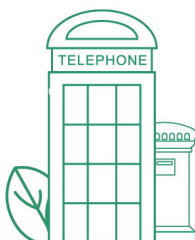




朗诗绿色生活
— LANDSEA GREEN LIFE —

股票代码
1965.HK

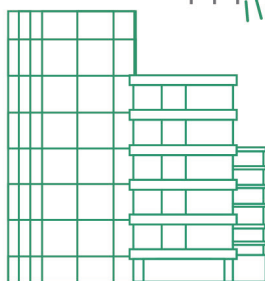


朗诗绿色生活

环境、社会及管治报告

Landsea Green Life 2023 ESG Report

2023



報告編制說明

Reporting Instructions

本報告是朗詩綠色生活服務有限公司第 4 份《環境、社會及管治（ESG）報告》，向投資者等利益相關方披露了公司在經營中對於 ESG 議題所秉持的理念、建立的管理方法、推行的工作與達到的成效。

This is the fourth Environmental, Social and Governance (ESG) Report of Landsea Green Life Service Company Limited, which discloses to stakeholders such as investors the Company's principles on the issue of sustainable development in its operation, the management methods established, the work implemented and the effect achieved.

報告範圍

Reporting Scope

本報告範圍涵蓋朗詩綠色生活服務有限公司及其附屬公司（簡稱“朗詩綠色生活”“公司”）。除非特別說明，與朗詩綠色生活（股票代碼：1965. HK）同期合併財務報表範圍一致。

組織範圍：如無特別說明，本報告範圍與公司年度合併財務報表範圍一致。本報告涉及的合併報告範圍子公司的全稱及簡稱見下表。

This report covers Landsea Green Life Service Company Limited and its subsidiaries (referred to as "Landsea Green Life" or the "Company"). The entities covered in this report, unless otherwise specified, are consistent with the scope of consolidated financial statements in the annual report of Landsea Green Life (stock code: 1965.HK).

Organization Scope: Unless otherwise specified, the scope of this report is consistent with the scope of the company's annual consolidated financial statements. The scope of consolidated reports covered in this report, the full name and abbreviation of subsidiaries are shown in the table below.

企業全稱 Full Name	企業簡稱 Abbreviation
朗詩綠色生活服務有限公司 Landsea Green Life Service Co., Ltd.	朗詩綠色生活 Landsea Green Life
安徽新地銳意物業服務有限公司 Anhui Xindi Ruiyi Property Service Co., Ltd.	朗詩新地銳意 Landsea Xindi Ruiyi
北海朗潤商業管理有限公司 Beihai Langrun Commercial Management Co., Ltd.	朗詩寓 Landsea Apartments

報告期間

Reporting Period

本報告期間為 2023 年 1 月 1 日至 2023 年 12 月 31 日。本報告中的數據如無特別說明，均為此期間內數據。

The report covers the period from January 1, 2023 to December 31, 2023. Data herein, if not otherwise specified, are all from this time range.

編制依據

Reporting Framework

本報告依據香港證券交易所《環境、社會與管治報告指引》（2023 年 12 月 31 日起生效版）編製。

This report is prepared pursuant to the Environmental, Social and Governance Reporting Guide (Effective since December 31, 2023) of the Hong Kong Stock Exchange.

數據說明

Reporting Data

報告中數據和案例來自公司實際運行的正式記錄。

報告中的財務數據均以人民幣為單位。財務數據與公司年度財務報告不符的，以年度財務報告為準。

The data and cases in this report come from the official records of the actual operation of the Company.

The financial data in this report are all in RMB. In the event that any financial data is inconsistent with the Company's annual financial report, the annual financial report shall prevail.

報告編制原則

Reporting Principles

重要性

Materiality

公司識別出投資者等利益相关方關注的實質性議題，作為本報告匯報重點。本報告中對實質性議題的匯報同時關注公司運營涉及的行業特徵以及所在地區特徵。實質性議題的分析過程及結果詳見本報告實質性議題分析章節。

The Company identifies material issues that investors and other stakeholders are concerned with as the focus of reporting herein. While reporting material issues, this report also pays attention to the industry characteristics involved in the Company's operation and the characteristics of the location of the Company. See the sections about importance analysis herein for the details of the analysis process and results of material issues.

量化及一致性

Quantitative and Consistency

本報告披露關鍵定量績效指標，並披露連續三年的歷史數據。

本報告對同一指標在不同報告期內的統計及披露方式保持一致；若統計及披露方式有更改，在報告附注中予以充分說明，以便利益相关方進行有意義的分析。

This report discloses key quantitative performance indicators and historical data over the past three consecutive years. This report is consistent with the statistics and disclosure methods of the same indicator in different reporting periods; any changes in statistics and disclosure methods are fully explained in the notes to the report so that stakeholders can make meaningful analysis.

報告獲取方式

Accessibility

本報告通過電子版形式發佈，發佈平台包括證券交易所指定的資訊披露平台，亦可於公司官方網站（<http://www.landsea.hk/c/csr.php>）在線瀏覽或下載。

This report is released in electronic form on such platforms as the information disclosure platform designated by the Hong Kong Stock Exchange. This report is also available for browsing or downloading at the Company's official website in the section headed 'Announcements and Circulars'(<https://www.landseawwy.com/development#deve2>).

平衡性

Balance

本報告內容反映客觀事實，對涉及公司正面、負面的資訊均予以不偏不倚地披露。公司對本報告範圍內的對象，通過上海青悅信用資料庫開展檢索，在報告期間內未發現應當披露而未披露的負面事件。

The contents herein reflect the objective facts, and disclose both the positive and negative information of the Company impartially. No negative events that should be disclosed but not disclosed during the reporting period have been found regarding the objects within the scope of this report during the reporting period.

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Governance Reporting Guide” of the
Hong Kong Stock Exchange (HKEX)



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01

關於朗詩綠色生活

About Landsea Green Life

- ▶ 公司理念
Business Philosophy
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- ▶ ESG 榮譽
ESG Honors



朗诗绿色生活成立於 2005 年，是一家深耕长三角、佈局全國、快速成長的綠色生活服務提供者。

朗诗绿色生活倡導通過社區的綠色運營來持續改善人居生活體驗。2020 年 8 月，上海朗诗虹桥綠郡獲得全球首個 BREEAM In-Use V6 住宅類項目運營認證。2021 年 12 月，南京朗诗鍾山綠郡獲得全球首個 BIU-V6 住宅類項目運營最高級別 6 星認證，印證了朗诗綠色生活對於可持續建築及環境維護的服務能力，已具備全球範圍內的標杆效應。

Founded in 2005, Landsea Green Life Service Company Limited is a fast-growing full life cycle green life service provider deeply based in the Yangtze River Delta with a nationwide presence.

Landsea Green Life advocates continuous improvement of the residential living experience through green community operations. In August 2020, Shanghai Landsea Hongqiao Green Country won the first certification of BREEAM In-Use V6 residential project operation in the world. In December 2021, Landsea Zhongshan Green County in Nanjing won the world's first BREEAM In-Use V6 residential project six-star certification. These have become an internationally-certified and nationally leading projects, demonstrating that Landsea Green Life's service capabilities of sustainable buildings and environmental maintenance have set up a benchmark for the world.

公司理念

Business Philosophy

朗诗绿色生活恪守「人本、陽光、綠色」的核心價值觀，致力於成為最受客戶信賴的美好生活服務商，引領生活服務，與廣大客戶共創美好未來。

Landsea Green Life sticks to the core values of being "people-oriented, positive and green" and is dedicated to becoming the most trustworthy life services provider, leading a green and healthy life, and creating a better future together with our customers.

公司基本情況 Basic information

公司名稱 Company Name	朗诗绿色生活服务有限公司 Landsea Green Life Service Company Limited
總部地址 Headquarters Address	中國江蘇省南京市 Nanjing, Jiangsu, China
主要業務 Main businesses	物業管理服務、非業主增值服務 ¹ 、社區增值服務 ² Property management service, value-added services for non-property owners ¹ , and community value-added services ²
主要運營地 Main cities of operation	南京、上海、杭州、深圳等 35 個城市 35 cities such as Nanjing, Shanghai, Hangzhou and Shenzhen

¹ 非業主增值服務泛指公司提供的各類物業管理服務，包括案場服務，例如訪客接待、現場清潔、保安、維修及保養服務，在預售階段協助物業開發商展示及推銷；前期諮詢顧問服務以及其他前期服務，例如前期階段的清潔、檢查、維修及保養服務等。

² 社區增值服務泛指公司提供各種社區增值服務，以迎合客戶不斷變化的需求及改善其生活品質，主要包括居家生活服務，例如家居清潔、房屋維修及保養服務；公共資源管理服務，主要包括公共空間租賃及廣告活動；以及出售、租賃二手房物業代理服務等。

¹ Value-added services for non-property owners generally refer to all kinds of property management services provided by the Company, including site services, such as visitor reception, site cleaning, security, repair and maintenance services, and assisting property developers to display and promote at the pre-sale stage; consulting services and other services such as cleaning, inspection, repair and maintenance services at the pre-stage.

² Community value-added services generally refer to various community value-added services provided by the Company to meet the changing needs of customers and improve their quality of life, mainly including home life services, such as home cleaning, house repair and maintenance; public resource management services, mainly including public space leasing and advertising activities; and second-hand housing property agency services such as sale and lease.

企業定位 Corporate Positioning

綠色生活服務提供者
Green life service provider

願景 Vision

成為最受客戶信賴的美好生活服務商
Become a most trusted wonderful life service provider

使命 Mission

引領生活服務，共創美好未來
Lead life services, create a wonderful future

核心價值觀 Core Values

人本、陽光、綠色
People-oriented, postive and green

服務理念 Service Philosophy

打造有溫度的社區
Build warm communities

業務佈局

Business Layout

依託十餘年專業綠色社區運營服務經驗，朗詩綠色生活堅持以客戶導向，致力於打造及運營溫情社區，為廣大客戶提供多元化的物業管理服務、非業主增值服務以及社區增值服務，服務項目涵蓋住宅、寫字樓、公共設施、醫院、學校、產業園區、銀行等多種業態。

Landsea Green Life has more than ten years of professional green community service experience, sticks to the customer-oriented approach and is committed to building warm communities and providing diversified property management services for property owners, value-added services to non-property owners and community value-added services. The types of properties we have managed include residential buildings, office buildings, public facilities, schools, industrial parks, hospitals, and bank outlets.

在規模增長的同時，朗詩綠色生活致力於實現細分業態和產品服務的進一步開拓和深入。公司於 2022 年 5 月收購安徽新地銳意物業服務有限公司（簡稱：朗詩新地銳意），提升在安徽、山東區域的知名度和競爭力；於 2023 年 3 月收購朗詩寓旗下長租公寓輕資產運營業務（簡稱：朗詩寓），充分吸收朗詩寓成熟的長租公寓運營管理經驗，推動公司從物業服務向生活服務結構性轉型。

While scaling up, Landsea Green Life is committed to the further development and deepening of segmented businesses and products and services. In May 2022, the Company acquired Anhui Xindi Ruiyi Property Service Co., Ltd. (abbr.: Landsea Xindi Ruiyi) to enhance its popularity and competitiveness in Anhui and Shandong. In March 2023, it acquired the asset-light operation business of Landsea Apartments' long-term rental apartments (abbr.: Landsea Apartments), fully absorbing Landsea Apartments' mature experience in the operation and management of long-term rental apartments, and promoting the structural transformation of the Company from property service to living service.

截至 2023 年 12 月 31 日，朗詩綠色生活已進駐全國 37 個城市，在管項目達到 203 個，在管面積達到 3,006 萬平方米，合約面積達到 3,746 萬平方米，服務業主數量超過 25 萬戶。

As of December 31, 2023, Landsea Green Life had 203 service projects in 37 cities. Gross floor area ("GFA") under management reached 30.06 million square meters and GFA according to management agreements reached 37.46 million square meters, involving more than 250,000 property owners.

ESG 榮譽

ESG Honors

2023 年，朗詩綠色生活連續四年榮獲北京中指資訊技術研究院頒發的“2023 年中國物業服務年度社會責任感企業”證書，同時，公司還榮獲“克而瑞物管 2023 中國物業管理上市公司領先企業 ESG 可持續發展 TOP10”“中物智庫 中物研究院 2023 中國上市物企最佳 ESG 實踐”等榮譽。

In 2023, Landsea Green Life won "2023 China Leading Property Management Enterprise in Terms of Social Responsibility" issued by the Beijing China Index Academy for the fourth year in a row. Meanwhile, the Company also won "CRIC China: 2023 Leading Listed Company of Property Management Service, Top Ten in ESG Sustainable Development," and "China Property Management Think Tank and China Property Management Research Institute: 2023 ESG Best Practice of China Listed Property Management Service Companies," among others.

另外，公司還在 2023 香港國際金融論壇和香港國際 ESG 榜單年度評選及頒獎典禮上榮獲香港國際 ESG 聯盟頒發的“最佳上市公司 ESG 實踐獎”。同時，公司獲得億瀚 ESG BBB 評級結果。

Besides, the Company also won the honor of "Best Listed Company at ESG Practices" issued by the Hong Kong International ESG Alliance at the Hong Kong ESG annual evaluation and award ceremony of the 2023 Hong Kong International Finance Forum and the Hong Kong International ESG Ranking. Meanwhile, the Company was rated BBB by EH Consulting regarding ESG governance.



【北京中指資訊技術研究院：2023 中國物業服務年度社會責任感企業】
Beijing China Index Academy: 2023 China Leading Property Management Enterprise in Terms of Social Responsibility



【克而瑞物管 2023 中國物業管理上市公司領先企業 ESG 可持續發展 TOP10】
CRIC China: 2023 Leading Listed Company of Property Management Service, Top Ten in ESG Sustainable Development



【中物智庫 中物研究院 2023 中國上市物企最佳 ESG 實踐】
China Property Management Think Tank and China Property Management Research Institute: 2023 ESG Best Practice of China Listed Property Management Service Companies

【香港國際 ESG 聯盟 - 最佳上市公司 ESG 實踐獎】

2023 Hong Kong International ESG Ranking—Best Listed Company at ESG Practices



【第八屆智通財經資本市場年會暨上市公司頒獎典禮 - 最佳 ESG 信披獎】
The eighth Zhi Tong Cai Jing Capital Market Annual Summit and Public Listed Companies Reward- the Best ESG Information Disclosure

02

ESG 管治

ESG Governance

- ▶ 董事會 ESG 管治
Supervision of the Board of Directors on ESG Governance
- ▶ ESG 管治方針與策略
ESG Governance Policy and Strategy
- ▶ 利益相關方溝通
Stakeholder Communication and Engagement
- ▶ 實質性議題分析
Material Issue Assessment

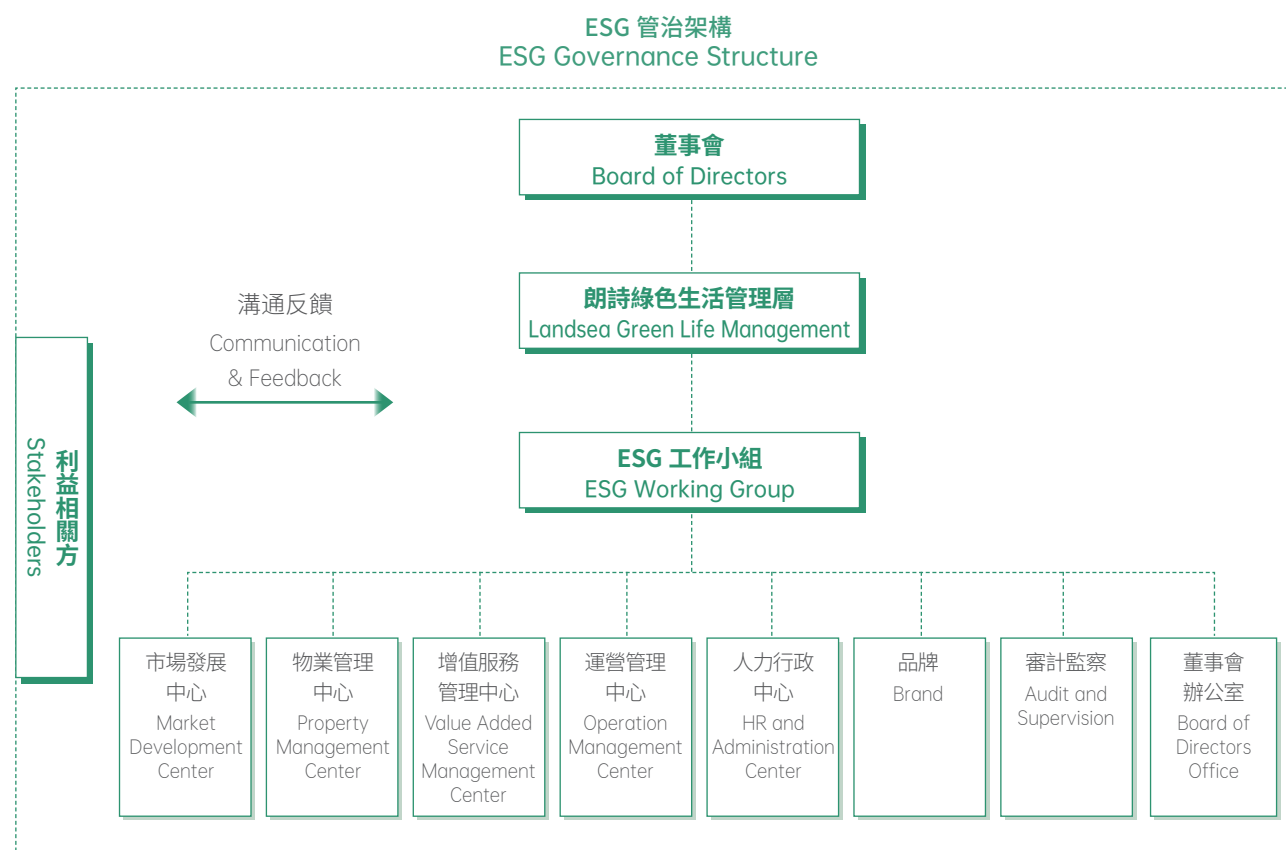


董事會 ESG 管治

Supervision of the Board of Directors on ESG Governance

朗詩綠色生活搭建了自上而下的環境、社會及管治 (ESG) 管理架構。朗詩綠色生活董事會作為決策機構，承擔 ESG 戰略和信息披露的整體責任；管理層負責推進董事會決策的落實，並向董事會匯報 ESG 工作進展及成果；管理層下設 ESG 工作小組，負責開展利益相關方溝通、ESG 信息披露與報告編製等具體 ESG 工作的執行。

Landsea Green Life has established a top-down Environmental, Social and Governance management structure. As the decision-making body, the Board of Directors of Landsea Green Life bears the overall responsibility for ESG strategy and information disclosure. The management is responsible for pushing forward the implementation of the decisions of the Board of Directors and reporting the progress and achievements of ESG work to the Board of Directors. The ESG Working Group carries out specific ESG work, such as communication with stakeholders, ESG information registration, and report preparation, among others.



朗詩綠色生活 ESG 工作職責 ESG Responsibilities of Landsea Green Life



董事會的 ESG 職責 ESG Responsibilities of the Board of Directors

董事會是 ESG 管治的最高決策機構，其主要職責包括：

The Board of Directors, as the highest decision-making body of ESG management, shoulders the following main responsibilities:

- (a) 監督公司之 ESG 管治的實踐、發展策略，確保健全、良好的 ESG 管治及保障各利益相關方的利益；
(a) Supervise the Company's practice and development strategy of sustainable development governance, ensure sound and good ESG governance and safeguard the interests of all stakeholders.
- (b) 確保公司在識別、防控 ESG 相關風險的管理，以及內部控制體系的有效性。
(b) Ensure the Company's management in identifying, preventing and controlling ESG-related risks and the effectiveness of its internal supervision and control system.



管理層的 ESG 職責 ESG Responsibilities of the Management

管理層支持董事會履行決策職責，其主要職責包括：

The Management supports the Board of Directors to perform decision-making duties, and its main responsibilities include:

- (a) 指導和檢討朗詩綠色生活 ESG 管治方針及策略的制定，確保其與時俱進、切合所需，並符合適用的法律及監管要求；
(a) Guide and review the formulation of the ESG management policy and strategy of Landsea Green Life to ensure that the policy and strategy keep pace with the times, and meet demand and the applicable legal and regulatory requirements;
- (b) 監察朗詩綠色生活 ESG 目標的制定和實施，包括：制定朗詩綠色生活 ESG 管治績效目標；檢討目標實現的進度，並就實現目標所需採取的行動提供建議；
(b) Supervise the formulation and implementation of the objectives of Landsea Green Life's ESG goals, including: formulate the ESG management performance goals of Landsea Green Life; review the progress of achieving the goals, and provide suggestions on the actions necessary to achieve the goals;
- (c) 監察外部 ESG 趨勢，將影響公司 ESG 方針及策略、目標制定的重要趨勢匯報董事會；
(c) Monitor external ESG trends, and report important trends that affect the Company's ESG policies, strategies and objectives to the Board of Directors;
- (d) 指導和檢討朗詩綠色生活重要 ESG 議題的識別和排序；
(d) Guide and review the identification and sequencing of important ESG issues of Landsea Green Life;



管理層的 ESG 職責

ESG Responsibilities of the Management

- (e) 審閱年度《環境、社會及管治報告》及其他 ESG 相關披露資訊，並向董事會提出建議以供批准；
(e) Review the annual Environmental, Social and Governance Report and other disclosed information relevant to ESG, and make recommendations to the Board of Directors for approval;
- (f) 識別與朗詩綠色生活有關的 ESG 風險與機遇，評估此類風險或機遇對公司的影響，並就風險或機遇的應對向董事會提供建議。
(f) Identify ESG risks and opportunities related to Landsea Green Life, evaluate the impact of such risks or opportunities on the Company, and provide suggestions to the Board of Directors on how to deal with the risks or opportunities.



ESG 工作小組的 ESG 職責

ESG Responsibilities of the ESG Working Group

ESG 工作小組由物業管理中心、運營管理中心、人力行政中心等 ESG 工作相關部門各成員組成，其責任包括：
The ESG Working Group consists of members from various departments related to ESG work, such as the Property Management Center, Operation Management Center, HR & Administration Center, etc. Its responsibilities include:

- (a) 根據朗詩綠色生活 ESG 管治方針和策略、目標，制定具體 ESG 工作計劃並執行；
(a) Formulate specific ESG work plans according to the Landsea Green Life ESG management policy, strategy and objectives and implement those plans;
- (b) 定期統計、分析 ESG 績效資料，並提交管理層審議以使其瞭解朗詩綠色生活 ESG 管治績效目標實現進度；
(b) Regularly count and analyze ESG performance data, and submit it to the Management for review so that the Management is informed of the progress of achieving the ESG management performance goals of Landsea Green Life;
- (c) 定期檢索 ESG 負面信息，並提交委管理層以使其知曉朗詩綠色生活 ESG 風險；
(c) Regularly check ESG negative information and submit it to the Management so that the Management is informed of the ESG risks of Landsea Green Life;
- (d) 協助編制年度 ESG 報告，並提交管理層和董事會審議及批准予以披露；
(d) Assist in preparing the annual ESG report and submit it to the Management and the Board of Directors for consideration and approval for disclosure;
- (e) 提交管理層和董事會制定 ESG 決策所需用的其他資料；
(e) Submit other information needed by the Management and the Board of Directors to make ESG decisions;
- (f) 管理層授予的其他職責。
(f) Other responsibilities assigned by the Management.

ESG 管治方針與策略

ESG Governance Policy and Strategy

朗詩綠色生活作為負責任的物業服務提供者，以“提供有溫度的服務，創造美好綠色生活”為使命，持續提升 ESG 管治水平，打造可持續社區，助力可持續城市建設。公司已對標聯合國可持續發展目標（Sustainable Development Goals，簡稱 SDGs），參考英國建築研究院（Building Research Establishment，簡稱 BRE）綠色建築運營標準（BREEAM In-Use，簡稱 BIU），制定了領先、科學的 2025 年 ESG 發展策略，聚焦“溫暖包容”“安全健康”“綠色低碳”三大領域，不斷提升公司 ESG 表現，為實現全球可持續發展目標做出貢獻。

As a responsible property service provider, Landsea Green Life, with a mission to “provide warm services and create a good green life,” keeps upgrading its ESG management level, building sustainable communities and contributes to constructing sustainable cities. In an effort to achieve the United Nations Sustainable Development Goals (SDGs) and with reference to the BREEAM In-Use (BIU) of the Building Research Establishment (BRE), the Company has formulated a leading and scientific ESG development strategy for 2025, focusing on the three major areas of being “warm and inclusive”, “safe and healthy” and “green and low-carbon” constantly improving the Company’s ESG performance, and contributing to the achievement of the global sustainable development goals.

朗詩綠色生活 2025 年 ESG 發展策略及目標制定原則 Landsea Green Life's Principles for Formulating ESG Development Strategy and Goals 2025

領先性 Leading

- 積極回應聯合國可持續發展目標，以自身行動承接可持續發展目標。
In active response to the sustainable development goals of the United Nations, Landsea Green Life undertakes the sustainable development goals with their own actions.
- 對標 BREEAM In-Use 評估維度，接軌行業領先的可持續發展評價體系。
Being benchmarked against BREEAM In-Use assessment dimension, Landsea Green Life follows the industry-leading sustainable development assessment system.

科學性 Scientific

- 對標聯交所新版《ESG 報告指引》目標設定要求。
Strive to meet the goal setting requirements in the new version of ESG Reporting Guidelines of the Hong Kong Stock Exchange.
- 綜合分析朗詩綠色生活同業企業歷史資料制定 ESG 量化目標。
Conduct a comprehensive analysis of historical data of Landsea Green Life peers and develop ESG quantitative objectives.
- 選定合理的基準年與目標年，統計口徑清晰。
Select a reasonable base year and target year with a definite statistical caliber.

2023 年 ESG 管治績效

2023 ESG Governance Performance

為確保朗詩綠色生活 ESG 策略的有效性，董事會每年審視公司重要 ESG 議題的識別結果，確保公司的 ESG 策略涵蓋重要的 ESG 議題。此外，董事會定期召開會議，審視及檢閱 ESG 相關事宜，推進公司 ESG 管治進展。

To ensure the effectiveness of the ESG strategy of Landsea Green Life, the Board of Directors examines the identification results of important ESG issues of the Company every year to ensure that the Company's ESG strategy covers important ESG issues. Besides, the Board of Directors holds regular meetings to examine and inspect ESG-related matters and promote the Company's governance processes.

2023 年董事會 ESG 管治結果 2023 ESG Governance Results of the Board of Directors



公司在「溫暖包容」「安全健康」「綠色低碳」三大領域中制定了明確的 ESG 量化績效目標。董事會每年上半年審視公司上一年度 ESG 績效及 ESG 績效目標達成情況，並於 ESG 報告中披露，從而推動 ESG 績效目標的實現。

The Company has set clear ESG quantitative performance goals in the three areas of being "warm and inclusive," "safe and healthy," and "green and low-carbon." In the first half year of each year, the Board of Directors examines the Company's ESG performance and the achievement of ESG performance goals in the previous year, and discloses it in the ESG report, so as to push forward the realization of ESG performance goals.



³ 生活垃圾（即無害廢棄物）回收利用率 = 廢紙產生總重量 / 無害廢棄物總重量 * 100%

³The recycling rate of domestic waste (i.e. non-hazardous waste) = Total weight of waste paper / Total weight of non-hazardous waste * 100%

利益相關方溝通

Stakeholder Communication and Engagement

朗詩綠色生活重視各利益相關方的意見，包括股東與投資者，客戶、政府及監管機構等。為了深入瞭解各方關注重點與訴求，朗詩綠色生活與利益相關方建立常態化的溝通機制，將利益相關方關注的議題納入公司的運營和決策過程中，並積極回應利益相關方的訴求和期望，同時提升公司的可持續發展能力。

Landsea Green Life values the opinions of all stakeholders, including shareholders, investors, employees, customers, suppliers, communities, industries, governments, and regulatory agencies. In order to gain insights into the concerns and demands of all parties, Landsea Green Life establishes a regular communication mechanism with stakeholders, incorporated stakeholders' concerns into the Company's operations and decision-making processes, and actively responded to stakeholders' demands and expectations, while increasing its capabilities for sustainable development.



公司主要利益相關者及溝通方式
Stakeholder Communication and Engagement Channels

主要利益相關者 Key Stakeholders	股東與投資者 Shareholders and investors	政府及監管機構 Government and regulatory agencies	客戶（業主、租戶） Clients (property owners and tenants)
溝通管道 Communication Channels	<ul style="list-style-type: none">股東大會 General meeting of shareholders信息披露 Information disclosure路演 Roadshow公司調研 Company investigation	<ul style="list-style-type: none">項目合作 Project cooperation會議交流 Communication meetings監督檢查 Supervision and inspection	<ul style="list-style-type: none">客戶滿意度調查 Customer satisfaction survey業主見面會、400 熱線等 Meeting with property owners, "400" hotline, and other communication channels社區活動 Community activities
關注議題 ESG Issues	<ul style="list-style-type: none">合規運營 Compliance operation應對氣候變化 Response to climate change綠色建築機遇捕捉 Opportunities for green buildings	<ul style="list-style-type: none">合規運營 Compliance operation反腐敗 Anti-corruption廢棄物與排放物管理 Waste and emission management綠色運營 Green operation水資源管理 Water management應對氣候變化 Climate change mitigation and adaptation風險管理 Risk management	<ul style="list-style-type: none">服務品質 Service quality and satisfaction客戶安全與健康 Customers' safety and health客戶資訊與私隱保護 Customer data and privacy protection負責任營銷 Responsible marketing

供應商 Suppliers	員工 Employees	行業夥伴 Industry	社區 Community
<ul style="list-style-type: none">供應商評估與審核 Supplier evaluation and audit	<ul style="list-style-type: none">定期會議 Regular meetings員工活動 Staff activities投訴與反饋 Complaints and feedback	<ul style="list-style-type: none">行業協會組織 Industry associations行業會議 Industry conference	<ul style="list-style-type: none">社區活動 Community activities微信等媒體溝通平台 WeChat and other social media
<ul style="list-style-type: none">供應鏈管理 Supply chain management反腐敗 Anti-corruption	<ul style="list-style-type: none">員工權益與福利 Employee's right and benefit員工培訓與發展 Employee training and development職業健康與安全 Occupational health and safety	<ul style="list-style-type: none">知識產權保護 Intellectual property protection	<ul style="list-style-type: none">社區共建 Community support社會公益 Charity and volunteering生物多樣性保護 Biodiversity protection

實質性議題分析

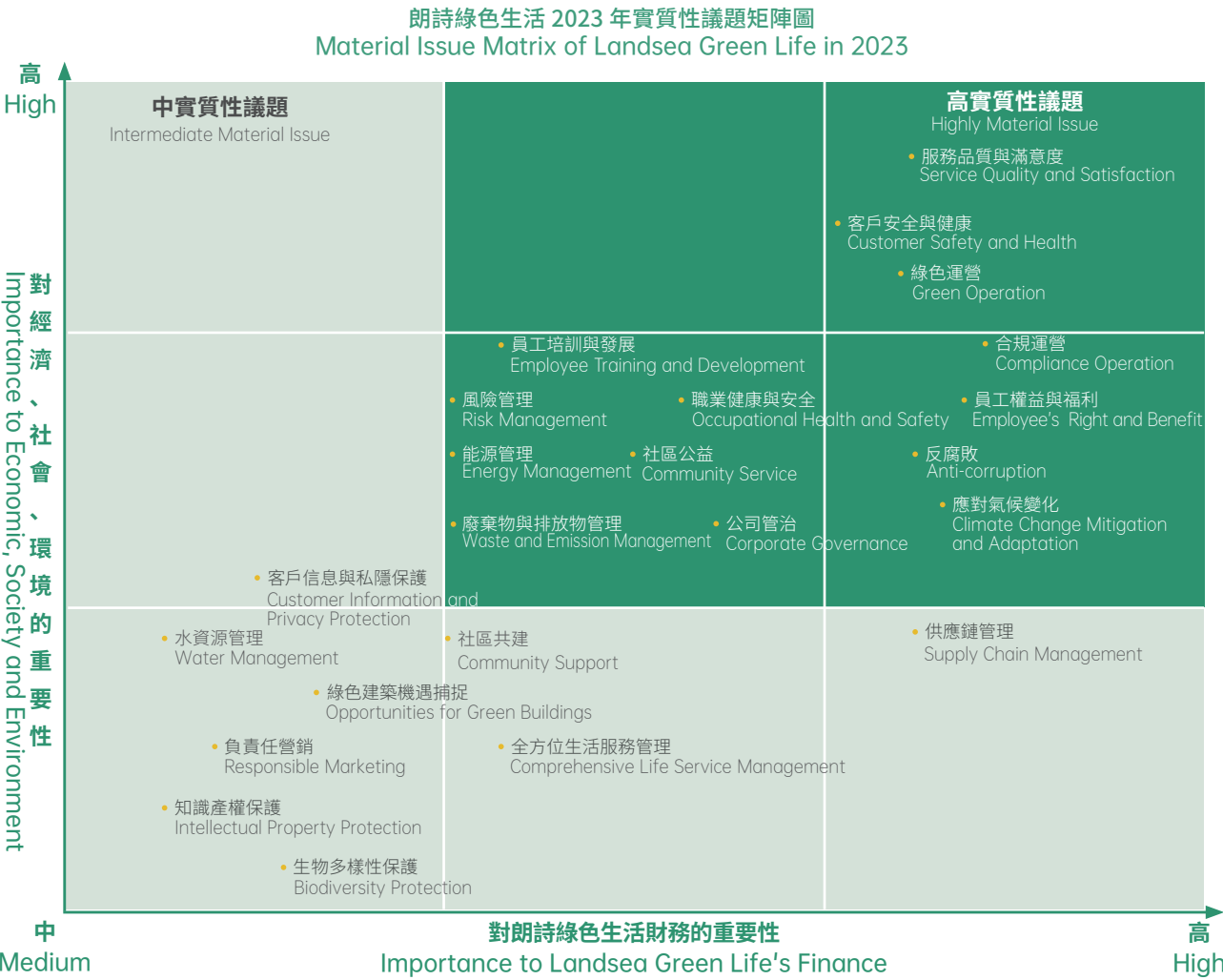
Material Issue Assessment

2023 年，朗诗绿色生活依据政策对标、同业对标，参考 ESG 评级机构对行业的议题关注，在 2022 年议题的基础上进行新增、合并或拆分，识别出 23 项对公司和利益相关方关注的重要议题。公司董事会、ESG 工作小组连同专家，从对利益相关方的重要性，以及对公司的两个重要性两个方面，并结合朗诗绿色生活的 ESG 理念、战略和业务发展，对实质性议题进行评估与排序。

In 2023, based on policy benchmark and peer analysis, and with reference to ESG rating agency's issue concern in the industry, Landsea Green Life added, combined or divided issues of the 2022 to identify 23 important issues relevant to the Company and its stakeholders. The Board of Directors of the Company, the ESG Working Group and experts examine material issues against two dimensions, that is, impact on its stakeholders and impact on the Company itself, and in the light of Landsea Green Life's ESG policy, strategy and business development.

實質性議題分析過程

Process of Materiality Issue Assessment





03

管治責任

Governance Responsibilities

- ▶ 公司管治
Corporate Governance
- ▶ 風險管理
Risk Management
- ▶ 合規經營
Compliance Operation
- ▶ 反腐敗
Anti-Corruption



公司管治

Corporate Governance

朗诗绿色生活严格遵守香港联合交易所有限公司（简称“香港联交所”）《主板上市规则》，制定《组织章程细则》《审核委员会之职权范围》《薪酬委员会之职权范围》等管理制度，规范公司管治水准，以保障股东及投资者的权益，持续提升企业价值。董事会负责公司的整体领导，监督公司战略决策、监控业务表现及 ESG 管治进度、审阅管理制度等工作。2023 年，董事会共审议 28 件事项，涵盖信息披露、合规管理、风险管理、经营业绩等内容。

Landsea Green Life strictly abides by the Main Board Listing Rules of the Stock Exchange of Hong Kong Limited (HKEX), and has formulated management systems such as Articles of Association, Terms of Reference of Audit Committee and Terms of Reference of Remuneration Committee, so as to standardize the Company's governance, protect the rights and interests of shareholders and investors, and continuously enhance the enterprise value. The Board of Directors is responsible for the overall leadership of the Company, supervising its strategic decision-making, monitoring business performance and ESG governance progress, and reviewing the management system. In 2023, the Board of Directors deliberated 28 issues, covering information disclosure, compliance management, risk management, and business performance, among others.

公司认同亦重视董事多元化，认为董事会成员组成多元化是公司维持竞争优势的关键元素之一。提名委员会定期检视董事会成员组成，並於適當時候向董事會提供有關董事會架構調整的建議，以配合公司發展策略。同時，在提名董事方面，提名委員會將考慮多方面，包括但不限於性別、年齡、文化、教育背景、專業資格、技能及知識，以推動董事會多元化發展。截至 2023 年末，公司董事會共有 8 名董事構成，其中 3 名董事為獨立非執行董事，占比 37.5%。現任董事中有 3 名女性董事，占比 37.5%。同時，董事擁有金融、會計、工商管理、工程等專業背景及豐富行業經驗，以綜合視角和觀念引領公司發展。

The Company agrees with and attaches importance to the diversity of directors, believing that the diversity of board members is one of the key elements for the Company to maintain its competitive advantage. The Nomination Committee regularly reviews the composition of the Board of Directors and provides suggestions to the Board on the adjustment of the board structure at an appropriate time to match the Company's development strategy. At the same time, in nominating directors, the Nomination Committee will consider many aspects, including but not limited to gender, age, culture, educational background, professional qualifications, skills and knowledge, in order to promote the diversified development of the Board. The Board of Directors of Landsea Green Life consists of 8 directors, of whom 3 directors are independent non-executive directors, accounting for 37.5%. There are 3 female directors now, accounting for 37.5%. Meanwhile, the directors come from different professional backgrounds such as finance, accounting, business administration, engineering and have rich industry experience, leading the Company's development with comprehensive perspectives and concepts.

董事会下设审核委员会、薪酬委员会及提名委员会，共同坚持以公司、股东、投资者利益为先的理念开展工作，保障公司的可持续发展。董事会及外聘法律顾问、外聘财务顾问审阅对外披露信息，确保对外披露信息符合法律法规及相關規定要求，保障信息透明度。此外，公司設立香港辦公室，負責投資者溝通相關事宜。

The Board of Directors has established an Audit Committee, a Remuneration Committee and a Nomination Committee, which jointly adhere to the concept of prioritizing the interests of the Company, shareholders and investors to ensure the sustainable development of the Company. The Board of Directors, the external legal adviser and the external financial adviser review the information disclosed to the outside, ensure that the information disclosed meets the requirements of laws, regulations and relevant regulations, and ensure information transparency. In addition, the Company has set up a Hong Kong office to be responsible for investor communication.



37.5%

女性董事佔比
Female directors accounting for



37.5%

獨立非執行董事佔比
Independent non-executive
directors, accounting for

風險管理

Risk Management

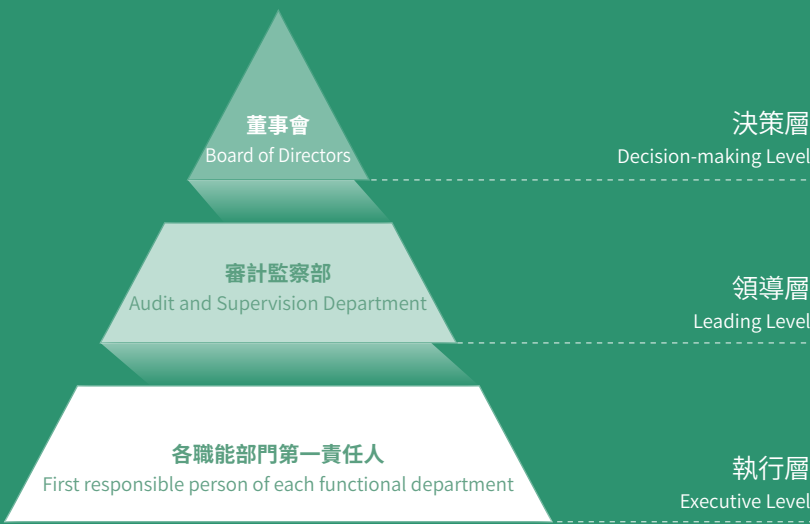
朗詩綠色生活建立完善風險管理的組織體系，制定《風險清單》，識別因體系策劃、企業宗旨、戰略、內外部環境、相關方的需求和期望等方面的變化而引發的風險因數，評估風險發生的可能性及影響程度，制定相應的風險管理對策，規範開展風險控制工作，持續提升全面風險管理能力。

董事會指導審計監察部負責審議及制定風險管理制度、定期開展風險識別、審閱及評估風險管理體系的有效性。各職能部門第一責任人定期向審計監察部匯報風險控制及管理進度。

Landsea Green Life has been improving its organizational system of risk management and developed Risk Lists to identify risks in system planning, changes in corporate mission, strategic changes, changes in internal and external environments, and changes in the needs and expectations of interested parties and assess the possibility of risk occurrence and impact to effectively improve its overall risk management capabilities.

The Board of Directors directs the Audit and Supervision Department to review and formulate the risk management system, regularly identify risks, review and evaluate the effectiveness of the risk management system. The first responsible person of each functional department regularly reports the progress of risk control and management to the Audit and Supervision Department.

風險管理組織架構
Risk Management Organizational Structure



公司的主要運營風險
Main Operational Risks of the Company



案例
Case

項目風險管理審查
Project Risk Management Review

2023 年，為降低項目供銷鏈風險及廉政糾紛等經營風險，朗詩綠色生活總部定期開展項目評估會議，識別項目潛在風險，例如資金鏈穩定性、合資方資質及法律糾紛等，確保項目持續性。公司針對不同性質的合資公司（控股 / 參股）採取不同的經營策略和管控手段，例如對於控股公司，總部定期開展月度、季度經營復盤會，審批資金管理、人員管理、合規管理等內容。

In 2023, to reduce such business risks as supply and marketing chain risks and clean governance disputes of the project, the Landsea Green Life Headquarters Office held regular project evaluation meetings to identify the potential risks of the projects, such as the stability of the capital chain, the qualifications of joint venture partners and legal disputes, to ensure the continuity of the projects. The Company adopts different management strategies and control measures for joint ventures (holding/shareholding) of different nature. For example, for holding companies, the headquarters regularly holds monthly and quarterly business review meetings to examine and approve fund management, personnel management, and compliance management.

2023 年，公司共開展 8 場風險管理培訓，覆蓋公司管理層、全體員工、城市公司、合資公司等，通過案例教學提升員工的風險控制意識，累計培訓覆蓋逾 3,000 人次；其中，對管理層及業務骨幹的考試採取閉卷方式，鞭策其以誠信態度履行職責，遵守適用法律法規及相關規定。

In 2023, the Company conducted 8 sessions of risk management training, covering the management, all employees, city branches and joint ventures, etc. Through case study, the employees' awareness of risk control was enhanced. The accumulated training sessions covered more than 3,000 people-times. Among them, management and business backbones attended closed examination, who were urged to perform their duties in good faith and abide by applicable laws, regulations and relevant regulations.

合規經營

Compliance Operation

朗詩綠色生活以合規經營為履行社會責任的基礎。公司依據適用法律法規及相關規定，制定《運營會議管理辦法》《租售業務考核及傭金管理辦法》《項目退場管理辦法》等管理制度，確保在產品責任、環境保護、員工管理以及反貪污等方面依法合規經營。審計監察部定期開展適用法律法規及相關規定盤查，識別與公司業務發展相關的條款，並聯合職能部門修訂、新增相應的管理制度。同時，審計監察部定期開展內部審計、部門訪談諮詢，提升公司合規經營能力。截至 2023 年末，公司未曾在商業道德、環境保護、人權及勞工措施上出現重大違法違規經營事件。

Landsea Green Life regards compliance operation as the foundation for fulfilling its social responsibilities. In accordance with applicable laws, regulations and relevant regulations, the Company has formulated management systems such as Management Measures for Operation Meetings, Management Measures for Appraisal and Commission of Rental and Sales Business, and Management Measures for Project Exit, so as to ensure compliance operation in terms of product liability, environmental protection, employee management and anti-corruption. The Audit and Supervision Department regularly conducts an review of applicable laws, regulations and relevant provisions, identifies the terms related to the Company's business development, and jointly revises and adds corresponding management systems with functional departments. Meanwhile, the Audit and Supervision Department regularly conducts internal audits and departmental interviews and consultations to enhance its compliance management capabilities. By the end of 2023, in the knowledge of the Company, there was no confirmed major non-compliance incident in relation to business ethics, environmental protection, human rights and labor practices.

公司遵守的主要的法律法規及相關規定見下表：

See the following table for the main laws, rules and regulations complied by the Company

產品責任
Product responsibility

《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》《中華人民共和國建築法》《中華人民共和國廣告法》《中華人民共和國民法典》《中華人民共和國商標法》《中華人民共和國著作權法》《中華人民共和國政府採購法》《中華人民共和國招標投標法》等

Product Quality Law of the People's Republic of China, the People's Republic of China on the Protection of Consumer Rights and Interests, Construction Law of the People's Republic of China, Advertising Law of the People's Republic of China, Civil Code of the People's Republic of China, Trademark Law of the People's Republic of China, Copyright Law of the People's Republic of China, Government Procurement Law of the People's Republic of China, and The Bidding Law of the People's Republic of China, among others

環境保護
Environmental protection

《中華人民共和國環境保護法》《中華人民共和國大氣污染防治法》《中華人民共和國固體廢物污染環境防治法》《中華人民共和國水污染防治法》《中華人民共和國循環經濟促進法》等

Environmental Protection Law of the People's Republic of China, Atmospheric Pollution Prevention and Control Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes, Water Pollution Prevention and Control Law of the People's Republic of China, Circular Economy Promotion Law of the People's Republic of China, etc.

員工管理 Employee Management

僱傭與勞工 Recruitment and labour

《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國民法典》《中華人民共和國未成年人保護法》《中華人民共和國社會保險法》《中華人民共和國就業促進法》等

Labor Law of the People's Republic of China, Labor Contract Law of the People's Republic of China, Civil Code of the People's Republic of China, Law of the People's Republic of China on Law of the People's Republic of China on Protection of Minors, Employment Promotion Law of the People's Republic of China, etc.

職業健康與安全 Occupational health and safety

《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國民法典》《中華人民共和國職業病防治法》等

Labour Law of the People's Republic of China, Labour Contract Law of the People's Republic of China, Civil Code of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, etc.

反貪污 Anti-corruption

《中華人民共和國民法典》《中華人民共和國刑法》《中華人民共和國治安處罰法》《中華人民共和國反不正當競爭法》《中華人民共和國反壟斷法》《中華人民共和國監察法》《物業管理條例》《企業內部控制應用指引》等

Civil Code of the People's Republic of China, Criminal Law of the People's Republic of China, Public Security Administration Punishments Law of the People's Republic of China, Anti-Unfair Competition Law of the People's Republic of China, Anti-Monopoly Law of the People's Republic of China, Oversight Law of the People's Republic of China, Property Management Regulations, and Guidelines for the Application of Internal Control in Enterprises, among others.

2023 年，公司調整審計方式及流程，開展覆蓋多業務條線的審計，推動多項經營風險、能耗管控等多項薄弱業務的整改，致力於提升項目資金穩定性和經營可持續性。2023 年，公司對常規物業管理、商業增值業務、財務管理、合資公司運營等板塊及事項開展審計工作，累計完成 14 個項目的審計。其中，公司對常規物業的項目能耗管控開展針對性核查，並將查找出的問題對照《風險清單》識別風險點，要求項目按期整改。2023 年，各級管理組織對審計問題的整體反饋率達到 100%，整體整改率已超過 80%⁴。

In 2023, the Company adjusted the audit methods and processes, carried out audits covering multiple business lines, promoted the rectification of many weak businesses such as business risks and energy consumption control, and strived to improve the stability of project funds and operational sustainability. In 2023, the Company carried out audit work on routine property management, commercial value-added business, financial management, joint venture company operation and other sectors and matters, and completed the audit of 14 projects. Among them, the Company particularly checked the energy consumption control of routine property management projects, and identified the risk points against the Risk List, requiring the projects to be rectified on schedule. In 2023, the overall feedback rate of management organizations at all levels on audit issues reached 100%, and the overall rectification rate exceeded 80%⁴.

⁴ 由於審計工作開展的時間及整改時間要求不同致使報告期內整改率未達 100%。公司將持續跟進專案整改情況，確保 2023 年開展審計整改工作完成率達 100%。

⁴ Due to the different requirements of audit work and rectification time, the rectification rate did not reach 100% during the reporting period. The Company would continue to follow up the rectification of the projects to ensure that the completion rate of audit rectification would reach 100% in 2023.



100%

整體反饋率
Overall Responding Rate



80%

整體整改率
Overall Correction Rate

審計監察部採取滾動復盤機制開展審計工作，即下一個審計項目的開展過程中不斷督促整改前期審計整改遺留問題，以保證整個審計工作處於良性循環。在對各類業務的審計過程中，審計人員主要採取訪談、分析性複核，穿行測試，重新計算等審計方法，重點將財務數據與業務數據做分析性比對查找問題的根源，保證業務漏洞能被及時發現及最終審計交付物的質量。

The Audit Supervision Department adopts the rolling review mechanism to carry out the audit work, that is, during the development of the next audit project, it constantly urges the rectification of the problems left over from the previous audit to ensure that the whole audit work is in a virtuous circle. In the process of auditing all kinds of businesses, auditors mainly adopt auditing methods such as interview, analytical review, walk-through test and recalculation, with a focus on analyzing and comparing financial data with business data to find out the root causes of problems, so as to ensure that business loopholes can be found in time and finally audit the quality of the deliverable.

審計流程 Auditing Process



反腐敗

Anti-Corruption

朗诗绿色生活依据《中华人民共和国刑法》《中华人民共和国反不正当竞争法》《中华人民共和国反洗钱法》等法律法规及相關規定，開展反貪污、反賄賂的管理工作。公司堅決貫徹朗詩集團股份有限公司（簡稱“朗詩控股”或“集團”）“不行賄受賄、不偷稅漏稅、不做假賬、不欺騙客戶”的“四不鐵律”，在反貪污、反腐敗方面與集團制度統一、標準統一，執行集團《反腐敗條例》《朗詩控股廉潔從業規範手冊》《朗詩控股審計監察制度》，捍衛企業文化和價值觀。

Landsea Green Life conducts anti-corruption and anti-bribery management in accordance with the Criminal Law of the People's Republic of China, Anti-Unfair Competition Law of the People's Republic of China, Anti-Unfair Competition Law of the People's Republic of China and other relevant regulations. Landsea Green Life enforces the requirements of the Landsea Holdings's (Landsea Holdings or the Group) "four iron disciplines", and is unified with the group's system and standards in anti-corruption. It implements the Group's Anti-corruption Regulations, Integrity Practice Manual of Landsea Holdings, and Audit and Supervision System of Landsea Holdings. Landsea Green Life resolutely implements the strict requirements of the "four iron disciplines", that is, "no bribery, no tax evasion, no false accounting and no cheating on customers", defending the corporate culture and values.

公司分別與常規物業從業人員、房屋租售從業人員簽署《廉潔自律承諾書（常規物業版）》《廉潔自律承諾書（涉房業務版）》，並要求新員工入職時簽署《廉潔自律承諾書》，提升員工反腐敗意識。2023 年，朗詩綠色生活常規物業從業人員、房屋租售從業人員《廉潔自律承諾書（常規物業版）》《廉潔自律承諾書（涉房業務版）》簽署率達 100%，員工、執行董事反貪污培訓覆蓋率為 100%。2023 年，公司未發生貪污、賄賂、勒索及洗黑錢的事件，也未有上述事項引起的訴訟案件發生。

The Company signed the Commitment of Integrity and Self-discipline (Routine Property Management Edition) and the Commitment of Integrity and Self-discipline (Housing-related Business Edition) with the employees engaged in routine property management and housing rental and sales respectively, and required new employees to sign the Commitment of Integrity and Self-discipline when they joined the Company, so as to enhance their anti-corruption awareness. In 2023, the signing rate of the Commitment of Integrity and Self-discipline (Routine Property Management Edition) and the Commitment of Integrity and Self-discipline (Housing-related Business Edition) for the employees and house rental and sales employees of Landsea Green Life amounted to 100%, and the coverage rate of anti-corruption training for employees and executive directors was 100%. In 2023, there were no incidents of corruption, bribery, extortion or money laundering in the Company, and there were no litigation cases caused by appeals.

《廉潔自律承諾書》原則⁵

Principles for the Commitment of Integrity and Self-discipline⁵

- | | |
|---|---|
| 1 不索（獲）取個人勞動報酬以外任何利益；
Do not ask for (or take) any benefits other than personal labor remuneration; | 6 不利用公司平台資源做私單，不飛單、不跳單；
Do not use the Company's platform resources to take any private order, transfer any order to other companies for personal gains or skip any order; |
| 2 與供應商、客戶保持必要的交往距離；
Keep necessary distance with suppliers and customers; | 7 不洩露公司商業信息，不洩露業主個人和家庭信息；
Do not disclose the Company's business information, do not disclose any property owner's personal and family information; |
| 3 不使用私人賬戶收取公款；
Do not use private accounts to collect public funds; | 8 不與業主、合作夥伴產生私人借貸及經濟往來；
Do not initiate private loans and economic exchanges with property owners and partners; |
| 4 收到公款及時上交，不挪用、不隱匿、不侵吞；
Public funds received should be submitted in time and should not be misappropriated, concealed or embezzled; | 9 不向業主、合作夥伴做未經授權的承諾；
Do not make unauthorized commitments to property owners and partners; |
| 5 不將租售房客源信息洩露給外部仲介；
Do not disclose any information of the rental and sale of houses to any external intermediaries; | 10 不杜撰、不傳播公司負面信息，不詆毀公司，不毒害團隊文化；
Do not fabricate or disseminate negative information about the Company, slander the Company or harm the team culture. |

針對廉潔從業監督方面，公司設有舉報專線、舉報電子信箱、來訪接待室、陽光朗詩舉報二維碼等舉報管道，並將舉報管道向員工及其他利益相關方公示。

In terms of whistle-blowing, the Company has a reporting hotline, a reporting email address, a reception room for informants, and Sunshine Landsea Reporting QR Code, and the reporting channels are made public through public notices to employees and other stakeholders.

⁵ 基於朗詩綠色生活《廉潔自律承諾書》匯總
Based on the summary of Landsea Green Life's Commitment of Integrity and Self-discipline.

舉報處理流程 Report Process



04

社會責任

Social Responsibilities



- ▶ 服務品質與滿意度
Service Quality and Satisfaction
- ▶ 客戶安全與健康
Customer Safety and Health
- ▶ 客戶信息與私隱保護
Customer Information and Privacy Protection
- ▶ 社區共建
Community Support
- ▶ 負責任營銷
Responsible Marketing
- ▶ 知識產權保護
Intellectual Property Protection
- ▶ 供應鏈管理
Supply Chain Management
- ▶ 員工權益與福利
Employees' Right and Benefit
- ▶ 職業健康與安全
Occupational Health and Safety
- ▶ 員工培訓與發展
Employee Training and Development
- ▶ 社區公益
Community Services

服務品質與滿意度

Service Quality and Satisfaction

提升客戶服務品質

Enhancing Service Quality

朗诗绿色生活秉持「提供有溫度的服務，創造美好綠色生活」理念，全力打造 36.5°社區星級管家的客戶服務體系運營機制，包括三級品質管控、六大客戶感知體系、五維觸點服務標準、兩個維度考核指標，以及打造全方位的星級服務品質。管家作為客戶服務核心觸點，為客戶提供一站式、主動性的服務。2023 年，為提升公司管家服務品質，提升管家服務積極性，物業管理中心修訂了《管家星級管理制度》《星級管家

Upholding the mission to Lead life services, create a wonderful future, Landsea Green Life strives to build a 36.5° community star-rated stewards customer service system operation mechanism, including three-level quality control, six customer perception systems, five-dimensional contact service standards, two-dimensional assessment indicators, and creating an all-round star-rated service quality. As the core contacts of customer service, stewards provide one-stop and active service for customers. In 2023, in order to improve the quality of the Company's steward service and stewards' enthusiasm, the property management center revised the Steward Star Rating Management System and

激勵考核細則》，進一步規範星級管家的職責、認證及激勵管理，明確星級管家的工作職責。此外，公司更新客服模組品質巡檢標準，並開展所有項目巡檢工作，確保落實客服類品質服務工作。2023 年，公司根據《星級管家激勵考核細則》內容，對所有星級管家開展季度激勵考核。報告期內，公司共考核 270 名星級管家，激勵考核內容涵蓋經營指標、客戶關係及常規日常工作等。

the Star Steward Incentive Assessment Rules to further standardize the management of star-rated stewards in terms of certification and incentive mechanism and clarify their job responsibilities. In addition, the Company updated the quality inspection standards for customer service modules and carried out inspection work for all projects to ensure quality of customer services. In 2023, the Company carried out quarterly incentive assessment for all star-rated stewards according to the Star Steward Incentive Assessment Rules. During the reporting period, the Company assessed 270 star-rated stewards, including business indicators, customer relations and routine daily work.

36.5°社區星級管家體系 36.5° Community Star-Rated Steward System



- 三級品質管控：總部、城市、項目
Three-tier quality control: Headquarters, city, and project



- 六大客戶感知體系：滿足感、信任感、歸屬感、身份感、自豪感、新鮮感
Six perception senses of customers: satisfaction, trust, belonging, identity, pride, and freshness

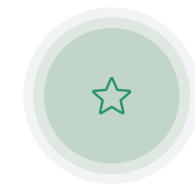


- 五維觸點服務標準：視覺、聽覺、嗅覺、味覺、觸覺
Five-dimension contact service standard: vision, hearing, smell, taste, and touch

36.5°社區星級管家體系 36.5° Community Star-Rated Steward System



- 兩個維度考核指標：滿意度、親密度
Two-dimension assessment index: satisfaction and closeness



- 全方位的星級服務品質
All-around star-rated service quality

朗诗绿色生活物业管理服务品质亦得到了外部的認可，已通過 ISO 9001: 2015 品質管理體系認證（有效期至 2024 年 7 月 19 日）。

The service quality of Landsea Green Life's property management has also been assured by an independent third party, passing the ISO 9001: 2015 Quality Management System certification (valid until July 19, 2024).

物業管理服務質量管理體系認證證書 Property Management Service Quality Management System Certification



為提升管家的服務品質，2023 年，朗诗绿色生活通過對全國客服人員開展聚沙行動培訓、星級管家認證培訓、客服輪訓等方式，全面提高管家的服務水準和服務意識。

To improve stewards' service quality, in 2023, Landsea Green Life comprehensively improved stewards' service level and consciousness through "Grains of Sand" Training, Star Steward Certification Training and Customer Service Training of service staff across China.

2023 年客戶服務培訓體系 2023 Customer Service Training System

1 聚沙行動 “Grains of Sand” Training

- 2023 年，物業管理中心向公司全國客服人員開展聚沙行動培訓，培訓通過線下課堂方式進行，對全體客服人員的服務行為進行規範管理。

In 2023, the Property Managment Center conducted "Grains of Sand" training for the Company's customer service staff natiowide. Through offline classes, the training regulated the service behaviors of all customer service staff.

2 星級管家認證培訓 Star Steward Certification Training

- 公司將《朗诗绿色生活管家星級管理制度》作為新星級管家認證必修課，提高全國客服團隊溝通協調能力、分析能力與行銷能力。

The Company regards the Star-rating Management System of Landsea Green Life as a compulsory course for the certification of new star stewards, so as to improve the communication and coordination, analysis and marketing abilities of the national customer service team.

- 2023 年共開展 2 次星級管家培訓，覆蓋 254 人次。

Two star steward trainings were conducted in 2023, covering 254 person-times.

3 客服輪訓 Customer Service Rotation Training

- 2023 年，物業管理中心組織全體管家參加客服輪訓，持續學習《星級管家考核標準》，提高服務意識。

In 2023, the Property Management Center organized all the stewards to participate in customer service training and continue to study the star steward incentive and assessment rules, so as to improve their service awareness.

- 2023 年共开展 1 次客服轮训，覆盖 328 人次。

One star steward training was conducted in 2023, covering 328 person-times.

提升客戶滿意度是朗诗绿色生活品質服務的重點工作之一，由公司物業管理中心直接負責客戶滿意度工作。2023 年，公司共開展四次滿意度調研工作，調研內容涵蓋物業服務中“四保一服”⁶ 9 個細項指標，更詳細地瞭解業主對於物業服務的真實評價，明確服務提升的方向。其中，公司第四次滿意度調研，總計回收 13,035 份有效問卷。2023 年，公司滿意度總體平均分達 86 分。調查結果顯示，物業服務細項均取得較好成績，其中管家服務業主認可度普遍較高，環境衛生及綠化養護業主提及問題相對較多，公司將重點進行改進。

Improving customer satisfaction, one of the key tasks of Landsea Green Life's quality services, is directly in the charge of the Company's Property Management Center. In 2023, the Company conducted four customer satisfaction surveys., covering 9 detailed indicators of "Sibao Yifu"⁶ in property services, thus obtaining details about property owners' evaluation of property services and defining the direction of service improvement. In the fourth satisfaction survey of the Company, 13,035 effective questionnaires were recovered. The overall 2023 satisfaction score of Landsea Green Life was 86 points. The survey results show that the property management services have achieved good results, and property owners generally have a high degree of recognition the steward service. Property owners concern more about environmental sanitation and greening maintenance. The Company will focus efforts on resolving such problems.

⁶ 四保一服泛指保安、保潔、保綠、保修及客服
“Sibao Yifu” generally refer to security, sanitation, greening, maintenance and customer services.

朗詩綠色生活客戶滿意度 2023 年提升措施
Landsea Green Life' Measures for Improving Customer Satisfaction in 2023



2023 年，朗詩綠色生活在服務品質及滿意度的提升管理上獲社會及行業認可，榮獲多項殊榮。
In 2023, Landsea Green Life was recognized by the society and the industry for service quality and satisfaction, with multiple awards.

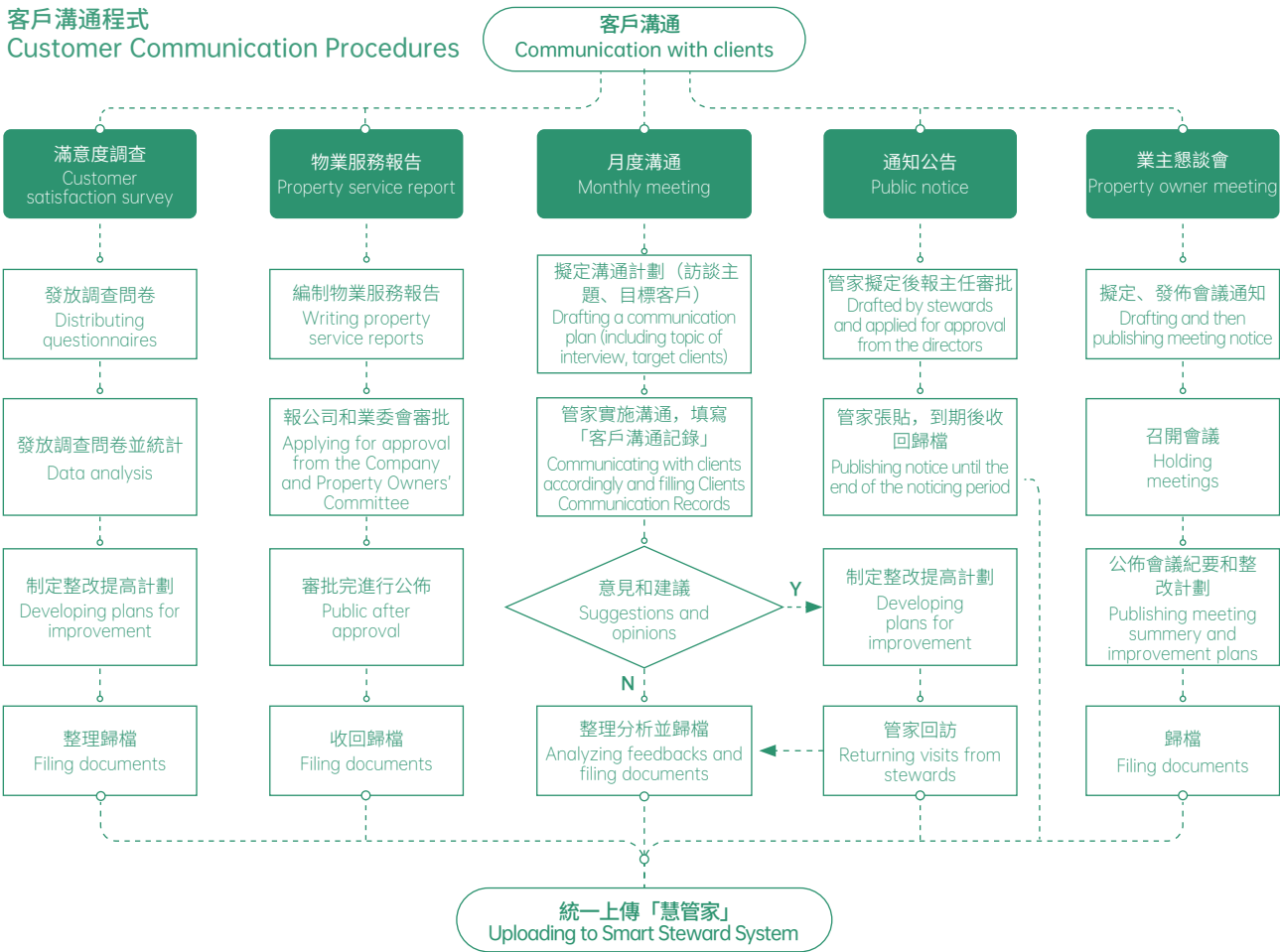
2023 年服務品質及滿意度獎項（部分）
Adjustment of Material Issues of Landsea Green Life in 2023

獎項 Awards	頒獎機構 Institutions
2023 華東區域物業服務力百強企業（二十強企業） 2023 Top 100 Property Service Enterprises in East China (Top 20 Enterprises)	克而瑞物管、中物研協 CRIC China,CPMRI
2023 中國住宅物業服務力領先企業 2023 China's Leading Residential Property Service Company	億翰智庫 EH Consulting
2023 中國物企超級服務力 TOP18 2023 TOP18 of China's Property Enterprises in Super Service Power	億翰智庫 EH Consulting
2023 中國上市物業企業綜合實力 TOP23 2023 Top 23 Listed Property Enterprises in China in Comprehensive Strength	億翰智庫 EH Consulting
2023 中國物業客戶滿意度模範企業 2023 China Property Customer Satisfaction Model Enterprise	億翰智庫 EH Consulting
2023 中國物業服務質量領先企業 2023 China's leading enterprise in property service quality	億翰智庫 EH Consulting
2023 中國物業服務綜合實力百強第 23 名 Ranked 23rd in the 2023 China's Top 100 Property Services in Comprehensive Strength	中物智庫、中物研究院 China Property Management Think Tank and China Property Management Research Institute
2023 中國物業高品質服務力百強企業 2023 China's Top 100 Property Quality Service Enterprises	中物智庫、中物研究院 China Property Management Think Tank and China Property Management Research Institute

客戶溝通與投訴
Customer Communication and Complaint

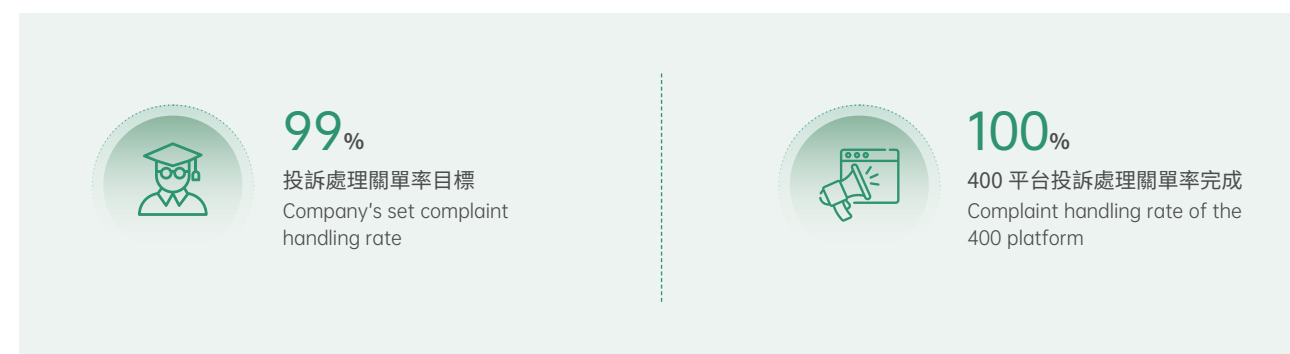
朗詩綠色生活嚴格遵守《中華人民共和國消費者權益保護法》等法律法規與相關規定，制定《客戶溝通工作指導書》《客戶要求處理工作指導書》《客戶溝通會管理作業指導書》等制度，通過物業管理中心對客戶溝通、投訴處理相關的工作要求等進行明確規定，簡化服務流程，快速解決客戶訴求，提升客戶服務體驗。公司已經制定完善的客戶溝通流程，包括開展滿意度調查、召開業主懇談會、開展月度溝通、編製物業服務報告、發佈通知公告等，積極與業主進行雙向溝通並及時對外披露信息，增強與業主的聯繫，提升服務品質。

Landsea Green Life strictly complies the regulations on consumer rights and operator obligations as stipulated in the Law of the People's Republic of China on the Protection of Consumer Rights and Interests, formulated the Guide on Customer Communication, Guide on Handling Customer Requests, Guide on the Management of Customer Communication Meetings, and other relevant bylaws to elaborate on the process and effects of handling customer complaints as well as the requirements for employees in this regard, in a bid to ensure timely and proper reception and handling of customers' requests, to improve customer services. The Company has established a perfect customer communication process, including conducting satisfaction surveys, holding property owners' symposiums, conducting monthly communications, compiling property management service reports, issuing notices and announcements, etc., actively communicating with the property owners and disclosing information in time, thus strengthening contact with the property owners and improving service quality.

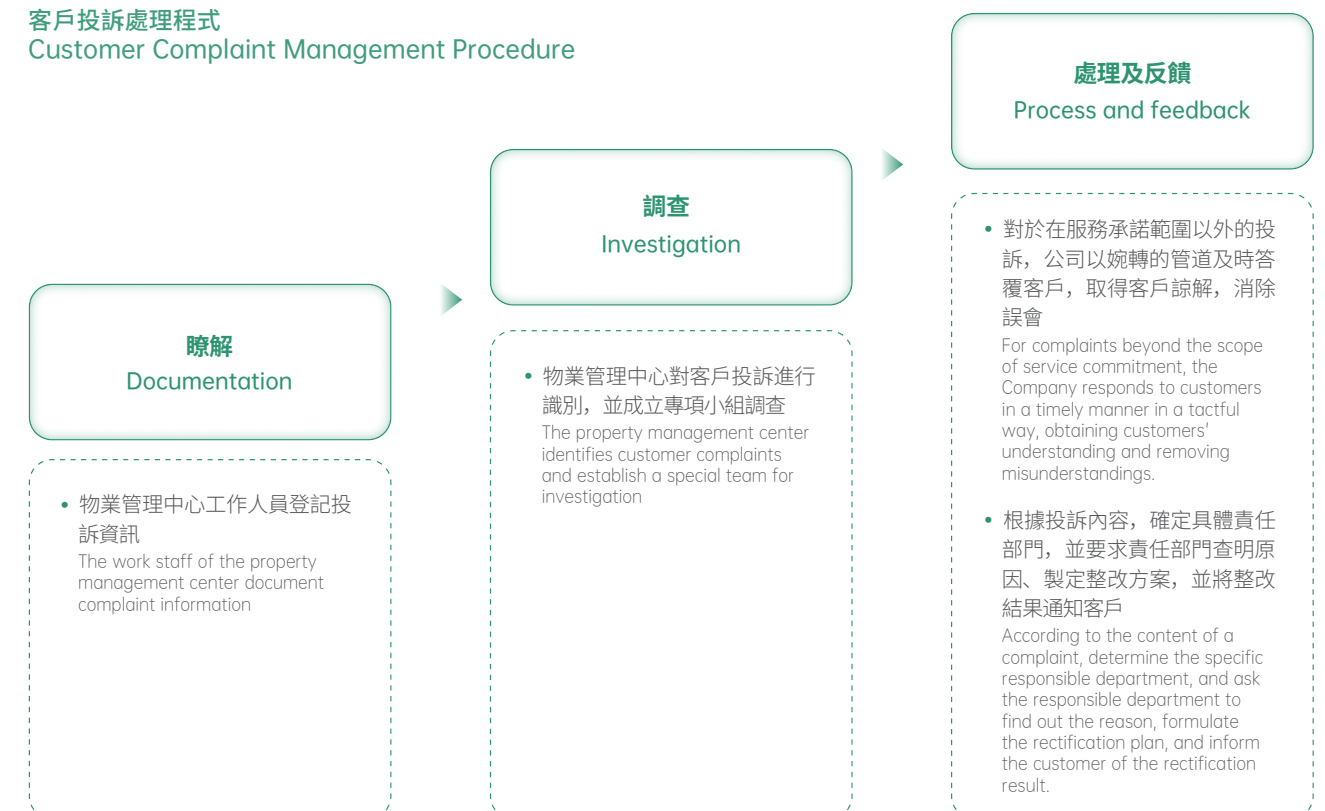


公司秉持以人為本的理念，貫徹合規性、專業性、客戶至上的投訴處理原則，以客戶為導向，積極解決客戶投訴，尋找處理問題的平衡點，旨在快速、高效地解決客戶投訴的實際問題，提升客戶滿意度。2023 年，公司設定客戶投訴處理關單率目標為 99%。報告期內，400 客戶平台共接報 2,233 起業戶訴求，通過線上派單、線下溝通、及時回訪的處理流程，400 平台客戶投訴處理關單率完成 100%，達目標值。

Adhering to the people-oriented concept, the Company puts consumers first, proactively responds to customer complaints, seeks for a balance point to deal with problems in a quick and efficient manner, and strives to improve customer satisfaction. In 2023, the Company's complaint handling rate reached 99%. During the reporting period, the 400 customer platforms received a total of 2,233 complaints from business users. Through online delivery, offline communications and timely follow-up visits, the complaint handling rate of the 400 platform was 100%, reaching the target rate.



客戶投訴處理程式 Customer Complaint Management Procedure



客戶投訴處理原則 Principles for Handling Customer Complaints

合規性原則 Compliance Principle

- 以國家相關房地產、物業法律法規、管理辦法以及雙方約定的合同及相關協定等為依據和前提。
Abide by relevant national laws, regulations and administrative measures on real estate and property management, as well as signed contracts and related agreements.

客戶至上原則 Customer-first Principle

- 對客戶體恤、尊重；
Be respect and caring
- 在不涉及重大原則的前提下，要從人性化角度出發，盡可能多給予客戶方便，多為客戶著想；
On the premise of not violating major principles, try to be caring and provide customers with the greatest convenience and think in customers' shoes;
- 涉及補償、賠償問題時要綜合衡量業主的利益。
On issues concerning compensations, take full account of the property owners' interests.

專業性原則 Professional Principle

- 在規定時間內及時回應客戶，並進行有效處理，不能及時處理的應關注處理進展情況，並適時通知客戶、與客戶溝通；
Respond to customer requests within the time limit and in an effective manner. Closely follow the progress of issues that cannot be solved promptly, keep the customers updated, and communicate with customers;
- 認真履行處理結果，做好跟蹤回訪工作。
Earnestly implement the solutions and do a good job of follow-up visits
- 在處理過程中，按照專業標準與要求，注重承諾和契約；
In the process of response, follow professional standards and requirements and attach importance to promises and contracts.

全方位生活服务管理

All-round Life Service Management

為了滿足客戶在社區生活中的各項需求，構建便利的社區“生活圈”，朗诗绿色生活向業主及住戶提供多元化的物業管理服務。2023 年，公司在夯實基礎物業服務品質之上，不斷創新豐富服務內容，發力康養、社區零售、公共資源運營、資產運營、煥新服務、租售服務、綜合城市服務等多種場景的服務佈局，提供居家生活服務、公共資產服務、客戶資產服務，開發滿足客戶需求的增值服務產品，滿足業主的多元化需求，構建便利“生活圈”。

To meet customers' needs in community life and build a convenient community "life circle," Landsea Green Life provides diversified property management services to property owners and residents. In 2023, on the basis of consolidating the quality of basic property services, we constantly innovated and enriched service content, exerted our efforts in services of various scenarios such as health care, community retail, public asset operation, house renovation, house rental and sales services and integrated urban services, provided home life services, public asset service, and customer asset service, and developed value-added service products that meet customer needs, meeting property owners' diversified needs, and building a convenient "life circle".

朗诗绿色生活社區服務內容 Community Services of Landsea Green Life

居家生活服务 Home Life Services



社區零售到家服務 Community Retail Home Delivery Service

- 打造朗诗優選商城，提供如肉禽蛋奶等物資的入戶配送，為業主提供貼心的商品配送到家服務。2023 年度，社區零售平台「朗诗優選」總流覽量突破約 300 萬次、訪客數超 15 萬人次、訂單量達 86,265 個，交易額約 580 萬元。

We have built Landsea Online Mall with home delivery services of materials such as meat, poultry, eggs and milk, and provided considerate home delivery services for property owners. In 2023, the total number of views of the community retail platform Landsea Online Mall exceeded 3 million, the number of visitors exceeded 150,000, the order volume amounted to 86,265, and the transaction volume was about 5.8 million yuan.

- 城市公司商服部門融合區域優質資源，推出多種嚴選產品，打造專供果園基地，如永興火山荔枝王果園基地。

The Business Service Department of the Company's city branches have integrated regional high-quality resources to launch a variety of highly selective products, and build special orchard bases, such as the Litchi King Orchard Base in Huoshan Village, Yongxing.



家政服務 Household Service

- 為周邊社區業主提供保潔、保姆、家政培訓等家政服務，並積極開展節能減排行動。通過優化拖地打掃環節，實現每次每戶家庭保潔可以節約用水 5-8L，全年可節約水資源約 10 噸。

We provide housekeeping services such as cleaning, babysitting, and housekeeping training for property owners of surrounding communities, and actively carry out energy conservation and emission reduction actions. By optimizing mopping, every household cleaning can save 5-8L of water and save about 10 tons of water resources throughout the year.



“健康 + 樂趣”康養模式 “Health + Interest” Health-care Mode

- 為長者提供基礎生活、康養、頤養服務，開展老年興趣課堂、健康管理、中醫保健養生、短途旅行等。

We provide basic life service, health care and self-care services for the elderly, and offer hobby classes, health management, traditional Chinese medicine health care and short trips for them.

- 2023 年全年共舉辦業主自駕活動 12 場次。例如 2023 年 10 月，公司社區零售平台——朗诗優選組織舉辦了第二屆陽澄湖自駕遊活動，共有 60 餘戶業主報名參加，活動的內容和行程安排均受到了廣泛的認可和好評。

In 2023, a total of 12 property owner road trips were held. For example, in October, 2023 Landsea Online Mall, the Company's community retail platform, organized and held the second Lake Yangcheng Road Trip event, in which more than 60 property owners signed up, and the content and itinerary of the event were widely recognized and praised.



業主參加陽澄湖自駕遊活動
Property Owners Participated in Lake Yangcheng Road Trip Activities

公共資產業務 Public Asset Business



租售服務 Rental and Sales Services

- 成立朗诗租售中心為朗诗業主提供房屋資產管理服務，目前已覆蓋南京、上海、蘇州、杭州、無錫、常州、成都、武漢等 10 座大中小城市，為超過 90,000 名客戶提供專業服務，業務類型包括二手房業務，業務類型包括二手房業務、新房業務、資產管理、權證代辦、賦能合作等。

Landsea Rental and Sales Center has been established to provide housing asset management services for Landsea property owners. By far, the center has covered 10 large, medium and small cities such as Nanjing, Shanghai, Suzhou, Hangzhou, Wuxi, Changzhou, Chengdu and Wuhan, providing professional services to more than 90,000 customers. The business types include second-hand housing business, new house business, asset management, warrant agency and empowerment cooperation.



充電業務 Charging Service

- 截至 2023 年底，已在 7 個城市 97 個項目落地 1,015 台新能源非機動車充電樁設備，服務業主達 6 萬 + 戶。

By the end of 2023, 1,015 new energy non-motor vehicle charging piles had been installed in 97 projects in 7 cities, serving 60,000+ households.

客戶資產業務 Customer Assets Business



煥新服務 Home Renovation Service

- 2023 年已在 7 座城市 60 個項目開展「煥新服務」，為住戶提供居家整修升級整裝服務。報告期內，公司已為逾 3,500 戶住戶提供服務，合同額約 570 萬元。

In 2023, we carried out "Home Renovation Service" in 60 projects across 7 cities, providing residents with home renovation services. During the reporting period, the Company provided services to 3,500 households, with the contract amount totaling about 5.7 million yuan.



客戶安全與健康

Customer Safety and Health

朗诗绿色生活嚴格遵守《保安服務管理條例》，要求保安人員考取保安證，確保其熟悉保護客戶安全與健康的知識儲備，規範執行安保工作。此外，公司通過組建義務消防團隊、定期檢查維護消防設備、探索智慧消防新模式等措施，持續從人力防控、物理防控、技術防控三方面，提高社區安全保障能力，確保社區安全。同時，公司開展以「人工智慧 + 物聯網」導向的預防，排查偷盜、失火等潛在風險，保障客戶人身、資產安全。

Landsea Green Life strictly follows the Regulations on the Management of Security Services, requiring security personnel to obtain security certificates, ensuring that they are thoroughly equipped with the knowledge for protecting customers' safety and health, and standardizing the implementation of security work. In addition, the Company continues to ensure the community safety from three aspects: manpower prevention and control, physical prevention and control, and technical prevention and control by setting up a voluntary fire prevention and control team, regularly inspecting and maintaining fire control equipment, and exploring new modes of intelligent fire prevention and control. At the same time, the Company carries out prevention guided by "Artificial Intelligence + Internet of Things", and investigates potential risks such as theft and fire to ensure customers' personal and asset safety.



社區消防管理體系
Community Fire Control Management System

1 組建義務消防團隊

Establish a Voluntary Fire Prevention and Control Brigade

- 配備有 4 人以上的義務消防隊。義務消防隊設總指揮及通訊、滅火、疏散、救護、警戒小組
Equip with a voluntary fire control brigade of more than 4 people, which shall have a general commander and communication, fire fighting, evacuation, rescue and alert teams.
- 義務消防隊每日兩次電子巡邏
The voluntary fire brigade conducts electronic patrol twice a day.
- 定期組織消防演習及消防末端測試
Organize regular fire drills and fire terminal tests.

2 檢查維護消防設備

Check and Maintain Fire Prevention and Control Equipom

- 定期開展電氣火災檢測、火宅自動報警、監控等系統的維護、保持充分的警戒度
Regularly exminate fire detection, maintain automatic fire alarm and monitoring systems, and maintain sufficient vigilance.
- 定期維護消防供配電、消火栓、自動噴淋、氣體滅火等設備
Regularly maintain power supply and distribution equipment, fire hydrants, automatic sprinklers, gas fire control and other equipment.

3 智慧消防新模式

Smart Modes of Fire Prevention and Control

- 科技賦能防災，積極搭建數字化管控平台，提升風險預判及應對能力
Empower disaster prevention with science and technology, actively build a digital management and control platform, and improve the capability of risk prediction and response.
- 為消防設備賦二維碼，智能化巡查，記錄消防系統全生命週期運行情況
Assign QR codes to fire control equipment, conduct smart inspections, and record the operation of the fire control system throughout its life cycle.
- 為消防水箱安裝電子液位元感測器，即時智能檢測水箱水位
Install an electronic liquid level sensor to detect the water level of the water tank smartly in real time.
- 為管線加裝智慧數顯壓力開關，保障管網壓力正常
Install smart digital display pressure switch for pipelines to ensure normal pressure of the pipeline network.
- 試點佈設智慧監管設施設備
Pilot the layout of smart supervision facilities and equipment.
- 植入智慧檢測預警與煙感報警系統，自動檢測充電器功率，保障用電安全
Implant a smart detection and early warning and smoke alarm system to automatically detect the power of chargers to ensure electrical safety.

案例 Case

朗詩寓《消防安全知識》主題培訓

Training on "Fire Prevention and Control Knowledge" in Landsea Apartments

公司要求旗下分子公司積極開展住戶安全保障培訓，為住戶提供安全的居住環境提供技術支援。報告期內，朗詩寓開展《消防安全知識》主題宣傳活動，涵蓋火災類型、滅火方式及應急演練等內容，通過提高工作人員火災防範意識，為住戶安全保駕護航。

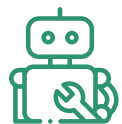
The Company requires its subsidiaries to actively conduct safety training for residents and provide technical support for building a safe living environment for them. During the reporting period, Landsea Apartments launched a publicity campaign on the theme of "Fire Prevention and Control Knowledge", covering fire types, firefighting methods and emergency drills, and protecting residents' safety by raising staff's awareness of fire control.



保障業主生命以及財產安全，全力築牢安全防線，是朗詩綠色生活物業從一線員工、項目主任到工程、客服、秩序、保潔等各環節全力守護的底線。基於公司氣候變化風險分析及公司業務佈局，防汛是公司需要管控的重大風險之一。朗詩綠色生活通過專項檢查、摸排維護、應急保障、防汛預演等將日常各細項工作全部進行標準化、規範化的責任落位，加強實戰技能，守護美好家園。

Protecting property owners' life and property safety, and building a safety line with all one's strength, are the bottom line for Landsea Green Life's property management to fully protect employees from front-line, project directors to engineering, customer service, order and cleaning workers. Based on the Company's climate change risk analysis and business layout, flood control is one of the major risks that the Company needs to control. Through special inspections, maintenance, emergency support, flood control drills, etc., Landsea Green Life puts all the daily work in a standardized position, strengthens practical skills, and guards a beautiful home.

防汛安全及维保工作内容
Flood Control and Safety and Maintenance Work



專項檢查，摸排維護
Special Inspections and Maintenance

- 對社區內部排水設施、出水通道、配電室等進行系統排查，確保汛期來臨前正常運轉；
Systematically inspect drainage facilities, water outlet channels and power distribution rooms in communities to ensure normal operation before the flood season;
- 對低窪易積水區域、滲水點進行重點檢查；
Focus on the inspection of low-lying areas and water seepage points;
- 對路面雨水井等存在泥沙淤積、落葉堵塞情況及時開蓋清淤，避免因積水而造成安全隱患；
Open the cover for dredging in time in case of sediment deposition and fallen leaves blockage in road surface rainwater wells, so as to avoid potential safety hazards caused by accumulated water;
- 對各樓棟、空置房加強巡檢，及時關閉樓道門窗；
Strengthen the inspection of buildings and vacant houses, and close the doors and windows of the corridor in time;



應急保障
Emergency Support

- 及時梳理防汛應急物資、如雨衣靴、沙袋、防汛擋板、抽排水泵等，提前歸類擺放就位，確保汛時實時調用；
Timely sort out flood control emergency materials, such as raincoat boots, sandbags, flood control baffles, pumping and drainage pumps, etc., and put them in place in advance to ensure real-time usage during the flood season;
- 在樓棟鋪設防滑墊，在下坡易滑區域增設醒目提醒設施；
Lay anti-skid mats in the building, and add eye-catching reminding facilities in downhill slippery areas;



防汛預演
Flood Control Drills

- 組織人員沙袋加固，構築安全堤壩；
Organize personnel to reinforce with sandbags and build safety dams;
- 若下水道發生堵塞，當工具無法奏效，則直接以雙手應對，刻不容緩奮力搶修，以化解險情。
If the sewer becomes clogged and the tools fail to work, we will immediately respond with our hands to urgently and vigorously carry out repairs in order to resolve the emergency situation.
- 當樹木坍塌時，應立即將其轉移至安全區域，以消除潛在的安全隱患。
When a tree falls, it should be immediately relocated to a safe area to eliminate potential safety hazards.

公司制定《突發事件應急處置作業指導書》，指導一線人員就三個級別的客戶安全與健康突發事件發生時有序開展措施，保障客戶安全與健康。同時，公司建立完善的安全信息上報機制流程，實現突發事件的快速有效傳達，助力公司快速解決突發事件。

2023 年，公司要求運維項目的一線工作人員、對客服務人員及領班級工作人員持救護員證上崗，為應對突發醫療事件提供支援。報告期內，一線工作人員、對客服務人員及領班級工作人員均通過紅十字會救護員認證，達到公司要求。

The Company has formulated the Operating Guidelines for Emergency Handling to guide front-line staff to take measures in an orderly manner on customer safety and health at three levels to ensure customer safety and health. Meanwhile, the Company has established a perfect safety information reporting mechanism to realize the rapid and effective reporting of emergencies and help the Company solve emergencies quickly.

In 2023, the Company required the front-line staff of the operation and maintenance projects, the customer service personnel and foremen to hold the basic life support certification to provide support for medical emergencies. During the reporting period, the front-line staff, customer service personnel and foremen all passed the Red Cross basic life support certification, thus meeting the Company's requirements.

安全信息上報流程
Security Information Reporting Procedure



三个级别的安全事件处置流程 Procedure of Handling Security Incidents at Three Levels

一般事件 General Incident	由城市和项目自行处理 Handled by city branches and projects
较大事件 Significant Incident	由总部指导城市公司进行现场处置 Handled by city branches at site under the guidance of the headquarters
重大事件 Major Incident	由总部指导城市公司配合政府职能部门进行现场处置 Handled by city branches at site under the guidance of the headquarters and in cooperation with government functional departments

客户信息与隐私保护

Customer Information and Privacy Protection

朗诗绿色生活的数据安全由运营管理中心信息部门专项负责，公司对内建立起线上及线下的信息网络安全防护体系；对外所有的信息类合作供应商的合同条款明确约定保密义务。在为业主服务的过程中，主要会接触到客户个人身份信息、家庭成员、住址等有关信息，为了保护客户隐私安全，朗诗绿色生活严格遵守《中华人民共和国网络安全法》，以及关于信息安全与隐私保护的相关法律法规，制定《客户资料管理工作指导书》，通过了 GB/T22080-2016/ISO/IEC27001: 2013 物业管理服务涉及的信息安全管理活动认证（有效期至 2024 年 6 月 21 日）。公司不断规范客户信息资料的管理，确保客户资料的管理连续性、完好性和保密性及借阅等有序管理。2023 年，公司在客户信息与隐私保护方面未发生违法违规事件。

The Information Department of the Operation Management Center is responsible for the data security of Landsea Green Life, and the Company has established an online and offline information network security protection system internally. The contract terms of all third-party information cooperation suppliers clearly stipulate the obligation of confidentiality. In the process of serving the property owners, Landsea Green Life may have access to information of customers' personal identity, family members, home addresses, etc. In order to protect customers' privacy, Landsea Green Life strictly abides by the Cybersecurity Law of the People's Republic of China and relevant laws and regulations on information security and privacy protection. In addition, the Company has formulated the Guide on Customer Information Management and passed GB/T22080-2016/ISO/IEC27001: 2013 certification of information security management involved in property management services (valid until June 21, 2024). The Company constantly standardizes the management of customer information to ensure the continuity, integrity, confidentiality in the process, as well as the orderly management of information requests for reference. In 2023, there were no non-compliance incidents regarding customer information and privacy protection.



公司明确规定严禁向公司以外的任何单位及个人提供客户信息。电子版及资讯管理平台的客户资料应设置访问许可权与密码，除物业服务中心负责人、前台文员及对应管家外，其余人员未经许可不得随意借阅。

2023 年，公司从一季度开始常态化开展季度系统巡检工作，对于系统的功能稳定性、数据（含客户数据）异常等进行定期巡检排查，并根据巡检情况出台相应的管理规范。

The Company has made it clear that it is strictly prohibited to provide customer data to any unit or individual outside the Company. Authority and password are required to access the digital customer data and the management platform of customer data. Except for the person in charge of the property service center, the front desk clerk and the corresponding steward, other staff members are not allowed to get access to customer data without permission. In 2023, the Company began to carry out quarterly system inspection regularly from the first quarter, and conducted regular inspection and investigation on the functional stability and data (including customer data) abnormality of the system, and issued corresponding management regulations according to the results of inspection.

社區共建 Community Support

詩友公社是朗诗绿色生活旗下社区文化子品牌，致力于提高居民与社区的粘合度。搭建詩友公社平台有效提升朗诗绿色生活业主的满意度与客户黏性，有助于创造社区无限可能。公司發佈《社区社团发展指引手册》等多份实操性指导手册，助力运维社区的管家推进詩友公社发展。截至 2023 年 12 月底，詩友公社已开展活动 848 场，累计参与逾 7.1 万人次，詩友自發占比（自主发起参与活动人数的占比）19.8%。詩友公社小程序注册用户数 30,400 位，2023 年访问量 176,426 次。

The Landsea Friends is a sub-brand of community culture under Landsea Green Life, dedicated to increasing the bond between customers and community. Building The Landsea Friends Platform serves to upgrade the satisfaction of property owners of Landsea Green Life, contributing to creating limitless possibilities in the community. The Company issued a number of practical instruction manuals such as Guidelines for the Development of Community Organizations to help the butlers of the communities operated by the Company promote the development of The Landsea Friends. By the end of 2023, The Landsea Friends had carried out 848 activities, with a total participation of over 71,000 person-times. The ratio of Landsea members' voluntary activities amounted to 19.8% (the ratio of members participating in voluntary activities). The registered members of The Landsea Friends applet amounted to 30,400, and visits of the applet in 2023 totaled 176,426.

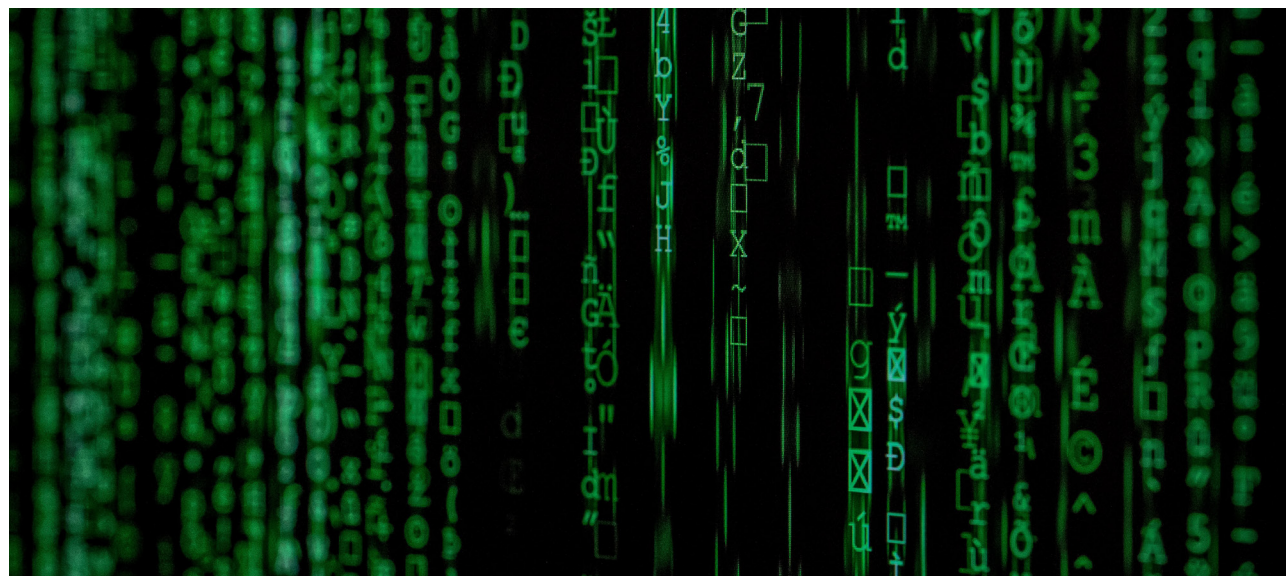
开展 **848** 场社群活动
Carried out 848 activities

累计 **71,694** 人次参与
A total participation of over 71,694 person-times

詩友自發占比 **19.8%**
The ratio of Landsea members' voluntary activities amounted to 19.8%

詩友公社小程序注册用户数 **30,400** 位
The registered members of The Landsea Friends applet amounted to 30,400

2023 年访问量 **176,426** 次
Visits of the applet in 2023 totaled 176,426.



案例 Case

攜手業主共同助力減碳生活 Work with Property Owners to Promote Low-carbon Life

2023 年 3 月 12 日，朗诗詩友公社在南京、無錫、杭州、上海、成都等多地開展社區植樹活動，以樹苗認領的方式將樹苗種植在社區，與詩友共同見證綠苗的成長。同時，詩友公社也在南京天地新城開展碳循環美好系列活動，家長志願者和孩子們分別進行昆蟲屋、蚯蚓塔、堆肥箱和花園種植建設，詩友公社與志願者們共同貫徹落實低碳減排、綠色生活社區生活理念。

On March 12, 2023, The Landsea Friends carried out community tree planting activities in Nanjing, Wuxi, Hangzhou, Shanghai, Chengdu and other projects and planted saplings in the communities by way of sapling claim, witnessing the growth of green seedlings with Landsea friends. Meanwhile, on March 12, The Landsea Friends also launched a series of carbon cycle activities in Nanjing Tiandi New Town. Parent volunteers and children planted insect huts, earthworm towers, compost bins and gardens. In this way, The Landsea Friends and volunteers jointly implemented the concept of low-carbon green life in communities.

案例
Case

舉辦朗詩特色共創活動「詩友之夜」
Hold "Landsea Friends Night" with Landsea Characteristics

2023 年，7 月到 8 月暑假期間，詩友公社推出首屆朗詩「詩友之夜」夏季品牌活動，覆蓋全國 16 個城市 64 個社區，吸引近 3 萬業主參加其中。「詩友之夜」圍繞好玩、有趣、新穎、多元等元素進行主題策劃，處處彰顯對於細節的用心。其中，作為朗詩綠色生活全國最大的外拓項目——南京天地新城，其攜手業委會、會心公益，以詩友之夜為主題，結合項目特色，在黛安娜湖邊成功舉辦了「湖畔鄰里節」活動。

In 2023, during the summer vacation from July to August, The Landsea Friends launched the first "Landsea Friends Night" summer brand activity, covering 64 communities in 16 cities across China, attracting nearly 30,000 property owners to participate. The theme of "Landsea Friends Night" was planned centering around fun, interesting, novel and diverse elements, featuring meticulous attention to details. Among them, Nanjing Tiandi New Town, as the largest outreach project of Landsea Green Life in China, joined hands with property owners' committee and Huixin Charity to successfully holding a public service activity, the "Lakeside Neighborhood Festival" on Diana Lake with the theme of "Landsea Friends Night" and the characteristics of the project.

案例
Case

舉辦「社區一景攝影大賽」
Hold Community Scenery Photography Contest

朗詩社區每年都會舉辦攝影大賽，2023 年的秋季「社區一景攝影大賽」從 10 月 26 日開始至 11 月 20 日結束，期間共收到來自全國朗詩 7 個城市 23 個社區 48 位詩友提交的 209 張作品。評委老師們從視覺表現、技術含量、創意指數、主題詮釋、情緒指數等要素綜合評定後，共有 30 位詩友的 65 張作品入圍。通過這類活動的舉辦，不僅加深了詩友們的互動和交流，更增添了社區濃濃的溫情氛圍。

Landsea communities hold a photography contest every year. In the autumn of 2023, the "Community Scenery Photography Contest" started on October 26 and ended on November 20, during which 209 works were submitted by 48 Landsea friends from 23 communities across 7 cities. After comprehensive evaluation of visual performance, technical content, creativity index, theme interpretation, sentiment index and other factors, 65 works by 30 Landsea friends were shortlisted. The holding of such activities not only deepened the interaction and communication among Landsea friends, but also make the community a warmer place.

案例
Case

共建溫暖社區
Building a Warm Community

2023 年，朗詩綠色生活秉持「引領生活服務，共創美好未來」的使命，積極開展多項工作，攜手業主及住戶打造溫暖社區。

- 開展流浪貓 TNR（抓捕、絕育、放歸）計劃：設立投餵流浪貓知識立牌、設置寵物便紙箱，積極改流浪貓生存環境
- 打造社區共享圖書館：呼籲業主捐贈閒置舊書，豐富社區生活
- 關愛銀發一族：呼籲住戶關注銀發群體的需求，主動開展關懷活動

In 2023, Landsea Green Life adhered to the mission of "Lead life services, create a wonderful future", energetically engaging in various projects together with property owners and residents to cultivate a warm and supportive community environment.

- Launched a Stray Cat TNR Program (Capture, Neuter, Release): Installed educational signs for feeding stray cats, established pet waste receptacles, and diligently worked towards enhancing the living conditions for these wandering cats.
- Developed a Community Sharing Library: Called upon property owners to donate their surplus used books, thereby diversifying and enhancing community life within the neighborhood.
- Showed Love and Care for the Elderly: Prompted residents to pay attention to the needs of senior citizens and actively initiated caring activities focused on this demographic.

負責任營銷

Responsible Marketing

朗詩綠色生活嚴格遵守《中華人民共和國廣告法》等法律法規與行業規範，踐行營銷合規性、全面性、有效性、報備審批原則；制定宣傳材料製作準備，加強宣傳內容審查，採用「總部 - 區域 - 項目」三級品牌傳播管控體系，履行總部對區域及項目品牌輸出數據的不定期核查機制，保障輸出信息的真實性合法性，尊重客戶知情權。2023 年，公司未發生因違反負責任營銷相關法律法規而受到相關部門的處罰的事件。

Landsea Green Life strictly abides by the Advertising Law of the People's Republic of China and other laws, regulations and industry norms, and practices the principles of marketing compliance, comprehensiveness, effectiveness, filing and approval; makes preparations for promotional materials, strengthens the review of promotional content, adopts a "Headquarters-Region-Project" three-level brand communication control system, implements the unscheduled verification of the output data of regional and project brands by the headquarters to ensure the authenticity and legality of the output information, and respects customers' right to know. In 2023, the Company had no incident of punishment by any relevant departments for violating any relevant laws and regulations on responsible marketing.



知識產權保護

Intellectual Property Protection

朗诗绿色生活根据国家和行业有关知识产权的法律、法规和规章，结合本公司的实际情况，规范公司知识产权的管理工作，并明确责任和义务，保护公司知识产权不受侵害，打击侵犯公司知识产权的违法行为。报告期内，公司未发生侵害他人知识产权的事件，也未有上述事项引起的诉讼案件发生。

In accordance with national and industrial laws, regulation and rules on intellectual property, Landsea Green Life commits to protect the Company's intellectual property rights from infringement, and crack down on illegal acts via a well-established intellectual property management with well-defined responsibilities and obligations. During the reporting period, the Company had no infringement of any others' intellectual property right, nor was there any litigation in this regard.

2023 年，朗诗绿色生活和南京大学合作的科研小组就新增 3 项科研成果申请专利，包括「一种环保型退化绿地土壤改良剂及使用方法」「一种基于物联网技术居民小区水资源综合管理及评估方法」及「一种智慧社区公区用电碳排放预警管理方法」。截至 2023 年底，5 项科研成果及 2 件软件著作权通过审批受理，并拿到专利申请受理通知书。

2023, the joint research team of Landsea Green Life and Nanjing University applied for patents for three new research achievements, including "an environment friendly soil improver for degraded green land and its application method", "a comprehensive management and evaluation method of water resources in residential quarters based on Internet of Things" and "an early warning management method of electricity carbon emission in public areas of smart communities". By the end of 2023, five research achievements and 2 software copyright had been accepted upon examination, and the patent application acceptance notices had been obtained.

知识产权管理工作是公司管理体系中具有战略意义的基础性管理环节。公司全面推进知识产权的整体管理工作，将知识产权工作纳入公司的研发、运营、市场等各环节的管理工作中。在保护自身知识产权的同时，亦尊重他人劳动成果，不侵害他人知识产权，不盗用、不模仿他人专利技术，不侵犯他人注册商标专用权。

Intellectual property management is a fundamental link of strategic significance in the Company's management system. The Company promotes the overall management of intellectual property rights in an all-round manner and incorporates intellectual property work under the management of R&D, operation, marketing, and other links. While protecting the Company's own intellectual property rights, we also respect other people's achievements, do not infringe upon others' intellectual property rights, do not misappropriate or imitate others' patented technologies, and do not infringe upon others' exclusive right to use registered trademarks.



3 項
items

2023 年新增科研成果
New scientific achievement in 2023



5 項
items

科研成果通过审批受理（截至
2023 年底）
Scientific achievements passed
application(by the end of 2023)



2 項
items

软件著作权（截至 2023 年底）
Software copyright (by the end of 2023)

供應鏈管理

Supply Chain Management

朗诗绿色生活主要的供應商，根據業務口徑分為常規服務類、商業增值類、工程維保改造類、日常經營類；按具體內容分為秩序服務、日常清潔、綠化養護、商業合作、管理諮詢、工程維保、工程改造；按合作性質分為戰略供應商和普通供應商；其中，公司針對成本，重點管理常規服務類及工程維保改造類供應商。

The main suppliers of Landsea Green Life can be classified into routine services, commercial value-added services, engineering maintenance and renovation, and daily operation suppliers according to their business specialty. According to the specific content, they are classified into suppliers of orderly service, daily cleaning, greening and maintenance, business cooperation, management consulting, engineering maintenance, engineering renovation, and supplies, among others. According to the nature of cooperation, they are classified into strategic suppliers and ordinary suppliers. Based on cost, the Company focuses on management of regular service suppliers and suppliers of maintenance and renovation.

公司重點關注供應商的品質、環境、社會風險、售後服務等方面，並每年對供應商開展資質、環境及社會責任感等方面的評估工作。公司制定並頒佈執行《招標管理制度》《招標採購立項管理規定》《城市服務類外包採購管理規範》等供應商管理制度，規範服務類外包供應商的屬地化採購管理流程，有效管理因降低環境風險而引起的財務風險。

With attention mainly on suppliers' quality, environment, social risks and after-sales service, the Company evaluates suppliers' qualifications, environmental and social responsibilities every year. In 2022, the Company formulated, promulgated and implemented supplier management systems such as Bidding Management System, Regulations on Bidding and Procurement Management and Regulations on Urban Service Outsourcing and Procurement Management, standardized the localized procurement management process of service outsourcing suppliers, and effectively managed financial risks caused by reducing environmental risks.

朗诗绿色生活供應商管理措施 Landsea Green Life's Measures for Supplier Management



供應商全生命週期管理 Supplier Life Cycle Management

- 公司對供應商通過全生命週期管理的方式進行分級管理，包括從供應商准入資質、預審到現場對供應商環境、設備、服務品質、合作意願、合作項目的考察准入，再到合作中日常考核。根據《招標管理制度》《招標採購立項管理制度》，公司針對環境、勞工、道德等方面表現不佳的供應商，採取約談整改、取消合作的手段進行管控，同時存在上述問題的所有供應商，均納入供應商黑灰名單進行管理。公司通過在合同中納入乙方義務，要求供應商對員工的健康與安全進行管理，同時查驗供應商相關體系認證證書及相關要求的執行情況。

The Company manages suppliers at different levels through life cycle management, including supplier access qualification, pre-examination, on-site inspection of suppliers' environment, equipment, service quality, willingness to cooperate, and inspection prior to cooperation project access, and daily assessment during cooperation. According to the Management System of Bidding and Procurement, with regard to suppliers with poor performance in the aspects of environment, labor and ethics, the Company regulates them by means of talks, rectification and cancellation of cooperation according to the specific circumstances, and all such suppliers will be included in the black and gray lists of suppliers for management. Contractors are required to conduct health and safety training for their employees. Additionally, the Company includes contractors' obligations in the contract and checks contractors' relevant system certification and the implementation of relevant requirements.



供應商檢查 Supplier Inspection

- 公司還通過准入考察、日常考核、飛行檢查、年度履約評估等系統方式對已有供應商的辦公環境、設施設備功效、員工管理、企業責任等方面進行考核、評估，其中飛行檢查全年 2-3 次，日常考核每月一次，確保供應商符合公司要求。

In addition, the Company also assesses and evaluates the existing suppliers' office environment, facilities and equipment efficiency, staff management, corporate responsibility, etc. through access inspection, daily assessment, unannounced inspection, annual performance assessment and other systematic ways, including 2-3 unannounced inspections a year and daily assessment once a month to ensure that the suppliers meet the Company's requirements.

2023 年，朗诗绿色生活共评估考核 205 家供应商，其中获评优良供应商达 97 家。96% 供应商达到公司《供应商管理制度》中对合规性、环保安全、质量管理体系等要求及考核标准。9 家供应商因低于公司评分要求或不服从管理及有对公司声誉造成负面影响之嫌被剔除出朗诗绿色生活供应商合作名册。

In 2023, Landsea Green Life assessed 205 suppliers, including 97 A-level suppliers. And 96% of the suppliers met the requirements and assessment standards of compliance, environmental protection and safety, quality management system in the Company's Supplier Management System. Nine suppliers were excluded from the cooperation list because they did not meet the Company's rating requirements, not comply with supply chain policy or have likelihoods of negative impacts on the Company's reputation.



供應商社會管理

Supplier Social Management

朗诗绿色生活制定的《供应商管理制度》明确了供应商资质要求和管理规定，保障供应商引进的公正公开。2023 年，朗诗绿色生活与所有供应商签署《廉洁协议》，杜绝不合法的采购行为，与供应商共同构建清爽、健康的商业合作关系。除此以外，公司今年在招标时新增条款，要求供方签署《关于及时支付劳动者报酬的承诺函》以保障劳工的利益，签署率达 100%。

The Supplier Management System formulated by the Company defines the qualifications required to be a supplier and management regulations to ensure the fair and open introduction of suppliers. In 2023, Landsea Green Life signed the Integrity Agreement with all its suppliers, putting an end to illegal purchasing activities, and jointly building a clean and healthy business cooperation relationship with suppliers. In addition, this year, the Company added a clause in tender, requiring suppliers to sign the Letter of Commitment on Timely Payment of Remuneration for Workers to protect the interests of workers, and the signing rate reached 100%.

对于其他社会相关风险，公司主要通过天眼查、国家企业信用信息公示系统等第三方查询平台进行识别，重点关注劳工纠纷、侵权等问题，对于出现劳工纠纷等违规情况的供应商，将慎重与其展开合作。

For other social risks, the Company mainly identifies them through third-party inquiry platforms such as Tianyancha and the National Enterprise Credit Information Publicity System, focusing on issues such as labor disputes and infringement, and will be cautious about suppliers who violate regulations such as labor disputes.

另外，从 2023 年开始，公司通过网上问卷星的方式，对 187 家供应商收集与公司合作的意见，了解供应商的心声和问题。

In addition, since 2023, the Company has collected opinions from 187 suppliers on cooperation with the Company through online quiz, so as to understand their voices and problems.

供應商環境管理

Environmental Management of Suppliers

朗诗绿色生活在自身建立起完善的環境管理體系的基礎上，同樣也關注供應商的環境風險管理。為了強化供應鏈環境風險管理，公司制定了《對相關方施加影響控制程式》《相關方環保要求》等制度和標準，以促進供應鏈上的相關方瞭解公司一體化的管理體系。同時，公司要求准入供應商及在庫供應商提供 ISO 14001 認證證書，定期收集供應商能耗用水數據，攜手供應商識別異常數據，並分析異常原因，提供整改方案。2023 年，公司在招標時增補了《環境和安全協定合同》要求供應商配合簽署，促使其自覺保證產品 / 服務品質、保護環境。

On the basis of a sound environmental management system, Landsea Green Life also pays attention to the environmental risk management of its suppliers. In order to strengthen the environmental risk management in the supply chain, the Company has formulated a series of regulations and standards, such as the Stakeholder Influence Control Program and the Environmental Requirements for Related Parties, so that the relevant parties in the supply chain could better understand the Company's integrated management system. At the same time, the Company requires suppliers with access and suppliers in the inventory to provide ISO 14001 certification, collects energy consumption and water consumption data of suppliers on a regular basis, identifies abnormal data together with suppliers, analyzes abnormal reasons and provides rectification plans. In 2023, the Company added the Environmental and Safety Agreement Contract to the tender, requiring suppliers to sign the contract, so that they take the initiative to guarantee the quality of their products/services and protect the environment.

公司對重點供應商進行不定期的監督與檢查，檢查內容包括是否因環境問題受到相關方的投訴或受到上級主管部門或環保部門的處罰；污染物排放是否達標，或已有明顯的削減等。此外，公司每年以文件的形式向對應的供應商宣傳公司的一體化方針、環境常識等，不斷提高供應商在環境方面的管理水準。

The Company conducts unscheduled supervisions and inspections on key suppliers. The inspections are conducted to check whether there are complaints from related parties or punishments by higher-level authorities or environmental protection departments as a result of environmental violations, whether pollutant discharge is up to standard or has been significantly reduced, among others. Furthermore, the Company sends written documents to relevant parties every year to promote its integrated policy and general knowledge on environmental protection, to continuously improve the management level of suppliers in terms of product/service quality and environmental protection.

朗诗绿色生活積極推動綠色供應鏈和綠色環保材料運用，優先甄選綠色供應商。公司對供應商產品和服務的環保等級視為重要考核點進行關注，強調材料的綠色環保，重視日常經營中材料的回收及往復使用。

Landsea Green Life actively promotes the green supply chain and the use of environmentally friendly materials and prefers green suppliers. The Company is concerned with the environmental protection level of suppliers' products and services as an important assessment point, stresses the use of environmentally friendly materials, and attaches importance to the recycling and reuse of materials in daily operations.

員工權益與福利

Employees' Right and Benefit

員工僱傭與勞工準則

Employee Employment and Labor Standards

朗诗绿色生活嚴格遵守《中華人民共和國勞動法》《中華人民共和國民法典》《中華人民共和國社會保險法》及《中華人民共和國勞動爭議調解仲裁法》等法律法規，制定了《朗诗物業員工錄用相關規定》《人力資源管理手冊》《員工關係管理制度》《績效考核》《考勤管理制度》等制度，尊重和保護員工的合法權益。報告期內，公司未發生與員工招聘與解僱、工時與假期、晉升與平等機會、反歧視及多元化和勞工準則相關的違法違規情況。

Landsea Green Life strictly complies with the Labor Law of the People's Republic of China, Labor Contract Law of the People's Republic of China, Social Insurance Law of the People's Republic of China, Labor Dispute Mediation and Arbitration Law of the People's Republic of China, and other relevant laws and regulations. In addition, the Company formulated the Regulations on Employment of Landsea Property Management Staff, Human Resources Management Manual, Staff Relationship Management System, Performance Assessment Guide, Attendance Management System, and other regulations to protect the legitimate rights and interests of employees. During the reporting period, there were no violations of any laws and regulations related to employee recruitment and dismissal, working hours and holidays, promotion and equal opportunities, anti-discrimination and diversity, or labor standards.

公司在人力資源管理的全過程中，平等原則貫穿始終，在招聘、晉升、培訓、薪資、福利待遇等方面，不因年齡、性別、籍貫、宗教信仰、婚姻狀況或殘疾等非工作因素對員工歧視或差別待遇，努力創造公平競爭、公開選拔、公開有序的人才流動機制。公司秉承“從人力到人才，不斷升級人才素質和結構”的僱傭理念，開放內部招聘、校園招聘、社會招聘、獵頭招聘等多種招聘管道，在《員工關係管理制度》中規定招聘許可權、面試和筆試篩選、審批錄用、入職引導等各項程式，確保公司內外部招聘機制的科學性和合理性。

The Company upholds the principle of equality in the entire process of the human resources management, covering recruitment, promotion, training, salary, and benefits. Employees, regardless of age, gender, native place, religious belief, marital status, or disability, are all treated equally without discrimination. The Company is committed to creating a talent mobility mechanism featuring fair competition, open selection, and order. With a view to "constantly upgrading the quality and structure of human resources," the Company recruits employees through multiple channels, including internal recruitment, campus recruiting, and head-hunting. Staff Relationship Management System elaborates on the hiring authority, recruitment based on interviews and written examinations, approval for recruitment, guidance for new recruits, among others, in a bid to ensure the scientific and rational recruitment, both internal and external.

公司落實身份核實和背景調查制度，以杜絕雇用童工或強制勞工現象。2023 年，公司通過朗詩綠色生活官網、人才招聘網站等平台，為 1,182 人提供了就業機會。同時，公司也為在校學生提供各類實習機會。

The Company implements identity verification and reference check systems to avoid the child or forced labor. In 2023, the Company provided employment opportunities for 1,182 people through such platforms as the Landsea Green Life official website and talent recruitment websites. At the same time, the Company also offered various internship opportunities for students.

員工僱傭和基本權益制度概覽 Overview of the Employees' Recruitment and Basic Rights



僱傭與薪酬 Recruitment & Salary

薪酬：制定與發放符合法律法規的要求；實施定崗、定編、定員統一管理；
Salary: The salary is determined and distributed in accordance with the relevant laws and regulations. Determine the number of positions, the size of staff, and the allocation of personnel under unified management system.

招聘：公開、平等僱傭，禁止童工、強制勞工；
Recruitment: Recruitment in the principle of transparency and equality. Child and forced labour are prohibited.

解僱：制定《員工關係管理制度》，規範和完善員工離職管理。
Dismissal: Formulate the Staff Relationship Management System to regulate and improve the management of staff dismissal.



晉升發展 Promotion

晉升：制定明確的員工考核和晉升制度，設置崗位晉升制度，設置崗位晉升和職級晉升雙通道；建立：“考德”“考能”“考績”“考潛能”的晉升考核體系；依據個人發展意願，從專業發展、管理發展兩個方向為員工建立清晰的職業發展路徑。
Promotion: Develop a clarified system for employee evaluation and promotion; set up dual channels for promotion in terms of position and rank; establish a promotion evaluation system by measure of morality, capabilities, performance, and potential; and design a clear career development path for employees in professionalism and management based on their person wishes.



工時與休假 Working Hours & Holiday

工時：實行每週 5 天工作日，每週工作 40 小時；
Working hours: 5 working days a week, 40 hours a week;

加班：實行加班審批制度，針對加班時間，員工可申請調休或加班費；
Overtime: Implement overtime approval system. Employees can apply for time off or pay for overtime;

休假：依法享受國家法定假日、年休假、婚嫁、喪假、女員工產假、男員工護理假、哺乳假、計劃生育假、育兒假、獨生子女護理假。
Holiday: Employees enjoy national holidays, annual leave, marriage leave, funeral leave, maternity leave for female employees, nursing leave for male employees, breastfeeding leave, and family planning leave, parenting leave and one-child care leave.

員工福利

Employee Benefit

公司積極依法落實員工福利相關政策。公司在保障員工依法取得勞動報酬及享有法定社會保險、享有休息時間等合法權利的基礎上，為全體員工提供帶薪假期、員工旅遊，並為部分員工購買補充商業保險。此外，公司建立了「悅福享」福利平台，通過多種激勵方式，第一時間傳達企業對員工的關懷，並定期組織各類騎行及球類活動，豐富員工生活。

In line with policies relating to employee welfare, the Company provides all employees with paid holidays and Company trips, apart from legitimate rights to salaries, statutory social insurances and breaks. In addition, the Company provides some staff members with supplementary commercial insurances. Moreover, the Company has established a welfare platform "U-Benefits" to show its care for employees through various incentives, and regularly organizes all kinds of cycling and ball games to enrich the lives of employees.

朗詩綠色生活福利體系 Landsea Green Life's Welfare System

朗詩綠色生活福利體系 Landsea Green Life welfare system

薪酬工資
Salary

績效獎勵
Performance bonus

帶薪年假
Paid vacation

五險一金
Social insurances

高溫補貼
High-temperature allowance

“悅福享”平台
"U-Benefits" platform

員工旅遊
Company trips

年度體檢
Annual physical examination

補充商業保險
Supplementary commercial insurance

員工關懷

Employee Care

公司鼓勵員工追求工作與生活的平衡，以更好地實現公司發展與個人成長的協同。2023 年，朗诗綠色生活持續開展員工跑團活動，組織員工不斷挑戰自我。同時，公司定期組織各類球類運動、爬山活動等，充實踐行公司“陽光，綠色，人文”的價值觀。

The Company encourages employees to pursue the balance between work and life, so as to better realize the synergism between the Company's development and employees' personal growth. In 2023, Landsea Green Life continued to carry out activities by the Employees' Jogging Club and organized employees to constantly challenge themselves. At the same time, the Company regularly organizes all kinds of ball games and mountain climbing activities to fully practice its core values of being "positive, green and people-oriented."

案例 Case

羽毛球比賽 Badminton Competition

公司每年定期組織各類騎行及球類活動，旨在活躍和豐富員工們的業餘生活，促進員工間的相互交流，增強集體凝聚力，展現出積極向上、勇於攀登、開拓進取的精神風貌。2023 年 6 月，公司總部組織了羽毛球比賽活動，共 60 餘人參與了比賽。活動安排了男單、女單、混雙等比賽形式，促進了員工的相互交流，展現了積極健康的員工風采。

The Company regularly organizes various kinds of cycling and ball games every year in an effort to enliven and enrich employees' life during their spare time, promote communication among employees, enhance collective cohesion, and highlight the positive, brave and pioneering spirit. In June 2023, the Company headquarters organized a badminton competition, in which more than 60 participants. Such competition forms as men's singles, women's singles, mixed doubles, etc. were arranged, promoting the exchange of employees and demonstrating their positive and healthy style.

案例 Case

戶外爬山活動 Mountain Climbing Activity

2023 年 5 月，某城市公司組織了爬山戶外活動，共 26 人參與。同時，爬山前安排了個人工作與人生規劃分享。公司通過分享和爬山，較好地提升了團隊之間的互相認知及凝聚力。

In May 2023, a city branch organized a mountain climbing activity, with a total of 26 participants. Meanwhile, the participants shared their personal work and life planning before climbing the mountain. Through such sharing and mountain climbing activities, the Company has improved the mutual understanding and cohesion between different teams.

職業健康與安全

Occupational Health and Safety

朗诗綠色生活關注員工職業健康與工作環境的安全，遵守《中華人民共和國職業病防治法》《中華人民共和國安全生產法》等法律法規。公司秉持“以人為本、科學管理、關愛生命、安全至上、關愛員工、綠色發展”的理念，制定《職業健康安全運行控制程序》《應急防護操作手冊》《危險源辨識、風險評價和控制程序》等制度，建立了突發事件分級管理體系，明確具體操作規範及相關危險事件的應急預案及措施，共制定了 21 個安全應急預案。公司建立了完善的職業健康安全管理体系，通過了 GB/T 45001—2020/ISO 45001: 2018 職業健康安全管理体系認證（有效期至 2024 年 7 月 19 日）。

Landsea Green Life is concerned with the employees' occupational health and the safety of the working environment, and abides by the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, Work Safety Law of the People's Republic of China and other laws and regulations. In line with the philosophy of "people orientation, scientific management, life caring, safety foremost, employee care, and green management," the Company has formulated such bylaws as Occupational Health and Safety Operation Control Procedures, Emergency Protection Manual, Hazard Source Identification, Risk Evaluation and Control Procedures. A graded management system for emergencies has been set up to clarify specific operating norms and emergency plans and measures in response to related hazardous events, incorporating a total of 21 safety emergency plans. The Company established a sound occupational health and safety management system, and passed the GB/T 45001—2020/ISO 45001:2018 occupational health and safety management system certification (valid until July 19, 2024).

職業健康安全管理体系認證證書 Occupational health and safety management system certification



公司在各服務中心點設置服務中心緊急情況應急小組，組長由服務中心主任擔任，管家及班長為小組責任成員。服務中心應急小組負責各緊急狀態下應急準備與響應的組織與監督工作，同時還負責日常工作中《應急防護手冊》的編制和適宜性審核。

The Company sets up emergency response teams at each service center. The team is led by the director of the service center, comprising stewards and leaders of other teams. The emergency response team at the service center is responsible for the organization and supervision of preparedness and response in various emergencies. It is also responsible for the preparation and suitability review of the Emergency Protection Manual in daily work.

安全管理架構和職責
Safety Management Structure and Responsibilities

管理架構 Management Structure	職責 Responsibilities
總經理 General Manager	<ul style="list-style-type: none">安全管理第一負責人 Person of primary responsibility for safety management
人力資源部 HR Department	<ul style="list-style-type: none">監督勞動防護用品配置和實施情況 Supervise the allocation and use of labour protection equipment組織職業健康培訓 Organize training on occupational health組織職業健康體檢 Organize physical examinations for occupational health參與因公傷亡事故的調查和結果認定 Participate in the investigation and result determination of work-related casualties
其它部門 General Manager	<ul style="list-style-type: none">負責該部門職業健康安全運行過程的具體實施 Responsible for the departmental operation based on occupational health and safety

朗詩綠色生活安全管理工作的重點為建立相應的預防管理措施，配備必要的應急及防護器材，並加強巡邏檢查、加強崗位人員防護意識教育。2023 年，公司積極開展職業健康與安全的培訓，培訓內容涵蓋危險源辨識與風險評價、突發事件處置培訓、城市公司消防案例分析、物業責任險險種介紹及使用注意事項、物業責任險案例分析等，累計參加培訓員工人次達 7,079。報告期內，公司未發生工傷死亡事件。

The safety management of Landsea Green Life focuses on establishing corresponding preventive management measures, providing necessary emergency and protective equipment, strengthening patrol inspection and enhancing employees' protection awareness in their services. In 2023, the Company actively carried out occupational health and safety training, covering hazard identification and risk assessment, training on how to cope with emergencies, analysis of fire prevention and control cases of city branches, introduction to property liability insurance and precaution on use, and analysis of property liability insurance cases, etc. Employees participating in the training amounted to 7,079. During the reporting period, no work-related death occurred in the Company.

職業安全培訓內容
Contents of Occupational Safety Training

 安全體系及標準化培訓 Safety System and Standardized Training	<ul style="list-style-type: none">培養安全生產意識 Cultivate the awareness of safety in production提高安全知識水準 Enhance the level of knowledge on safety提升安全管理能力 Improve the ability of safety management
 職業健康與安全培訓 Training on Occupational Health and Safety	<ul style="list-style-type: none">增強員工職業健康安全意識，規避勞動風險 Enhance employees' awareness of occupational health and safety and avoid labor risks普及職業病防治法律、法規、規章和操作流程 Educate employees regarding the laws, regulations, rules and operating procedures of occupational disease prevention and control教育正確使用職業病防護設備和個人防護用品 Instruct on the correct use of equipment for occupational disease prevention and personal protection
 消防應急演練 Fire Control Emergency Drills	<ul style="list-style-type: none">幫助員工瞭解消防安全知識，提升火災應急能力 Help employees understand knowledge on fire safety and improve their capabilities for fire emergency response幫助員工掌握防火應急機制，熟悉防火緊急疏散程式和線路 Help employees master the fire control and related emergency mechanisms and be familiar with the evacuation procedures and routes

員工培訓與發展

Employee Training and Development

員工培訓

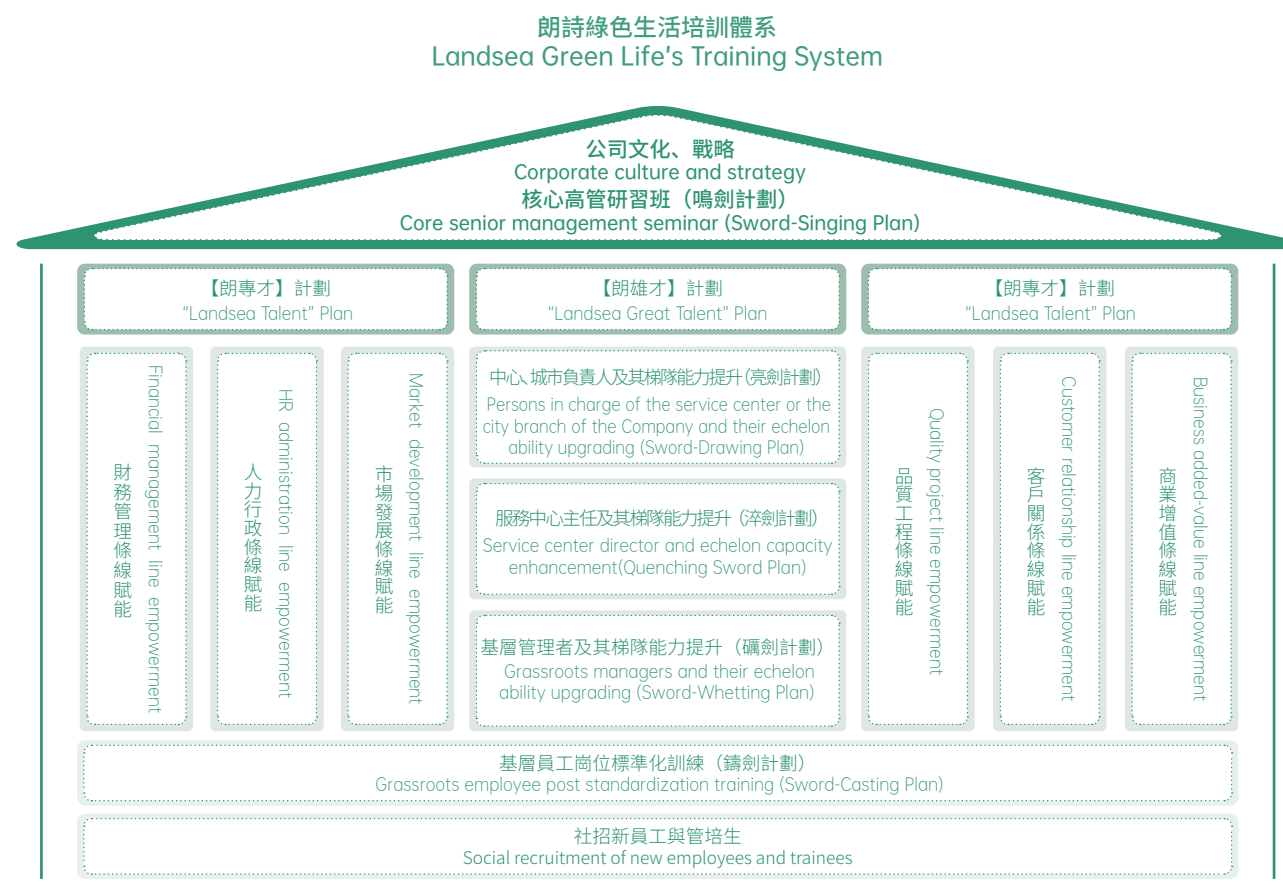
Employee Training

朗詩綠色生活心繫員工成長與發展，建立完善的培訓體系和職業晉升通道。公司基於能力驅動的長期人才發展方式和基於業務驅動的短期業務發展的培訓體系“講物堂”，圍繞關鍵人群、核心崗位和重點區域，採用差異化學習激勵、集約化資源管理和多樣化培訓手段，為員工提供滿足不同需求的、有針對性的培訓。

Landsea Green Life, concerned with employees' growth and development, has established a sound training system and career promotion channels. The Company has established the "Lecture Hall," a training system based on ability-driven long-term talent development and business-driven short-term work development. With a focus on key groups, core positions and key areas, the Company adopts differentiated learning incentives, intensive resource management, and diversified training methods to provide employees with targeted training to meet their various needs.

公司針對新員工設立了鋒劍計劃、綠芽計劃、鑄劍計劃，針對現有一線員工、管理和後備管理人員設立了朗專才、朗雄計劃，針對公司管理團隊和高潛人員設立鳴劍計劃，全方位、多層次促進員工與公司一起成長。

The Company sets up Sword-Sharpening Plan, Green Shoots Plan and Sword-Casting Plan for new employees, Landsea Great Talent and Landsea Talent plans for existing front-line employees, managers and reserve managers, and Sword-Singing Plan for the Company's management team and high-potential personnel, so as to promote employees to grow together with the Company in an all-round manner and at multiple levels.



2023 年，公司組織了關鍵人群專項經營能力提升、項目人員應知應會、專業技能提升、企業文化之經營要求等各層次各類人群的培訓，共 126 場，場均 2.75 小時，累計 5,266 人次參與培訓。

In 2023, the Company conducted a total of 126 training sessions (each lasting 2.75 hours on average) for employees of various kinds at various levels, covering upgrading of operational capabilities of key groups, general knowledge of project personnel, special skills improvement and operational requirements of corporate culture, etc. Employee participating in training amounted to 5,266.



案例
Case

項目總經理培養發展項目計劃
Project General Manager's Ability Improvement Plan

2023 年，根據公司經營戰略及片區化下沉的策略，公司制定了項目總培養發展項目計劃，旨在提升項目總經營意識和能力。項目從經營能力、專業技能及團隊管理三個方面提高項目總的勝任力。項目於 2023 年 6 月 4 日啟動，包括採用線上線下授課形式、以及分組學習和積分考核，截至 12 月 31 日已開展 5 期。

In 2023, according to its business strategy and the strategy of channeling resources to regional branches, the Company formulated the project general manager training and development project plan, with a view to improving the general project management awareness and ability. The project attempted to improve the overall competence from three aspects: management ability, professional skills and team management. The project was started on June 4, 2023, featuring online and offline teaching, group learning and total credits assessment. By December 31, five sessions had been carried out.

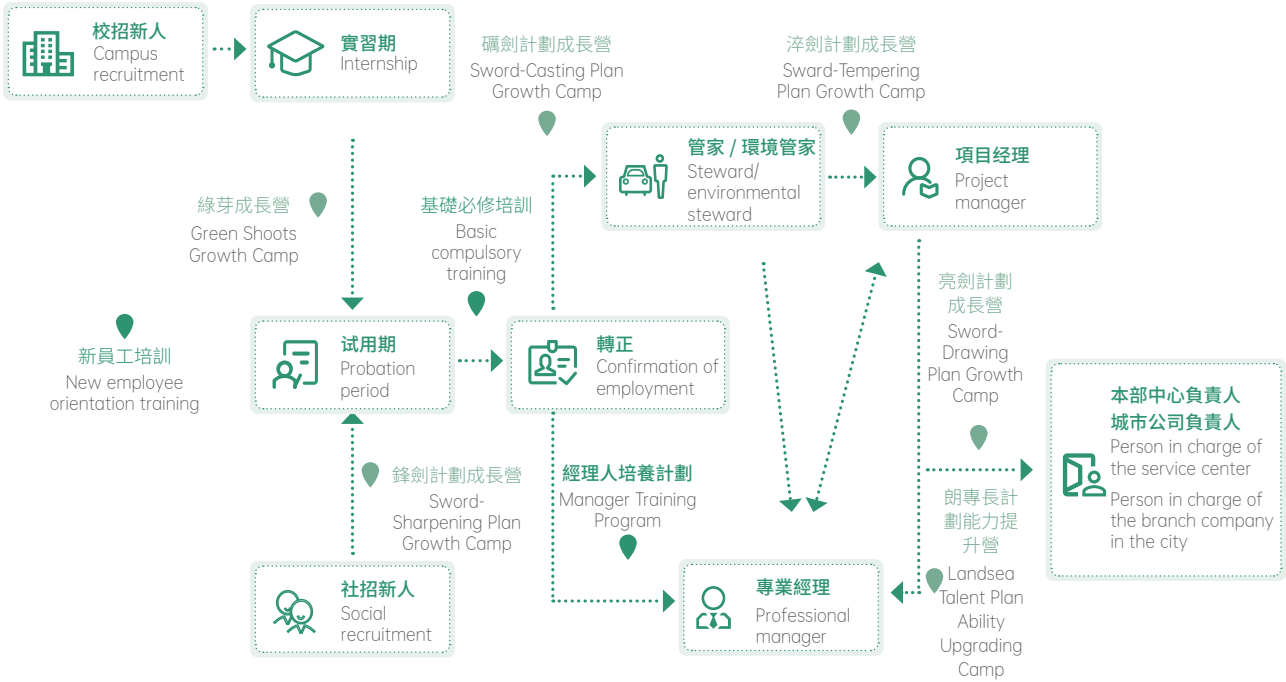
員工發展

Employee Development

在員工晉升及發展方面，朗詩綠色生活制定清晰、透明的員工晉升通道。公司為每個崗位設置明確崗位職責，以有效的考評和晉升政策激勵員工加強自我提升，促進職業發展。公司鼓勵員工結合自身能力和意願，做好個人職業發展規劃。

In terms of employee promotion and development, Landsea Green Life has established clear and transparent channels for employee promotion. The Company defines clear job responsibilities for each post, and encourages employees to strengthen self-improvement and promote career development with effective evaluation and promotion policies. The Company encourages employees to make personal career development plans according to their own abilities and aspirations.

員工個人職業晉升路徑
Employee's Personal Career and Promotion Path



社區公益

Community Services

2023 年，公司制定了《職級管理辦法》，明確了管理、專業及服務三大序列的職級評定政策。其中管理序列由公司自上而下進行任命；專業和服務序列由員工自主申報，公司審核評定資格後進行述職評定或考核評定，併發佈結果公告。

In 2023, the Company formulated the Measures for Rank Management, defining the rank evaluation policies of management, specialty and service. The management positions are appointed by the Company from top to bottom; while the employees in the specialty and service positions shall apply by themselves, and the Company shall conduct debriefing evaluation or assessment after reviewing and evaluating the qualifications, and then announce the results.

朗诗绿色生活心繫社區健康，積極參與公益慈善與志願服務。在公司上市 2 周年之際，發佈「揚帆兩載，初心常在」公益行動，在全國 34 個城市、156 個社區、32 個案場推出 188 個愛心驛站。愛心驛站含飲用水、便民藥箱、防暑藥品等 13 個服務項目，24 小時不間斷、365 天不打烊，對內服務朗诗業主，對外服務社會大眾。

Landsea Green Life, concerned with community health, actively participates in charity and voluntary services. On the second anniversary of the Company's listing, the public welfare action "Sailing for Two Years with Firm Commitment to the Founding Mission" was released, and 188 heartwarming stations were launched in 34 cities, 156 communities and 32 projects. A heartwarming station offers 13 services such as drinking water, convenient medicine box and heatstroke prevention medicine. Open 24 hours a day and 365 days a year, the station serves Landsea property owners internally and the public externally.

2023 年半年底，公司統一組織了專業序列職級評定，共 65 名專業序列的員工參與了申報，經過資格審核及述職評定後，共有 39 人獲得了晉升。

At the end of the first half of 2023, the Company organized the rank evaluation of specialty positions and a total of 65 employees in specialty positions participated in the application. After qualification examination and debriefing evaluation, a total of 39 employees were promoted.

為加強朗诗绿色生活管家團隊的素質建設，各城市公司組織開展了 2023 年下半年管家星級認證工作。報名參與認證人員共 123 人，實際參與認證 109 人，共 56 人通過認證。

To strengthen the quality construction of the steward team of Landsea Green Life, the city branches organized and carried out the star rating certification of stewards in the second half of 2023. A total of 123 employees signed up for certification, of whom 109 actually participated, and 56 passed the certification.

公司還繼續打造诗友公益林活動：「以衣份愛 造一片林」用舊衣換新苗，共有 65 位诗友參與活動，累計回收 589.51kg 衣服，公司將種植 54 棵樹苗。

The Company also encouraged Landsea friends to build non-commercial woods, "Building a Wood by Exchanging Old Clothes for New Seedlings." A total of 65 Landsea friends participated in the activity, recycling a total of 589.51kg clothes. The Company would plant 54 seedlings.



“以衣份愛 造一片林”活動宣傳封面
Publicity Cover of the Activity "Building a Wood by Exchanging Old Clothes for New Seedlings"



05

環境責任

Environmental Responsibilities



- ▶ 綠色運營
Green Operation
- ▶ 綠色建築機遇捕捉
Green Building Opportunity Capturing
- ▶ 能源管理
Energy Management
- ▶ 水資源管理
Water Management
- ▶ 廢棄物與排放物管理
Waste and Emission Management
- ▶ 應對氣候變化
Climate Change Mitigation and Adaption
- ▶ 生物多樣性保護
Biodiversity Protection

綠色運營

Green Operation

朗诗绿色生活意识到绿色运营是提升公司环境管理水准的重要路径之一，在實踐中秉承“全員環保、預防污染、控制風險、保護家園、遵規守法、持續改進”的绿色运营管理方針。公司嚴格遵循《中華人民共和國環境保護法》《中華人民共和國節約能源法》《中華人民共和國固體廢物污染環境防治法》等法律法規，制定《環境、職業健康安全運行控制程式》《環境運

Aware of green operation being one of the important approaches for improving the Company's environmental management, Landsea Green Life practices the management guidelines of green operation, that is, "full participation in environmental protection, pollution prevention, risk control, home protection, compliance with laws and regulations, and constant improvement." Landsea Green Life strictly follows the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution and other laws and regulations, formulated internal control documents such as the Operation Control

行控制程式》《環境因素識別與評價控制程式》等管理制度，持續完善公司的綠色運營管理體系，規範公司在用地、節水、節能和綜合利用可再生能源、噪音管理及突發環境污染事件等方面的實踐，並通過 ISO 140001 環境管理體系認證（有效期至 2024 年 7 月 19 日）。2023 年，公司未發生違反環境保護相關法律法規的事件。

Program on Environmental and Occupational Health and Safety, the Environmental Operation Control Program," and Control Procedure for Environmental Factor Identification and Assessment, and constantly improves the Company's green operation management system, in our efforts to regulate the Company's practice in land use, water and energy conservation, and comprehensive utilization of renewable energy, noise management and response to environmental pollution emergencies, etc., and passed the ISO140001 environmental management system certification (valid until July 19, 2024). In 2023, the Company did not have any violation against any laws or regulations on the environment.

朗诗绿色生活綠色運營管理體系 Landsea Green Life's Green Operation Management System

1 管理方針 Management Guidelines

- 全員環保、預防污染、控制風險、保護家園、遵規守法、持續改進

Participation in environmental protection, pollution prevention, risk control, home protection, abiding by laws and regulations, and constant improvement

2 管理制度 Management System

- 《環境、職業健康安全運行控制程式》《環境運行控制程式》《環境因素識別與評價控制程式》等

Occupational Health and Safety Operation Control Procedures, Environmental Operation Control Program," and Control Procedure for Environmental Factor Identification and Assessment, among others

3 管理架構 Management Structure

- 公司明確人力行政中心、財務管理中心、物業管理中心負責規劃、跟蹤及管理綠色運營績效。

The Company has stated explicitly that the HR, the Financial Center and the Property Management Center are responsible for planning, tracking and managing green operation performance.

人力行政中心 HR & Administration Center	物業管理中心 Property Management Center	財務管理中心 Financial Center
<ul style="list-style-type: none">• 能源管理（辦公） Energy Management (Office)• 廢棄物管理（自身運營） Waste Management (Self-operation)	<ul style="list-style-type: none">• 廢水管理 Wastewater Management• 水資源 Water Resources• 廢棄物（運維項目） Wastes (Operation and Maintenance Projects)• 生物多樣性保護管理 Biodiversity Management• 能源管理（運維項目） Energy Management (Operation and Maintenance Projects)	<ul style="list-style-type: none">• 能耗與相關費用監控 Energy Efficiency and Relevant Cost Control

4 管理措施

Management Measures

- **公司積極識別自身運營過程中對環境的直接影響，攜手員工推進綠色運營工作**
The Company actively identifies the direct impact on the environment during its own operation, and works with employees to promote green operation.
- **開展環境相關法律法規及相關規定盤查：**識別使用條款，並將其更新進朗詩綠色生活管理制度中
Conduct a review of environmental-related laws, regulations and relevant regulations: Identify the terms in use and update them into the green life management system of Landsea.
- **積極識別運營過程對環境的主要影響：**例如運營過程中能源、水資源的使用，以及施工環節產生的雜訊、有害 / 無害廢棄物、廢水排放。公司不涉及工業生產環節，沒有大氣污染物排放
Actively identify the main impacts of the operation process on the environment: The main impacts include, for example, the use of energy and water resources in the operation process, as well as the noise, hazardous/non-hazardous waste generated in the construction process and wastewater discharge. The Company is not involved in industrial production, thus causing no air pollutant emission.
- **推行綠色運營：**提倡線上會議、紙張雙面列印、隨手關燈、節水宣導等綠色運營舉措，培養員工在日常辦公中養成綠色環保習慣
Implement green operation: Advocate green operation measures such as online meeting, duplex printing, turning off the lights when leaving, and water conservation, and urge employees to develop green and environmental protection habits in their routine work.

公司在保證運營穩定、物業服務品質等基本要求前提下，通過運用綠色技術手段、與高校合作探索以及有效的環境宣導，帶動員工及社區居民共同參與環境管理，最大限度地節約資源和保護環境。公司與南京大學溧水生態環境研究院合作開展低碳社區朗詩模式科學研究，打造合肥天元雅居項目啟用雨水收集系統、開展社區堆肥項目。

Under the premise of meeting the fundamental requirements for property service quality and others, the Company applies green technology and effective publicity on environmental protection to engage community residents in the environmental management, to lower energy consumption in property management, to conserve resources and to protect environment in the largest extent. The Company has been collaborating with the Lishui Institute of Ecological Environment, Nanjing University to carry out research on building low-carbon communities in the Landsea mode, having established the rainwater collection system and composting project in the Tianyuan Yaju Project in Hefei.

朗詩綠色生活綠色運營實踐案例 Green Operation Cases of Landsea Green Life

5 管理體系

Management System

環境管理體系認證證書

Certificates of Environmental Management System Certification



案例 Case

低碳社區研究課題開展 Low-carbon Community Research Project

自 2022 年起，公司與南京大學（溧水）生態環境研究院開展以「社區減碳與綠色運維」為題的合作研究，從碳排放管理、能源管理、水資源管理、廢棄物管理等維度構建社區減碳與綠色運維新體系。2023 年，該項目已獲得 5 項研究成果，包括“無廢社區有機垃圾綜合處理站及其使用方法”“無廢社區垃圾管理系統及管理方法”“一種環保型退化綠地土壤改良劑及其使用方法”“一種基於物聯網技術的居民社區水資源綜合管理與評估方法”及“一種智慧社區公區用電碳排放預警管理方法”。

Since 2022, the Company has been collaborating with the Lishui Institute of Ecological Environment, Nanjing University to carry out research on the project “Community Carbon Reduction and Green Operation,” building a new carbon reduction and green operation and maintenance system, from such dimensions as carbon emission management, energy management, water resources management, and waste management. By 2023, this project had obtained five research results, including “comprehensive treatment station of organic waste in a waste-free community and its use method,” “Waste-free community waste management system and management method,” “an environment friendly soil improver for degraded green land and its application method,” “a comprehensive management and evaluation method of water resources in residential quarters based on Internet of Things” and “an early warning management method of electricity carbon emission in public areas of smart communities.”

案例
Case

啟用雨水收集系統 Rainwater Collection System

公司採用雨水回收系統，利用收集、沉澱、過濾後的雨水作為綠化用水，提升水資源利用率。公司運維的蘇州吳越熙華雅苑社區 2023 年回收雨水累計達 928 噸，回收的雨水能夠覆蓋綠化用水的 36.8%。

The Company implements a rainwater recycling system, and uses rainwater collected, precipitated and filtered as gardening water to improve the utilization rate of water resources. In 2023, the Wuyue Xihua Yayuan Community, Suzhou, operated by the Company, recovered 928 tons of rainwater, which could cover 36.8% of the gardening water.



案例
Case

開展社區堆肥項目 Compost in Communities

2023 年，南京外拓項目 - 天地新城開展有機固廢堆肥工作，組織業主參與有機固廢工作。日常的綠化垃圾在被破碎後，按照比例與廚餘垃圾一同堆進自製的堆肥箱，為有機廢棄物賦予第二次生命，提升其循環利用率。截至目前，公司已在南京朗詩鍾山綠郡、南京天地新城及杭州朗詩國際街區 3 個運維項目中開展社區堆肥工作。

In 2023, Nanjing Outreach Project-Tiandi New Town started compost of organic solid waste, and organized property owners to participate in organic solid waste treatment. After being crushed, the daily greening garbage was piled into a self-made composting box together with kitchen waste in proportion, rendering the organic waste a second life and improving its recycling value. By far, the Company has carried out composting in three operation and maintenance projects: Zhongshan Green County, Nanjing Landsea, Nanjing Tiandi New Town and Hangzhou Landsea International Block.



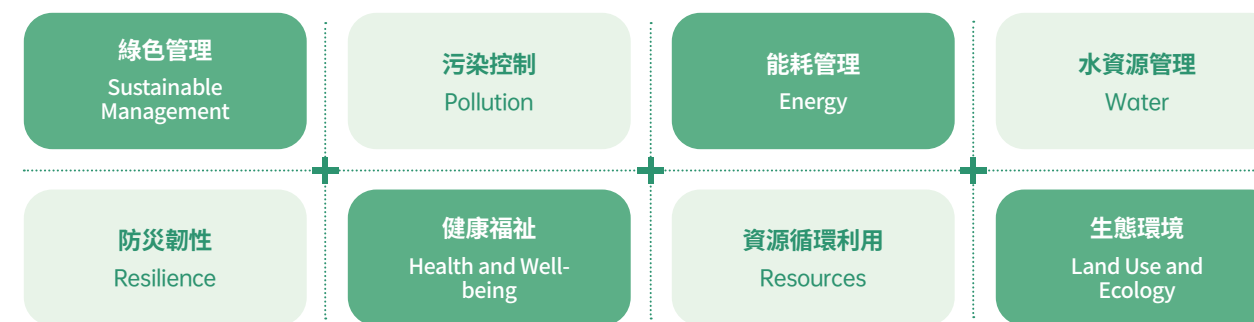
綠色建築機遇捕捉

Green Building Opportunity Capturing

朗詩綠色生活作為綠色物業服務提供者，致力於為運維的社區以及商業體提供綠色差異化的服務。2020 年，公司率先引入國際先進綠色建築運營理念，參考英國建築研究院綠色建築運營標準，將綠色管理、防災韌性、污染控制、健康福祉、能耗管理、水資源管理、生態環境以及資源循環利用，作為朗詩綠色生活社區綠色管理服務的 8 大維度，以有溫度的社區服務和專業的綠色管理服務能力驅動可持續社區持續升級。

Landsea Green Life, as a green property service provider, is dedicated to providing green and diversified services to the communities and business outlets under its operation and maintenance. In 2020, the Company took the lead in introducing the internationally advanced concept of green building operation. With reference to the green building operation standard of the Building Research Establishment, Landsea Green Life has developed the eight dimensions of sustainable management services in Landsea Green Life communities, including, sustainable management, health and well-being, energy, water, resources, resilience, land use and ecology, and pollution, constantly upgrading sustainable communities with warm community services and professional sustainable management service capabilities.

朗詩綠色生活八大運維體系 Eight operation & maintenance systems of Landsea Green Life



公司編制適配八大運維體系的《寫字樓基礎物業服務體系》管理制度，為朗詩綠色生活在商業物業領域的戰略佈局提供綠色差異化服務體系支援。公司在運維項目中積極開展照明節能改造、搭建低碳社區智慧管理平台、安裝充電樁等工作促進節能減排。

The Company has established the Basic Property Service System Document for Office Buildings, which is suitable for the eight operation and maintenance systems, providing green and differentiated service system support for the strategic layout of Landsea Green Life in the sector of commercial property. In the operation and maintenance of projects, the Company actively carried out lighting energy-saving transformation, built a low-carbon community intelligent management platform, and installed charging piles and other work to promote energy conservation and emission reduction.

能源管理 Energy Management

朗诗绿色生活積極發展碳管理人才團隊。公司與英國建築研究院簽署戰略合作協定，聯合培養綠色建築認證評估人才及運維管理人才。此外，公司與南京大學（溧水）生態環境研究院開展以「社區減碳與綠色運維」為題的合作研究。合作研究成果將用於朗诗绿色生活八大運維體系中，鞏固朗诗绿色生活在綠色建築方面取得成果。報告期內，公司已擁有 3 名 BREEAM 綠色運營專家，其中包含 1 名覆蓋 BREEAM 全體系的特許從業專家、1 名建築碳排放管理專家，為公司綠色發展、綠色社區及綠色建築運營提供技術支援。

Additionally, Landsea Green Life actively develops a task force for carbon management. The Company has signed a strategic cooperation agreement with the Building Research Establishment of the United Kingdom to jointly train talents for green building certification and evaluation and talents for operation and maintenance. Besides, the Company has been collaborating with the Lishui Institute of Ecological Environment, Nanjing University to carry out research on the project "Community Carbon Reduction and Green Operation and Maintenance." The results of the cooperative research will be used in the eight operation and maintenance systems of Landsea Green Life to consolidate the Company's achievements in green building. During the reporting period, the Company had three BREEAM green operation experts, including one licensed expert covering the whole BREEAM system, and one expert for building carbon emission management, providing technical support for the Company's green development, green community and green building operation.

朗诗绿色生活珍視自然資源，致力於推進資源節約，公司依據《中華人民共和國節約能源法》制定《能源、資源綜合利用控制程式》，以確保服務過程、辦公區域中對能源節約與合理利用。同時，公司定期對服務和運營中節能降耗、能源綜合利用情況進行考核，建立了完善的能源管理體系。公司物業管理中心主要負責服務過程能源綜合利用的整體規劃與考核；人力行政中心負責辦公區域能源綜合利用的監督工作；財務管理中心負責公司能源效率及相關費用監控。

Landsea Green Life cherishes natural resources and is committed to promoting resource conservation. According to the Energy Conservation Law of the People's Republic of China, the Company has formulated the Control Procedures for the Comprehensive Utilization of Energy and Resources to ensure the economical and rational utilization of water, electricity, gas, materials and other resources in the process of providing services and in the office area. Meanwhile, the Company regularly assesses the energy conservation and consumption reduction and comprehensive utilization of energy in service and operation, having established a sound energy management system. The Property Management Center is mainly responsible for the overall planning and assessment of comprehensive energy utilization in the service process and the Human Resource (HR) & Administration Center is in charge of the supervision of comprehensive energy utilization in the office area. Meanwhile, the Financial Center is responsible for the energy efficiency and relevant cost control.

3 名 BREEAM 綠色運營專家 Three BREEAM green operation experts	1 名覆蓋 BREEAM 全體系的特許從業專家 One licensed expert covering the whole BREEAM system	1 名建築碳排放管理專家 One expert for building carbon emission management
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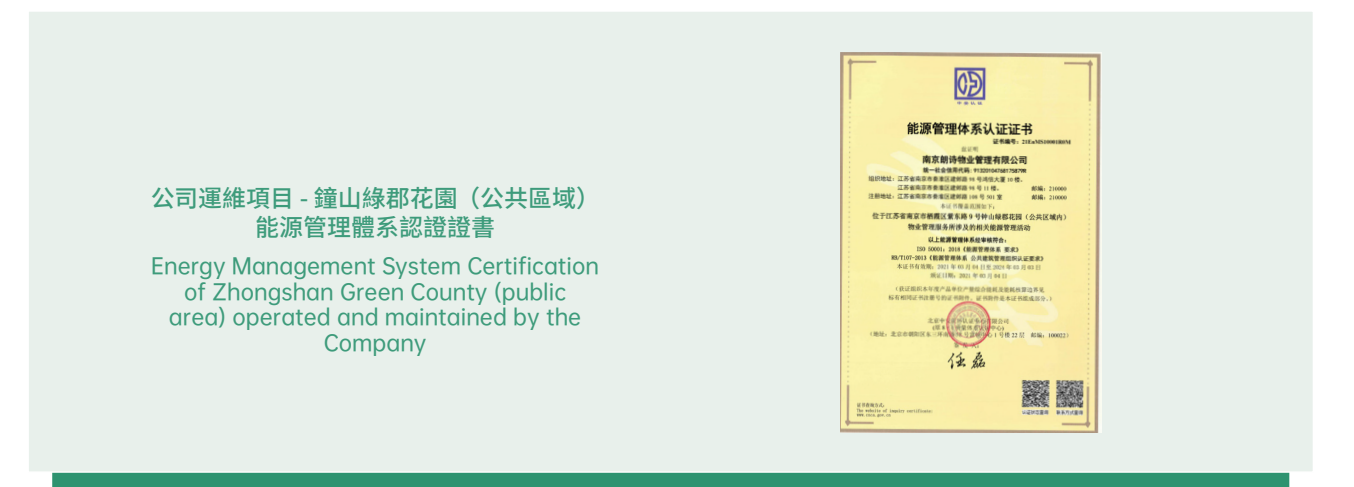
2023 年，公司在綠色建築服務上的管理獲社會認可，榮獲億翰智庫授予“2023 年中國上市物業企業最具發展特色十強 - 綠色建築服務”獎項。

In 2023, the Company's green building services management was recognized by the society, and it was awarded the "Top 10 Most Distinctive Development Characteristics of China's Listed Property Enterprises in 2023 - Green Building Services" by EH Consulting.



公司通過了 ISO 50001：2018 和 RB/T107-2013 能源管理體系認證，持續推進公司能源管理進程。2023 年，公司運維項目 - 鐘山綠郡花園（公共區域）物業管理服務設計的相關能源獲得《能源管理體系認證》。公司將持續推動旗下運維項目參與外部能源管理審核及認證，提升能力管理能力。

The Company has certified with the ISO 50001:2018 and RB/T107-2013 energy management system, and been constantly promoting the Company's energy management process. In 2023, the energy related to the property management service design of the Company's operation and maintenance project—Zhongshan Green County (public area) obtained the Energy Management System Certification. The Company will continue to promote its operation and maintenance projects to participate in external energy management auditing and certification in a bid to enhance its capacity management capabilities.



公司持續提高能源管理水準，推進節能減排，探索低碳綠色運營及運維模式，建立能耗管控平台，結合實時數據監控及日常能源管理措施，減少不必要的能源消耗，提高能源使用效率。同時，公司向員工、商戶及業主普及節能環保知識，讓綠色節能理念轉化為日常實踐，攜手鞏固能源節約成功。

The Company continuously improves the level of energy management, promotes energy conservation and emission reduction, explores the operation and maintenance mode of low-carbon life, establishes an energy consumption control platform, and combines real-time data monitoring and daily energy management measures to reduce unnecessary energy consumption and improve energy efficiency. At the same time, the Company popularizes the knowledge of energy conservation and environmental protection to employees, business and property owners, turns the concept of green energy conservation into daily practice, and works together with them to consolidate the outcomes of energy conservation.

能源消耗及管理 Energy Consumption and Management

消耗能源種類 Types of Energy

- 外購電力、柴油、汽油
Purchased electricity, diesel oil, and gasoline

能源管理措施 Measures for Energy Management

公司內部 Company

- 實施電工巡視，每週一次檢查，對公司各部門用電情況進行監控、指導，發現有浪費現象，應進行糾正；
Electricians patrol and check the areas once a week to monitor and guide the electricity consumption of all departments of the Company. Any waste found should be corrected;
- 引導員工所有照明燈具做到人走燈滅，白天作業場所不得開燈，中午休息時關閉電腦；
Guide employees to turn off all lights when leaving, and do not turn on the lights in the workplace during the day, and turn off their computer during the noon break;
- 應用朗綠碳管理系統，收集總部及分子公司季度能源使用、碳排放數據，即時展現碳排放清單、企業碳全景、集團碳全景等，並定期開展數據分析及管理目標進度追蹤；
Apply the Landsea Green Carbon Management System to collect quarterly energy use and carbon emission data of headquarters and subsidiaries to display the carbon emission list and enterprise carbon panorama, and group carbon panorama, etc. in real time, and regularly analyze data and track management progress;

消耗能源環節 Consumption

- 日常辦公能耗、項目辦公用電、公區設施設備用電（路燈、水景等）
Daily energy consumption in office area, electricity used in projects, and electricity used by facilities and equipment in public areas (road lamps and waterscape, etc.)

- 要求物業管理中心每月分別對公司辦公大樓用電量進行統計，如發現異常，則應分析原因、進行改進；
Require the Property Management Center to make statistics on the electricity consumption of the Company's office building every month, and for any abnormality found, the reasons should be analyzed and improvements made;
- 開展節能改造，使用太陽能光伏燈、雷達感應燈，如將地庫15W 照明燈調整為雷達感應燈，在無車輛通過時耗電量僅有1W 左右。
Conduct energy-saving transformation and use solar PV lamps and radar induction lamps. For example, if a 15W lighting lamp in the basement is changed to a radar induction lamp, the power consumption can be reduced to only about 1W when no vehicles pass.

能源管理措施 Measures for Energy Management

運維項目 Project sites

- 積極開展照明節能改造等日常節能增效措施，各服務現場按要求配置各種電氣設備，盡可能使用節能電器。各種電線配置項目，不得漏電。對於耗電量大的設備應進行嚴格管理，必要時應「避高峰」
Actively carry out daily energy-saving and efficiency-improving measures such as lighting energy-saving transformation, and configure electrical equipment at each service site as required, use energy-saving appliances as much as possible. Avoid leakage of electricity for all kinds of wire configuration projects. The equipment with high power consumption should be strictly managed, and "peak avoidance" should be carried out when necessary.
- 優先選用節能型的建築結構、材料、器具和產品，提高保溫隔熱性能，減少採暖、製冷、照明的能耗
Give priority to energy-saving building structures, materials, appliances and products, improve thermal insulation performance, and reduce energy consumption for heating, cooling and lighting.
- 建立能耗管控平台，通過實時數據監控及統計，減少不必要的能源消耗，提高能源使用效率
Build a smart community carbon emission monitoring platform, realize carbon emission data recording and post-analysis, analyze all kinds of garbage data and calculate and test recycling rate, monitor water and electricity data of all community projects in the Company, comprehensively manage environmental data of operation and maintenance projects and take targeted measures to reduce unnecessary energy consumption and improve energy efficiency.
- 安裝充電樁等措施推動業主使用綠色能源產業
Install charging piles and other measures to facilitate property owners' use of green energy.
- 向商戶及業主普及節能環保知識，讓綠色節能理念轉化為日常實踐
Popularize the knowledge of energy conservation and environmental protection to business and property owners, and turn the concept of green energy conservation into daily practice.



案例
Case

智能監管
Intelligent Monitoring

2023 年，朗诗绿色生活在钟山绿郡项目加装远端智能能源监控装置，为公区电耗计量加装远端智慧錶，并接入管家后台，便于物业管理团队远端、即时监控公区电力消耗绩效。该系统同时具备定时开关，异常告警等功能，有效识别电力消耗异常现象、评估用电情况的合理性。同时，智慧监管装置提高人员响应速度，提升工作效率，避免不必要的电力消耗。

In 2023, Landsea Green Life installed a remote intelligent energy monitoring device in Zhongshan Green County, installed a remote smart meter for power consumption measurement in public areas, and connected it to the steward's back end, so that the property management team could monitor the power consumption performance in public areas remotely and immediately. At the same time, the system has the functions of timed opening and closing, abnormality alarming, among others, which can effectively identify any abnormality of power consumption and evaluate the rationality of power consumption. At the same time, the intelligent supervision device improves the response speed, improves work efficiency and avoids unnecessary power consumption.

案例
Case

使用物联网灯具
Use IoT Lamps

2023 年，朗诗绿色生活采购物联网灯具，逐步更换总部及运维项目的报废灯具。公司通过无级调光，在保证人员安全及运维项目的稳定性下，设定最高亮度及功率消耗最大值。此外，物联网灯具具备云平台扩展功能，运维项目管理团队可根据自身情况分区组网，调节亮度。

In 2023, Landsea Green Life purchased IoT lamps, with which the Company gradually replaced the scrapped lamps in the headquarters and projects operated and maintained. Through stepless dimming, the Company set the maximum brightness and power consumption figures while ensuring personnel safety and the stability of operation and maintenance projects. In addition, the IoT lamps have the function of cloud platform expansion, and the operation and maintenance project management teams can be divided into different groups according to their own conditions to adjust the brightness.

水资源管理 Water Management

朗诗绿色生活严格遵守《中华人民共和国水法》，制定《能源、资源综合利用控制程式》，规范水资源管理工作。公司使用的水资源主要来自市政供水，无索取适用水源方面的问题。为充分节约、高效利用水资源，2023 年，公司在苏州吴越熙华雅苑、合肥天元雅居等运维项目设置雨水回收系统，利用收集、沉淀、过滤后的雨水作为绿化用水，提升水资源利用率。

Landsea Green Life strictly abides by the Water Law of the People's Republic of China, and has formulated the Control Procedure for Comprehensive Utilization of Energy and Resources to standardize the management of water resources. The water resources used by the Company mainly come from municipal water supply. There is no issue in finding suitable water sources. In 2023, to fully save and efficiently use water resources, the Company set up rainwater recycling systems in operation and maintenance projects such as Wuyue Xihua Yayuan, Suzhou and Tianyuan Yaju, Hefei, and used the rainwater collected, precipitated and filtered as gardening water to improve the utilization rate of water resources.

主要能源及消耗环节 Main Sources of Water and Consumption



主要用水来源 Main Sources of Water

- 市政供水、雨水回收
- Municipal water supply and recovered rainwater



消耗环节 Consumption

- 公司的日常办公运营、运维项目的绿化养护、清洁卫生、园林水景
- Routine office work of the Company and gardening, cleaning and sanitation, waterscape of operation and maintenance projects

水資源管理與節約主要措施
Main Measures for Water Management and Conservation



廢棄物與排放物管理

Waste and Emission Management

朗詩綠色生活嚴格遵守《中華人民共和國環境保護法》《中華人民共和國大氣污染防治法》《中華人民共和國固體廢棄物污染防治法》《中華人民共和國水污染防治法》《中華人民共和國循環經濟促進法》《城鎮污水排入排水管網許可管理辦法》等法律法規及相關規定，制定相應的廢水、廢棄物管理制度，持續完善廢棄物與排放物的管理。公司不涉及工業生產，無大氣污染物排放。2023 年，公司未發生違反廢棄物排放相關法律法規而受到相關部門的處罰及訴訟事件。

Landsea Green Life, strictly abiding by the Environmental Protection Law of the People's Republic of China, the Atmospheric Pollution Prevention and Control Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes, the Water Pollution Prevention and Control Law of the People's Republic of China, the Circular Economy Promotion Law of the People's Republic of China, and the Administrative Measures for Urban Sewage Discharge into Drainage Pipe Network and other relevant laws and regulations, formulates corresponding wastewater and waste management systems to constantly improve the management of waste and emissions. The Company, not involved in industrial production, does not emit any air pollutants. In 2023, the Company had no case of violating any relevant laws and regulations on waste discharge and therefore was not litigated by relevant departments.

廢水管理

Wastewater Management

公司制定《廢水管理程序》，對物業服務等活動所產生的廢水進行有效控制，降低水體環境負荷。物業管理中心負責施工廢水、生活污水及辦公區域污水排放管理及監控，確保廢水處理符合國家及運營地標準要求。同時，物業管理中心積極落實廢水管理培訓，提高員工廢水管理意識。

The Company has formulated the Wastewater Management Procedures to effectively control the wastewater from property services and reduce the load of water environment. The Property Management Center is responsible for the management and monitoring of construction wastewater, domestic sewage and sewage discharge in office areas, making sure that wastewater treatment meet the requirements of the standards of the state and the place of operation. At the same time, the Center proactively organizes wastewater management trainings to improve employees' awareness of wastewater management.

廢水來源
Sources of Wastewater



廢水控制和污染預防舉措
Measures for Wastewater Control and Pollution Prevention



廢棄物管理

Waste Management

公司制定《廢棄物管理程序》《危險廢棄物處理申請單》《廢棄物登記處理記錄表》等廢棄物管理制度和相關過程管理工具，通過對不同廢棄物分類處置，避免對環境造成負面影響。人力行政中心負責監督公司內部廢棄物的收集、分類、標識和處理。公司各城市公司負責項目施工或服務過程中廢棄物的收集、分類、標識和處理。

朗詩綠色生活產生的有害廢棄物主要包括施工過程中產生的廢化學試劑稀料、油漆、廢油漆桶、瀝青渣等；產生的無害廢棄物主要包括在施工過程以及辦公過程中產

The company has formulated the Waste Management Procedure, Hazardous Waste Disposal Application Form, Waste Registration and Disposal Record, and other waste management systems and related process management tools. Through the classified disposal of different wastes, the company avoids negative impacts on the environment. The Human Resources Administration Center is responsible for supervising the collection, classification, marking, and disposal of internal waste within the company. Each city company of the company is responsible for the collection, classification, marking, and disposal of waste during project construction or service delivery.

Hazardous waste generated by Landsea Green Life mainly includes waste chemical reagent diluent, paint, waste paint buckets, asphalt residue, etc. generated during the construction process; non-hazardous

生的生活垃圾、建築垃圾（磚渣、石渣項目、廢電焊頭、廢砂輪、廢棄砂漿和混凝土、落地灰、廢水等）。其中，對於可回收廢棄物，例如廢塗料桶、廢包裝袋、廢包裝繩、廢鐵、廢紙，更換後的水、暖、電器材料等，公司進行分類收集，促進廢棄物的回收再利用，提高資源使用效率。

公司通過廢棄物回收、員工培訓、社區堆肥及垃圾分類等管理措施，提升自身運營及項目運維產生的廢棄物循環利用屬性、減少對環境的不利影響。

waste mainly includes domestic garbage generated during the construction and office processes, and construction waste (such as brick residue, stone residue, waste welding rods, waste grinding wheels, waste mortar and concrete, floor ash, waste water, etc.). For recyclable waste, including waste paint buckets, waste packing bags and threads, waste iron, waste paper, as well as replaced water, heating and electrical materials, the Company conducts separate collection to promote the recycling and reuse of waste and improve efficiency of resource utilization.

Through management measures such as waste recycling, staff training, composting and waste sorting in communities, the Company improves the recycling of waste generated by its own operation, and project operation and maintenance, thus reducing the adverse impact on the environment.

廢棄物管理措施 Waste Management Procedure



管理措施 Management Procedure



2023 年，公司積極配合政府推廣垃圾分類工作，投入 84 萬元及 46 人，在 36 個項目增設垃圾分類宣傳物及開展科普行動。

In 2023, the Company proactively cooperated with the government to promote waste sorting, invested 840,000 yuan, with 46 participating persons, added publicity materials, and launched popular science activities about waste sorting in 36 projects.

案例
Case

社區堆肥
Community Composting

自 2021 年起，朗诗绿色生活發起社區堆肥項目，旨在實現廢棄物減量、改善土壤品質、減少碳排的目標。目前，公司南京朗诗鍾山綠郡、南京天地新城、杭州朗诗國際街區試點開展社區堆肥項目，運維項目中的綠化垃圾通過處理與廚餘垃圾一同降解成有機肥料用作社區綠化景觀維護，提升廢棄物的可回收利用屬性。2023 年，南京朗诗公司南京朗诗鍾山綠郡、南京天地新城、杭州朗诗國際街區的垃圾就地無害化處理率分別達 36%、6%、4%。

In 2021, Landsea Green Life initiated a community composting project to achieve the goals of reducing waste, improving soil quality and reducing carbon emissions. By far, the Company has piloted community composting projects in Landsea Zhongshan Green County in Nanjing, Nanjing Tiandi New Town, and Hangzhou Landsea International Block. Greening waste, through processing, together with kitchen garbage, is degraded into organic fertilizer to maintain green landscape in the communities, thus upgrading the recycle of waste. In 2023, the on-site harmless treatment of garbage in Nanjing Landsea Zhongshan Green County, Nanjing Tiandi New City and Hangzhou Landsea International Block reached 36%, 6% and 4% respectively.

廢棄物分類處置方式
Waste Disposal Methods by Classification

廢棄物類別 Classification	廢棄物類型 Types of Waste	處置方式 Disposal Methods
廚餘垃圾 Kitchen Waste	<ul style="list-style-type: none">社區內餐前生廚餘、餐後熟廚餘 <p>Raw kitchen waste before cooking and cooked kitchen waste after meals in communities</p>	<ul style="list-style-type: none">試點項目通過有機固廢的方式對廚餘垃圾進行降解，最後作為有機肥料應用於社區綠化景觀；其餘項目通過原始裝桶的方式由廚余垃圾車輛清運出場 <p>In the pilot project, kitchen waste is degraded through organic solid waste treatment, and finally applied as organic fertilizer to community greening landscape. The rest of the waste will be removed from the site by kitchen waste trucks in the original way of barrel loading.</p>

廢棄物類別 Classification	廢棄物類型 Types of Waste	處置方式 Disposal Methods
綠化垃圾 Green Waste	<ul style="list-style-type: none">修剪維護社區內景觀產生的枯枝、枯葉等 <p>Dead branches and leaves, etc. produced by landscape maintenance in communities</p>	<ul style="list-style-type: none">試點項目通過與廚餘垃圾有機結合的方式降解處理，最後作為有機肥料應用於社區綠化景觀；其餘項目通過捆紮或裝袋由專用車輛清運出場 <p>In the pilot project, waste is degraded by organically combining with kitchen waste, and finally applied to community greening landscape as organic fertilizer. The rest of the waste will be removed from the site by special vehicles after being bundled or bagged.</p>
有害廢棄物 Hazardous Waste	<ul style="list-style-type: none">廢棄燈管、廢油漆桶、過期消毒藥劑等 <p>Discarded lamps and paint buckets, expired disinfectant, etc.</p>	<ul style="list-style-type: none">嚴格按照國家要求進行收集、儲存和運輸，並及時運往所在地環保部門指定的地點堆放或按指定的具有經營許可證的單位委託處理，避免造成環境污染 <p>Hazardous waste shall be collected, stored, and transported in strict accordance with national requirements. The hazardous waste shall be promptly transported to locations designated by the environmental protection department or specified units with operating license for disposal, in a bid to avoid environmental pollution.</p>
建築垃圾 Construction Waste	<ul style="list-style-type: none">社區內施工、裝修所產生的渣土、棄土等 <p>Dregs and spoil produced by construction and decoration in communities</p>	<ul style="list-style-type: none">裝袋裝車，最後由貨車清運出場 <p>Bagged and loaded to trucks and moved out by trucks</p>
可回收廢棄物 Recyclable Waste	<ul style="list-style-type: none">廢塗料桶、廢包裝袋、廢包裝繩、廢鐵、廢紙，更換後的水、暖、電器材料等 <p>Waste paint buckets, waste packing bags and threads, waste iron, waste paper as well as replaced water, heating and electrical materials, etc.</p>	<ul style="list-style-type: none">將可回收廢棄物收集、標識、登記、分類存放 <p>Recyclable waste shall be collected, marked, registered, and stored by category</p> <ul style="list-style-type: none">供方能回收的，盡可能讓供方回收，公司內部能廢物利用的，應盡可能利用，不能利用的，待有一定量時，由人力行政部統一送廢舊物質回收站，並做好廢棄物處理記錄 <p>Let the suppliers recycle the waste within their capabilities. The Company should make the best use of the recyclable waste within its capabilities. As for the remaining recyclable waste, the Human Resource and Administrative Department shall deliver it to the waste recycling station and make a record of the waste disposal</p>
其他垃圾 Other waste	<ul style="list-style-type: none">社區內日常生活產生的垃圾 <p>Waste produced from daily life in communities</p>	<ul style="list-style-type: none">裝桶裝車，由其他垃圾車輛清運出場 <p>Barreled and loaded to be removed by other waste trucks</p>

應對氣候變化

Climate Change Mitigation and Adaptation

全球氣候變化不僅帶來極端天氣現象，更嚴重影響各類經濟及社會活動。為更好地應對氣候變化的潛在風險與機遇，朗詩綠色生活參考國際可持續發展準則理事會（ISSB）《國際財務報告可持續披露準則第 2 號 - 氣候相關披露》（ISSB 氣候準則）完善應對氣候變化的管理體系，提升公司應對氣候變化的能力及韌性。

Global climate change not only results in extreme weathers, but also exerts severe impact on various economic and social activities. In order to better cope with the potential risks and opportunities brought by climate change, Landsea Green Life, with reference to the IFRS S2 Climate-related Disclosures of the International Sustainability Standards Board (ISSB), improves its management system for climate change mitigation and adaption, and upgrade its ability and resilience for coping with climate change.

朗詩綠色生活應對氣候變化管理體系

Landsea Green Life's Management System for Climate Change Mitigation and Adaption

1 管治 Governance

- 搭建由上至下的氣候變化管理架構：董事會及總裁室負責制定應對氣候變化策略、每年審閱涵蓋應對氣候變化議題在內的公司 ESG 報告、定期審閱氣候變化管理工作進度，確保策略及管理措施的有效性、檢視目標進度。ESG 工作小組執行應對氣候變化策略、評估、管理及監察氣候變化相關議題、定期向董事會匯報工作進展及相關績效、不定期向董事會匯報氣候相關突發事件及應對策略。
- Build a top-down climate change management framework: the Board of Directors and the President's Office are responsible for formulating strategies to deal with climate change, reviewing ESG reports of the Company covering climate change issues every year, regularly reviewing the progress of climate change management, ensuring the effectiveness of strategies and management measures, and inspecting the progress on goal achievement; the ESG Working Group implements the strategy to deal with climate change, evaluates, manages and monitors climate change-related issues, regularly reports the work progress and related performance to the Board of Directors, and irregularly reports climate-related emergencies and coping strategies to the Board of Directors.



應對氣候變化管理架構

Management System for Climate Change Mitigation and Adaption

2 策略 Strategy

- **定期識別、分析與朗詩綠色生活相關的氣候風險及機遇：**評估其對業務、運維社區的影響，適時調整氣候變化及業務發展管理策略。

Identify and analyze the climate risks and opportunities related to Landsea Green Life: evaluate their impact on the businesses and the operation and maintenance communities, and adjust the climate change and business development and management strategies in a timely manner.

- **開展氣候變化應對培訓：**在總部和城市公司**全年開展至少三次**開展氣候變化應對專項培訓，提升一線人員在應對氣候變化上的專業能力。

Conduct climate change response training: conduct at least three times special training on climate change response in headquarters and city branches to improve the professional ability of personnel working at the front-line of dealing with climate change.

- **搭建能源及碳排放數據平台、收集能源消耗及碳排放管理數據：**搭建能源及碳排放監控平台，定期收集運維項目及供應商能源消耗及碳排放數據，通過歷史數據識別異常現象，制定整改計劃。

Build an energy and carbon emission data platform and collect energy consumption and carbon emission management data: build an energy and carbon emission monitoring platform, regularly collect energy consumption and carbon emission data of operation and maintenance projects and suppliers, identify abnormal phenomena through historical data, and formulate rectification plans.

3 風險管理 Risk Management

- 基於風險發生概率以及風險影響程度，**制定風險管理程序**，包括消除風險源、改變風險的可能性和後果、分擔風險，或通過明智決策延緩風險等。朗詩綠色生活還將對風險控制措施的有效性進行評價，直到風險控制目標達成。

Based on the probability of risk occurrence and the degree of risk influence, formulate risk management procedures, including eliminating the source of risk, changing the possibility of risks, sharing risks, or delaying risks through wise decision-making. Landsea Green Life will also evaluate the effectiveness of risk control measures until the risk control objectives are achieved.

- **定期開展應急演練**，提升極端天氣的應對能力。

Conduct emergency drills regularly to improve the ability to cope with extreme weather.

4 指標及目標 Indexes and Goals

- 計算並定期審閱“單位面積碳排放”“人均碳排放目標（勞動合同制員工）”“單位營收碳排放”指標。

Calculate and regularly review the indicators of "carbon emission per unit area", "per capita carbon emission target (labor contract employees)" and "carbon emission per unit revenue".

- 基於業務模式及發展，**制定合適的氣候管理目標**，並在年度 ESG 報告披露。

Based on the business model and development, formulate appropriate climate management objectives and disclose them in the annual ESG report.

公司按照識別、評估和篩選的程式，辨別與自身運營相關的氣候變化風險、分析其對公司的潛在財務影響，並規劃風險應對措施。

According to the procedures of identification, evaluation and screening, the Company identifies the climate change risks related to its own operations, analyzes their potential financial impact on the Company, and plans measures for risk response.

氣候變化潛在風險識別與分析
Identification and Analysis of Potential Risks of Climate Change

氣候變化主要風險識別 Identification of major risks of climate change		潛在財務影響 Potential Financial Impact	應對措施 Coping Measures
極端天氣風險 Extreme Weather Risks	劇烈的氣象變化如颱風、洪水等極端天氣或自然災害，可能影響基礎設施安全 Severe meteorological changes such as typhoons, floods and other extreme weather or natural disasters may affect the safety of infrastructure.	運營收入↓ Operating Income ↓ 運營成本↑ Operating Cost ↑	<ul style="list-style-type: none">搭建能源消耗及碳排放數據平台，監測氣候變化，減少經營活動的碳強度。 Establish energy consumption and carbon emission data platform, monitor climate change and reduce carbon intensity of business activities.
法律法規風險 Legal and Regulatory Risks	由於未符合氣候相關政策或法律被依法追究法律責任的風險和消費者投訴風險 Risk of legal liability and consumer complaint due to failure to comply with climate-related policies or laws.	運營成本↑ Operating Cost ↑	<ul style="list-style-type: none">監測氣象變化，制定氣象變化應對方案，建立較為完善的極端天氣應急管理方案。 Monitor the meteorological changes, formulate the response plan for meteorological changes, and establish a relatively perfect emergency management plan for extreme weather.
聲譽風險 Reputation Risks	公司若消極過渡至低碳經濟，客戶或社會對公司的看法會影響公司聲譽 If the Company passively transits to low-carbon economy, customers' or the society's opinion about the Company may affect its reputation.	運營收入↓ Operation Income ↓	<ul style="list-style-type: none">輸出朗詩綠色生活綠色運維能力，為更廣泛地區的綠色運維提供經驗支持。（具體措施可在“綠色運營”節查詢閱讀） Export the green operation and maintenance ability of Landsea Green Life, and provide experience support for the green operation and maintenance in a wider area. (See the section "Green Operation" for detailed measures)
市場風險 Market Risks	公眾對綠色生活的關注度越來越高，若沒有提供綠色物業的解決方案可能造成消費者流失 The public is paying more and more attention to green life. If the solution of green property is not provided, it may lead to the loss of consumers.	運營收入↓ Operating Income ↓	<ul style="list-style-type: none">強化朗詩綠色生活在綠色生活、資源保護和廢棄物處理方面的貢獻宣傳。（具體措施可在“綠色運營”“能源管理”“水資源管理”“廢棄物與排放物管理”節查詢閱讀） Strengthen the contribution publicity of Landsea Green Life in green life, resource protection and waste disposal. (See the sections "Green Operation," "Energy Management," "Water Resource Management," and "Waste and Emission Management" for detailed measures)

氣象風險危險源識別與評價表
Identification and Evaluation of Meteorological Risk Sources

氣象風險類型 Type of meteorological risks	危險源 Source of risks	風險等級 Risk level			潛在影響 Potential Impact	應對措施 Coping Measures
		正常 Normal	異常 Abnormal	緊急 Emergency		
雷 / 暴雨 Thunderstorm/ rainstorm weather	外立面懸掛物 / 高大樹木 Facade hangers/tall trees		✓		墜落傷害 Falls take damage	巡查加固 Patrol reinforcement
	陽台或窗台上可移動物品 Movable items on balcony or windowsill		✓		墜落傷害 Falls take damage	及時溝通提醒業主 Communicate with and remind the property owner in time
	排水設施 Drainage facilities			✓	內澇、人身傷害 Internal waterlogging and personal injury	提前加大疏通頻率 Increase dredging frequency in advance
	避雷設施 Lightning protection facilities			✓	雷擊、火災 Lightning strike, fire	定期檢查 Periodic inspection
	室外電線路 Outdoor electric circuit			✓	觸電、斷電 Electric shock, power failure	定期檢查 Periodic inspection
	地下停車場 Underground parking lot		✓		內澇、財產損失 Waterlogging and property loss	沙袋加築 Sandbag wall construction
	天氣因素產生的垃圾 Garbage generated by weather factors		✓		劃傷、內澇、疫情 Scratch, waterlogging, epidemic	及時清理、消毒滅菌 Timely cleaning, disinfection and sterilization

氣象風險類型 Type of meteorological risks	危險源 Source of risks	風險等級 Risk level			潛在影響 Potential impact	應對措施 Coping measures
		正常 Normal	異常 Abnormal	緊急 Emergency		
	違法犯罪人員 Offenders		✓		人身傷害、財產損失 Personal injury and property loss	加強各出入口控制 Strengthen control of each entrance and exit
大風、沙塵天氣 Windy and dusty weather	外立面懸掛物 / 高大樹木 Facade hangers/tall trees		✓		墜落傷害 Falls take damage	巡查加固 Patrol reinforcement
	陽台或窗台上可移動物品 Movable items on balcony or windowsill		✓		墜落傷害 Falls take damage	及時溝通提醒業主 Communicate with and remind the property owner in time
	公共設施設備 Public facilities and equipment		✓		設備損壞 Equipment damage	密切監視、及時處理 Close monitoring and timely treatment
大（濃）霧天氣 Heavy (thick) foggy weather	公共照明裝置 Public lighting devices		✓		人身傷害 Personal injury	及時開啟 Turn on lighting in time
	項目內車輛 Vehicles in the project		✓		交通事故、財產損失 Traffic accidents and property loss	加強疏導、提醒慢行 Strengthen guidance and remind people to go slow
	違法犯罪人員 Offenders		✓		人身傷害、財產損失 Personal injury and property loss	加強各出入口控制 Strengthen control of each entrance and exit
高溫 / 乾旱天氣 High temperature/dry weather	外牆玻璃、瓷磚等 Glass, ceramic tile, etc.		✓		爆裂脫落、人身傷害 Burst, personal injury	加強檢查 Strengthen inspection
	供配電系統 Power supply and distribution system		✓		火災、觸電 Fire, electric shock	預先檢修 Pre-overhaul
	體質、免疫力較差人群 People with poor constitution and immunity		✓		高溫中暑 Heat stroke	服務中心貯備藥物 Stock drugs in service center
	綠化植物 Greening plants		✓		乾涸枯死 Dry up and die	加強澆灌養護 Strengthen irrigation and maintenance
	喜溫細菌 / 蚊蟲 Thermophilic bacteria/mosquitoes		✓		疾病疫情 Disease and epidemic	加強消毒 Strengthen disinfection
雨雪冰凍天氣 Frozen rain and snow weather	體質 / 免疫力較差人群 People with poor constitution/immunity		✓		疾病疫情 Disease and epidemic	通知 / 提醒抗寒抗凍 / 貯備凍傷藥物 Notify/remind property owners of cold and antifreeze/stock frostbite drugs
	公共設施設備 Public facilities and equipment		✓		設備損壞 Equipment damage	加強檢查 / 採取保溫措施 Strengthen inspection/take heat preservation measures
	交通動線 Traffic line		✓		交通事故、人員摔傷 Traffic accidents, personal injuries	加強疏導、積極除冰除雪 Strengthen grooming and actively remove ice and snow
	綠化植物 Greening plants		✓		垮塌倒伏 Collapse and lodging	積極修剪、除冰除雪 Active pruning, deicing and snow removal

註：正常風險等級，即作業活動或設備等按其工作任務連續長時間進行工作的狀態；異常風險等級，即作業活動或設備等週期性或臨時性進行工作的狀態，如設備的開啟、停止、檢修等狀態；緊急情況，即發生火災、水災、交通事故等狀態。
Note: The normal risk level refers to the state in which operation activities continue or equipment work continuously for a long time according to their tasks; the abnormal risk level refers to the state in which operation activities are conducted or equipment only work periodically or temporarily, for example, the start, stop and maintenance of equipment, etc.; and emergency refers to fire, flood, traffic accident, etc.

生物多样性保护

Biodiversity Protection

公司意识到生物多样性保护的重要性，严格遵守《中华人民共和国自然保护区条例》《中华人民共和国环境保护法》等法律法规及相关规定，制定《写字楼生态环境治理工作指导书》，通过防止土壤污染、推行生物防治、保护自然资源等措施，维护生物多样性和生态环境的良性循环贡献力量。

Aware of the importance of biodiversity protection, the Company strictly abides by the Regulations of the People's Republic of China on Nature Reserves, the Environmental Protection Law of the People's Republic of China and other laws and regulations, and has formulated the Work Instruction for Ecological Environment Management of Office Buildings, in a bid to maintain the virtuous circle of biodiversity and ecological environment through such measures as preventing soil pollution, promoting biological control and protecting natural resources.



生物多样性保护实践 Practices on Biodiversity Protection



防止土壤污染 Prevent Soil Pollution

- 规范杀虫剂、除草剂、化肥、农药等化学制品的使用，优先选用更环保的产品，避免对土壤的损害
Standardize the use of pesticides, herbicides, fertilizers and other chemicals, and prioritize the use of more environmentally friendly products to avoid damage to the soil.
- 开展社区堆肥项目，携手业主推行有机施肥，共筑绿色家园
Conduct community composting projects, and work with property owners to promote organic fertilization and build a green home together.



推行生物防治 Promote Biological Control

- 推行生物防治与物理防治的病虫防治科技，尽可能减少因绿植维护对生物多样性的影响
Promote pest control using biological and physical methods to minimize impact of greening maintenance on biodiversity



保护自然资源 Protect Natural Resources

- 建立绿植苗木台账管理，梳理公司及运维项目的绿植品种、数量等
Establish seedling ledger management and review the varieties and number of plants in operation and maintenance projects.

2023 年，公司已在旗下运维项目南京朗诗钟山绿郡、南京天地新城、杭州朗诗国际街区的处理垃圾就地无害化处理。截至目前，公司已梳理出 **49** 种乔木，**11** 种灌木球，**23** 种灌木，**2** 种草坪，**6** 种地被，并将此数据记录于绿植苗木台账中，用于后续跟踪分析。

In 2023, the Company has disposed of garbage in situ in a bio-safety manner in its operation and maintenance projects, such as Nanjing Landsea Zhongshan Green County, Nanjing Tiandi New City and Hangzhou Landsea International Block. By far, the Company has sorted out 49 kinds of trees, 11 kinds of shrub balls, 23 kinds of shrubs, 2 kinds of lawns and 6 kinds of ground covers, and recorded this data in the green seedling ledger for follow-up analysis.

ESG 數據績效表

ESG Quantitative Performance

環境績效

Environmental Performance

指標 ¹ KPIs ¹	單位 Unit	2021 年	2022 年	2023 年
在管項目數量 Number of projects under management	個 Number	151	203	203
其中，獲得綠色建築相關認證的項目數量 Number of projects with relevant certification for green building	個 Number	46	53	60
獲得綠色建築相關認證項目的比率 The ratio of projects with relevant certification for green building	%	30.46	26.11	29.56
汽油用量 ² Gasoline consumption ²	升 Liter	10,720.83	8,769.30	4,245.00
柴油用量 ² Diesel consumption ²	升 Liter	7,644.71	3,110.17	2,079.11
耗電量 ³ Electricity consumption ³	千瓦時 kWh	4,580,580.00	5,420,472.39	3,640,636.54
單位面積耗電量 ⁴ Electricity consumption per unit area ⁴	千瓦時 / 平方米 kWh/m ²	108.82	82.46	43.44
綜合能耗 ⁴ Energy Consumption ⁴	千瓦時 kWh	4,669,562.89	5,493,257.58	3,675,870.04
單位面積綜合能耗 ⁴ Energy Consumption per unit area ⁴	千瓦時 / 平方米 kWh/m ²	110.94	83.57	43.86
耗水量 ⁵ Water consumption ⁵	立方米 m ³	/	133,999.00	138,277.21
單位面積耗水量 ⁵ Water consumption per unit area ⁵	立方米 / 平方米 m ³ /m ²	/	2.04	1.65
所產生的無害廢棄物總量（辦公） ⁶ Total amount of non-hazardous waste (office) ⁶	噸 tonnes	48.42	375.00	482.60
所產生的有害廢棄物總量（辦公） ⁶ Total amount of hazardous waste (office) ⁶	噸 tonnes	12.97	6.86	15.30
生活垃圾回收利用率 ⁷ Recycle rate of household waste ⁷	%	/	7.72	5.76
範圍一溫室氣體排放量 ⁸ Greenhouse gas emissions in Scope 1 ⁸	噸二氧化碳當量 tCO ₂ e	125	293.64	324.71
範圍二溫室氣體排放量 ⁹ Greenhouse gas emissions in Scope 2 ⁹	噸二氧化碳當量 tCO ₂ e	2,675	3,091.3	2,115.21
溫室氣體排放總量（範圍一、範圍二） Greenhouse gas emissions (Scope 1 and Scope 2)	噸二氧化碳當量 tCO ₂ e	2,800	3,384.94	2,439.92
單位面積溫室氣體排放量（範圍一、範圍二） Greenhouse gas emissions (Scope 1 and Scope 2) per unit area	噸二氧化碳當量 / 平方米 tCO ₂ e/m ²	0.07	0.05	0.03
範圍三溫室氣體排放量 ¹⁰ Greenhouse gas emissions in Scope 3 ¹⁰	噸二氧化碳當量 tCO ₂ e	/	3,384.94	1,327.29
溫室氣體排放總量（範圍一、範圍二、範圍三） Greenhouse gas emissions (Scope 1, Scope 2 and Scope 3)	噸二氧化碳當量 tCO ₂ e	/	4,436.18	3,767.21

註 Notes:

[1] 2022 年、2023 年，環境績效的數據統計範圍為南京總部辦公區、南京城市公司、蘇南區域公司（含安居朗詩、朗詩海湖）、上海城市公司、杭州城市公司、武漢城市公司、成都城市公司、深圳城市公司、西安公司、天津城市公司、新地銳意辦公區以及各城市公司下轄的在管項目辦公區，較 2021 年，公司新增新地銳意辦公區以及其下轄的在管項目辦公區。2023 年，公司開展資源及碳排放數據復核，近三年數據以 2023 年 ESG 報告披露為準。

[1] In 2022 and 2023, the environmental performance data covered the office area of the Nanjing headquarters and the office areas of the subsidiary companies in Nanjing, Sunan(including the projects, namely An Ju Landsea and Landsea Hai Hu), Shanghai, Hangzhou, Wuhan, Chengdu, Shenzhen, Xi'an, Tianjin, Xindi Ruiyi,, as well as the project office under the management of all city subsidiaries. Compare to 2021, the Company included Xindi Ruiyi, and its subsidiaries to the reporting scope. In 2023, the Company conducted a review of resource and carbon emission data. If there is any inconsistency for the past 3 years compared to the previous report. The 2023 report should prevail.

[2] 2023 年，公司及各城市公司積極推進範圍一碳中和目標的達成，通過組織線上會議，減少現場拜訪次數，自有車輛汽油、柴油消耗量得到有效控制。

[2] In 2023, the company and various city companies actively promoted the scope one carbon-neutral management goal. By organizing online meetings and reducing the number of on-site visits, the gasoline and diesel consumption of its own vehicles is effectively controlled.

[3] 2023 年，公司積極推進範圍二碳中和目標達成，應用朗綠碳管理系統平台收集、監測總部及分子公司季度能源使用、碳排放數據、制定能源管控計劃等措施，控制能源消耗。

[3] In 2023, the Company actively promoted the scope two carbon neutrality goal, and uses the Langlv carbon management system platform to collect and monitor quarterly energy use and carbon emission data of the headquarters and branch companies, formulate energy management and control plans and other measures to control energy consumption.

[4] 綜合能耗涵蓋汽油、柴油、外購電力。其中，汽油、柴油折算因子源自《中國能源統計年鑒》。2023 年，因汽油、柴油及外購電力消耗量減少，綜合能耗有所下降。

[4] Comprehensive energy consumption covers gasoline, diesel, and purchased electricity. Among them, the gasoline and diesel conversion factors are derived from the China Energy Statistical Yearbook. In 2023, comprehensive energy consumption will decline due to reduced consumption of gasoline, diesel and purchased electricity.

[5] 2023 年，公司積極推進節水目標達成，通過信息平台定期收集耗水量數據，識別及整改異常用水現象，耗水量得到有效控制。

[5] In 2023, the Company actively promotes the achievement of water conservation goals, regularly collects water consumption data through the information platform, identifies and rectifies abnormal water use phenomena, and effectively controls water consumption.

[6] 無害廢棄物涵蓋廢紙、建築垃圾和廚余垃圾；有害廢棄物主要包括施工過程中產生的廢化學試劑稀料、油漆、廢油漆桶、瀝青渣等。2023 年，公司新增運維項目開始運行，導致無害廢棄物、有害廢棄物產生量增加。

[6] Non-hazardous waste covers wastepaper, construction waste, and kitchen waste. Hazardous waste includes waste chemical reagent diluent, paint, waste paint buckets, asphalt residue, etc. generated during the construction process. In 2023, the Company started new operation and maintenance projects, resulting in an increase in the generation of non-hazardous waste and hazardous waste.

[7] 生活垃圾回收利用率 = 廢紙產生總重量 / 無害廢棄物總重量 *100%

[7] The recycling rate of domestic waste = Total weight of waste paper / Total weight of non-hazardous waste * 100%

[8] 範圍一溫室氣體排放包括自有車輛汽油消耗、自有車輛柴油、自有廚房液化石油氣燃燒、自有維保設備汽油 / 柴油燃燒、二氧化碳滅火器 / 空調制冷劑逸散產生的溫室氣體排放，排放量根據使用數據及相關排放系數進行計算，計算公式及排放系數參考 GHG protocol《溫室氣體覈算體系：企業覈算與報告標準》及香港聯合交易所發佈的《環境關鍵績效指標彙報指引》，部分因子採用《中國產品全生命週期溫室氣體排放系數庫》中的相關因子。

[8] Scope 1 GHG emissions are mainly from the consumption of gasoline by owned vehicles and air-conditioner, LPG combustion in our own kitchens, gasoline/diesel combustion in our own maintenance equipment, and CO2 fire extinguishers/refrigerant escape from air conditioners. The calculation is based on GHG Accounting System of GHG Protocol: Accounting and Reporting Standards for Enterprises as well as the "Environmental Key Performance Indicators Reporting Guidelines" issued by the Stock Exchange of Hong Kong. Some of the factors are related to the GHG Emission Coefficient database of Chinese Products in the whole life cycle.

[9] 範圍二溫室氣體排放主要來自於公司外購電力產生的溫室氣體。2023 年計算依據中國生態環境部《關於做好 2023—2025 年發電行業企業溫室氣體排放報告管理有關工作的通知》，電網排放系數取 0.5703 tCO₂/MWh。

[9] Scope 2 Greenhouse gas emissions are mainly generated by the Company's outsourcing of electricity. 2023 emissions are calculated according to latest power consumption data and power grid emission coefficient provided by Ministry of Ecology and Environment of the People's Republic of China (0.5703 tCO₂/MWh).

[10] 範圍三溫室氣體排放統計範圍涵蓋類別 1：外購商品和服務（打印紙、飲用水、辦公區市政自來水）、類別 2：資本商品（磚、水泥、黃沙、油漆、園林養護器具 - 汽油 / 柴油的燃燒）、類別 6：商務旅行（差旅飛機、火車、公共汽車、出租車、地鐵）以及類別 7：僱員通勤（通勤電動車、通勤公交車、通勤地鐵、通勤出租車、通勤私家車）。範圍三溫室氣體排放計算依據 GHG protocol《溫室氣體覈算體系：企業覈算與報告標準》，部分因子採用《中國產品全生命週期溫室氣體排放系數庫》中的相關因子。

[10] GHG emissions in Scope 3, include Category 1: Outsourced goods and services (printing paper, drinking water, municipal tap water in office areas), Category 2: Capital goods (bricks, cement, yellow sand, paint, garden maintenance equipment - gasoline/ combustion of diesel), Category 6: Business travel (aircraft, trains, buses, taxis, subways) and Category 7: Employee commuting (commuter electric vehicles, commuter buses, commuter subways, commuter taxis, commuter private cars). The Scope 3 calculation complies with GHG Protocol GHG Accounting system: Accounting and Reporting Standards for Enterprises, some of the factors are related to the GHG Emission Coefficient database of Chinese Products in the whole life cycle.

社會績效

Social Performance

員工雇傭

Employment

指標 KPIs		單位 Unit	2021 年	2022 年	2023 年
員工總數 Total employees		人 person	3,444	3,866	3,346
按性別劃分 By gender	男性員工 Number of male employees	人 person	2,098	2,334	2,047
	女性員工 Number of female employees	人 person	1,346	1,532	1,299
按用工形式 劃分 By employment type	全職勞動合同工 Number of full-time contract workers	人 person	3,444	3,743	3,228
	全職勞務派遣工 Number of full-time dispatched workers	人 person	0	25	18
	兼職員工 Number of Part-time employees	人 person	0	0	0
	其他雇傭形式員工 Number of other forms of employment	人 person	0	98	100
按年齡劃分 By age	50 歲以上的員工 Number of employees aged over 50	人 person	419	527	538
	30 歲至 50 歲的員工 Number of employees aged between 30 and 50	人 person	2,180	2,591	2,239
	30 歲以下的員工 Number of employees aged below 30	人 person	845	748	569
按工作地區 劃分 By location	在中國大陸工作的員工 Number of employees in Chinese mainland	人 person	3,440	3,860	3,341
	在港澳台及海外工作的員工 Number of employees in HK, Macau, Taiwan and overseas	人 person	4	6	5
員工流失率 ¹ Employee turnover rate ¹		%	62.63	33.46	39.24
按性別劃分 By gender	男性員工流失率 Turnover rate of male employees	%	67.54	33.57	39.34
	女性員工流失率 Turnover rate of female employees	%	54.98	33.29	39.07
按年齡劃分 By age	30 歲以下員工流失率 Turnover rate of employees under 30	%	49.57	47.73	52.48
	30 至 50 歲員工流失率 Turnover rate of employees aged between 30 and 50	%	53.53	28.90	36.74
	50 歲以上員工流失率 Turnover rate of employees aged over 50	%	32.46	31.47	30.16
按工作地區 劃分 By location	中國大陸員工流失率 Turnover rate of employees in Chinese mainland	%	32.46	31.47	39.25
	港澳台及海外工作員工流失率 Turnover rate of employees in HK, Macau, Taiwan and Overseas	%	0	0	28.57

指標 KPIs		單位 Unit	2021 年	2022 年	2023 年
違反員工雇傭及勞工法律法規所受處罰的次數 ² Number of penalties for violation of employment and labour law and regulation ²		次 Number	0	0	0
因工作關係而死亡的員工人數 Number of deaths due to work-related issues		人 person	0	0	0
因工傷損失的工作日數 Workday loss due to work injury		日 Day	1,143	1,186	774
員工培訓覆蓋率 Percentage of employees trained		%	76.05	72.01	76.53
按性別劃分 By gender	培訓覆蓋的男性員工的比例 Percentage of male employees trained	%	63.69	63.86	63.96
	培訓覆蓋的女性員工的比例 Percentage of female employees trained	%	36.31	36.14	36.04
按職級劃分 By title	培訓覆蓋的高級管理層員工的比例 Percentage of senior management trained	%	0.95	0.97	1.16
	培訓覆蓋的中級管理層員工的比例 Percentage of middle management trained	%	5.80	7.11	3.17
	培訓覆蓋的基層員工的比例 Percentage of junior management trained	%	93.24	91.88	95.67
員工接受培訓平均小時數 ³ Average training hours completed per employees ³		小時 Hour	1.84	1.78	9.84
按性別劃分 By gender	男員工接受培訓平均小時數 Average number of training hours completed by male employees	小時 Hour	1.93	1.81	10.74
	女員工接受培訓平均小時數 Average number of training hours completed by female employees	小時 Hour	1.70	1.65	8.41
按職級劃分 By title	高級管理層接受培訓平均小時數 Average number of training hours completed by senior management	小時 Hour	14.00	12.11	7.50
	中級管理層接受培訓平均小時數 Average hours of training completed by middle management	小時 Hour	12.00	12.62	13.79
	基層員工接受培訓平均小時數 Average number of training hours completed by junior management	小時 Hour	1.27	1.03	11.81

註 Notes:

[1] 員工流動率 = 該類別流失員工數 / (該類別期末員工數 + 該類別流失員工數)

[1] Turnover rate = Number of employee turnover in this category/ (number of employees in this category at year end + number of employee turnover in this category).

[2] 2023 年，因薪酬支付金額爭議問題，公司發生一起員工勞動糾紛事件，經法院判決，公司依法依規支付員工薪酬及福利，判決勝訴，無違反員工雇傭及勞工法律法規受處罰的事件發生。

[2] In 2023, due to the dispute over the amount of salary, one labor dispute occurred in the Company. After the court's judgment, the Company paid the employee's salary and benefits according to the law, and the judgment prevailed. There was no violation of labor laws and regulations.

[3] 員工培訓平均小時數 = 該類別員工培訓總時長 / 該類別員工數。2023 年，公司培訓規劃不再受外部社區健康事件影響，線下培訓恢復正常。此外，為便於員工參與培訓，公司增設線上培訓課程以豐富培訓形式，助力員工全面提升職業素養、掌握職業技能，因此員工培訓平均時長增加。

[3] Average training hours completed per employee = total hours of training received by employees / number of employees in this category. In 2023, the Company's training plan were no longer be affected by external community health events, and offline training will return to normal. In addition, to facilitate employee participation in training, the Company has added online training courses to enrich training formats and help employees comprehensively improve their professional quality and master professional skills. Therefore, the average length of employee training has increased.

產品責任

Product Responsibility

指標 KPIs	單位 Unit	2021 年	2022 年	2023 年
在客戶私隱方面發生違法違規事件的總數 Total number of reported non-compliance incidents on customer privacy	件 Case	0	0	0
在市場推廣方面發生違法違規事件的總數 Total number of reported non-compliance incidents on marketing	件 Case	0	0	0
所提供的產品和服務在健康與安全、標籤方面發生違法違規事件的總數 Total number of reported non-compliance incidents on the health & safety and labeling of the products and services provided	件 Case	0	0	0
經證實的侵犯客戶私隱權及遺失客戶資料的投訴次數 Total number of complaints received due to violation of customer privacy and loss of customer data	件 Case	0	0	0
接獲關於產品及服務的投訴數目 Total number of complaints received on products and services	件 Case	1,165	1,281	1,296
投訴處理率 Complaints resolution rate	%	100.00	100.00	100.00
客戶滿意度 Customer satisfaction	分 Score	88.00	88.00	86.00

指標 KPIs	單位 Unit	2021 年	2022 年	2023 年
通過環境、勞工、道德等方面評估的供應商數量 ¹ The number of suppliers that passed environmental, labour, ethical evaluations ¹	家 One	105	179	197
匯報期內對發行人或其員工提出並已審結的貪污訴訟案件數 Number of legal cases regarding corruption brought against the Company or its employees	件 Piece	0	0	0
反貪污培訓覆蓋的員工比例 Proportion of employees who received anti-corruption training	%	100	100	100
員工人均接受反貪污培訓小時數 Average number of anti-corruption training hours per employee	小時 Hour	1.20	1.00	1.00
反貪污培訓覆蓋的董事會成員比例 Proportion of board members who received anti-corruption training	%	42.85	37.5	100
董事人均接受反貪污培訓小時數 Hours of anti-corruption training for each board member	小時 Hour	2.00	2.00	1.00

註 Note:

[1] 公司每年開展供應商環境、勞工、道德等方面的評估，根據評估結果淘汰或更換供應商。

[1] The Company evaluates suppliers in terms of environment, labor and ethnics each year, and removes or replaces suppliers based on the evaluation results.

營運慣例

Business Practice

指標 KPIs	單位 Unit	2021 年	2022 年	2023 年
供應商總數 Total number of suppliers	家 One	322	323	382
大陸地區的供應商數 Number of suppliers in Chinese mainland	家 One	304	315	377
海外及港澳台地區的供應商數 Number of suppliers in overseas and Hong Kong, Macao and Taiwan	家 One	18	8	5
按公司的供應商評估制度執行環境、勞工、道德等方面表現評估的供應商數 Number of suppliers receiving environmental, labour, and ethical performance assessment according to the company's supplier evaluation system	家 One	157	188	205

社區與公益

Community Support

指標 KPIs	單位 Unit	2021 年	2022 年	2023 年
社區文體活動小時數 ¹ Hours of recreational and sports activities in the community ¹	小時 Hour	3,351	3,693	4,293
社區文體活動參與人次 ² Number of participants in the recreational and sports activities in the community ²	人 Person	110,000	49,027	71,694
社區公益投入 Amount of community investment	元 Yuan	—	190,142	—
志願者活動小時數 Hours of volunterring	小時 Hour	—	1,386	1,585

註 Notes:

[1] 此數據僅統計服務體驗中心（含詩友公社）線上及線下活動小時數，不含城市項目自行組織的社區活動。

[1] This data only covers the hours of online and offline activities of the Service Experience Center (including The Landsea Friends), excluding community activities organized by urban projects themselves.

[2] 2023 年，公司社區文體活動規劃不受外部影響，恢復正常。因此，社區文體活動參與人次增加。

[2] In 2023, the Company's community recreational and sports activities plan were not be affected by external influences and will return to normal. As a result, the number of participants increased.

聯交所《環境、社會及管治報告指引》（2023 年 12 月 31 日起生效版）索引表

Index of the Environmental, Social and Governance Reporting Guide (2023.12.31 onwards) of the Hong Kong Stock Exchange (HKEX)

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