



遠洋服務2025年 環境、社會及管治報告

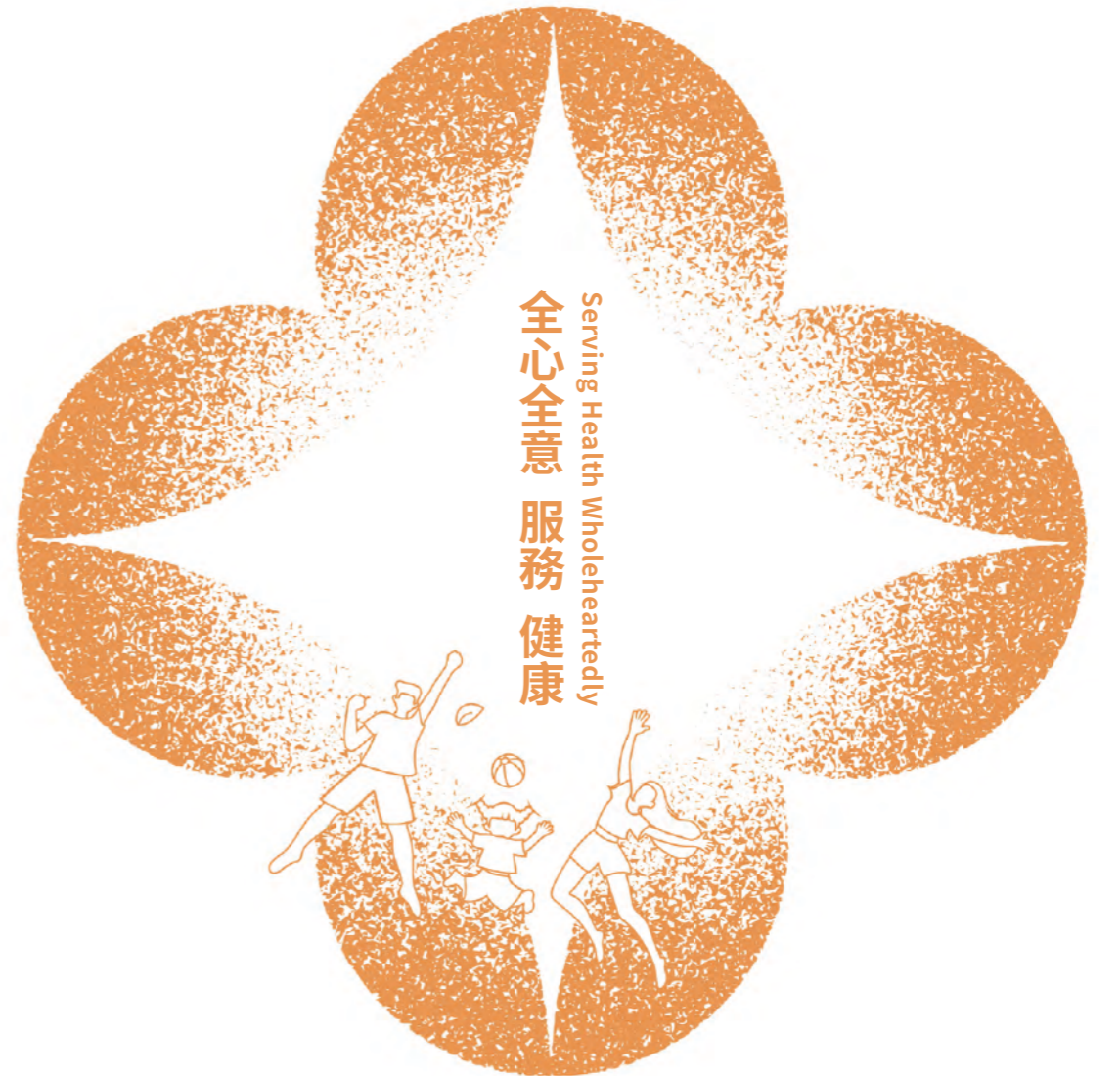
SINO-OCEAN SERVICE

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2025

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

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

股份代號: 06677.HK
Stock Code: 06677.HK



Serving Health Wholeheartedly
全心全意 服務 健康

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ABOUT THIS REPORT

關於本報告

(一) 報告簡介

本報告旨在客觀披露遠洋服務控股有限公司2025年環境、社會及管治(以下簡稱「ESG」)方面之表現,為便於表達,報告表述中分別使用「遠洋服務」「本公司」「公司」或「我們」指代遠洋服務控股有限公司;「本集團」或「集團」指代本公司連同其附屬公司。

(二) 報告範圍

報告時間範圍:2025年1月1日至2025年12月31日,與2025年度報告保持一致,部分內容追溯至以往年份。

報告發佈週期:本報告為年度報告,旨在以透明公開的方式披露本公司2025年全年的可持續發展表現,以回應各利益相關方對於本公司可持續發展管理的關注與期望。

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

(三) 資料說明

報告中的財務資料均來自遠洋服務2025年度經審核財務報表,其他資料以2025年為主,部分資料包含以前年度資料。本報告中所涉及貨幣金額以人民幣為計量幣種,特別說明的除外。

(1) REPORT OVERVIEW

This report aims at objectively disclosing the Environmental, Social and Governance (“ESG”) performance of Sino-Ocean Service Holding Limited in 2025. For ease of expression, Sino-Ocean Service Holding Limited is variously referred to as “Sino-Ocean Service” , the “Company” or “We/us” in this report; and the Company together with its subsidiaries are referred to as “our Group” or the “Group” in this report.

(2) SCOPE OF THE REPORT

Period covered by the report: 1 January 2025 to 31 December 2025, which is consistent with that of the 2025 Annual Report, with some contents covering previous years retrospectively.

Publication cycle: This report is an annual report with the aim of providing transparent information on the Company's performance in sustainability in 2025 to respond to stakeholders' concerns and expectations for the Company's sustainability management.

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

(3) DATA SOURCES

The financial information set out in the report is derived from the 2025 audited financial statements of Sino-Ocean Service. Other information mainly represents data in 2025, with certain information comprising data for previous years. Monetary amounts contained in this report are denominated in RMB, unless otherwise specified.

(四) 匯報原則

本報告編制依據為香港交易及結算所有限公司發佈的《香港聯合交易所有限公司(「聯交所」)證券上市規則》(「上市規則」)所載之附錄C2《環境、社會及管治報告守則》,遵循重要性、量化、平衡及一致性匯報原則,力求充分反映本集團本年度在ESG方面的管理現狀及績效成果。本報告應與本公司《2025年年度報告》中的「可持續發展報告」、「董事局報告」及「企業管治報告」章節結合閱讀,以幫助讀者更全面地瞭解本集團的ESG表現。

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

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

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

「一致性」原則:除另有注明外,本報告所披露資料採取與往年一致的統計方法。

(五) 報告獲取

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

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(4) REPORTING PRINCIPLES

The report has been prepared in accordance with the Environmental, Social and Governance Reporting Code set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) (the “Listing Rules”) published by Hong Kong Exchanges and Clearing Limited. We follow the principles of materiality, quantitative, balance and consistency in reporting, aiming to fully reflect our management status and performance results in terms of ESG for the current year. This report should be read in conjunction with the sections headed “Sustainability Report” , “Report of the Directors” and “Corporate Governance Report” in the Company's 2025 Annual Report to provide readers a more comprehensive understanding of the Group's ESG performance.

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

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

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

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

(5) AVAILABILITY OF THE REPORT

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

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BOARD STATEMENT

董事局聲明

遠洋服務董事局(以下簡稱「董事局」)鄭重承諾,本報告內容真實、準確、完整,不存在虛假記載、誤導性陳述或重大遺漏,並就董事局在ESG領域的監督與管理職責發表如下聲明。

The board of directors of Sino-Ocean Service (the “Board”) solemnly warrants that this report is true, accurate and complete, and contains no false representations, misleading statements or material omissions. The Board hereby makes the following statement regarding its ESG oversight and management responsibilities.

(1) 管治架構

GOVERNANCE STRUCTURE

遠洋服務一貫將環境、社會及管治(ESG)視作實現企業長遠發展的核心基石。作為 ESG 事務的最高決策層,董事局不斷強化全面監督、風險防控及戰略制定職能,旨在通過持續優化 ESG 治理架構,保障企業在可持續發展道路上穩健前行。下設的可持續發展工作組由各職能部門對接人組成,主要負責資料的收集整理,監督董事局既定政策與戰略的落地,並向決策層定期匯報。該工作組依託現有 ESG 體系,明確各崗位的專業職責邊界,通過配套機制確保 ESG 戰略的高效運行。

Sino-Ocean Service has consistently regarded environmental, social and governance (ESG) as a core cornerstone for achieving the Company's long-term development. As the highest decision-making body for ESG matters, the Board continuously strengthens its functions in overall oversight, risk prevention and control, and strategy formulation, with a view to ensuring the Company's steady progress on the path towards sustainable development through the continuous optimisation of its ESG governance structure. The Sustainability Work Group, which is established under the Board and consists of designated contacts from various functional departments, is mainly responsible for the collection and organisation of relevant information, supervising the implementation of policies and strategies established by the Board, and making regular reports to the decision-making body. Relying on the existing ESG framework, the Work Group defines the professional responsibilities of each position and ensures the efficient operation of the ESG strategy through supporting mechanisms.

(2) 管理方針及策略

MANAGEMENT APPROACHES AND STRATEGIES

遠洋服務嚴守各項法律法規,持續推動 ESG 理念與公司整體戰略的融合,並積極搭建與利益相關方的多維溝通管道。結合業務特性與行業大勢,我們通過同業對標、媒體洞察及內外部訪談,科學評估 ESG 議題的優先順序,以此識別並管控相關風險(涵蓋業務運營風險)。同時,我們定期檢核目標達成進度,吸納各方建設性意見,對核心議題進行針對性回應,並在報告中詳盡披露相關管理實踐與績效成果。

Sino-Ocean Service strictly complies with all applicable laws and regulations, continuously promotes the integration of ESG concepts with the Company's overall strategy, and actively builds multi-dimensional communication channels with stakeholders. Taking into account business characteristics and industry trends, we scientifically assess the priority of ESG issues through peer benchmarking, media insights, and internal and external interviews, thereby identifying and managing related risks, including operational risks. At the same time, we regularly review progress against targets, absorb constructive views from all parties, respond to core issues in a targeted manner, and disclose relevant management practices and performance achievements in detail in this report.

(3) 目標檢討

PERFORMANCE REVIEW

2025 年度,董事局對以下重點工作範疇進行了審閱與評估:

合規運營: 堅持依法治企,持續健全風險防控與內部監控制度。制定《管理責任負面清單工作細則(試行)》和《違規違紀問題整改閉環工作指引》,優化《管理層薪酬政策》及《營運獨立性規範》等文件,築牢穩健發展根基。

產品與服務: 深化「全心全意 服務 健康」價值觀,強化標準體系建設。通過數智化轉型提升多業態服務體驗,為客戶營造優質居住環境。

節能減排與氣候變化: 積極回應國家「雙碳」目標,推進節能減排實踐。識別氣候相關風險與機遇,不斷提升綠色運營與可持續發展水準。

員工關愛與成長: 堅持以人為本,提供多維職業平台。優化薪酬福利體系,保障員工合法權益,共建和諧穩定的職場環境。

社會責任擔當: 投身公益事業與鄉村振興,履行企業公民責任,持續創造社會共享價值。

In 2025, the Board reviewed and assessed the following key areas of work:

Compliance operation: Adhering to lawful corporate governance, the Company continuously improved its risk prevention and control and internal control systems. It formulated the Detailed Rules for the Negative List of Management Responsibilities (Trial) and the Guidelines for Closed-loop Rectification of Violations and Disciplinary Issues, and optimised such documents as the Management Remuneration Policy and Operational Independence Standards, so as to consolidate the foundation for steady development.

Products and services: The Company deepened its value of “Serving Health Wholeheartedly”, strengthened the standards system, enhanced service experience across multiple business formats through digital and intelligent transformation, and created a quality living environment for customers.

Energy conservation, emissions reduction and climate change: Actively responding to the national “dual-carbon” goals, the Company promoted practices in energy conservation and emissions reduction, identified climate-related risks and opportunities, and continuously enhanced its green operations and sustainability performance.

Employee care and development: Upholding a people-oriented approach, the Company provided multi-dimensional career platforms, optimised its remuneration and benefits system, safeguarded employees' lawful rights and interests, and fostered a harmonious and stable workplace environment.

Social responsibility: The Company devoted itself to public welfare initiatives and rural revitalisation, fulfilled its corporate citizenship responsibilities, and continuously created shared social value.

作為可持續治理的最高責任主體,董事局在過去一年內進一步完善ESG管治體系,並對關鍵議題、目標達成及風險管控進行深入審議。報告期內,董事局協同可持續發展工作組對各項目標執行情況進行了定期複盤。本報告客觀記錄公司2025年的ESG實踐成果,並於2026年3月25日經董事局會議審議通過。

As the highest responsible body for sustainable development governance, the Board further improved the ESG governance system during the past year and conducted in-depth deliberations on key issues, target achievement and risk management and control. During the reporting period, the Board, together with the Sustainability Work Group, regularly reviewed the implementation of various targets. This report objectively records the Company's ESG achievements in 2025 and was reviewed and approved at the Board meeting on 25 March 2026.



走進遠洋服務

ABOUT SINO-OCEAN SERVICE

遠洋服務將可持續發展納入企業長期發展戰略，在環境、經濟與社會維度之間尋求協同平衡，推動企業穩健運營與價值創造的可持續性。公司通過系統化的戰略部署與管理實踐，持續提升治理效能、服務品質與社會責任履行能力。

Sino-Ocean Service incorporates sustainable development into its long-term corporate development strategy, seeks coordinated balance among environmental, economic and social dimensions, and promotes the sustainability of the Company's steady operations and value creation. Through systematic strategic deployment and management practices, the Company continuously enhances governance efficiency, service quality and social responsibility fulfilment.



COMPANY OVERVIEW

公司概覽

遠洋服務控股有限公司作為遠洋集團控股有限公司（「遠洋集團」）（中國領先的綜合性物業開發商，其股份在聯交所主板上市，股份代號：03377.HK）旗下綜合性物業管理服務提供者，擁有超過28年的中高端物業運營管理經驗，並於2020年12月正式在聯交所主板掛牌上市（股份代號：06677.HK）。

我們秉承「全心全意 服務 健康」的價值觀，貫徹「懂心意·有新意」的服務理念，致力於通過精細化與高滿意度的服務，為業主及客戶營造卓越的生活體驗。通過整合全價值鏈資源，公司不斷向物業管理上下游延伸，力爭成為中國領先的綜合性物業管理品牌。我們穩居「2025中國物業服務百強企業」前列，並蟬聯「中國物業服務質量領先企業」及「上市物企最佳ESG實踐獎」等多項殊榮。

截至2025年12月31日，遠洋服務的業務足跡已遍及全國28個省、直轄市及自治區的88個城市，總合約建築面積達114.0百萬平方米。目前，我們在中國的在管物業項目共計516個，總在管建築面積達89.4百萬平方米，其中包括339個住宅社區、64個商寫物業及113個其他類型物業。

我們的服務覆蓋多元化業態，包括住宅社區、商業辦公（如購物中心、寫字樓）以及公共設施（如醫院、學校、政府大樓及公共服務設施）。在深耕基礎物業服務的同時，我們積極拓展社區增值服務（涵蓋資產管理、生活服務及經紀業務）與非業主增值服務（包括交付前服務、諮詢服務及物業工程）。

Sino-Ocean Service Holding Limited, as a comprehensive property management service provider under Sino-Ocean Group Holding Limited (“Sino-Ocean Group”), a leading integrated property developer in China whose shares are listed on the Main Board of the Stock Exchange (stock code: 03377.HK), has over 28 years of experience in the operation and management of mid-to-high-end properties and was officially listed on the Main Board of the Stock Exchange in December 2020 (stock code: 06677.HK).

Upholding the value of “Serving Health Wholeheartedly” and implementing the service philosophy of “Being understanding and innovative”, we are committed to creating an exceptional living experience for property owners and customers through refined and highly satisfactory services. By integrating resources across the entire value chain, the Company continues to extend both upstream and downstream of property management and strives to become a leading comprehensive property management brand in China. We continued to rank among the “2025 Top100 Property Management Companies in China” and retained a number of honours, including “Quality Leading Companies of China in Property Service” and the “ESG Practice of China Listed Property Management Service Companies”.

As of 31 December 2025, Sino-Ocean Service had expanded its business footprint to 88 cities across 28 provinces, municipalities and autonomous regions in China, with total contracted gross floor area reaching 114.0 million sq.m. At present, we manage a total of 516 property projects with aggregate GFA under management of 89.4 million sq.m., including 339 residential communities, 64 commercial and office properties, and 113 other types of properties.

Our services cover diversified property types, including residential communities, commercial office properties (such as shopping malls and office buildings), and public facilities (such as hospitals, schools, government buildings and public service facilities). While continuing to strengthen our basic property services, we actively expand community value-added services, covering asset management, lifestyle services and brokerage services, as well as value-added services to non-property owners, including pre-delivery services, consultancy services and property engineering services.

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

物業管理服務 Property Management Services

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

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

Residential and other non-commercial property management services: We provide comprehensive property management services for residential and other non-commercial property projects, such as hospitals, public service facilities, government buildings and schools, including order maintenance, cleaning, greening, gardening, and repair and maintenance services.

Commercial and office property management services: We provide a range of property management services for shopping malls and office building projects, including order maintenance, cleaning, greening, and repair and maintenance services.

社區增值服務 Community Value-added Services

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

We provide property owners and residents with community asset value-added services, community lifestyle services and property brokerage services to meet their living and daily needs.

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

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

We provide property developers, other property management companies and other non-property owners with pre-delivery services, professional consultancy services and property engineering services.

BUSINESS PRESENCE

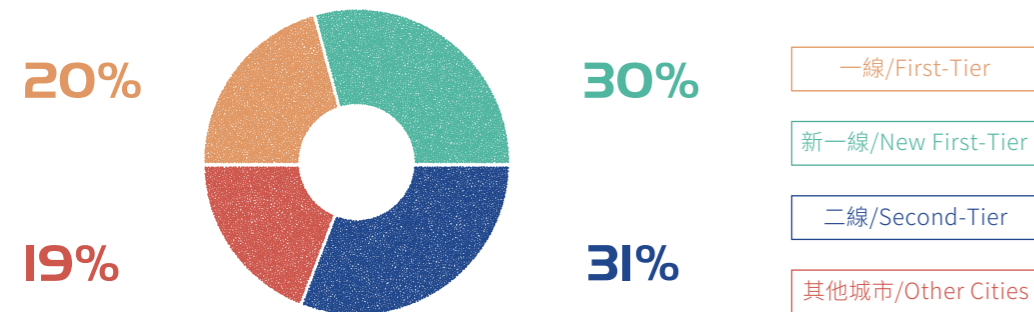
業務佈局

憑藉在中高端物業運營領域深耕二十八載的深厚積澱，遠洋服務作為綜合性物業管理服務的領航者，在不斷鞏固京津冀與環渤海兩大核心區域規模優勢的同時，持續深化在華南、華東、華中及華西等潛力區域的戰略佈局。

截至2025年12月31日，公司在一二線城市的在管建築面積比例維持在81%的高位。從在管面積的城市層級分佈看，一線城市佔比20%，新一線城市佔比30%，二線城市佔比31%，其他城市則佔19%。在合約建築面積的區域分佈版圖中，京津冀區域佔比達32%，環渤海、華東、華中及華西、華南區域分別佔比20%、15%、20%及13%。

Leveraging 28 years of deep expertise in mid-to-high-end property operation, Sino-Ocean Service, as a leader in comprehensive property management services, has continued to consolidate its scale advantages in the two core regions of Beijing-Tianjin-Hebei and the Bohai Rim, while steadily deepening its strategic presence in high-potential regions such as South China, East China, Central China and West China.

As of 31 December 2025, the proportion of GFA under management in first- and second-tier cities remained at a high level of 81%. In terms of the distribution of GFA under management by city tier, first-tier cities accounted for 20%, new first-tier cities for 30%, second-tier cities for 31%, and other cities for 19%. In terms of the regional distribution of contracted GFA, the Beijing-Tianjin-Hebei region accounted for 32%, while the Bohai Rim, Eastern China, Central and Western China, and Southern China regions accounted for 20%, 15%, 20% and 13%, respectively.



分城市類型的在管建築面積佔比

Percentage share of GFA under management by city classification

合約建築面積佔比 PERCENTAGE SHARE OF CONTRACTED GFA

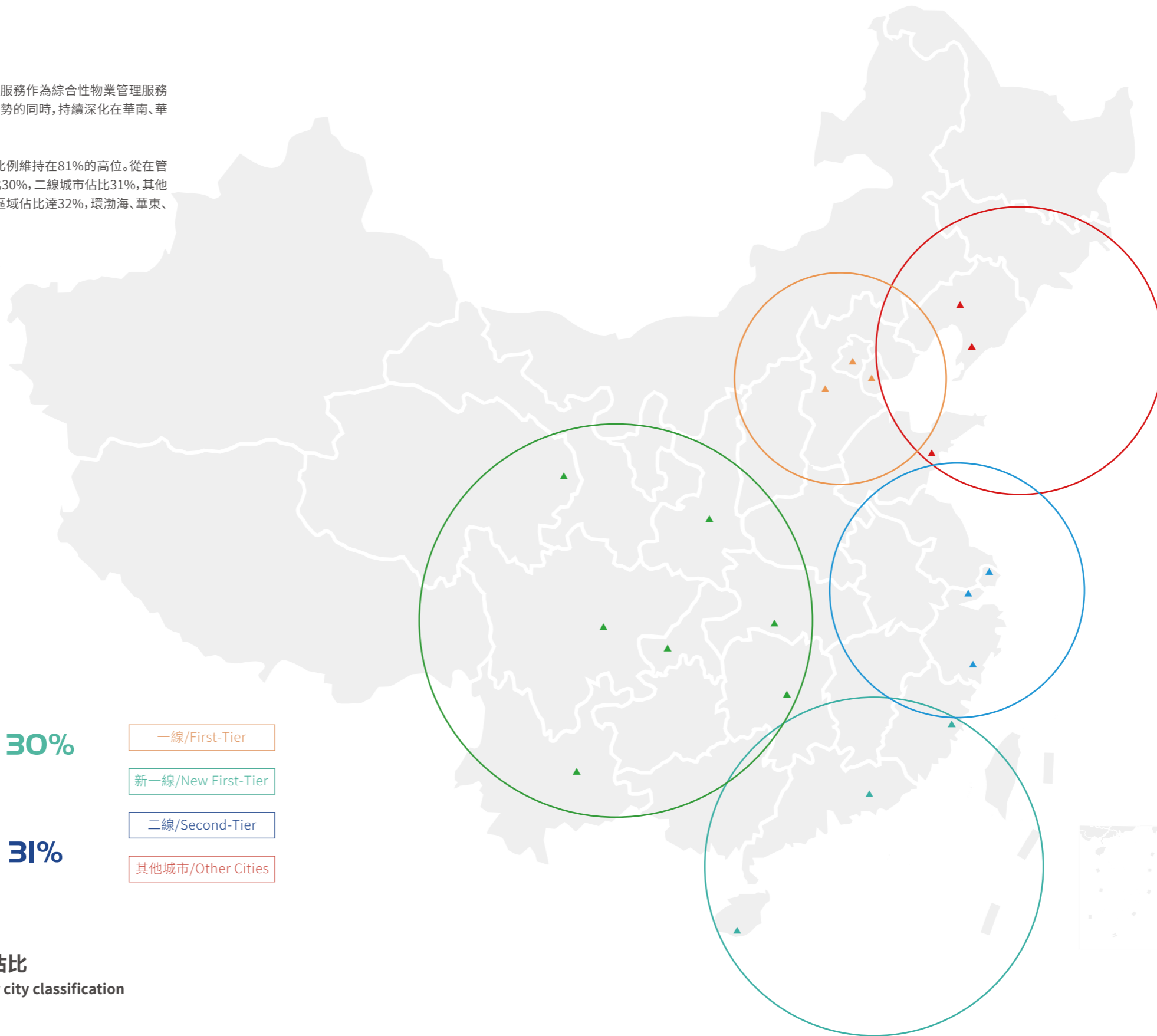
32%
京津冀
Beijing-Tianjin-Hebei

20%
環渤海
Bohai Rim

15%
華東
Eastern China

20%
華中及華西
Central and Western China

13%
華南
Southern China



PERFORMANCE AND RECOGNITIONS

績效榮譽

績效 PERFORMANCE



榮譽與認可 RECOGNITIONS

序號 No.	獲獎主體 Recipient	所獲榮譽 Recognition Received	頒發/表彰機構 Awarding/Commending Institution
1	遠洋服務 Sino-Ocean Service	2025物業企業服務力卓越表現 2025 Excellence in Service Capability of Property Enterprises	觀點指數研究院 Guandian Index Academy
2	遠洋服務 Sino-Ocean Service	2025物業服務企業卓越表現 2025 Superior Performance in Property Service Enterprises	觀點指數研究院 Guandian Index Academy
3	遠洋服務 Sino-Ocean Service	2025中國物業服務百強企業(第12位) 2025 Top100 Property Management Companies in China (Ranked 12th)	中指研究院 China Index Academy
4	遠洋服務 Sino-Ocean Service	2025中國物業服務質量領先企業 2025 Quality Leading Companies of China in Property Service	中指研究院 China Index Academy
5	遠洋服務 Sino-Ocean Service	2025上市物企最佳ESG實踐獎 2025 Best ESG Practice among Listed Property Companies	中物智庫 China Property Management Think Tank
6	遠洋服務 Sino-Ocean Service	2025中國物業低碳運營領軍企業 2025 Leading Property Management Companies of China in Low-Carbon Operations	中物智庫 China Property Management Think Tank
7	遠洋服務 Sino-Ocean Service	2025中國物業品牌影響力百強企業 2025 Top 100 Brand Influential Property Management Companies in China	中物智庫 China Property Management Think Tank
8	遠洋服務 Sino-Ocean Service	最具價值地產和物業 Most Valuable Real Estate and Property Service Companies	智通財經 Zhitong Finance



可持續發展管理

SUSTAINABLE DEVELOPMENT MANAGEMENT



遠洋服務將環境、社會及管治（ESG）置於企業發展的戰略核心，通過建立與內外部利益相關方的常態化溝通機制，積極回應各方關切，致力於商業價值與社會價值的協同可持續增長。

Sino-Ocean Service places environmental, social and governance (ESG) at the strategic core of its corporate development. By establishing regular communication mechanisms with internal and external stakeholders, the Company actively responds to the concerns of all parties and is committed to the coordinated and sustainable growth of both commercial value and social value.

ESG GOVERNANCE STRUCTURE

ESG治理架構

公司建立了由上至下的雙層責任制治理體系。在董事局的戰略決策與可持續發展工作組的協調推動下，各職能部門協同合作，確保可持續發展戰略的深入貫徹與有效實施。

董事局

作為可持續發展治理的最高決策與監督機構，負責審定可持續發展戰略、目標與政策，並持續完善ESG治理體系。董事局定期聽取專項工作匯報，識別與管控ESG相關風險，並就關鍵可持續發展議題進行決策。同時，董事局授權相關董事或公司秘書負責ESG報告的編制與發佈工作，通過全過程監督確保可持續發展目標的達成。

可持續發展工作組

可持續發展工作組由各職能部門對接人組成，依據專業分工，負責相關資料收集、整合及具體舉措的執行落實。工作組充分發揮跨部門協作優勢，確保公司可持續發展戰略在業務一線得到有效推進。

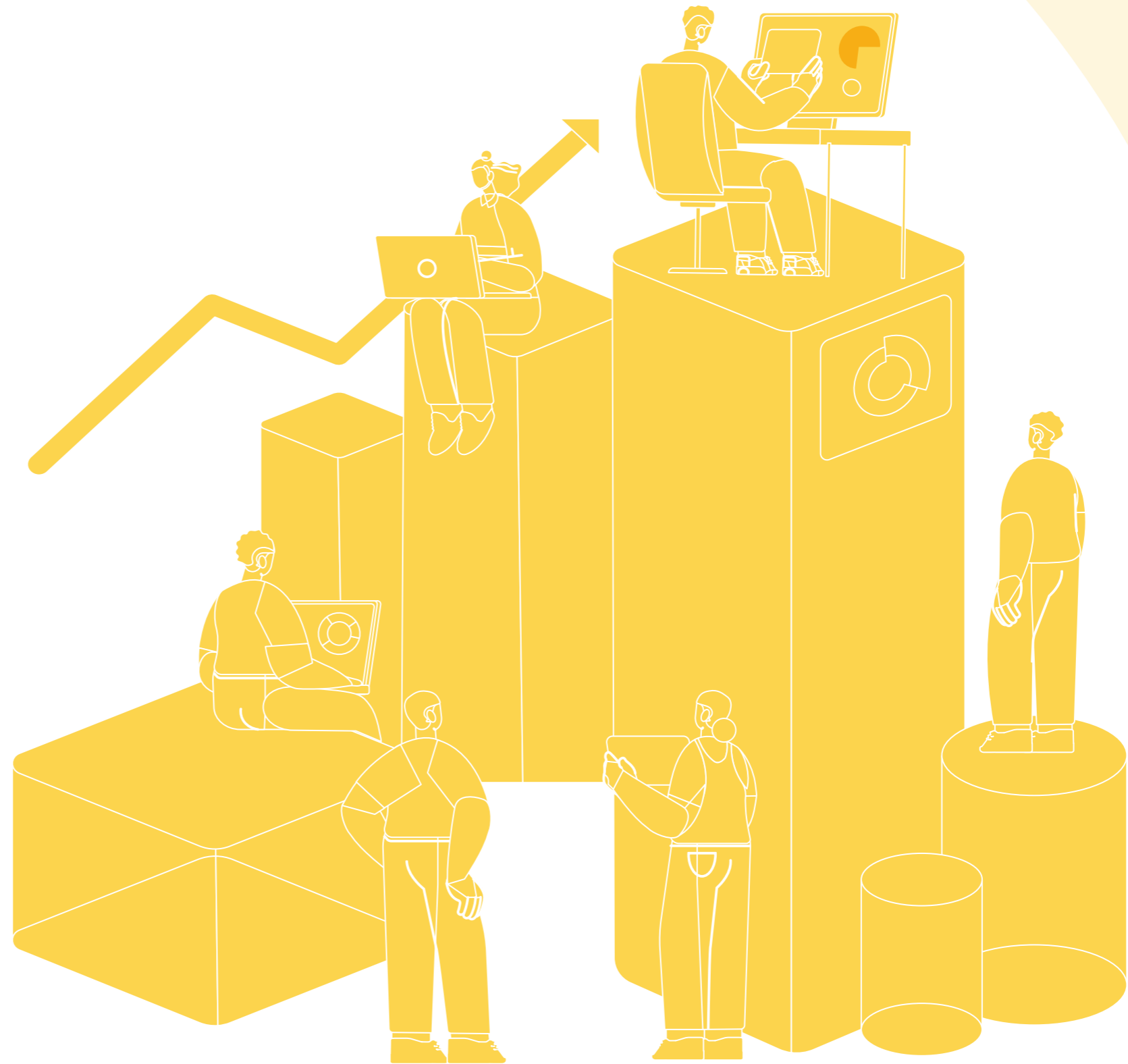
The Group has established a top-down dual-level accountability governance system. Under the strategic decision-making of the Board and the coordinated promotion of the Sustainability Work Group, various functional departments work in collaboration to ensure the in-depth implementation and effective execution of the sustainability strategy.

The Board

As the highest decision-making and supervisory body for sustainable development governance, the Board is responsible for approving sustainability strategies, goals and policies, and for continuously improving the ESG governance system. The Board regularly reviews special work reports, identifies and manages ESG-related risks, and makes decisions on key sustainability issues. At the same time, the Board authorises relevant directors or the Company Secretary to be responsible for the preparation and publication of the ESG report, and ensures the achievement of sustainability goals through full-process supervision.

The Sustainability Work Group

The Sustainability Work Group consists of designated contacts from various functional departments. According to professional division of responsibilities, it is responsible for the collection and integration of relevant materials as well as the implementation of specific measures. The Work Group gives full play to the advantages of cross-departmental collaboration to ensure that the Company's sustainability strategy is effectively advanced at the operational frontline.



CORPORATE GOVERNANCE

企業管治

董事局效能

本集團嚴格遵守適用《中華人民共和國公司法》、《中華人民共和國證券法》等法律法規及聯交所監管規定，持續完善公司治理體系，提升管治效能。公司已構建規範的治理架構，並制定了嚴謹的政策與程序，以確保運營合規、決策科學、監督有效，為企業的長期穩健發展奠定堅實基礎。

2025年，根據上市規則及企業管治要求，經董事局及相關委員會審議，公司修訂並優化了《審核委員會職權範圍》及《提名委員會職權範圍》等核心管理制度，新增《員工多元化政策》及《ESG及應對氣候變化管理辦法》從而保障內部治理制度的完備性與適用性。

公司實行由聯席主席領導的董事局管治模式。作為最高決策機構，董事局全面負責戰略規劃、業務監督以及對管理層與可持續發展績效的評估，並定期審視組織架構，旨在最大化保障公司及股東的整體利益。

Board Effectiveness

The Group strictly complies with the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China and other applicable laws and regulations, as well as the regulatory requirements of the Stock Exchange, and continues to improve its corporate governance system and enhance governance effectiveness. The Company has established a standardized governance structure and formulated rigorous policies and procedures to ensure compliant operations, scientific decision-making and effective supervision, thereby laying a solid foundation for the Company's long-term and steady development.

In 2025, in accordance with the Listing Rules and corporate governance requirements, and upon deliberation by the Board and relevant committees, the Company revised and optimised such core management systems as the Terms of Reference of the Audit Committee and the Terms of Reference of the Nomination Committee, and newly introduced the Employee Diversity Policy and the ESG and Climate Change Management Measures, thereby ensuring the completeness and applicability of its internal governance system.

The Company adopts a Board governance model led by the Co-Chairmen. As the highest decision-making body, the Board is fully responsible for strategic planning, business oversight and the assessment of management and sustainability performance, and regularly reviews the organisational structure with a view to maximising the overall interests of the Company and its Shareholders.

董事局下設審核委員會、薪酬委員會及提名委員會三個專門委員會。各委員會權責清晰，主席或成員中多數均由獨立非執行董事擔任，這種架構確保了決策的獨立度與科學性，為公司治理注入了多維度的專業洞察。遠洋服務高度重視董事局的獨立性與多元化，嚴格遵循聯交所相關指引，持續優化董事局的運作效率。

在董事遴選及委任階段，公司堅定秉持多元化原則，綜合考量候選人的性別、民族、年齡及專業背景等維度。這一舉措旨在通過成員背景的互補，有效抵禦複雜多變的外部市場環境，進一步增強董事局決策的專業度、有效性與前瞻性。

截至2025年12月31日，公司董事局由8名董事組成，包括3名執行董事（含1名女性董事）、2名非執行董事以及3名獨立非執行董事。各位董事在物業開發、管理、投資、財務、客戶服務及公司治理等領域積澱了深厚經驗。獨立非執行董事通過深入參與董事局及其下設委員會的各項決策與會議，精準掌握公司運營動態，切實履行監督職權，為企業的可持續發展提供了有力支撐。

The Board has established three specialised committees under it, namely the Audit Committee, the Remuneration Committee and the Nomination Committee. With clear rights and responsibilities, the majority of the chairperson or members are independent non-executive directors. Such a structure ensures independence and soundness in decision-making and injects multi-dimensional professional insight into the Company's governance. Sino-Ocean Service attaches great importance to the independence and diversity of the Board, strictly follows the relevant guidance of the Stock Exchange, and continuously optimises the operational efficiency of the Board.

In the selection and appointment of directors, the Company firmly upholds the principle of diversity and comprehensively considers such dimensions as gender, ethnicity, age and professional background of candidates. This is intended to strengthen the professionalism, effectiveness and forward-looking nature of Board decision-making through complementary backgrounds among members, thereby enhancing the Company's ability to respond to the complex and changing external market environment.

As of 31 December 2025, the Board consisted of eight directors, including three executive directors, one of whom was female, two non-executive directors and three independent non-executive directors. The directors possess extensive experience in such fields as property development, management, investment, finance, customer service and corporate governance. Through active participation in the decisions and meetings of the Board and its committees, the independent non-executive directors keep abreast of the Company's operational developments, effectively perform their supervisory duties, and provide strong support for the Company's sustainable development.

審核委員會 Audit Committee

負責檢視及監督集團的財務報告流程，審閱各項財務資料；就核數師的委任、獨立性評估、酬金確定以及有關罷免或辭職等事項進行審議；持續監測審計程式，並評估及監控集團現存與潛在的風險及內部控制體系；同時履行董事局授予的其他職責，以確保公司運營符合可持續發展的相關準則。

Responsible for reviewing and supervising the Group's financial reporting process and reviewing various financial information; considering matters relating to the appointment of auditors, assessment of their independence, determination of remuneration, and removal or resignation; continuously monitoring audit procedures; assessing and monitoring the Group's existing and potential risks and internal control system; and performing other duties assigned by the Board to ensure that the Company's operations comply with relevant sustainability requirements.

提名委員會 Nomination Committee

負責對董事及高級管理人員的任免、續聘事宜進行檢討；審視董事局的規模、架構、人員組成及其多元化表現（涵蓋性別、年齡、文化及教育背景、專業技能、知識儲備與實務經驗等維度，並落實董事局多元化政策）；評估獨立非執行董事的獨立性，旨在優化治理架構以匹配可持續發展的管理要求。

Responsible for reviewing the appointment, reappointment and removal of directors and senior management; reviewing the size, structure, composition and diversity performance of the Board, including gender, age, cultural and educational background, professional skills, knowledge reserve and practical experience, and implementing the Board diversity policy; and assessing the independence of independent non-executive directors, with a view to optimising the governance structure to meet sustainability management requirements.

薪酬委員會 Remuneration Committee

負責研究並制訂董事及高級管理人員的薪酬政策與激勵架構，就相關人員的薪酬方案向董事局提出專業建議；通過科學的薪酬管理機制，確保公司人才戰略與可持續發展的長遠目標保持一致。

Responsible for studying and formulating remuneration policies and incentive structures for directors and senior management, and making professional recommendations to the Board on the remuneration packages of relevant personnel; through a scientific remuneration management mechanism, ensuring that the Company's talent strategy remains aligned with its long-term sustainability goals.



IDENTIFICATION OF KEY ESG ISSUES

ESG重大議題評估

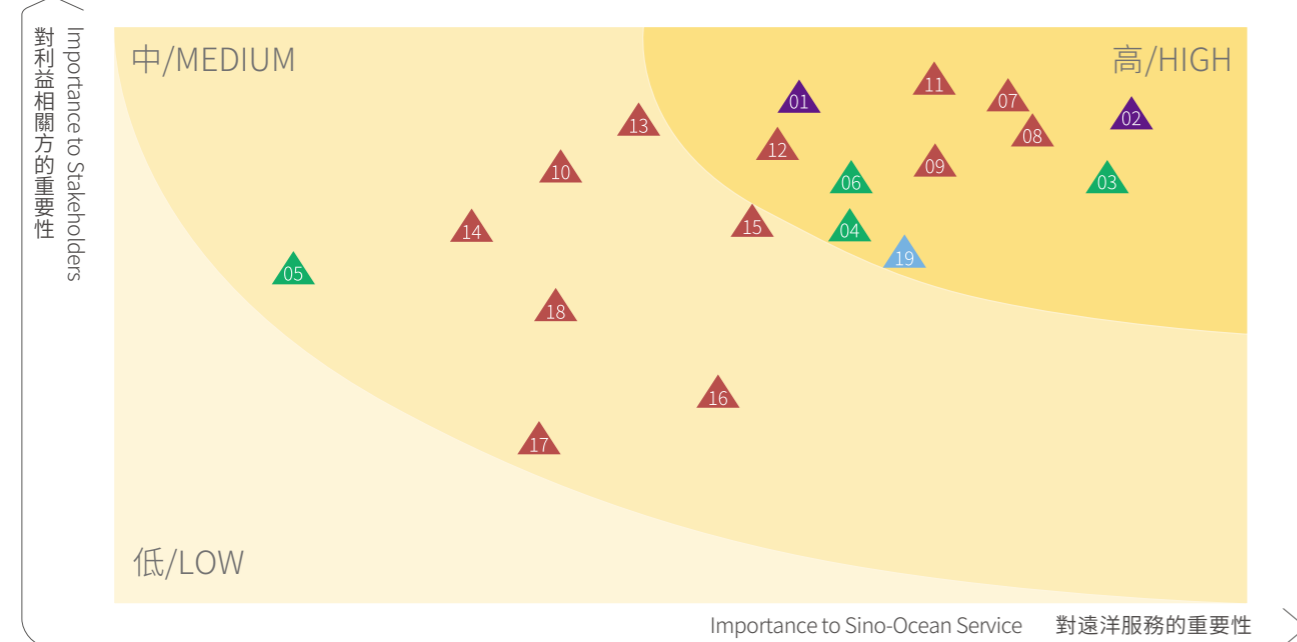
2025年，本公司系統地開展ESG重大性議題的評估工作：我們參考國際主流ESG準則框架，在對標行業標杆實踐的基礎上，結合監管趨勢研判、行業深度洞察以及管理層的戰略前瞻，對ESG議題清單進行了系統性的迭代升級。依託歷年利益相關方調研數據的整合分析，並應用多維度評估模型，最終確立了涵蓋經濟、環境、社會及管治四大範疇的19項核心議題矩陣。

In 2025, the Company systematically conducted an assessment of material ESG issues. With reference to mainstream international ESG standard frameworks, and based on benchmarking against industry best practices, together with judgements on regulatory trends, in-depth industry insights and the strategic foresight of management, we systematically iterated and upgraded the list of ESG issues. Drawing on an integrated analysis of stakeholder survey data accumulated over the years and applying a multi-dimensional assessment model, we ultimately established a matrix of 19 core issues covering the four major dimensions of governance, environment, society and economy.



▼ 重大性議題矩陣 Materiality Issue Matrix

- 環境議題 · Environmental issues
- 社會議題 · Social issues
- 管治議題 · Governance issues
- 經濟議題 · Economic issues



▼ 重大性議題列表 List of Material Issues

管治 Governance	01	合規經營 Compliance operation
	02	商業道德 Business ethics
環境 Environment	03	能源節約 Energy conservation
	04	廢棄物排放管理 Waste emissions management
	05	應對氣候變化 Tackling climate change
	06	水資源節約 Water conservation
社會 Society	07	職業健康與安全 Occupational health and safety
	08	員工薪酬與福利 Employee remuneration and benefits
	09	員工權益保護 Protection of employee rights and interests
	10	員工培訓與發展 Employee training and development
	11	優質服務 Quality services
	12	客戶健康與安全 Customer health and safety
	13	資訊安全與隱私保護 Information security and privacy protection
	14	智慧物業 Smart property management
	15	供應鏈管理 Supply chain management
	16	社區發展和公益活動 Community development and public welfare initiatives
	17	負責任營銷 Responsible marketing
	18	知識產權保護 Intellectual property rights protection
經濟 Economy	19	經濟效益 Economic benefits

STAKEHOLDERS ENGAGEMENT

利益相關方溝通

遠洋服務一貫將利益相關方的訴求視為推動可持續發展工作的核心動力。通過不斷優化與各方的溝通路徑，並緊密結合自身業務特性與回饋建議，我們系統性地識別了關鍵利益相關方及其主要的互動渠道，旨在保障資訊傳遞的高效性與透明度。

Sino-Ocean Service consistently regards stakeholder expectations and demands as a core driving force for advancing sustainability work. By continuously optimising communication channels with all parties and closely integrating its own business characteristics with feedback received, the Company has systematically identified key stakeholders and their principal channels of interaction, with a view to ensuring the efficiency and transparency of information transmission.

利益相關方 Stakeholders	期望與需求 Expectations and Demands	溝通與回應 Communication and Response
投資者/股東 Investors / Shareholders	財務業績 Financial performance 公司透明度 Corporate transparency 權益保障 Protection of rights and interests	提升公司持續盈利能力 Enhance the Company's sustainable profitability 日常資訊披露 Routine information disclosure 完善溝通機制 Improve communication mechanisms
政府及監管機構 Government and Regulatory Authorities	遵紀守法 Compliance with laws and regulations 依法納稅 Tax payment in accordance with the law	合規經營 Compliance operation 主動納稅 Proactive tax payment
員工 Employees	薪酬及福利保障 Remuneration and benefits protection 健康的工作環境 Healthy working environment 職業培訓與晉升 Vocational training and promotion 工作生活平衡 Work-life balance	有競爭力的薪酬體系 Competitive remuneration system 員工健康與安全 Employee health and safety 員工發展與培訓 Employee development and training 員工關愛活動 Employee care activities

利益相關方 Stakeholders	期望與需求 Expectations and Demands	溝通與回應 Communication and Response
合作夥伴 Business Partners	合作共贏 Win-win cooperation 公平公正 Fairness and impartiality 共同成長 Common growth	完善供應商管理制度 Improve supplier management systems 搭建夥伴溝通平台 Build communication platforms for partners
業主及客戶 Property Owners and Customers	物業服務品質 Property service quality 客戶資訊保護 Customer information protection 提升客戶滿意度 Improvement of customer satisfaction	提升產品服務品質 Improve product and service quality 完善客戶溝通機制 Improve customer communication mechanisms 投訴及處理機制 Complaint and handling mechanisms 消費者權益及隱私保護 Protection of consumer rights and privacy
環境 Environment	保護社區環境 Protection of the community environment 節能減排 Energy conservation and emissions reduction 應對氣候變化 Tackling climate change	加強環境管理 Strengthen environmental management 環境保護及資源使用 Environmental protection and resource utilisation 踐行綠色運營 Practise green operations
社區 Community	營造和諧社區環境 Create a harmonious community environment 促進就業 Promote employment 公益慈善 Public welfare and charity 關注弱勢群體 Care for vulnerable groups	宣傳社區文化 Promote community culture 創造就業機會 Create job opportunities 開展公益項目 Carry out public welfare projects 志願者服務 Volunteer services



合規經營

COMPLIANCE OPERATION



遠洋服務秉持「預防為主、全程管控、全員參與」的風險管理理念，持續完善風險管理體系，推動公司治理規範化、運營決策科學化和風險應對前瞻化。

Sino-Ocean Service adheres to the risk management philosophy of “prevention first, whole-process control and full participation by all staff”, continuously improves its risk management system, and promotes the standardization of corporate governance, the scientific nature of operational decision-making and the forward-looking nature of risk response.

IMPROVING THE RISK MANAGEMENT SYSTEM

完善風險管理體系

2025年,在完善風險管理體系方面,公司構建了權責清晰、運行有效的治理架構與制度流程,致力於實現風險的全流程管控與動態治理。

公司嚴格遵守適用《中華人民共和國公司法》、聯交所《企業管治守則》等規定,制定《全面風險管理制度》,建立了由董事局領導、管理層組織、風險控制部統籌、各業務及職能單元執行的四級風險管理體系,確保風險治理貫穿決策與運營全流程。

In 2025, in terms of improving the risk management system, the Company established a governance structure and institutional procedures with clear responsibilities and effective operation, and was committed to achieving whole-process risk control and dynamic governance.

The Company strictly complied with the *Company Law of the People's Republic of China*, the *Corporate Governance Code of the Stock Exchange* and other relevant requirements, formulated the *Comprehensive Risk Management System*, and established a four-level risk management system led by the Board, organised by management, coordinated by the Risk Control Department, and executed by various business and functional units, so as to ensure that risk governance runs through the entire decision-making and operational process.

治理主體 Governance Entity	主要職責 Principal Responsibilities
董事局 Board of Directors	<ul style="list-style-type: none"> 風險管理的最高決策機構 The highest authority for risk management 負責統籌領導並審議公司整體風險管理工作 Lead and review the overall risk management work 基於風險評估結果,確定公司的總體管理部署 Determine the Company's overall deployment based on risk assessments
風險控制部 Risk Control Department	<ul style="list-style-type: none"> 風險管理工作的常設組織機構 The department for daily risk management work 負責擬定《遠洋服務全面風險管理制度》並監督其執行情況 Develop the <i>Comprehensive Risk Management System of Sino-Ocean Service</i> and supervise its implementation 每年末編制次年度內部審計計劃 Propose an internal audit plan for the next year at the end of each year 起草《公司風險管控報告》,並報送公司審核委員會審閱 Draft the <i>Risk Control Report of the Company</i>, and submit to the Audit Committee for review
管理層 Management	<ul style="list-style-type: none"> 各職能部門及下屬單位的風險管理第一責任人 The persons primarily responsible for risk management in each department/organisation 負責統籌重大風險的管理與防控工作 Manage significant risks 協調並督辦本單位日常風險管理事務的落實 Coordinate and implement the daily risk management work
各職能部門、所轄單位 Functional Departments and Subsidiaries	<ul style="list-style-type: none"> 風險管理工作的執行主體與日常運作機構 The responsible organizations and daily execution agencies for risk management work 負責本單位風險監測活動及具體風控措施的落地實施 Monitor risk-related activities and implement specific risk control measures 定期對管理層報告進行深度分析與審視複盤 Regularly analyze and review management reports

2025年,公司以「重業務、重實效、重處置」為導向,持續完善覆蓋「事前防範、事中控制、事後處置」的全流程風險管理閉環,強化潛在風險的前瞻識別與主動管理。重點推進以下工作:

制度整合與專項強化:發佈《ESG及應對氣候變化管理辦法》,將氣候風險全面納入風險管理體系。同步制定《管理責任負面清單工作細則(試行)》和《違規違紀問題整改閉環工作指引》,進一步壓實管理責任、強化整改閉環。

機制化管理舉措:

- ①規範化、週期化向審核委員會提交風險進展報告,確保管理層及時掌握關鍵資訊;
- ②強化整改督辦機制,明確時限與責任人,確保各項防控措施高效落地、形成閉環。

公司已建立完善的授權審批與制度更新機制,能夠及時將新增風險議題納入管理系統,並根據其經營影響動態優化相關制度。通過持續監測法律法規與監管要求變化,公司確保風險管理體系持續符合外部合規期待與實際運營需要。

我們將合規要求深度嵌入日常運營,通過辦公平台系統實現制度線上化公佈,確保政策直達一線;依託《員工手冊》統一員工行為規範,堅持「制度面前人人平等、有紀必行、違紀必究」,維護合規紅線的嚴肅性與權威性。

得益於上述體系與措施的有效運行,報告期內,公司未發現重大經營風險事項及ESG相關重大風險事項。

In 2025, guided by a focus on business, effectiveness and disposal, the Company continued to improve a full-process risk management closed loop covering “pre-event prevention, in-process control and post-event handling”, thereby strengthening forward-looking identification and proactive management of potential risks. The Company focused on the following work:

Institutional integration and special strengthening: The Company issued the *ESG and Climate Change Management Measures*, fully incorporating climate risks into the risk management system. At the same time, it formulated the *Detailed Rules for the Negative List of Management Responsibilities (Trial)* and the *Guidelines for Closed-loop Rectification of Violations and Disciplinary Issues*, thereby further reinforcing management accountability and strengthening the closed-loop rectification.

Mechanism-based management measures:

- ①Risk progress reports were submitted to the Audit Committee in a standardized and periodic manner to ensure that the governance level remained promptly informed of key information;
- ②The rectification supervision mechanism was strengthened, with clear deadlines and responsible persons, to ensure efficient implementation of all prevention and control measures and the formation of a closed-loop.

The Company has established sound authorisation and approval and system update mechanisms, enabling new risk issues to be incorporated into the management system in a timely manner and relevant systems to be dynamically optimised according to their operational impact. Through continuous monitoring of changes in laws, regulations and regulatory requirements, the Company ensures that the risk management system continues to meet external compliance expectations and actual operational needs.

We deeply embed compliance requirements into day-to-day operations. Through the office platform system, institutional documents are published online to ensure that policies reach the front line directly. Relying on the Employee Handbook to unify employee behavioural standards, the Company insists that “all are equal before the system, discipline must be observed, and violations must be investigated”, so as to uphold the seriousness and authority of the compliance red line.

Benefiting from the effective operation of the above systems and measures, the Company did not identify any material operational risk events or ESG-related material risk events during the reporting period.

開展董事培訓 CONDUCTING TRAINING FOR DIRECTORS

2025年12月,公司組織董事專項培訓,邀請專業人士解讀上市規則「須予公佈的交易」、「關連交易」披露義務、董事法律責任、競業禁止條款以及聯交所的ESG披露新規,並結合典型案例深入講解,切實增強董事局的合規意識與治理效能。

In December 2025, the Company organised special training for directors and invited professionals to interpret the disclosure obligations in relation to “Notifiable Transactions” and “Connected Transactions” under the Listing Rules, directors' legal responsibilities, deed of non-competition, and the new ESG disclosure requirements of the Stock Exchange. Typical cases were also explained in depth, effectively enhancing the Board's compliance awareness and governance effectiveness.



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

案例 CASE

UPHOLDING INTEGRITY IN BUSINESS PRACTICES

深化廉潔從業

加強廉政建設

STRENGTHENING INTEGRITY BUILDING

公司嚴格遵守《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》、《中華人民共和國反洗錢法》及香港《防止賄賂條例》，並以此為基礎制訂了《反貪污及賄賂政策》及系列內部管理制度，堅決杜絕貪污、賄賂、欺詐、洗錢等行為。公司全面推行廉潔承諾機制，要求所有員工嚴格遵守廉潔從業要求，從源頭強化責任意識。

The Company strictly complies with the *Criminal Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China* and the *Prevention of Bribery Ordinance of Hong Kong*, and has, on that basis, formulated the Anti-Corruption and Bribery Policy and a series of internal management systems to resolutely prevent corruption, bribery, fraud, money laundering and other misconduct. The Company fully implements an integrity commitment mechanism, all employees are required to strictly abide by the requirements of integrity in practice, thereby strengthening accountability awareness at the source.

堅持廉潔教育

ADHERING TO INTEGRITY EDUCATION

2025年，公司以「廉潔從業及內部審計合規」為主題，由總部統籌開展專題培訓67場，採用「線上直播+線下集中培訓+案例研討」模式，覆蓋董事、管理層及採購、工程、財務等高風險崗位員工，累計參訓8,808人次。培訓後組織專項考核，參與人數6,094人，通過率達99.46%，有效提升了全員的合規意識與行動自覺。各區域公司結合實際推進屬地化宣導，共同夯實基層合規基礎。

In 2025, under the theme of "Integrity in Practice and Internal Audit Compliance", the Company organised 67 special training sessions under the overall coordination of headquarters. Adopting a model of "online livestreaming + offline centralised training + case seminars", the training covered directors, management and employees in high-risk positions such as procurement, engineering and finance, with a total of 8,808 participant attendances. A special assessment was organised after the training, with 6,094 participants and a pass rate of 99.46%, effectively enhancing compliance awareness and conscious action among all staff. Regional companies also carried out localised publicity and promotion based on actual conditions, jointly consolidating the foundation of grassroots compliance.

2025年度廉潔從業及合規培訓 2025 INTEGRITY IN PRACTICE AND COMPLIANCE TRAINING

案例 CASE

2025年11月，為深入貫徹落實公司風險管理要求，提高各業務單位/各專業的業務執行合規意識，強化業務風險控制主體責任，明確風險管理底線，提升全員廉潔從業意識，遠洋服務總部牽頭開展廉潔從業及合規培訓。本次培訓圍繞最新風險管理體系，並重點強調合規管理作為企業管理三大支柱之一的重要性。

In November 2025, in order to thoroughly implement the Company's risk management requirements, enhance business execution compliance awareness across all business units and professional lines, strengthen the main responsibility for business risk control, clarify the bottom line of risk management, and raise all employees' awareness of integrity in practice, Sino-Ocean Service headquarters took the lead in launching integrity in practice and compliance training. The training focused on the latest risk management system and placed particular emphasis on the importance of compliance management as one of the three pillars of corporate management.



▲ 遠洋服務總部廉潔從業及合規培訓
Integrity in Practice and Compliance Training Organised by Sino-Ocean Service Headquarters

案例 CASE

2025年度城市公司廉潔從業及合規培訓 2025 INTEGRITY IN PRACTICE AND COMPLIANCE TRAINING AT REGIONAL COMPANIES

2025年11月，城市公司在遠洋服務總部廉潔從業及合規培訓基礎上，深化專項培訓，如天津公司聚焦制度審批流程執行，強化作業標準執行；中山公司系統梳理違紀處理與保密義務要點，夯實基層合規基礎。

In November 2025, based on the integrity in practice and compliance training organised by Sino-Ocean Service headquarters, regional companies further deepened special training. For example, Tianjin Company focused on the implementation of institutional approval procedures and strengthened the execution of operating standards, while Zhongshan Company systematically reviewed key points regarding disciplinary handling and confidentiality obligations, thereby consolidating the compliance foundation at the grassroots level.



▲ 天津公司廉潔從業及合規培訓現場
Integrity in Practice and Compliance Training Session of Tianjin Company



▲ 中山公司廉潔從業及合規培訓會議
Integrity in Practice and Compliance Meeting of Zhongshan Company

暢通舉報通道

KEEPING WHISTLEBLOWING CHANNELS OPEN

公司建立了多維、便捷的舉報途徑，並在各項目服務中心、公告欄進行公示，確保監督無死角：所有舉報均實行登記制管理，確保線索可追溯、可核查。公司針對貪污、賄賂、舞弊等事件進行專項調查，確保公正處理。

The Company has established diversified and convenient whistleblowing channels and publicised them at project service centres and notice boards to ensure that supervision leaves no blind spots. All reports are managed under a registration system to ensure that leads are traceable and verifiable. The Company will conduct special investigations into incidents such as corruption, bribery and fraud to ensure fair handling.

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

保護舉報權益

PROTECTING WHISTLEBLOWERS' RIGHTS AND INTERESTS

公司嚴格執行《舉報與申訴工作辦法》，對舉報人資訊及舉報內容嚴格保密，嚴禁任何形式的資訊洩露或打擊報復，切實完善舉報人保護機制。同時，宣導基於事實的誠信舉報，抵制惡意誣告，維護健康有序的監督生態。

The Company strictly implements the Whistleblowing and Complaint Handling Procedures, keeps whistleblower information and reporting contents strictly confidential, and strictly prohibits any form of information leakage or retaliation, thereby effectively improving the whistleblower protection mechanism. At the same time, the Company advocates good-faith reporting based on facts, opposes malicious false accusations, and maintains a healthy and orderly supervision ecosystem.

INTELLECTUAL PROPERTY AND DATA PROTECTION

知識產權與資料保護

遠洋服務高度重視知識產權保護與客戶資訊安全管理，將其納入企業合規與風險管理體系，切實履行數字環境下的法律義務與社會責任。

Sino-Ocean Service attaches great importance to the protection of intellectual property and the management of customer information security, incorporates them into the Company's compliance and risk management system, and earnestly fulfils its legal obligations and social responsibilities in the digital environment.

知識產權管理 INTELLECTUAL PROPERTY MANAGEMENT

遠洋服務嚴格遵守《中華人民共和國民法典》、《中華人民共和國著作權法》、《中華人民共和國商標法》及《中華人民共和國專利法》等法律要求，制定並實施《知識產權管理規範》及《關於規範宣傳內容的通知》，系統規範商標、專利、軟件著作權、外觀設計、版權等各類知識產權的註冊、使用及維護流程。通過制度宣貫與培訓，持續提升員工的知識產權意識，防範侵權風險，確保品牌資產合法、有序、高效利用。

Sino-Ocean Service strictly complies with the *Civil Code of the People's Republic of China*, 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 legal requirements. It has formulated and implemented the *Intellectual Property Management Standards* and the *Notice on Standardizing Publicity Content*, thereby systematically regulating the registration, use and maintenance processes of various types of intellectual property, including trademarks, patents, software copyrights, industrial designs and copyrights. Through institutional communication and training, the Company continuously enhances employees' awareness of intellectual property, prevents infringement risks, and ensures the lawful, orderly and efficient use of brand assets.

客戶資料與隱私保護 CUSTOMER DATA AND PRIVACY PROTECTION

遠洋服務堅持以「合法、正當、必要」原則處理個人資訊，將資料安全納入全面風險管理框架，全面落實《中華人民共和國網絡安全法》及《中華人民共和國個人信息保護法》等相關法規要求。

Sino-Ocean Service adheres to the principles of "lawfulness, legitimacy and necessity" in handling personal information, incorporates data security into the comprehensive risk management framework, and fully implements the requirements of the *Cybersecurity Law of the People's Republic of China*, the *Personal Information Protection Law of the People's Republic of China* and other relevant regulations.



公司已建立覆蓋資料收集、存儲、使用、傳輸與銷毀全生命週期的管理體系，並獲得 ISO/IEC 27001:2013 資訊安全管理體系認證，標誌著資訊安全管理能力達到國際標準。主要管控措施包括：

- 1. 許可權管控:** 實行最小必要授權機制，所有客戶資訊訪問須經審批並留痕，實現全流程可追溯；
- 2. 技術保障:** 依託阿里雲平台進行資料集中存儲，採用多重加密與高可用架構，保障資料完整性與抗攻擊能力；
- 3. 制度執行:** 制定《客戶信息檔案管理作業指導書》，統一資訊管理標準，強化一線操作合規性；
- 4. 現場防護:** 在服務場景中推行隱私保護實踐，如協助業主清除快遞面單敏感資訊、嚴格執行訪客身份核驗與登記制度，降低物理空間的資訊洩露風險。

2025年，公司未發生任何客戶個人資訊洩露、丟失或非法訪問事件，實現全年「零資料洩露」；資訊系統運行穩定，故障率低於1%，未收到與隱私相關的有效投訴及負面輿情，客戶信任持續穩固。

The Company has established a management system covering the full life cycle of data collection, storage, use, transmission and destruction, and has obtained ISO/IEC 27001:2013 Information Security Management System certification, indicating that its information security management capabilities have reached international standards. The main control measures include:

- 1. Access control:** The principle of minimum necessary authorisation is implemented. Access to all customer information is subject to approval and retained records, ensuring full-process traceability.
- 2. Technical safeguards:** Centralised data storage is supported by the Alibaba Cloud platform, with multiple encryption measures and a high-availability architecture adopted to ensure data integrity and resilience against attacks.
- 3. System implementation:** The *Operational Guidelines on the Management of Customer Information Files* have been formulated to unify information management standards and strengthen compliance in front-line operations.
- 4. On-site protection:** Privacy protection practices are implemented in service scenarios, such as assisting property owners in removing sensitive information from courier labels and strictly enforcing visitor identity verification and registration systems, thereby reducing the risk of information leakage in physical spaces.

In 2025, the Company did not experience any incidents involving leakage, loss or unauthorised access to customers' personal information, achieving "zero data leakage" throughout the year. Its information systems operated stably, with a fault rate of below 1%, and it did not receive any valid privacy-related complaints or adverse public opinion, thereby maintaining strong customer trust.





提升服務體驗

IMPROVE SERVICE EXPERIENCE



遠洋服務將可持續發展理念深度融入企業運營，致力於在提供優質物業服務的同時，創造廣泛的社會價值。我們通過構建堅實的服務基礎、全面保障客戶權益及打造負責任供應鏈，持續提升客戶體驗。

Sino-Ocean Service has deeply integrated the concept of sustainable development into its corporate operations and is committed to creating broad social value while providing high-quality property services. We continuously enhance customer experience by consolidating our service foundation, comprehensively safeguarding customer rights and interests, and building a responsible supply chain.

ENHANCING THE SERVICE FOUNDATION

夯實服務基礎

我們始終將服務品質視為企業發展的核心要素之一，通過建立符合國際標準的運營體系與嚴格的內部管理制度，確保服務全流程的精準、可靠與可持續。

Service quality has always been regarded as a core element of the Company's development. An operational framework that complies with international standards, coupled with robust internal management systems, has been established to ensure the accuracy, reliability, and sustainability of the entire service process.

標準化體系與合規運營

STANDARDISED FRAMEWORK AND COMPLIANT OPERATIONS

遠洋服務嚴格遵守《中華人民共和國廣告法》、《中華人民共和國產品質量法》、《中華人民共和國消費者權益保護法》、《中華人民共和國反不正當競爭法》等法律法規，並建立了涵蓋服務前期、過程管控、知識沉澱等環節的系列內部管理制度，如《物業前期工作管理辦法》及《遠洋服務聯合檢查管理辦法》等，確保各項服務活動規範有序。

在管理體系認證方面，公司已獲得ISO 9001品質管理體系、ISO 14001環境管理體系、ISO 50001能源管理體系、ISO 45001職業健康安全管理体系以及ISO/IEC 27001資訊安全管理體系等多項認證，通過系統化的品質監控，持續保障服務的高質量、規範化水平。

Sino-Ocean Service strictly complies with laws and regulations including the “Advertising Law of the People's Republic of China”, the “Product Quality Law of the People's Republic of China”, the “Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers”, and the “Anti-Unfair Competition Law of the People's Republic of China”. A series of internal management systems covering stages such as pre-service phase, process control, and knowledge accumulation have been established, for example, the “Measures for the Early Phase of Property Management” and the “Joint Inspection Management Measures of Sino-Ocean Service”, to ensure all service activities are carried out in a standardised and orderly manner.

Regarding management system certification, the Company has obtained multiple certifications including the ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 50001 Energy Management System, ISO 45001 Occupational Health and Safety Management System, and the ISO/IEC 27001 Information Security Management System. Through systematic quality monitoring, the sustained high quality and standardization of services are ensured.

全業態專業化服務解決方案

COMPREHENSIVE PROFESSIONAL SERVICE SOLUTION ACROSS ALL BUSINESS FORMATS

作為擁有超20年經驗的綜合性物業管理服務商，我們秉持「全心全意 服務 健康」的價值觀與「懂心意 有新意」的服務理念，為住宅、寫字樓、商場及公共物業提供定制化解決方案。

As a comprehensive property management service provider with over 20 years of experience, we uphold the values of “Serving Health Wholeheartedly” and the service philosophy of “Being Understanding and Innovative”, offering customized solutions for residential, office, commercial, and public properties.

住宅服務

RESIDENTIAL SERVICES

立足於業主需求，提供覆蓋入住前至入住後的全週期服務。報告期內，持續推進「煥新行動」，通過優化歸家動線、美化社區景觀及升級公共設施，有效提升社區整體品質與居住舒適度。

Centred on the needs of property owners, the Company delivers full-lifecycle services spanning from pre-occupancy to post-occupancy. During the reporting period, the “Renovation Campaign” was continuously advanced through optimising access routes, enhancing community landscaping, and upgrading public facilities, thereby effectively improving the overall quality and residential comfort of the communities.

案例

CASE

兒童遊樂園牆壁彩繪

WALL MURALS IN THE CHILDREN'S PLAYGROUND

2025年，大連遠洋榮域項目通過彩繪塗料對兒童遊樂園牆壁進行了藝術化美化，有效提升了園區視覺環境，美化後的牆面色彩活潑、圖片童真友好，廣受關注與好評。

In 2025, the Dalian Sino-Ocean Glory Domain project artistically enhanced the walls of the children's playground using decorative paint, effectively improving the visual environment of the area. The enhanced walls featured vibrant colours and child-friendly imagery, receiving widespread attention and positive feedback.



▲ 大連遠洋榮域兒童遊樂園彩繪現場
Painting Site of the Children's Playground at Dalian Sino-Ocean Glory Domain

老舊廣場地面煥新升級

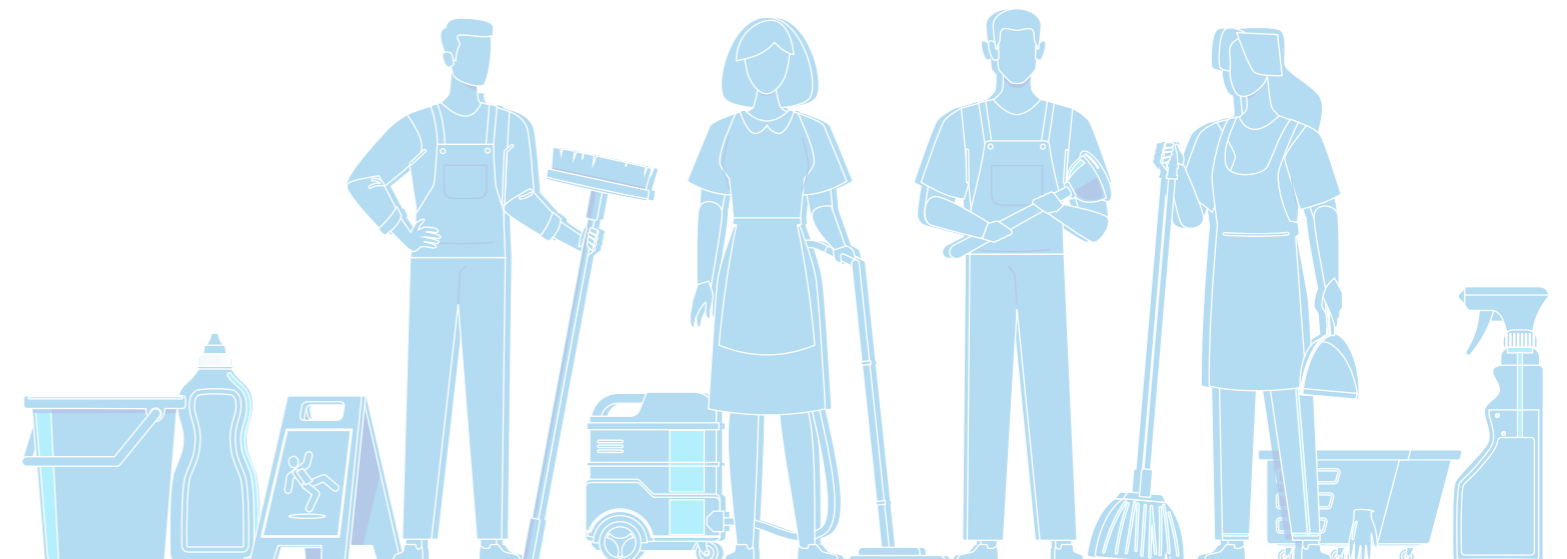
RENOVATION AND UPGRADING OF THE AGED PLAZA FLOORING

2025年，大連東城天下項目通過創新應用水洗石及罩面漆工藝，對老舊廣場地面進行功能性、美觀性一體化升級。改造後的空間顯著提升了耐磨耐水性，為鄰里互動提供了舒適耐用的公共活動場所。

In 2025, the Dalian Dongcheng Tianxia project carried out an integrated upgrade of the functional and aesthetic aspects of the aging plaza flooring through the innovative application of washed stone and topcoat paint techniques. The upgraded surface significantly improves wear and water resistance, providing a comfortable and durable public space for community interaction.



▲ 大連東城天下老舊廣場地面煥新升級
Outdoor Ground Renovation and Upgrade at Dalian Dongcheng Tianxia



商寫服務
COMMERCIAL PROPERTY SERVICES

圍繞客戶全方位需求，提供「四季服務」、「樓宇100米服務」及「1-ALL全員聯動服務」。在基礎物業管理之上，積極實踐綠色運營及空間人文關懷，致力於為企業打造高效、健康、綠色的辦公環境。

In response to clients' comprehensive needs, "Four Seasons Service", "Building 100-Metre Service", and "1-ALL Full Staff Linkage Service" are provided. Building upon fundamental property management, proactive implementation of green operations and spatial humanistic care is pursued, with the aim of creating efficient, healthy, and sustainable workspaces for corporate clients.



LEED CERTIFICATION
LEED認證

北京遠洋國際中心
Ocean International Center
北京遠洋·光華國際
Ocean Office Park
北京遠洋大廈
Ocean Plaza (Beijing)



BOMA CERTIFICATION
BOMA認證

北京遠洋國際中心
Ocean International Center
北京遠洋·光華國際
Ocean Office Park
北京遠洋大廈
Ocean Plaza (Beijing)



WELL CERTIFICATION
WELL認證

北京遠洋國際中心
Ocean International Center
北京遠洋·光華國際
Ocean Office Park
北京遠洋大廈
Ocean Plaza (Beijing)

公共及其他服務
PUBLIC AND OTHER SERVICES

將成熟的物業服務體系延伸至醫院、政府、物流園等業態，針對各場景核心訴求，提供專業化、標準化的綜合服務保障，助力客戶提升核心運營效率與空間品質。

The mature property service system is extended to sectors such as hospitals, government institutions, and logistics parks. In response to the core requirements of each setting, professional and standardised comprehensive service support is provided to assist clients in enhancing core operational efficiency and improve their space quality.

<p>醫院 Hospital</p>	<p>提供從院感防護、設施運維到醫療陪護、導診後勤的全鏈條服務，以精細化、標準化運營保障醫療機構高效平穩運行，為醫患營造安全、人性化的就醫環境 Provide full-chain services ranging from infection prevention and control, facility operation and maintenance, to medical companionship and guidance, and logistical support. Refined and standardised operations ensure the efficient and stable functioning of patient escort and companionship, creating a safe and humane healthcare environment for both medical staff and patients.</p>
<p>政府 Government</p>	<p>提供環境維護、設施運維與會務支援等綜合服務，保障政務工作安全有序，營造整潔、莊重的辦公環境 Provide integrated services including environmental maintenance, facility operation and maintenance, and conference support, ensuring the secure and orderly conduct of government affairs and fostering a clean, dignified office environment.</p>
<p>物流園 Logistics Park</p>	<p>針對行業高周轉、強保障需求，定制涵蓋安防、環境與設施的一體化運營方案，以專業服務提升園區運營效率與資產安全，保障客戶需求 In response to the industry's demands for high turnover and robust safeguards, customised integrated operation solutions covering security, environment, and facilities are offered. Professional services enhance the operational efficiency and asset security of the parks, ensuring client requirements are met.</p>

提升服務效能
ENHANCING SERVICE EFFICIENCY

公司持續推進以「系統升級、業財協同、服務賦能」為核心的數位化戰略，依託雲計算、大數據和人工智慧等前沿技術，深化數智化系統建設與應用，推動物業服務從標準化向精細化、智慧化躍遷。2025年，遠洋服務聚焦系統穩定性與數據協同性，持續優化對客服務平台，為業主提供便捷、高效的智慧生活解決方案。

億管家系統作為公司統一的物業管理中樞平台，完成關鍵功能升級，重點提升數據處理性能與操作界面友好度。通過強化與其他系統的深度對接，實現工單流轉、客戶回饋、資產資訊的即時聯動，顯著提升回應效率與跨部門協作能力。

億家生活APP則面向業主端，集成報事報修、線上繳費、訪客預約、社區活動報名等功能，增強使用者黏性與服務觸達率。為保障系統持續穩定運行，遠洋服務配備專業的運維團隊，全天候提供運維保障，確保其安全性與可靠性。

The Company continues to advance its digitalisation strategy centred on "system upgrading, business-financial integration, and service empowerment". Cutting-edge technologies such as cloud computing, big data, and artificial intelligence are leveraged to deepen the construction and application of intelligent digital systems, thereby driving the evolution of property services from standardisation towards greater refinement and intelligence. In 2025, Sino-Ocean Service focused on system stability and data interoperability, continuously optimising the client-facing service platform to provide owners with convenient and efficient smart living solutions.

The Yi Butler, serving as the Company's unified centralised property management system, completed key functional upgrades with a focus on enhancing data processing performance and user interface usability. By strengthening deep integration with other systems, real-time synchronisation of work order processing, customer feedback, and asset information has been achieved, significantly enhancing response efficiency and cross-departmental collaboration capabilities.

The Yi Life APP, designed for property owners, integrates functions such as service requests and repair reporting, online payment, visitor appointment, and community event registration, thereby enhancing user engagement and service reach. To ensure the continuous and stable operation of the system, Sino-Ocean Service has established a dedicated operations and maintenance team, providing round-the-clock support to guarantee its security and reliability.



ENSURING CUSTOMER RIGHTS AND INTERESTS

保障客戶權益

遠洋服務致力於全面保障客戶權益，通過築牢安全防線、構建高效回應體系及強化隱私保護，持續提升客戶滿意度與信任度。

Sino-Ocean Service is committed to comprehensively safeguarding client rights by reinforcing security safeguards, establishing an efficient response mechanism, and enhancing privacy protection, thereby continuously improving client satisfaction and trust.

築牢社區安全防線 STRENGTHEN THE COMMUNITY SAFETY DEFENSE LINE

公司嚴格遵循《中華人民共和國安全生產法》、《中華人民共和國消防法》等法律法規，建立以《安全委員會管理辦法》為核心的內部制度體系，設立安全管理委員會，推行「統一指揮、分級負責」的安全管理架構，確保安全管理的規範化與標準化，將安全管理貫穿於「預防-管控-應急」全過程。

The Company strictly complies with laws and regulations including the “Work Safety Law of the People's Republic of China”, the “Fire Control Law of the People's Republic of China”. Internal management systems such as the “Sino-Ocean Service Safety Management Work Regulations” have been established, and a Safety Management Committee has been set up. A safety management structure based on “unified command and tiered responsibility” is implemented to ensure standardisation, embedding safety management throughout the entire process of “prevention, control, and emergency response”.

風險預防與常態管控 Risk Prevention and Routine Control	推行安全風險台賬，對運營各環節及高危作業實施痕跡化、閉環管理，確保隱患整改率達 100%。 A safety risk register is implemented to enable traceable, closed-loop management of all operational processes and high-risk operations, ensuring a 100% hazard rectification rate.
能力建設與意識提升 Capacity Building and Awareness Enhancement	依據《安全宣傳教育工作制度》，通過定期培訓、專項考核及「安全生產月」、「119 消防月」等主題活動，強化全員安全意識。 In accordance with the “Safety Education and Publicity Work System”, regular training, specialised assessments, and thematic activities such as the “Work Safety Month” and the “119 Fire Control Month” are conducted to strengthen the safety awareness of all personnel.
應急準備與回應救援 Emergency Preparedness and Response	制定綜合應急預案，建立 24 小時應急值守與聯動機制，2025 年累計開展應急演練 413 次，以提升實戰回應能力。 Comprehensive emergency response plans have been developed, and a 24-hour emergency duty and coordination mechanism has been established. In 2025, the Company conducted a total of 413 emergency drills to enhance practical response capabilities.

針對社區常見風險實施精準防控，如消防安全、公共衛生防控及極端天氣應對，顯著提升了社區的安全性和韌性。

Precision control measures are implemented for common community risks, such as fire safety, public health prevention and control, and extreme weather response, thereby significantly enhancing community safety and resilience.

消防安全 Fire safety	嚴格進行設施巡檢維護，定期組織消防培訓與疏散演練，並重點規範動火作業、電動車充電等高危行為。 Facility inspections and maintenance are strictly conducted, regular fire safety training and evacuation drills are organised, and high-risk activities such as hot work and electric vehicle charging are specifically regulated.
公共衛生防控 Public Health Prevention and Control	面對傳染病風險(如蚊媒疾病)，迅速啟動預案，通過環境治理、科學消毒與健康宣傳進行系統防控。 In response to infectious disease risks (e.g., mosquito-borne diseases), contingency plans are promptly activated, and systematic prevention and control are implemented through environmental management, scientific disinfection, and health promotion.
極端天氣應對 Extreme Weather Preparedness	建立氣候預警與全週期管理機制，事前開展預防性檢查與物資準備，事中組織搶險防護，事後協助恢復。 A climate early-warning and full-cycle management mechanism has been established. Preventive inspections and material preparations are conducted beforehand, emergency protection is organised during events, and recovery assistance is provided afterwards.

案例 CASE

遠洋服務開展「119消防月」專題活動 SINO-OCEAN SERVICE CONDUCTED A SPECIAL CAMPAIGN FOR THE “119 FIRE CONTROL MONTH”

2025年11月，遠洋服務開展了「119消防月」專題活動，組織各單位全面開展專項隱患排查和應急預案演練，顯著提升了消防安全意識與應急能力，切實保障了各項目園區的安全平穩運營。

In November 2025, Sino-Ocean Service launched a special campaign for the “119 Fire Control Month”, organising all affiliated units to conduct comprehensive hazard inspections and emergency response drills. As a result, fire safety awareness and emergency preparedness were significantly enhanced, thereby ensuring the safe and stable operation of all project sites.



▲「119消防月」專題活動現場
Special Event Site of the “119 Fire Control Month” Campaign

案例 CASE

遠洋服務華南公司，防控基孔肯雅熱，守護社區健康 SINO-OCEAN SERVICE SOUTHERN CHINA COMPANY – PREVENTING AND CONTROLLING CHIKUNGUNYA FEVER, SAFEGUARDING COMMUNITY HEALTH

針對華南地區夏季蚊媒傳染病(如基孔肯雅熱)傳播風險，遠洋服務華南區域公司啟動了一項系統性的社區健康防護專項行動。該行動秉承「預防為主、綜合治理」的原則，通過「清環境、控源頭、強消毒、廣宣傳」四維聯動，有效降低了園區蚊蟲密度，提升了業主的疾病防控意識，切實守護了社區公共衛生安全。

In response to the risk of mosquito-borne infectious disease transmission (e.g., Chikungunya Fever) during the summer in Southern China, Sino-Ocean Service Southern China Company launched a systematic targeted initiative for community health protection. This action adhered to the principle of “prevention first and comprehensive management”. Through a four-pronged approach of “environmental cleaning, source control, enhanced disinfection, and extensive health education”, it effectively reduced mosquito density within the parks, heightened disease prevention awareness among property owners, and successfully safeguarded public health security within the communities.



▲華南公司防控基孔肯雅熱工作現場
Field Site of the Southern China Company's Prevention and Control Measures for Chikungunya Fever

案例 CASE

遠洋服務應對強降雨的安全管理工作 SINO-OCEAN SERVICE'S SAFETY MANAGEMENT IN RESPONSE TO HEAVY RAINFALL

為應對強降雨天氣，遠洋服務各區域通過建立並執行覆蓋「預防、回應、堅守、恢復」全週期的管理機制，切實守護社區安全與生活秩序。

預防為先：雨季前，嚴格開展防汛演練與拉網式隱患排查，重點疏通排水管網、檢修設施，並前瞻儲備沙袋、排水泵等應急物資。

快速回應：預警發佈後，應急體系即刻啟動，多部門協同對地下車庫等易滯區域實施封堵與強排，及時處置積水、樹木倒伏等險情，全力遏制損失擴大。

持續堅守：汛期實行24小時值班巡查，團隊即時監測雨情水情，即時應對突發狀況，確保險情不除、人員不退。

恢復如初：汛後迅速組織環境清理、消毒與設施修復。

In response to heavy rainfall, the regional companies of Sino-Ocean Service have established and implemented a full-cycle management mechanism covering “prevention, response, perseverance, and recovery” thereby effectively safeguarding community safety and the order of daily life.

Prevention-Oriented: Prior to the rainy season, rigorous flood prevention drills and comprehensive hazard inspections are conducted, with particular emphasis on clearing drainage pipelines, inspecting facilities, and proactively stockpiling emergency supplies such as sandbags and drainage pumps.

Rapid Response: Upon the issuance of an alert, the emergency system is immediately activated. Multiple departments collaborate to implement sealing and forced drainage measures in vulnerable areas such as underground car parks, promptly addressing hazards including water accumulation and fallen trees, and striving to prevent the escalation of losses.

Continuous Perseverance: During the flood season, a 24-hour duty and inspection system is maintained. The team continuously monitors rainfall and water conditions, responding immediately to emergencies and ensuring that personnel remain on duty until all risks are fully resolved.

Restoration: Following heavy rainfall events, environmental cleanup, disinfection, and facility repairs are promptly organised.



遠洋服務華中公司應急救援處置 EMERGENCY RESPONSE HANDLING BY SINO-OCEAN SERVICE CENTRAL CHINA COMPANY

案例 CASE

2025年12月，武漢遠洋東方境項目先後高效處置兩項突發安全事件。在火情事件中，監控室接到警報後立即啟動預案，物業人員僅用3分鐘抵達現場，並迅速使用滅火器實施初期撲救，有效控制了險情。同月，物業管家在巡查時及時察覺一起高層安全隱患，團隊迅速回應，在7分鐘內多人協同，利用消防水帶構建起臨時安全防護，穩控現場直至專業救援力量抵達。



▲ 應急處置救援現場圖
On-site rescue operation during emergency response

In December 2025, the Wuhan Sino-Ocean Oriental Realm project efficiently addressed two sudden safety incidents in succession. In the event of a fire, the monitoring room immediately activated the emergency response plan upon receiving the alarm. Property personnel arrived at the scene within 3 minutes and swiftly used fire extinguishers to carry out initial firefighting measures, effectively containing the incident. In the same month, the property steward identified a high-rise safety hazard during a routine inspection. The team responded promptly, and within 7 minutes, multiple personnel collaborated to establish temporary protective measures using fire hoses, securing the area until professional rescue personnel arrived.

2025年，公司通過開展11次隱患排查整改及25次安全宣傳活動，將安全管理落到實處，持續守護社區生命、資產與環境安全。

In 2025, the Company implemented 11 hazard identification and rectification activities and 25 safety awareness campaigns, thereby embedding safety management in practice and continuously safeguarding the life, assets, and environmental safety of the community.

構建高效回應體系 ESTABLISHING AN EFFICIENT RESPONSE FRAMEWORK

遠洋服務建立高效的回應體系，通過明確的責任分工、科技驅動的全渠道覆蓋和細化的服務網絡，確保客戶的需求能被及時發現、準確分配並快速處理。

Sino-Ocean Service has established an efficient response system. Through clearly defined responsibility allocation, technology-driven omni-channel coverage, and a refined service grid, it ensures that customer requirements are promptly identified, accurately assigned, and rapidly addressed.

啟動聆聽行動，推動組織文化轉型

報告期內，遠洋服務啟動「聆聽行動」活動，組織90名中高級管理人員上門訪談2,440戶家庭，傾聽客戶原聲，推動中後台部門向「服務支持者」轉變，強化組織整體以客戶需求為導向的工作理念。

Initiate listening initiatives to drive organizational culture transformation

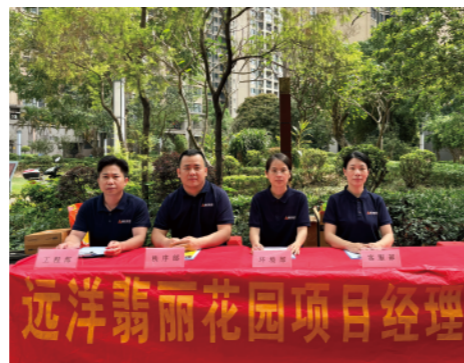
During the reporting period, Sino-Ocean Service launched the “Listening Initiative”, organising 90 mid-to-senior level managers to conduct home visits to 2,440 households. Direct customer feedback was captured, driving the transformation of middle- and back-office departments into “service enablers” and reinforcing the organisation-wide, customer-centric working philosophy.

搭建多元、暢通的客戶互動渠道

我們在項目層面設立「經理見面日」機制，推動項目負責人定期與業主面對面溝通，聽取訴求、解決問題、收集建議，實現從被動回應向主動服務的轉變。同時，線上通過「億家生活」APP、400服務熱線和專屬管家微信，線下依託物業服務中心，構建線上線下聯動的全渠道溝通體系，確保各類資訊統一接入、及時處理。

Establishing diverse and effective customer interaction channels

A “Manager Meeting Day” mechanism has been established at the project level to promote regular face-to-face communication between project leaders and residents, enabling the collection of requirements, resolution of issues, and gathering of feedback, thereby facilitating a transition from reactive response to proactive service. Meanwhile, an integrated, multi-channel communication framework was established, leveraging the “Yi Life APP”, the 400 service hotline, and dedicated concierge WeChat accounts for online engagement, and property service centres for offline support, ensuring unified access and timely handling of all information.



推行網格化管理，賦能一線團隊

遠洋服務全面實施網格化管理模式。將項目劃分為以管家為核心、配備工程、保潔、秩序等專業人員的服務網格。通過授權管家調度資源、建立「全員面客」機制，將溝通路徑優化為以「業主-員工」直接溝通為主，大幅提升服務響應與處置效率。

Implement Grid Management to Empower Frontline Teams

Sino-Ocean Service has fully implemented a Grid Management model. Projects are divided into service grids with the property steward as the core, each equipped with professional personnel in engineering, cleaning, and order maintenance. By empowering property steward to allocate resources and establishing a “all-staff customer-facing” mechanism, communication pathways are optimised to prioritise direct interaction between owners and staff, significantly enhancing service response and resolution efficiency.

深化分析洞察，實現持續改進

我們每月編制客戶投訴與需求分析報告，通過專題會議落實整改與風險預警。依託400平台及「億管家」系統，定期開展滿意度測評並進行歸因分析，將結果應用於服務流程的優化。報告期內，公司實現有效投訴量的顯著下降，投訴解決率100%，客戶滿意度為87%。

Enhance Analytical Insights to Achieve Continuous Improvement

A report on customer complaints and requirements analysis is prepared monthly, and corrective actions and risk alerts are implemented through special meetings. Satisfaction surveys are conducted on a regular basis, leveraging the 400 platform and the “Yi Butler”, with root-cause analysis performed to inform improvements in service processes. During the reporting period, the Company achieved a significant reduction in the number of Substantiated complaints, with a complaint resolution rate of 100% and customer satisfaction at 87%.

強化隱私保護 INCREASING PRIVACY PROTECTION

遠洋服務嚴格遵循《中華人民共和國網絡安全法》、《中華人民共和國個人信息保護法》等法律法規，並制定了《客戶資訊檔案管理作業指導書》等內部制度。公司已獲得ISO/IEC 27001:2013資訊安全管理體系認證。通過嚴格的隱私政策、存取權限控制與雙重監控及採用阿里雲伺服器進行加密存儲，確保客戶資訊全生命週期安全。

2025年，公司實現全年客戶隱私資料「零洩露」，系統無故障率達100%。報告期內，公司未收到任何涉及客戶隱私洩露投訴，有效保障了客戶資訊安全。

Sino-Ocean Service strictly complies with laws and regulations such as the “Cybersecurity Law of the People's Republic of China” and the “Personal Information Protection Law of the People's Republic of China” and has established internal procedures including the “Operational Guidelines on the Management of Customer Information Files”. The Company has obtained ISO/IEC 27001:2013 Certification for its Information Security Management System. The security of customer information throughout its entire lifecycle is ensured through a strict privacy policy, access control mechanisms, dual monitoring, and encrypted storage on Alibaba Cloud servers.

In 2025, the Company achieved “zero data breach incidents” throughout the year, the system maintained a faultless rate of 100%. During the reporting period, the Company did not receive any complaints relating to customer privacy breaches, thereby effectively safeguarding customer information security.



SUPPLIER MANAGEMENT

供應商管理

遠洋服務致力於構建健康、誠信、可持續的採購環境，嚴格遵守《中華人民共和國招標投標法》，杜絕偽造資質、冒用身份及發佈虛假資訊等不正當競爭行為。我們設立了採購委員會，並制定了一系列內部管理制度，包括《招標採購管理制度》、《非招標採購管理制度》、《供應商管理制度》、《供應商考評辦法》，確保供應商分類管理、入庫考察及定期評審等環節的規範性。

2025年，公司修訂了《招標採購管理制度》及《非招標採購管理制度》，進一步提升了採購活動的規範性、計劃性與透明度。核心優化包括：加強前瞻性管理的時間門檻設定；增設「詢比價」方式以提升小額採購效率；規範合同續簽規則，明確續簽次數與重新採購條件；強化合規底線，限定「單一來源 - 沿用」採購適用情形；並將成本管控嵌入採購流程前端，要求採購申請附帶成本目標審核。

同時，根據採購管理工作需要，對採購委員會成員進行了相應調整，並進一步明確採購委員會的職責。

Sino-Ocean Service is committed to establishing a healthy, honest, and sustainable procurement environment, strictly complying with the “Tendering and Bidding Law of the People’s Republic of China”, and eliminating unfair competitive practices such as falsifying qualifications, impersonating identities, and disseminating false information. A Procurement Committee was established, and a series of internal management systems were formulated, including the “Tendering and Procurement Management System”, the “Non-Tendering Procurement Management System”, the “Supplier Management System”, and the “Supplier Evaluation Method”, to ensure the standardisation of processes such as supplier classification management, pre-qualification assessment, and periodic review.

In 2025, the Company revised the “Tendering and Procurement Management System” and the “Non-Tendering Procurement Management System”, further enhancing the standardisation, planning, and transparency of procurement activities. The core optimisations include: strengthening the time threshold for forward-looking management; introducing the “inquiry and comparison pricing” method to enhance the efficiency of low-value procurement; standardising contract renewal rules by clearly defining the number of renewals and conditions for re-procurement; reinforcing compliance boundaries by restricting the applicability of “single-source – continuation” procurement; and embedding cost control at the front end of the procurement process, requiring cost target reviews to be attached to procurement requisitions.

Meanwhile, in accordance with the requirements of procurement management, the membership of the Procurement Committee was accordingly adjusted, and the responsibilities of the Procurement Committee were further clarified.

採購委員會職責 RESPONSIBILITIES OF THE PROCUREMENT COMMITTEE

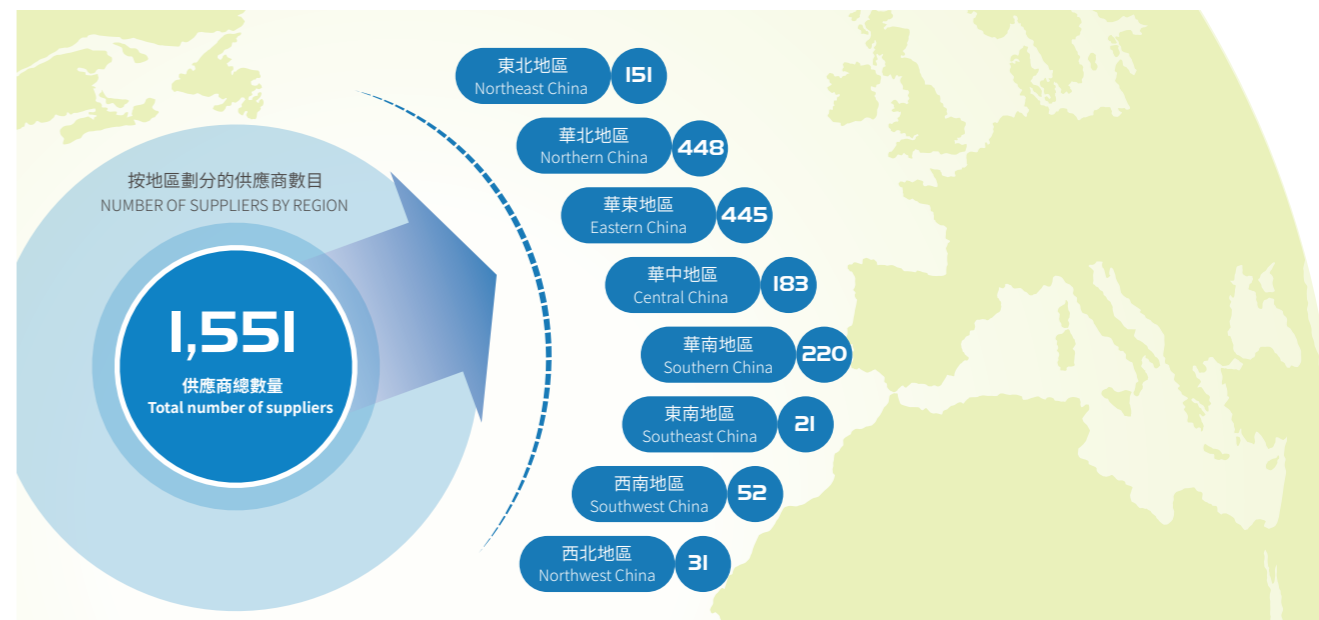
- 規範遠洋服務招標採購管理機制及相關制度，明確招採管理過程中的專業架構及工作職責。
- 制定並監督年度戰略採購和集中採購工作計劃的實施。
- 審議與決策重大採購事項的入圍、定標及爭議處理。
- 審核採購模式的研究及應用成果。

- Standardise the tendering and procurement management mechanism and relevant rules of Sino-Ocean Service, and clarifying professional structure and roles and responsibilities during the tendering, procurement management process.
- Formulate and oversee the implementation of annual strategic procurement and centralized procurement plans.
- Review and approve on the shortlisting, awarding, and dispute resolution of significant procurement matters.
- Evaluate and endorse the research and application of procurement models.

供應商分級管理 SUPPLIER GRADING MANAGEMENT

遠洋服務推行供應商分級管理與限制名單機制，每年對供應商進行綜合考評，將其分為集團優秀供應商、優秀供應商、良好供應商、不合格供應商和黑名单供應商五個等級。不合格供應商將被列入限制名單，三年內不得重新進入供應商庫。我們建立了三級品控體系和分包方內部考評機制，形成閉環式的品質監控體系，並清退未能達到標準的供應商。

Sino-Ocean Service implements a supplier grading and restricted list mechanism, conducting an annual comprehensive assessment of suppliers and categorising them into five levels: Group Excellent Supplier, Excellent Supplier, Good Supplier, Unqualified Supplier, and dynamic restricted supplier list. Non-compliant suppliers are included in the restricted list and are not permitted to re-enter the supplier database within three years. A three-tier quality control system and an internal evaluation mechanism for subcontractors have been established, forming a closed-loop quality monitoring system. Suppliers failing to meet the standards are removed.



陽光採購 TRANSPARENT PROCUREMENT

遠洋服務秉持「陽光採購」理念，推進招標採購工作的透明化和規範化。每一項採購至少由三方共同參與評估與決策，全流程納入監督與合規審查機制。公司全面實現採購流程數位化，開標、評標、定標等關鍵環節嵌入標準化監督機制，提升採購效率與規範水準。物資採購通過京東工采平台公開透明操作，確保價格可比、資訊可溯。2025年，所有合作供應商在合同簽署時同步簽署《廉潔自律承諾書》，建立動態「黑名單」管理機制，確保供應鏈生態的誠信與韌性。

Sino-Ocean Service upholds the principle of “transparent procurement” and promotes the transparency and standardisation of tendering and procurement activities. Each procurement is assessed and decided upon by at least three parties, with the entire process incorporated into supervision and compliance review mechanisms. The Company has fully achieved digitalisation of the procurement process, with standardised monitoring mechanisms embedded in key stages such as bid opening, bid evaluation, and award determination, thereby enhancing procurement efficiency and compliance standards. Procurement of materials is conducted through the “JD Gongcai” platform in a publicly transparent manner, ensuring price comparability and information traceability. In 2025, all cooperating suppliers signed the “Commitment to Integrity and Self-discipline” simultaneously with the execution of contracts, and a “dynamic restricted supplier list” management mechanism was established to ensure the integrity and resilience of the supply chain ecosystem.

供應商ESG風險管理 SUPPLIER ESG RISK MANAGEMENT

公司正在推動供應商ESG管理與風險管理體系深度融合，通過專業資質和現場審核確保准入門檻的嚴謹性。我們將環保績效作為評估指標，重點聚焦供應商設備的能效水準、原材料的環保屬性以及員工福利。

The Company is advancing the integration of the supplier ESG management and risk management systems, ensuring the rigour of the admission threshold through professional qualification reviews and on-site audits. Environmental performance is adopted as an evaluation criterion, with particular focus on the energy efficiency of supplier equipment, the environmental attributes of raw materials, and employee welfare.

遠洋服務綠色採購標準 GREEN PROCUREMENT STANDARD FOR SINO-OCEAN SERVICE

環保認證 Environmental Certification	優先採購具FSC認證、十環認證等環保標誌的產品。 Priority is given to procuring products bearing environmental labels such as FSC Certification and China Environmental Labeling Product Certification.
減量複用 Resource Reduction and Reuse	選擇可重複使用、耐用的產品，減少更換頻次與廢棄物產生。 Products that are reusable and durable are selected to reduce replacement frequency and waste generation.
綠色品類 Green Category	紙張首選FSC認證紙/再生紙；清潔文具選用無毒無害產品（如無汞電池、水性筆）。 Paper is preferably FSC-certified paper or recycled paper; cleaning supplies and stationery are non-toxic and harmless products (e.g., mercury-free batteries, water-based pens).
環保包裝 Eco-friendly Packaging	優先簡化包裝，並選用可回收材料且帶可回收標識的產品。 Simplified packaging is prioritised, and products made from recyclable materials with clear recycling labels are selected.



構建生態家園

BUILDING AN ECOLOGICAL COMMUNITY



遠洋服務重點關注應對氣候變化與環境保護，致力於在運營與服務中踐行綠色發展理念。我們以「運營降碳、社區增綠、氣候韌性」為核心，系統構建覆蓋治理、戰略、風險管理與績效目標的完整環境管理體系。通過技術創新、資源迴圈與低碳宣導，我們不僅致力於降低自身運營的環境足跡，更積極聯動客戶與合作夥伴，共同構建具有氣候韌性的可持續生態家園。

Sino-Ocean Service places strong emphasis on climate change response and environmental protection, and is committed to embedding green development concepts into its operations and services. Centering on “low-carbon operations, greener communities and climate resilience”, we are building a comprehensive environmental management system that covers governance, strategy, risk management, as well as performance indicators and targets. Through technological innovation, resource circularity and low-carbon advocacy, we seek not only to reduce our own operational environmental footprint, but also to work together with customers and partners to build a sustainable eco-friendly community with stronger climate resilience.

GREEN OPERATIONS IN PRACTICE

綠色運營實踐

遠洋服務將綠色理念融入運營各環節，圍繞能源管理與節能降耗、水資源管理與廢棄物分類開展工作。依託物業服務場景，通過對各類資源的系統管控，優化運行方式，減少環境影響，提升資源利用效率，推動運營向低碳可持續方向邁進。

Sino-Ocean Service integrates green concepts into every aspect of operations, with a focus on energy management and conservation, water resource management and waste sorting. Leveraging property service scenarios, we optimize operating methods through systematic control over different types of resources, reduce environmental impacts, improve resource efficiency, and promote a transition toward low-carbon and sustainable operations.

排放物管理 EMISSIONS MANAGEMENT

遠洋服務嚴格遵循國家法律法規及內部管理制度，針對廢氣、廢水、噪音等排放類型建立系統化管控機制，明確指導文件依據與具體措施路徑，並已獲得ISO 14001 環境管理體系認證，為環境管理提供標準化與持續改進的制度保障。我們通過設備維護、資源迴圈利用、施工降噪等多維度舉措，規範運營過程中的排放管理，力求降低環境影響，保障社區及公共空間的生態環境品質。

Sino-Ocean Service strictly complies with national laws, regulations and internal management systems. We have established a systematic control mechanism for air emissions, wastewater and noise, with clear supporting guidelines and implementation measures. The Company has also obtained ISO 14001 Environmental Management System certification, providing standardized and continuously improving institutional support for environmental management. Through measures such as equipment maintenance, resource recycling and noise control during construction, we standardize emissions management throughout operations, strive to reduce environmental impact, and safeguard the ecological quality of communities and public spaces.



排放類型 Emission Types	指導文件 Guidance Documents	減排措施 Emission Reduction Measures
廢氣 Gas emissions	<p>法律法規：</p> <ul style="list-style-type: none"> 《中華人民共和國大氣污染防治法》 <p>內部制度：</p> <ul style="list-style-type: none"> 《寫字樓及商業中央空調運行規定》 《電梯設備維護作業指導書》 《安防系統維護作業指導書》 《高低壓配電設備維護作業指導書》 《消防系統維護作業指導書》 <p>Laws and regulations:</p> <ul style="list-style-type: none"> <i>Law of the PRC on the Prevention and Control of Atmospheric Pollution</i> <p>Internal rules:</p> <ul style="list-style-type: none"> <i>Operating Rules for Central Air-Conditioning Systems in Office Buildings and Commercial Properties</i> <i>Work Instruction for Elevator Equipment Maintenance</i> <i>Work Instruction for Security System Maintenance</i> <i>Work Instruction for High- and Low-Voltage Power Distribution</i> <i>Work Instruction for Fire Protection System Maintenance</i> 	<p>定期對相關設備進行檢查和維護。包括但不限於鍋爐、發電機、空調系統和其他可能產生廢氣的設備。通過定期檢查，及時發現並修復設備故障，減少廢氣排放。合理利用和調配電力資源，避免在高峰時段過度使用化石燃料。提高設備效率，減少能源浪費。</p> <p>Relevant equipments are regularly inspected and maintained, including but not limited to boilers, generators, air-conditioning systems and other equipment that may generate air emissions. Through routine inspections, equipment faults are identified and repaired in a timely manner to reduce emissions. Electricity resources are allocated and used in a reasonable manner to avoid excessive use of fossil-fuel-based energy during peak periods, thereby improving equipment efficiency and reducing energy waste.</p>
廢水 Wastewater	<p>法律法規：</p> <ul style="list-style-type: none"> 《中華人民共和國水污染防治法》 《排汙許可管理條例》 <p>內部制度：</p> <ul style="list-style-type: none"> 《共用設施維護作業指導書》 《節能降耗管理規範》 《給排水系統維護作業指導書》 <p>Laws and regulations:</p> <ul style="list-style-type: none"> <i>Law of the PRC on the Prevention and Control of Water Pollution</i> <i>Regulation on the Administration of Pollutant Discharge Permits</i> <p>Internal rules:</p> <ul style="list-style-type: none"> <i>Work Instruction for Shared Facilities Maintenance</i> <i>Standards for Energy Conservation and Consumption Reduction</i> <i>Work Instruction for Water Supply and Drainage System Maintenance</i> 	<p>定期對廢水處理設備進行檢查和維護，確保正常運行和有效處理。同時，對設備進行定期保養和維修，防止因設備故障導致廢水處理效果不佳。利用景觀水系再利用澆灌綠地；自建中水泵房，收集並處理生活水、雨水，再利用至綠化澆灌、道路沖洗、家庭坐便器沖洗等。</p> <p>Wastewater treatment equipments are regularly inspected and maintained to ensure proper operation and effective treatment. Equipment is also serviced on a regular basis to prevent substandard treatment caused by equipment malfunction. Reclaimed landscape water is used for green area irrigation; self-built reclaimed-water pump station collect and treat domestic water and rainwater for reuse in greening, road cleaning and toilet flushing.</p>
噪音 Noise	<p>法律法規：</p> <ul style="list-style-type: none"> 《中華人民共和國噪聲污染防治法》 <p>內部制度：</p> <ul style="list-style-type: none"> 《住宅裝飾裝修管理作業指導書》 《寵物管理作業指導書》 《設備房標準化指導書》 <p>Laws and regulations:</p> <ul style="list-style-type: none"> <i>Law of the PRC on the Prevention and Control of Noise Pollution</i> <p>Internal rules:</p> <ul style="list-style-type: none"> <i>Work Instruction for Management of Residential Decoration and Renovation</i> <i>Work Instruction for Pet Management</i> <i>Standardized Guidance for Equipment Rooms</i> 	<p>科學規劃施工時間；合理安排施工工序。機房設置隔音牆、隔音門、隔音窗等，以減少噪音的傳播。公共區域使用擴音器等高噪音設備，必須事先獲得相關部門的批准，並遵守規定的噪音標準。</p> <p>Construction hours and sequences are planned in a scientific manner. Equipment rooms are fitted with soundproof walls, doors and windows to reduce noise transmission. The use of high-noise equipments such as loudspeakers in public areas must be approved in advance by relevant departments and must comply with applicable noise standards.</p>

能源管理與節能降耗 ENERGY MANAGEMENT AND CONSERVATION

遠洋服務針對運營中涉及的能源使用，開展管理與節能降耗工作。通過監測能源消耗情況，識別高耗環節，採用適宜的技術與措施優化用能，降低能源浪費，提升能源利用效率，助力減少碳排放，支撐綠色低碳運營目標實現。

遠洋服務為積極回應國家節能降耗政策，遵循「依法管理、技術進步、降耗增效、有效監督、持續發展」的原則，高度重視在經營各個環節提升能源利用效率。公司嚴格遵守《中華人民共和國節約能源法》等法律法規，公司依據《節能降耗管理規範》制定年度節能計劃，實行目標責任制，對相關責任人員簽訂能源管控目標責任書，將節能目標落實到人，並對不同區域實施精細化能源管理。同時，公司建立每月抄表分析、定期調查評估的能耗監測機制，並將節能要求融入設備巡檢、日常運維與員工行為規範。報告期內，公司仍處於能源管理體系認證 ISO 50001 認證有效期內。

公司梳理《遠洋億家能源成本模型(住宅)》，要求在存量項目面積未增長的情況下，新接管項目能耗逐年穩步下降。公司從照明、空調、電梯、水泵等多系統入手，大力推行技術優化與改造，包括在公共區域全面更換 LED 燈具、安裝聲光與人體感應控制、採用變頻空調與電梯能量回饋裝置、優化水泵運行等。同時，公司注重設備定期維保，並與維保單位簽訂節能條款，不斷提升能源管理的系統化、標準化水準。

Sino-Ocean Service manages energy use in operations and promotes conservation and efficiency improvement. By monitoring energy consumption, identifying high-consumption links, and applying appropriate technologies and measures to optimize energy use, we reduce waste, improve energy efficiency, support carbon reduction, and advance our low-carbon operating goals.

To actively respond to national policies on energy conservation and consumption reduction, Sino-Ocean Service follows the principles of “law-based management, technological progress, consumption reduction and efficiency enhancement, effective supervision, and sustainable development”, and attaches great importance to improving energy efficiency across all aspects of operations. The Company strictly complies with laws and regulations such as the *Energy Conservation Law of the PRC*. Based on the *Standards for Energy Conservation and Consumption Reduction*, it formulates annual energy-saving plans, implements a target responsibility system, signs energy control target responsibility letters with relevant personnel, assigns energy-saving targets to individuals, and applies refined energy management in different regions. At the same time, the Company has established an energy monitoring mechanism featuring monthly meter reading analysis and regular investigation and assessment, and has embedded energy-saving requirements into equipment inspection, daily operation and maintenance, and employee conduct standards. During the reporting period, the Company remained within the validity period of its ISO 50001 Energy Management System certification.

The Company has refined the *Sino-Ocean Yijia Energy Cost Model (Residential)*, requiring energy consumption in newly taken-over projects to decline steadily year by year where the managed area of existing projects does not increase. We have vigorously promoted technical optimization and retrofitting across multiple systems, including lighting, air conditioning, elevators and water pumps, such as full replacement of public-area lighting with LED fixtures, installation of acoustic/light and occupancy-sensing controls, adoption of variable-frequency air-conditioning systems and elevator energy feedback devices, and optimization of water pump operation. At the same time, the Company emphasizes regular equipment maintenance and signs energy-saving clauses with maintenance service providers to continuously enhance the systematic and standardized level of energy management.

能源管理目標：

公司增量項目參考《遠洋億家能源成本模型(住宅)》，存量項目管理面積未增長預算編制不得超出上一年度決算，新項目接管由第二年開始同比首年降幅比例：2年降幅15%、3年降幅10%、4年降幅5%，5年以後趨於平穩運營中微調。

Energy Management Target:

For incremental projects, the Company references the *Sino-Ocean Yijia Energy Cost Model (Residential)*. For existing projects, where managed area does not increase, budget preparation may not exceed the previous year's final accounts. For newly taken-over projects, starting from the second year, energy use is expected to decline versus the first year by 15% in Year 2, 10% in Year 3, 5% in Year 4, and then enter a stage of stable operations with minor adjustments from Year 5 onward.

報告期內，遠洋服務下屬北京遠洋國際中心、光華國際中心、遠洋大廈、沁山水商業等項目採購並消耗綠電達 5,435.5 萬千瓦時，大幅提升清潔能源使用比例。公司在節能降耗與資源高效利用方面取得了扎實進展，正穩步向資源節約型企業目標邁進。

During the reporting period, projects under Sino-Ocean Service, including Beijing Ocean International Center, Guanghai International Center, Sino-Ocean Mansion and Qinshanshui Commercial, purchased and consumed 54.355 million kWh of green electricity, significantly increasing the proportion of clean energy used. The Company made solid progress in energy conservation, consumption reduction and efficient resource utilization, and is steadily moving toward the goal of becoming a resource-saving enterprise.

案例 CASE

AI智能燈改造 AI-ENABLED SMART LIGHTING RETROFIT

2025年4月，武漢遠洋東方境項目對車庫實施照明節能改造，將2,000盞燈具更換為AI感應節能燈，實現「車來燈亮、車走燈暗」。改造後燈具功率由13.9W降至2.5W，結合布燈優化，車庫區域整體能耗降低超80%，月均節約電費約9,456元，預計年省費用逾11萬元，實現了節能與經濟效益的雙重提升。

In April 2025, the Wuhan Oriental Realm project carried out an energy-saving retrofit of garage lighting, replacing 2,000 fixtures with AI sensor-based energy-saving lights to achieve “lights on when vehicles arrive and dimmed/off when vehicles leave”. After the retrofit, fixture power was reduced from 13.9W to 2.5W. Combined with optimized lighting layout, total energy consumption in the garage area fell by more than 80%, saving about RMB9,456 in monthly electricity expenses and more than RMB110,000 annually, delivering both energy-saving and economic benefits.



▲ 改造前
Before renovation

改造後自行調節亮燈功率
After renovation, automatically adjusts the lighting power

案例 CASE

大連時代城老化路燈煥新 RENEWAL OF AGING STREET LIGHTS AT DALIAN TIMES CITY

大連遠洋時代城園區老化路燈實施全面改造，將原有燈具更換為一體化LED路燈。改造後，不僅顯著提升夜間照明效果與安全性，還大幅降低了能耗與運維成本。

The Dalian Sino-Ocean Times City community carried out a comprehensive retrofit of aging street lights, replacing the original fixtures with integrated LED street lights. The project significantly improved nighttime lighting quality and safety while substantially reducing energy consumption and operation and maintenance costs.



▲ 改造前
Before renovation

改造後
After renovation



水資源管理與廢棄物分類 WATER RESOURCE MANAGEMENT AND WASTE SORTING

遠洋服務遵循可持續發展原則，在水資源與廢棄物管理方面系統推進資源效率提升與環境影響管控，通過優化用水結構與完善分類處置體系，構建貫穿運營全流程的綠色管理體系，以實現資源節約與環境友好的協調發展目標。

Following the principle of sustainable development, Sino-Ocean Service systematically improves resource efficiency and controls environmental impacts in the areas of water resources and waste management. By optimizing water-use structures and improving classification and disposal systems, we are building a green management system throughout the entire operational process to achieve coordinated development featuring both resource conservation and environmental friendliness.

水資源管理 WATER RESOURCE MANAGEMENT

遠洋服務將水資源的節約與高效利用納入綠色運營重點，系統推進水資源全生命週期管理。公司嚴格遵守《中華人民共和國水法》等法律法規，構建覆蓋制度、責任、技術與運營的水資源管理體系，致力於降低用水強度、提升資源利用效率，並增強社區應對水資源風險的韌性。

Sino-Ocean Service treats water conservation and efficient utilization as a key part of green operations and systematically advances full-life-cycle water management. The Company strictly complies with laws and regulations such as the *Water Law of the PRC*, and has built a water resource management system covering institutional arrangements, responsibilities, technology and operations, with the aim of reducing water-use intensity, improving resource efficiency, and enhancing community resilience to water-related risks.

健全管理機制，壓實節水責任

公司建立分級管理責任制，明確各項目節水目標與責任人，並將用水效率指標納入績效考核體系。依據《節能降耗管理規範》，制定年度節水計劃，實施用水量動態監測與統計分析，定期評估用水趨勢與異常波動。同時，將節水要求嵌入設備巡檢與日常運維流程，並建立漏水點快速回應與維修機制，確保供水系統高效、低損運行。

STRENGTHENING MANAGEMENT MECHANISMS AND ACCOUNTABILITY FOR WATER SAVING

The Company has established a graded responsibility system, clarified water-saving targets and responsible persons for each project, and incorporated water-use efficiency indicators into performance assessment. Based on the Standards for Energy Conservation and Consumption Reduction, it formulates annual water-saving plans, implements dynamic monitoring and statistical analysis of water consumption, and regularly evaluates water-use trends and unusual fluctuations. At the same time, water-saving requirements are embedded into equipment inspection and daily operation and maintenance, and a rapid response and repair mechanism for leakage points has been established to ensure efficient and low-loss operation of water supply systems.

推進技術升級，提升用水效率

公司在公共區域及後勤空間（如衛生間、食堂等）全面推廣使用節水型龍頭、感應式沖水裝置及高效節水馬桶；在園林綠化中優化灌溉方式，優先採用滴灌、微噴等精準灌溉技術，減少無效蒸發與水資源浪費。

PROMOTING TECHNOLOGICAL UPGRADING TO IMPROVE WATER EFFICIENCY

The Company has fully promoted water-saving taps, sensor-operated flushing devices and high-efficiency water-saving toilets in public areas and back-of-house spaces such as restrooms and canteens. In landscaping, it optimizes irrigation methods, giving priority to precise irrigation technologies such as drip irrigation and micro-sprinkling to reduce ineffective evaporation and water waste.

探索迴圈利用，構建閉環水系統

公司在具備條件的項目中，試點建設雨水收集與中水回用系統，將處理後的非傳統水源用於綠化澆灌、道路沖洗及景觀補水等用途，逐步實現「取—用—排—回用」的水資源閉環管理，降低對市政供水的依賴。

EXPLORING CIRCULAR UTILIZATION TO BUILD A CLOSED-LOOP WATER SYSTEM

In qualified projects, the Company piloted rainwater harvesting and reclaimed-water reuse systems, using treated non-traditional water sources for greening, road cleaning and landscape replenishment, and gradually realizing a closed-loop water management model of “withdrawal-use-discharge-reuse”, thereby reducing reliance on municipal water supply.

北京麗景長安科學優化綠化管網 SCIENTIFIC OPTIMIZATION OF LANDSCAPING WATER PIPELINES AT BEIJING LIJING CHANG'AN

2025年5月，北京麗景長安項目對老化綠化管網實施改造，通過重鋪管道、優化取水點佈局，解決了漏水與水壓不穩問題。改造後，園區綠化用水量同比下降約10%。

In May 2025, the Beijing Lijing Chang'an project retrofitted its aging landscaping pipeline network by relaying pipelines and optimizing the layout of water intake points, solving leakage and unstable water pressure issues. After the retrofit, water consumption for landscaping in the community decreased by approximately 10% year on year.



▲ 園區綠化管網改造現場
Retrofitting the landscaping water pipelines

案例 CASE

廢棄物管理 WASTE MANAGEMENT

遠洋服務嚴格遵守國家和行業相關法律法規，對運營過程中產生的廢棄物進行管理。

公司對運營中產生的廢棄物實施全鏈條管控，明確區分有害廢棄物（如廢棄油漆及容器、防水塗料、過期木材防腐劑、醫療廢棄物等）與一般無害廢棄物（如木質材料、混凝土、金屬、廢棄砂漿等），並依據《垃圾消納管理作業指引》，設定2025年有害及無害廢棄物無害化轉移率100%的目標，確保所有廢棄物依法合規處置。

同時，公司與具備資質的專業服務商簽訂《生活垃圾清運合同》、《廚餘垃圾清運合同》、《建築垃圾清運合同》等多類協定，規範廢棄物從分類、暫存、運輸到最終處置的全流程。

- 有害廢棄物實行「集中分類-安全暫存-專業移交」機制，統一交由具備危廢處理資質的協力廠商機構進行無害化處置；
- 無害廢棄物則遵循「減量化、資源化、再利用」原則，優先推動可回收物再生利用，建築垃圾合規清運至資源化處理廠，最大限度減少填埋量與環境影響。

報告期內，公司在垃圾分類與廢棄物管理方面取得顯著成效：中山遠洋物業服務有限公司獲得垃圾分類服務能力十星級認證，在管的北京遠洋傲北、北京遠洋沁山水、北京遠洋風景、北京麗景長安、北京遠洋新仕界等項目均被北京市生活垃圾分類推進工作指揮部評選為「北京市生活垃圾分類示範社區」。

Sino-Ocean Service strictly complies with relevant national and industry laws and regulations in managing waste generated during operations.

The Company implements full-chain control over waste generated in operations, clearly distinguishing hazardous waste, such as waste paint and containers, waterproof coatings, expired wood preservatives and medical waste, from general non-hazardous waste, such as timber, concrete, metals and waste mortar. Based on the Waste Disposal Management Guidelines, the Company has set a target of 100% harmless transfer of both hazardous and non-hazardous waste by 2025, ensuring all waste is disposed of lawfully and in compliance.

At the same time, the Company has signed multiple agreements, including domestic waste removal contracts, food waste removal contracts and construction waste removal contracts, with qualified professional service providers, standardizing the entire process from sorting and temporary storage to transportation and final disposal.

- Hazardous waste is subject to a mechanism of “centralized classification - safe temporary storage - professional transfer”, and is uniformly handed over to third-party institutions with hazardous waste treatment qualifications for harmless disposal.
- Non-hazardous waste follows the principles of reduction, resource recovery and reuse, with priority given to recycling recoverable materials and compliant transportation of construction waste to resource recovery plants, thereby minimizing landfill volume and environmental impact.

During the reporting period, the Company achieved notable results in waste sorting and management. Zhongshan Sino-Ocean Property Services Co., Ltd. received a 10-star certification for waste sorting service capability. In Beijing, projects under management such as Sino-Ocean Aobei, Sino-Ocean Qinshanshui, Sino-Ocean Fengjing, Lijing Chang'an and Sino-Ocean New World were recognized by the Beijing Municipal Command for the Advancement of Domestic Waste Sorting as “Beijing Domestic Waste Sorting Demonstration Communities”.

廢棄物分類管理舉措 WASTE CLASSIFICATION MANAGEMENT MEASURES

	無害廢棄物 Non-hazardous waste	有害廢棄物 Hazardous waste
	遵循減量化、資源化原則分類處理，最大程度減少對環境的影響。 Handled by category in accordance with the principles of reduction and resource recovery so as to minimize environmental impact.	嚴格遵照《中華人民共和國固體廢物污染環境防治法》及《危險廢物轉移管理辦法》，把電池、電器、手機、油漆桶等有毒有害固體廢物集中分類收集，並統一交由協力廠商專業處置公司處理，同時運送到指定的垃圾存放處分類存放。 Strictly adhering to the <i>Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste</i> and the <i>Measures for the Management of Hazardous Waste Transfer</i> , we centrally collect and categorize toxic and harmful solid wastes such as batteries, electrical appliances, mobile phones, and paint containers. These are then uniformly entrusted to third-party professional disposal companies for treatment, and are simultaneously transported to designated waste storage areas for classified storage.
可回收物 Recyclables	經分類、裝袋後，送往指定地點集中存放。 Sorted, bagged and sent to designated centralized storage locations.	
廚餘垃圾 Kitchen waste	裝袋後放入垃圾桶，由指定機構每天定時清運。 Bagged and placed into waste bins, and collected and transported on a daily schedule by designated institutions.	
綠化垃圾 Green Waste	經過填埋和堆肥處理後，所得堆肥可提升綠地土壤肥力，實現變廢為寶。 Treated through landfill and composting, the resulting compost improves soil fertility in green areas and turns waste into a useful resource.	



中山遠洋物業服務有限公司
垃圾分類服務能力十星級認證
Ten-star certification for
waste sorting service capability of
Zhongshan Sino-Ocean Property Services Co., Ltd.



北京多個在管項目榮獲
「北京市生活垃圾分類示範社區」榮譽
Multiple managed projects
in Beijing have been awarded the title of
“Beijing Municipal Model Residential Area
for Household Waste Sorting”

TACKLING CLIMATE CHANGE

應對氣候變化

遠洋服務積極應對氣候變化，重點開展氣候風險識別與低碳生活宣導。通過分析運營中可能面臨的氣候相關風險，制定應對措施；同時通過多種方式引導低碳生活，助力減緩氣候變化影響，推動與環境共生的生態家園建設。

遠洋服務積極參與全球氣候治理行動，參照氣候相關財務資訊披露工作組 (TCFD) 及國際可持續準則理事會 (ISSB) 發佈的《國際財務報告可持續披露準則第2號——氣候相關披露》的相關框架與建議，對氣候變化治理、氣候管理策略、氣候風險管理、氣候指標與目標等方面進行系統性披露。

Sino-Ocean Service actively addresses climate change, with a focus on climate risk identification and low-carbon lifestyle advocacy. By analyzing climate-related risks that may arise in operations and developing response measures, while also guiding low-carbon lifestyles through multiple channels, the Company seeks to help mitigate climate change impacts and promote the building of an eco-friendly community that coexists harmoniously with the environment.

Sino-Ocean Service actively participates in global climate governance initiatives. With reference to the Task Force on Climate-related Financial Disclosures (TCFD) and the *IFRS S2 Climate-related Disclosures* issued by the International Sustainability Standards Board (ISSB), the Company makes systematic disclosures regarding climate governance, climate strategy, climate risk management, and climate-related metrics and targets.

氣候變化治理 CLIMATE MANAGEMENT GOVERNANCE

遠洋服務高度重視氣候變化治理工作，將其納入公司整體ESG管理體系，以系統化、制度化的方式推動氣候相關風險的識別與管理，並積極把握低碳轉型中的發展機遇。公司已制定《ESG及應對氣候變化管理辦法》，確立以董事局為最高決策機構、可持續發展工作組為協調核心、各職能部門與子公司具體執行的多層級治理體系，明確各層級權責，確保氣候議題融入決策流程和日常運營。董事局每年參與氣候相關培訓，持續提升氣候治理能力，並將氣候變化相關議題與目標進度納入董事局會議議程，常態化監督公司氣候變化相關工作進展。

Sino-Ocean Service attaches great importance to climate governance and has incorporated it into the Company's overall ESG management system. Through a systematic and institutionalized approach, the Company promotes the identification and management of climate-related risks while actively capturing development opportunities arising from the low-carbon transition. The Company has formulated the *Measures for ESG and Climate Change Management of Sino-Ocean Service Holding Limited*, establishing a multi-level governance structure under which the Board serves as the highest decision-making body, the Sustainability Work Group acts as the coordinating core, and functional departments and subsidiaries are responsible for implementation. Roles and responsibilities at each level are clearly defined to ensure that climate issues are embedded in decision-making processes and day-to-day operations. The Board receives climate-related training each year to continuously strengthen its climate governance capabilities, and regularly incorporates climate-related topics and target progress into Board meeting agendas to oversee the Company's progress on climate issues on an ongoing basis.

層級/機構 Level/Body	主要職責 Primary Responsibilities
董事局 Board	審議批准ESG與氣候戰略、目標及政策；監督整體執行情況；評估重大氣候風險與機遇；批准年度ESG報告。 Reviews and approves ESG and climate strategies, targets and policies; oversees overall implementation; assesses major climate risks and opportunities; and approves the annual ESG report.
可持續發展工作組 Sustainability Work Group	制定氣候行動方案與年度計劃；組織風險識別與評估；協調資料整合與報告編制；監督各部門氣候措施落實。 Formulates climate action plans and annual plans; organizes risk identification and assessment; coordinates data integration and report preparation; and supervises implementation of climate measures by various departments.
各職能部門 Functional Departments	落實氣候相關具體措施；收集本領域氣候績效資料；參與風險識別與應對；配合內外部溝通與培訓。 Implement specific climate-related measures; collect climate performance data in their respective fields; participate in risk identification and response; and support internal and external communication and training.
各子公司 Subsidiaries	承接總部氣候目標，制定本地化實施方案；開展內部培訓與考核；執行綠色運營要求，定期彙報進展。 Take on headquarters climate targets and formulate localized implementation plans; conduct internal training and assessments; implement green operating requirements; and report progress regularly.

氣候管理策略 CLIMATE MANAGEMENT STRATEGY

遠洋服務在開展氣候情景分析過程中，嚴格參照聯交所《氣候資訊披露指引》對情景選擇的規範要求，注重情景的對比性與參數選取的合理性。公司基於業務特徵與風險識別需求，綜合考慮行業屬性、風險類型、時間範圍及地理覆蓋等因素，從IPCC¹、NGFS²等權威機構發佈的公開情景中選取具有代表性的氣候路徑，構建符合企業實際的分析框架。在時間維度上，設定短期、中期與長期三個階段，以系統評估氣候風險與機遇在不同時期的潛在財務影響。公司目前對氣候變化相關風險敞口總體可控，氣候韌性處於行業良好水準。我們將持續關注未來氣候變化趨勢，並適時調整應對措施。

During its climate scenario analysis, Sino-Ocean Service strictly refers to the Stock Exchange's *Climate Disclosure Guidance* regarding scenario selection and pays close attention to comparability and the reasonableness of parameter selection. Based on the Company's business characteristics and risk identification needs, and taking into account industry attributes, risk types, time horizons and geographic coverage, the Company selected representative climate pathways from publicly available scenarios released by authoritative institutions such as the IPCC¹ and NGFS², thereby establishing an analytical framework aligned with the Company's actual circumstances. In terms of time dimension, the Company set short-, medium- and long-term horizons to systematically assess the potential financial impacts of climate-related risks and opportunities over different periods. At present, the Company's overall exposure to climate-related risks remains manageable, and its climate resilience is at a sound level within the industry. We will continue to monitor future climate trends and adjust response measures in a timely manner.

情景設置 Scenario setting	<p>綠色情景/加速轉型情景 (<2°C) : 全球採取強化氣候行動，力爭實現《巴黎協定》溫控目標； 棕色情景/高溫升情景 (>3°C) : 全球氣候政策維持現狀，溫升路徑較高</p> <p>Green / accelerated transition scenario (< 2°C): the world takes stronger climate action and strives to achieve the temperature control goals of the Paris Agreement. Brown / high-temperature-rise scenario (>3°C): global climate policies remain broadly unchanged and the warming pathway is higher.</p>
參考路徑 Reference pathways	<p>IPCC SSP1-2.6與SSP5-8.5； NGFS Net Zero 2050與Current Policies情景</p> <p>IPCC SSP1-2.6 and SSP5-8.5 NGFS Net Zero 2050 and Current Policies</p>
時間範圍 Time horizons	<p>短期：2028年 Short term: 2028 中期：2030年 Medium term: 2030 長期：2050年 Long term: 2050</p>



¹ 政府間氣候變化專門委員會 (Intergovernmental Panel on Climate Change)

² 中央銀行與監管機構綠色金融網路 (Network for Central Banks and Supervisors for Greening the Financial System)

氣候風險管理 CLIMATE RISK MANAGEMENT

遠洋服務主動識別並管理氣候相關風險，系統梳理了遠洋服務所面臨的氣候風險全景圖，涵蓋由颱風、極端降雨等構成的物理風險，以及源自政策、技術、市場與聲譽的轉型風險。通過深入分析各項風險的潛在影響與時間範圍，並規劃具有針對性的應對措施，旨在為遠洋服務提升運營韌性、把握綠色機遇、保障長期穩健發展提供戰略指引。

Sino-Ocean Service proactively identifies and manages climate-related risks, and has systematically mapped its climate risk panorama, covering physical risks such as typhoons and extreme precipitation, as well as transition risks arising from policy, technology, markets and reputation. By analyzing the potential impacts and time horizons of these risks and planning targeted response measures, the Company seeks to enhance operational resilience, capture green opportunities and safeguard sound long-term development.

▼ 遠洋服務氣候風險管理 Sino-Ocean Service Climate Risk Management

風險類型 Risk Types	風險名稱 Risk	時間範圍 Time Horizon	價值鏈環節 Value Chain Link	影響描述 Impact Description	財務影響 Financial Impact	應對措施 Response Measures
物理風險 Acute physical risk	颱風 Typhoon	短、中、長期 Short, medium and long term	採購鏈 Procurement chain 公共區域 Public areas 辦公運營 Office operations 客戶服務 Customer service	<ul style="list-style-type: none"> 供應鏈與物流中斷導致運營受阻: 極端天氣致使關鍵供應商停產、物流網路癱瘓，物資無法按時送達。應急採購成本飆升，導致維修與保養工作因缺料延誤。 園區資產與基礎設施面臨直接破壞: 強風、暴雨可能損毀樹木、設備及建築外立面，並引發積水、滑坡等次生災害。排水系統超負荷運行，使車庫、配電房等關鍵部位面臨水浸風險。 核心設施停擺與員工安全風險上升: 市電中斷、備用供電不足將導致電梯、安防、網路等系統癱瘓。員工通勤風險增加，在崗率不足，致使客服回應、工程調度等基礎服務被迫中斷。 客戶服務壓力激增與長期信任受損: 災後報修需求短期內爆發，客服回應速度下降，導致投訴量上升、滿意度驟跌，損害品牌聲譽。 <p>• Supply Chain and Logistics Disruptions Leading to Operational Halt: Extreme weather causes key suppliers to halt production and logistics networks to collapse, preventing timely delivery of materials. Emergency procurement costs surge, resulting in delays in maintenance and repairs due to material shortages.</p> <p>• Direct Damage to Campus Assets and Infrastructure: Strong winds and heavy rains may damage trees, equipment, and building facades, triggering secondary disasters such as flooding and landslides. Overloaded drainage systems pose flooding risks to key areas like garages and electrical equipment rooms.</p> <p>• Core Facility Shutdowns and Increased Employee Safety Risks: Power grid failures and insufficient backup power cause paralysis of elevators, security systems, and network infrastructure. Commuting risks for employees rise, leading to staffing shortages and disruptions in essential services such as customer support and engineering dispatch.</p> <p>• Surge in Customer Service Pressure and Long-Term Trust Damage: Post-disaster repair demands spike in the short term, while slowed customer response times lead to increased complaints and plummeting satisfaction, harming brand reputation.</p>	<p>直接資產損失 (如樹木、設施維修) 和應急支出有相當部分可通過財產險和公眾責任險覆蓋。主要財務風險在於保險免賠額、業務中斷期間的收入影響、超額應急成本以及潛在的客戶索賠與商譽損失，整體影響在可承受範圍內但需嚴控。</p> <p>A significant portion of direct asset losses (e.g., tree damage, facility repairs) and emergency expenditures can be covered by property insurance and public liability insurance. The main financial risks lie in insurance deductibles, revenue impacts during business interruptions, additional emergency costs, and potential customer claims and reputational damage. While the overall impact remains within manageable limits, strict controls are required.</p>	<ol style="list-style-type: none"> 強化應急物資儲備與供應鏈協同: 在颱風季前，遠洋服務會系統儲備防汛沙袋、排水泵、應急發電機等關鍵物資，確保極端天氣下物資供應及時。 實施設施分級巡檢與快速恢復機制: 颱風來臨前，工程團隊重點排查排水系統、加固喬木及高空設施；災後立即啟動搶修預案，優先恢復主幹道通行、配電房與電梯運行，從而縮短服務中斷時間。 啟動彈性值守與員工安全保障方案: 針對颱風天氣，遠洋服務安排工程、客服等關鍵崗位人員值守，並提供安全防護支援；同時靈活採用遠端辦公、輪班制等方式，在保障員工安全的前提下維持核心服務不間斷。 開展主動客戶溝通與專項關懷服務: 通過多管道即時推送颱風動態與防範指引，災後快速回應報修需求，並對獨居老人、困難家庭等高风险群體提供上門援助。 優化災後理賠與保險協同流程: 災後迅速協助業主登記財產損失，並依據保險合同啟動公共區域資產損壞、額外應急支出的快速理賠程式，減輕突發財務壓力。 <p>1. Strengthen Emergency Supplies Reserve and Supply Chain Collaboration: Before the typhoon season, Sino-Ocean Service systematically stockpiles key supplies such as flood prevention sandbags, drainage pumps, and emergency generators to ensure timely material availability during extreme weather.</p> <p>2. Implement Tiered Facility Inspections and Rapid Recovery Mechanisms: Prior to typhoon landfall, engineering staff conduct focused inspections of drainage systems and reinforce trees and elevated facilities. Post-disaster, emergency repair plans will be activated immediately to prioritize the restoration of main road access, electrical rooms, and elevator operation, thereby minimizing service disruption time.</p> <p>3. Initiate Flexible Duty Arrangements and Employee Safety Assurance Plans: During typhoon conditions, Sino-Ocean Service arranges duty shifts for critical roles such as engineering and customer service personnel, providing necessary safety support. Flexible work modes, such as remote work and shift rotations, will be adopted to maintain core services while ensuring employee safety.</p> <p>4. Conduct Proactive Customer Communication and Special Care Services: Real-time typhoon updates and prevention guidelines will be disseminated through multiple channels. Post-disaster repair requests will be addressed promptly, with door-to-door assistance provided to high-risk groups such as elderly individuals living alone and families in need.</p> <p>5. Optimize Post-Disaster Claims and Insurance Collaboration Processes: After a typhoon, rapid assistance will be provided to property owners for registering asset losses. Claims for public area asset damage and additional emergency expenses will be expedited in accordance with insurance contracts to alleviate sudden financial pressure.</p>
	極端強降雨 Extreme heavy rainfall	短、中、長期 Short, medium and long term	採購鏈 Procurement chain 公共區域 Public areas 辦公運營 Office operations 客戶服務 Customer service	<ul style="list-style-type: none"> 供應鏈與物流中斷: 特大暴雨可能導致城市交通網絡癱瘓，外部物資運輸受阻，同時供應商倉庫可能因水浸造成庫存損失，導致物資供應短缺。專業應急物資在區域範圍內可能出現供應緊張與市場價格波動。 園區設施與結構損壞: 暫態強降雨超過排水系統設計標準，可能引發園區關鍵區域積水，對人員與車輛通行造成影響。積水存在倒灌地下空間的風險，可能對停放車輛、配電、消防等關鍵設備造成損害，並可能導致地基地土壤流失等長期結構隱患。 項目運營中斷: 水浸可能導致地下配電室設備損壞，致使園區供電系統面臨長期修復週期。同時，外部交通中斷及內部搶險壓力，可能導致員工到崗率不足。 客戶財產損失與基本生活影響: 地下車庫車輛被淹可能導致較高金額的財產損失，相關理賠流程可能涉及多方協調。此外，供電、供水及電梯等基礎服務中斷，可能對業主日常生活造成影響。 企業運營與法律風險: 極端天氣事件可能暴露應急管理中的不足，若應對不力，可能引發投訴、法律糾紛及物業費收繳困難。 <p>• Supply Chain and Logistics Disruption: Torrential rainfall may paralyze urban transportation networks, obstructing the delivery of external supplies. Concurrently, supplier warehouses may suffer inventory losses due to flooding, leading to material shortages. Specialized emergency supplies may face regional supply constraints and market price volatility.</p> <p>• Damage to Campus Facilities and Structures: Short-duration intense rainfall exceeding the drainage system's design capacity may cause flooding in key areas of the campus, impacting pedestrian and vehicle access. There is a risk of water backflow into underground spaces, potentially damaging critical equipment such as parked vehicles, electrical distribution, and firefighting systems, and possibly causing long-term structural hazards like soil erosion of foundations.</p> <p>• Project Operations Disruption: Flooding may damage equipment in underground electrical rooms, resulting in extended restoration periods for the campus power supply system. Additionally, external traffic interruptions and internal emergency response pressures may lead to insufficient employee attendance.</p> <p>• Customer Property Loss and Impact on Basic Living Conditions: Submerged vehicles in underground garages may incur significant financial losses, with related claims processes potentially involving multi-party coordination. Moreover, interruptions to essential services such as power, water supply, and elevators may disrupt residents' daily lives.</p> <p>• Business Operations and Legal Risks: Extreme weather events may expose deficiencies in emergency management. Inadequate responses could trigger complaints, legal disputes, and challenges in collecting property management fees.</p>	<p>直接經濟損失巨大 (如昂貴設備更換)，且往往超出保險免賠額，並可能面臨保險拒賠或續保保費大幅上漲的風險。此外，業務中斷損失、品牌價值貶損及後續為提升標準而進行的大規模工程改造，可能構成長期的沉重財務負擔。</p> <p>Direct economic losses can be significant, such as the replacement of expensive equipment, and often exceed insurance deductibles. There is also a risk of claim denials or substantial premium increases upon renewal. Additionally, losses from business interruptions, brand value depreciation, and the large-scale engineering upgrades required to enhance standards may impose a prolonged and heavy financial burden.</p>	<ol style="list-style-type: none"> 供應鏈保障與應急資源統籌: 針對特大暴雨可能引發的供應鏈中斷，遠洋服務建立了分級物資儲備體系，在重點區域提前儲備專業應急設備。同時建立區域物資調配機制，確保在突發情況下能夠快速獲取關鍵物資。 基礎設施防護與快速回應機制: 在公共區域管理方面，遠洋服務實施“事前排查+事中監控+事後修復”的全流程管控。雨季前全面檢查排水系統，對地下空間等重點部位進行防水加固；強降雨期間啟動24小時巡查，及時處置積水險情；災後立即開展設備檢修和設施恢復，最大限度降低停運時間。 業務連續性保障與員工安全管理: 制定應急預案，明確回應措施，並通過安排關鍵崗位駐守、啟用備用辦公場所等方式保障服務連續性，同時為員工提供完善的防護裝備和通動保障，確保人員安全與服務供給兩不誤。 客戶服務優化與風險防範: 遠洋服務建立全流程服務體系。通過多管道及時發佈預警資訊，災後快速開展損失登記和理賠協助，特別關注老年業主等特殊群體的需求。同時完善應急預案文檔管理，防範潛在法律風險。 災後恢復與長效提升機制: 災後及時啟動損失評估和保險理賠程式，並針對暴露出的薄弱環節開展系統性改進。通過增設防水設施、升級排水系統等措施提升項目防災標準，將應急經驗轉化為長效管理機制。 <p>1. Supply Chain Assurance and Emergency Resource Coordination: In response to supply chain disruptions that may arise from torrential rainstorms, Sino-Ocean Service has established a tiered material reserve system, pre-stocking specialized emergency equipment in key areas. A regional material allocation mechanism has also been set up to ensure rapid access to critical supplies during emergencies.</p> <p>2. Infrastructure Protection and Rapid Response Mechanism: In public area management, Sino-Ocean Service implements a full-process control system of “pre-incident inspection + in-process monitoring + post-incident restoration” . Before the rainy season, drainage systems are thoroughly inspected, and waterproofing reinforcements are applied to key areas such as underground spaces. During heavy rainfall, 24-hour patrols are activated to address flooding risks promptly. Post-disaster, equipment repairs and facility recovery are carried out immediately to minimize downtime.</p> <p>3. Business Continuity Assurance and Employee Safety Management: Emergency response plans are developed with clear measures, ensuring service continuity through arrangements such as on-duty key personnel and activation of backup office locations. Employees are provided with comprehensive protective gear and commuting support, balancing personnel safety with uninterrupted service delivery.</p> <p>4. Customer Service Optimization and Risk Mitigation: Sino-Ocean Service has established an end-to-end service system. Early warning information is disseminated through multiple channels, and post-disaster loss registration and claims assistance are expedited. Special attention is given to the needs of vulnerable groups, such as elderly residents. Emergency plan documentation is also refined to mitigate potential legal risks.</p> <p>5. Post-Disaster Recovery and Long-Term Enhancement Mechanism: After a disaster, loss assessment and insurance claims procedures are promptly initiated. Systemic improvements are implemented to address identified vulnerabilities, such as adding waterproofing facilities and upgrading drainage systems to enhance project disaster resilience. Emergency response experiences are integrated into long-term management mechanisms.</p>

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氣候風險 Acute physical risk	極端酷熱 Extreme heat	短、中、長期 Short, medium and long term	採購鏈 Procurement chain 公共區域 Public areas 辦公運營 Office operations 客戶服務 Customer service	<ul style="list-style-type: none"> 供應鏈與服務時效受影響:極端高溫天氣可能導致物流配送與戶外作業效率下降,影響物資準時送達。空調、配電等設備高負荷運行故障率上升,但外部維修響應可能延遲,設備停機時間延長。此外,一線員工防署物資的非計劃性採購將增加運營成本。 設施老化加速與運行風險增加:戶外塑膠、器械等在高溫暴曬下易老化變形,存在安全隱患。供電線路與變壓器持續高溫運行有過熱風險。景觀植被可能因高溫乾旱面積枯萎,補水成本上升。 能源成本上升與設備可靠性下降:為維持室內溫度,空調系統需長時間高負荷運轉,導致用電量大幅超出預算。製冷主機等關鍵設備在極限工況下故障風險可能提高。 客戶服務壓力與員工職業健康風險:室內溫度不達標、公共區域悶熱、綠植枯死等問題可能導致客戶投訴增多。一線戶外作業員工面臨中暑等健康風險,企業需依法支付高溫津貼並承擔相應職業健康管理責任。 長期運營壓力:持續高溫可能推動客戶對空調系統節能改造的需求,涉及潛在的大額資本支出。 <p> Supply Chain and Service Timeliness Affected: Extreme high temperatures may reduce logistics efficiency and outdoor work performance, impacting the timely delivery of supplies. Equipment such as air conditioning and power distribution systems may experience higher failure rates under heavy loads, while external maintenance responses could be delayed, leading to prolonged equipment downtime. Additionally, unplanned procurement of heatstroke prevention supplies for frontline staff will increase operational costs. </p> <p> Accelerated Facility Aging and Increased Operational Risks: Outdoor plastics and equipment are prone to aging and deformation under intense sun exposure, posing safety hazards. Power lines and transformers face overheating risks during continuous high-temperature operation. Landscape vegetation may suffer widespread withering due to heat and drought, raising irrigation costs. </p> <p> Rising Energy Costs and Declining Equipment Reliability: To maintain indoor temperatures, air conditioning systems must operate at high loads for extended periods, leading to electricity consumption significantly exceeding budgets. Critical equipment such as refrigeration units may face increased failure risks under extreme operating conditions. </p> <p> Customer Service Pressure and Employee Occupational Health Risks: Issues such as indoor temperatures falling below standards, stuffy public areas, and withered plants may lead to a rise in customer complaints. Frontline outdoor workers face health risks like heatstroke, requiring employers to legally provide high-temperature allowances and assume corresponding occupational health management responsibilities. </p> <p> Long-Term Operational Pressure: Sustained high temperatures may drive customer demand for energy-saving upgrades to air conditioning systems, involving potential significant capital expenditures. </p>	<p>能源費用是物業項目的主要成本項,極端高溫導致的電費超支是剛性支出,直接沖減利潤。同時,設備維修、綠化補種、員工高溫津貼等成本也同步增加,對項目的年度預算和利潤率構成顯著壓力。</p> <p>Energy costs constitute a major expense item in property management projects. Excess electricity consumption driven by extreme high temperatures represents a rigid expenditure that directly reduces profits. Additionally, costs for equipment maintenance, greenery replanting, and employee high-temperature allowances also increase concurrently, imposing significant pressure on the project's annual budget and profit margins.</p>	<ol style="list-style-type: none"> 供應鏈優化與資源保障:建立了季節性物資儲備機制,提前採購防署降溫物資和維護備件。同時與供應商保持溝通,確保空調、配電等關鍵設備故障時能獲得優先維修服務。 設施防護與智能監控:在公共區域管理方面,遠洋服務加強對戶外設施的防曬保護,對塑膠場地、健身器材等採取遮陽措施。建立供電設備溫度監控系統,即時監測變壓器、線路運行狀態。 能源管理與設備維護:為應對能源成本上升,遠洋服務實施空調系統優化運行策略,通過分時分區控制、溫度設定優化等措施降低能耗。建立設備預防性維護計劃,在高溫季節前完成製冷主機等關鍵設備的全面檢修,確保系統可靠運行。 員工關懷與客戶服務:高度重視員工職業健康,合理安排戶外作業時間,配備必要的防署用品,確保高溫津貼發放到位。 <p> 1. Supply Chain Optimization and Resource Assurance: A seasonal material reserve mechanism has been established, with advance procurement of heatstroke prevention supplies and maintenance spare parts. Simultaneously, ongoing communication with suppliers ensures priority repair services for critical equipment such as air conditioning and power distribution systems in the event of failures. </p> <p> 2. Facility Protection and Intelligent Monitoring: In public area management, Sino-Ocean Service has enhanced sun protection measures for outdoor facilities, implementing shading solutions for plastic surfaces, fitness equipment, and other vulnerable areas. A temperature monitoring system for power supply equipment has been established to enable real-time tracking of transformer and line operating conditions. </p> <p> 3. Energy Management and Equipment Maintenance: To address rising energy costs, Sino-Ocean Service has implemented optimized operational strategies for air conditioning systems, including time- and zone-based controls and temperature setting adjustments to reduce energy consumption. A preventive equipment maintenance plan has been developed, with comprehensive inspections of critical equipment such as refrigeration units completed before the high-temperature season to ensure system reliability. </p> <p> 4. Employee Care and Customer Service: Significant emphasis is placed on employee occupational health. Outdoor work schedules are reasonably arranged, necessary heatstroke prevention supplies are provided, and high-temperature allowances are distributed in full compliance with regulations. </p>
	極端酷寒 Extreme cold	短期 Short	採購鏈 Procurement chain 公共區域 Public areas 辦公運營 Office operations 客戶服務 Customer service	<ul style="list-style-type: none"> 供應鏈與物流面臨低溫挑戰:嚴寒天氣可能影響供應商的生產效率,並導致依賴公路運輸的工程物資與設備配件因冰雪天氣而延遲交付。同時,防凍保溫類應急物資需求在短期內激增,可能出現供應短缺與價格上漲。 公共設施與景觀存在凍損風險:室外管道、消防設施等在保溫不足時易發生凍裂,導致漏水、停水及地面結冰等安全隱患。鋪裝地磚、景觀構築物等也可能因內部積水結冰膨脹或材料低溫脆化而出現損壞。 能源成本增加與設備運行風險上升:為保障供暖溫度,鍋爐等設備需持續高負荷運行,導致能源消耗與成本大幅超出預算。同時,供暖、新風等設備在極端低溫下存在凍裂風險,車庫等區域也可能因低溫影響設備與車輛的正常運行。 客戶服務壓力顯著加大:供暖溫度不達標可能引發集中投訴,冰雪路面增加了老人、兒童等高危人群的安全管理責任。此外,管道凍裂等緊急報修在寒潮期間會集中爆發,對工程人員的回應速度與處理能力提出更高要求。 <p> Supply Chain and Logistics Face Cold Weather Challenges: Severe cold may impact suppliers' production efficiency and delay the delivery of engineering materials and equipment parts reliant on road transportation due to snow and ice conditions. Meanwhile, demand for antifreeze and insulation-related emergency supplies may surge in the short term, potentially leading to supply shortages and price increases. </p> <p> Risk of Freeze Damage to Public Facilities and Landscaping: Outdoor pipelines, firefighting equipment, and other facilities are prone to freezing and cracking if insulation is inadequate, posing safety hazards such as water leakage, interrupted supply, and icy surfaces. Paving tiles, landscape structures, and similar installations may also suffer damage due to internal water expansion from freezing or material embrittlement in low temperatures. </p> <p> Rising Energy Costs and Increased Equipment Operational Risks: To maintain heating temperatures, equipment such as boilers must operate continuously under high loads, leading to a significant increase in energy consumption and costs beyond budget. Additionally, heating, ventilation, and other systems face risks of freezing and cracking in extreme cold, while low temperatures in areas like garages may hinder the normal operation of equipment and vehicles. </p> <p> Increased Pressure on Customer Service: Failure to meet heating temperature standards may trigger a concentration of complaints, and icy roads increase safety management responsibilities for vulnerable groups such as the elderly and children. Moreover, urgent repairs for issues like frozen pipes tend to surge during cold waves, demanding faster response times and enhanced handling capabilities from engineering personnel. </p>	<p>可能產生季節性成本超支(能源費、維修材料費、除雪外包費)和潛在的設備更換費用。雖然單次寒潮可能導致顯著的成本波動,但因其具有季節性和一定的可預見性,通常可通過預算準備金和保險(如公眾責任險)進行一定程度的對沖與管理,整體風險在可控範圍內。</p> <p>Seasonal cost overruns may arise, including energy expenses, maintenance material costs, snow removal outsourcing fees, and potential equipment replacement expenditures. While a single cold wave could lead to significant cost fluctuations, its seasonal nature and relative predictability generally allow for partial mitigation and management through budget reserves and insurance (such as public liability insurance). Overall, the associated risks remain within manageable limits.</p>	<ol style="list-style-type: none"> 全面排查與預防性維護:在寒潮來臨前,公司對設施進行全面排查,包括重點檢查室外供水管道、消防設施、屋頂設備等易凍損部位,並為其加裝或加厚保溫棉、保溫罩等防護措施。同時,對供暖、供電系統進行預防性維護,確保鍋爐、空調等設備在低溫下能穩定運行。提前在車庫出入口、主要通道鋪設防滑墊、草墊,並設置安全警示標識,能有效預防滑倒摔傷事故。 強化物資儲備與供應鏈韌性:為應對供應鏈中斷和物資需求激增,公司建立禦寒防凍物資儲備體系。提前備足融雪劑、鐵鍬、防滑鏈等應急物資。 優化人員安排與客戶服務:啟動應急值班制度,安排工程、客服等關鍵崗位人員24小時值守,確保資訊暢通、指令暢達,故障能第一時間得到回應。在客戶服務方面,應主動通過多種管道向用戶發佈低溫預警、防凍保暖提示和安全出行指引。針對老年人、行動不便者等特殊群體,可提供上門充值、上門辦理等暖心服務。對於供暖溫度不達標、管道凍裂等高頻報修,建立快速回應流程,及時安撫使用者情緒。 提升應急回應與科技賦能:制定詳細的極端低溫應急預案,並組織演練,確保各部門熟悉流程,能夠快速啟動「機械為主、人工為輔」的除雪除冰作業。此外,公司即時監測重點區域設備和管道運行狀態,實現風險早期預警。 持續溝通與協同保障:公司內部建立暢通的資訊溝通機制,確保各部門資訊同步。外部與氣象、市政、社區等部門保持緊密聯繫,形成防範應對合力。 <p> 1. Comprehensive Inspection and Preventive Maintenance: Before cold waves arrive, the Company conducts thorough inspections of facilities, with a focus on outdoor water supply pipelines, firefighting equipment, rooftop installations, and other areas prone to freeze damage. Insulation materials such as thermal cotton and protective covers are added or reinforced. Heating and power supply systems undergo preventive maintenance to ensure stable operation of boilers, air conditioning units, and other equipment in low temperatures. Anti-slip mats and straw pads are laid in advance at garage entrances and main walkways, accompanied by safety warning signs, to effectively prevent slip and fall accidents. </p> <p> 2. Strengthened Material Reserves and Supply Chain Resilience: To address supply chain disruptions and surges in material demand, the Company establishes a cold-proof and anti-freeze material reserve system. Emergency supplies such as de-icing agents, shovels, and tire chains are stocked in advance. </p> <p> 3. Optimized Staffing and Customer Service: An emergency duty system is activated, with 24-hour shifts arranged for critical positions such as engineering and customer service, ensuring smooth information flow, clear directives, and prompt response to malfunctions. In customer service, proactive notifications are issued through multiple channels, including low-temperature alerts, anti-freeze reminders, and safe travel guidance. For special groups such as the elderly and individuals with mobility challenges, heartwarming services like on-site utility top-ups and assistance with procedures are provided. For high-frequency service requests such as inadequate heating temperatures or frozen pipes, a rapid response process is established to promptly address and reassure users. </p> <p> 4. Enhanced Emergency Response and Technological Support: Detailed emergency plans for extreme low temperatures are developed and rehearsed to ensure all departments are familiar with procedures and can quickly initiate "machine-led, human-assisted" snow and ice removal operations. Additionally, the Company monitors the operational status of critical equipment and pipelines in real-time, enabling early risk warnings. </p> <p> 5. Continuous Communication and Collaborative Assurance: The Company established efficient internal communication mechanisms to ensure information synchronization across departments. Externally, close coordination is maintained with meteorological, municipal, and community departments to form a joint force for prevention and response. </p>

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慢性風險 Chronic physical risk	平均氣溫持續上升 Rising average temperatures	長期 Long term	採購鏈 Procurement chain 公共區域 Public areas 辦公運營 Office operations 客戶服務 Customer service	<ul style="list-style-type: none"> 運營成本面臨結構性上漲:長期來看,製冷需求的增加將導致空調、照明等設備更換頻率加快,採購傾向於高能效產品,將提高前期採購成本。同時,能源供應緊張可能常態化,需考慮投資備用發電設備,增加相關資本與運營支出。 公共環境與綠化系統需適應性改造:現有部分景觀植物可能因高溫加速退化,需系統性更新為耐旱物種或引入智慧灌溉系統,帶來高額改造與養護成本。戶外活動空間在高溫時段可用性下降,可能影響業主對社區環境的評價。 能源成本上升與設備可靠性挑戰加劇:製冷季延長將導致空調系統執行時間顯著增加,推動能源成本結構性上漲。製冷設備在長期高負荷運行下老化加速,故障風險提高,未來可能面臨容量不足或需提前更換的壓力。 客戶服務標準與健康管理要求提高:業主對室內及公共區域溫度的舒適度要求將提升,相關投訴可能增多。防暑假溫與戶外高風險人群(如老人、兒童)的健康管理成為常態化服務重點。 資產運營與市場競爭力面臨潛在影響:建築能耗水準、熱舒適性及綠化適應性等指標,將影響高端客戶對物業品質的評估。 <p> <ul style="list-style-type: none"> Operational Costs Face Structural Increases: In the long term, rising demand for cooling will accelerate the replacement frequency of equipment such as air conditioning and lighting systems. A procurement preference for high-efficiency products will raise upfront purchasing costs. At the same time, energy supply constraints may become the new norm, necessitating investment in backup power generation equipment, which will increase both capital and operational expenditures. Adaptive Modifications Required for Public Environments and Greening Systems: Some existing landscape plants may deteriorate more rapidly due to high temperatures, requiring systematic replacement with drought-resistant species or the introduction of smart irrigation systems. This will entail high transformation and maintenance costs. The usability of outdoor activity spaces may decline during high-temperature periods, potentially impacting residents' evaluations of the community environment. Rising Energy Costs and Intensified Challenges to Equipment Reliability: The extended cooling season will significantly increase the operational hours of air conditioning systems, driving a structural rise in energy costs. Cooling equipment, subjected to long-term high-load operation, will age more quickly, increasing the risk of malfunctions. This may lead to future pressures such as insufficient capacity or the need for premature replacement. Elevated Customer Service Standards and Health Management Requirements: Residents' expectations for comfortable temperatures in indoor and public areas will increase, potentially leading to a higher number of related complaints. Heat prevention and cooling measures, as well as health management for high-risk outdoor groups (such as the elderly and children), will become regular service priorities. Potential Impact on Asset Operations and Market Competitiveness: Indicators such as building energy consumption levels, thermal comfort, and greening adaptability will influence high-end clients' assessments of property quality. </p>	<p>能源成本的永久性上漲將直接衝擊利潤率;為應對高溫而必須進行的設備升級、綠化改造產生額外的資本性支出;而因競爭力下降導致的資產貶值或客戶流失也會帶來一定財務損失。</p> <p>The permanent increase in energy costs will directly impact profit margins. The necessary equipment upgrades and green retrofitting in response to high temperatures will incur additional capital expenditures. Moreover, asset depreciation or customer loss resulting from declining competitiveness will also lead to certain financial losses.</p>	<p>1. 實施綠色採購與設備升級計劃:在採購環節,遠洋服務將優先選擇高能效的空調、照明等設備,通過建立綠色採購標準引導供應鏈轉型。同時,系統性地將園區不耐高溫的景觀植物更換為耐旱物種,並引入智慧灌溉系統,有效降低水資源消耗和長期養護成本。</p> <p>1. Implement Green Procurement and Equipment Upgrade Plans: During the procurement process, Sino-Ocean Service prioritizes high-efficiency equipment such as air conditioning and lighting systems, guiding supply chain transformation by establishing green procurement standards. Simultaneously, the Company will systematically replace heat-sensitive landscape plants in the park with drought-tolerant native species and introduce intelligent irrigation systems, effectively reducing water consumption and long-term maintenance costs.</p>
	降雨模式變化趨勢 Changing rainfall patterns and drought	中長期 Medium and long term	採購鏈 Procurement chain 公共區域 Public areas 辦公運營 Office operations 客戶服務 Customer service	<ul style="list-style-type: none"> 供水穩定性與運營成本面臨挑戰:長期乾旱可能導致市政水壓下降或分時段供水,迫使項目高價採購外部水源,顯著增加用水成本。綠化採購策略將轉向耐旱植物和高效節水灌溉系統,採購結構與成本將發生長期變化。 社區綠化與水景功能可能受損:乾旱及用水限制將導致傳統草坪、灌木與淺根系植物大面積枯死,社區景觀品質下降。人工湖、噴泉等水景設施可能因無法補水而乾涸失效,裸露池底還可能帶來衛生與環境問題。 設備運行與維護壓力加大:中央空調冷卻塔等在乾旱期間補水受限,可能導致運行效率降低、能耗上升,並加劇設備結垢與腐蝕,增加系統故障率與維護成本。依賴中水或雨水的節水系統可能在乾旱期間功能失效。 客戶生活品質與社區管理壓力上升:市政限水將直接影響業主日常生活,如澆灌、洗車等,如解釋與引導不足易引發集中投訴。 社區長期價值與韌性面臨考驗:持續乾旱下社區景觀凋敝、用水管理不力,會影響項目的宜居性和品牌形象。能否向節水型、氣候適應性社區轉型,將成為影響其長期資產價值和市場競爭力的重要因素。 <p> <ul style="list-style-type: none"> Water Supply Stability and Operational Costs Face Challenges: Prolonged drought may lead to reduced municipal water pressure or scheduled water supply, forcing projects to procure external water sources at high costs, significantly increasing water usage expenses. Greenery procurement strategies will shift toward drought-tolerant plants and high-efficiency water-saving irrigation systems, resulting in long-term changes in procurement structures and costs. Community Greenery and Water Features May Be Impaired: Drought and water usage restrictions may cause large-scale withering of traditional lawns, shrubs, and shallow-rooted plants, degrading the quality of community landscapes. Artificial lakes, fountains, and other water features may dry up and become non-functional due to insufficient water replenishment, with exposed pool bottoms potentially causing hygiene and environmental issues. Increased Pressure on Equipment Operation and Maintenance: Equipment such as central air conditioning cooling towers may face limited water replenishment during droughts, potentially reducing operational efficiency, increasing energy consumption, and accelerating scale buildup and corrosion, thereby raising system failure rates and maintenance costs. Water-saving systems relying on reclaimed or rainwater may become non-functional during droughts. Rising Pressure on Residents' Quality of Life and Community Management: Municipal water restrictions will directly affect residents' daily activities, such as watering plants and car washing. Inadequate communication and guidance may lead to a surge in complaints. Long-Term Community Value and Resilience Are Tested: Under sustained drought conditions, deteriorating community landscapes and ineffective water management may impact the livability and brand image of the project. The ability to transition to a water-saving, climate-resilient community will become a critical factor influencing its long-term asset value and market competitiveness. </p>	<p>直接的財務損失(如購買少量應急用水)相對有限,水費本身在物業運營成本中佔比較小。其主要影響是非財務的品質、聲譽和適應性挑戰。巨額成本在於長期的、戰略性的「轉型投資」,如景觀改造、節水系統升級,這通常被視為資本性支出或戰略性投入。</p> <p>Direct financial losses, such as the purchase of small amounts of emergency water, are relatively limited, and water costs themselves account for a small proportion of property management operational expenses. The primary impacts are non-financial challenges related to quality, reputation, and adaptability. The substantial costs lie in long-term, strategic "transformation investments", such as landscape renovation and water-saving system upgrades, which are typically categorized as capital expenditures or strategic investments.</p>	<p>1. 構建智慧水資源管理體系:遠洋服務通過定期追蹤各項目用水資料,識別高耗水環節。同時推廣智慧灌溉系統,根據環境變化自動調整澆灌方案,有效降低景觀養護用水量。</p> <p>2. 建立客戶溝通與節水引導機制:通過多種管道向業主及時傳達旱情影響和節水政策,組織社區節水宣傳活動,推廣節水器具使用。</p> <p>3. 完善應急供水與長期韌性規劃:遠洋服務建立應急供水保障體系,確保極端情況下基本生活用水。同時將氣候適應性納入項目改造標準,通過雨水收集、中水回用等措施,減少對市政供水的依賴。</p> <p>1. Establishing a Smart Water Resource Management System: Through regular monitoring of water usage data across projects, Sino-Ocean Service identifies high-consumption areas. Simultaneously, smart irrigation systems are promoted, automatically adjusting watering schedules based on environmental changes to effectively reduce water consumption for landscape maintenance.</p> <p>2. Developing a Customer Communication and Water Conservation Guidance Mechanism: Timely communication on drought impacts and water conservation policies is disseminated to property owners through multiple channels. Community water conservation campaigns are organized to promote the use of water-saving appliances.</p> <p>3. Enhancing Emergency Water Supply and Long-Term Resilience Planning: Sino-Ocean Service has established an emergency water supply system to ensure basic living water availability in extreme conditions. Climate resilience is integrated into project renovation standards, with measures such as rainwater harvesting and reclaimed water reuse implemented to reduce dependency on municipal water supply.</p>

風險類型 Risk Types	風險名稱 Risk	時間範圍 Time Horizon	價值鏈環節 Value Chain Link	影響描述 Impact Description	財務影響 Financial Impact	應對措施 Response Measures
政策和法律風險 Policy and legal risk	低碳轉型壓力 Pressure from the low-carbon transition	中、長期 Medium and long term	採購鏈 Procurement chain 公共區域 Public areas 辦公運營 Office operations 客戶服務 Customer service	<ul style="list-style-type: none"> 供應鏈面臨成本與合規挑戰: 政策推動對綠色認證材料的採購需求, 可能導致供應商轉換成本增加。低碳設備採購價格通常高於常規產品, 將提高項目初始投入。同時, 供應鏈碳資料追溯的系統開發與維護也將增加運營開支。 設備能效與排放管控要求加強: 電梯、空調等高耗能設備需按能效標準加速升級或更換, 帶來資本支出壓力。公共區域能耗需按標準監測並報送, 若建築被納入碳市場管控, 還將增加履約成本。 運營車輛電動化轉型帶來資本壓力: 作業車輛向新能源轉型加快, 燃油車可能面臨使用限制, 車輛替換與充電基礎設施建設將顯著增加項目改造成本。 企業碳管理合規成本增加: 在碳排放雙控政策下, 企業需定期開展碳核算、報送與核查, 相應增加了資料管理及協力廠商鑒證費用。辦公室能耗強度約束趨嚴, 需通過智慧化改造實現節能。 客戶對綠色運營需求提升: 租戶與業主對綠色租賃、節能服務的關注度上升, 若項目無法提供相應方案或激勵, 可能影響招商進展、續約率及客戶滿意度。 Supply Chain Faces Cost and Compliance Challenges: Policy-driven demand for green-certified materials may increase supplier switching costs. Low-carbon equipment typically carries higher purchase prices than conventional products, raising initial project investments. Additionally, the development and maintenance of systems for tracking supply chain carbon data will elevate operational expenses. Strengthened Requirements for Equipment Energy Efficiency and Emission Control: Energy-intensive equipment such as elevators and air conditioning systems must be upgraded or replaced according to energy efficiency standards, creating capital expenditure pressures. Public area energy consumption must be monitored and reported as per regulations, and if the building is incorporated into carbon market controls, compliance costs will further increase. Operational Vehicle Electrification Transition Imposes Capital Pressure: The shift of operational vehicles toward new energy sources is accelerating, potentially leading to usage restrictions on fuel-powered vehicles. Vehicle replacements and the construction of charging infrastructure will significantly raise project renovation costs. Rising Corporate Carbon Management Compliance Costs: Under the dual-control policy for carbon emissions, enterprises are required to regularly conduct carbon accounting, reporting, and verification, thereby increasing data management and third-party certification expenses. Office energy intensity constraints are becoming stricter, necessitating energy-saving measures through intelligent upgrades. Growing Customer Demand for Green Operations: Tenants and property owners are paying increasing attention to green leasing and energy-saving services. Failure to provide corresponding solutions or incentives may impact investment attraction, lease renewal rates, and customer satisfaction. 	<p>在國家「雙碳」戰略與建築節能降碳政策推動下, 遠洋服務的運營面臨系統性成本上升。採購端需承擔綠色認證材料溢價與碳足跡追溯系統建設成本; 公共區域需持續投入資金用於高耗能設備節能改造、能效監測系統部署及運營車輛電動化轉型; 服務端需為租戶提供碳排放資料管理及節能方案, 增加能力建設開支。上述採購、資本性及服務提升方面的投入, 將對項目利潤率形成持續結構性壓力。</p> <p>Under the national “Dual Carbon” strategy and building energy-saving and carbon reduction policies, Sino-Ocean Service’s operations face systematic cost increases. On the procurement front, the Company bears the premium for green-certified materials and the costs of building carbon footprint traceability systems. In public areas, continuous investment is required for energy-saving retrofits of high-consumption equipment, deployment of energy efficiency monitoring systems, and the transition of operational vehicles to electrification. On the service front, providing tenants with carbon emission data management and energy-saving solutions adds to capacity-building expenditures. Investments in procurement, capital items, and service enhancements will exert sustained structural pressure on project profit margins.</p>	<ol style="list-style-type: none"> 構建綠色供應鏈與智慧採購體系: 遠洋服務通過建立綠色採購標準, 優先選擇具備環保認證的設備和材料, 推動供應商共同參與低碳轉型。 實施能效提升與數位化碳管理: 針對高耗能設備, 遠洋服務推行系統性節能改造, 例如通過電梯能量回饋、空調智慧控制等技術降低能耗。 <ol style="list-style-type: none"> Establish a Green Supply Chain and Smart Procurement System: Sino-Ocean Service develops green procurement standards to prioritize the selection of environmentally certified equipment and materials, driving suppliers to jointly participate in the low-carbon transition. Implement Energy Efficiency Improvement and Digital Carbon Management: For high-energy-consumption equipment, Sino-Ocean Service promotes systematic energy-saving upgrades, such as utilizing elevator energy regeneration and air conditioning intelligent control technologies to reduce energy consumption.
	資訊披露及報告要求 Information disclosure and reporting requirements	短、中、長期 Short, medium and long term	採購鏈 Procurement chain 公共區域 Public areas 辦公運營 Office operations 客戶服務 Customer service	<ul style="list-style-type: none"> 供應鏈碳管理合規成本增加: 為滿足供應商環境表現與產品碳足跡的資料披露要求, 需對供應鏈進行系統性管理, 並核驗相關資訊, 這直接增加了合規與資料管理成本。 公共區域能耗與設備改造資料披露要求明確: 公共區域的能耗與排放資料屬於強制性披露內容, 需安裝能耗監測系統。同時, 高耗能設備能效改造進展、節能效果與作業車輛能耗也需在報告中詳細披露。 範圍一、範圍二排放與資源消耗統計壓力: 依據相關指引, 範圍一、範圍二的碳排放資料及水資源等消耗資訊必須準確計量與披露, 需建立系統化資料收集與報告機制。 Increased Compliance Costs for Supply Chain Carbon Management: To meet the requirements for disclosing data on supplier environmental performance and product carbon footprints, systematic management of the supply chain and verification of related information are necessary, directly raising compliance and data management costs. Clear Requirements for Disclosing Public Area Energy Consumption and Equipment Retrofit Data: Energy consumption and emission data for public areas are mandatory disclosure items, requiring the installation of energy monitoring systems. Additionally, progress in energy efficiency retrofits for high-energy-consuming equipment, energy-saving outcomes, and operational vehicle energy consumption must be detailed in reports. Pressure on Scope 1, Scope 2 Emissions, and Resource Consumption Reporting: According to relevant guidelines, Scope 1 and Scope 2 carbon emission data, as well as information on resource consumption such as water, must be accurately measured and disclosed, necessitating the establishment of systematic data collection and reporting mechanisms. 	<p>為滿足披露要求, 遠洋服務需要在多個方面增加開支: 供應鏈碳足跡追溯系統的投入、公共區域能耗監測系統的建立與維護、碳核算與協力廠商鑒證費用等, 這些都構成了持續性運營成本。同時, 高耗能設備的能效改造或更新也可能帶來顯著的資本開支壓力。</p> <p>To meet disclosure requirements, Sino-Ocean Service must increase expenditures in multiple areas: investments in supply chain carbon footprint tracing systems, the establishment and maintenance of public area energy consumption monitoring systems, carbon accounting, and third-party verification fees, all of which constitute ongoing operational costs. Additionally, energy efficiency upgrades or replacements for high-energy-consuming equipment may also impose significant capital expenditure pressures.</p>	<ol style="list-style-type: none"> 關注行業政策動態: 公司即時關注國家及地區對於氣候相關報告資訊披露的要求, 並向項目人員開展培訓, 培養氣候相關的管理意識。 Monitor industry policy trends: The Company stays updated on national and regional requirements for climate-related information disclosure and provides training to project staff to cultivate awareness of climate-related management.
技術風險 Technical risk	低碳轉型壓力 Pressure from the low-carbon transition	短、中、長期 Short, medium and long term	採購鏈 Procurement chain 公共區域 Public areas 辦公運營 Office operations 客戶服務 Customer service	<ul style="list-style-type: none"> 供應鏈低碳轉型將推高採購與合規成本: 推動供應商採用低碳技術或提供碳足跡資料將提高採購價格, 供應商切換也可能增加採購與合規管理壓力。 設備能效升級與投資面臨多重風險: 公共設備節能改造與技術應用需投入較高資本, 存在因技術路線反覆運算或與政策不匹配導致投資效益不足的風險, 也可能因系統相容性問題增加運維複雜度。相關投資還可能因技術快速更新而過早淘汰, 形成沉沒成本。 客戶碳管理需平衡技術應用、隱私與體驗: 需通過物聯網等技術手段採集與監測用戶能耗, 在提升碳核算準確性的同時需應對資料精度與使用者隱私保護等問題。 Low-carbon transformation of the supply chain will increase procurement and compliance costs: Encouraging suppliers to adopt low-carbon technologies or provide carbon footprint data will raise purchase prices, and supplier switching may also add pressure on procurement and compliance management. Equipment energy efficiency upgrades and investments face multiple risks: Energy-saving retrofits and technological applications for public equipment require significant capital investment, with risks of insufficient investment returns due to technological obsolescence or misalignment with policies, as well as increased operational complexity from system compatibility issues. Such investments may also face premature obsolescence due to rapid technological advancements, resulting in sunk costs. Customer carbon management requires balancing technology application, privacy, and experience: Collecting and monitoring user energy consumption through technologies like the Internet of Things is necessary to enhance the accuracy of carbon accounting, but this must be balanced with challenges related to data precision and user privacy protection. 	<p>財務影響包括設備更新的資本開支和供應鏈、資料管理等方面的合規運營費用。同時, 積極應對也能創造財務機遇, 例如通過能效提升降低長期運營成本, 或通過提供綠色服務獲取租金溢價。</p> <p>The financial impact includes capital expenditures for equipment renewal and compliance-related operational costs in areas such as supply chain and data management. At the same time, proactive responses can also create financial opportunities. For example, improved energy efficiency can lower long-term operational costs, or the provision of green services can lead to rental premiums.</p>	<ol style="list-style-type: none"> 建立技術路線評估與風險管控機制: 建立技術路線評估體系, 在設備升級和節能改造前, 對技術成熟度、政策適配性、系統相容性進行充分論證。通過引入協力廠商技術評估、開展小範圍試點等方式, 降低因技術路線選擇不當或政策變化導致的投資風險。同時建立技術反覆運算預案, 對可能面臨淘汰的設備制定梯次更新計劃。 強化技術應用與運營效益的平衡: 遠洋服務建立技術投資效益評估機制, 將節能改造項目的投資回收期、運營成本降低幅度等指標納入決策依據。優先選擇技術成熟、效益明確的改造項目, 如LED照明升級、空調系統優化等, 通過實際節能收益對沖技術投資成本。同時, 建立設備全生命週期管理, 延長設備使用週期, 降低技術反覆運算過快帶來的財務壓力。 <ol style="list-style-type: none"> Establish a Technical Pathway Evaluation and Risk Control Mechanism: Set up a technical pathway assessment system to conduct thorough evaluations of technology maturity, policy compatibility, and system integration before implementing equipment upgrades and energy-saving retrofits. Introduce third-party technical assessments and conduct small-scale pilot programs to mitigate investment risks arising from inappropriate technology selections or policy changes. Additionally, formulate iterative technology contingency plans and develop phased renewal strategies for equipment potentially facing obsolescence. Strengthen the Balance Between Technology Application and Operational Benefits: Sino-Ocean Service establishes a mechanism to evaluate the return on technology investments, incorporating indicators such as the payback period for energy-saving retrofit projects and the extent of operational cost reductions into decision-making criteria. Priority is given to retrofitting initiatives with mature technologies and clear benefits, such as LED lighting upgrades and air conditioning system optimizations, where actual energy savings offset technology investment costs. Simultaneously, implement full lifecycle management for equipment to extend its service life and alleviate financial pressure caused by rapid technological iterations.

風險類型 Risk Types	風險名稱 Risk	時間範圍 Time Horizon	價值鏈環節 Value Chain Link	影響描述 Impact Description	財務影響 Financial Impact	應對措施 Response Measures
市場風險 Market risk	Growing demand for climate-resilient buildings and properties 市場對氣候適應性建築和物業的需求增加	中、長期 Medium and long term	公共區域 Public areas 客戶服務 Customer service	<ul style="list-style-type: none"> 市場對建築功能與品質的預期不斷提高:在租賃與購房決策中,租戶與業主愈發看重辦公空間的節能效率、健康設施(如高效空調、健康中心)及室內環境品質(如空氣品質、新風系統)。具備相關功能的物業在吸引與留住客戶方面具備優勢,反之則面臨競爭力下降風險。 建築氣候適應性成為資產長期價值的關鍵因素:在極端天氣頻發的背景下,市場對建築的氣候韌性(如防洪防澇設計、能源系統可靠性)日益關注。缺乏適應性的物業可能面臨維護成本上升、功能貶值及資產價值評估下調的長期風險。 Market expectations for building functionality and quality are continuously rising: In leasing and purchasing decisions, tenants and property owners increasingly prioritize energy efficiency, health-focused amenities (such as efficient air conditioning and wellness centers), and indoor environmental quality (including air quality and ventilation systems). Properties equipped with these features gain a competitive edge in attracting and retaining clients, while those lacking them face a decline in competitiveness. Climate adaptability of buildings has become a key factor in long-term asset value: Against the backdrop of frequent extreme weather events, the market is placing greater emphasis on a building's climate resilience, such as flood prevention design and energy system reliability. Properties lacking adaptability may face long-term risks, including increased maintenance costs, functional devaluation, and downward adjustments in asset valuation. 	<p>回應市場需求,遠洋服務可能需要投入資金用於公共區域設備升級(如高效空調系統)、氣候韌性設施建設(如防洪系統)以及室內健康環境改善(如新風系統),這會帶來資本開支壓力。然而,這些投入也能帶來積極的財務回報:提升能源效率可降低運營成本;滿足市場需求可獲得租金溢價並提升出租率;增強資產韌性有助於維持甚至提升資產價值,並可能降低保險費用。</p> <p>In response to market demands, Sino-Ocean Service may need to invest in upgrading public area equipment (such as high-efficiency air conditioning systems), constructing climate resilience facilities (such as flood control systems), and improving indoor health environments (such as ventilation systems), which will entail capital expenditure pressures. However, these investments can also yield positive financial returns: enhancing energy efficiency can lower operational costs; meeting market demands can enable rental premiums and increase occupancy rates; and strengthening asset resilience helps maintain or even enhance asset value, potentially reducing insurance expenses.</p>	<ol style="list-style-type: none"> 實施差異化服務升級與價值重塑:遠洋服務應主動識別市場對健康、節能、氣候適應性物業的需求變化,將公共區域設備升級(如高效空調、新風系統)和氣候韌性設施建設(如防洪系統)納入項目改造計劃。通過提供優於市場標準的室內環境品質和健康設施,打造差異化服務優勢。 推動綠色認證與品牌價值提升:遠洋服務可積極推動在管項目獲取LEED、WELL等國際綠色建築認證,通過協力廠商認證提升項目的市場認可度和品牌價值。 強化客戶洞察與需求回應能力:遠洋服務應建立常態化的客戶需求調研機制,通過問卷、訪談等方式及時捕捉市場對物業功能、健康環境、氣候適應性的需求變化。基於客戶回饋,動態調整服務標準和改造優先順序,確保投入方向與市場需求保持一致。同時,建立快速回應機制,對客戶提出的環境改善需求及時回饋和處理,提升客戶滿意度和續約率。 <ol style="list-style-type: none"> Implement Differentiated Service Upgrades and Value Rebuilding: Sino-Ocean Service should proactively identify market demand changes for healthy, energy-efficient, and climate-adaptive properties. Upgrades to public area equipment, such as high-efficiency air conditioning and fresh air systems, and the construction of climate-resilient facilities, such as flood control systems, should be incorporated into project renovation plans. By offering indoor environmental quality and health amenities that exceed market standards, the Company can build differentiated service advantages. Promote Green Certification and Enhance Brand Value: Sino-Ocean Service can actively pursue international green building certifications such as LEED and WELL for managed projects. Third-party certification can enhance project market recognition and elevate brand value. Strengthen Customer Insight and Demand Response Capabilities: Sino-Ocean Service should establish a routine customer demand research mechanism, using surveys, interviews, and other methods to promptly capture market changes in demand for property functionality, healthy environments, and climate adaptability. Based on customer feedback, service standards and renovation priorities should be dynamically adjusted to ensure alignment with market demands. Additionally, a rapid response mechanism should be established to promptly address and act on client requests for environmental improvements, thereby enhancing customer satisfaction and renewal rates.
	客戶對能源效益及資產透明度的要求提高 Higher customer expectations for energy efficiency and data transparency	中、長期 Medium and long term	公共區域 Public areas 客戶服務 Customer service	<ul style="list-style-type: none"> 客戶對能來源資料透明與精細化管理的需求日益明確:業主及租戶可能要求即時獲取空調、電梯等公共設備的分項能耗資料,並需建立能源監測系統,以支援資料的自動採集、視覺化與能效分析報告。 節能改造成果的量化呈現與價值關聯趨於常態化:在進行節能改造後,可能希望物業方提供改造前後電費支出與碳排放的量化對比,促使物業管理方強化節能效益的跟蹤與視覺化呈現。 Clients are increasingly demanding transparent and detailed management of energy consumption data: Property owners and tenants may require real-time access to disaggregated energy consumption data for public equipment such as air conditioning and elevators. This necessitates the establishment of an energy monitoring system to support automated data collection, visualization, and energy efficiency analysis reporting. Quantitative demonstration of energy-saving retrofit outcomes and their value correlation is becoming standard practice: Following energy-saving retrofits, clients are increasingly likely to expect property management to provide quantified comparisons of electricity expenses and carbon emissions before and after the retrofits. This trend encourages property management to strengthen the tracking and visual representation of energy-saving benefits. 	<p>若無法滿足客戶(尤其是大型企業租戶)對能來源資料和能效證明的需求,將難以獲得或維持優質客戶的租賃合同,從而影響項目招商去化率和租金溢價能力。例如,領先的物業方已通過提供能耗資料與優化報告來提升客戶黏性。</p> <p>If the demands of clients, especially large corporate tenants, for energy source data and energy efficiency verification cannot be met, it will be difficult to secure or maintain lease agreements with high-quality clients, thereby impacting the project's leasing absorption rate and premium rental capabilities. For instance, leading property managers have already enhanced client retention by providing energy consumption data and optimization reports.</p>	<ol style="list-style-type: none"> 量化呈現節能效益,關聯服務價值:在完成節能改造(如照明升級、空調優化)後,遠洋服務應主動向客戶量化展示成效,不僅包括電費節約金額,還可換算為碳減排量等環境效益指標。 引入權威綠色認證,提升服務公信力:推動高端寫字樓等項目獲取LEED、BOMA等國際綠色建築認證,有助於提升品牌形象,吸引重視可持續發展的高品質住戶。 <ol style="list-style-type: none"> Quantitatively Showcase Energy-Saving Benefits and Link Them to Service Value: After completing energy-saving retrofits, Sino-Ocean Service proactively presents quantifiable outcomes to clients, including electricity cost savings and environmental metrics such as carbon emission reductions, to clearly demonstrate the value of its services. Introduce Authoritative Green Certifications to Enhance Service Credibility: Promoting international green building certifications like LEED and BOMA for high-end office buildings and other projects helps elevate the brand image and attract high-quality tenants who prioritize sustainability.
聲譽風險 Reputational risk	負面輿論和訴訟風險增加 Increased negative public opinion and litigation risk	短、中、長期 Short, medium and long term	採購鏈 Procurement chain 公共區域 Public areas 客戶服務 Customer service	<ul style="list-style-type: none"> 供應鏈關聯風險可導致聲譽與合規壓力:供應商若發生環境或勞工違規事件,可能因「盡職調查不足」而將企業被動捲入負面輿情,對品牌信譽構成連帶影響。 節能成效宣傳需與實際資料嚴格對應:對電梯、空調等設備的節能改造效果若宣傳不實,可能引發質疑,面臨監管調查或投資者訴訟風險。 客戶碳排放披露存在資料準確性與驗證責任:範圍三排放資料如因核算不準確或無法驗證,可能被租戶(尤其是需披露價值鏈排放的大型企業)視為誤導性資訊,引發解約或法律爭議。 綠色服務承諾需確保可交付性:若所推廣的低碳服務因技術或運營原因未能實現預期節能效果,可能被客戶視為虛假宣傳,損害品牌信任與客戶關係。 Supply chain-related risks can lead to reputational and compliance pressures: If a supplier engages in environmental or labor violations, the enterprise may be passively implicated in negative publicity due to "insufficient due diligence", thereby affecting brand reputation by association. Energy efficiency promotional claims must strictly align with actual data: Exaggerated or false claims about the energy-saving effects of retrofits for equipment such as elevators and air conditioning systems may provoke scrutiny, exposing the Company to regulatory investigations or investor litigation risks. Accuracy and verification responsibilities exist for customer carbon emission disclosures: Inaccurate or unverifiable Scope 3 emission data may be perceived as misleading by tenants, especially large enterprises required to disclose value chain emissions, potentially leading to contract terminations or legal disputes. Green service commitments must ensure deliverability: If promoted low-carbon services fail to achieve the expected energy-saving outcomes due to technical or operational reasons, clients may view this as false advertising, harming brand trust and client relationships. 	<p>為應對風險,遠洋服務可能需要承擔潛在的訴訟賠償、為滿足合規要求而增加的投入(如加強供應鏈審查、升級資料管理系統),以及因客戶解約或聲譽受損導致的業務流失。此外,若ESG評級受到影響,可能推高融資成本。然而,這些財務影響在很大程度上可以通過加強內部管理、購買相關保險以及將合規成本部分轉化為提升運營效率來對沖。其嚴重程度尚未達到威脅企業持續經營的程度。</p> <p>To address these risks, Sino-Ocean Service may need to bear potential litigation compensation, increased investments to meet compliance requirements (such as strengthening supply chain audits and upgrading data management systems), and business losses resulting from client contract terminations or reputational damage. Additionally, if ESG ratings are affected, financing costs may rise. However, these financial impacts can largely be mitigated by strengthening internal management, purchasing relevant insurance, and transforming part of the compliance costs into operational efficiency improvements. The severity of these risks has not yet reached a level that threatens the Company's continued operations.</p>	<ol style="list-style-type: none"> 強化資料治理與披露合規性:針對節能改造成效與碳排放資料,建立嚴格的內部核算與驗證流程,確保公開資料可追溯、可驗證,提升資訊披露公信力。 推動ESG實踐與品牌價值深度融合:將供應鏈管理、節能減排等ESG行動轉化為品牌故事,通過案例白皮書、ESG報告等形式主動傳播。積極爭取權威ESG評級認證,以協力廠商背書增強市場信任,將合規投入轉化為品牌競爭力。 <ol style="list-style-type: none"> Strengthen Data Governance and Disclosure Compliance: Establish rigorous internal accounting and verification processes for energy-saving retrofit outcomes and carbon emission data to ensure traceability and verifiability of disclosed information, thereby enhancing the credibility of data disclosure. Integrate ESG Practices with Brand Value: Transform ESG initiatives, such as supply chain management and energy conservation, into compelling brand narratives. Proactively communicate these efforts through formats like case studies, whitepapers, and ESG reports. Actively pursue authoritative ESG rating certifications to leverage third-party endorsements, building market trust and turning compliance investments into competitive brand advantages.

氣候變化指標與目標 CLIMATE-RELATED METRICS AND TARGETS

在應對全球氣候變化的時代背景下，為踐行國家「雙碳」目標與遠洋集團《碳中和戰略及路徑規劃》，遠洋服務承諾於2050年前實現運營碳中和，致力於通過系統性的指標監測與目標引領，推動業務運營的低碳轉型與氣候韌性提升。我們將持續完善相關資料體系，設定科學、可衡量的減排與適應目標，積極探索服務環節的節能降碳路徑，為應對氣候變化貢獻行業力量。

Against the backdrop of global climate change, and in order to support the national “dual carbon” goals and the Sino-Ocean Group *Carbon Neutrality Strategy and Roadmap Planning*, Sino-Ocean Service commits to achieving carbon neutrality in its operations by 2050. Through systematic metrics monitoring and target-setting, the Company aims to promote the low-carbon transition of its business operations and strengthen climate resilience. We will continue to improve the underlying data system, establish scientific and measurable mitigation and adaptation targets, and actively explore pathways for energy conservation and carbon reduction in service scenarios, thereby contributing industry-specific efforts to address climate change.

▼ 遠洋服務溫室氣體排放量¹ Greenhouse Gas Emissions of Sino-Ocean Service

指標 Metrics	單位 Unit	2025年數據 2025 Data
溫室氣體直接排放量(範圍一) Direct greenhouse gas emissions (Scope 1)	噸二氧化碳當量 tCO ₂ e	3,489.16
溫室氣體間接排放量(範圍二) Indirect greenhouse gas emissions (Scope 2)	噸二氧化碳當量 tCO ₂ e	158,698.71
溫室氣體排放總量 Total greenhouse gas emissions	噸二氧化碳當量 tCO ₂ e	162,187.87

¹目前，針對範圍三及行業特定排放指標與跨行業可比指標的梳理與評估工作仍在進行中。未來，隨著公司數據核算體系的進一步完善，將適時披露更詳盡的分類排放指標及對比數據，以提升信息披露的完整性與可比性。

¹Currently, the sorting and assessment of Scope 3 and industry-specific emission indicators, as well as cross-industry comparable metrics, are still underway. In the future, as the Company's data accounting system is further refined, more detailed categorical emission indicators and comparative data will be disclosed in due course to enhance the completeness and comparability of information disclosure.



LOW-CARBON LIFESTYLE ADVOCACY 低碳生活宣導

遠洋服務積極踐行企業可持續發展使命，將低碳理念深度融入社區運營與服務實踐，以「傳播綠色文化、引導低碳行為、共建零碳社區」為核心路徑，系統推進社區級減碳排行動。公司通過多管道、多層次的低碳生活宣導，面向業主、員工、供應商及合作夥伴等多元相關方，普及節能減排知識，推廣綠色生活方式，推動形成全員參與、協同共治的低碳社區治理機制。

Sino-Ocean Service actively fulfills its mission of sustainable development and deeply integrates low-carbon concepts into community operations and service practices. With “spreading green culture, guiding low-carbon behavior and jointly building zero-carbon communities” as the core pathway, the Company systematically advances community-level carbon reduction initiatives. Through multi-channel and multi-level advocacy, the Company encourages residents and customers to participate in greener lifestyles and jointly cultivate a stronger low-carbon culture.

案例 CASE

遠洋服務植綠共建低碳社區 SINO-OCEAN SERVICE PROMOTES TREE-PLANTING TO CO-BUILD LOW-CARBON COMMUNITIES

2025年4月，遠洋上海東灘花園與中山遠洋城西區分別組織植樹活動，通過以家庭為單位的共同參與，業主與物業員工一同種植樹苗，不僅美化了社區環境，也有效增強了居民的生態意識，促進了鄰里交流與低碳理念的傳播。

In April 2025, the Sino-Ocean Shanghai Dongtan Garden and Sino-Ocean City Zhongshan West District organized tree-planting activities respectively, through family-based participation, property owners and property staff planted saplings together, beautifying the community environment, strengthening environmental awareness among residents, and promoting neighborhood interaction and the dissemination of low-carbon values.



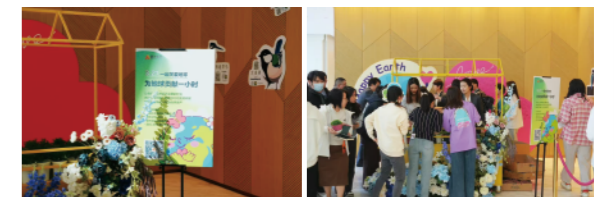
▲ 遠洋服務植樹節活動
Sino-Ocean Service Tree-Planting event

案例 CASE

遠洋服務開展「地球一小時」活動，凝聚低碳力量 SINO-OCEAN SERVICE CARRIED OUT AN 'EARTH HOUR' CAMPAIGN TO GATHER LOW-CARBON MOMENTUM

2025年4月，遠洋服務積極回應全球環保倡議，在商業寫字樓項目組織「地球一小時」主題活動，通過關閉非必要照明設備、減少能源消耗，以實際行動支持低碳生活。活動中，客戶紛紛在簽名區留下姓名，表達對環保理念的認同與支持。此次活動不僅提升了參與者的節能意識，更通過互動簽名等方式增強社區凝聚力，鼓勵更多人加入環保行動。

In April 2025, Sino-Ocean Service actively responded to the global environmental initiative by organizing an “Earth Hour” themed event in commercial office building projects. By switching off unnecessary lighting and reducing energy consumption, the Company supported low-carbon living through practical action. During the event, customers signed their names in a signature area to express support for environmental protection. The campaign not only raised participants’ awareness of energy conservation, but also enhanced community cohesion through interactive engagement and encouraged more people to join environmental action.

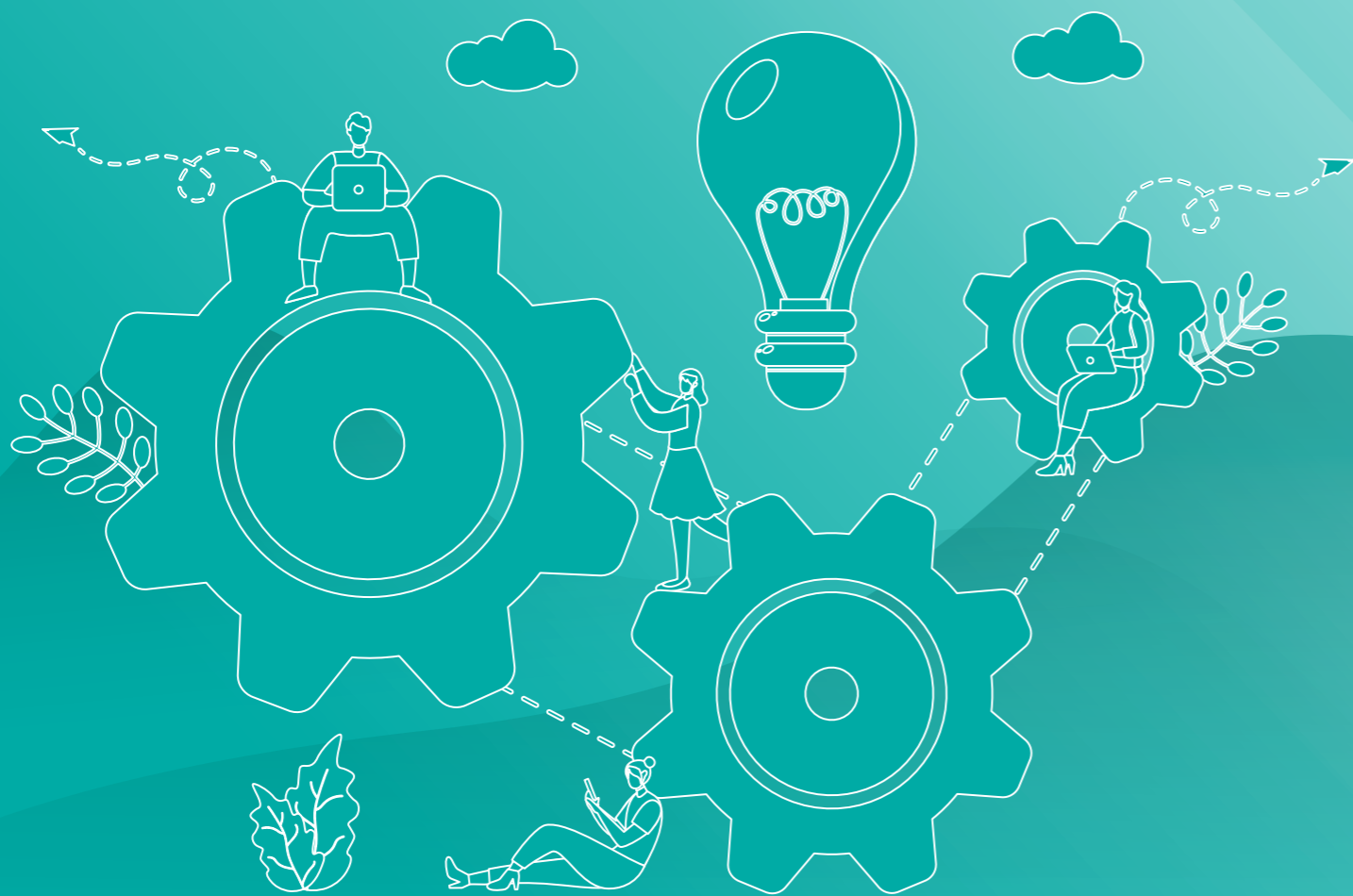


▲ 遠洋服務「地球一小時」活動現場
Sino-Ocean Service "Earth Hour" Event site



構建人才基石

BUILDING THE FOUNDATION OF TALENT



遠洋服務視員工為可持續發展的核心，致力於構建公平、多元、高效的人才發展體系。我們通過系統化的人才管理、全週期的職業支援與全面的健康保障，賦能員工成長，驅動組織實現高品質、可持續發展。

Sino-Ocean Service regards employees as the cornerstone of sustainable development and is committed to establishing a fair, diverse, and efficient talent development system. Through systematic talent management, end-to-end career support, and comprehensive health protection, employees are empowered to grow, thereby driving the organization to achieve high-quality and sustainable development.

DIVERSE AND INCLUSIVE WORKPLACE ENVIRONMENT

多元包容職場環境

公司積極營造尊重、平等、包容的工作氛圍，確保所有員工享有公平的機會與發展空間。我們通過完善僱傭實踐、保障員工權益及建立暢通的溝通機制，持續構建積極、互信的職場生態。

The Company actively fosters a working environment based on respect, equality, and inclusiveness, ensuring that all employees have fair opportunities and development prospects. We continually build a positive and mutually trusting workplace ecosystem by refining employment practices, safeguarding employee rights, and establishing open communication channels.

合規僱傭 COMPLIANT EMPLOYMENT

公司嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國未成年人保護法》、《禁止使用童工規定》等法律法規，堅決杜絕歧視、強制勞動及使用童工。報告期內，未發生任何相關違規事件。

- **規範的僱傭流程：**依據《招聘管理制度》、《人才引進管理辦法》等，確保從招聘到勞動合同簽署的全流程合法、透明，保障全體員工（包括勞務派遣員工）的合法權益。
- **多元與包容實踐：**我們為殘障人士提供平等就業機會。截至報告期末，公司累計僱傭41名殘障員工。
- **全面的薪酬福利體系：**我們建立了基於績效、兼顧公平與市場競爭力的薪酬激勵體系，並提供全方位的福利保障，具體如下：

The Company strictly complies with the “Labour Law of the People’s Republic of China”, the “Labour Contract Law of the People’s Republic of China”, the “Law of the People’s Republic of China on the Protection of Minors”, the “Regulations on the Prohibition of Child Labour”, and other relevant laws and regulations, and firmly prohibits discrimination, forced labour, and the use of child labour. No incidents of non-compliance occurred during the reporting period.

- **Standardized employment procedures:** In accordance with regulations such as the “Recruitment Management System” and the “Management Measures for Talent Introduction”, ensuring the entire process from recruitment to the signing of employment contracts is lawful and transparent, thereby safeguarding the legitimate rights and interests of all employees (including those engaged through labour dispatch).
- **Diversity and Inclusion Practices:** We provide equal employment opportunities for persons with disabilities. As at the end of the reporting period, the Company had cumulatively employed 41 employees with disabilities.
- **Comprehensive remuneration and benefits system:** A performance-based remuneration and incentive system, which balances fairness and market competitiveness, has been established, alongside comprehensive welfare provisions, as follows:

員工福利保障體系概覽 Overview of the Employee Welfare Security System	法定福利 Statutory Benefits	依法繳納養老、醫療、失業、工傷、生育等社會保險以及住房公積金 Comply with legal requirements to contribute to social insurance schemes, including pension, medical, unemployment, work-related injury, and maternity insurance, as well as housing provident fund.
	帶薪假期 Paid Holidays	依法享受年假、婚假、產假、產檢假、哺乳假等多各類帶薪假期 Entitled to various paid leave, including annual leave, marriage leave, maternity leave, antenatal check-up leave, and breastfeeding leave, in accordance with the law.
	節日與關懷 Benefits for Occasion	在重要節日，如元旦節、春節、勞動節、國慶日等，向員工發放慰問品或福利 During important festivals such as New Year’s Day, Spring Festival, Labour Day, and National Day, employees receive gifts or welfare.
	健康與保障 Health and Welfare	提供補充商業保險，並定期組織健康體檢 Supplementary commercial insurance is provided, and health check-ups are organised regularly.

員工關懷 EMPLOYEE WELL-BEING

公司建立多層次、常態化的溝通與支援網路，確保員工訴求得到及時回應，並持續開展文化活動，促進工作與生活的平衡。

- **常態化溝通機制：**通過「高管面對面」、員工懇談會、新員工座談會等形式，保持管理層與員工間的直接對話。
- **正式申訴管道：**員工可通過指定管道進行申訴或舉報。公司嚴格執行《舉報與申訴管理辦法》，確保流程公正、保密。
- **豐富的文化活動：**定期組織生日會、團隊建設、體育鍛煉及節日主題活動，以增強團隊凝聚力與員工的歸屬感。

The Company has established a multi-tiered and routine communication and support network to ensure timely responses to employee concerns, and continues to conduct cultural activities to promote work-life balance.

- **Routine communication mechanism:** Direct dialogue between management and employees is maintained through formats such as “Face-to-Face with Senior Executives”, employee roundtables, and new employee forums.
- **Formal appeal channels:** Employees can raise appeals or reports through designated channels. The Company strictly implements the “Measures for Whistleblowing and Appeal”, ensuring the process is fair and confidential.
- **Rich cultural activities:** Birthday celebrations, team-building exercises, physical fitness activities, and festival-themed events are regularly organized to enhance team cohesion and employees’ sense of belonging.

案例 CASE

「律動朝陽，能量啟航」朝陽公園徒步活動 "RHYTHM OF CHAOYANG, ENERGY VOYAGE" CHAOYANG PARK WALKING EVENT

公司組織開展了「律動朝陽，能量啟航」主題徒步活動，旨在宣導健康生活理念，幫助員工在工作之餘放鬆身心、提升活力。活動通過團隊徒步、互動打卡與小組競賽等形式，有效促進了跨部門交流，增強了團隊凝聚力與員工的歸屬感。



▲ 徒步活動現場照片
Photos from the Walking Event

The Company organised a themed walking event titled “Rhythm of Chaoyang, Energy Voyage” to promote the concept of a healthy lifestyle, helping employees relax and rejuvenate outside of work. Through activities like group walking, interactive checkpoints, and team competitions, the event effectively fostered inter-departmental exchange and strengthened team cohesion and employees’ sense of belonging.

案例 CASE

「百日衝鋒，暖心冬日」活動 "HUNDRED-DAY SPRINT, WARMTH IN WINTER" ACTIVITY

為凝聚團隊士氣，華西公司組織了「百日衝鋒，暖冬凝心」主題團隊活動。活動融合業績表彰、經驗交流與團隊互動，在積極融洽的氛圍中，有效緩解了員工壓力，進一步強化了團隊協作精神與組織凝聚力。



▲ 暖心冬日活動留影
Photos from the Warm Winter Event

To boost team morale, the Western China Region Company organised a team-building activity themed “Hundred-Day Sprint, Warmth in Winter”. Integrating performance recognition, experience sharing, and team interaction, the activity effectively alleviated employee stress in a positive and harmonious atmosphere, further strengthening team collaboration and organisational cohesion.

「暖暖冬日，餃香滿堂」活動
"WARM WINTER, HALL FILLED WITH DUMPLING AROMA" ACTIVITY

案例
 CASE

北京新仕界項目開展了「暖暖冬日，餃香滿堂」主題包餃子活動。員工在揉面、擀皮、調餡、包捏等環節中協作配合，展現了良好的團隊默契。該活動在豐富員工業餘生活的同時，進一步提升了團隊凝聚力與協作意識。



▲ 「暖暖冬日，餃香滿堂」活動現場
 The "Warm Winter, Hall Filled with Dumpling Aroma" Activity Site

The Beijing Xinshijie project held a dumpling-making activity themed "Warm Winter, Hall Filled with Dumpling Aroma". Employees collaborated in steps like kneading dough, rolling wrappers, preparing fillings, and wrapping dumplings, demonstrating good team rapport. The activity enriched employees' leisure time while further enhancing team cohesion and collaborative awareness.

三八女神節主題DIY活動
INTERNATIONAL WOMEN'S DAY DIY THEMED ACTIVITY

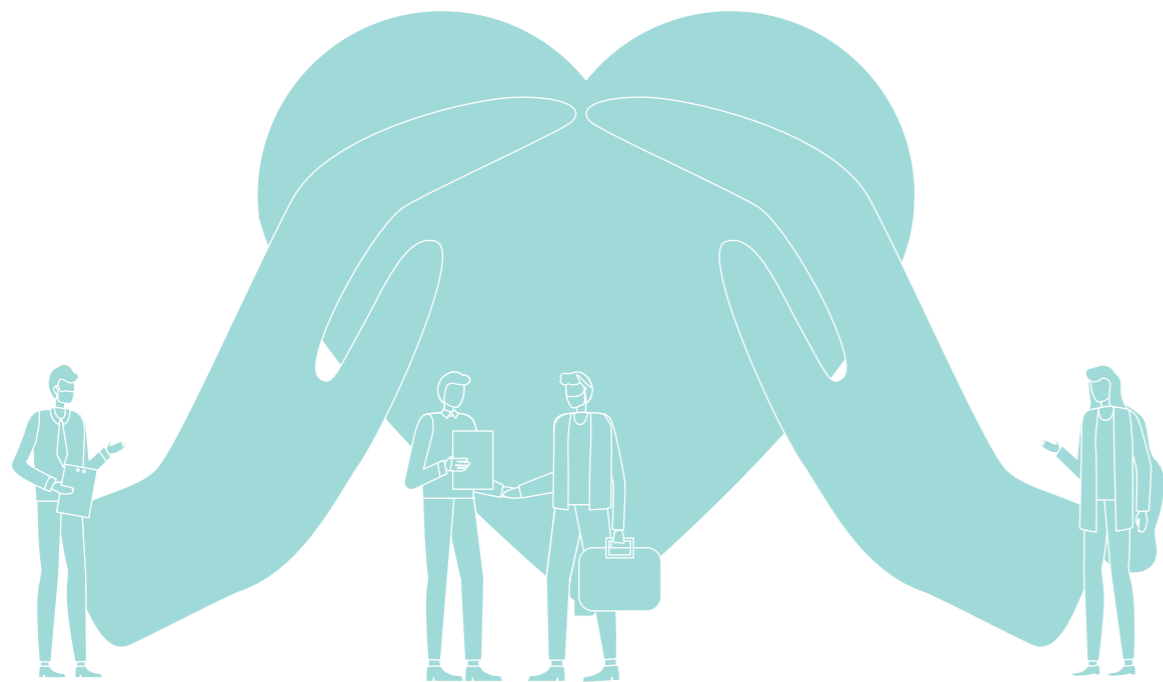
案例
 CASE

在2025年「三八」國際婦女節期間，遠洋服務總部於3月7日組織開展了「石英砂肌理畫」創意DIY主題活動，以藝術體驗關懷女性員工的情緒與風采，傳遞節日的美好祝福。



三八女神節主題DIY活動
 International Women's Day DIY Themed Activity

During the 2025 International Women's Day, the headquarters of Sino-Ocean Service organised a creative DIY themed activity titled "Quartz Sand Texture Painting" on 7 March. The activity aimed to express care for female employees' emotional well-being and style through an artistic experience, conveying the warm festival blessings.



FULL-CYCLE TALENT DEVELOPMENT

全週期人才發展

公司圍繞戰略發展需要，構建了覆蓋員工「入職、成長、晉升」的全週期人才培養體系，設立管理與專業雙通道發展路徑，並提供差異化培訓項目。

在系統化培訓上，我們依託「億家學院」學習平台、內訓師隊伍與專業課程體系，針對基層、中層及高層員工設計差異化培訓課程。2025年，公司開展員工培訓總時數達239,177.2小時，覆蓋全職員工8,191人，人均培訓時長29.2小時。

The Company has established a comprehensive talent development system covering the entire employee lifecycle, including onboarding, growth, and promotion, in alignment with strategic development needs. Management and professional dual-track career pathways have been instituted, and differentiated training programmes are provided.

For systematic training, we leverage the "Yijia Academy" learning platform, the internal trainer team, and a professional curriculum framework to design differentiated courses for frontline, middle-level, and senior management employees. In 2025, the Company provided a total of 239,177.2 hours of training, covering 8,191 full-time employees, with average training hours per employee of 29.2.



▼ 針對不同層級員工的人才培養體系 Talent Development System for Employees at Different Levels

<p>基層員工 強化服務標準、实操技能與複雜場景應對能力。</p>	<p>中層員工 提升團隊管理、經營意識與跨部門協同能力。</p>	<p>高層管理人員 聚焦戰略思維、行業洞察與變革領導力。</p>
<p>Frontline staff Enhance service standards, practical skills, and the ability to respond to complex scenarios.</p>	<p>Middle-level staff Enhance team management, business awareness, and cross-departmental collaboration capabilities.</p>	<p>Senior management Focus on strategic thinking, industry insights, and transformative leadership.</p>

在專項培訓上，公司推出「增值服務特訓營」（覆蓋超200人次）、「客服+工程雙線賦能計劃」（開發課程58門，覆蓋超3,400人次）等項目，並通過「藍色扳行動」「技能競賽」（2,400餘名員工參與）等方式，以賽促學，營造積極學習氛圍。同時，將外包員工統一納入培訓考核體系，推動服務標準一致性。

For specialist training, the Company launched programmes such as the "Value-Added Services Bootcamp" (covering over 200 participants) and the "Customer Service + Engineering Dual-Track Empowerment Plan" (developing 58 courses, covering over 3,400 participants). It also fostered a positive learning culture through initiatives like the "Blue Wrench Action" and "Skills Competitions" (with participation from over 2,400 employees), promoting learning through competition. Meanwhile, outsourced staff are uniformly included in the training and assessment system to drive consistency in service standards.

OCCUPATIONAL HEALTH AND SAFETY SAFEGUARDS

保障職業健康與安全

遠洋服務重視員工的健康與安全，致力於提供安全、健康的工作環境，並關注員工身心健康。

公司嚴格落實《中華人民共和國職業病防治法》、《工傷保險條例》等法規要求，建立健全職業健康安全管理體系，2025年，遠洋服務已獲得ISO 45001職業健康安全管理體系認證。報告期內，公司未發生工亡事故。

公司已制定《遠洋服務安全管理工作手冊》，完善消防管理、應急預案及工傷處理流程，落實隱患排查與整改閉環機制。根據不同崗位特點，依法實行標準工時、綜合計算工時或不定時工作制，保障員工合理作息。

Sino-Ocean Service prioritises employee health and safety, and is committed to providing a safe and healthy working environment, while paying attention to employees' physical and mental well-being.

The Company strictly adheres to the requirements of laws and regulations such as the "Occupational Disease Prevention and Control Law of the People's Republic of China" and the "Work-Related Injury Insurance Regulations", and has established a sound occupational health and safety management system. In 2025, Sino-Ocean Service obtained ISO 45001 Occupational Health and Safety Management System certification. No fatal workplace accidents occurred during the reporting period.

The Company has formulated the "Sino-Ocean Service Safety Management Manual", improved fire safety management, emergency response plans, and work injury handling procedures, and implemented a closed-loop mechanism for identifying and rectifying potential hazards. Based on the characteristics of different positions, standard working hours, comprehensive working hours, or non-fixed working hours are implemented in accordance with the law to ensure employees have reasonable work-rest schedules.

▼ 遠洋服務2025年員工職業健康安全目標

Sino-Ocean Service 2025 Occupational Health and Safety Objectives

提高職業健康安全管理水平

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

Enhance the Management Level of Occupational Health and Safety

Strengthen the occupational health and safety management system, actively conduct training and education on occupational health and safety, and enhance employees' safety awareness and emergency response capabilities.

減少工傷事故發生

規範化作業流程，加強對工作場所的定期隱患排查，對隱患問題進行及時整改。

Reduction in the Occurrence of Work-related Accidents

Standardize operational procedures and strengthen regular hazard inspections in the workplace, with prompt rectification of identified hazards.

提高員工健康素質加強職業健康管理

建立健全員工健康檔案，定期進行健康體檢，及時發現和處理健康問題。

Improve Employee Health and Strengthen Occupational Health Management

Establish and maintain employee health records, conduct regular health examinations, and promptly identify and address health issues.

公司建立員工健康檔案，定期組織體檢，及時發現並干預健康風險。同時，關注員工心理健康，公司聯合北京師範大學心理學專家開展心理輔導課程，幫助員工緩解壓力、提升心理韌性。

The Company establishes employee health records and conducts regular physical examinations to identify and intervene in health risks in a timely manner. Furthermore, the Company focuses on employee mental health. In collaboration with psychology experts from Beijing Normal University, the Company conducted psychological counselling courses to help employees alleviate stress and enhance their psychological resilience.

案例 CASE

遠洋服務舉辦中醫問診活動

SINO-OCEAN SERVICE HOSTS TRADITIONAL CHINESE MEDICINE CONSULTATION EVENT

公司組織「健康關愛進職場」專項活動，引入專業中醫醫療服務，針對職場常見健康問題，提供個性化中醫調理。該活動有助於員工緩解身體疲勞與不適，改善員工整體健康水平。

▼ 中醫問診活動現場 On-site Traditional Chinese Medicine Consultation Event



The Company has organised a special initiative titled "Health Care for the Workplace", introducing professional Chinese medicine therapy services to provide personalized Chinese medicine adjustments targeting common health issues in the workplace. The activity helps employees alleviate physical fatigue and discomfort, thereby improving their overall health status.

案例 CASE

遠洋服務開展心理輔導課堂

SINO-OCEAN SERVICE CONDUCTS PSYCHOLOGICAL COUNSELLING WORKSHOPS

公司邀請北京師範大學心理學博士，先後在北京公司、華西公司及商寫公司開展共計3場心理輔導課程。課程面向一線員工，通過專業心理疏導與壓力管理方法，幫助員工緩解工作壓力、增強心理適應能力與情緒調節能力，為其提供及時的心理支援與正向激勵。

The Company invited a psychology doctoral expert from Beijing Normal University to conduct a total of three psychological counselling workshops for the Beijing Company, Western China Company, and Commercial Property Company. Targeted at frontline staff, the workshops provided professional psychological guidance and stress management methods, helping employees alleviate work pressure, enhance psychological adaptability and emotional regulation skills, and offering timely psychological support and positive reinforcement.



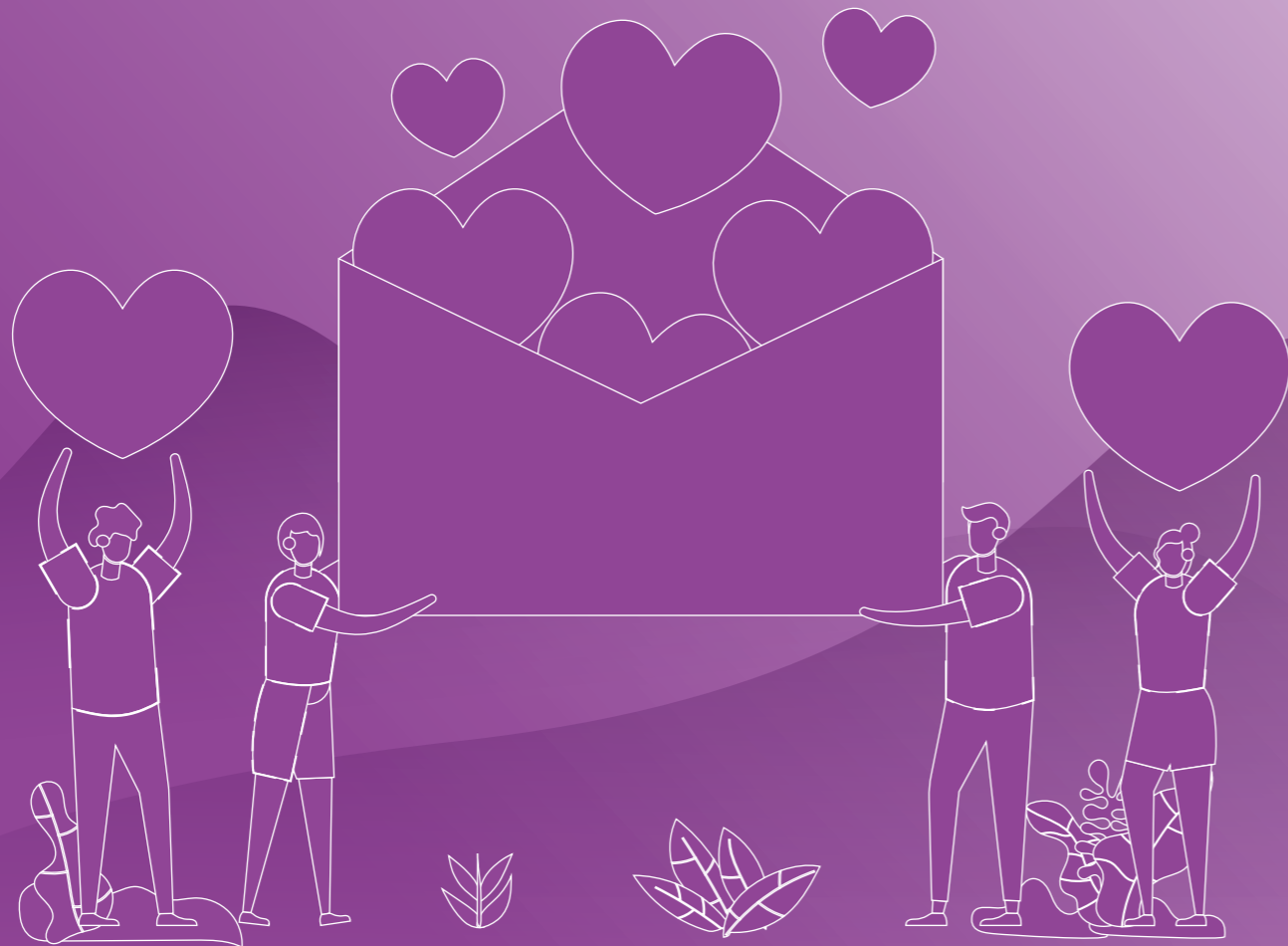
▲ 心理輔導課堂
Psychological Counselling Workshops





社會協同，共創共用價值

SOCIAL COLLABORATION, CO-CREATING AND SHARING VALUE



遠洋服務致力於超越基礎服務，通過構建多元協同治理機制、豐富社區文化生態、加強行業協作以及踐行可持續公益，積極參與基層社會治理，與業主、合作夥伴及社會各界共創長期共用價值。

Sino-Ocean Service is committed to exceeding fundamental services. We actively participate in grassroots social governance and co-create long-term, shared value with property owners, partners, and the wider society by establishing mechanisms for multi-stakeholder collaborative governance, enriching the community cultural ecosystem, strengthening industry cooperation, and practising sustainable public welfare.

COLLABORATIVE GOVERNANCE

協同共治

遠洋服務積極探索政府、社區、業主等多方協同的現代社區治理模式。以中山遠洋城項目為代表的「黨建引領、四方共治」實踐，通過搭建「社區 + 社區黨支部 + 業主代表 + 物業」實體化共治平台，並依託「紅心議事亭」等線下線上紐帶，建立了常態化議事協商與問題解決機制。

Sino-Ocean Service actively explores modern community governance models that involve multiple stakeholders, including the government, the community, and property owners. The practice exemplified by the Zhongshan Sino-Ocean City project, characterised by “Party-building Leadership and Four-Party Co-governance”, has established a standardized deliberation, consultation, and issue-resolution mechanism. This is achieved through a tangible co-governance platform comprising the “Community + Residential District Party Branch + Owner Representatives + Property Management” and supported by online and offline linkages such as the “Red Heart Deliberation Pavilion”.

「四方共治」模式聚焦業主關切，已累計推動解決包括化解公共空間使用糾紛、更新老舊設施在內的實事 100 餘件，有效提升了治理效能與居民滿意度。配套建成的「紅心善治」多功能共用空間，服務覆蓋約 2,500 名居民，成為凝聚社區共識、提供便捷服務的實體支撐，該項目也因此獲得屬地政府頒發的「暖心服務物業服務企業」及「積極奮進物業服務企業」等榮譽。

The “Four-Party Co-governance” model focuses on owner concerns. It has cumulatively facilitated the resolution of over 100 practical matters, including resolving disputes over public space usage and renewing ageing facilities, thereby effectively enhancing governance efficacy and resident satisfaction. The supporting “Red Heart for Good Governance” multi-functional shared space serves approximately 2,500 residents and has become a physical pillar for building community consensus and providing convenient services. Consequently, the project received honours from the local government, including “Warm-hearted Service Property Management Enterprise” and “Proactive and Striving Property Management Enterprise”.



▲ 四方協同會議現場
Site of the Four-Party Collaborative Meeting



▲ 「暖心服務物業服務企業」及「積極奮進物業服務企業」榮譽證書
Certificates of Honour for “Warm-hearted Service Property Management Enterprise” and “Proactive and Striving Property Management Enterprise”

WIN-WIN COOPERATION

合作共贏

公司積極構建互利共贏的合作網路，驅動服務創新與能力升級。

The Company actively establishes a mutually beneficial cooperation network, driving service innovation and capability enhancement.

遠洋服務與社區、美團三方協同，共建「騎手友好社區」 SINO-OCEAN SERVICE, THE COMMUNITY, AND MEITUAN COLLABORATE TO BUILD A “RIDER-FRIENDLY COMMUNITY”

案例
CASE

▼ 「騎手友好社區」建設啟動儀式現場
Launch Ceremony Site for the “Rider-Friendly Community” Initiative



遠洋服務聯合屬地社區黨委與美團平台，共同簽署《「騎手友好社區」共建協議》，通過建立「15 分鐘騎手服務圈」，為騎手解決休息、停車與出入難題，並聯動社區資源提供飲水、應急藥品與歇腳點等標準化支援設施，系統性地改善新就業群體在社區場景下的工作條件，促進社會融入與包容性治理。

Sino-Ocean Service, together with the local community Party committee and the Meituan platform, jointly signed the “Co-construction Agreement for a “Rider-Friendly Community””. By establishing a “15-Minute Rider Service Circle” to address riders’ rest, parking, and access challenges, and leveraging community resources to provide standardized support facilities such as drinking water, emergency medicine, and rest stops, the initiative systematically improves the working conditions for new employment groups in community settings, promoting social integration and inclusive governance.

遠洋服務與中海油、比亞迪夥伴關係持續深化 DEEPENING PARTNERSHIPS WITH CNOOC AND BYD

案例
CASE

持續加強跨行業專業協同，與中海油、比亞迪等大型企業的合作持續深化，服務範圍與業態不斷拓展，鞏固了在能源、汽車等產業領域的專業服務能力。

Sino-Ocean Service continues to strengthen cross-industry professional collaboration, with deepening partnerships with large enterprises such as CNOOC and BYD. The scope of services and business formats continues to expand, consolidating our professional service capabilities in sectors such as energy and automotive.



▲ 遠洋服務與比亞迪合作門店
Sino-Ocean Service and BYD Collaborative Store

遠洋服務與用友網路開展人力資源數智化項目 SINO-OCEAN SERVICE AND YONGYOU NETWORK LAUNCH HUMAN RESOURCES DIGITAL INTELLIGENCE PROJECT

案例
CASE

2025 年 8 月，與用友網路合作啟動人力資源數智化項目，旨在通過構建一體化智慧平台，提升組織運營效率與合規風控水平，以技術驅動內部治理體系升級。

In August 2025, Sino-Ocean Service, in collaboration with Yongyou Network, initiated a human resources digital intelligence project. The project aims to enhance organisational operational efficiency and compliance risk control levels by building an integrated intelligent platform, thereby using technology to drive the upgrade of the internal governance system.



▲ 遠洋服務與用友網路人力資源數智化項目啟動會現場
Launch Meeting Site for the Sino-Ocean Service and Yongyou Network Human Resources Digital Intelligence Project

CULTIVATING COMMUNITY CULTURAL VITALITY

培育社區文化活力

我們以「陽光友鄰」為核心理念，打造「小公民」與「陽光友鄰節」兩個主題活動 IP，全年累計舉辦社區文化活動超 3,000 場，覆蓋約 90 萬人次，促進業主交流，提升社區歸屬感與凝聚力，營造溫暖、和諧、有活力的居住氛圍。

With "Sunshine Neighbor" as the core concept, we have developed two main thematic activity IPs: "Youth Citizen" and "Sunshine Neighborhood Festival". Throughout the year, we cumulatively organised over 3,000 community cultural activities, reaching approximately 900,000 participants. These activities promote interaction among owners, enhance the sense of community belonging and cohesion, and foster a warm, harmonious, and vibrant living atmosphere.

案例 CASE

「小公民」安全賦能活動 "YOUTH CITIZEN" SAFETY EMPOWERMENT ACTIVITIES

2025 年，遠洋服務持續拓展「小公民」安全賦能活動，在北京、大連、中山、無錫、成都、武漢等全國多個城市落地開展。活動緊扣「急救知識」與「消防安全」兩大主題，攜手藍天救援隊等專業機構，以場景化、互動式的演練，助力兒童掌握實用安全技能，增強其自我保護與團隊協作能力。

小公民活動不僅將關愛與安全意識深植於兒童成長過程，更通過家庭參與、社區聯動，將安全文化嵌入社區肌理，有效促進了鄰里互動與共治共用，為構建兒童友好型社區提供了切實助力。

In 2025, Sino-Ocean Service continued to expand the "Youth Citizen" Safety Empowerment activities, implementing them in multiple cities including Beijing, Dalian, Zhongshan, Wuxi, Chengdu, and Wuhan. Focusing on the two themes of "First Aid Knowledge" and "Fire Safety", and collaborating with professional institutions like the Blue Sky Rescue Team, the activities employ scenario-based, interactive drills to help children master practical safety skills and enhance their self-protection and teamwork abilities.

The "Youth Citizen" activities not only instil care and safety awareness in children's growth process but also embed a safety culture into the community fabric through family participation and community linkage. This effectively promotes neighbourly interaction, co-governance, and sharing, providing tangible support for building child-friendly communities.



▲ 遠洋服務「小公民」主題活動現場
Site of the Sino-Ocean Service "Youth Citizen" Thematic Activity

案例 CASE

「陽光友鄰節」活動 "SUNSHINE NEIGHBORHOOD FESTIVAL" ACTIVITY

2025 年 11 月，濟南遠洋潮起東方舉辦「陽光友鄰節」，吸引了近 300 名業主積極參與。活動通過設置業主跳蚤市場與特色攤位，促進了閒置物品流轉與鄰里互動；投壺、糖畫等傳統遊戲則增進了不同年齡層業主的參與感與情感連接，有效促進了鄰里交流與情感聯結，增強了社區歸屬感。

In November 2025, the Jinan Sino-Ocean Tide Rise Oriental project hosted the "Sunshine Neighborhood Festival", attracting nearly 300 property owners. The event facilitated the circulation of idle items and neighbourly interaction by setting up an owner flea market and specialty stalls. Traditional games like "touhu" (pitch-pot) and sugar painting enhanced the sense of participation and emotional connection among owners of different age groups, effectively promoting neighbourly exchange and bonding, and strengthening the sense of community belonging.



▲ 現場活動照片
Event Site Photos

「業主鄰里情·百家宴」活動 "NEIGHBOURHOOD AFFECTION · HUNDRED FAMILIES BANQUET" ACTIVITY

2025 年 5 月，杭州大河宸章舉辦「業主鄰里情·百家宴」活動，以業主自備拿手菜肴、圍桌共用為主要形式。在品嘗美食、分享故事的過程中，有效促進了鄰里間的熟悉與交流，將原本陌生的鄰居變為熟悉的「家人」，顯著增強了社區凝聚力與歸屬感。活動特別設計了百歲老人慶生與母親節關懷環節，彰顯社區人文關懷，獲得業主的廣泛好評。

In May 2025, the Hangzhou Dahe Chenzhang project held the "Neighbourhood Affection · Hundred-Family Banquet" activity, primarily in the form of owners preparing their signature dishes and sharing them around tables. Through enjoying food and sharing stories, the activity effectively fostered familiarity and interaction among neighbours, transforming previously unfamiliar neighbours into familiar "family members", significantly enhancing community cohesion and a sense of belonging. The activity specially included segments celebrating a centenarian's birthday and showing care on Mother's Day, demonstrating the community's humanistic care and receiving widespread praise from owners.



▲ 百家宴活動現場
Site of the Hundred-Family Banquet Activity

案例 CASE

「以書換蔬」活動 "BOOKS FOR VEGETABLES" ACTIVITY

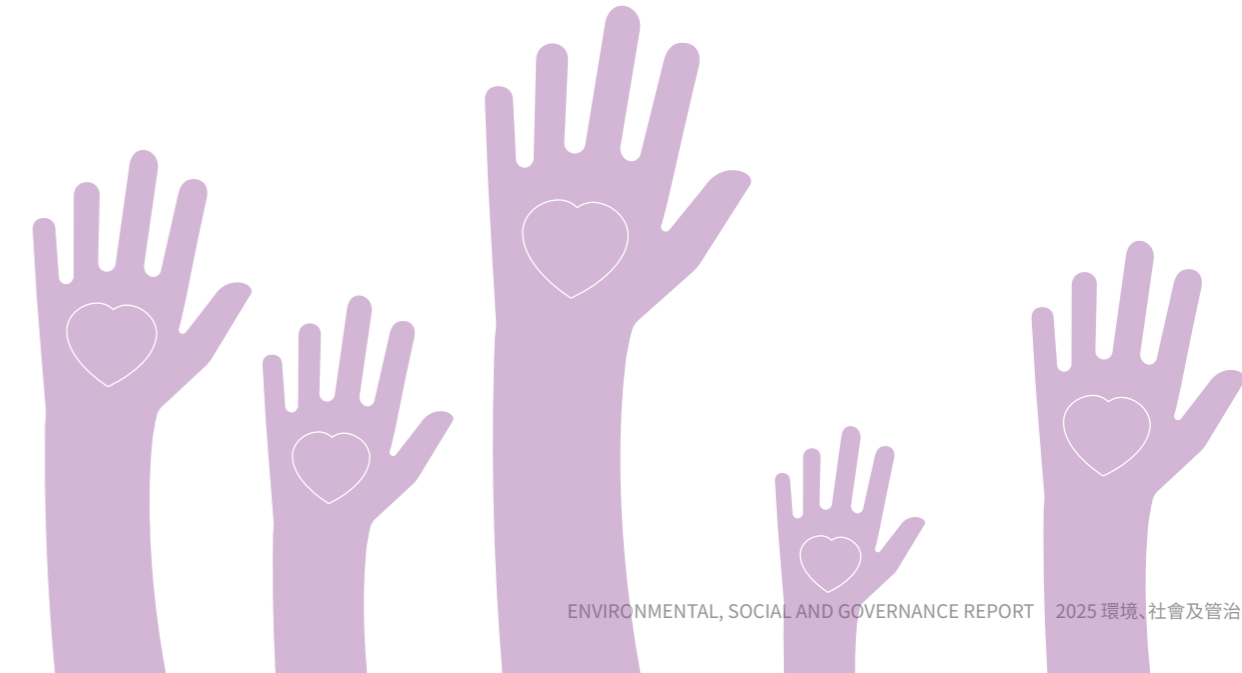
2025 年 8 月，我們創新推出「以書換蔬」公益活動。活動鼓勵業主以閒置書籍置換新鮮蔬菜，並將回收圖書統一用於打造園區公共讀書角，供全體業主免費閱讀與借閱。通過該活動鼓勵資源迴圈利用，傳播可持續發展理念。

In August 2025, we innovatively launched the "Books for Vegetables" public welfare activity. The activity encourages owners to exchange idle books for fresh vegetables. The collected books are then used to create a public reading corner within the residential area, available for free reading and borrowing by all owners. This activity encourages resource recycling and promotes the concept of sustainable development.



現場活動照片
Event Site Photos

案例 CASE



PRACTISING SUSTAINABLE PUBLIC WELFARE

踐行可持續公益

遠洋服務秉持「以人為本、回饋社會」的理念，積極履行企業社會責任，持續投入社會公益事業，關注需要幫助的群體與領域，並鼓勵員工投身志願服務，以實際行動傳遞愛心。2025年，我們開展了一系列形式多樣、內容豐富的公益活動，以實際行動踐行社會責任，傳遞溫暖與正能量。

Adhering to the philosophy of “Being People-Oriented and Giving Back to Society”, Sino-Ocean Service actively fulfils its corporate social responsibility, continuously invests in social welfare initiatives, focuses on groups and areas in need, and encourages employees to engage in volunteer services, conveying care through practical actions. In 2025, we carried out a series of diverse and substantive public welfare activities, practising social responsibility through concrete actions and conveying warmth and positive energy.

▼ 遠洋服務公益活動類別 Categories of Sino-Ocean Service Public Welfare Activities

慈善捐贈 Charitable Donations	組織或參與慈善捐助活動，凝聚資源，助力改善群體生活條件，傳遞溫暖與希望。 Organising or participating in charitable donation activities to consolidate resources, assist in improving the living conditions of groups, and convey warmth and hope.
愛心維修 Caring Maintenance	關注弱勢群體需求，組織專業服務團隊，深入社區為孤寡老人、殘障人士等弱勢群體提供免費的家電維修、管道疏通等生活援助服務，切實緩解群眾生活中的實際困難。 The needs of vulnerable groups are being addressed by organizing professional service teams to provide free household appliance repair and pipe unblocking services in communities, thereby effectively alleviating the practical difficulties faced by the public in their daily lives.
公益宣傳 Public Welfare Publicity	通過線上線下管道傳播公益理念，宣導節約環保、關愛生命與參與公益行動，推動善行文化的廣泛傳播，共同營造和諧、友愛的社會氛圍。 The concept of public welfare is disseminated through both online and offline channels, advocating for conservation, environmental protection, care for life, and participation in public service activities, thereby promoting the widespread propagation of a culture of goodwill and collectively fostering a harmonious and compassionate social environment.

遠洋服務開展「每月一果」公益行動 SINO-OCEAN SERVICE LAUNCHED THE “ONE FRUIT PER MONTH” PUBLIC WELFARE INITIATIVE

案例 CASE

2025年2月，遠洋服務商寫公司啟動「每月一果」公益行動，持續將優質水果送往內蒙古興安盟、新疆清河、雲南文山、重慶巫溪等地的孩子們手中。該項目關注當地兒童的飲食健康與關愛陪伴，通過可持續的公益模式，傳遞了遠洋服務對鄉村振興與兒童健康成長的支持。



▲ 「每月一果」活動
The “One Fruit per Month” Event

In February 2025, the Commercial Property Company of Sino-Ocean Service launched the “One Fruit per Month” public welfare initiative, continuously delivering high-quality fruits to children in areas including Xing'anmeng (Inner Mongolia), Qinghe (Xinjiang), Wenshan (Yunnan), and Wuxi (Chongqing). The project focuses on the dietary health and caring companionship for local children, conveying Sino-Ocean Service's support for rural revitalisation and the healthy growth of children through a sustainable public welfare model.

遠洋服務開展「CBD流浪貓關懷計劃」 SINO-OCEAN SERVICE IMPLEMENTS THE “CBD STRAY CAT CARE PROGRAMME”

案例 CASE

公司持續五年開展「CBD流浪貓關懷計劃」，通過科學投喂、醫療救助與絕育放歸等人道關懷方式，為城市中的流浪貓提供可持續的照料與管理。該計劃不僅改善了流浪貓的生存狀況，也促進了社區人與動物的和諧共生。



▲ 流浪貓關懷
Stray Cat Care

The Company has been implementing the “CBD Stray Cat Care Programme” for five consecutive years, providing sustainable care and management for stray cats in urban areas through humane methods such as scientific feeding, medical assistance, and Trap-Neuter-Return (TNR). The programme not only improves the living conditions of stray cats but also promotes harmonious coexistence between people and animals in the community.

案例 CASE

遠洋服務開展閒置物品捐贈活動 SINO-OCEAN SERVICE CONDUCTS IDLE ITEMS DONATION ACTIVITY

在遠洋國際中心項目，遠洋服務於大堂設立長期公益捐贈點——「心·恒溫益角」，持續接收來自客戶與員工的閒置物品。所有捐贈物資均由公益夥伴「會蘭孝親敬老服務隊」進行專業分揀、消毒，並定向送至愛心捐助站或康復服務中心。2025年末，累計捐贈衣物200件、書籍120本、玩具40件，並持續擴大覆蓋範圍。



▲ 物品捐贈區域
The Item Donation Area

At the Sino-Ocean International Centre project, Sino-Ocean Service established a long-term public welfare donation point—“Heart • Constant Warmth Corner”—in the lobby, continuously receiving idle items from clients and employees. All donated items are professionally sorted and disinfected by the public welfare partner “Huilang Xiaojing Elderly Care Service Team” and then delivered to donation stations or rehabilitation service centres. By the end of 2025, a cumulative total of 200 garments, 120 books, and 40 toys had been donated, with the coverage continuously expanding.

案例 CASE

遠洋服務開展「書送計劃」活動 SINO-OCEAN SERVICE CARRIES OUT THE “BOOK DELIVERY PLAN” ACTIVITY

2025年，公司攜手遠洋集團「書送計劃」，在寫字樓內發起公益書籍募集活動。通過廣泛動員客戶與員工參與，彙集各類優質讀物，並將其定向捐贈至街道社區閱覽室與農民工子弟學校。該活動豐富了受贈機構的閱讀資源，傳遞知識與希望，履行企業社會責任。



▲ 「書送計劃」活動
The “Book Delivery Plan” Activity

In 2025, the Company, in collaboration with Sino-Ocean Group's “Book Delivery Initiative”, launched a public welfare book collection campaign within the office building. By extensively mobilizing customers and employees, a wide range of high-quality reading materials were collected and directly donated to community reading rooms in streets and schools for children of migrant workers. The activity enriched the reading resources of the recipient organisations, disseminated knowledge and hope, and fulfilled corporate social responsibility.



APPENDIX

附錄

關鍵績效指標表
TABLE OF KEY PERFORMANCE

類別 Scope	指標 Indicator	單位 Unit	2025	2024	2023
環境 ^{1,2} Environment ^{1,2}	溫室氣體 GHG				
	溫室氣體排放量 ^{3,4} GHG emission ^{3,4}	噸二氧化碳 Tonne carbon dioxide	162,187.87	171,230.51	121,459.70
	溫室氣體排放密度 ⁵ GHG emission intensity ⁵	噸二氧化碳/百萬平方米 Tonne carbon dioxide / million sq.m.	1,813.78	1,851.14	1,202.57
	人均溫室氣體排放 ⁶ GHG emission per capita ⁶	噸二氧化碳/人 Tonne carbon dioxide / person	19.80	19.95	13.38
	營業收入溫室氣體排放密度 ⁷ Intensity of GHG emission in terms of revenue ⁷	噸二氧化碳/萬元營業收入 Tonne carbon dioxide / RMB ten thousand revenue	0.60	0.60	0.39
	直接排放(範圍一) Direct emission (Scope 1)	噸二氧化碳 Tonne carbon dioxide	3,489.16	3,130.21	2,517.04
	汽油 Gasoline	噸二氧化碳 Tonne carbon dioxide	29.92	26.45	22.96
	柴油 Diesel	噸二氧化碳 Tonne carbon dioxide	31.07	29.82	43.02
	天然氣 Natural gas	噸二氧化碳 Tonne carbon dioxide	1,219.08	1,310.13	1,342.78
	製冷劑 Refrigerant	噸二氧化碳 Tonne carbon dioxide	2,209.09	1,763.81	1,108.28
	間接排放(範圍二) Indirect emission (Scope 2)	噸二氧化碳 Tonne carbon dioxide	158,698.71	168,100.30	118,942.66
	外購電力 Purchased electricity	噸二氧化碳 Tonne carbon dioxide	154,181.58	159,126.43	116,254.04
	外購熱力 Purchased heat	噸二氧化碳 Tonne carbon dioxide	4,517.13	8,973.87	2,688.62
	廢氣排放 Exhaust emissions	噸 Tonne	/	/	/
	能源 Energy				
	能源消耗總額 ⁸ Total energy consumption ⁸	千個千瓦時 '000 kWh	280,959.20	301,083.59	217,532.48
	能源消耗密度 ⁵ Energy consumption intensity ⁵	千個千瓦時/百萬平方米 '000 kWh / million sq.m.	3,142.02	3,254.96	2,153.79
	直接能源消耗 Direct energy consumption	千個千瓦時 '000 kWh	6,270.42	6,702.55	6,899.63
	消耗的不可再生資源 Non-renewable energy consumed	千個千瓦時 '000 kWh	6,270.42	6,702.55	6,899.63

類別 Scope	指標 Indicator	單位 Unit	2025	2024	2023
環境 ^{1,2} Environment ^{1,2}	汽油 Gasoline	千個千瓦時 '000 kWh	119.59	105.71	91.77
	柴油 Diesel	千個千瓦時 '000 kWh	116.18	111.50	160.86
	天然氣 Natural gas	千個千瓦時 '000 kWh	6,034.65	6,485.35	6,646.99
	間接能源消耗 Indirect energy consumption	千個千瓦時 '000 kWh	274,688.78	294,381.04	210,632.86
	外購電力 Purchased electricity	千個千瓦時 '000 kWh	263,288.21	271,732.29	203,847.17
	外購熱力 Purchased heat	千個千瓦時 '000 kWh	11,400.57	22,648.75	6,785.69
	可再生能源消耗 Renewable energy consumption	千瓦時 kWh	/	37,816.85	2,779.35
	耗水量 Water consumption				
	總耗水量 ⁹ Total water consumption ⁹	立方米 Cubic metre	3,742,263.41	4,061,508.31	3,815,444.24
	耗水密度 ⁵ Water consumption intensity ⁵	立方米/百萬平方米 Cubic metre / million sq.m.	41,850.41	43,908.20	37,776.68
	污水排放量 Sewage discharge	立方米 Cubic metre	2,586,251.89	2,985,052.01	2,461,249.68
	廢棄物 Waste				
	無害廢棄物 ¹⁰ Non-hazardous waste ¹⁰	噸 Tonne	1,259.16	5,132.17	4,503.89
	有害廢棄物 ¹¹ Hazardous waste ¹¹	噸 Tonne	0.04	8.62	3.53
	無害廢棄物產生密度 ⁵ Non-hazardous waste discharge intensity ⁵	噸/百萬平方米 Tonne / million sq.m.	14.08	55.48	44.59
	有害廢棄物產生密度 ⁵ Hazardous waste discharge intensity ⁵	噸/百萬平方米 Tonne / million sq.m.	0.00	0.09	0.03
	資源消耗量 Resource consumption				
	總耗紙量 Total paper consumption	千克 Kg	45,860.81	17,229.04	13,709.91
	總耗紙密度 Total paper consumption density	千克/百萬平方米 Kg / million sq.m.	512.87	186.26	135.74
	社會 Society	僱傭 Employment			
正式合約員工總人數 Total headcount of employees under formal contract		人 Person	8,191	8,585	9,081
按性別劃分 By gender					
男性員工數 Number of male employees		人 Person	5,086	5,191	5,168
女性員工數 Number of female employees	人 Person	3,105	3,394	3,913	

類別 Scope	指標 Indicator	單位 Unit	2025	2024	2023
社會 Society	按僱傭類型劃分 By employment type				
	全職 Full-time	人 Person	7,233	7,398	8,028
	兼職 Part-time	人 Person	958	1,187	1,053
	按年齡劃分 By age				
	30歲以下 30 or below	人 Person	1,374	1,492	1,693
	30歲-50歲 (包含30歲及50歲) 30-50 (including 30 and 50)	人 Person	5,057	5,006	5,076
	50歲以上 Above 50	人 Person	1,760	2,087	2,312
	按地區劃分 By region				
	總部 Headquarters	人 Person	105	101	95
	北京區域 Beijing Region	人 Person	1,101	1,046	672
	環渤海區域 The Bohai Rim region	人 Person	995	1,463	1,393
	華東區域 Eastern China Region	人 Person	982	1,506	2,706
	華南區域 Southern China Region	人 Person	1,542	1,552	1,376
	華中華西區域 Central and Western China Region	人 Person	1,577	1,505	1,135
	商寫業務中心 Commercial properties business centre	人 Person	620	755	636
	北京億洋時代樓宇科技有限公司 Beijing Yiyang Times Building Technology Co., Ltd.	人 Person	743	649	898
	遠洋機電設備公司員工人數 Number of Employees of Sino-Ocean Mechatronics Equipment	人 Person	14	8	9
	員工流失率¹² Employee turnover rate ¹²				
	年度員工流失率 Annual employee turnover rate	%	29.5	29.3	34.8
	按性別劃分 By gender				
男性員工流失率 Male staff turnover rate	%	28.2	28.0	33.9	
女性員工流失率 Female staff turnover rate	%	31.7	31.1	35.9	

類別 Scope	指標 Indicator	單位 Unit	2025	2024	2023
社會 Society	按年齡劃分 By age				
	30歲以下員工流失率 Turnover rate of staff aged 30 or below	%	39.3	43.8	47.5
	30歲-50歲員工流失率 Turnover rate of staff aged 30-50	%	22.5	25.6	30.4
	50歲以上員工流失率 Turnover rate of staff aged above 50	%	37.9	24.3	32.0
	按地區劃分 By region				
	總部員工流失率 Employee turnover rate in Headquarters	%	7.9	16.5	18.1
	北京區域員工流失率 Employee turnover rate in the Beijing region	%	18.0	23.2	27.9
	環渤海區域員工流失率 Employee turnover rate in the Bohai Rim region	%	21.9	30.0	27.7
	華東區域員工流失率 Employee turnover rate in the Eastern China region	%	50.2	35.8	41.6
	華南區域員工流失率 Employee turnover rate in the Southern China region	%	32.2	34.5	35.2
	華中華西區域員工流失率 Employee turnover rate in the Central and Western China region	%	27.8	30.0	33.5
	商寫業務中心員工流失率 Employee turnover rate of the commercial properties business centre	%	18.1	15.2	24.5
	北京億洋時代樓宇科技有限公司員工流失率 Employee turnover rate of Beijing Yiyang Times Building Technology Co., Ltd.	%	26.8	19.3	29.1
	遠洋機電設備公司員工流失率 Employee turnover rate of Sino-Ocean Mechatronics Equipment	%	12.5	27.3	0
	健康與安全 Health and Safety				
	因工作關係死亡人數 Number of work-related fatalities	人 Person	0	0	0
	因工作關係死亡比率 Ratio of work-related fatality	%	0	0	0
	因工傷損失總工作日數 Lost days due to work injury	天 Day	1,949	1,312	1,809
	發展與培訓 Development and Training				
	受訓總人數 Total number of personnel trained	人 Person	8,191	8,585	9,081
按性別劃分 By gender					
男性員工受訓百分比 Male staff training percentage	%	62.1	60.5	56.9	
女性員工受訓百分比 Female staff training percentage	%	37.9	39.5	43.1	

類別 Scope	指標 Indicator	單位 Unit	2025	2024	2023
	按僱員類別劃分 By employee category				
	高級管理層受訓百分比 Senior management training ratio	%	0.1	0.2	0.1
	中級管理層受訓百分比 Middle management training ratio	%	1.4	1.2	1.2
	非管理層人員受訓百分比 Non-management personnel training ratio	%	98.5	98.6	98.7
	全體員工總受訓時長 Total staff training hours	小時 Hour	239,177	251,490	195,710
	全體員工受訓平均時長 ¹³ Average staff training hours ¹³	小時 Hour	29.20	29.29	21.55
	按性別劃分 By gender				
	男性員工受訓平均時長 ¹³ Average training hour for male employees ¹³	小時 Hour	29.16	29.07	18.55
	女性員工受訓平均時長 ¹³ Average training hour for female employees ¹³	小時 Hour	29.27	29.64	25.51
	按僱員類別劃分 By employee category				
	高級管理層受訓平均時長 ¹³ Average training hour for senior management ¹³	小時 Hour	38.25	35.31	38.08
	中級管理層受訓平均時長 ¹³ Average training hour for middle management ¹³	小時 Hour	53.50	55.94	55.83
	非管理層人員受訓平均時長 ¹³ Average training hour for non-management personnel ¹³	小時 Hour	28.85	28.94	21.12
	供應鏈管理 Supply-chain management				
	供應商總數量 Total number of suppliers	家 Unit	1,551	1,302	742
	按地區劃分 By geographical region				
	東北地區 Northeastern China region	家 Unit	151	115	68
	華北地區 Northern China region	家 Unit	448	406	210
	華東地區 Eastern China region	家 Unit	445	290	233
	華中地區 Central China region	家 Unit	183	89	72
	華南地區 Southern China region	家 Unit	220	207	27
	東南地區 Southeastern China region	家 Unit	21	18	67
	西南地區 Southwestern China region	家 Unit	52	138	51
	西北地區 Northwestern China region	家 Unit	31	39	14
	執行供應商管理制度的供應商數量 Number of suppliers subject to the supplier management system	家 Unit	1,551	1,302	742

類別 Scope	指標 Indicator	單位 Unit	2025	2024	2023
	產品責任 Product liability				
	受理各類客訴(包含投訴、諮詢、建議等)總數量 Total number of customer complaints (including complaints, consultation and suggestions) received	單 Case	1,265	2,534	1,523
	客訴解決率 Customer complaint settlement	%	100	100	100
	社會 Society				
	反貪污 Anti-corruption				
	針對公司或員工的貪污訴訟案件數 Number of corruption lawsuits against the Company or its employees	單 Case	0	0	0
	社區投資 Community investment				
	慈善及其他用途之捐款約為 Donations for charitable and other purposes are approximately	人民幣萬元 RMB ten thousand	66.4	67.5	29.5

注釋 Notes

- 本年度環境關鍵績效指標披露範圍包括：總部、5 個區域公司、1 個業務中心及 2 個事業公司的辦公區，在管 506 個項目的辦公區及物業管理公共區，以及所有非外包員工食堂。
- 數據換算方法及係數主要參考聯交所的指引文件《如何編制環境、社會及管治報告》之《附錄二：環境關鍵績效指標匯報指引》，個別數據換算方法及係數參考文件參見後述註解。
- 溫室氣體排放量 = 不可再生能源溫室氣體排放量 + 為消耗而購買的電力、熱力產生的溫室氣體排放量 + 製冷劑產生的溫室氣體排放量。
- 溫室氣體主要源自於本集團能源及燃料消耗。2025 年，我們根據聯交所刊載的《環境關鍵績效指標匯報指引》、《企業溫室氣體排放核算方法與報告指南 發電設施(2022 年修訂版)》、《IPCC 第六次評估報告》以及《中國 24 個行業溫室氣體排放核算方法與報告指南》中建議的計算係數與公式進行計算。
- 密度數值是以本集團截至 2025 年 12 月 31 日止的在管建築面積為除數計算。
- 人均溫室氣體排放是以本集團截至 2025 年 12 月 31 日止的總員工數為除數計算。
- 營業收入溫室氣體排放密度是以本集團截至 2025 年 12 月 31 日止年度的營業收入為除數計算。
- 能源消耗主要包括汽油、柴油、天然氣、電力和熱力。2025 年能源消耗量數據是根據電力及燃料的消耗量及《綜合能耗計算通則(GB/T 2589-2020)》提供的有關轉換因數進行計算。
- 本集團水資源主要來自於雨水、市政自來水供水、中水、飲用純淨水等，主要用途包括生活用水、飲用水、綠化帶灌溉用水等，水資源消耗總量包括數據披露範圍內辦公區及售樓處的所有水資源消耗。
- 本集團運營涉及的無害廢棄物主要包括木質材料垃圾、金屬垃圾、混凝土垃圾、殘食垃圾及辦公垃圾。
- 本集團運營涉及的有害廢棄物主要包括廢油漆和油漆容器、碳粉盒及墨盒及廢棄電子電器。
- 因業務調整，於 2025 年，本集團已將北京遠和志尚科技服務有限公司的員工整合至各區域。
- 流失率的計算公式為：流失率 = 離職人數 / (離職人數 + 年末人數) × 100%。
- 受訓平均時長是以本集團員工截至 2025 年 12 月 31 日止年度的受訓總人數為除數計算。

- The scope of disclosure for key environmental performance indicators for the current year includes: office areas of the headquarters, 5 regional companies, 1 business center and 2 business units, office areas and public property management areas of 506 projects under management; and all non-outsourced staff canteens.
- Data conversion methods and coefficients are mainly based on Appendix II: Environmental Key Performance Indicators Reporting Guidelines in the Stock Exchange of Hong Kong's guidance document How to Prepare an Environmental, Social and Governance Report. For individual data conversion methods and coefficients, please refer to the notes below.
- Greenhouse gas emissions = GHG emissions from non-renewable energy + GHG emissions from purchased electricity and heat for consumption + GHG emissions from refrigerants.
- Greenhouse gases are mainly generated from the Group's energy and fuel consumption. In 2025, calculations were conducted using the calculation coefficients and formulas recommended in the Environmental Key Performance Indicators Reporting Guidelines issued by the Stock Exchange of Hong Kong, Guidelines for Accounting and Reporting of Greenhouse Gas Emissions from Power Generation Facilities (Revised 2022), the IPCC Sixth Assessment Report, and the Guidelines for Accounting and Reporting of Greenhouse Gas Emissions for 24 Industries in China.
- Intensity values are calculated by dividing by the gross floor area under management of the Group as of 31 December 2025.
- Per capita greenhouse gas emissions are calculated by dividing by the total number of employees of the Group as of 31 December 2025.
- Greenhouse gas emission intensity against operating revenue is calculated by dividing by the operating revenue of the Group for the year ended 31 December 2025.
- Energy consumption mainly includes gasoline, diesel, natural gas, electricity and heat. The 2025 energy consumption data is calculated based on the consumption of electricity and fuels and the relevant conversion factors provided in General Principles for Calculation of Comprehensive Energy Consumption (GB/T 2589-2020).
- The Group's water resources are mainly sourced from rainwater, municipal tap water, reclaimed water, and purified drinking water, mainly used for domestic water, drinking water, green belt irrigation, etc. Total water consumption includes all water consumption in office areas and sales offices within the data disclosure scope.
- Non-hazardous waste generated from the Group's operations mainly includes wood waste, metal waste, concrete waste, food waste and office waste.
- Hazardous waste generated from the Group's operations mainly includes waste paint and paint containers, toner cartridges and ink cartridges, and waste electrical and electronic equipment.
- Due to business adjustments, in 2025, the Group has integrated the employees of Beijing Yuanhe Zhishang Technology Service Co., Ltd. into various regions.
- The formula for calculating the turnover rate is: Turnover Rate = Number of Dismission / (Number of Dismission + End-of-year Headcount) × 100%.
- The average training hours per employee are calculated by dividing the total training hours by the total number of trainees of the Group for the year ended 31 December 2025.

ESG REPORTING GUIDE CONTENT INDEX

《環境、社會及管治報告指引》索引

主要範疇、層面、一般披露及關鍵績效指標
Principal areas, levels, general disclosures, and key performance indicators

主要範疇 SUBJECT AREAS	層面 ASPECTS	關鍵績效指標 KPI	披露頁碼 PAGE
環境 Environmental	A1 排放物 Emissions	一般披露 有關廢氣排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 General disclosure: Related to emissions to air, discharges to water and land, and the generation of hazardous and non-hazardous waste: (a) Policy; and (b) The information on compliance with laws and regulations that have a significant impact on the issuer.	P45-50
		A1.1 排放物種類及相關排放數據 A1.1 Types of emissions and related emission data	P45-50, P81-82
		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)。 A1.3 Total amount of hazardous waste generated (in tonnes) and, where applicable, intensity (e.g. per unit of production volume, per facility)	P50
		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) A1.4 Total amount of non-hazardous waste generated (in tonnes) and, where applicable, intensity (e.g. per unit of production volume, per facility)	P50
		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 A1.5 Description of the established emission targets and the steps taken to achieve them	P46、P50
		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 A1.6 Description of the methods for handling hazardous and non-hazardous wastes, and description of the waste reduction targets set and the steps taken to achieve them	P45-50
	A2 資源使用 Use of Resources	一般披露 有效使用資源(包括能源、水及其他原材料)的政策。 General disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	P47-49
		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) A2.1 Total consumption (in thousands of kWh) and intensity (e.g. per unit of production volume, per facility) of direct and/or indirect energy (e.g. electricity, gas or oil) by type	P81-82
		A2.2 總耗水量及密度(如以每產量單位、每項設施計算) A2.2 Total water consumption and intensity (e.g. per unit of production volume, per facility)	P82

主要範疇 SUBJECT AREAS	層面 ASPECTS	關鍵績效指標 KPI	披露頁碼 PAGE
環境 Environmental	A2 資源使用 Use of Resources	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。 A2.3 Description of energy efficiency targets set and steps taken to achieve them	P47-49
		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。 A2.4 Description of any problems that may arise in obtaining suitable water sources, as well as water efficiency targets set and steps taken to achieve them	P49
		A2.5 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量 A2.5 The total amount of packaging materials used in finished goods (in tonnes) and, where applicable, per unit of production.	鑒於本集團運營不涉及實體產品生產，且運營中使用的自有包裝物數量微小，因此該指標不適用於本集團 Given that the Group's operations do not involve the production of physical products and that the amount of own packaging used in its operations is minimal, this indicator is not applicable to the Group
環境 Environmental	A3 環境及天然資源 Environment and Natural Resources	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 General disclosure: Policies to mitigate the issuer's significant impact on the environment and natural resources.	P45-50
		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 A3.1 Description of the significant impact of business activities on the environment and natural resources and actions taken to manage such impact	P45-50
社會 Social	B1 僱傭 Employment	一般披露 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例 General disclosure: In relation to remuneration and dismissal, recruitment and promotion, working hours, holidays, equal opportunity, diversity, anti-discrimination and Other benefits: (a) Policy; and (b) The information on compliance with laws and regulations that have a significant impact on the issuer.	P67-72
		B1.1 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數 B1.1 Total number of employees by gender, employment type (e.g. full-time or part-time), age group and region	P82-85
		B1.2 按性別、年齡組別及地區劃分的僱員流失比率 B1.2 Employee turnover rate by gender, age group and geographical region.	P83-84
	B2 健康與安全 Health and Safety	一般披露 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例 General disclosure In relation to providing a safe working environment and protecting employees from occupational hazards: (a) Policy; and (b) The information on compliance with laws and regulations that have a significant impact on the issuer.	P67

主要範疇 SUBJECT AREAS	層面 ASPECTS	關鍵績效指標 KPI	披露頁碼 PAGE
社會 Social	B2 健康與安全 Health and Safety	B2.1過去三年(包括匯報年度)每年因工亡故的人數及比率 B2.1 Number and rate of work-related fatalities in each of the last three years including the reporting year.	P71、P84
		B2.2因工傷損失工作日數 B2.2 Work days lost due to work injury	P84
		B2.3描述所採納的職業健康與安全措施,以及相關執行及監察方法 B2.3 Description of occupational health and safety measures adopted and how they are implemented and monitored	P67、P71-72
	B3 發展及培訓 Development and Training	一般披露 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 General disclosure: Policies on enhancing employees' knowledge and skills in performing their job duties. Description of training activities.	P70
		B3.1按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比 B3.1 Percentage of employees trained by gender and employee category (e.g. senior management, middle management, etc.).	P84-85
		B3.2按性別及僱員類別劃分,每名僱員完成受訓的平均時數 B3.2 Average training hours completed per employee by gender and employee category	P85
	B4 勞工準則 Labor Standards	一般披露 有關防止童工或強制勞工的: (a) 政策; 及 (b) 遵守對發行人有重大影響的相關法律及規例 General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	P67
		B4.1描述檢討招聘慣例的措施以避免童工及強制勞工 B4.1 Measures to review recruitment practices to avoid child and forced labour	P67
		B4.2描述在發現違規情況時消除有關情況所採取的步驟 B4.2 Steps taken to eliminate violations when they are identified	P67
	B5 供應鏈管理 Supply Chain Management	一般披露 管理供應鏈的環境及社會風險政策 General disclosure Environmental and social risk policies to manage the supply chain.	P41-42
		B5.1按地區劃分的供應商數目 B5.1 Number of suppliers by region	P42、P85
		B5.2描述有關聘用供應商的慣例,向其執行有關慣例的供應商數目,以及相關執行及監察方法。 B5.2 Description of practices relating to the engagement of suppliers, the number of suppliers to whom such practices are implemented, and how such practices are implemented and monitored	P41-42
B5.3描述有關識別供應鏈每個環節的環境及社會風險的慣例,以及相關執行及監察方法 B5.3 Description of practices on identifying environmental and social risks in each link of the supply chain, and how they are implemented and monitored		P41-42	

主要範疇 SUBJECT AREAS	層面 ASPECTS	關鍵績效指標 KPI	披露頁碼 PAGE
社會 Social	B5 供應鏈管理 Supply Chain Management	B5.4描述在揀選供應商時促使多用環保產品及服務的慣例,以及相關執行及監察方法 B5.4 Description of practices to promote the multiplicity of environmentally friendly products and services in supplier selection, and how they are implemented and monitored	P41-42
		一般披露 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的: (a) 政策; 及 (b) 遵守對發行人有重大影響的相關法律及規例 General disclosure In relation to health and safety, advertising, labelling and privacy matters relating to products and services provided, and remedies: (a) Policy; and (b) The information on compliance with laws and regulations that have a significant impact on the issuer.	P33-40
	B6 產品責任 Product Responsibility	B6.1已售或已運送產品總數中因安全與健康理由而須回收的百分比 B6.1 Percentage of the total number of products sold or shipped subject to recall for safety and health reasons	鑒於本集團運營不涉及實體產品生產,因此該指標不適用於本集團 Given that the Group's operations do not involve the production of physical products, therefore this indicator is not applicable to the Group
		B6.2接獲關於產品及服務的投訴數目以及應對方法 B6.2 Number of complaints received regarding products and services and how to deal with them	P39-40
		B6.3描述與維護及保障知識產權有關的慣例 B6.3 Description of practices relating to the maintenance and protection of intellectual property rights	P29-30
		B6.4描述質量檢定過程及產品回收程序 B6.4 Description of quality assurance process and recall procedures	鑒於本集團運營不涉及實體產品生產,因此該指標不適用於本集團 Given that the Group's operations do not involve the production of physical products, therefore this indicator is not applicable to the Group
		B6.5描述消費者資料保障及私隱政策,以及相關執行及監察方法 B6.5 Description of consumer data protection and privacy policy, and related enforcement and monitoring methods	P29-30
	B7 反貪污 Anti-corruption	一般披露 有關防止賄賂、勒索、欺詐及洗黑錢的: (a) 政策; 及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 General disclosure In relation to the prevention of bribery, extortion, fraud and money laundering: (a) Policy; and (b) The information on compliance with laws and regulations that have a significant impact on the issuer.	P25-28
		B7.1於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果 B7.1 Number and outcome of concluded corruption litigation cases brought against the issuer or its employees during the reporting period	P86
		B7.2描述防範措施及舉報程序,以及相關執行及監察方法 B7.2 Preventive measures and whistleblowing procedures, and related implementation and monitoring methods	P28

主要範疇 SUBJECT AREAS	層面 ASPECTS	關鍵績效指標 KPI	披露頁碼 PAGE
社會 Social	B7 反貪污 Anti-corruption	B7.3描述向董事及員工提供的反貪污培訓 B7.3 Description of anti-corruption training provided to directors and employees	P26-27
	B8 社區投資 Community Investment	一般披露 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策 General disclosure Policies on community involvement to understand the needs of the communities in which they operate and to ensure that their business activities take into account the interests of the communities.	P75-78
		B8.1專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育) B8.1 Focus on areas of contribution (e.g. education, environmental issues, labour needs, health, culture, sports)	P79-80
		B8.2在專注範疇所動用資源(如金錢或時間) B8.2 Resources (e.g. money or time) spent on areas of focus	P79-80

氣候相關披露

Climate-related disclosures

維度 DIMENSION	內容 CONTENT	披露頁碼 PAGE
管治 Governance	<p>19. 發行人須披露有關以下方面的資料：</p> <p>(a) 負責監督氣候相關風險和機遇的治理機構(可包括董事會、委員會或其他同等治理機構)或個人的資訊。具體而言，發行人須指出有關機構或個人及披露以下資訊：</p> <p>(i) 該機構或個人如何釐定當前或將來是否有適當的技能和勝任能力來監督應對氣候相關風險和機遇的策略；</p> <p>(ii) 該機構或個人獲悉氣候相關風險和機遇的方式和頻率；</p> <p>(iii) 該機構或個人在監督發行人的策略、重大交易決策和風險管理程序及相關政策的過程中，如何考慮氣候相關風險和機遇，包括該機構或個人是否有考慮與該等氣候相關風險和機遇相關的權衡評估；</p> <p>(iv) 該機構或個人如何監督有關氣候相關風險和機遇的目標制定並監察達標進度(見第37段至第40段)，包括是否將相關績效指標納入薪酬政策以及如何納入(見第35段)；及</p> <p>(b) 管理層在用以監察、管理及監督氣候相關風險和機遇的管治流程、監控措施及程序中的角色，包括以下資訊：</p> <p>(i) 該角色是否被委託給特定的管理層人員或管理層委員會以及如何對該人員或委員會進行監督；及</p> <p>(ii) 管理層可有使用監控措施及程序協助監督氣候相關風險和機遇；如有，這些監控措施及程序如何與其他內部職能部門進行整合</p> <p>19. An issuer shall disclose information about:</p> <p>(a) the governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate related risks and opportunities. Specifically, the issuer shall identify that body(s) or individual(s) and disclose information about:</p> <p>(i) how the body(s) or individual(s) determines whether appropriate skills and competencies are available or will be developed to oversee strategies designed to respond to climate-related risks and opportunities;</p> <p>(ii) how and how often the body(s) or individual(s) is informed about climate-related risks and opportunities;</p> <p>(iii) how the body(s) or individual(s) takes into account climate-related risks and opportunities when overseeing the issuer's strategy, its decisions on major transactions, and its risk management processes and related policies, including whether the body(s) or individual(s) has considered trade-offs associated with those risks and opportunities;</p> <p>(iv) how the body(s) or individual(s) oversees the setting of, and monitors progress towards, targets related to climate-related risks and opportunities (see paragraphs 37 to 40), including whether and how related performance metrics are included in remuneration policies (see paragraph 35); and</p> <p>(b) management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities, including information about:</p> <p>(i) whether the role is delegated to a specific management-level position or management-level committee and how oversight is exercised over that position or committee; and</p> <p>(ii) whether management uses controls and procedures to support the oversight of climate-related risks and opportunities and, if so, how these controls and procedures are integrated with other internal functions.</p>	P45-46、P51

維度 DIMENSION	內容 CONTENT	披露頁碼 PAGE
管治 Governance	<p>氣候相關風險和機遇</p> <p>20. 發行人須披露其資訊，以讓人理解其合理預期可能在短期、中期或長期影響其現金流量、融資渠道或資本成本的氣候相關風險和機遇。具體而言，發行人須：</p> <p>(a) 描述合理預期可能在短期、中期或長期影響發行人的現金流量、融資渠道或資本成本的氣候相關風險和機遇；</p> <p>(b) 就發行人已識別的每項氣候相關風險，解釋發行人是否認為該風險是與氣候相關物理風險或與氣候相關轉型風險；</p> <p>(c) 就發行人已識別的每項氣候相關風險和機遇，具體說明其合理預期可能影響發行人的時間範圍(短期、中期或長期)；及</p> <p>(d) 解釋發行人如何定義短期、中期及長期，以及這些定義如何與其策略決定規劃範圍掛鉤。</p> <p>Climate-related risks and opportunities</p> <p>20. An issuer shall disclose information to enable an understanding of climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term. Specifically, the issuer shall:</p> <p>(a) describe climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term;</p> <p>(b) explain, for each climate-related risk the issuer has identified, whether the issuer considers the risk to be a climate-related physical risk or climate-related transition risk;</p> <p>(c) specify, for each climate-related risk and opportunity the issuer has identified, over which time horizons – short, medium or long term – the effects of each climate-related risk and opportunity could reasonably be expected to occur; and</p> <p>(d) explain how the issuer defines “short term”, “medium term” and “long term” and how these definitions are linked to the planning horizons used by the issuer for strategic decision-making.</p>	P52-62
	<p>業務模式和價值鏈</p> <p>21. 發行人須披露讓人了解氣候相關風險和機遇對其業務模式和價值鏈的當前和預期影響的資訊。具體而言，發行人須作如下披露：</p> <p>(a) 描述氣候相關風險和機遇對發行人的業務模式和價值鏈的當前和預期影響；及</p> <p>(b) 描述在發行人的業務模式和價值鏈中，氣候相關風險和機遇集中的地方(例如，地理區域、設施及資產類型)</p> <p>Business model and value chain</p> <p>21. An issuer shall disclose information that enables an understanding of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain. Specifically, the issuer shall disclose:</p> <p>(a) a description of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain; and</p> <p>(b) a description of where in the issuer's business model and value chain climate related risks and opportunities are concentrated (for example, geographical areas, facilities and types of assets).</p>	P52-62

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管治 Governance	<p>策略和決策</p> <p>22. 發行人須披露讓人了解氣候相關風險和機遇對其策略和決策的影響的資訊。具體而言，發行人須披露：</p> <p>(a) 有關發行人已經及將來計劃在其策略和決策中如何應對氣候相關風險和機遇的資訊，包括發行人計劃如何實現任何其所設定的氣候相關目標，以及任何法律或法規要求達到的目標。具體而言，發行人須披露以下資訊：</p> <p>(i) 因應氣候相關風險和機遇而在當前及預期將來對發行人業務模式（包括資源配置）作出的變動；</p> <p>(ii) 已經或預期將進行的任何適應或減緩工作（直接或間接）；</p> <p>(iii) 發行人任何與氣候相關轉型計劃（包括制定轉型計劃時使用的主要假設的資訊，以及該計劃所依賴的因素），或若發行人並未有這樣的計劃，則作適當的否定聲明；</p> <p>(iv) 發行人計劃如何實現第 37 至 40 段所述的任何氣候相關目標（包括任何溫室氣體排放目標（如有））；及</p> <p>(b) 有關發行人當前及將來計劃如何為根據第22(a)段披露的行動提供資源</p> <p>Strategy and decision-making</p> <p>22. An issuer shall disclose information that enables an understanding of the effects of climate-related risks and opportunities on its strategy and decision-making. Specifically, the issuer shall disclose:</p> <p>(a) information about how the issuer has responded to, and plans to respond to, climate-related risks and opportunities in its strategy and decision-making, including how the issuer plans to achieve any climate-related targets it has set and any targets it is required to meet by law or regulation. Specifically, the issuer shall disclose information about:</p> <p>(i) current and anticipated changes to the issuer's business model, including its resource allocation, to address climate-related risks and opportunities;</p> <p>(ii) any climate-related transition plan the issuer has (including information about key assumptions used in developing its transition plan, and dependencies on which the issuer's transition plan relies), or an appropriate negative statement where the issuer does not have a climate-related transition plan; and</p> <p>(iv) how the issuer plans to achieve any climate-related targets (including any greenhouse gas emissions targets (if any)), described in accordance with paragraphs 37 to 40; and</p> <p>(b) information about how the issuer is resourcing, and plans to resource, the activities disclosed in accordance with paragraph 22(a)</p>	P63
	<p>23. 發行人須披露先前各匯報期內按照第22(a)段所披露計劃的進度。</p> <p>23. An issuer shall disclose information about the progress of plans disclosed in previous reporting periods in accordance with paragraph 22(a)</p>	P63
	<p>財務狀況、財務表現及現金流量</p> <p>24. 當前財務影響</p> <p>發行人須披露以下定性和量化資料：</p> <p>(a) 氣候相關風險和機遇如何影響發行人匯報期的財務狀況、財務表現及現金流量；及</p> <p>(b) 當存在將導致下一匯報年度相關財務報表中的資產和負債帳面價值發生重要調整的重大風險時，關於第24(a)段中識別的氣候相關風險和機遇的資訊</p> <p>Financial position, financial performance and cash flows</p> <p>24. Current financial effect</p> <p>An issuer shall disclose qualitative and quantitative information about:</p> <p>(a) how climate-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period; and</p> <p>(b) the climate-related risks and opportunities identified in paragraph 24(a) for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements.</p>	P53-62
<p>25. 預期財務影響</p> <p>發行人須披露以下定性和量化資料：</p> <p>(a) 發行人經考慮其管理氣候相關風險和機遇的策略後，並考慮到以下各項，預期其財務狀況在短期、中期及長期內將如何變化：</p> <p>(i) 其投資及處置計劃；及</p> <p>(ii) 其為實施策略所需的資金的計劃資金來源；及</p> <p>(b) 基於發行人管理氣候相關風險和機遇的策略，其預計其財務業績及現金流量在短期、中期及長期的變化。</p>	P53-62	

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管治 Governance	<p>25. Anticipated financial effect</p> <p>The issuer shall provide qualitative and quantitative disclosures about:</p> <p>(a) The issuer shall provide qualitative and quantitative disclosures about:</p> <p>(i) its investment and disposal plans; and</p> <p>(ii) its planned sources of funding to implement its strategy; and</p> <p>(b) how the issuer expects its financial performance and cash flows to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities.</p>	P53-62
	<p>氣候韌性</p> <p>26. 在考慮發行人已識別的氣候相關風險和機遇後，發行人須披露資訊，使他人了解發行人的策略及業務模式對氣候相關變化、發展或不確定性的韌性。發行人須按與其情況相稱的做法，使用與氣候相關的情景分析來評估其氣候韌性。提供量化資訊時，發行人可披露單一數額或區間範圍。具體而言，發行人須披露：</p> <p>(a) 發行人截至匯報日對其氣候韌性的評估，其有助於了解：</p> <p>(i) 發行人的分析結果對其策略和業務模式的影響（如有），包括發行人需要如何應對氣候相關情景分析中確定的影響；</p> <p>(ii) 發行人對氣候韌性的評估中考慮的重大不確定因素的範疇；及</p> <p>(iii) 發行人根據氣候發展調整其短期、中期和長期策略和業務模式的能力；</p> <p>(b) 如何及何時進行氣候相關情景分析，包括：</p> <p>(i) 使用的輸入數據，包括：</p> <p>(1) 發行人在分析中使用的氣候相關情景及其來源；</p> <p>(2) 分析是否涵蓋多種不同的氣候相關情景；</p> <p>(3) 分析所使用的氣候相關情景是否與氣候相關轉型風險或氣候相關物理風險有關；</p> <p>(4) 發行人在其情景中是否使用了與最新氣候變化國際協議相一致的情景；</p> <p>(5) 發行人為何認為所選擇的氣候相關情景與評估其氣候相關變化、發展或不確定性的韌性相關；</p> <p>(6) 發行人在分析中所使用的時間範圍；及</p> <p>(7) 發行人分析所涵蓋的營運範圍（例如分析所涵蓋的營運地點及業務單位）</p> <p>Climate resilience</p> <p>26. An issuer shall disclose information that enables an understanding of the resilience of the issuer's strategy and business model to climate-related changes, developments and uncertainties, taking into consideration the issuer's identified climate-related risks and opportunities. An issuer shall use climate-related scenario analysis to assess its climate resilience using an approach that is commensurate with an issuer's circumstances. In providing quantitative information, the issuer may disclose a single amount or a range. Specifically, the issuer shall disclose:</p> <p>(a) the issuer's assessment of its climate resilience as at the reporting date, which shall enable an understanding of:</p> <p>(i) the implications, if any, of the issuer's assessment for its strategy and business model, including how the issuer would need to respond to the effects identified in the climate-related scenario analysis;</p> <p>(ii) the significant areas of uncertainty considered in the issuer's assessment of its climate resilience; and</p> <p>(iii) the issuer's capacity to adjust, or adapt its strategy and business model to climate change over the short, medium or long term;</p> <p>(b) how and when the climate-related scenario analysis was carried out, including:</p> <p>(i) information about the inputs used, including</p> <p>(1) which climate-related scenarios the issuer used for the analysis and the sources of such scenarios;</p> <p>(2) whether the analysis included a diverse range of climate-related scenarios;</p> <p>(3) whether the climate-related scenarios used for the analysis are associated with climate-related transition risks or climate-related physical risks;</p> <p>(4) whether the issuer used, among its scenarios, a climate-related scenario aligned with the latest international agreement on climate change;</p> <p>(5) why the issuer decided that its chosen climate-related scenarios are relevant to assessing its resilience to climate-related changes, developments or uncertainties;</p> <p>(6) time horizons the issuer used in the analysis; and</p> <p>(7) what scope of operations the issuer used in the analysis (for example, the operation, locations and business units used in the analysis);</p> <p>(ii) the key assumptions the issuer made in the analysis; and</p> <p>(iii) the reporting period in which the climate-related scenario analysis was carried out.</p>	P59-62

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風險管理 Risk Management	<p>27. 發行人須披露以下資訊:</p> <p>(a) 發行人用於識別、評估氣候相關風險, 以及釐定當中輕重緩急並保持監察的流程及相關政策, 包括有關以下方面的資訊:</p> <p>(i) 發行人使用的輸入資料及參數 (例如資料來源及程序所涵蓋的業務範圍);</p> <p>(ii) 發行人可有及如何使用氣候相關情景分析來識別氣候相關風險;</p> <p>(iii) 發行人如何評估有關風險的影響的性質、可能性及程度 (例如發行人可有考慮定性因素、量化門檻或其他所用標準);</p> <p>(iv) 發行人可有及如何就氣候相關風險相對於其他類型風險的優次排列;</p> <p>(v) 發行人如何監察其氣候相關風險; 及</p> <p>(vi) 與上一個匯報期相比, 發行人可有及如何改變其使用的流程;</p> <p>(b) 發行人用於識別、評估氣候相關機遇, 以及釐定當中輕重緩急並保持監察的流程 (包括發行人可有及如何使用氣候相關情景分析來確定氣候相關機遇的資訊); 及</p> <p>(c) 氣候相關風險和機遇的識別、評估、優次排列和監察流程, 是如何融入發行人的整體風險管理流程, 以及融入的程度如何。</p> <p>27. An issuer shall disclose information about:</p> <p>(a) the processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks, including information about:</p> <p>(i) the inputs and parameters the issuer uses (for example, information about data sources and the scope of operations covered in the processes);</p> <p>(ii) whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related risks;</p> <p>(iii) how the issuer assesses the nature, likelihood and magnitude of the effects of those risks (for example, whether the issuer considers qualitative factors, quantitative thresholds or other criteria);</p> <p>(iv) whether and how the issuer prioritises climate-related risks relative to other types of risks;</p> <p>(v) how the issuer monitors climate-related risks; and</p> <p>(vi) whether and how the issuer has changed the processes it uses compared with the previous reporting period;</p> <p>(b) the processes the issuer uses to identify, assess, prioritise and monitor climate related opportunities (including information about whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related opportunities); and</p> <p>(c) the extent to which, and how, the processes for identifying, assessing, prioritising and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.</p>	P52
	<p>溫室氣體排放</p> <p>(a) 發行人須披露匯報期內的溫室氣體絕對總排放量 (以公噸二氧化碳當量表示), 並分為:</p> <p>(b) 範圍1溫室氣體排放;</p> <p>(c) 範圍2溫室氣體排放; 及</p> <p>(d) 範圍3溫室氣體排放。</p> <p>Greenhouse gas emissions</p> <p>(a) An issuer shall disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tons of CO₂ equivalent, classified as:</p> <p>(b) Scope 1 greenhouse gas emissions;</p> <p>(c) Scope 2 greenhouse gas emissions; and</p> <p>(d) Scope 3 greenhouse gas emissions.</p>	P63
指標及目標 Metrics and Targets	<p>29. 發行人須:</p> <p>(a) 除非管轄機關或發行人上市之另一交易所另有要求, 否則發行人須根據《溫室氣體核算體系: 企業核算與報告標準 (2004年)》計量其溫室氣體排放;</p> <p>(b) 披露其用於計量溫室氣體排放的方法, 包括:</p> <p>(i) 發行人用於計量其溫室氣體排放的計量方法、輸入資料及假設;</p> <p>(ii) 發行人為何選擇該計量方法、輸入資料及假設計量溫室氣體排放; 及</p> <p>(iii) 發行人在匯報期對計量方法、輸入資料及假設進行的任何變更以及變更原因;</p> <p>(c) 就根據第28(b)段披露的範圍2溫室氣體排放, 披露其以地域為基準的範圍2溫室氣體排放, 並提供有助於了解該排放的任何所需合約文書的資訊; 及</p> <p>(d) 就根據第28(c)段披露的範圍3溫室氣體排放, 根據《溫室氣體核算體系: 企業價值鏈 (範圍3) 核算與報告標準 (2011年)》所述的範圍3類別披露發行人計量範圍3溫室氣體排放中包含的類別。</p>	P63

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指標及目標 Metrics and Targets	<p>29. An issuer shall:</p> <p>(a) measure its greenhouse gas emissions in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) unless required by a jurisdictional authority or another exchange on which the issuer is listed to use a different method for measuring greenhouse gas emissions;</p> <p>(b) disclose the approach it uses to measure its greenhouse gas emissions including:</p> <p>(i) the measurement approach, inputs and assumptions the issuer uses to measure its greenhouse gas emissions;</p> <p>(ii) the reason why the issuer has chosen the measurement approach, inputs and assumptions it uses to measure its greenhouse gas emissions; and</p> <p>(iii) any changes the issuer made to the measurement approach, inputs and assumptions during the reporting period and the reasons for those changes;</p> <p>(c) for Scope 2 greenhouse gas emissions disclosed in accordance with paragraph 28(b), disclose its location-based Scope 2 greenhouse gas emissions, and provide information about any contractual instruments that is necessary to enable an understanding of the issuer's Scope 2 greenhouse gas emissions; and</p> <p>(d) for Scope 3 greenhouse gas emissions disclosed in accordance with paragraph 28(c), disclose the categories included within the issuer's measure of Scope 3 greenhouse gas emissions, in accordance with the Scope 3 categories described in the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011).</p>	P52
	<p>氣候相關轉型風險</p> <p>30. 發行人須披露容易受氣候相關轉型風險影響的資產或業務活動的金額及百分比</p> <p>Climate-related transition risks</p> <p>30. An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related transition risks</p>	P59-62
	<p>氣候相關物理風險</p> <p>31. 發行人須披露容易受氣候相關物理風險影響的資產或業務活動的金額及百分比。</p> <p>Climate-related physical risks</p> <p>31. An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related physical risks.</p>	P53-58
	<p>氣候相關機遇</p> <p>32. 發行人須披露涉及氣候相關機遇的資產或業務活動的金額及百分比。</p> <p>Climate-related opportunities</p> <p>32. An issuer shall disclose the amount and percentage of assets or business activities aligned with climate-related opportunities.</p>	P63
	<p>資本運用</p> <p>33. 發行人須披露用於氣候相關風險和機遇的資本開支、融資或投資的金額。</p> <p>Capital deployment</p> <p>33. An issuer shall disclose the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities.</p>	P63
	<p>內部碳定價</p> <p>34. 發行人須披露如下:</p> <p>(a) 闡釋發行人可有及如何在決策中應用碳定價 (例如投資決策、轉移定價及情景分析); 及</p> <p>(b) 發行人用於評估其溫室氣體排放成本的每公噸溫室氣體排放量定價; 或適當的否定聲明, 確認發行人沒有在決策中應用碳定價。</p> <p>Internal carbon prices</p> <p>34. An issuer shall disclose:</p> <p>(a) an explanation of whether and how the issuer is applying a carbon price in decision making (for example, investment decisions, transfer pricing, and scenario analysis); and</p> <p>(b) the price of each metric tonne of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions; or an appropriate negative statement that the issuer does not apply a carbon price in decision-making</p>	P52-64

維度 DIMENSION	內容 CONTENT	披露頁碼 PAGE
指標及目標 Metrics and Targets	<p>薪酬</p> <p>35.發行人須披露氣候相關考慮因素可有及如何納入薪酬政策,或提供適當的否定聲明。這可能構成根據第19(a)(iv)段作出的披露的一部分。</p> <p>Remuneration</p> <p>35. An issuer shall disclose whether and how climate-related considerations are factored into remuneration policy, or an appropriate negative statement. This may form part of the disclosure under paragraph 19(a)(iv).</p>	P51
	<p>行業指標</p> <p>36.本交易所鼓勵發行人披露與一項或多項特定的業務模式和活動有關的行業指標,或與參與有關行業常見特徵有關的行業指標。在決定披露哪些行業指標時,本交易所鼓勵發行人參考《〈國際財務報告可持續披露準則S2號〉行業披露指南》和其他國際環境、社會及管治報告框架規定的行業披露要求所述的與披露主題相關的行業指標,並考慮其是否適用。</p> <p>Industry-based metrics</p> <p>36. An issuer is encouraged to disclose industry-based metrics that are associated with one or more particular business models, activities or other common features that characterise participation in an industry. In determining the industry-based metrics that the issuer discloses, an issuer is encouraged to refer to and consider the applicability of the industry based metrics associated with disclosure topics described in the IFRS S2 Industry based Guidance on implementing Climate-related Disclosures and other industry-based disclosure requirements prescribed under other international ESG reporting frameworks.</p>	P51
	<p>行業指標</p> <p>氣候相關目標</p> <p>37.發行人須披露</p> <p>(a)其為監察實現其策略目標的進展而設定的與氣候相關的定性及量化目標;及</p> <p>(b)法律或法規要求發行人達到的任何目標,包括任何溫室氣體排放目標。</p> <p>發行人須就每個目標逐一披露:</p> <p>(a)用以設定目標的指標;</p> <p>(b)目標的目的(例如減緩、適應或以科學為基礎的舉措)</p> <p>(c)目標的適用範圍(例如目標是適用於發行人整個集團還是部分(如僅適用於某個業務單位或地理區域));</p> <p>(d)目標的適用期間;</p> <p>(e)衡量進度的基準期間;</p> <p>(f)階段性目標或中期目標(如有);</p> <p>(g)如屬量化目標,其屬絕對目標還是強度目標;及</p> <p>(h)最新氣候變化國際協議(包括該協議產生的司法承諾)如何幫助發行人設定目標。</p> <p>Climate-related targets</p> <p>37. An issuer shall disclose</p> <p>(a) the qualitative and quantitative climate-related targets the issuer has set to monitor progress towards achieving its strategic goals; and</p> <p>(b) any targets the issuer is required to meet by law or regulation, including any greenhouse gas emissions targets.</p> <p>For each target, the issuer shall disclose:</p> <p>(a) the metric used to set the target</p> <p>(b) the objective of the target (for example, mitigation, adaptation or conformance with science-based initiatives);</p> <p>(c) the part of the issuer to which the target applies (for example, whether the target applies to the issuer in its entirety or only a part of the issuer, such as a specific business unit or geographic region);</p> <p>(d) the period over which the target applies;</p> <p>(e) the base period from which progress is measured;</p> <p>(f) milestones or interim targets (if any);</p> <p>(g) if the target is quantitative, whether the target is an absolute target or an intensity target; and</p> <p>(h) how the latest international agreement on climate change, including jurisdictional commitments that arise from that agreement, has informed the target.</p>	P63

維度 DIMENSION	內容 CONTENT	披露頁碼 PAGE
指標及目標 Metrics and Targets	<p>38.發行人須披露其設定及審核每項目標的方法,以及其如何監察達標進度,包括:</p> <p>(a)目標本身及設定目標的方法是否經第三方驗證;</p> <p>(b)發行人審核目標的程序;</p> <p>(c)用於監察達標進度的指標;及</p> <p>(d)任何修訂目標的內容及原因。</p> <p>38. An issuer shall disclose information about its approach to setting and reviewing each target, and how it monitors progress against each target, including:</p> <p>(a) whether the target and the methodology for setting the target has been validated by a third party;</p> <p>(b) the issuer's processes for reviewing the target;</p> <p>(c) the metrics used to monitor progress towards reaching the target; and</p> <p>(d) any revisions to the target and an explanation for those revisions</p>	P51-52、P63
	<p>39.發行人須披露有關每項氣候相關目標的績效的資訊以及對發行人績效的趨勢或變化分析。</p> <p>39. An issuer shall disclose information about its performance against each climate-related target and an analysis of trends or changes in the issuer's performance.</p>	P51
	<p>40.就按第37至39段披露的每一項溫室氣體排放目標,發行人須披露:</p> <p>(a)目標涵蓋哪些溫室氣體;</p> <p>(b)目標是否涵蓋範圍1、範圍2或範圍3溫室氣體排放;</p> <p>(c)此目標是溫室氣體排放總量目標還是溫室氣體排放淨額目標。如為溫室氣體排放淨額目標,發行人須另外披露相關的溫室氣體排放總量目標;</p> <p>(d)目標是否是採用行業脫碳方法得出的;及</p> <p>(e)發行人計劃使用碳信用抵銷溫室氣體排放以實現任何溫室氣體排放淨額目標。關於使用碳信用的計劃,發行人須披露:</p> <p>(i) 依賴使用碳信用以實現任何溫室氣體排放淨額目標的程度及方式;</p> <p>(ii) 該碳信用將由哪些第三方計劃驗證或認證;</p> <p>(iii) 碳信用的類型,包括相關抵消是否是基於自然還是基於科技的碳消除,以及相關抵消是通過減碳還是碳消除實現;及</p> <p>(iv) 為讓人了解發行人計劃使用的碳信用的可信度和完整性所必需的任何其他重要因素(例如,對碳抵消效果的假設)</p> <p>40. For each greenhouse gas emissions target disclosed in accordance with paragraphs 37 to 39, an issuer shall disclose</p> <p>(a) which greenhouse gases are covered by the target;</p> <p>(b) whether Scope 1, Scope 2 or Scope 3 greenhouse gas emissions are covered by the target;</p> <p>(c) whether the target is a gross greenhouse gas emissions target or a net greenhouse gas emissions target. If the issuer discloses a net greenhouse gas emissions target, the issuer is also required to separately disclose its associated gross greenhouse gas emissions target;</p> <p>(d) whether the target was derived using a sectoral decarbonisation approach; and</p> <p>(e) the issuer's planned use of carbon credits to offset greenhouse gas emissions to achieve any net greenhouse gas emissions target. In explaining its planned use of carbon credits, the issuer shall disclose:</p> <p>(i) the extent to which, and how, achieving any net greenhouse gas emissions target relies on the use of carbon credits;</p> <p>(ii) which third-party scheme(s) will verify or certify the carbon credits;</p> <p>(iii) the type of carbon credit, including whether the underlying offset will be nature-based or based on technological carbon removals, and whether the underlying offset is achieved through carbon reduction or removal; and</p> <p>(iv) any other factors necessary to enable an understanding of the credibility and integrity of the carbon credits the issuer plans to use (for example, assumptions regarding the permanence of the carbon offset).</p>	P63
<p>跨行業指標及行業指標的適用性</p> <p>41.在編制披露內容以符合第21至26及37至38段的規定時,發行人須參考(i)跨行業指標(見第28至35段)及(ii)行業指標(見第36段)並考慮其是否適用</p> <p>Applicability of cross-industry metrics and industry-based metrics</p> <p>41. In preparing disclosures to meet the requirements in paragraphs 21 to 26 and 37 to 38, an issuer shall refer to and consider the applicability of cross-industry metrics (see paragraphs 28 to 35) and (ii) industry-based metrics (see paragraph 36).</p>	P51-52、P63	

READER FEEDBACK FORM

讀者意見回饋表

您好! 十分感謝您閱讀《遠洋服務控股有限公司2025年環境、社會及管治報告》。我們非常重視並期望聆聽您對遠洋服務在環境、社會及管治方面的管理、實踐和報告的回饋意見。為進一步提升我們的工作水準並使下一份報告更符合您的期望, 懇請您協助完成回饋意見表中提出的相關問題, 並選擇以下方式回饋給我們。

地址: 香港金鐘道88號太古廣場一座601

電話: +852 2899 2880

地址: 北京市朝陽區東四環中路56號遠洋國際中心A座3層

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您的信息

姓名: _____

工作單位: _____

職務: _____

聯繫電話: _____

傳真: _____

電子郵箱: _____

意見回饋

1. 您對本報告的總體評價是

好 較好 一般 較差 差

2. 您認為本報告是否能反映遠洋服務對經濟、社會和環境的重大影響?

高 較高 一般 較低 低

3. 您認為本報告所披露資訊、資料、指標的清晰、準確、完整度如何?

好 較好 一般 較差 差 不瞭解

4. 您最滿意本報告哪一方面?

5. 您希望進一步了解哪些資訊?

6. 您對我們今後發佈報告還有哪些建議?

Hello! Thank you very much for reviewing the 2025 Environmental, Social and Governance Report of Sino-Ocean Service Holding Limited. We place great importance on and look forward to receiving your feedback regarding Sino-Ocean Service management, practices, and reporting in the areas of environmental, social, and governance matters. To further enhance our working standards and ensure the next report better meets your expectations, we kindly request your assistance in completing the relevant questions outlined in the feedback form, and selecting one of the following methods to provide your response.

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

Tel: +852 2899 2880

Address: 3rd Floor, Tower A, Ocean International Center, 56 Dongsihuanzhong lu, Chaoyang District, Beijing

Tel: +8610 8564 2300

Your Information

Name: _____

Employer: _____

Position: _____

Contact telephone number: _____

Fax: _____

Email: _____

FEEDBACK

1. Your overall assessment of this report is

Good Satisfactory Fair Poor Very poor

2. Do you consider that this report adequately reflects the significant impacts of Sino-Ocean Service on economic, social, and environmental aspects?

high higher moderate lower low

3. How clear, accurate, and complete do you consider the information, data, and indicators disclosed in this report to be?

Good Satisfactory Fair Poor Very poor Unfamiliar

4. Which aspect of this report do you find most satisfactory?

5. What additional information would you like to obtain?

6. What recommendations do you have for our future report publications?

遠洋服務控股有限公司

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