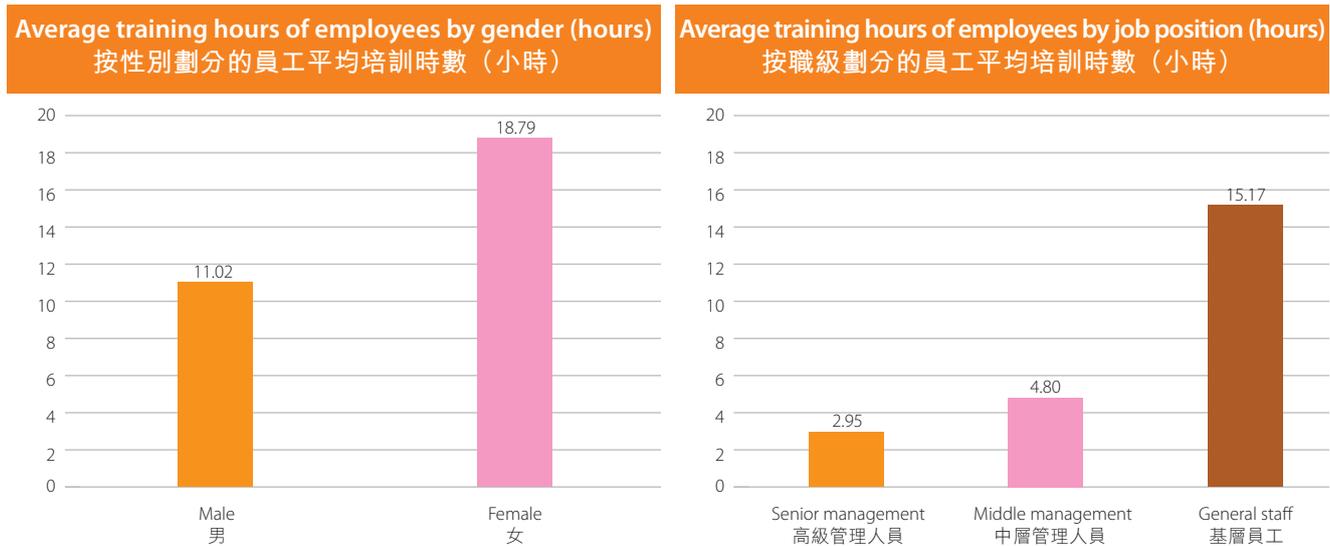
During the Reporting Period, the percentage of trained employees of Redsun Services by gender and job position is as follows:

報告期內，弘陽服務按性別、職級劃分的受訓百分比如下：



During the Reporting Period, the average training hours of Redsun Services by gender and job position are as follows:

報告期內，弘陽服務按性別、職級劃分的人均培訓時數如下：



### Promotion Mechanism

Redsun Services is committed to providing employees with a satisfactory career. To this end, we have established a clear employee promotion channel, which follows the principle of “openness, fairness and justice”, covering six levels and different functions and business lines. These professional qualification standards provide a differentiated career development path for professionals, help the Company to clarify the level of talent demand, reserve talent echelon, and provide a strong guarantee for attracting and retaining talents. Through these measures, we hope that all employees can find a satisfactory career in Redsun Services, stimulate their work enthusiasm and creativity, and jointly promote the development of the Company.

### Employee Retention

In order to ensure the long-term development of the Company, Redsun Services Group respects the career choices of employees and conducts statistical analysis on employee turnover data every year. On this basis, we took the initiative to take a series of targeted measures to improve employee retention. In 2023, the employee turnover rate of Redsun Services Group remained relatively stable at 33.91%. This achievement is attributable to our protection of employees’ basic rights and interests and continuous improvement measures.

### 晉升機制

弘陽服務致力於為員工提供滿意的職業生涯，為此我們建立了明確的員工晉升通道，遵循「公開、公正、公平」的原則，涵蓋六個級以及不同職能和業務條線。這些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，有助於企業理清人才需求層次、儲備人才梯隊，並為吸引和保留人才提供有力保障。通過這些措施，我們希望讓所有員工都能在弘陽服務找到滿意的職業生涯，激發他們的工作熱情和創造力，共同推動企業的發展。

### 員工保留

為了保障企業的長遠發展，弘陽服務集團尊重員工的職業選擇，並每年對員工流失數據進行統計分析。在此基礎上，我們主動採取一系列針對性措施，以改善員工的留任情況。2023年，弘陽服務集團的員工流失率保持在相對穩定的水平，為33.91%。這一成果得益於我們對員工基本權益的保障，以及持續的改進措施。

Conduct talent review every year to optimize corporate talent results  
每年開展人才盤點，  
優化企業人才結果

Corporate resources are tilted towards high contribution and frontline employees  
資源傾斜向業績貢獻  
較大者和一線員工

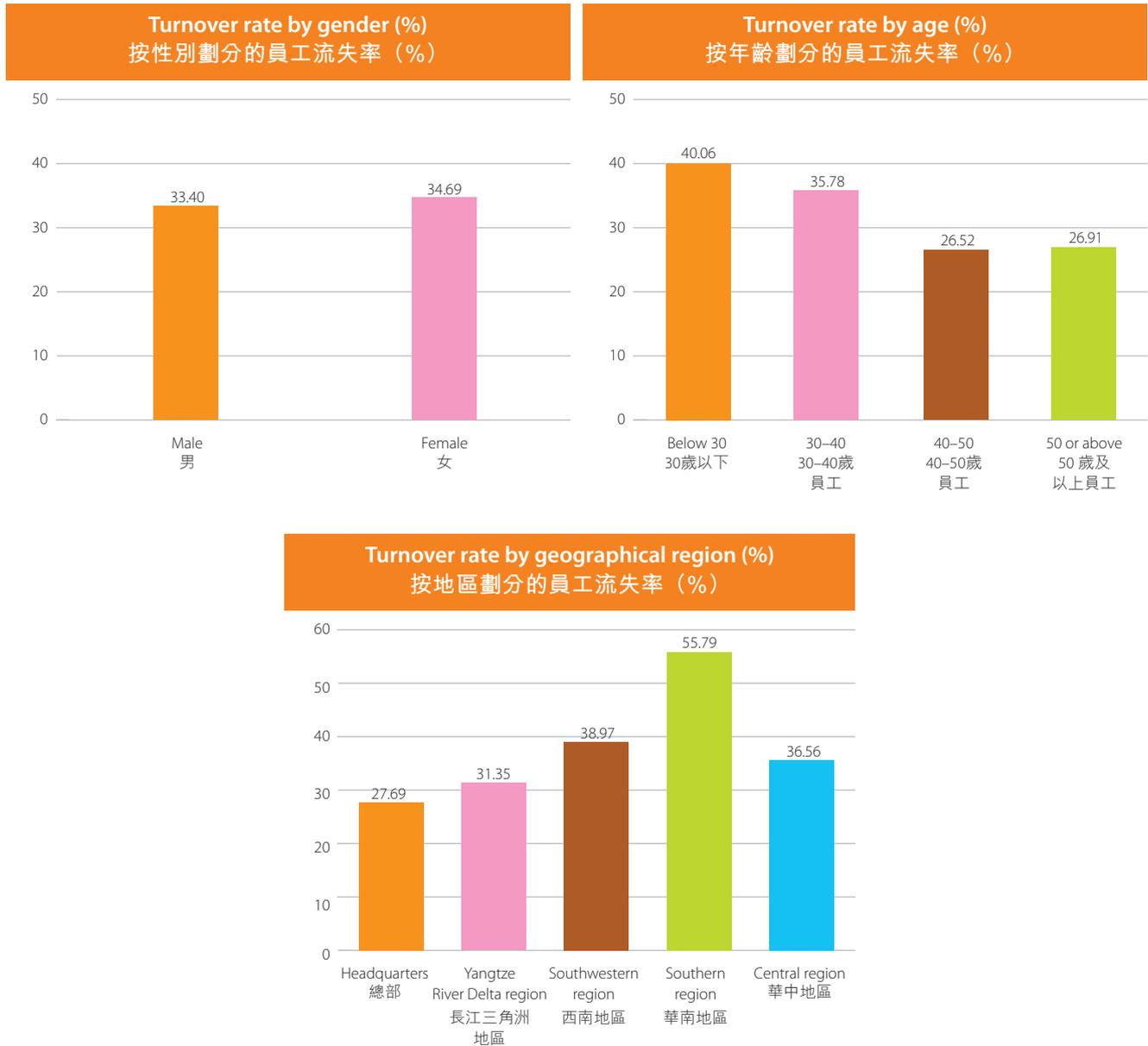
Conduct internal competition every quarter  
每季度展開內部競聘工作

Regularly carry out training programs for key talent echelon construction  
定期開展關鍵人才梯隊  
建設的培養項目

### Talent Retention Initiatives 人才保留舉措

During the Reporting Period, the employee turnover rate of Redsun Services by gender, age and geographical region is as follows:

報告期內，弘陽服務按性別、年齡及地區劃分的員工流失率如下：



### Employee Care

We always put the protection of employees' physical and mental health and living conditions in mind, establish a sound care and protection system for employees, and provide timely assistance to employees in need. We firmly believe that good interpersonal relationships and organizational atmosphere require basic and coordinated information exchange. We have established an open and fair communication mechanism to achieve two-way communication between the management and employees. During the Reporting Period, we paid attention to the physical and mental development needs of employees, carried out a variety of employee activities, enriched employees' spare time life, and strived to create a positive working atmosphere and enhance corporate cohesion.

### Employee Communication

Communication serves as a bridge for internal members to achieve information sharing, and effective internal communication is a key factor in the development of Redsun Services. We attach great importance to the emotional needs of our employees, listen carefully and respond to their views and ideas to achieve full communication at the spiritual level of our employees. We advocate to build a simple and sunny communication atmosphere and provide an open, fair and systematic communication mechanism. We are committed to the diversification of communication methods, the standardization of communication channels, the informatization of communication means and the two-way communication of communication objects. Through open communication channels, employees have the opportunity to participate in the decision-making process, which can directly reflect the work situation and put forward opinions and suggestions to the superiors or the management, which is conducive to our continuous improvement and improvement.

### 員工關懷

我們把守護員工身心健康和生活狀況時刻放在心上，為員工建立了完善的關愛保障體系，及時向有困難的員工提供幫助。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，我們建立了開放、公正的溝通機制，實現管理層與員工的雙向溝通。報告期內，我們關注員工身心發展需要，開展了豐富多彩的員工活動，豐富員工業餘生活，努力營造積極向上的工作氛圍，增強企業凝聚力。

### 員工溝通

溝通作為企業內部成員實現信息共享的橋樑，有效的內部溝通是弘陽服務發展的關鍵因素。我們高度重視員工的情感需求，認真傾聽並回應員工的觀點與想法，以實現員工精神層面的充分溝通。我們倡導構建簡單、陽光的溝通氛圍，提供開放、公平、系統的溝通機制。我們致力於實現溝通方式的多樣化、溝通渠道的規範化、溝通手段的信息化以及溝通對象的雙向化，通過開放的溝通渠道使得員工有機會參與決策的過程，可直接向上級或管理層反映工作情況並提出意見和建議，這有助於我們的持續改進和提升。



Employee Communication Channels  
員工溝通渠道

If an employee believes that he/she is treated unfairly, his/her personal rights and interests are damaged, or has objections to the Company's operation and management measures, or finds someone has violated various regulations of the Company, he/she may appeal to the Company through interviews or in writing. Complaint channels generally include: step-by-step promotion, directly complaining to the human resources department or the person in charge. After receiving the complaint, we will immediately verify the content of the complaint, take corresponding handling measures, continuously track and inform the complainant of the progress of the handling.

### Employee Activities

Redsun Services advocates employees to achieve a good balance between work and life. By regularly organizing various team building activities, we are committed to creating a positive corporate cultural atmosphere, effectively improving employees' happiness and sense of belonging, and forming a strong cohesion and unity within the employees.

當員工認為自己受到不公正對待、個人權益受損，或者對公司經營管理措施有異議，亦或發現有違反公司各項規定的情況時，可以通過面談或書面的方式向公司提出申訴。申訴途徑一般包括：逐級推進、直接向人力資源部門或分管領導申訴。收到投訴後，我們將立即對投訴內容進行核實，並採取相應的處理措施，持續跟蹤並通知申訴人處理情況的進展。

### 員工活動

弘陽服務倡導員工實現工作與生活的良好平衡，通過定期舉辦各類團隊建設活動，致力於營造積極向上的企業文化氛圍，有效提升員工的幸福感和歸屬感，使員工內部自然地形成強烈的凝聚力和向心力。



Cooling in Summer and  
Caring at Node  
夏季送清涼，节点关怀



Warming in Winter and  
Welcome the New Year  
冬季送溫暖，喜迎新年

### Celebration Activities at Hong Yang Group Company's 27th Anniversary 弘陽集團27週年慶活動

On 28 May 2023, Hong Yang Group Company celebrated its 27th anniversary. To celebrate this special day, Redsun Services organized team building activities and hiking activities, which enhanced team cohesion and unity in employee activities.

2023年5月28日，弘陽集團迎來了27週歲生日，為慶祝這一特別的日子，弘陽服務組織開展了團建活動和徒步活動，在員工活動中，提升了團隊凝聚力和向心力。



### Health and Safety

Redsun Services pays attention to the occupational health of employees, effectively protects the occupational health and safety of employees, and is committed to providing a safe workplace for all employees. We continuously improve the health and safety management mechanism for employees and interpret the unremitting pursuit of safety development concept. The Group has always complied with the requirements of national laws and regulations such as the Production Safety Law of the People's Republic of China and the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, and has formulated and implemented internal systems for safety management such as the 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 the Hazard Identification and Risk Management Plans for Each Department and Each Project. We have established a triple-checking mechanism to clarify the responsibilities of each department, standardize the safety production and operation standards, improve the major safety risk prevention mechanism, reduce the occurrence of various accidents, and provide more reliable guarantees for safety production and employee health.

### 健康安全

弘陽服務關注員工職業健康，切實保障員工職業健康與安全，致力於為全體員工提供安全工作場所。我們不斷健全員工健康安全管理制度，詮釋對安全發展理念的不懈追求。本集團始終遵守《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》等國家法律法規的規定，制定並執行《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》、《各部門及各項目危險源辨識及風險管理方案》等安全管理內部制度。我們建立了三重檢查機制，明確各單位部門的職責，規範安全生產運營標準，完善重大安全風險預防機制，減少各類事故的發生，為安全生產和員工健康提供更可靠的保障。

We have formulated strict risk identification requirements for major safety risks that may occur in the operation process, analyzed the risk factors and possible consequences, and strengthened early warning and prevention of the identified major safety risks through 13 red line control measures, including fire, elevator, falling objects/objects at height, traffic accidents, drug management, drowning, cellaring wells, fire channel safety, heatstroke and sun injury, epidemic, etc. We continuously optimize and improve response measures, cover all aspects of safety risk control measures, and achieve zero serious injury and accident in safety operation.

我們對運營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，分析危險因素及可能導致的後果，通過十三條紅線管控舉措，對已識別的主要安全風險，包括火災、電梯、高空墜物／物體打擊、交通事故、藥品管理、淹溺、窰井、消防通道安全、中暑曬傷、疫情等加強預警及防範，不斷優化和完善應對措施，將安全風險控制措施覆蓋到企業的方方面面，實現安全作業重傷及事故為零。

<b>Significant Safety and Security Risk Control Measures</b>	Establishment of safety targets and safety management plan 制定安全目標、安全管理方案
<b>重大安全風險控制措施</b>	Formulation of rules of safety management covering programs, system, standards, procedures and work instruction manuals, etc. 制定安全管理規定(如程序、制度、標準、規程、作業指導書等)
	Establishment of emergency warning 制定應急預警
	Develop and improve safety and security measures 制定並完善安全保障措施
	Equip with appropriate personal protection equipment 配置適當的個體防範設備
	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

Occupational Health and Safety

職業健康安全

Multi-pronged approach to strengthen safety production

多管齊下，強化安全生產保障

In 2023, Redsun Services actively carried out various safety drills, publicity, training, and testing, strictly implemented the main responsibility of production safety, and fulfilled the responsibility of production safety management. Redsun Services strengthens the publicity of general safety knowledge by regularly holding safety education and training, implementing fire drills, and publishing safety education columns to ensure that every employee and resident can master basic safety knowledge and fire prevention capabilities. We adhered to the 13 red lines of operation, carried out major inspections of safety risks and hidden dangers, and emergency drills such as fire and flood control to ensure a stable operating environment and lay a solid foundation for building a safe working environment.

2023年，弘陽服務積極開展各類安全演習、宣傳、培訓、及檢測工作，嚴格落實生產安全主體責任，履行生產安全管理職責。弘陽服務通過定期舉辦安全教育培訓、實施消防實戰演練、發佈安全教育科普專欄等方式加強安全常識宣傳，確保每位員工和居民能夠掌握基本的安全知識和消防能力。我們堅守營運十三條紅線，開展安全風險隱患大排查，消防、防汛等應急演練，保障穩定的營運環境，為構建安全的工作環境奠定堅實基礎。

Safety education and training:

安全教育培訓：



Emergency drill:

應急演練：



Multi-pronged approach to strengthen safety production

多管齊下，強化安全生產保障

Disinfection:

消殺：



The Group had no work-related fatalities in the past three years. During the Reporting Period, 4,259 working hours were lost due to work-related injuries.

本集團過去三年未發生因工作關係而死亡事件。報告期內，員工因工傷損失工作時數為4,259小時。

EMPOWERING WIN-WIN INDUSTRY

Redsun Services deeply recognizes that enterprise cooperation is the key to the development of the Company, and stable and win-win enterprise cooperation is the continuous driving force to promote the sustainable development of enterprises. We are committed to integrating high-quality resources with many partners to achieve win-win results, and actively assuming the responsibility of building a legally compliant supply chain. We are customer-oriented, adhere to quality, and are keen to establish cooperative relations with all walks of life, jointly explore new paths for the development of the property service industry, promote the sustainable development of the industry, and achieve long-term progress.

賦能行業共贏

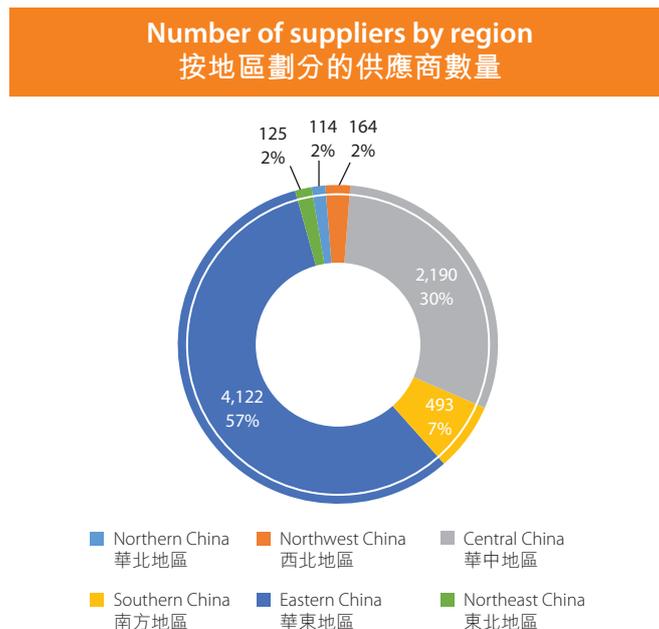
弘陽服務深刻認識到企業合作是公司發展的關鍵，穩定共贏的企業合作是推動企業可持續發展源源不斷的動力。我們致力於同眾多合作夥伴共同整合優質資源，實現共贏，並積極承擔構建合法合規供應鏈的責任。我們以客戶為中心，堅守品質的同時，熱衷於與社會各界建立合作關係，共同探索物業服務行業發展的新路徑，促進行業的可持續發展，實現長遠進步。

### Supply Responsibility

The coordinated development of the industrial chain is an important part of the sustainable development of Redsun Services. Adhering to the concept of win-win cooperation, we are committed to creating an open and collaborative ecological platform, and driving the common development of upstream, midstream and downstream industries with our own influence. We always pay close attention to the establishment of a fair, just and transparent supply chain, and carry out all-round management optimization of the supply chain management system in terms of supplier access, supplier assessment and supplier communication, so as to ensure the stable, healthy and sustainable development of the enterprise and ensure the provision of high-quality service experience for customers. At the same time, Redsun Services continued to strengthen close contact with suppliers, actively carried out supplier training, effectively improved the management level and service quality of suppliers and promoted the sustainable development of the industry. As of 31 December 2023, Redsun Services had a total of 7,208 suppliers, and the breakdown of each supplier by region is as follows:

### 供應責任

產業鏈協同發展是弘陽服務實現可持續發展的重要組成部分，我們秉承合作共贏的理念，致力於創建開放協作的生態平台，以自身的影響力帶動上中下游產業共同發展。我們始終對建立公平、公正、透明的供應鏈保持高度關注，從供應商准入、供應商考核、供應商溝通等方面對供應鏈管理體系開展全方位管理優化，以保障企業穩定、健康、可持續發展，確保為客戶提供高品質的服務體驗。同時，弘陽服務持續加強與供應商的緊密聯繫，積極開展供應商培訓，有效提升供應商的管理水平和服務質量，推動行業可持續發展。截至2023年12月31日，弘陽服務共有7,208家供應商，各供應商按區域劃分如下：



Redsun Services strictly abides by the Law of the People's Republic of China on Bid Invitation and Bidding, and other laws and regulations, and has formulated the Service Group Supplier Management Rules to regulate the audit and management of suppliers. We continue to optimize the supplier access mechanism, adhere to the bidding principle of "selecting the best among the best, integrity-based, quality first and efficiency priority", and conduct multi-dimensional assessments on the suppliers in the database from the perspectives of qualification conditions, cooperation experience and industry influence, and add a pre-approval system to improve the entry barriers of suppliers at different levels and maintain the quality and stability of the supplier team.

弘陽服務嚴格遵守《中華人民共和國招標投標法》等法律法規，制定了《服務集團供應商管理規程》，以規範供應商審核與管理工作。我們持續優化供應商准入機制，堅持「優中選優、誠信為本、質量第一、效率優先」的招標原則，從資質條件、合作經驗、行業影響力等角度對入庫供應商進行多維度考核，並加入預審制度以提高不同級別供應商的准入門檻，維護供應商隊伍的優質性和穩定性。

Review the qualification and credit documents of the supplier company, the power of attorney of the legal person, the social security and labor contract of the first contact person and the project manager, etc.

審查供方公司資質資信文件、法人授權委託書、第一聯繫人與項目經理的社保、勞動合同等情況

Review relevant financial data (financial statements, operating income, etc. in the past three years)

查閱財務維度的相關資料（近三年的財務報表、營業收入等）

Inspect the original performance contract within three years between the Company's performance and the project manager

考察公司業績與項目經理三年內業績合同原件

Review of the company's performance in the last three years in terms of the share of benchmark properties and awards received

審核公司近三年業績中標桿物業業績佔比及獲獎情況

Revisit the original suppliers in the cooperative database within 2 years, judge the business undertaking ability, confirm the new business categories, and ensure the performance ability of shortlisted resources

重新考察2年內未合作庫內原供應商，判斷業務承接能力、確認新增業務品類，確保入圍資源的履約能力

### Supplier Access Dimension 供應商准入考核維度

In order to ensure the quality of supplier performance in an all-round way and improve management efficiency and flexibility, we adopt a multi-dimensional supplier access evaluation system and implement hierarchical management based on the evaluation results. The pre-qualification of suppliers is carried out according to different levels. The preliminary review of Grade 0 suppliers is undertaken by the headquarters of Redsun Services, and all relevant departments are required to participate in the review. The preliminary review of suppliers of Grade A and Grade B is arranged by each subsidiary. For Grade C suppliers, relevant departments or subsidiaries of the Group will independently decide whether a pre-review inspection is required based on the specific situation.

In order to ensure that suppliers maintain a high-quality service level in the process of contract performance, we have formulated a comprehensive evaluation system, namely Supplier Annual Evaluation Form and the Service Inspection/Assessment Score Sheet, to strictly evaluate and score the performance quality of suppliers based on four major standards: owner satisfaction, mystery customer inspection, daily inspection and monthly evaluation. According to the performance evaluation scores of suppliers during the year, they are divided into different levels: excellent suppliers, qualified suppliers, restricted suppliers and unqualified suppliers.

為全方位保障供應商的履約質量，提高管理效率和靈活性，我們採用多維度的供應商准入評估體系，並根據評估結果實行分級管理。供應商的資質預審工作按照級別不同分別進行。0級供應商的預審由弘陽服務總部負責，並且要求所有相關部門共同參與。A級和B級供應商的預審則由各子公司負責安排。對於C級供應商，集團相關部門或子公司將根據具體情況進行自主決定是否需要進行預審考察。

為確保供應商在履約過程中保持高質量的服務水平，我們制定了《供應商年度評估表》及《服務檢查／考核評分細則表》綜合評估體系，採用業主滿意度、神秘客檢查、日常巡查、月度評估四大標準對供應商的履約質量進行嚴格考核及評分，根據供應商在年度內的履約評估分數，將其劃分為不同等級：優秀供應商、合格供應商、限用供應商以及不合格供應商。



Evaluation Criteria for Supplier Performance Process  
供應商履約過程評分標準

<p><b>Excellent Supplier</b> 優秀供應商</p>	<ul style="list-style-type: none"> <li>Annual Assessment Score <math>\geq</math> 80</li> <li>年度評估得分<math>\geq</math>80分</li> </ul>
<p><b>Qualified Suppliers</b> 合格供應商</p>	<ul style="list-style-type: none"> <li>80 points &gt; Annual evaluation score <math>\geq</math> 65 points</li> <li>80分&gt;年度評估得分<math>\geq</math>65分</li> </ul>
<p><b>Restricted suppliers</b> 限用供應商</p>	<ul style="list-style-type: none"> <li>65 &gt; Annual Assessment Score <math>\geq</math> 55</li> <li>65&gt;年度評估得分<math>\geq</math>55分</li> </ul>
<p><b>Unqualified suppliers</b> 不合格供應商</p>	<ul style="list-style-type: none"> <li>Annual Assessment Score &lt; 55</li> <li>年度評估得分&lt;55分</li> </ul>

### Supplier Performance Rating Classification 供應商履約評分等級劃分

This evaluation system helps objectively evaluate the performance of business partners, helps to discover and reserve more high-quality suppliers, so as to build a high-quality resource information database, optimize supply chain management and improve service quality.

Redsun Services regards integrity as the red bottom line of corporate operation and holds a strong attitude of zero tolerance for any malpractice in the supply chain and procurement process. We require suppliers to align their business ethics standards with their own standards and guide them to actively fulfill their environmental and social responsibilities. All suppliers who have signed standard supply agreements with Redsun Services must sign an additional Integrity Cooperation Agreement, promising against corruption and bribery. In addition, we regularly review the compliance of suppliers, and will take exit or blacklist management actions for suppliers that violate the agreement.

這一評估體系有助於客觀評價商業合作夥伴的表現，助力發掘、儲備更多高質量供應商，進而構建一個優質的資源信息庫，優化供應鏈管理和提高服務品質。

弘陽服務將誠信視為企業運營的紅色底線，對供應鏈及採購環節中出現的任何營私舞弊行為秉持零容忍的強硬態度。我們要求供應商的商業道德標準與自身標準保持一致，並引導供應商積極履行環境及社會責任。所有與弘陽服務簽訂標準供應協議的供應商必須額外簽訂《廉政合作協議》，承諾反對貪污和賄賂。此外，我們定期對供應商進行合規性審查，對於違反協議的供應商，我們將採取退出或黑名單管理行動。

In addition to integrity management, Redsun Services focuses on the environmental and social performance of suppliers in terms of labor rights, employee health and safety, and industry reputation. We will give priority to cooperation with enterprises that have passed ISO certification, have a greening rate of no less than 30% in their plants, and have energy conservation and emission reduction meeting local government standards, and require partners to provide their employees with working hours and regular health reports to ensure that ESG risks are effectively controlled and promote the sustainable development of the supply chain.

Redsun Services attaches great importance to communication and cooperation with suppliers and is committed to building a long-term, stable, co-creation and sharing dynamic cooperation relationship. We maintain close contact with suppliers by holding city company supplier exchange meetings, group quality meetings and supplier exchange meetings. In the communication with suppliers, we shared knowledge and experience in environmental health and safety, corporate governance and business ethics, which effectively improved the business level of suppliers and laid a good foundation for common progress.

除廉潔管理外，弘陽服務重點關注供應商在勞工權益、員工健康與安全、行業聲譽的環境與社會表現。我們將優先與通過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合作，並要求合作方提供其職工的作業時間和定期的健康報告，確保ESG風險得到有效控制，推動供應鏈的可持續發展。

弘陽服務重視與供應商的溝通與合作，致力於構建長期穩定、共創共享的動態合作關係。我們通過舉辦城市公司供應商交流大會以及組織集團品質大會，供應商交流大會等多種方式，保持與供應商的緊密聯繫。在與供應商的溝通中，我們分享了有關環境健康安全、公司治理和商業道德等方面的知識與經驗，有效提升了供應商的業務水平，為實現共同進步奠定良好的基礎。

## Supplier Communication

### 供應商溝通

In order to better promote the progress of the project and solve the problems in business cooperation in a timely manner, we ensure that we regularly meet with our cooperative suppliers every month for the problems in the previous month, formulate a monthly rectification plan, incorporate the response speed and rectification rate of the rectification into the monthly assessment project, and hold project cooperation negotiation meetings from time to time. These measures will help optimize our cooperation process, improve cooperation efficiency, and cooperate with the industry to develop together while realizing our own business development.

為了更好地推動項目進展並及時解決業務合作中出現的問題，我們確保每月定期與合作供應商針對上個月的問題進行約談，制定月度整改計劃，將事項整改響應速度、整改率納入月度考核項目中，並不定期地召開項目合作洽談會。這些措施將有助於優化我們的合作流程，提升合作效率，在實現自身業務發展的同時協同行業共同發展。

### Supplier Exchange Conference of City Companies:

城市公司供應商交流大會：



### Group Quality Conference-Supplier Exchange Conference:

集團品質大會 - 供應商交流大會：



Redsun Services attaches great importance to the product quality and supply capabilities of suppliers and is committed to enhancing the resilience of the industrial supply chain and ensuring business continuity and safety. We regularly carry out supplier training, organize supplier seminars and publicity to achieve efficient cooperation with suppliers.

弘陽服務高度重視供應商產品質量與供應能力，致力於增強產業供應鏈韌性，保障業務連續性和安全性。我們定期開展供應商培訓，組織供應商座談會、宣貫，實現與供方的高效配合。

### Supplier Training

#### 供應商培訓

During the Reporting Period, subsidiaries of Redsun Services in various cities successively organized supplier symposiums, operation, finance and cost bidding and procurement, and publicized the business management requirements involved by suppliers. At the meeting, each supplier raised questions, analyzed deficiencies and summarized problems. Subsidiaries in various cities of Redsun Services sorted out the problems raised by each supplier, and fully understood the current situation of the problems and provided corresponding solutions after the meeting. Through supplier training, Redsun Services solidly carries out each outsourcing business, so as to achieve business outsourcing and management is not outsourced.

報告期內，弘陽服務各城市公司相繼組織供應商座談會，運營、財務、成本招採，對於供應商涉及的業務管理要求進行宣貫。會議上各供應商提出疑問、分析不足、總結問題，弘陽服務各城市公司針對各供應商提出的問題進行梳理，會後充分了解問題現狀並提供相應解決方案。通過供應商培訓，弘陽服務紮實做好每一項外包業務，做到業務外包，管理不外包。

In May and November 2023, Hong Yang Group Company held a quality conference, inviting excellent suppliers to participate, publicizing and introducing project quality management and process requirements, and inviting excellent suppliers to share excellent practices and experiences.

2023年5月與11月，弘陽集團召開品質大會，邀請優秀供應商參與，對項目品質管理、過程要求進行宣貫、介紹，同時邀請優秀供應商對優秀做法、心得進行分享。



Quality Training and Visits  
品質培訓及參觀

### Cooperation for All Win

Redsun Services always firmly believes that business cooperation can realize the complementary advantages and win-win results of both parties, and stable cooperative relations are the inexhaustible driving force for the sustainable development of enterprises. In 2023, Redsun Services continued to promote various business cooperation through the model of joint construction with government agencies and enterprises. We actively participate in various activities in the industry to jointly explore the future development path of the property industry. We are committed to continuously optimizing and improving our service quality through effective communication and sharing platforms to meet the needs of the market and customers.

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

During the Reporting Period, Redsun Services continued to strengthen cooperation with the government, adopted the model of government and enterprise construction, and actively participated in the practice of social public governance. We have built a consortium consisting of community grids, properties, property owners' committees, social organizations, party members and volunteers and other forces to achieve collaborative cooperation and jointly promote the diversified governance of the community. At the same time, leveraging our professional advantages in urban management, municipal maintenance, property services, parking lot management, citizen services and public resources operation and management, we have adopted an advanced property service system and governance mechanism to improve the service level and management efficiency of the streets. We continue to expand new business scope and are committed to becoming a new force in comprehensive street management services.

### 合作共贏

弘陽服務始終堅信，業務合作能夠實現雙方的優勢互補和共贏成果，穩定的合作關係是企業持續發展的不竭動力。2023年，弘陽服務通過與政府機構和企業共同建設的模式，持續推進各類業務合作。我們積極參與行業內的各項活動，共同探索物業行業的未來發展道路。我們致力於通過有效的溝通，共享的平台，不斷優化和提升我們的服務質量，以滿足市場和客戶的需求。

### 政企共建

報告期內，弘陽服務持續強化與政府的合作，採用政企建設的模式，積極投身於社會公共治理的實踐中。我們構建了一個包含小區網格、物業、業主委員會、社會組織和黨員志願者等多方力量的聯盟，實現了協同合作，共同推動社區多元共治。同時，利用我們在城市管理、市政養護、物業服務、停車場管理、市民服務和公共資源經營管理等領域的專業優勢，採用先進的物業服務體系和治理機制，提高了街道的服務水平和管理效率。我們不斷拓展新的業務範圍，致力於成為街道綜合治理服務的新生力量。

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 2023, Redsun Services continued to promote red volunteer service activities. Party members and volunteers of Redsun Services jointly formed a red property volunteer service team to participate in community governance with property owners through the long-term “Operation Beautiful Park” which carried out by the community. The red property volunteer service team of Redsun Services, together with the property owners of the park, hand-held cleaning tools, removed weeds on the lawn of the park, cleaned up white garbage in various corners, improved the overall quality of the park, and promoted party members, volunteers and property owners to become active participants, practitioners and promoters for the construction of beautiful homes.

2023年，弘陽服務繼續推進紅色志願服務活動。弘陽服務黨員和志願者共同組成紅色物業志願服務隊，以社區長期開展的「美園行動」為載體，與業主共同參與到社區共治中。弘陽服務紅色物業志願服務隊與園區業主一起，手拿清掃工具，在園區草坪上拔除雜草，清理各個角落的白色垃圾，提升了園區的整體質量，推動黨員、志願者以及業主都成為美麗家園建設的積極參與者、實踐者和宣傳者。



Pioneering Party Members

黨員先鋒行

A property volunteer service team consisting of party members and volunteers from Redsun Services actively participated in a series of convenient activities such as convenient cleaning and maintenance of mosquito repellent equipment, and continuously improved the service level of properties and enhance the sense of happiness, gain and security of property owners with practical actions.

由弘陽服務黨員員工與志願者組成物業志願服務隊，積極參與便民清洗、維修驅蚊設備等一系列便民活動。不斷提升物業服務水平，以實際行動提升業主幸福感、獲得感、安全感。



Party Members' Pioneering Activities  
黨員先鋒行活動

Industry Development

行業發展

Quality First, Customer Oriented

品質第一，客戶至上

On 20 May 2023, Redsun Services gathered representatives from various city companies and functional departments of the Group to hold a quality conference with the theme of “Quality First, Customer Oriented”, discussing the overall plan of “strengthening front-line services and consolidating quality standards”.

2023年5月20日，弘陽服務集合各城市公司、集團各職能部門代表，召開以「品質第一，客戶至上」為主題的品質大會，共商「強化一線服務，壓實品質標準」大計。

Redsun Services visited and visited outstanding companies in the industry, learned from excellent business management models, understood the relationship between service and quality from the perspective of project management, and understood the quality management priorities under different business models. We further clarify the quality concept of Redsun, and formulate a quality improvement plan based on the original intention of “customer-oriented”, learn from project service experience, reflect on the pain points and continue to improve.

弘陽服務參觀走訪業內優秀公司，學習借鑒優秀經營管理模式，從項目管理的角度認識服務與品質的關係，認知不同經營模式下的品質管理重點。我們進一步明確弘陽品質觀，從「以客戶為中心」的初心出發制定品質提升方案，吸取項目服務經驗，反思痛點，持續改進。



Quality Conference  
品質大會

### Contribution to the Community

Redsun Services always adheres to the original intention of “making lives warmer (讓生活更有溫度)”, attaches great importance to the common construction with the community, actively participates in community public welfare undertakings such as volunteer services and charity donations, pays attention to the fields of people’s livelihood and environmental protection, strives to create social value, fulfills social responsibility, promotes the construction of a good situation of common progress with the society, and harmony and win-win with all stakeholders.

We deeply implement the “customer-oriented” development strategy, create good services based on customer needs, and are committed to spreading the humanistic life of communities with warmth and becoming a supplier of a better life while adhering to the quality of our home. We actively organize various public welfare activities, practice our original intention and mission with practical actions, and inherit the spirit of volunteer service. As of 31 December 2023, Redsun Services has invested approximately RMB9.53 million in community cultural activities and public welfare undertakings. We carried out a total of approximately 3,396 public welfare activities, attracting more than 422,000 participants.

### 社區貢獻

弘陽服務始終秉持「讓生活更有溫度」的初心，高度重視與社區的共同建設，積極參與志願服務、愛心捐贈等社區公益事業，關注民生、環保領域，努力創造社會價值，踐行社會責任，推動構建與社會共同進步，與各利益相關方和諧共贏的良好局面。

我們深度貫徹「以客戶為中心」的發展戰略，從客戶需求出發打造好服務，在堅守家園品質的同時，致力於傳播富有溫度的社區人文生活，成為美好生活的供應商。我們積極組織各類公益活動，用實際行動踐行我們的初心和使命，傳承志願服務精神。截至2023年12月31日，弘陽服務在社區文化活動和公益事業方面投入了約953萬元人民幣。我們累計開展了約3396場公益活動，吸引了超過42.2萬人次的參與。

### Public Welfare Celebration to Demonstrate Responsibility

#### 公益慶生，彰顯責任擔當

On 28 May 2023, Redsun Services adhered to the cultural inheritance of “Public Welfare Celebration”, cared for employees internally, gave back to customers externally, and demonstrated responsibility. Taking “Public Welfare 3.0” as the strategic blueprint, the Company relies on the platform of Redsun Public Welfare Fund to help employees get out of poverty, and contribute to the promotion of rural revitalization strategy, education assistance projects, volunteer service work and other fields. Redsun Services visited the “fact orphans”, sent love to angel children, accompanied them to create simple paintings, and practiced our cultural concept of public welfare with practical actions.

2023年5月28日，弘陽服務秉持「公益慶生」的文化傳承，對內關懷員工，對外回饋客戶，彰顯責任擔當。以「公益3.0」作為戰略藍圖，依托弘陽公益基金平台，幫扶員工擺脫困境，為推進鄉村振興戰略、教育援助項目、志願服務工作等多領域貢獻力量。弘陽服務探訪「事實孤兒」、為天使兒童們送愛心，陪伴孩子們創作簡筆畫，以實際行動踐行我們的公益文化理念。



We give full play to our professional skills and resource advantages, work together with property owners to create a warm and harmonious community, and contribute positive energy to social development.

我們充分發揮自身專業技能和資源優勢，與業主攜手合作，共同努力打造溫馨和諧的社區，為社會發展貢獻正能量。

### Caring for Children's Dream

永葆赤誠，呵護童夢

Redsun Services adheres to the service concept of "making lives warmer (讓生活更有溫度)" and creates happy childhood time for children with meticulous care. We pay attention to the growth and development of children, carefully care for each child, and strive to create a vibrant community growth space.

弘陽服務堅持「讓生活更有溫度」的服務理念，以無微不至的關懷，為孩子們營造快樂的童年時光。我們關注孩子們的成長與發展，悉心呵護每一份童真與美好，致力於打造充滿活力的社區成長空間。

In the warm summer, we carefully planned a series of childlike fun community cultural services, such as children's DIY creative graffiti, "Film Festival" activities, nostalgic toys, self-made T-shirts, etc., to open a summer carnival for children and add colors to their holiday life. Redsun Services strives to create a pleasant environment full of joy, learning and growth for community families.

在熱情絢爛的初夏，我們精心策劃了一系列充滿童趣的社區文化服務，如童趣DIY創意塗鴉、「電影節」活動、懷舊玩具、自製T恤等，為小朋友們開啓一次盛夏狂歡，為孩子們的假期生活增添色彩。弘陽服務努力將社區家庭營造一個充滿歡樂、學習和成長的美好環境。



Caring and warm services are the greatest happiness that Redsun Services offers to property owners. We always adhere to our original aspiration and are committed to becoming a respected creator of a better life based on the needs of customers.

貼心溫暖的服務，是弘陽服務給予業主的最大幸福感。我們始終秉承初心，從客戶的需求出發，致力於成為受人尊敬的美好生活創造者。

### With a Little Light, Preserving with Heart

微光成炬，用心守護

Redsun Services has always adhered to its original aspiration, required itself with strict standards, and fulfilled the commitment of “making lives warmer (讓生活更有溫度)”. We continue to set up columns such as “Redsun People (《弘人物》)” and “Redsun Benchmark (《弘標杆》)” on the WeChat official account to record every ordinary Redsun servicer and light up the light in the hearts of customers with sincerity and warmth.

弘陽服務始終堅守初心，以嚴苛的標準要求自己，兌現「讓生活更有溫度」承諾。我們持續在微信公眾號上開設《弘人物》、《弘標杆》等專欄，記錄每一個平凡的弘陽服務人，用真誠與溫暖點亮客戶心中的光。

We are customer-oriented, provide good products and create good services, and actively devote ourselves to social welfare. We are dedicated to our ordinary posts, silently contribute and fulfill our social responsibility with practical actions.

我們以客戶為本，提供好產品、創造好服務，並積極投身社會公益，在平凡的崗位上兢兢業業，默默付出，用實際行動履行社會責任。



Customers gave banners to Redsun servicer  
客戶為弘揚服務人送錦旗

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

附錄一：香港聯交所《環境、社會及管治報告指引》內索引

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：	Green Practice 綠色踐行
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Green Practice 綠色踐行

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS		SECTION IN THE REPORT
環境、社會及管治範疇與一般披露及關鍵績效指標		所在章節
KPI A1.2	Greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Practice
關鍵績效指標A1.2	溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	綠色踐行
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Practice
關鍵績效指標A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	綠色踐行
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Practice
關鍵績效指標A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	綠色踐行
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Green Practice
關鍵績效指標A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	綠色踐行
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Green Practice
關鍵績效指標A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	綠色踐行
<b>Aspect A2</b>	<b>Use of Resources</b>	
<b>層面A2</b>	<b>資源使用</b>	
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Green Practice
一般披露	Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 有效使用資源(包括能源、水及其他原材料)的政策。 資源可用於生產、儲存、運輸、樓宇、電子設備等。	綠色踐行
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in'000s) and intensity (e.g. per unit of production volume, per facility).	Green Practice
關鍵績效指標A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	綠色踐行

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS		SECTION IN THE REPORT
環境、社會及管治範疇與一般披露及關鍵績效指標		所在章節
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Green Practice
關鍵績效指標A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	綠色踐行
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Green Practice
關鍵績效指標A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	綠色踐行
KPI A2.4	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.	Green Practice
關鍵績效指標A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	綠色踐行
KPI A2.5	Total packaging material used for finished products and with reference to per unit produced.	The Group's business operation uses less packaging materials and complies with the laws and regulations of the place where the business operates.
關鍵績效指標A2.5	製成品所用包材料的總量及每生產單位佔量。	本集團在業務運營過程涉及包裝材料的使用量小，均根據業務運營所在地法律法規進行合規處置。
<b>Aspect A3</b>	<b>The Environment and Natural Resources</b>	
<b>層面A3</b>	<b>環境及天然資源</b>	
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Green Practice
一般披露	減低發行人對環境及天然資源造成重大影響的政策。	綠色踐行
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green Practice
關鍵績效指標A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	綠色踐行

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

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。	Green Practice 綠色踐行
KPI A4.1 關鍵績效指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Green Practice 綠色踐行

Social  
社會

Aspect B1 層面B1	Employment 僱傭	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 對發行人有重大影響的相關法律及規例的資料。	Building A Talent Team 打造人才團隊

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS		SECTION IN THE REPORT
環境、社會及管治範疇與一般披露及關鍵績效指標		所在章節
KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Employee Employment 員工僱傭
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Promotion and Development 晉升發展
<b>Aspect B2</b> <b>層面B2</b>	<b>Health and Safety</b> <b>健康與安全</b>	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 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。	Health and Safety 健康安全
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, Caring for Our People 健康安全、員工關懷

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
<b>Aspect B3 層面B3</b>	<b>Development and Training 發展及培訓</b>	
General Disclosure  一般披露	<p>Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.</p> <p>Training refers to vocational training. It may include internal and external courses paid by the employer.</p> <p>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。</p> <p>培訓指職業培訓，可包括由僱主付費的內外部課程。</p>	Promotion and Development  晉升發展
KPI B3.1  關鍵績效指標B3.1	<p>The percentage of employees trained by gender and employee category (e.g. senior management, middle management).</p> <p>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。</p>	Promotion and Development  晉升發展
KPI B3.2  關鍵績效指標B3.2	<p>The average training hours completed per employee by gender and employee category.</p> <p>按性別及僱員類別劃分，每名僱員完成受訓的平均時數。</p>	Promotion and Development  晉升發展
<b>Aspect B4 層面B4</b>	<b>Labour Standards 勞工準則</b>	
General Disclosure  一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.</p> <p>有關防止童工或強制勞工的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	Employee Employment  員工僱傭
KPI B4.1  關鍵績效指標B4.1	<p>Description of measures to review employment practices to avoid child and forced labour.</p> <p>描述檢討招聘慣例的措施以避免童工及強制勞工。</p>	Employee Employment  員工僱傭
KPI B4.2  關鍵績效指標B4.2	<p>Description of steps taken to eliminate such practices when discovered.</p> <p>描述在發現違規情況時消除有關情況所採取的步驟。</p>	Employee Employment  員工僱傭

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
<b>Aspect B5</b> 層面B5	<b>Supply Chain Management</b> 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。	Supply Responsibility 供應責任
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supply Responsibility 供應責任
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Supply Responsibility 供應責任
<b>Aspect B6</b> 層面B6	<b>Product Responsibility</b> 產品責任	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤、私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Provide Quality Service 提供優質服務
KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	The Group does not involve product recall in the process of business operation. 本集團在業務運營過程中不涉及產品召回。
KPI B6.2 關鍵績效指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Customer Communication 客戶溝通

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 B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Compliant Operations 合規運營
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	The Group does not involve product recall in the process of business operation. 本集團在業務運營過程中不涉及產品召回。
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者數據保障及私隱政策，以及相關執行及監察方法。	Compliant Operations 合規運營
<b>Aspect B7 層面B7</b>	<b>Anti-corruption 反貪污</b>	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to 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, Risk Management 合規運營、風險管理
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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS		SECTION IN THE REPORT
環境、社會及管治範疇與一般披露及關鍵績效指標		所在章節
<b>Aspect B8</b> <b>層面B8</b>	<b>Community Investment</b> <b>社區投資</b>	
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。	Contribution to the Community 社區貢獻
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)。	Contribution to the Community 社區貢獻
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)。	Contribution to the Community 社區貢獻



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