



# 驅動 可持續社區 無限升級

## 2020年度

環境、社會及管治 (ESG) 報告

Towards Constant Upgrade of Sustainable  
Communities

Landsea Green Life ESG Report 2020

# 目录 | Contents

董事局主席致辭	01
Message from the Chairman of the Board	
關於朗詩綠色生活	02
About Landsea Green Life	
可持續社區助力綠色生活	05
Sustainable Communities to Boost Green Life	

## 以人為本， 更包容的社區

PEOPLE-ORIENTED SERVICE FOR A MORE INCLUSIVE COMMUNITY

尊重每一种需求	09
Respect Each and Every Need	
共建人文社區生活	16
Joint Efforts to Develop Humanistic Communities	

## 共守陽光， 更安全的社區

POSITIVE SERVICES FOR A SAFER COMMUNITY

疫情防控, 守護社區安全	21
Epidemic Prevention and Control to Guarantee a Safe Community	
科技加持, 強化社區韌性	25
Technological Means to Strengthen Community Resilience	

## 綠色運營， 更健康的社區

GREEN OPERATION FOR A HEALTHIER COMMUNITY

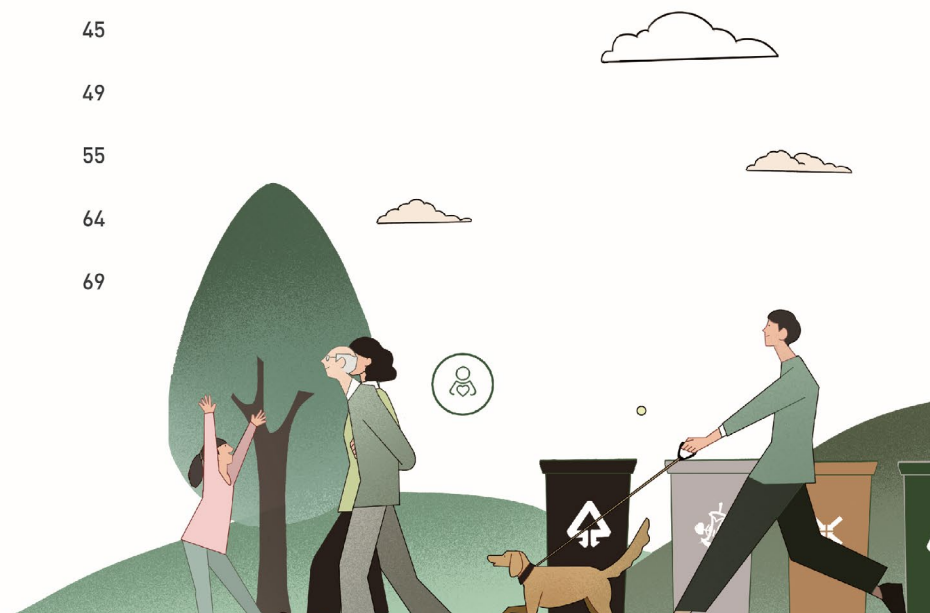
專業綠色運維, 共創可持續未來	30
Professional Green Operation & Maintenance for a Sustainable Future	
呵護業主身心, 塑造健康生活	37
Care for Property Owners' Body and Mind for a Healthy Life	

## ESG管理與績效

ESG MANAGEMENT AND PERFORMANCE

ESG管理	40
ESG Management	
風險與合規管理	45
Risk and Compliance Management	
環境責任	49
Environmental Responsibilities	
員工責任	55
Employee Responsibilities	
客戶與服務責任	64
Customer Service Responsibilities	
關鍵量化績效表	69
ESG Quantitative Performance	

所獲榮譽和獎項	72
Honors and Awards	
聯交所《環境、社會及管治報告指引》索引	73
ESG Reporting Guide Content Index	
報告編制說明	74
Reporting Instructions	



# 董事局主席致辭

## MESSAGE FROM THE CHAIRMAN OF THE BOARD

2020年，是不尋常的一年。疫情的發生，讓更多人看到、感受到被物業保護、支援的力量與溫度。而朗詩綠色生活也在這場疫情中，更加認識到物業服務對於聯合國可持續發展目標——「可持續城市與社區」的重要意義，提出了「可持續社區」模型，以有溫度的社區服務、專業的綠色運維能力，打造更包容、更安全、更健康的可持續社區，並讓可持續社區成就人們綠色生活可能。

以人為本，是朗詩綠色生活秉持的核心理念。疫情防控過程中，我們聯動多方力量，全力以赴守護每一位業主的安全與健康。同時，也守護著每一位逆行物業人的身體與心理的安康，因為正是這樣一群並肩的夥伴，讓朗詩綠色生活的「溫度」，照亮、溫暖了一方社區。

作為國內領先的物業服務商，我們堅持「有溫度的社區」服務理念，並具備卓越的綠色社區運維能力。與傳統物業「先建成交付，再進駐管理」不同，我們通過參與建築全生命週期的運營，從

綠色管理、防災韌性、健康福祉、能耗管理、資源循環利用、生態環境、污染控制以及水資源管理八大維度，實現住宅社區的可持續運營。

2020年8月，朗詩虹橋綠郡項目順利通過 BREEAM In-Use V6 體系評估，成為全球首個 BREEAM In-Use V6 認證的住宅項目。今年3月，朗詩綠色生活開啟了與 BRE 中國的密切合作，並對我們的綠色運營理念進行了更具國際化、理論化、標準化的升級。憑藉行業領先的高滿意度，以及十餘年綠色管理經驗的雙重優勢，朗詩綠色生活在後疫情時代仍然有著超乎普通物企的成長性，這也贏得了 BRE 英國建築研究院的關注，為雙方合作打下基礎。

未來，朗詩綠色生活將繼續秉承「有溫度的社區」服務理念，積極踐行企業社會責任，與各持份者攜手共進，為構建「可持續社區」不斷前行，為推動人居環境的持續升級貢獻力量，努力實現和守護更多人的綠色健康生活。

The outbreak of the coronavirus pandemic made the year 2020 particularly challenging in human history. In the dark days of the pandemic, more and more community residents witnessed and experienced the strong support provided by sound property services. The pandemic also brought home to us Landsea Green Life the important role of property services in achieving the “sustainable cities and communities” under the UN Sustainable Development Goals. We therefore introduced the model of “sustainable community”, and vowed to build more inclusive, safer, and healthier sustainable communities with warm community services and through professional green operations, and to enable a green life for our community residents.

People-oriented is a core value of Landsea Green Life. When China was in the depth of the COVID-19 epidemic, we worked hand in hand with multiple stakeholders and made unremitting efforts to keep our property owners and tenants safe from the virus. In the meanwhile, we cared for the physical and psychological well-being of our frontline workers who stuck to their post despite the epidemic; their dedication and solidarity were the silver lining that shone through the dark cloud of COVID-19 and brought warmth to our communities.

As a leading property service provider in China, we are committed to building warm communities and capable of sustainable management. Traditional property service teams would not move in to work until the property is completed and delivered to home buyers. In contrast, we are present throughout the whole life cycle of the property, to realize sustainability of residential communities in eight dimensions: Sustainable Management, Resilience, Health and Well-being, Energy, Resources, Land Use and Ecology, Pollution, and Water.

In August 2020, our Hongqiao Green Country in Shanghai became the world's first centralized residential building project to achieve the BREEAM In-Use V6 residential project certification. In March 2021,

we launched close cooperation with BRE China and upgraded our philosophy of green operation with an international vision, more theoretical research, and standardized operations. By virtue of our unrivaled customer satisfaction and over ten years of experience in sustainable management, Landsea Green Life maintained a stronger growth momentum than most competitors after the virus was largely put under control in China. This attracted the attention of BRE and laid the foundation for our cooperation.

Going forward, Landsea Green Life will continue to provide warm community services and actively fulfill our corporate social responsibilities. We will work tirelessly with all stakeholders to develop “sustainable communities”, contribute to the continuous improvement in the living environment, and strive to deliver and safeguard a green and healthy lifestyle for more people.



# 關於朗詩綠色生活

## ABOUT LANDSEA GREEN LIFE

朗詩綠色生活十五年來深耕社區物業服務，推崇人、社會、自然和諧共生的理念，已快速成長為全生命週期綠色生活服務商。公司恪守「人本、陽光、綠色」的核心價值觀，秉承「有溫度的社區」服務理念，通過探索並堅持可持續發展道路，不懈追求客戶、環境、社會的多方價值，以社區為生活的基本單位，創造美好綠色生活，實現服務社會、基業長青的企業願景。

Landsea Green Life has been deeply committed to property management services for 15 years. In the pursuit of harmonious coexistence of man, society and nature, we have rapidly grown into a purveyor of full life-cycle green life services. With the core values of "people-oriented, positive and green services" and in the principle of providing services to develop "warm communities", we explore and adhere to the path of sustainable development, and make relentless efforts to accomplish the values for clients, environment and society. We are dedicated to the corporate vision of building a wonderful community-based green life, serving the society, and bringing a lasting business success.



**使命：**提供有溫度的服務，創造美好綠色生活

**Mission:** Provide warm service and create a wonderful green life



**價值觀：**人本、陽光、綠色

**Values:** People-oriented, positive and green services



**服務理念：**有溫度的社區

**Service Philosophy:** Warm communities



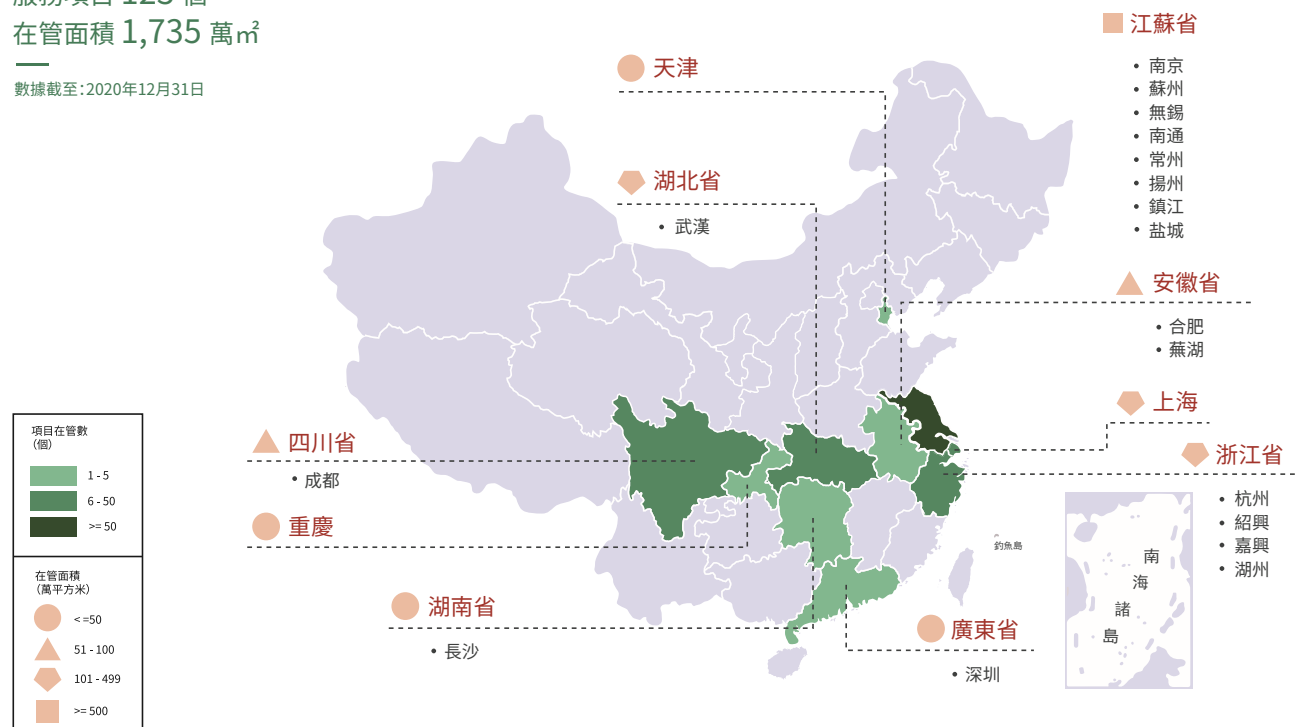
## 業務佈局 Business layout

朗詩綠色生活擁有物業管理國家一級資質，連續多年榮獲「中國物業服務百強企業」稱號，2020 年位列第 28 位。截至 2020 年 12 月 31 日，朗詩綠色生活已進入南京、常州、無錫、蘇州、杭州、上海、成都、武漢等 21 座城市，在管項目 123 個，管理面積達 1734.6 萬平方米，服務業主數量服務業主數量超過 12 萬戶。憑藉強大的品牌效應，公司於 2017 年全面進入市場化運作，外拓步伐不斷加快，外接項目比重迅速提升，管理面積占比已逾 40%。

Landsea Green Life holds a national first-class certificate for property management and ranked the 28th among the "2020 Top 100 Property Management Companies in China". As of December 31st, 2020, Landsea Green Life has landed in 21 cities including Nanjing, Changzhou, Wuxi, Suzhou, Hangzhou, Shanghai, Chengdu, and Wuhan, with 123 service projects covering an area of over 17.35 million m<sup>2</sup> and involving more than 120,000 property owners. Relying on our branding power, in 2017, the company fully launched the market-oriented operation in an all-round manner, quickened the pace of business expansion, and rapidly increased the ratio of external projects that accounted for over 40% of the total area under corporate management.

服務項目 123 個  
在管面積 1,735 萬m<sup>2</sup>

數據截至：2020年12月31日



類別 Category	2020 年 2020	相較於 2019 年 Compared with 2019
營業收入 Operating revenue	60,090.6 萬元 RMB 600.906 million	增長 39% Up by 39%
利潤總額 Total profit	8,525.8 萬元 RMB 85.258 million	增長 79% Up by 79%



# 擔任的主要社會職責

## Main social responsibilities

加入協會 Association Membership	會員級別 / 職位 Level of Membership	加入協會 Association Membership	會員級別 / 職位 Level of Membership
中國物業管理協會 China Property Management Institute	理事單位 Council member	杭州市蕭山區物業管理協會 Hangzhou Xiaoshan District Property Management Association	會員單位 Member
上海市物業管理協會 Shanghai Property Management Association	理事單位 Council member	南京市浦口區物業管理行業協會 Nanjing Pukou District Property Management Association	理事單位 Council member
南京市物業管理協會 Nanjing Property Management Association	理事單位 Council member	南京市建鄴區物業管理行業協會 Nanjing Jianye District Property Management Association	副會長單位 Vice president
無錫市物業管理協會 Wuxi Property Management Association	理事單位 Council member	南京市棲霞區物業行業商會 Nanjing Qixia District Property Management Association	副會長單位 Vice president
常州市物業管理協會 Changzhou Property Management Association	理事單位 Council member	南京市玄武區物業管理行業協會 Nanjing Xuanwu District Property Management Association	理事單位 Council member
成都市物業協會 Chengdu Property Management Association	常務理事單位 Executive management member	成都市成華區物業協會 Chengdu Chenghua District Property Management Association	理事單位 Council member
杭州錢塘新區物業管理協會 Hangzhou Qiantang New Area Property Management Association	副會長單位 Vice president	重慶市北碚區物業協會 Chongqing Beibei District Property Management Association	理事單位 Council member
杭州市拱墅區物業管理協會 Hangzhou Gongshu District Property Management Association	會員單位 Member		
杭州市下城區物業管理協會 Hangzhou Xiacheng District Property Management Association	副秘書長單位 Deputy secretary general		
杭州市濱江區物業管理協會 Hangzhou Binjiang District Property Management Association	理事單位 Council member		



# 可持續社區助力綠色生活

## Sustainable Communities To Boost Green Life

可持續發展已成為全球發展的核心議題之一。2015 年 9 月，聯合國通過以 17 個可持續發展目標為核心的 2030 年可持續發展議程，可持續城市與社區即 17 大目標之一。朗詩綠色生活作為負責任的物業服務提供者，積極對標聯合國可持續發展目標，以有溫度的社區服務、專業的綠色運維能力，打造可持續社區，並讓可持續社區成就人們綠色生活可能。

Sustainable development has become a core issue of global development. In September 2015, the United Nations adopted the 2030 Agenda for Sustainable Development centering on 17 goals for sustainable development, including the goal of sustainable cities and communities. As a responsible property management service provider, Landsea Green Life strives to meet the sustainable development goals set by the UN. By means of providing warm community services and increasing the professional capabilities for green operation and maintenance, we are dedicated to building sustainable communities to make green life possible for the people.



## 朗詩綠色生活的可持續社區理念

### The concept of sustainable communities

何為可持續社區？朗詩綠色生活對標聯合國可持續發展目標、ISO37120 可持續城市與社區標準、SUC 可持續城市與社區標準、ISC 可持續社區標準等相關國際標準，並結合朗詩人本、陽光、綠色的價值觀，將**更包容、更安全、更健康**，作為朗詩綠色生活可持續社區的三大維度，並以有溫度的社區服務和專業的綠色運維能力驅動可持續社區無限升級。

What is a sustainable community? In line with the relevant international standards such as the UN goals for sustainable development, ISO37120 for sustainable cities and communities, the standards of "Sustainable Urban Development and Livable Garden Community Programme" (SUC), ISC (Institute for Sustainable Communities) standards, in combination with Landsea Green Life's values of people-oriented, positive, and green services, we developed three dimensions of sustainable communities—**more inclusive, safer and healthier**. Meanwhile, we are engaged in constantly upgrading sustainable communities based on our warm community services and professional capabilities for operation and maintenance in an environment-friendly way.





## 可持續社區生活圖景

### A glimpse into the life in sustainable communities

為朗詩國際街區鼓掌

人車一開口，晝夜進出暢；一卡通三門，人管加技防。  
保潔勤而細，垃圾分類放；綠化精心護，草木茁壯長。  
兒童進樂園，打球有四場；中央太極禪，舞操上廣場。  
戌時鍛煉潮，環道散步忙；歡聲笑語多，和諧建小康。

Ode to the Landsea International Block  
The gate for people and vehicles is conveniently designed for entry and exit both at day and night. An access card is required to enter the gate to ensure safety.  
The cleaning service is good and efficient, including the help with sorting out garbage.  
The greening service is professional, evidenced by luxuriant trees and grass.  
There are parks for children, four courts for ball games, as well as places for Tai Chi and dancing.  
At the peak hours of exercises, you can see people walking or running along the tracks and hear people talking and laughing together. What a harmonious scene!

——蘇州朗詩國際街區業主季先生為社區題詞  
Mr. Ji, a property owner in Suzhou Landsea International Block, composed the following ode to the community.

「服務做得好，費用也不高，除卻基礎的物業服務，最難能可貴的是其樂融融的社區氛圍。」

"Great service at a reasonable price. Apart from the basic property services, the most commendable is the pleasant atmosphere in the community."

——居民  
From a resident

「我提倡更多的人參與到社區籃球運動中來，它既能愉悅人的內心，緩解如今生活工作中的壓力，提高工作效率，又能強壯人的體魄，增強團隊協作能力！籃球社群帶給我的改變，希望你們也能感受得到！」

"I'd like to call on more people to join the community basketball club. Playing basketball makes you delightful, relieves your pressure in life and work, increases your work efficiency, improves your health, and makes you a better team player! I hope I can share with you the positive impact of community basketball club!"

——打籃球的青年  
From a young basketball player

「客戶為先，就是一切以業主需求為圓心，不斷延展服務半徑，做深做實做細每一個環節。」

"We put customer first. It means to continuously extend our services with the focus on the needs of the property owners and ensure that each link of our service is perfect."

——物業管理  
From an employee of the property management

「在中國物業企業中，朗詩綠色生活對集中式住宅社區的綠色管理能力可謂是獨樹一幟。行業領先的高滿意度，以及十餘年綠色管理經驗的雙重優勢，使其在中國後疫情期間，展示出更可持續、能耗更低、防災韌性更强的核心能力，支持城市和社區更好地融合和成長。」

"Among Chinese property management companies, Landsea Green Life is distinctive in its capabilities for sustainable management of centralized residential communities. Boasting dual advantages of the industry-leading level of customer satisfaction and a dozen years' green management experience, it has displayed in the post-pandemic days in China its core capabilities for more sustainability, lower energy consumption and greater resilience against disasters, and helped cities and communities integrate and develop better."

——英國建築研究院 (BRE)  
From BRE (Building Research Establishment) in the UK





## 以人為本， 更包容的社區

### PEOPLE-ORIENTED SERVICE FOR A MORE INCLUSIVE COMMUNITY

以人為本，是朗詩綠色生活秉持的核心理念。朗詩綠色生活悉心聆聽業主的真實需求，尊重並竭力滿足不同年齡段、不同人群的核心需求。同時，對以人為本理念的堅持，也讓我們的服务更有溫度，讓我們的社區承載著更包容美好的生活。

People-oriented is the core value of Landsea Green Life. We pay close attention to the actual needs of property owners, respect and strive to meet the core needs of customers of different ages and groups. In the meanwhile, the people-oriented approach enables us to provide more heart-warming services and create an inclusive and wonderful life in the community.

🗨️ 尊重每一種需求  
Respect each and every need

🗨️ 共建人文社區生活  
Joint efforts to develop humanistic communities





## 尊重每一種需求 Respect each and every need

朗詩綠色生活追求客戶價值，秉承「人本、陽光、綠色」的核心價值觀和「有溫度的社區」的服務理念，通過多種渠道傾聽業主聲音，發掘業主的真實需求，並通過高品質的服務竭力滿足不同業主的需求。

In the pursuit of customer value, Landsea Green Life upholds the core values of “people-oriented, positive, and green service” and the principle of “creating a warm community”. We listen to the voices of property owners through multiple channels in a bid to discover their real needs and strive to meet their diverse needs through quality services.

為強化服務品質，從 2019 年起，朗詩綠色生活提出了「234 運營法則」，即 2 個維度，3 級品控，4 步工法，將項目、片區、城市及總部分為若干管理網格和多條管理職能條線，實現了扁平化、網格化的高效品質管理。在品質服務提升方面，朗詩綠色生活取得的成果顯著，

協力廠商機構中國指數研究院調查資料顯示，朗詩綠色生活業主滿意度高達 90 分，穩居國內物業行業前列。

With a view to enhancing service quality, Landsea Green Life introduced an operating rule in 2019 featuring two dimensions, three-level quality control and four-step process. The rule was applied to divide projects, districts, cities, and headquarters into a number of management grids and multiple lines of management function, leading to efficient, flat and grid quality management. In terms of raising quality service, Landsea Green Life has made remarkable achievements. According to the survey data of the third-party organization China Index Academy, Landsea Green Life achieved a grade of 90/100 in terms of property owners' satisfaction, ranking top in domestic property management industry.



## 多渠道傾聽業主聲音

### Listen to the voice of property owners via multiple channels

對業主真實需求的了解和尊重，是朗詩綠色生活人本價值觀的重要體現。為了了解業主的真實需求，朗詩綠色生活建立了多渠道的業主溝通方式，通過客戶訪談、客戶溝通會、通知公告、社區文化活動、業委會溝通等多種渠道，與社區每一名業主和居民溝通及時、順暢，並與業主形成了良好的互動往來。

An important manifestation of the people-oriented value of Landsea Green Life is to understand and respect the real needs of property owners. To this end, Landsea Green Life has established multiple channels to communicate with property owners, such as interviews, communication meetings, public notices, community cultural activities, and property owners' committee. In this way, we are able to conduct timely and smooth communication with all property owners and residents, leading to a great pattern of interactions.





朗詩綠色生活基於業主的溝通與回饋資訊，不斷提升自身服務能力與服務水準，更好地滿足每一位業主的需求。在業主訴求處理方面，朗詩綠色生活建立了規範的客戶訴求處理工作流程，管家、各專業條線、前台客服等崗位工作人員按照訴求處理原則和規範，對客戶訴求進行妥善處理，確保業主投訴、保修、諮詢、求助、鄰里糾紛等各類訴求得到及時、妥善地解決，以達成業主滿意。

Based on the communication with property owners and their feedback, Landsea Green Life keeps improving its service capabilities and service quality to better satisfy the needs of each property owner. In terms of responding to the property owners' requests, Landsea Green Life has established a standardized process. Staff in positions such as steward, professional lines, and receptionist should follow the principles and rules to properly handle customer requests, ensure that the complaints, request for maintenance, consultation, request for help, neighborhood disputes, and other requests could be addressed in a timely and proper manner to the satisfaction of property owners.

## 訴求處理原則

### Principles for handling requests



明確責任人  
Identify the person in charge

管家負責業務全過程的跟進、協調、回訪工作，推動複雜訴求的處理進展，保證業務受理辦理順暢、及時、高效率、高質量完成。

The steward is responsible for the follow-up, coordination, and return visit of the entire process, pushing forward the process of complex requests, and ensuring the smooth, timely, efficient and high-quality handling of requests.

此外，朗詩綠色生活設有 400 客戶服務平台，業主可通過全國統一客戶服務熱線，進行意見回饋、諮詢與投訴，後台收到客戶反映的訴求資訊後，將確保客戶的訴求得到妥善地回應與解決。

In addition, Landsea Green Life has a "400" hotline for customer service. Property owners can dial the national service hotline to provide feedback, make inquiries and file complaints. After receiving such requests, we will ensure to make proper response and solution accordingly.



從業主角度提供服務  
Provide services in the interests of property owners

站在業主角度，盡力解決業主合理的實際問題，可提供的服務，需保證業主對服務滿意；無法提供的，應向業主提出合理解釋或可行性建議。

In the interests of property owners, strive to satisfy their reasonable requests, solve their practical problems, provide services to their satisfaction, and if the requested service cannot be provided, make rational explanations or feasible suggestions.



30 分鐘高效處置問題  
Resolve problems within 30 minutes

在 30 分鐘內立即安排處理並將結果向業主反饋，無法在 30 分鐘內處理的複雜問題，需在 24 小時內將處理計劃反饋給業主並約定處理時間。排水管堵塞、水管爆裂等緊急情況要第一時間到場處理（時間不得超過 8 分鐘）。

Respond to the property owners' requests and give feedback within 30 minutes. For complex issues that cannot be resolved within 30 minutes, provide a response plan to property owners within 24 hours and make an appointment for such response. Emergencies like clogged drain pipe or burst water pipe must be handled immediately (arrive at the scene within 8 minutes).



案例

## 真誠溝通，持續提升服務品質

Sincere communication to constantly improve service quality

朗詩綠色生活定期開設客戶溝通會，為業主營造良好的溝通氛圍，在平等、尊重和真誠的溝通氛圍中，深入了解業主的居住感受和意見、建議。對於業主提出的訴求，工作人員在會後進行深度的分析與總結，了解訴求形成的原因，以及後期需要具體改善的工作內容。對於有普適性和建設性的業主建議，朗詩綠色生活推廣至其他社區，以全面提升服務品質。

Landsea Green Life convenes communication meetings with customers on a regular basis. By creating a good communication atmosphere featuring equality, respect and sincerity, we try to develop a profound understanding of the property owner's true feelings, complaints and suggestions. After the meeting, we conduct in-depth analysis and summary of the property owners' requests, figure out the reasons, and develop follow-up plans for improvement. For the universal and constructive suggestions from property owners, we will put them into practice in all communities to improve service quality in an all-round manner.



客戶溝通會現場 / At a communication meeting with customers

## 關注長者健康生活需求

Care for the elderly people's need for a healthy life

老吾老以及人之老。朗詩綠色生活關注長者的需求，為長者提供適老化的社區生活環境，幫助長者擁有安全、健康的老年生活。

As Mencius said, love others' elderly as you would love your own. Landsea Green Life pays attention to the needs of the elderly, creates a community environment that is friendly to the elderly, and helps the elderly live a safe and healthy life.

朗詩綠色生活聯合專業安老機構，共同開展社區、居家等適老化改造工程，通過說明長者在家庭一些位置加裝扶手、緊急呼救設備等，全方位保障長者生活安全。同時，對於獨居長者，朗詩綠色生活定期由客服管家組織 2-3 支服務隊伍上門拜訪問候，主動幫助其解決力所能及的生活難題。

Landsea Green Life cooperates with professional elderly care institutions to jointly carry out elderly-oriented renovation projects, such as the installation of handrails and facilities for emergency call for help at their homes, in a bid to ensure safety for the elderly

in an all-round manner. Furthermore, for the elderly people living alone, the steward will put together two or three teams to pay regular visits to them and help them solve some practical problems.





## 「適老化改造」，保障支持長者安全生活

“Elderly-oriented renovation” for a safe life of the elderly

「適老化改造」是適合長者居住的房屋升級改造，以此降低居家環境的安全隱患，減少意外傷害的風險，幫助長者提高生活自理能力。朗詩綠色生活聯合專業安老機構共同推出適老化改造項目，從「平、穩、圓、警、亮」五大方面進行適老化改造，全方位保障長者生活安全。

“Elderly-oriented renovation” refers to the upgrading and reconstruction of houses for the convenience of the elderly, thereby reducing safety hazards in the house, lowering the risk of accidental injury, and helping the elderly take better care of themselves. Landsea Green Life joins hands with professional elderly care institutions to launch elderly-oriented renovation projects, in a bid to ensure the safety of the elderly from the following five aspects of “flatness, steadiness, roundness, emergency call, and brightness”.



平：地面平整無高差，方便輪椅使用者，鋪設防滑墊，防止摔滑；

Flatness: Make sure the ground is flat with no height difference, for the convenience of wheelchair users. Non-slip mats should be laid to prevent slipping.



穩：馬桶、沖淋區、公共走廊等區域安裝扶手方便起立，保證安全；

Steadiness: Handrails should be installed in areas such as toilets, shower areas, and public walkways, to help the elderly stand up steadily and ensure their safety.



圓：圓角化處理防撞防護；

Roundness: Add rounded corners to prevent injuries from knocking into the corners.



警：緊急呼救保證緊急救援；

Emergency call: Install facilities for emergency call to ensure timely rescue.



亮：照明亮化處理房屋出新。

Brightness: Make the house brighter for the elderly.

此外，朗詩綠色生活走進更多的老人家庭，根據長者需求提供精細化服務和個性化定制方案，讓居家長者的生活更加安全、舒適。

In addition, Landsea Green Life has begun to serve more elderly families, providing refined services and customized solutions in line with the needs of the elderly for a safer and more comfortable life.

## 關注兒童茁壯成長

### Care for the children

朗詩綠色生活關注兒童在社區的健康成長，通過規範社區車輛管理、定期維護兒童娛樂設施，以及多樣的親子活動等方式，用實際努力和行動守護兒童安全，支持兒童發展，助力兒童成長。

Landsea Green Life cares for the children in the community by regulating the vehicles, providing regular maintenance of entertainment facilities for the children, organizing diverse parent-child activities, among others. We make down-to-earth efforts and actions to guarantee the safety for children and support their development.



案例



#### 設置兒童專屬活動區，激發兒童創造力

Exclusive activity area for children to stimulate their creativity

**杭州朗詩國際街區：**社區兒童居多，室外活動常常有許多，朗詩綠色生活的工作人員嚴控各類車輛停泊，並根據兒童上、放學時間，調整路面沖刷清潔時間，盡力守護兒童安全。同時，社區設置立體拼圖，供社區兒童玩耍，激發兒童創造力。

**Hangzhou Landsea International Block :** Given a large number of children in the community and their need for outdoor activities, the staff of Landsea Green Life strictly controls the parking of various vehicles in the community, adjusts the cleaning time of the road surface according to children's time for school, and tries their best to ensure children's safety. In addition, we set up 3D jigsaw puzzles for the kids in the community to stimulate their creativity.

**上海虹橋綠郡：**為了給園區的業主提供溫馨、舒適的生活環境，增進鄰里之間的互動。物業服務中心在5單元架空層增添了休閒娛樂設施，供兒童休閒、玩耍。

**Hongqiao Green Country in Shanghai:** To provide property owners with a cozy and comfortable living environment and enhance the interactions between neighbors, in our property service center, we adds leisure and entertainment facilities for children on the overhead floor of the fifth unit.



立體拼圖供兒童玩耍 / 3D jigsaw puzzles for the kidcustomers







## 助力小業主開啟新學期

Help kids start a new semester

2020 年開學伊始，為了幫助小業主們順利過渡假期至開學的適應期，朗詩綠色生活做了精心策劃與準備，用滿滿的儀式感助力學童們開啟新學期。

At the beginning of the school semester in 2020, Landsea Green Life made meticulous planning and preparations to help kids with a smooth transition from holiday to schooling, giving them a ceremonial sense at the beginning of a new semester.

武漢：安全防護助力開學，發放專屬防疫套裝

Wuhan: Anti-epidemic and protective kits distributed for the safety of kids



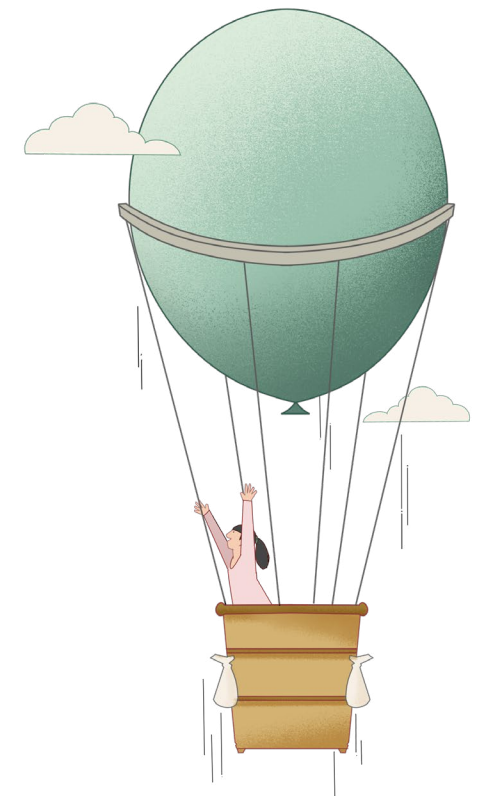
無錫：支持學生學習進步，發放文具套裝

Wuxi: Stationery distributed in support of the kids' study



成都：品美食系列趣味活動，助力新學期新氣象

Chengdu: Fun activities of food tasting, starting a new beginning of semester

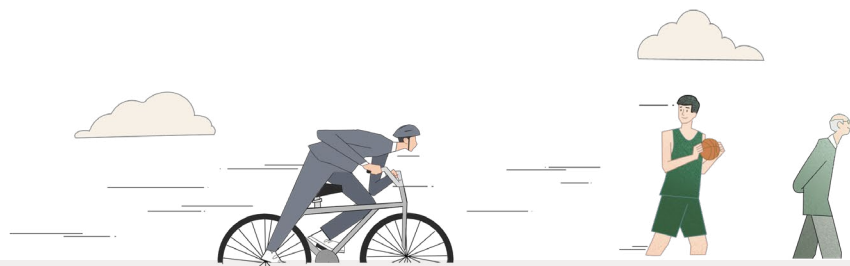


## 共建人文社區生活

### Joint efforts to develop humanistic communities

朗詩綠色生活堅持「有溫度的社區」服務理念，發揮物業的組織能力，引導社區居民開展健康向上的群眾文體活動，加強社區精神文明建設，積極開展社群運營，讓更多的業主參與到社區活動中，同時打造和諧友愛的鄰里關係，促進人文社區建設。

Dedicated to providing “warm community services”, Landsea Green Life gives full play to the organization ability of the property management center to engage the community residents in healthy and positive mass cultural and sports activities, promote cultural-ethical progress, and actively carry out community operations to attract more property owners participating in community activities. In addition, we are committed to develop a harmonious and friendly neighbor relationship and promote the development of a humanistic community.



「業主及住戶日益增長的服務需求，不僅包括基礎服務，還包括增值服務、精神文化生活需求，發現業主真實需求，豐富經營業態，打造良性循環。」

——孫東磊，南京朗詩物業管理有限公司杭州公司總經理

“The growing needs of property owners and residents not only include basic services, but also value-added services and spiritual-ethical needs. We should explore and discover their real needs, enrich our business content, and create virtuous circle.”

——Sun Donglei, General Manager of Nanjing Landsea Property Management Co., Ltd. (Hangzhou Branch)



# 構建多樣化社群

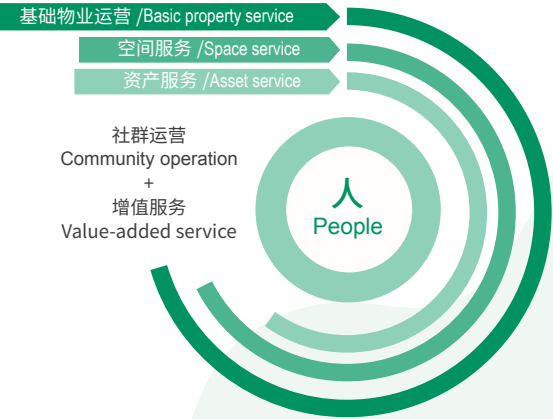
## Build a diverse community

朗詩綠色生活尊重多元化的社區構建，打造詩友公社，通過小雞吃米親子營、後浪 CLUB、老玩童俱樂部三個不同年齡段的子品牌進行運營，使不同年齡層、不同愛好的人群匯聚在一起。同時，通過召集令的形式發現社區中的 KOL/KOC 以及各領域的專業或資深人士等社群種子用戶，並進行多方位運維，打造包容多元的文化社區。

Landsea Green Life respects diversity and build Landsea Community. By virtue of three sub-brands for different age groups, namely Chicken-rice Parent-child camp, Youngsters' Club, and Kidult Club, we bring together people of different ages and hobbies. Moreover, we use the call-to-action activities to find the potential customers in the community, including KOL/KOC and professional or senior people in various fields. We also conduct multi-dimension operation and maintenance to create an inclusive and diverse cultural community

### 詩友公社，圍繞人的服務

#### Landsea Community featuring people-oriented services



## 繽紛的社區人文活動

### Diverse cultural activities in the community

朗詩綠色生活為促進人文社區建設，打造包容、向上、暖心的社區文化氛圍，不斷豐富社區人文活動，滿足業主精神文化需求的同時，也拉近了鄰里關係，讓每一位業主在溫暖的社區氛圍中生活得更加幸福。

With a view to developing a humanistic community, Landsea Green Life creates an inclusive, upbeat, and heart-warming cultural atmosphere and continuously enriches the humanistic activities. In this way, we not only meet the spiritual and cultural needs of property owners, but also bring the neighbors closer to each other, so that every property owner can live a happier life in the pleasant atmosphere of the community.



#### 📅 總體活動規劃

每年都會堅持不少於 300 場的繽紛社區活動，參與總人數超 5 萬+。

##### Overall plan of activities

Every year, there will be no less than 300 diverse community activities, engaging over 50,000 participants.

不少於 300 場 參與總人數超 5萬+

no less than

300 diverse community activities

engaging over

50,000 participants.

#### 📖 專題知識講座

邀請專家舉辦各種專題的專業知識講座，如文學藝術、健康衛生、家庭理財等專題講座，為業主開拓思維、豐富知識並提供便利。

##### Special seminar

Experts are invited to give lectures on various topics, such as literature and art, health and hygiene, and family finances, in a bid to help property owners broaden their vision and enrich their knowledge.

#### 🎨 藝術沙龍互動

充分挖掘業主資源，調動業主中部分閒暇人士的積極性，主辦各類藝術沙龍，如書畫、樂器、手工藝等，滿足業主對文藝活動的需求。

##### Art salon

Art salons themed on calligraphy, painting, musical instruments, handicrafts, and others are held to fully tap the property owners' capabilities and mobilize the enthusiasm of property owners with leisure time, in a bid to meet their need for cultural activities.



案例

## 用愛記錄幸福

Memory of happiness and love

「全家福」是喚起人們平日裡所忽視的親情，並重溫幸福家庭的一次契機。2020 年，朗詩社區開啟了兩季全家福招募活動，旨在支持每一位業主以象徵美滿的全家福，用愛記錄和定格時光，致敬每一份對於情感的熱切渴望，也讓每個幸福的家庭匯聚成愛的社區。

The “family portrait” offers an opportunity to draw people’s attention to the family affection that’s often taken for granted and to relive the happy moments in the family. In 2020, Landsea Community launched two sessions of a campaign to take family portraits for property owners, in a bid to support every property owner to record their moments of love, pay tribute to the yearning for family affection, and build a loving community of all happy families.



案例

## 社區小管家，共創有溫度的社區

Young stewards contribute to a warm community

為了讓大家能自主、自覺、自發地熱愛自己生活的社區，同時加深業主對物業的了解與溝通，2020 年 10 月 25 日詩友公社在南京朗詩玲瓏嶼開展了以「我是社區小管家」為主題的體驗活動，從三個板塊（秩序管家、環境管家、客服管家）讓參與的業主小朋友們深入探索園區運行的過程，了解物業各體系如何全方位高效率地運營，在寓教於樂中讓業主感知朗詩服務的品質、專業和細節，也讓業主小朋友更好地熱愛自己的社區，共創有溫度的社區。

On 25<sup>th</sup> October 2020, Landsea Community in the Landsea Linglong Island launched the campaign called “I’m a young steward of the community”, with a view to arousing people’s spontaneous and conscious love of their community and increasing the communication and understanding between property owners and property management center. The campaign was organized for children to play the roles of order stewards, environment stewards and customer service stewards, so that they could explore the operation of the property management, understand the efficient operation of all systems, and experience the quality, professional and considerate Landsea services. We hope that the campaign could help children love the community they live in and play a part to a warm community.



# 共守陽光， 更安全的社區

## POSITIVE SERVICES FOR A SAFER COMMUNITY

安全，是全球可持續發展目標 (SDGs) 中可持續城市與社區的重要維度。朗詩綠色生活始終關注社區安全和防災能力建設，利用技術手段，打造安全智慧社區，並通過宣傳和普及、應急突發事件演習等舉措，持續提升社區防災、防災韌性，建設安全社區。

Safety is an important dimension of sustainable cities and communities in the global Sustainable Development Goals (SDGs). Landsea Green Life always attaches importance to the safety and anti-disaster capacity building in the community. We applies technical means to create a safe and smart community. In the meanwhile, a slew of measures, such as publicity, popularization of knowledge and emergency response drills, have been adopted to constantly improve the community's resilience against disasters and build a safe community.



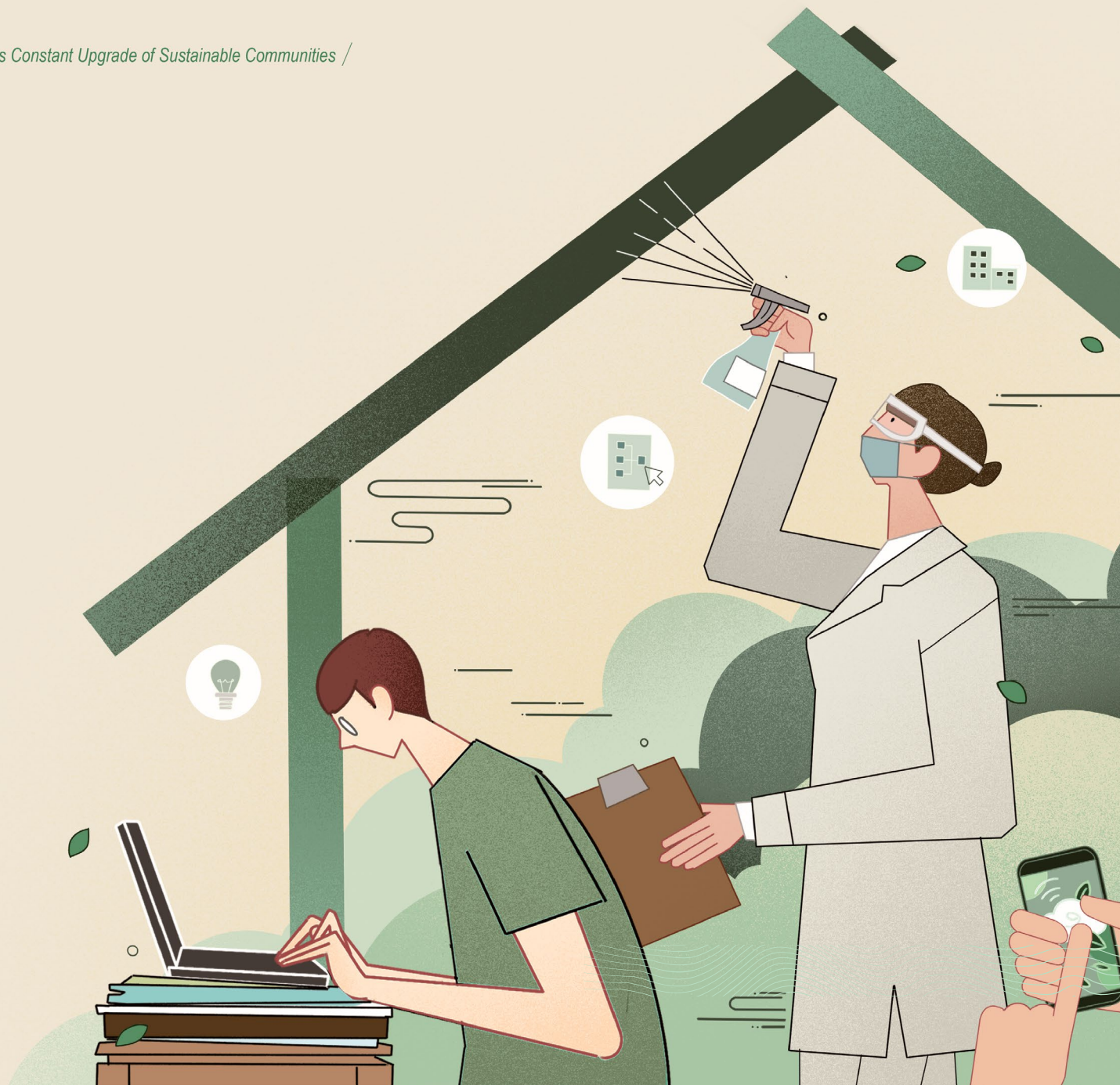
### 疫情防控，守護社區安全

Epidemic prevention and control to guarantee a safe community



### 科技加持，強化社區韌性

Technological means to strengthen community resilience





## 疫情防控， 守護社區安全

### Epidemic prevention and control to guarantee a safe community

2020 年初，面對突如其來的新冠疫情，朗詩綠色生活作為物業服務者，站在了社區防疫第一線。通過迅速反應、切實執行、持續堅守，打造安全社區，保證業主生命健康。

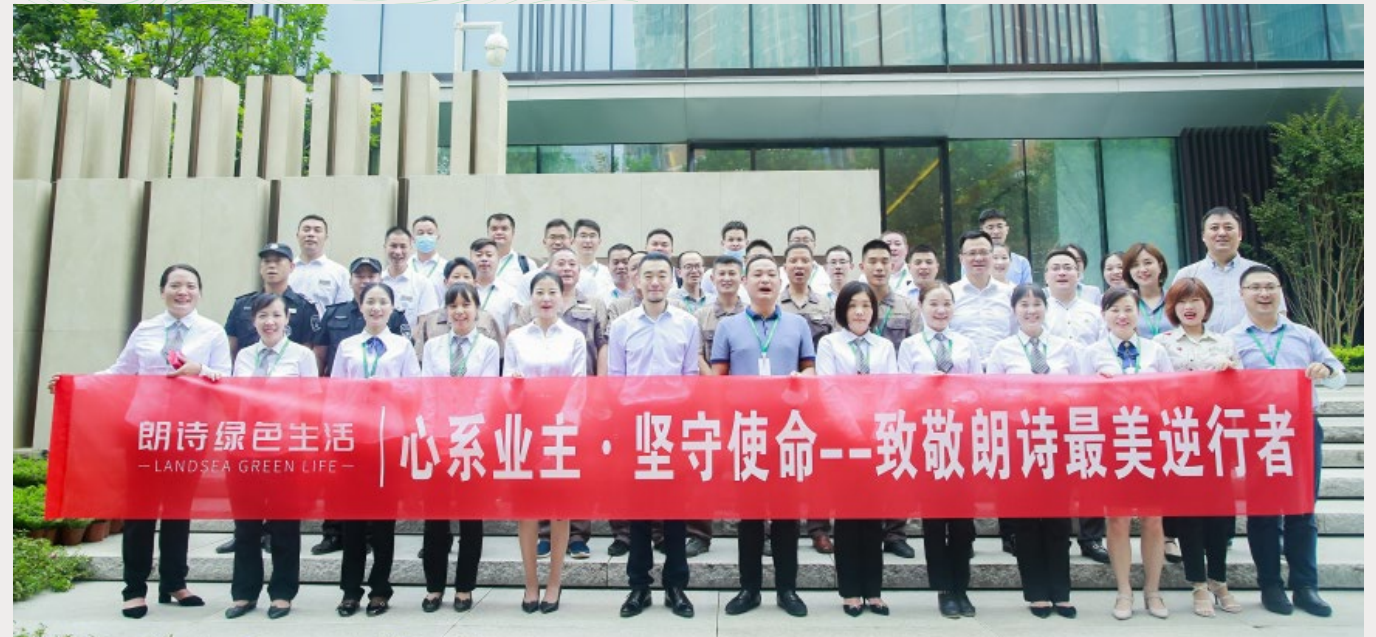
Facing the outbreak of covid-19 at the beginning of 2020, Landsea Green Life, as a property management service provider, came to the forefront of epidemic prevention and control in the community. By virtue of rapid response, thorough implementation of policies and relentless efforts, we developed a safe community and provided guarantee for the life and health of property owners.

## 專業助力疫情防控

### Professional measures for epidemic prevention and control

朗詩綠色生活在 2020 年 1 月 20 日第一時間成立疫情專項防控小組，由企業高層牽頭，聯合各職能條線骨幹成員，對於疫情防控進行組織管理協調工作。從總部到城市、片區和項目均採用扁平化、網路化管理方式，保證防疫指令的下達和落實實施。

On January 20th, 2020, Landsea Green Life set up a special epidemic prevention and control team at the earliest possible time. Led by the company's executives, the team brought together key personnel of various functional lines to manage and coordinate the anti-epidemic work. Flat and network-based management was adopted in headquarters, cities, districts and projects, in a bid to ensure the delivery and implementation of anti-epidemic instructions.



朗詩綠色生活推出《住宅物業管理區域新冠病毒肺炎疫情防控操作指引》，細化在疫情期間，基礎物業管理、專項防控措施，嚴格執行社區公共區域和衛生死角消毒、實施社區保安和業主單元聯動、加強防疫知識宣傳等工作，全方位回應和執行疫情防控。

Landsea Green Life introduced the *Guideline for Property Management Service in Epidemic Prevention and Control in Residential Areas*. It elaborated on the measures for basic property management services and special prevention and control measures during the anti-epidemic period, requiring the most stringent implementation of such measures as the disinfection in public areas and places that are hard to clean, the coordination between community gatekeeper and property owners, and the popularization of anti-epidemic knowledge. All-round response and strict measures for epidemic prevention and control have been put into practice.



此外，朗詩綠色生活建立「疫情防控」專屬通道，「返程登記」、「每日體溫」協助進行防疫管控；「即時疫情」、「疫情闢謠」為業主提供官方即時疫情訊息。在整個防疫期間，朗詩物業管理人始終堅守崗位，以堅持不懈的態度守衛社區的安全。



In addition, Landsea Green Life established an exclusive passage for epidemic prevention and control. We helped with the registration of those returning from other places and took temperature check on daily basis. We provided property owners with epidemic updates through "real-time epidemic data" and "truth about epidemic rumors". Every Landsea Green Life staff has held posts with tenacity and made persistent efforts to safeguard the safety in the community.





## 春雨義診，守護安康

Chunyu free medical consultation to safeguard residents' well-being

朗詩綠色生活聯合移動健康 APP 春雨醫生，開展新冠肺炎的線上義診服務。「春雨義診」通過連線二甲、三甲醫院呼吸科、感染科、內分泌與新陳代謝科醫生，為業主提供 7\*24 小時服務。自開通疫情防控通道以來，共有：

Landsea Green Life cooperated with the mobile health APP "Chunyu Doctor" to provide free online consultation services for COVID-19. The "Chunyu free medical consultation" gathers doctors from respiratory department, infection department, endocrinology and metabolism departments in Grade II Level A and Grade III Level A hospitals to provide round-the-clock online service to property owners. Since its opening,

**18,022** 位

醫生參與義診諮詢

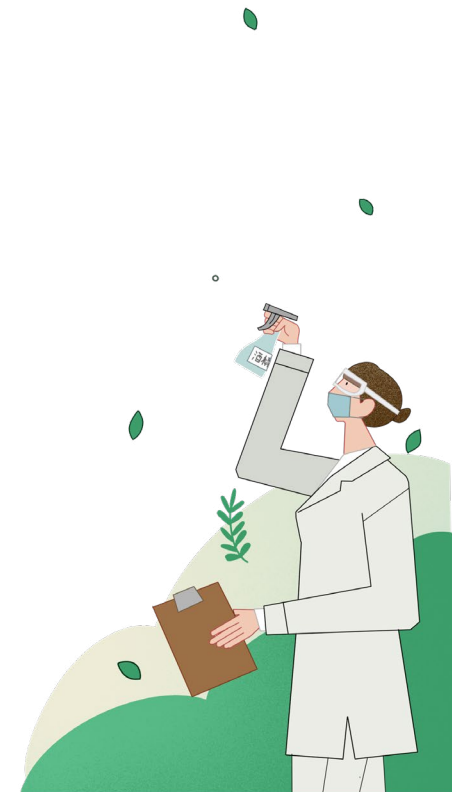
**18,022**

doctors provided free medical consultation services

業主諮詢總數突破

**116** 萬次

A total of **1.16** million consultation requests were made by property owners



## 用心保障疫情生活

### Considerate services to ensure a safe life in times of epidemic

朗詩綠色生活不僅用專業的物業服務落實各項防疫工作，為社區的安全保駕護航，更是落實有溫度的服務理念，為業主採購生活物資等，向居家隔離業主提供全方位、貼心的服務和支援。

Landsea Green Life not only provided professional property services to implement various anti-epidemic measures and ensure the safety in the community, but also adhered the principle of providing warm services, such as helping with the purchase of daily supplies, in a bid to provide comprehensive and considerate services and supports for property owners under lockdown.

#### 便民服務，疫情中更顯溫度

Convenient services in times of the epidemic

在疫情最艱難時刻，為解決業主物資緊缺狀況，朗詩綠色生活緊急整合新鮮安全的蔬果供貨渠道，為業主開放果蔬生鮮、糧油米麵的直送服務，覆蓋全國 88 個社區，服務近 6 萬戶業主。

To alleviate the shortage of supplies for property owners during the most difficult times of the epidemic, Landsea Green Life adopted emergency measures to integrate supply chains for fresh and safe vegetables and fruits. In addition, we introduced the service of direct delivery of fresh fruits and vegetables, grains, oils, rice, and noodles, covering 88 communities across the country and serving approximately 60,000 property owners.

以南京地區與南京電視台十八頻道聯合推出的直送服務為例，居家的業主聯絡管家後，次日業主訂購的蔬果便能送達。送至業主的所有蔬菜都具有檢測檢驗報告，抵達社區後，物業員工會對其進行外包裝消毒並配送至業主家。全程無接觸配送減少業主出門頻率，降低業主感染風險。

Take the direct delivery service jointly launched by Landsea Green Life in Nanjing and Nanjing TV Channel 18 as an example. The property owner could place an order with the steward and receive the package the very next day. All vegetables delivered to property owners had test reports and the property service personnel would disinfect the outer packaging before taking it to the property owner. Thanks to the whole-process contactless delivery service, the property owners reduced the number of grocery shopping, thereby reducing the risk of getting infected.



案例

## 科技加持，強化社區韌性

### Technological means to strengthen community resilience

#### 數碼化管理打造安全的智慧化社區

#### Digital management for a safe and smart community

朗詩綠色生活充分利用雲計算、大數據、人工智能等技術手段，通過「朗e雲平台」「詩鄰薈」等數碼化平台，打造「智慧物業+智慧生活」，為社區業主提供一個安全、便捷的智慧化社區。

Landsea Green Life takes full advantage of such technical means as cloud computing, big data, and artificial intelligence, created “smart property management plus smart life” through digital platforms like “Landsea e-cloud platform” and “Landsea Neighborhood”, and provides property owners with a safe, convenient, and smart community.

為降低物業服務過程中接觸傳播的風險，保障社區安全，朗詩綠色生活持續增加科技投入，升級改造人臉識別門禁和車牌自動識別

道閘。此外，朗e雲嫁接「詩鄰薈」C端平台，對工程設備維修保養與巡檢、品質管理、倉儲管理、管家拜訪、承接查驗、以流動設備收繳費等基礎物業服務實現了標準統一的平台智慧化管理，更及時地回應業主需求，業主足不出戶即可實現智慧、安全的社區生活。

With a view to minimizing the risk of infection from contact in the process of property services and ensuring safety in the community, Landsea Green Life continues to increase investment in technology and upgraded its facilities for access control based on face recognition and automatic license plate recognition. Moreover, Landsea e-cloud is connected to the C-end platform of “Landsea Neighborhood” to create a standard and unified platform for smart management of basic property services, such as engineering equipment maintenance and inspection, quality control, warehouse management, steward visits, undertaking inspections, and mobile terminal payment. In this way, we can respond to the needs of property owners more promptly, while property owners can enjoy a smart and safe community life at home.





## 災害預防提升社區抗災韌性

### Anti-disaster measures to enhance community resilience

朗詩綠色生活注重社區災害防救能力，對於社區可能發生的突發事件，公司關注應急處置能力和管理能力的建設，編制從潛在識別、年度檢查、及時回應、應急處理、事故分析、實施措施、程式自評和修訂等制度和流程，制定應急預案，防患於未然。

Landsea Green Life always attaches importance to the capabilities for disaster prevention and relief. In response to potential emergencies in the community, Landsea Green Life focuses on the capacity building for emergency response and management, formulated rules and procedures for identification of potential emergencies, annual inspection, prompt response, emergency management, accident analysis, practical measures, as well as self-evaluation and revision of procedures. We also design emergency response plans just in case.



對於火災、高空擲物、人身傷害等可能涉及社區業主的突發事件，公司積極進行社區普及和宣傳，定期向員工和社區開展演練和消防演習等，提高員工設備操作熟悉度和對突發事件的應變能力，加強業主和社區居民的防範意識。

To prevent such accidents as fires, objects thrown from height, personal injuries, and other incidents that may occur to property owners, Landsea Green Life actively promotes the relevant knowledge, regularly conducted fire drills and other drills to engage staff members and residents, improved the staff members' capability for equipment operation and emergency response, and raised the safety awareness of property owners and residents in the community.

案例

## 「安全重於泰山」，提升安全意識

Enhance the awareness that “safety is of paramount importance”

物業人員的安全意識和救助能力對整個社區的安全尤為重要，無錫朗詩太湖綠珺物業服務中心每年定期開展 2 次消防演習，提高全體員工消防安全意識，幫助員工熟練掌握各種消防器材的使用方法以及做好火災的預防與自救工作。

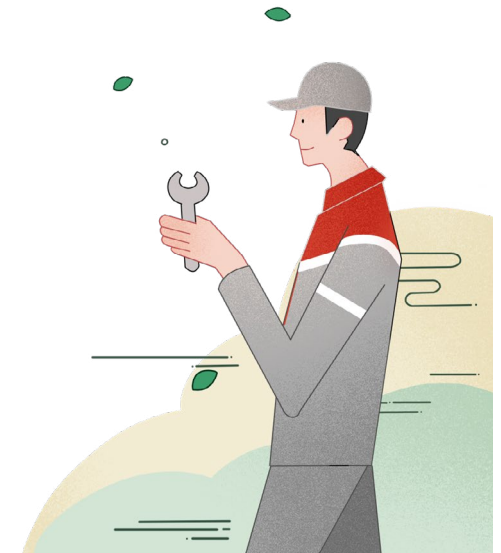
The safety awareness and rescue capabilities of property service personnel are of particular importance to the safety of the entire community. The property service center of Landsea Green Town in Wuxi conducts two regular fire drills every year to increase the fire safety awareness of all employees and help them master the use of various fire equipment for fire prevention and rescue.

2020 年 11 月 6 日，無錫朗詩太湖綠珺物業服務中心就單元樓發生火警進行演習，演習人員包含總指揮、副總指揮、滅火組、疏散組、設備保障組、醫療救護組、警戒組、廣播組及後勤保障組，從部門協調、火種撲救、人員疏散等方面展開演習。消防演習不僅有效提升了員工應對突發事件的應變能力，也增加了物業員工創造安全美好的居住環境的責任心。

On November 6th, 2020, the property service center of Landsea Green Town in Wuxi conducted a fire drill in the building. The participants included the commander-in-chief, deputy commander-in-chief, fire-fighting team, evacuation team, equipment support team, medical rescue team, alert team, broadcast team, and logistics team. The drill involved departmental coordination, fire fighting, and personnel evacuation. The fire drill not only effectively improved the employees' ability for emergency response, but also increased their sense of responsibility for creating a safe and beautiful living environment in the community.



消防演習現場 / The scenes of the fire drill

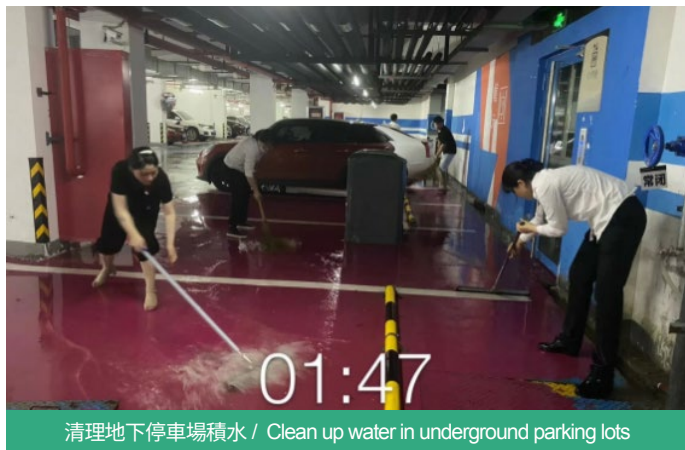


## 梅雨季防洪，力保社區安全

Flood prevention during the rainy season to ensure safety in the community

針對 2020 年比以往更長的梅雨季節，朗詩綠色生活各城市公司、各項目積極回應，開展防洪工作。公司組織防洪演練、籌備防洪物資、建立洪期全套防洪回應機制，最大程度發揮災害防禦應對措施。同時，各物業加強排摸檢查與定期維護，通過對天台、下水道等進行全面排查、在重要位置鋪設防滑墊等措施，減少意外發生率，全力保障特殊時期業主居住安全與平安出行。

In response to the longer rainy season in 2020, Landsea Green Life in various cities and projects made active efforts in flood prevention. We organized drills, prepared materials, and established a full set of flood control mechanisms for the flood season to give full play to the measures for disaster prevention and control. Meanwhile, each property service center has strengthened inspections and regular maintenance. Such measures as conducting comprehensive inspections of rooftops and sewers and laying non-slip mats at key places were implemented to reduce the accident and provide full guarantee for the safety of property owners in special times.





# 綠色運營， 更健康的社區

## GREEN OPERATION FOR A HEALTHIER COMMUNITY

綠色，是寫入朗詩綠色生活的基因，是朗詩綠色生活對生態環境、客戶健康舒適負責任的體現。朗詩綠色生活依託十餘年綠色社區運營服務經驗及行業領先的客戶滿意度，堅持以客戶為導向，通過專業的綠色運維、全面的社區環境教育，全力打造更綠色健康的社區。

Green operation & maintenance is an important pillar of a sustainable community. Landsea Green Life carries out comprehensive green operation & maintenance in the community from eight aspects, including sustainable management, resilience, health and well-being, energy, resources, land use and ecology, pollution, and water. In the meanwhile, Landsea Green Life continues to improve professional capabilities for operation & maintenance to help improve community quality and contribute to a greener and healthier life for residents in the community.



專業綠色運維，共創可持續未來

Professional green operation & maintenance for a sustainable future



呵護業主身心，塑造健康生活

Care for property owners' body and mind for a healthy life



## 專業綠色運維，共創可持續未來

### Professional green operation & maintenance for a sustainable future

#### 多維度的綠色運維體系

#### Multi-dimensional green operation & maintenance system

綠色運維，是可持續社區的重要基礎。朗詩綠色生活從綠色管理、防災韌性、健康福祉、能耗管理、資源循環利用、生態環境、污染控制以及水資源管理八大方面開展社區全面綠色運維，並持續提升專業運維能力，助力社區品質提升，為居民提供更加綠色、健康的社區生活。

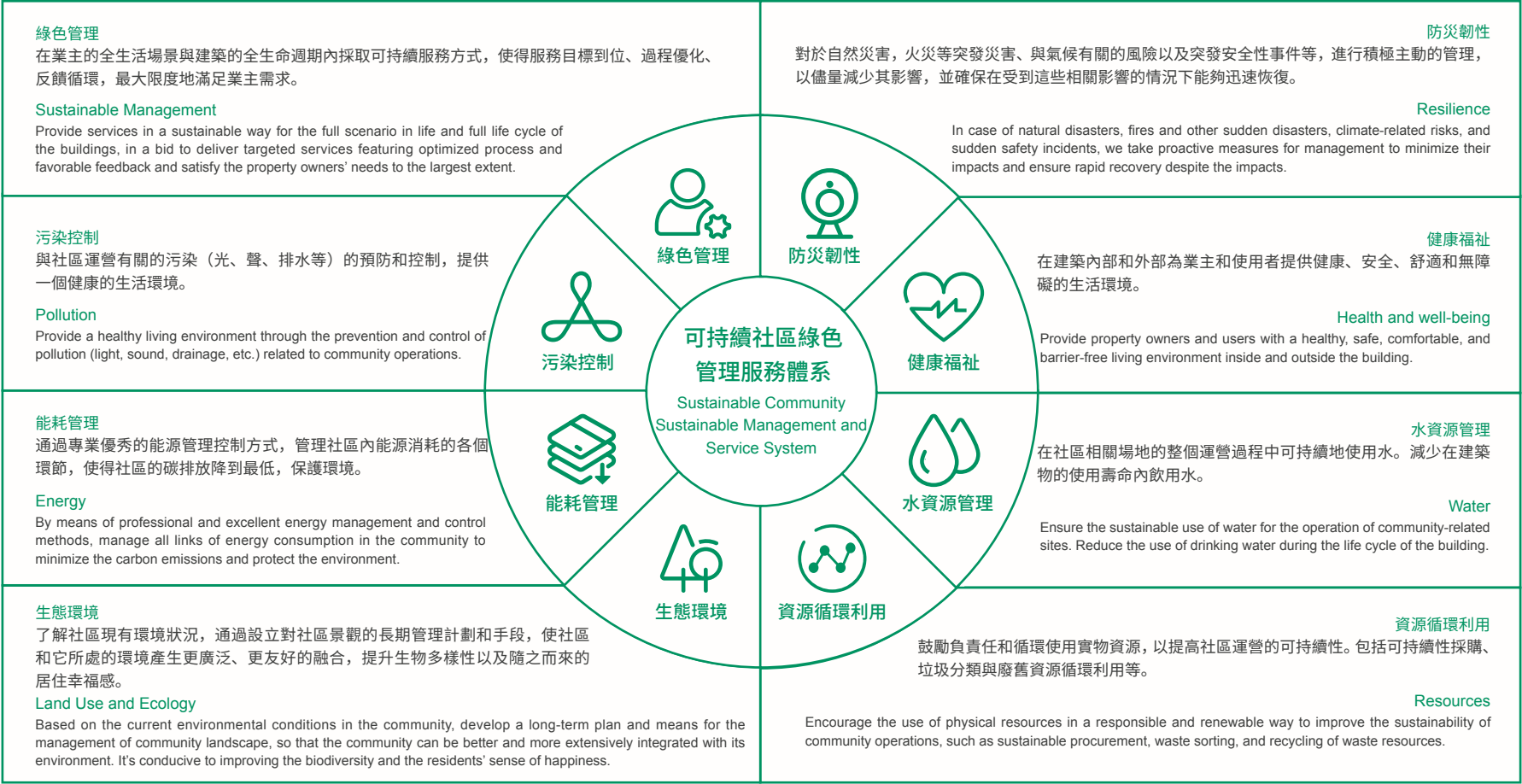
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在 15 年的發展歷程中，朗詩綠色生活綠色運營理念的成果已被行業和市場廣泛認可。截止 2020 年 12 月 31 日，在朗詩綠色生活管理的 **123** 個項目中，有 **36** 個項目住宅獲得中國綠建星級認證（其中綠建三星認證有 27 個），其面積占比為 **34.4%**。

Over the past 15 years since its inception, Landsea Green Life has been widely recognized in the industry and market for its achievements in green operation & maintenance. As of December 31st, 2020, among a total of **123** projects managed by Landsea Green Life, **36** residential projects have obtained China's Green Building Label (including 27 threestar Green Building Label), total floor area accounting for **34.4%**.





## 負責任的綠色運維贏得國際認可

International recognition for responsible green operation & maintenance

【朗詩·虹橋綠郡】上海為數不多的高端綠色科技住宅，由朗詩綠色生活負責物業運營。

Landsea Hongqiao Green Country in Shanghai is among a handful of high-end residence featuring green technology. Landsea Green Life is responsible for its property management.

2020年7月，根據BRE在綠色管理、健康福祉、能耗管理、資源消耗、防災韌性、污染控制等9大範疇評估，朗詩虹橋綠郡被授予全球首個集中式住宅社區BREEAM In-Use V6住宅類項目運營認證。

In July 2020, based on the BRE's assessment in 9 major categories, including sustainable management, health and well-being, energy, resources, resilience, and pollution, Landsea Hongqiao Green Country in Shanghai became the first centralized residential building in the world to obtain the BREEAM In-Use V6 residential project certification.



### BIU 認證

BREEAM（英國綠色建築評估體系）由BRE（英國建築研究院，全球五大最頂尖的建築研究院之一）創立，是世界上最權威、最廣泛使用的綠色建築評估辦法，在全球範圍內擁有廣泛影響力。BREEAM In-Use V6的認證，證明了朗詩綠色生活的運營理念的成果正逐漸被行業乃至全球認可。

The BREEAM (Building Research Establishment Environmental Assessment Method), founded by BRE (Building Research Establishment in the UK, among the world's top five architectural research institutes), is the most authoritative and widely used green building assessment method in the world, with overwhelming influence around the world. The certification of BREEAM In-Use V6 (BIU) demonstrates that the operating philosophy of Landsea Green Life is being recognized by the industry and the world.

**BREEAM**  
delivered by bre



**朗詩綠色生活**  
— LANDSEA GREEN LIFE —

## 專業的基礎設施管理 Professional infrastructure management

“

「對於水、電、消防、監控等基礎設施的系統化管控影響物業運維的核心競爭力。在業主看不見的地方，更需傾注大量的心力。否則，一旦有意外，就是大問題。

——蘇州朗詩國際街區物業經理晁雷傑

“The core competitiveness of property operation and maintenance is affected by the systematic management and control of infrastructure such as water, electricity, fire fighting, and monitoring. More efforts are needed in places invisible to property owners; failing that, an accident will give rise to severe problems.”

——Chao Leijie, Property Manager of Suzhou Landsea International Block

一直以來，朗詩綠色生活對風機房、配電間、水泵房、消防泵房等開展常態化巡檢維護，順利通過政府部門各類突擊檢查，並對來訪參觀團公開，以促進朗詩綠色生活運維能力持續提升，為行業輸出專業力量。

Landsea Green Life carries out regular inspections and maintenance on the fan room, power distribution room, water pump room, and fire pump room. We have passed various surprise inspections by government departments and opened them to visiting groups, with a view to promoting the constant improvement of its operation and maintenance capabilities and foster professional forces for the industry.



案例

## 基礎設施維護煥新社區生活體驗

Infrastructure maintenance for new experience in community life

2020年11月，朗詩綠色生活聯合朗綠科技、朗詩地產正式啟動「冬日暖陽行動」的社區煥新計劃，以11項計劃、33項行動、85項細節對社區進行改善和提升，為業主們煥新美好生活體驗。首次覆蓋南京、無錫、常州、蘇州、上海、杭州、武漢、成都8大城市，16個社區，對已交付數年以上甚至十餘年的社區進行升級改造。

In November 2020, Landsea Green Life, together with Landsea Green Properties and Landleaf Architecture Technology, officially launched the community renewal project of "Winter Sunshine", incorporating 11 plans, 33 actions, and 85 details for upgrading of the community to provide a better life experience for property owners. The project was first carried out in 16 communities in eight major cities of Nanjing, Wuxi, Changzhou, Suzhou,

Shanghai, Hangzhou, Wuhan, and Chengdu to upgrade and renovate the communities that have been managed by Landsea Green Life for a few years or even more than a decade.



## 宣傳綠色社區文化

Promote a green community culture

朗詩綠色生活高度關注社區環境教育，在進駐每個社區前，為業主發放《業主手冊》，明確在「綠色公約」中提出對於綠色生活、低碳環保的倡議，並積極開展環保宣傳教育，通過環保主題宣傳、培訓、共建等活動，宣傳社區居民共同關注環境問題，切實展開有效行動，共同為更綠色、可持續的未來貢獻力量。

Landsea Green Life attaches great importance to education on community environment. Before being stationed in a new community, it hands out *Manual for Property Owner* to property owners, specifying the initiative for green, low-carbon, and environment-friendly lifestyle in the "Green Pact". Landsea Green Life actively provides education on environmental protection. Through activities like themed publicity, training and joint efforts on environmental protection, it mobilizes the community residents

to care for the environment, adopt effective measures, and jointly contribute to a greener and more sustainable future.







### 固定點宣傳 Fixed-point publicity

在社區固定宣傳欄、電梯宣傳畫框、戶外顯示屏等處宣傳環保知識，在兒童遊樂場、健身場、地下室、社區路面等相關位置設置環保主題的標識

Popularize knowledge about environmental protection on fixed bulletin boards, in the elevators and on the outdoor display screens. Set up environmental-friendly logos in places such as children's playgrounds, fitness sites, basements, and at the roadside in the community.



### 世界環境日活動 Activities on World Environment Day

結合 6 月 5 日「世界環境日」開展環保宣傳活動，貫徹環保法規，倡議業主養成綠色、環保的工作習慣。（可與社區或學校合作）

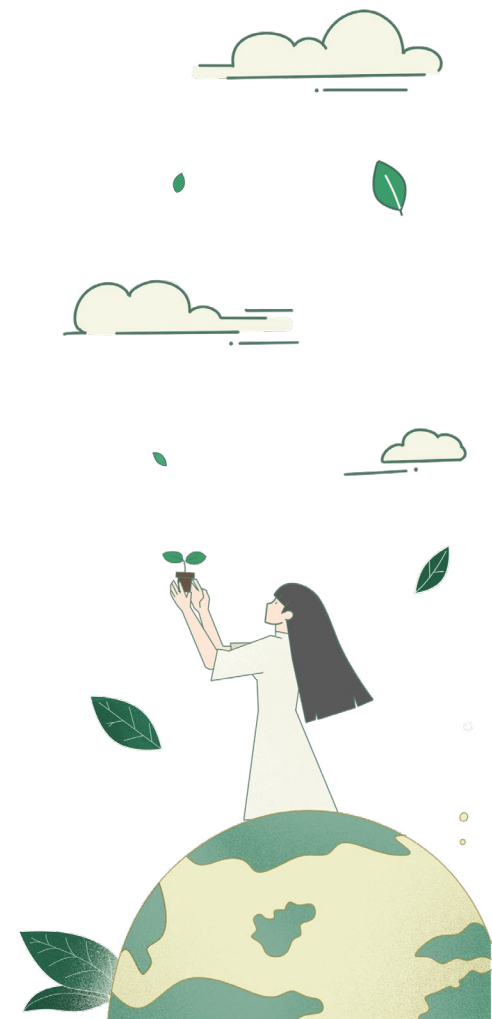
On the World Environment Day that falls on June 5, a series of events are held to promote environmental protection, publicize relevant laws and regulations, and call on property owners to foster green and environment-friendly habits in work and life. (Cooperation with community or schools is advisable.)



### 其它環保活動 Other environment-friendly activities

充分利用社區的各種設施開展環保宣傳活動

Make full use of various facilities in the community to carry out publicity events on environmental protection



案例

## 多方聯動，引導垃圾分類

Multi-party collaboration to guide garbage sorting

朗詩國際街區早在 2016 年已榮獲杭州市家庭生活垃圾分類示範社區。近年來，社區不斷總結經驗並積極創新垃圾分類工作，包括通過開展各種活動和評選推進垃圾分類工作，招募外籍友人作為垃圾分類宣傳大使等。

Landsea International Block was selected as a demonstration community for sorting out household waste in Hangzhou as early as in 2016. In recent years, the community has continued to accumulate experience and introduce various events and selection activities to promote garbage sorting, recruitment of foreign friends as ambassadors for garbage sorting.

此外，社區聯動周圍中小學、大專院校志願者定期上門給居民發放垃圾分類宣傳冊，宣傳垃圾分類知識，並通過日常巡檢工作，了解現階段集中存在的問題

以及分類的大致情況，對於存在的突出問題制定相應方案。

Moreover, Landsea Green Life invited volunteers from the surrounding primary and secondary schools and colleges and universities to distribute brochures for garbage sorting to residents in the community on a regular basis, in a bid to popularize knowledge of garbage sorting. In addition, daily inspections were conducted to understand the common problems and the general situation of garbage sorting. For outstanding problems, a plan will be formulated accordingly.



## 推動社區可持續教育

Promoting sustainable education in the community

**垃圾分類小課堂：**詩友公社組織開展垃圾分類小課堂，帶動社區居民，以家庭為單位共同了解、參與垃圾分類，推動社區可持續教育，助力環境友好。

**Classes on garbage sorting:** Landsea Community conducts classes on garbage sorting to mobilize community residents to learn about and participate in waste sorting based on the unit of family, promote sustainable education, and create a friendly environment in the community.



**為閒置玩具找到新主人：**詩友公社開展以社區為單位的詩友市集活動，鼓勵居民將閒置物品進行交換，並為孩子們的閒置玩具開設專場市集活動，幫助孩子們從小樹立可持續生活理念，培養可持續生活方式。

**Get a new home for your idle toys:** Landsea Community hosts community fairs to encourage exchanges of idle items among residents. A special fair is organized for the kids' idle toys to help them foster the idea of sustainable life and develop a sustainable lifestyle at an early age.



案例

案例

## 廢棄物新生，打造社區環保角落

Turn waste to treasure for environment-friendly corners in the community

蘇州朗詩國際街區的物業工作人員，充分利用廢棄輪胎等廢棄物，進行資源化利用。曾經的廢棄輪胎，現在成為了創意盆栽和藝術作品，成為了社區綠色、別致的環保角落，不僅為業主營造了別具特色的社區風景，也向業主傳達資源再利用的環保理念。

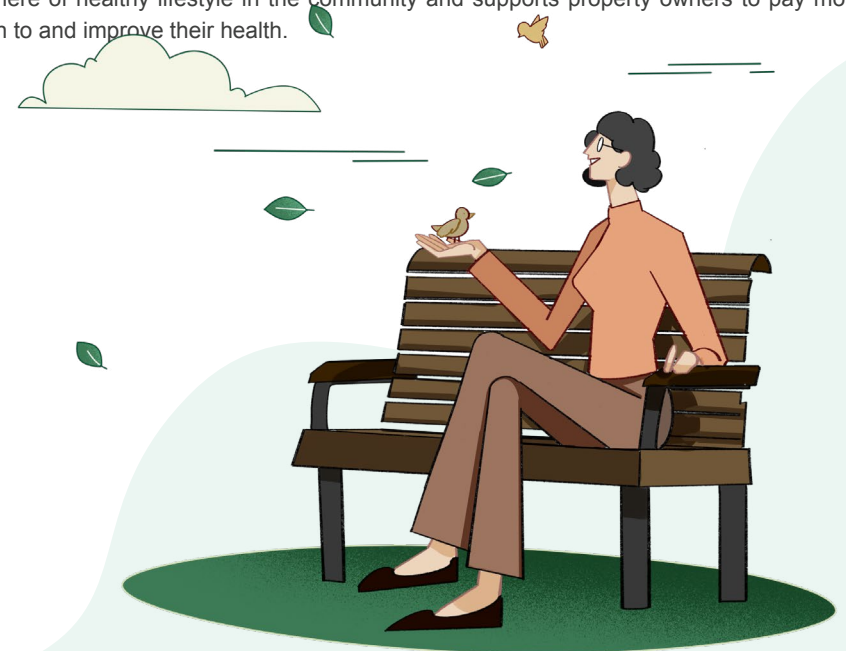
The property service personnel in the Landsea International Block in Suzhou makes full use of wastes and turned them to resources. For example, the waste tires is used for creative potting and works of arts that decorated the green and unique environment-friendly corners in the community. In this way, we not only create distinctive scenery in the community, but also send the message of recycling resources to residents.



## 呵護業主身心，塑造健康生活 Care for property owners' body and mind for a healthy life

健康，是一切生活的重要基礎。朗詩綠色生活關注業主健康，著力開展健康教育和促進行動，通過定期維護健身器材、舉辦健康諮詢和講座活動，營造社區健康生活氛圍，為增強業主健康意識，提高業主健康生活水準提供支援。

Health is the cornerstone of life. With great care for the health of property owners, Landsea Green Life makes great efforts on health education and promotion. By regular maintenance of fitness equipment, health consultation and lectures, Landsea Green Life creates an atmosphere of healthy lifestyle in the community and supports property owners to pay more attention to and improve their health.





定期維護健身器材 Regularly maintenance of fitness equipment

- 定期維護社區的健身器材，在滿足業主鍛煉需要的同時，營造和睦、團結、充滿溫情的鄰里關係和社區環境，提高業主對社區的認同
- Regularly maintain the fitness equipment in the community. It not only meets the property owners' needs for exercise, but also helps create harmonious, united and close relations among neighbors and community environment, while improving the property owners' recognition of the community.

協同舉辦健康教育活動 Co-organize activities on health education

- 協同社會醫療機構和政府相關部門，舉辦健康諮詢和講座活動，將「健康」的生活理念滲透到社區生活中去
- Cooperate with medical institutions and relevant government departments to organize health consultation and lectures, in a bid to make the healthy lifestyle an integral part of community life.

協同舉辦健康教育活動 Co-organize activities on health education

- 成立朗詩體育俱樂部，不定期開展體育課程
- 成立各類體育愛好社群，組織開展體育活動
- Establish Landsea Sports Club and host sports courses from time to time
- Establish various sports communities to organize sports activities

案例

## 強身健體小課堂

### Fitness courses

朗詩生活館於2月份開始推出抖音線上健身直播課程，由專業的教練普及科學健身知識，推廣居家健身方法，為朗詩業主帶來熱身、有氧、核心、拉伸訓練等課程。除了定制「居家鍛煉計劃」外，朗詩生活館還分享了營養膳食、減脂菜譜等經驗，讓業主在家裡也可以強身健體。

In February Landsea Life Center began to livestream fitness courses within Douyin (a video app). Professional coaches are invited to popularize scientific knowledge about fitness, give instructions on exercise at home, and provide property owners with courses on warm-up, aerobics, core muscles training, and stretches. In addition to make customized "home exercise program", Landsea Life Center also shares experiences in nutritious meals and fat-reducing recipes, in a bid to help property owners keep fit at home.



## 以跑會友 健康樂活社群

Running club for a healthy and lively community

詩友樂跑團是朗詩綠色生活建立的全國性跑團組織機構，為喜歡跑步的詩友們創造和組織的專屬跑團活動。2020 年末，詩友樂跑團發起跨年樂跑活動，通過設置各城市分跑團的形式，帶動全國熱愛跑步的詩友共同在快樂跑步中迎接新的一年。



Landsea Happy Running Club is a national running organization established by Landsea Green Life. It is created exclusively for running lovers of Landsea Community. At the end of 2020, the Landsea Happy Running Club launched a running event at the New Year's Eve. Running groups were set up in various cities so that all running lovers of Landsea Community across the country could embrace the new year with happy running.

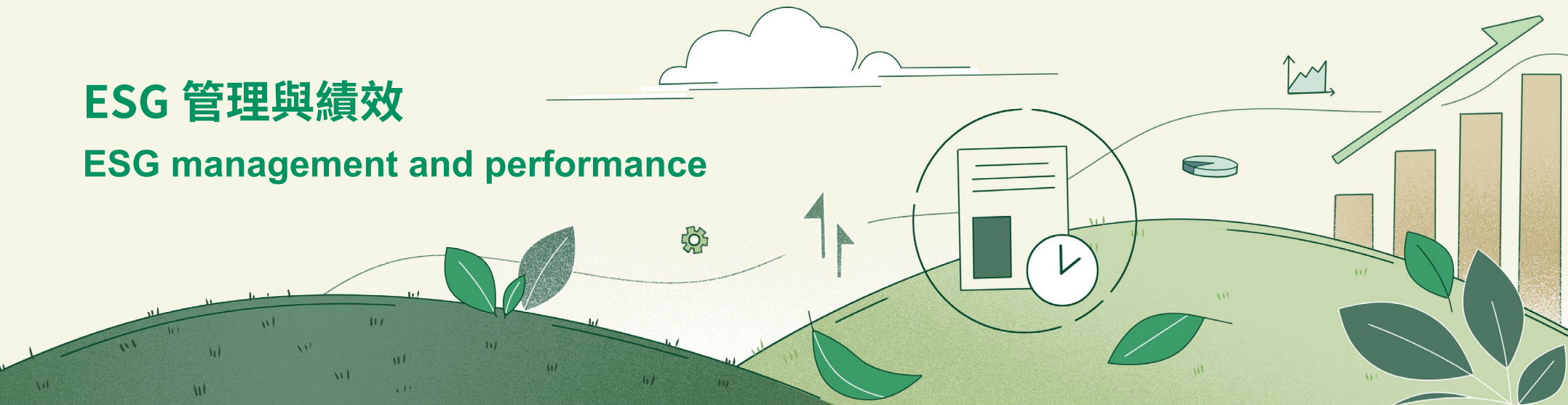
此次跨年樂跑在各位跑友的堅持下以總里程 **5,711.219** 公里畫上完美的句號，參與人數達 **84** 人，總打卡次數達到 **640** 次。南京、杭州、上海、武漢分團分別獲得此次樂跑的前四名。

The running event at the New Year's Eve concluded with a total mileage of **5,711.219** kilometers, engaging **84** runners and **640** check-ins. Running groups in Nanjing, Hangzhou, Shanghai, and Wuhan won the top four places in the event.



# ESG 管理與績效

## ESG management and performance



## ESG 管理

### ESG MANAGEMENT

朗詩綠色生活將 ESG 相關事宜全面納入公司管理中，建立了明確的 ESG 管理架構，並通過持續加強與利益相關方之間的溝通，以及實質性議題分析，圍繞 ESG 管理重點，持續提升公司 ESG 表現。

Landsea fully incorporates ESG related issues into corporate governance and established clear ESG management structures. We continuously communicate with various stakeholders, analyze materiality issues, and focus on essential ESG management issues to improve our ESG performance.

## ESG 管理架構

### ESG management structure

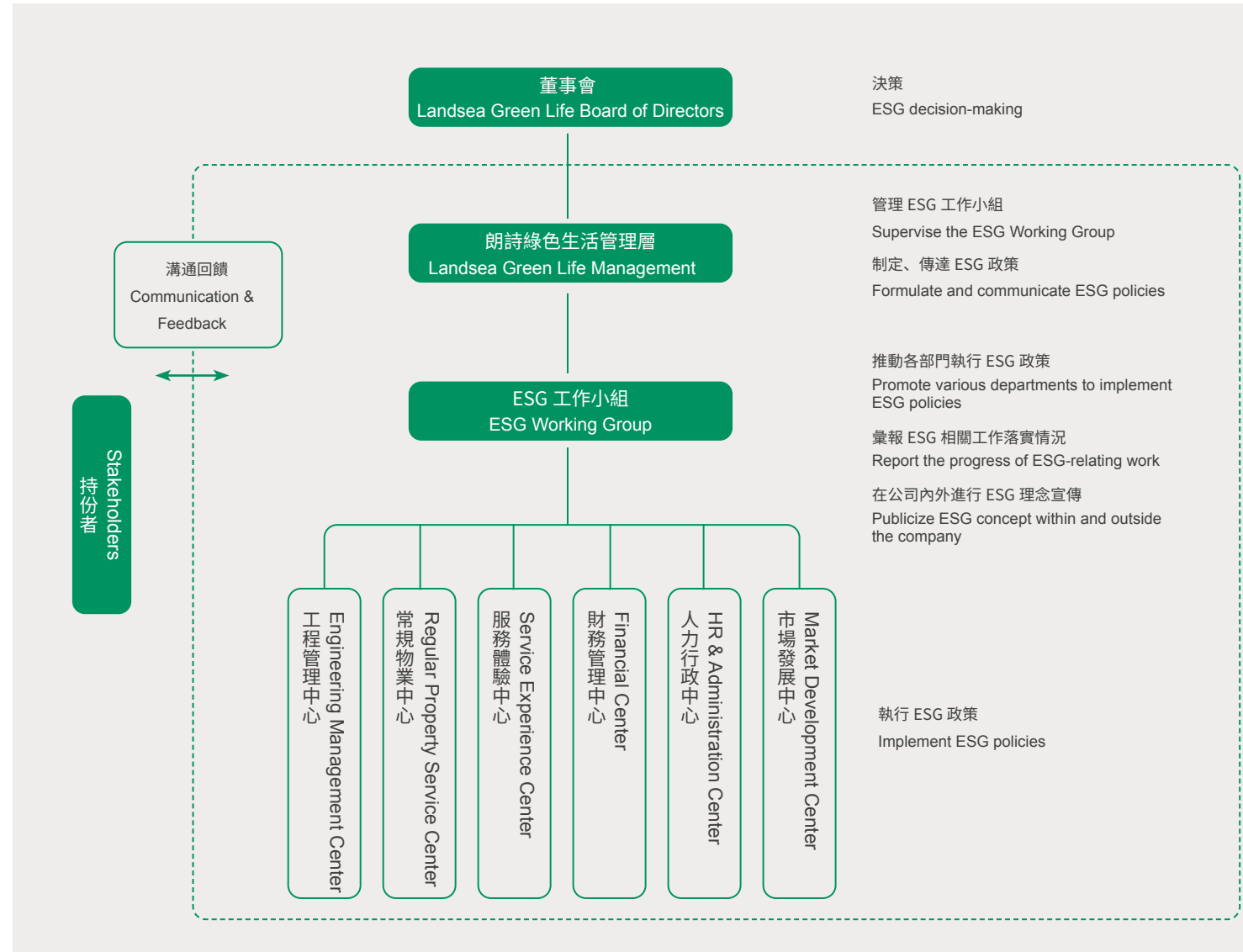
為有效推動 ESG 管理的落實和不斷提升，朗詩綠色生活搭建自上而下的 ESG 管理架構。朗詩綠色生活董事會作為決策機構，承擔 ESG 戰略和資訊披露的整體責任；管理層負責推進董事會決策的落實。

In order to effectively promote the implementation and continuous improvement of ESG management, Landsea Green Life has established a top-down ESG management structure. As the decision-making body, the Landsea Green Life Board of Directors is overall responsible for ESG strategy and disclosure. The management is responsible for pushing forward the implementation of the decisions of the Board of Directors.



此外，公司成立了由工程管理中心、常規物業中心、服務體驗中心、財務管理中心等部門組成的朗詩綠色生活 ESG 工作小組，負責開展持份者溝通、ESG 資訊填報與報告編制等具體 ESG 工作的執行。

In addition, Landsea Green Life sets up the ESG working group consisting of engineering management center, regular property service center, service experience center, financial center, and other departments, responsible to carry out specific ESG work, such as communication with stakeholders, ESG information registration, and report preparation, among others.



# 持份者溝通

## Communication with stakeholders

朗詩綠色生活重視各持份者的意見，包括股東及投資者，員工、客戶、供應商、社區、行業、政府及監管機構等。為了深入了解各方關注重點與訴求，朗詩綠色生活與持份者建立常態化的溝通機制，將持份者關注的議題納入公司的運營和決策過程中，並積極回應持份者的訴求和期望，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 has established 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.

主要持份者								
Main 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)	供應商 Suppliers	員工 Employees	行業 Industry	社區 Community
溝通渠道 Communication channels	<ul style="list-style-type: none"><li>股東大會</li><li>資訊披露</li><li>路演</li><li>General meeting of shareholders</li><li>Information disclosure</li><li>Roadshow</li></ul>		<ul style="list-style-type: none"><li>項目合作</li><li>會議交流</li><li>監督檢查</li><li>Project cooperation</li><li>Communication meetings</li><li>Supervision and inspection</li></ul>		<ul style="list-style-type: none"><li>客戶滿意度調查</li><li>業主見面會、400 等溝通渠道</li><li>社區活動</li><li>Customer satisfaction survey</li><li>Meeting with property owners, "400" hotline, and other communication channels</li><li>Community activities</li></ul>		<ul style="list-style-type: none"><li>定期會議</li><li>員工活動</li><li>投訴與回饋</li><li>Regular meetings</li><li>Staff activities</li><li>Complaints and feedback</li></ul>	
	<ul style="list-style-type: none"><li>行業協會組織</li><li>行業會議</li><li>Industry associations</li><li>Industry conference</li></ul>		<ul style="list-style-type: none"><li>社區活動</li><li>定期溝通</li><li>微信等媒體溝通</li><li>Community activities</li><li>Regular communication</li><li>WeChat and other media for communication</li></ul>		<ul style="list-style-type: none"><li>供應評估與審核</li><li>Supplier evaluation and audit</li></ul>		<ul style="list-style-type: none"><li>勞工準則</li><li>員工權益與福利</li><li>員工培訓與發展</li><li>職業健康與安全</li><li>Labour standards</li><li>Employees' rights and benefits</li><li>Staff training and development</li><li>Occupational health and safety</li></ul>	
關注議題 Concerned issues	<ul style="list-style-type: none"><li>服務品質</li><li>客戶安全與健康</li><li>客戶資訊與隱私保護</li><li>Service quality</li><li>Customers' safety and health</li><li>Customers' information and privacy protection</li></ul>		<ul style="list-style-type: none"><li>供應鏈管理</li><li>反腐敗</li><li>Supply chain management</li><li>Anti-corruption</li></ul>		<ul style="list-style-type: none"><li>合規運營</li><li>經濟績效</li><li>Compliance operation</li><li>Economic performance</li></ul>		<ul style="list-style-type: none"><li>行業共建</li><li>知識產權</li><li>Industry co-construction</li><li>Intellectual property</li></ul>	
	<ul style="list-style-type: none"><li>社區共建</li><li>社會公益</li><li>Community building</li><li>Social welfare</li></ul>		<ul style="list-style-type: none"><li>合規運營</li><li>反腐敗</li><li>排放物管理</li><li>資源管理</li><li>氣候變化減緩與適應</li><li>Compliance operation</li><li>Anti-corruption</li><li>Emissions management</li><li>Resource management</li><li>Climate change mitigation and adaptation</li></ul>		<ul style="list-style-type: none"><li>社區活動</li><li>定期溝通</li><li>微信等媒體溝通</li><li>Community activities</li><li>Regular communication</li><li>WeChat and other media for communication</li></ul>		<ul style="list-style-type: none"><li>社區共建</li><li>社會公益</li><li>Community building</li><li>Social welfare</li></ul>	

## 實質性議題分析

### Analysis of material topics

公司按照實質性議題界定與識別、問卷調查、實質性議題評估與篩選的程式，依據香港聯合交易所有限公司《環境、社會及管治報告指引》和全球報告倡議組織《可持續發展報告標準》，結合朗詩綠色生活的社會責任理念、戰略和業務重點，對標國內外同行業優秀報告，識別出 18 項公司和持份者關注的重要環境、社會與管治議題。通過開展持份者調查與專家意見諮詢，從對業務影響和對持份者影響兩個方面，對實質性議題的重要性進行排序。

Based on the *Environmental, Social and Governance Reporting Guide* issued by The Stock Exchange of Hong Kong Limited (SEHK) and the *Guideline of Sustainable Development Report* issued by the Global Reporting Initiative (GRI), combined with the company's CSR concept, strategy and business focus, as well as domestic and global peer benchmark, Landsea Green Life identified 18 important environmental, social and governance issues most relevant to the company and its stakeholders via the process of issue identification, engagement survey, and material issue assessment. By conducting stakeholder survey and consulting experts, Landsea Green Life prioritizes material issues against two dimensions-impact on its business and impact on its stakeholders.

### 實質性議題分析過程

#### Process of analyzing material topics

識別與篩選  
Identification  
& selection



評估與排序  
Evaluation &  
ranking



報告  
Reporting

依據聯交所《ESG 報告指引》、全球報告倡議組織《GRI 標準》。  
In accordance with the HKEX "ESG Reporting Guide" the "GRI Standards".

深度解讀宏觀與行業熱點政策，明確政策導向及發展機遇。

Make in-depth interpretation of macro and industry hotspot policies, and clarify policy orientation and development opportunities.

基於持份者意見，結合專家意見對議題重要性程度綜合分析與排序，形成實質性議題分析矩陣。

Based on the opinions of stakeholders and experts, conduct comprehensive analysis and ranking of the issues in terms of importance, and form an analysis matrix for material topics.

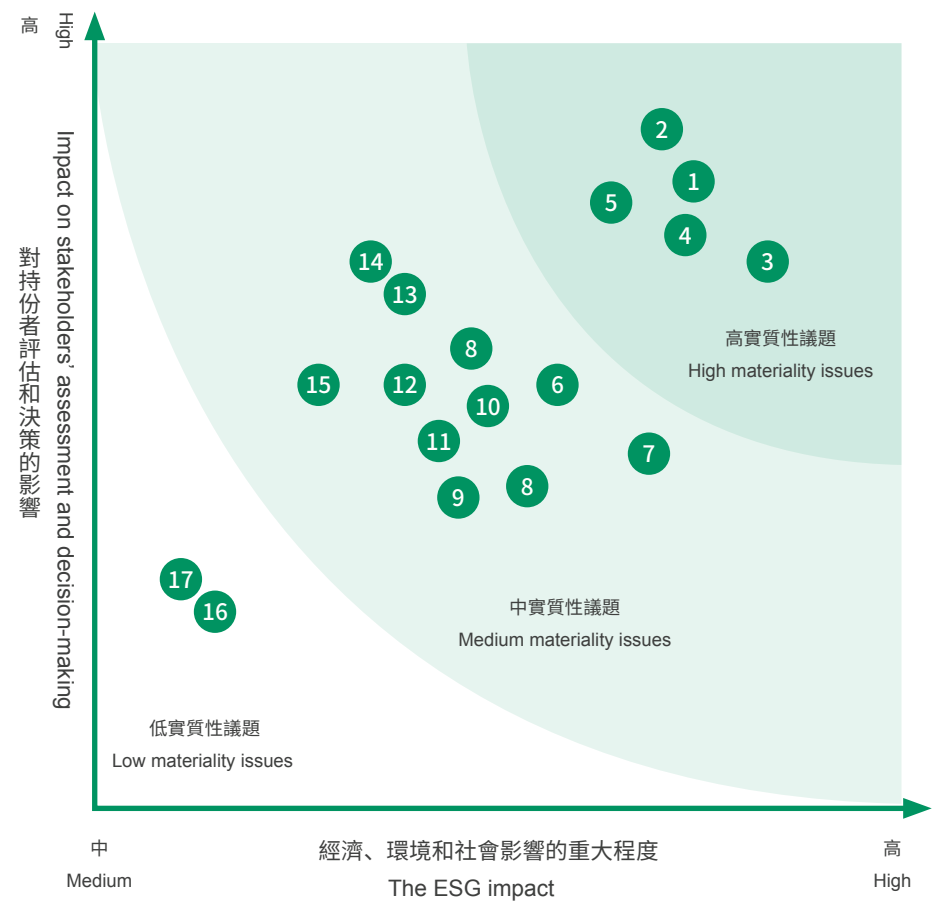
根據議題的排序結果，對於高實質性的議題，在報告中進行重點披露。

Based on the ranking of the issues, focus on the disclosure of high material topics.



社會責任議題實質性分析矩陣

Analysis matrix of materiality issues on social responsibility



編號 No.	實質性議題 Material topics
1	服務品質 Service quality
2	客戶安全與健康 Customer safety and health
3	社區共建 Community involvement
4	合規運營 Compliance operation
5	經濟績效 Economic performance
6	供應鏈管理 Supply chain management
7	反腐敗 Anti-corruption
8	職業健康與安全 Occupational health and safety
9	員工權益與福利 Employees' rights and interests
10	資源管理 Resource management
11	排放物管理 Emission management
12	員工培訓與發展 Staff training and development
13	客戶資訊與隱私保護 Customer information and privacy protection
14	氣候變化減緩與適應 Climate change mitigation and adaptation
15	知識產權 Intellectual property
16	社區公益 Community investments
17	勞工準則 Labour standards

# 風險與合規管理

## RISK AND COMPLIANCE MANAGEMENT

### 風險管理

#### Risk management

朗詩綠色生活不斷完善風險管理的組織體系，在體系策劃、企業宗旨變化、戰略變化、內外部環境變化、組織及其背景、持份者的需求和期望變化等風險識別時機中持續改進流程與制度，切實提升全面風險管理能力。

Landsea Green Life continues to perfect the organizational system for risk management, improve the procedures and systems by seizing opportunities in risk identification such as system planning, change of corporate purpose, strategic changes, internal and external environmental changes, organization and its background, changes in the needs and expectations of stakeholders, and substantially improve the overall risk management capabilities.

### 風險管理流程

#### Risk management process



### 公司的主要運營風險

#### Main operational risks of the company

風險類別 Category	風險內容 Contents	具體內容 Details
品質風險 Quality risk	直接品質風險 Direct quality risk	品質問題、導致返工、返修、報廢、降低登記使用等風險 Quality problems giving rising to the risks of reworking, repairing, scraping, and reducing the rate of registration for use, etc.
	間接品質風險 Indirect quality risk	交付後使用過程，因品質原因引發客戶的其它財產或人身受損的風險 Quality problems discovered in use after delivery that gave rise to the risk of damage to customers' other properties or personal injury
經營風險 Operational risk	原料供應 Raw material supply	原料價格、品質、送貨時間的變化、採購過程的欺詐行為、採購人員失誤導致的品質和數量不達標等 Changes in the price, quality and delivery time of raw material, fraud in the procurement process, non-compliance quality and quantity due to mistakes of the procurement staff, etc.
	員工風險 Employee risk	採購人員、服務人員、技術人員和其他生產管理人員 Purchasing personnel, service provider, technicians, and production management personnel
	設備風險 Equipment risk	生產設備損壞、故障 Damaged or malfunctioning production equipment
	供銷鏈風險 Supply chain risk	供應商、客戶違約 Default of suppliers and customers
	法律糾紛 Legal disputes	消費者投訴等潛在風險 Potential risks such as consumer complaints

公司基於風險識別、風險評估、風險對策和風險控制的整體流程開展風險管理工作，並根據風險分析結果，策劃應對這些風險和機遇的措施，包括規避風險，為尋求機遇承擔風險，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，最後通過對風險措施有效性進行評價，直到風險控制目標達成。

The company carries out risk management based on the overall process of risk identification, risk assessment, risk countermeasures, and risk control. In line with the results of risk analysis, countermeasures targeting at the identified risks and opportunities will be designed, including measures to avoid risk, take risks to seek opportunities, eliminate risk sources, change the possibility and consequences of risks, share the risk, or delay the risk through wise decision-making. Then, the effectiveness of risk measures will be evaluated until the goal of risk control is fulfilled.

## 合規運營

### Compliance operation

朗詩綠色生活以合規經營為履行社會責任的基礎。公司在環境、員工僱傭、薪酬、福利、反歧視、平等機會、工作時數、假期、解僱、職業健康及安全、產品和服務資訊與商業標識、市場行銷等方面依法合規經營。公司未獲悉主要供應商在商業道德、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. The company operates in compliance with laws and regulations in terms of environment, recruitment, salary, benefits, anti-discrimination, equal opportunities, working hours, holidays, decruitment, occupational health and safety, information and business logos of product and service, and marketing. The company was not aware of any confirmed major non-compliance incident in relation to business ethics, environmental protection, human rights and labour practices by major suppliers in terms of business ethics, environmental protection, human rights, and labour practices.

截止至2020年12月31日，報告期間內，公司未違反任何有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視、其它待遇及福利、防止童工或強制勞工的相關法律及法規。

By December 31<sup>st</sup>, 2020, within reporting period, the company did not violate any laws and regulations relating to salary and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination, other benefits, and child or forced labour.

公司遵守的主要法律法規見下表：

The laws and regulations that the company shall comply with on corporation society responsibility are shown in the table below:

領域 Field	公司遵守的主要法律法規名稱 List of major laws and regulations abided by the company
環境保護 Environmental protection	<p>《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》、《中華人民共和國迴圈經濟促進法》等</p> <p><i>Environmental Protection Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution, Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution, Law of the People's Republic of China on the Prevention and Control of Water Pollution, Circular Economy Promotion Law of the People's Republic of China, etc.</i></p>
僱傭與勞工 Recruitment and labour	<p>《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國未成年人保護法》、《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</p> <p><i>The Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors, the Social Insurance Law of the People's Republic of China, the Employment Promotion Law of the People's Republic of China, etc.</i></p>
職業健康與安全 Occupational health and safety	<p>《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國職業病防治法》等</p> <p><i>The Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, etc.</i></p>
產品責任 Product Responsibility	<p>《中華人民共和國產品品質法》、《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總則》、《中華人民共和國商標法》、《中華人民共和國著作權法》等</p> <p><i>Law of the People's Republic of China on Product Quality, Law of the People's Republic of China on the Protection of Rights and Interests of Consumers, Construction Law of the People's Republic of China, Advertising Law of the People's Republic of China, General Rules of the Civil Law of the People's Republic of China, Trademark Law of the People's Republic of China, The Copyright Law of the People's Republic of China, etc.</i></p>
反貪污 Anti-corruption	<p>《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》、《中華人民共和國刑法》等</p> <p><i>Law of the People's Republic of China for Countering Unfair Competition, the Anti-Monopoly Law of the People's Republic of China, the Supervision Law of the People's Republic of China, the Criminal Law of the People's Republic of China, etc.</i></p>



## 反貪污

### Anti-corruption

朗詩綠色生活堅持「四不鐵律」要求，執行《反貪污條例》《廉潔從業規範手冊》《審計監察制度》。對公司重點監控崗位進行了有效識別，編制《舞弊違規行為識別清單》，分部門、崗位對存在較高風險發生可能的行為事件進行識別及管控。

Landsea Green Life enforces the “four iron disciplines”, the anti-corruption system, and builds *Anti-corruption Regulations, the Standard Guide of Honest Practice and the Audit and Supervision System*. The company has effectively identified the key positions for monitoring and compiled “the List of Fraud and Violations”, in a bid to identify and control possible actions and events with higher risks in various departments and positions.

### 反貪污培訓

#### Anti-corruption training

朗詩綠色生活今年已在公司總部、商業經營團隊、城市公司等各模組開展了四次廉政道德教育培訓，內容包括反腐敗、反商業賄賂、反不當競爭等。

This year Landsea Green Life has carried out four sessions of training on integrate administration and ethical education in the headquarters (Landsea Holdings), business management teams, and branch companies in various cities, covering topics on countering corruption, commercial bribery, unfair competition, among others.

#### 廉政培訓，強化員工合規意識

##### Integrity training to heighten employees' awareness of compliance

2020年5月25日，由公司審計監察室主導，人力行政中心配合的一次廉政教育培訓，培訓內容為公司舞弊與違規及其行為的識別，培訓目的是推動公司合規工作深入開展，構建朗詩物業廉潔從業的企業文化氛圍。現場參與人數四十人，公司本部經理及以上職級人員參加。

On May 25<sup>th</sup>, 2020, an integrity training program was conducted by the company's audit and supervision department, in cooperation with the human resources and administration center. The training program focused on the identification of fraud, violations, and other non-compliant behaviors in the company, with a view to promoting further progress in the compliance work of the company and building a corporate culture of integrity and honesty. Forty employees attended the training program, including those on the level of managers and above.



## 投訴及舉報管理

### Complaints and tip-offs

公司設有舉報專線、舉報電子信箱、來訪接待室等，並將舉報渠道通過公示方式對外公開。對收到的實名舉報，有舉報必查，並且將查證結果回饋舉報人。對匿名舉報，先進行評估，初步開展調查，如屬於不實舉報則無義務進行回饋。公司對檢舉人保護已在集團層面通過制度進行了約定與規範，對任何舉報均予嚴格保密，對查實的舉報也有相應的獎勵措施。

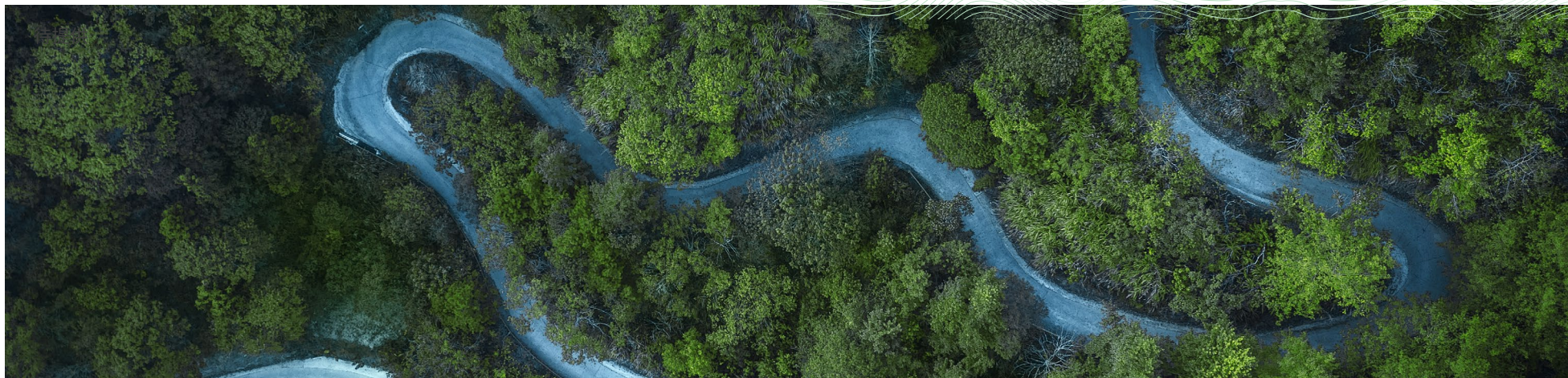
The company has set up a hotline, e-mail address and reception room for tip-offs and these channels are open to the public. All tip-offs made in the real name will be investigated and verified, while the informant shall be notified of the investigation results. The anonymous tip-offs will be evaluated before conducting preliminary investigations; if the tip-offs turned out to be false, no feedback is obliged. The company follows the Landsea Group's rules and regulations on the protection of informants, keeping all information about tip-offs strictly confidential and rewarding the providers of verified tip-offs.

## 供應商反貪污管理

### Anti-corruption management of suppliers

公司明確供應商資質要求和管理規定，保障供應商引進的公正公開。2020 年，公司對採購、供應商等風險較高領域開展類似評估，對工程招采供應商下發了《審計整改建議書》，對可能存在商業道德瑕疵的供應商制定了《違約失信供應商管理制度》，以確保供應商的整體水準。

The company clarifies the qualification requirements and regulations for suppliers to ensure fair and open selection of suppliers. In 2020, the company carried out similar assessments in areas with higher risks such as procurement and suppliers. The *Audit and Rectification Proposal* was issued targeting at the selection of procurement suppliers and the *Regulation on Non-compliant and Untrustworthy Suppliers* was introduced for suppliers with ethical defects in business, in order to ensure the overall quality of suppliers.





## 環境責任

## ENVIRONMENTAL RESPONSIBILITIES

### 環境管理

### Environmental management



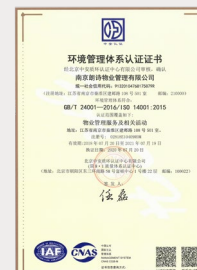
### 環境管理體系

### Environmental Management System

朗詩綠色生活作為物業服務提供者，不涉及工業生產環節，沒有大氣污染物排放。公司運營過程中對環境的主要影響包括：運營過程中能源、水資源的使用，以及施工環節產生的噪音、有害/無害廢棄物、廢水排放。

As a purveyor of property service, Landsea Green Life is not engaged in industrial production and thus with no emission of air pollutants. The main environmental impacts of the company's operations arise from the use of energy and water resources during its operation, as well as noise, hazardous/non-hazardous waste, and wastewater discharge in the process of construction.

朗詩綠色生活高度重視環境管理工作，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，建立起完善的環境管理體系，並制定了《環境、職業健康安全運行控制程序》。



環境管理體系認證證書 / Certification to Environmental Management System

《環境運行控制程序》等內部管控檔，並通過了 ISO140001 環境管理體系認證，以規範公司在用地、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。

Landsea Green Life attaches great importance to environmental management and strictly abides by relevant laws and regulations, including *Environmental Protection Law of the People's Republic of China*, *Energy Conservation Law of the People's Republic of China*, and *Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution*. The company has put in place a sound environmental management system and formulated documents on internal control, such as *Operation Control Program on Environmental and Occupational Health and Safety and Environmental Operation Control Program*. In addition, the company achieved the certification to the ISO140001 environmental management system to regulate the company's practice in land use, water and energy conservation, integrated utilization of renewable energy, noise management, and the handling of environmental pollution emergency.

公司在保證物業服務品質等基本要求前提下，通過運用綠色技術手段，以及有效的環境宣傳，帶動社區居民共同參與社區環境管理，降低各類物業運行能耗，最大限度地節約資源和保護環境。



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.

#### 環境目標 Environmental management goals

控制危險固體廢棄物，確保托管期內無環境污染事件。

Control the discharge of hazardous waste; zero environmental pollution incidents during the service period

#### 環境管理方針 Environmental management principles

全員環保，預防污染，控制風險，保護家園，遵規守法，持續改進。

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

## 供應鏈環境風險管理

### Environmental risk management of supply chains

朗詩綠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环境風險管理。公司的供應商主要為裝修供應商、辦公易耗品供應商、工程建設供應商等。為了強化供應鏈風險管理，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了解本公司的一體化管理體系方面的事宜，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 suppliers mainly for decoration, office consumables, and construction. With a view to consolidating risk management of supply chains, the company has introduced a series of regulations and standards, such as the *Stakeholder Influence Control Program* and the *Environmental Requirements for Relevant Parties*, so that the relevant parties in supply chains could better understand the company's integrated management system and take the initiative to guarantee the quality of their products/services and protect the environment.

公司對重點施加影響的相關方進行不定期地監督與檢查，檢查內容包括是否因環境問題受到持份者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。對不符合要求的持份者提出整改意見，對因整改不符或拒絕整改可能造成嚴重污染、已經造成重大環境污染事故的持份者，採取限期整改、減少訂貨、更換供應商等措施，以減少對自身運營的影響。此外，公司每年以檔案的形式向對應的持份者宣傳公司的一體化方針、環境常識等，不斷提高供應商在品質、環境方面的管理水準。

The company conducts unscheduled supervision and inspections on relevant parties. 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 significant reduced, among others. The non-compliant relevant parties will be given rectification opinions. For the parties that may cause or have caused serious environmental pollution as a result of failing to meet requirements for rectification or refusing to rectify, the company will order rectification within a time limit, shrink orders, or replace the supplier to reduce the impact on its operation. 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.

排放物管理  
Emissions management

廢水管理  
Waste water management

朗詩綠色生活產生的廢水主要包括空調循環水線和冷卻塔檢修排放廢水、水箱清洗廢水、渠道試壓廢水、沖洗地面廢水、其它施工廢水以及生活污水等。公司制定了《廢水管理程式》，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。

The waste water produced by Landsea Green Life is mainly from air-conditioning circulating water line, cooling tower maintenance, water tank cleaning, pipeline pressure test, ground cleaning, other construction activities, and domestic sewage. The company has formulated *Wastewater Management Procedures* to effectively control the wastewater from property services and reduce the load of water environment.

廢水控制和污染預防舉措  
Measures for waste water control and pollution prevention

廢水類別 /Category	控制及預防舉措 /Prevention and Control Measures
工業污水 Industrial waste water	<p>(1) 監督各施工單位在工程開工前，設置若干個排水地溝和沉澱池。砂石沖洗廢水、混凝土攪拌廢水、混凝土養護廢水、浸泡粘土磚、瓷磚等廢水、沖洗地面廢水等施工廢水先經排水地溝流項目池沉澱，沉澱後的淨水可循環使用或倒入市政污水管網或河流。</p> <p>(2) 施工過程中各種高濃度的有機溶劑、化學廢液（油漆等）、油類不得倒入污水管或排水地溝或沉澱池，可使用容器專門收集，統一處理。</p> <p>(3) 滴在地上的油品和化學品應使用抹布擦拭乾淨，禁止用水沖洗流入下水道。使用無磷洗衣粉，不在水池中或沉澱池中沖洗「油抹布」「油拖把」。</p> <p>(4) 各施工現場可在大門的出入口設置機動車輛沖洗站，嚴禁在施工現場沖洗汽車，以免將油污沖入下水道。</p> <p>(5) 經常清洗污水渠道，防止渠道堵塞。</p> <p>(1) Supervise each construction unit to set up several drainage ditches and sedimentation tanks before starting construction. Wastewater from sand and gravel washing, concrete mixing and curing, clay bricks and ceramic tiles soaking, and ground cleaning at the construction site should be channeled through the drainage ditches to the sedimentation tanks. The clean water after sedimentation can be recycled for use or discharged into municipal sewage network or river.</p> <p>(2) During the construction process, various high-concentration organic solvents, chemical waste liquids (paints, etc.), and oils must not be poured into sewage pipes, drainage ditches or sedimentation tanks. They should be collected into special containers for unified treatment.</p> <p>(3) Oils and chemicals dropped on the ground should be wiped clean. It is forbidden to flush them into the sewer. Use non-phosphorus detergent. Do not wash "oil-stained rag or mops" in the sink or sedimentation tank.</p> <p>(4) Set up motor vehicle cleaning station at the entrance and exit of each construction site. It is strictly forbidden to wash vehicles at the construction site to avoid oil contamination in the sewer.</p> <p>(5) Clean sewage pipes frequently to prevent pipe blockage.</p>
生活污水 Domestic waste water	<p><b>食堂污水 Canteen sewage</b></p> <p>(1) 食堂污水排放口應設置隔油池或過濾網，並及時清理。濾出的生活垃圾按《廢棄物管理程式》執行。</p> <p>(2) 食堂、盥洗室、淋浴間的下水管線應設置過濾網，並應與市政污水管線連接，保證排水通暢。</p> <p>(1) The sewage outlets in the canteen should be installed with grease traps or filters that should be cleaned up in time. The filtered domestic waste should be disposed in accordance with the <i>Waste Management Procedures</i>.</p> <p>(2) The sewer pipelines in the canteens, washrooms and showers should be installed with filters and connected with municipal sewage pipelines to ensure unobstructed drainage.</p> <p><b>廁所污水 Toilet sewage</b></p> <p>(1) 廁所的化糞池應做抗滲處理。由廁所清潔員定期查廁所內設備的運行情況。</p> <p>(2) 各種生活污水經化糞池處理後排放，由公司常規物業中心、項目負責定期與市環衛部門聯絡處理。</p> <p>(3) 各施工現場必要時應設置臨時衛生間和臨時化糞池，所有生活污水必須排入臨時化糞池。</p> <p>(1) The septic tank in the toilets should go through anti-permeability processing. The functioning of facilities in the toilets should be checked regularly by cleaners.</p> <p>(2) All types of domestic sewage can be discharged only after being treated in septic tanks. The company's regular property service center and the project team shall contact with the municipal environmental sanitation department regularly on this issue.</p> <p>(3) Temporary toilets and temporary septic tanks should be installed at each construction site when necessary. All types of domestic sewage must be discharged into temporary septic tanks.</p>
雨水 Rainwater	<p>(1) 設專門的雨水渠道，禁止將污水排入雨水渠道。</p> <p>(2) 施工、生活垃圾不允許露天堆放，以確保雨水不被污染。</p> <p>(1) Set up a special rainwater pipe. It is prohibited to discharge sewage into the rainwater pipe.</p> <p>(2) Construction and domestic garbage are not allowed to be stacked in the open to prevent the pollution of rainwater.</p>

## 廢棄物管理

### Waste management

朗詩綠色生活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生的生活垃圾、建築垃圾（磚渣、石渣項目、廢電焊條頭、廢砂輪、廢棄砂漿和混凝土、落地灰、廢水等）；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。公司制定了《廢棄物管理程式》《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。

The non-hazardous waste generated by Landsea Green Life mainly includes domestic waste generated at the construction sites and in the office and construction waste (brick slag, gravel, waste welding electrode, waste grinding wheel, waste mortar and concrete, mortar on the ground, wastewater, etc.). The hazardous waste mainly includes waste chemical reagent thinner, paint, waste paint bucket, and asphalt residue generated during the construction process. The company has introduced *Waste Management Procedures, Application Form for Hazardous Waste Disposal, Log Sheet for Registration and Disposal of Waste*, and other regulations and tools for waste management. The disposal of waste by category has been conducted to avoid negative impacts on the environment.

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。

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.

同時，公司開展員工培訓，加強不同崗位員工對廢棄物的識別、危害及處理辦法的認識，持續強化員工自我保護與環境保護意識，以更好地規範廢棄物管理實踐。

In addition, the company conducts staff training to help them better understand the identification and disposal of waste, increase their awareness of self-protection and environmental protection, and better regulate the waste management in practice.

## 廢棄物分類處置方式

### Disposal of waste by category



無害廢棄物  
Non-hazardous  
waste

生活垃圾進行袋裝，及時送垃圾箱或站；服務現場設置密閉式垃圾站，施工垃圾、生活垃圾應分類存放，並應及時清運出場。

Domestic garbage shall be bagged and sent to the garbage bin or station in time. A closed garbage station shall be set up at the service site. Construction garbage and domestic garbage shall be stored separately and transported away promptly.

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托處理，避免造成環境污染。

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.



有害廢棄物  
Hazardous  
waste



可回收廢棄物  
Recyclable  
waste

將可回收廢棄物收集、標識、登記、分類存放。供應商能回收的，盡可能讓供應商回收，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。

Recyclable waste shall be collected, marked, registered, and stored by category. 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.



## 資源管理

### Resource management

朗詩綠色生活致力於節約資源，依據《中華人民共和國節約能源法》制定了公司《能源、資源綜合利用控制程式》，以確保服務過程、辦公區域中對水、電、氣、材料等資源節約與合理利用。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，以持續推進公司資源管理進程。

Landsea Green Life is committed to conserving resources. In accordance *Energy Conservation Law of the People's Republic of China*, the company drew up *Control Procedures for the Comprehensive Utilization of Energy and Resources* to ensure the conservation and rational utilization of water, electricity, gas, materials, and other resources in the process of providing services and in the office area. In addition, the company regularly evaluates the conservation, consumption reduction, and comprehensive utilization of energy in service and operation, so as to continuously improve its resource management.

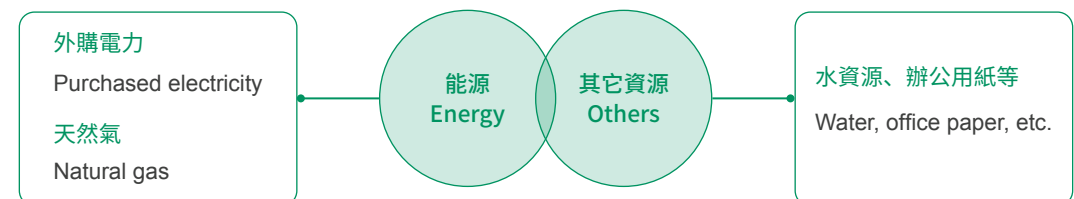
此外，公司宣傳綠色辦公理念，呼籲員工從點滴做起，節約水資源、電力資源、紙張資源，通過採購節能型產品、推廣無紙化辦公、開展視訊會議等方式，實現資源節約。

Moreover, the company advocates green office, calling on employees to start from the basics, such as the conservation of water, electricity, paper, and other resources. Other means such as energy-saving supplies, paperless office, and video conferences have been taken for resource conservation.



### 公司主要資源消耗類型

#### Main resource consumption of the company



## 資源管理與節約主要措施

## Main measures for resource management and conservation

類別 Category	主要措施 Main measures
能源管理 Energy management	<ul style="list-style-type: none"> <li>• 電工持證上崗，以保證其有能力進行有效的調配與管理，減少電能浪費。</li> <li>• 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。</li> <li>• 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」。</li> <li>• 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。</li> <li>• 每月分別對公司辦公大樓、服務現場用電量進行統計，如發現異常，則應分析原因、進行改進。</li> <li>• 項目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。</li> <li>• Recruit electricians with related certificates to ensure that they are capable of effective power distribution and management to reduce the waste of electrical energy.</li> <li>• All lighting fixtures should be turned off when people walk away. Do not turn on the lights in the workplace during the day, and turn off the computer during mid-day break.</li> <li>• Electrical equipment shall be installed at all service sites in line with requirements and energy-saving appliances are preferred. Ensure no electric leakage for all wire configuration items. The energy-consuming devices shall be under strict management and take "off-peak" measures if need be.</li> <li>• Electrician carries out weekly inspections to monitor and guide the electricity consumption and help correct behaviors of waste in various departments.</li> <li>• Calculate the electricity consumption in the office buildings and service sites on a monthly basis. In case of abnormal consumption, figure out the reason and make improvement accordingly.</li> <li>• Give preference to energy-saving building structures, materials, appliances, and products to improve thermal insulation performance and reduce energy consumption for heating, cooling, and lighting.</li> </ul>
用水管理 Management of water use	<ul style="list-style-type: none"> <li>• 項目設專人定期檢查各用水設備和渠道，如發現漏水現象，馬上通知維修。</li> <li>• 項目每月對公共區域、辦公區用水量進行統計，如發現用水異常，則應分析原因，進行改進。</li> <li>• Special personnel are assigned to regularly check the water equipment and pipelines. In case of water leakage, immediately notify the maintenance department.</li> <li>• Calculate the water consumption in public areas and office areas on a monthly basis. In case of abnormal water consumption, figure out the reasons and make improvement accordingly.</li> </ul>
辦公用紙管理 Management of paper use in office	<ul style="list-style-type: none"> <li>• 盡可能採用無紙化辦公，確需列印的，應將檔案校對後再列印，避免出現紙張浪費。</li> <li>• 無論列印還是複印，儘量雙面使用，並將單面使用後的廢紙收集回用。</li> <li>• Advocate paperless office. In case of essential printing, make sure to proofread the documents before printing, in a bid to avoid paper waste.</li> <li>• Print or duplicate on both sides of the paper as much as possible. Collect and reuse the paper that has been used only on one side.</li> </ul>

## 員工責任 EMPLOYEE RESPONSIBILITIES

### 員工僱傭 Recruitment of employees



#### 員工僱傭與權益保障

##### Recruitment of employees and guarantee of their rights and interests

朗詩綠色生活嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《社會保險法》及《勞動爭議調解仲裁法》等法律法規，制定了《朗詩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。

Landsea Green Life strictly complies with *Labour Law of the People's Republic of China*, *Labour Contract Law of the People's Republic of China*, *Social Insurance Law*, *Law on Mediation and Arbitration of Labour Dispute*, 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*, *Attendance Management System*, and other regulations to protect the legitimate rights and interests of employees.

在公司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，員工不因其年齡、性別、籍貫、宗教信仰、婚姻狀況或殘疾等非工作因素受到歧視或差別待遇，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渠道，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，確保企業內外部招聘機制的科學性和合理性。公司落實身份核實和背景調查制度，以杜絕僱傭童工或強制勞工現象。

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. The company implements identity verification and reference check systems to avoid the child or forced labour.



## 員工僱傭和基本權益制度概覽

## Overview of the employees' recruitment and basic rights and interests

 <p>僱傭與薪酬 Recruitment &amp; salary</p>	<ul style="list-style-type: none"> <li>• <b>薪酬</b>：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；</li> <li>• <b>招聘</b>：公開、平等僱傭，禁止童工、強制勞工；</li> <li>• <b>解僱</b>：制定《員工關係管理制度》，規範和完善員工離職管理。</li> <li>• <b>Salary</b>: 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.</li> <li>• <b>Recruitment</b>: Recruitment in the principle of transparency and equality. Child and forced labour are prohibited.</li> <li>• <b>Dismissal</b>: Formulate the <i>Staff Relationship Management System</i> to regulate and improve the management of staff dismissal.</li> </ul>
 <p>晉升發展 Promotion</p>	<ul style="list-style-type: none"> <li>• <b>晉升</b>：制定明確的員工考核和晉升制度，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。</li> <li>• <b>Promotion</b>: 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.</li> </ul>
 <p>工時與休假 Working hours &amp; holiday</p>	<ul style="list-style-type: none"> <li>• <b>工時</b>：實行每週 5 天工作日，每週工作 40 小時；</li> <li>• <b>加班</b>：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；</li> <li>• <b>休假</b>：依法享受國家法定假日、年假、婚假、喪假、女員工產假、男員工護理假、哺乳假、計劃生育假。</li> <li>• <b>Working hours</b>: 5 working days a week, 40 hours a week;</li> <li>• <b>Overtime</b>: Implement overtime approval system. Employees can apply for time off or pay for overtime.</li> <li>• <b>Holiday</b>: 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.</li> </ul>

公司落實員工福利相關政策，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，為全體員工提供有薪假期、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「悅享福」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。

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 "Yue-Xiang-Fu" ("Welfare for You") to show its care for employees through various incentives.



薪酬工資  
Salary



績效獎勵  
Performance bonus



有薪年假  
Paid vacation



五險一金  
Social insurances



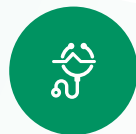
高溫補貼  
High-temperature allowance



「悅享福」平台  
"Welfare for you" platform



員工旅遊  
Company trips

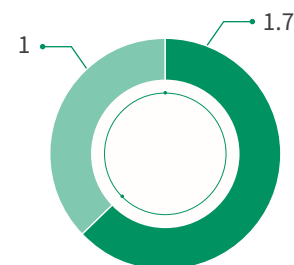


年度體檢  
Annual physical examination



補充商業保險  
Commercial insurance

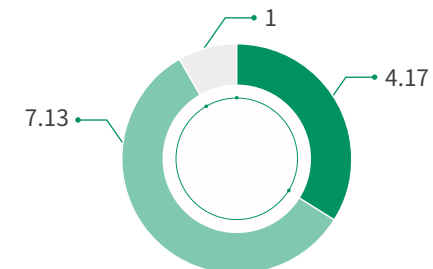
按性別劃分的男女員工比例  
Employees by gender



● 女性員工  
Female

● 男性員工  
Male

按年齡組別劃分的員工比例  
Employees by age group



● 30 歲以下  
Aged under 30

● 30~50 歲  
Aged 30-50

● 50 歲以上  
Aged above 50



## 工作與生活平衡

### Work-life balance

朗詩綠色生活注重為員工創造高效、輕鬆和關愛的團隊氛圍。員工活動在豐富員工生活的同時，增強員工的企業歸屬感與凝聚力，也能幫助員工快速適應新環境。

Landsea Green Life focuses on creating an efficient, relaxed, and caring atmosphere for employees. A host of activities were designed to enrich the lives of employees, enhance their sense of belonging and cohesion, and help them quickly adapt to the new environment.



### 棒球團建體驗式培訓

#### Experiential training for baseball team building

朗詩綠色生活開展戶外拓展式員工活動，在體驗大自然風光的同時，體會團隊精神。通過棒球這一集體性、對抗性很強的球類運動，讓員工在比賽過程中，既能增強個體責任意識、強化自我認知，又能體會到團隊協作、溝通、包容的重要性，從而提升團隊凝聚力。

Landsea Green Life carries out experiential and outdoor education programs for employees, so that they can become a better team player while enjoying the natural scenery. The baseball, a collective and highly competitive game, can help employees enhance their sense of responsibility and self-recognition, while realizing the importance of team work, communication and tolerance. In this way, the team could be more cohesive.



## 女性員工關懷

### Care for female employees

朗詩綠色生活關懷女性員工，在三八婦女節悉心為公司全體女職員準備了精美的鮮花和暖心的禮物。公司管理層主持召開了女員工代表座談會，邀請公司不同崗位的女性員工參加。會上，公司行政總裁吳旭先生代表公司向女員工表達慰問和感謝。

Landsea Green Life always cares for female employees. On Women's Day, the company prepared lovely flowers and heart-warming gifts for female employees and the executives hosted a symposium attended by representatives of female employees at various posts. General Manager Wu Xu, on behalf of the company, extended greetings and thanks to the female employees.





## 職業健康與安全

### Occupational health and safety

朗詩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，建立了完善的職業健康安全管理體系，通過了 GB/T 45001—2020/ISO 45001:2018 職業健康安全管理體系認證。

Landsea Green Life attaches importance to the occupational health of employees and the safety of the working environment. In compliance with the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases*, *Law of the People's Republic of China on Production Safety*, and other laws and regulations, the company has 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.



## 安全管理架構和職能

### Safety management structure and functions

行政總裁  
Chief Executive Officer

- 安全管理第一負責人
- Person of primary responsibility for safety management

人力資源部  
HR Department

- 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  
Other Departments

- 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.



安全教育崗位責任人覆蓋率：100%  
Coverage of persons responsible for safety education: 100%



每季度員工安全培訓次數不少於一次  
More than one session of staff training on safety every quarter



每季度完成一次項目綜合性安全大檢查  
Conduct a comprehensive examination on project safety every quarter



項目重點部位每月不少於一次安全檢查  
Conduct safety inspection on the key parts of projects at least once a month



每日安全巡查：電器、火源、防盜等  
Daily safety inspections on electrical appliances, fire sources, anti-theft installations, etc

公司制定了《職業健康安全運行控制程式》《應急防護操作手冊》《危險源辨識、風險評價和控制程式》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。公司實行內部風險識別及評估控制程式，對各類危險源進行識別和風險評價，建立《重大危險源清單》《危險源辨識與風險評價表》。

The company has formulated bylaws such 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 follows internal risk identification and evaluation control procedures to identify various hazard sources and conduct risk evaluation, for which *List of Major Hazard Sources and Hazard Source Identification and Risk Evaluation Form* were introduced.

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回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.

朗詩綠色生活安全管理的工作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，並加強巡迴檢查、加強崗位人員防護意識教育。公司定期開展突發事件處置培訓、安全作業規範培訓、預防火災及消防知識培訓、物業安全生產風險管控培訓等。

Landsea Green Life focuses its safety management on establishing corresponding preventive measures, installing necessary emergency and protective equipment, strengthening patrol inspections, and strengthening education to raise the employees' protective awareness. The company provides regular training on emergency response, safe operation norms, fire prevention and fighting, prevention and control of production risks in property management, just to name a few.

案例

## 疫情特殊時期關注員工身心健康——EAP 計劃和疫情險

Care for the physical and mental health of employees during the special period of the epidemic—EAP plan and epidemic insurance

2020 年疫情期間，在做好一線防疫的同時，朗詩綠色生活高度關注特殊時期員工的心理健康狀況，在行業率先開展 EAP 計劃（Employee Assistance Program，員工幫扶計劃），通過釘釘雲課堂線上心理輔導、普適性心理講座，及時察覺和幫助員工調整的負面情緒，設置心理援助熱線、聯合專家對員工進行心理輔導。

During the epidemic in 2020, while doing a good job of epidemic prevention on the frontline, Landsea Green Life attached great importance to the mental health of employees during the special period. The company took the lead to introduce the EAP (Employee Assistance Program), providing psychological counseling and psychology courses through DingTalk online classroom to promptly detect and help employees deal with negative emotions. In addition, the company set up hotlines and invited experts to provide employees with psychological assistance.

同時，基於對一線員工的持久抗疫的支持，公司給與每位一線員工及直系親屬購買了 6 個月的專項新冠病毒肺炎病毒保險，讓員工和家屬們安心。

Moreover, in support of the anti-epidemic efforts of front-line employees, the company purchased the six-month novel

coronavirus insurance for them and their immediate family members to make them feel at ease.



2020 年因工作關係而死亡人數

0 人

Number of work-related deaths in 2020

0

2020 年因工作關係而死亡比率

0%

Ratio of work-related deaths in 2020

0%

2020 年因工傷損失工作日數

1,226 日

Lost working days due to work injury in 2020

1,226

## 發展與培訓

### Development and training

#### 員工培訓

#### Employee training

朗詩綠色生活堅持「員工是企業的核心資源」這一人才理念，關注培訓管理體系的建設，為員工創造學習環境和機會，旨在打造學習型組織。公司建立了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。公司設置中心城市級必修課程 15 門，專業項目培訓必修課程共 30 門。

Landsea Green Life advocates that “employees are the core resource of the company”, pays attention to the building of training management system, and creates learning environment and opportunities for employees, in an effort to build a learning organization. The company has established the “Lecture Hall”, a training system based on ability-driven long-term talent development and business-driven short-term business development. With the 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. The company designed 15 compulsory courses at the municipal-level service centers and 30 required courses for professional project training.

針對公司新員工、現有一線員工、管理和後備管理人員以及公司管理團隊和高潛力人員分別設立綠芽系列培養項目、管家營和墨工營、菁英項目和高管研習班項目。

The company introduced “Green Shoots” serial training programs, steward camp, elite program, and executive seminars for new recruits, existing frontline employees, managers and reserve managers, executives, and high-potential personnel.





## 案例

## 善於學習的團隊最具競爭力

A team that is good at learning is the most competitive

朗詩綠色生活注重管家團隊服務能力的提升、了解業主需求、持續優化服務過程和提高服務品質。2020 年 4 月朗詩講物堂開展管家能力提升訓練營。培訓內容包括：企業文化培訓、客服視覺化手冊培訓、體系檔案填寫規範、客戶服務觸點巡查、客戶訴求處理要點、品牌工作宣傳和綠化技能提升之喬灌花草的專業普及。

Landsea Green Life attaches importance to improve the service capabilities of the steward team, learn about the needs of property owners, and continuously optimizes the service process and quality. In April 2020, Landsea Lecture Hall launched a training camp to improve the ability of steward team. The training program focuses on the corporate culture training, customer service visualization manual, norms for preparing documents, customer service contact inspection, handling of customer complaints, brand promotion, and improvement of greening skills for shrubs, trees and flowers.

本次培訓覆蓋全國各城市公司，為期 3 個月，由本部組成的聯合培訓小組，到各城市公司進行輪流培訓。培訓物件主要為各項目的管家及助理管家，受訓人員共計 71 人。

The three-month training program engaged all branch companies in various cities across the country. A joint training team set up by the headquarters toured each branch company to provide training for a total of 71 stewards and assistant stewards of various projects.



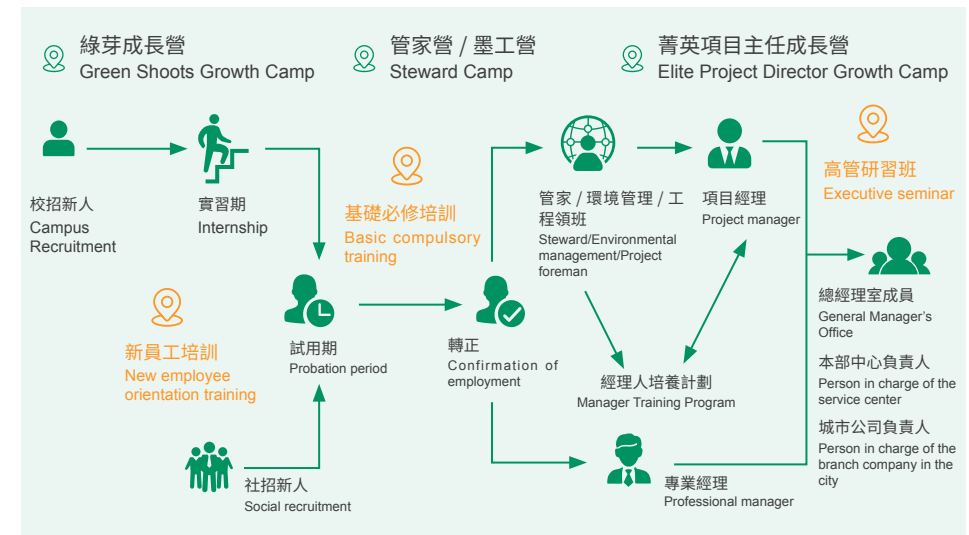
## 員工發展

## Employee Development

朗詩綠色生活鼓勵員工在公司的引導下，結合自身能力和意願，做好個人職業發展規劃，提供明確、透明的晉升通道。公司為每位員工建立詳細的崗位職責，並制定員工晉升管理體系，結合朗詩綠色生活人才培養體系，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。Landsea Green Life encourages employees to make a personal career development plan under the guidance of the company and based on their own abilities and wishes and provides clear and transparent promotion channels. The company sets up clear responsibilities for each position and a promotion system for employees. In combination with the talent training system, Landsea Green Life conducts effective evaluation and introduces promotion policies to encourage employees to enhance self-improvement and promote career development.

## 員工個人職業晉升路徑

## Promotion channels for employees' career development



## 客戶與服務責任

## CUSTOMER SERVICE RESPONSIBILITIES

### 品質管理

### Quality management



### 品質管理體系

### Quality Management System

朗詩綠色生活提供物業管理服務，服務品質與業主生活品質息息相關。朗詩綠色生活秉持以人為本的理念，嚴格遵守《中華人民共和國消費者權益保護法》關於消費者權益和經營者義務的相關規定，制定了《客戶溝通工作指導書》《客戶訴求處理工作指導書》《客戶溝通會管理作業指導書》等相關制度，對客戶投訴處理流程、成效、投訴處理相關員工的工作要求等進行明確規定，確保及時妥善地接收、處理客戶的投訴和意見，保障客戶合法權益。

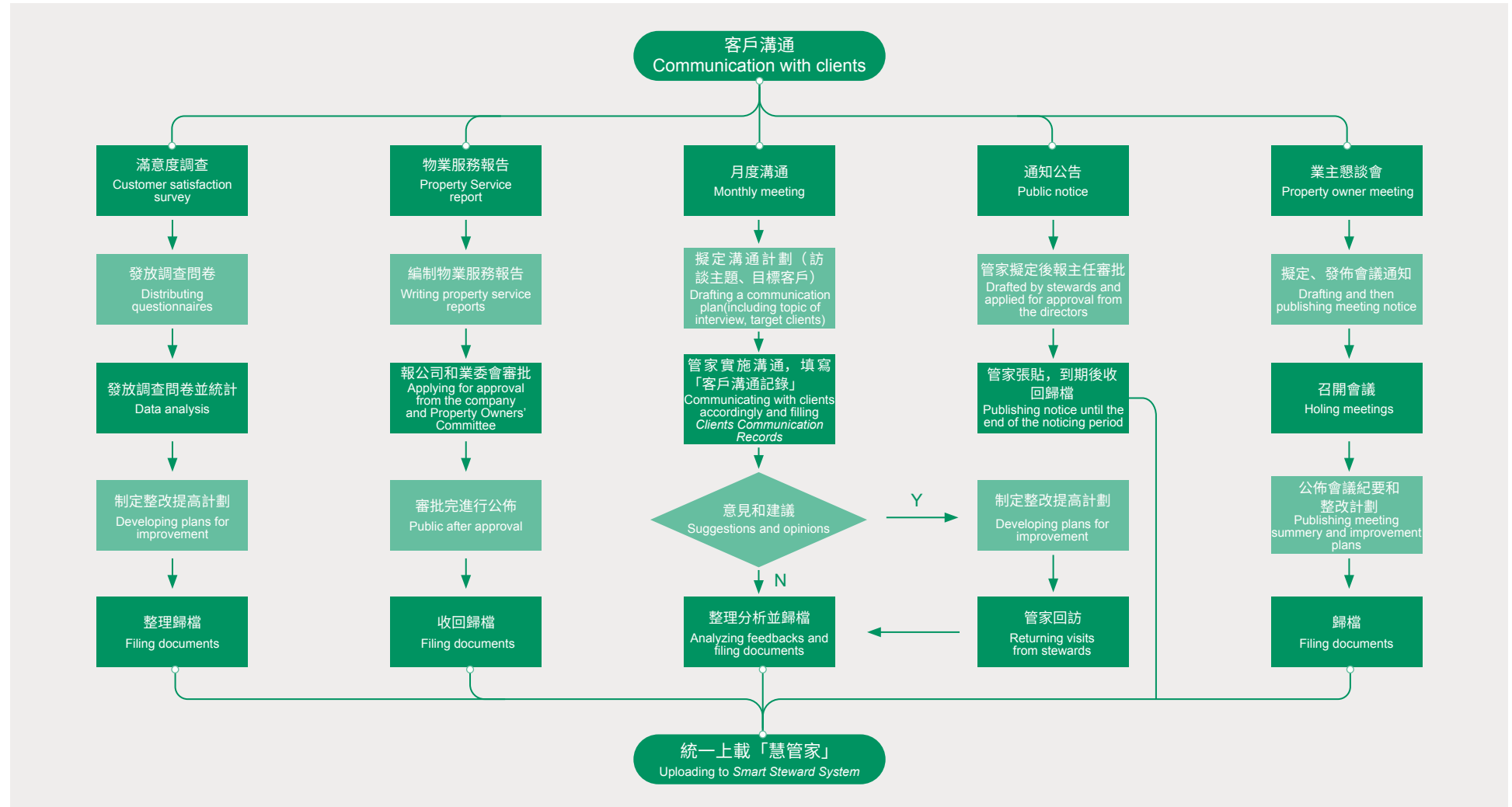
Landsea Green Life provides property management services, the quality of which is closely associated with the property owners' life. In line with the people-oriented concept and in strict observance of the regulations on consumer rights and operator obligations as stipulated in the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*, the company formulated the *Guideline on Customer Communication*, *Guideline on Handling Customer Requests*, *Guideline 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 properly accept and deal with complaints and suggestions from customers and safeguard their legitimate rights and interests.

此外，公司提出「有溫度的社區」服務理念，制定《有溫度服務情景行為基礎規範》，進一步提升服務品質，確保品質服務。

In addition, the company puts forward the service concept of "warm community" and issued the *Basic Norms for Heartwarming Services*, with a view to further improving service quality.

## 客戶溝通程式

### Customer communication procedures



## 客戶投訴與處理

### Customer complaints and handling

朗詩綠色生活秉持以人為本的理念，以客戶為導向，在維護公司利益的前提下，積極解決客戶投訴，尋找處理問題的平衡點，快速、高效地解決客戶投訴的實際問題，提升客戶滿意度。  
Landsea Green Life upholds the people-oriented concept and puts customer first. On the premise of safeguarding the company's interests, we actively respond to customer complaints, find a balance point for resolving problems in a quick and efficient manner, and strive to improve customer satisfaction.

### 客戶投訴處理原則

#### Principles for handling customer complaints



- 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.



- 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
- 在處理過程中，按照專業標準與要求，注重承諾和契約；
- 認真履行處理結果，做好跟蹤回訪工作。
- 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.
- In the process of response, follow professional standards and requirements and attach importance to promises and contracts;
- Earnestly implement the solutions and do a good job of follow-up visits.



- 對客戶體恤、尊重；
- 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；
- 涉及補償、賠償問題時要綜合衡量業主的利益。
- Sympathize with and respect customers;
- On the premise of not violating major principles, try to be caring and provide customers with the greatest convenience and think in customers' shoes;
- On issues concerning compensations, take full account of the property owners' interests.



## 投訴處理階段

### Stages to handle complaints



#### 投訴回應

Respond to complaints

受理崗每日第一時間登錄 400 雲呼叫系統接收客戶投訴，在收到指派的 1 小時內與客戶聯絡，進一步瞭解投訴事項。

The employees for complaint acceptance should log in to the “400” cloud call system as the first thing for daily work and contact customers within one hour after receiving complaints to learn more details.



#### 擬定投訴處理解決方案

Draft a complaint handling plan

受理崗組織相關責任部門共同商議，擬定投訴處理解決方案，提出具體的計劃完成時間和解決措施，在方案實施之前，須與客戶確認，認可後方可實施，若有異議的，則進一步協商，至客戶認可後進行實施。

Convene the relevant responsible departments to hold discussion, draft complaint handling plan, and come up with specific schedule and measures. Seek the approval of customers before implementing the plan; in case of objections, conduct further negotiations until the customer approves the plan.



#### 彙報進展

Progress reporting

受理崗投訴負責人需每日下班前登錄 400 呼叫系統彙報投訴進展情況，並詳細記錄在《客戶投訴資訊匯總表》。

The person in charge of employees for complaint acceptance should log in to the “400” call system before clocking off every day to report the progress of handling complaints and fill in the *Form of Customer Complaint Information*.



#### 投訴完成

Completion

受理完成後，彙報最終的處理完成情況，同時上傳《客戶投訴處理記錄表》、處理過程的照片等資料，提請關閉。

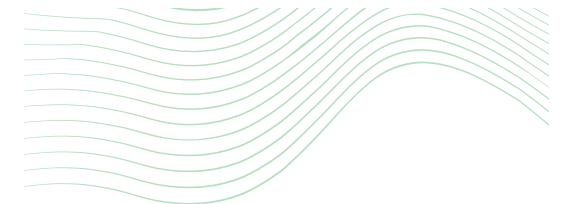
After completing the process of handling complaints, report the results, upload the *Form of Customer Complaint Handling Record*, relevant photos and other materials, and request for closure of the case.

## 客戶隱私保護

### Customer privacy protection

朗詩綠色生活在為業主服務的過程中，主要會接觸到客戶個人身份資訊、家庭成員、住址等有關資訊，為了保障客戶隱私安全，朗詩綠色生活嚴格遵守《中華人民共和國網路安全法》，以及關於資訊安全與隱私保護的相關法律法規，制定《客戶資料管理工作指導書》，規範客戶資訊資料的管理，確保客戶資料的管理連續性、完好性和保密性及借閱等有序管理。

In the process of serving the property owners, Landsea Green Life may be exposed to the information about customers' identity, family members, home address, and others. To protect the privacy of customers, Landsea Green Life strictly complies with the *Cybersecurity Law of the People's Republic of China* and the relevant laws and regulations on information security and privacy protection. In addition, the company drew up the *Guideline on Customer data Management* to regulate the management of customer data to ensure the continuity, integrity, and confidentiality in the process, as well as the orderly management of information requests for reference.



公司明確規定嚴禁向公司以外的任何單位及個人提供客戶資訊。電子版及資訊管理平台的客戶資料應設置存取權限與密碼，除物業服務中心負責人、前台文員及對應管家外，其餘人員未經許可不得隨意借閱。

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.

## 知識產權管理 Intellectual property management

朗詩綠色生活根據國家和行業有關知識產權的法律、法規和規章，結合本公司的實際情況，制定《朗詩綠色生活智慧財產權管理規定》，以規範公司知識產權的管理工作，並明確責任和義務，保護公司知識產權不受侵害，快速打擊侵犯公司智知識產權的違法行為。

In accordance with national and industrial laws, regulation and rules on intellectual property, in light of the actual situation of the company, Landsea Green Life formulated the *Intellectual Property Management Regulations* to regulate the company's intellectual property management, clarify responsibilities and obligations, protect the company's intellectual property rights from infringement, and promptly crack down on illegal acts that violate the company's intellectual property rights.

知識產權管理工作是公司管理體系中具有戰略意義的基礎性管理環節。公司全面推進知識產權的整體管理工作，將知識產權工作納入公司的研發、運營、市場等各環節的管理工作中。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.



關鍵量化績效表

ESG QUANTITATIVE PERFORMANCE

環境績效

Environmental performance

指標 KPIs	單位 Unit	2020
在管項目數量 Number of projects under management	個 Number	123
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	36
獲得綠色建築相關認證項目的面積比率 The ratio of total floor area of projects with relevant certification for green building	%	34.4
自有車輛汽油用量 Gasoline consumption of corporate vehicles	升 Liter	10,687
耗電量 Power consumption	兆瓦時 MWh	2,918.15
耗電密度（萬元收入） Power consumption intensity (per unit of income, i.e. RMB 10,000 Yuan)	兆瓦時 / 萬元 MWh/RMB10,000 Yuan	0.15
耗水量 Water consumption	立方米 M³	141,929.63
耗水密度（萬元收入） Water consumption intensity (per unit of income, i.e. RMB 10,000 Yuan)	立方米 / 萬元 M³/RMB 10,000 Yuan	0.04
文印紙使用量 Print paper consumption	千克 Kg	13,282.30
其他紙質用品使用總量 Consumption of other paper products	千克 Kg	357.53
所產生的無害廢棄物總量（辦公） Total amount of non-hazardous waste (office)	千克 Kg	1,466.80
所產生的有害廢棄物總量（辦公） Total amount of hazardous waste (office)	千克 Kg	3,357.50
範圍一溫室氣體排放量 Total emission of Greenhouse gas (Scope 1)	噸二氧化碳當量 tons of CO <sub>2</sub> equivalent	28.94

指標 KPIs	單位 Unit	2020
範圍二溫室氣體排放量 Total emission of Greenhouse gas (Scope 2)	噸二氧化碳當量 tons of CO <sub>2</sub> equivalent	425,071.14
溫室氣體排放量 Total emission of Greenhouse gas	噸二氧化碳當量 tons of CO <sub>2</sub> equivalent	425,100.07
溫室氣體排放密度（萬元收入） Emission intensity of greenhouse gas (per unit of income, i.e. RMB 10,000 Yuan)	噸二氧化碳當量 / 萬元 tons of CO <sub>2</sub> equivalent/ RMB 10,000 Yuan	0.12

說明：耗電、耗水、溫室氣體核算涵蓋南京總部辦公區域，南京、杭州、常州、蘇州、無錫、上海、武漢、成都、天津、深圳 11 個城市公司辦公區域，以及上海城市公司、成都城市公司公共區域。

Note: The power consumption, water consumption, and greenhouse gas emissions cover the office area of the Nanjing headquarters, the office areas of the subsidiary companies in 11 cities of Nanjing, Hangzhou, Changzhou, Suzhou, Wuxi, Shanghai, Wuhan, Chengdu, Tianjin, and Shenzhen, as well as the public area in the subsidiary companies in Shanghai and Chengdu.

社會績效

Social performance

員工僱傭

Employment

指標 KPIs	單位 Unit	2020
員工總數 Total employees	人 Person	2,865
男性員工 Number of male employee	人 Person	1,821
女性員工 Number of female employee	人 Person	1,044
全職勞動合同工 Number of full-time contract workers	人 Person	2,857
全職勞務派遣工 Number of full-time dispatched workers	人 Person	0
兼職員工 Number of Part-time employees	人 Person	0
其他僱傭形式員工 <sup>1</sup> Number of other forms of employment <sup>1</sup>	人 Person	8

指標 KPIs	單位 Unit	2020
50 歲以上的員工 Number of employees aged over 50	人 Person	224
30 歲至 50 歲的員工 Number of employees aged between 30 and 50	人 Person	1,667
30 歲以下的員工 Number of employees aged below 30	人 Person	974
在中國大陸工作的員工 Number of employees in Chinese mainland	人 Person	2,865
在港澳台及海外工作的員工 Number of employees in HK, Macau, Taiwan and overseas	人 Person	0
中級管理層以上女性員工占比 Proportion of female employees above mid-level management	%	41.27
員工流動率 Employee turnover rate	%	54.14
男性員工流動率 Turnover rate of male employees	%	58.65
女性員工流動率 Turnover rate of female employees	%	46.26
30 歲以下員工流動率 Turnover rate of employees under 30	%	71.05
30 至 50 歲員工流動率 Turnover rate of employees aged between 30 and 50	%	46.73
50 歲以上員工流動率 Turnover rate of employees aged over 50	%	35.71
違反員工僱傭及勞工法律法規所受處罰的次數 Number of penalties for violation of employment and labour law and regulation	次 Number	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
因工傷損失的工作日數 workday loss due to work injury	日 Day	1,226
員工培訓覆蓋率 Percentage of employees trained	%	80.21
培訓覆蓋的男性員工的比例 Percentage of male employees trained	%	57.35

指標 KPIs	單位 Unit	2020 年 2020
培訓覆蓋的女性員工的比例 Percentage of female employees trained	%	42.65
培訓覆蓋的高級管理層員工的比例 Percentage of senior management trained	%	1.39
培訓覆蓋的中級管理層員工的比例 Percentage of middle management trained	%	6.70
培訓覆蓋的基層員工的比例 Percentage of junior management trained	%	91.91
員工接受培訓平均小時數 Average number of training hours completed per employees	小時 Hour	2.83
男員工接受培訓平均小時數 Average number of training hours completed by male employees	小時 Hour	3.27
女員工接受培訓平均小時數 Average number of training hours completed by female employees	小時 Hour	2.25
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	7.63
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
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	28.70

[1]: 其他僱傭形式為實習、退休返聘。

[1]: Other employment types include intern and reemployment after retirement.





產品責任  
Product Responsibility

指標 KPIs	單位 Unit	2020
在客戶隱私方面發生違法違規事件的總數 Total number of reported non-compliance incidents on customer privacy	件 One	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 One	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 s on the health & safety and labeling of the products and services provided	件 One	0
經證實的侵犯客戶隱私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 One	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 One	1,239
投訴處理率 Complaints resolution rate	%	100
客戶滿意度 Customer satisfaction	分 Point	90.00

營運慣例  
Business Practice

指標 KPIs	單位 Unit	2020
彙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
反貪污培訓覆蓋的員工比例 Proportion of employees who received anti-corruption training	%	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	4
反貪污培訓覆蓋的董事會成員比例 Proportion of board members who received anti-corruption training	%	100

指標 KPIs	單位 Unit	2020
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	4
供應商總數 Total number of suppliers	家 One	290
大陸地區的供應商數 Number of suppliers in Chinese mainland	家 One	283
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	7
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	159
通過環境、勞工、道德等方面評估的供應商數量 The number of suppliers that passed environmental, labour, ethical evaluations	家 One	129

社區與公益  
Community and Charity

指標 KPIs	單位 Unit	2020
社區文體活動小時數 Hours of recreational and sports activities in the community	小時 Hour	812
社區文體活動參與人次 Number of participants in the recreational and sports activities in the community	人 Person	25,000

注：此資料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。  
Note: The statistics only cover the hours of online and offline activities of the Service Experience Center (including Landsea Commune), excluding the community activities organized by the urban project teams.

所獲榮譽和獎項  
HONORS AND AWARDS

序號 No.	2020 年所獲榮譽及獎項 Honors and Awards in 2020	獲獎時間 Awarding Time	頒獎機構 Awarding Organization
1	2020 年中國物業服務百強企業 (28) China's Top 100 Property Service Companies in 2020 (28)	2020 年 5 月 May 2020	中指研究院 China Index Academy
2	2020 年中國物業服務百強 - 服務品質領先企業 China's Top 100 Property Services Companies in 2020— Service Quality	2020 年 5 月 May 2020	中指研究院 China Index Academy
3	2020 年中國物業服務百強 - 滿意度領先企業 China's Top 100 Property Services Companies in 2020— Customer Satisfaction	2020 年 5 月 May 2020	中指研究院 China Index Academy
4	2020 年中國物業服務百強 -2020 中國物業服務年度 社會責任感企業 China's Top 100 Property Services Companies in 2020— Social Responsibility	2020 年 5 月 May 2020	中指研究院 China Index Academy
5	2020 物業服務企業潛力獨角獸 Potential Unicorn of Property Management Service in 2020	2020 年 5 月 May 2020	中物研協 China Property Management Research Institution
6	2020 中國物業企業資本關注度十強 Top 10 Property Management Companies with Eye-catching Capital in 2020	2020 年 5 月 May 2020	億翰・嘉和家業 E&H Consulting・Jiahe Property
7	2020 藍籌物業百強企業 Top 100 Blue Chip Property Management Companies in 2020	2020 年 8 月 August 2020	經濟觀察報 The Economic Observer
8	2020 藍籌物業百強峰會・卓越智慧科技創新企業 2020 Summit of Top 100 Blue Chip Property Management Companies・Excellent Smart Technology Innovation Enterprise	2020 年 8 月 August 2020	經濟觀察報 The Economic Observer
9	2020 中國物業服務力 50 強 China's Top 50 Property Service Companies in 2020	2020 年 8 月 August 2020	易居・克而瑞 E House・CRIC
10	2020 中國物業企業綜合實力 TOP40(35) China's Top 40 Property Management Companies in Comprehensive Strength (ranking 35) in 2020	2020 年 8 月 August 2020	億翰・嘉和家業 E&H Consulting・Jiahe Property
11	2020 中國物業企業成長性十強 China's Top 10 Fastest Growing Property Management Companies in 2020	2020 年 8 月 August 2020	億翰・嘉和家業 E&H Consulting・Jiahe Property
12	2020 中國物業企業客戶滿意度模範企業五十強 China's Top 50 Model Property Management Companies in Customer Satisfaction in 2020	2020 年 8 月 August 2020	億翰・嘉和家業 E&H Consulting・Jiahe Property
13	全球首個 BREEAM In-Use V6 住宅類項目運營認證 The world's first BREEAM In-Use V6 residential project operation certification	2020 年 8 月 August 2020	BRE 英國建築研究院 BRE

序號 No.	2020 年所獲榮譽及獎項 Honors and Awards in 2020	獲獎時間 Awarding Time	頒獎機構 Awarding Organization
14	2020 中國物業服務特色品牌企業 (有溫度的社區) China's Distinctive Brand of Property Service in 2020 (warm community)	2020 年 9 月 September 2020	中指研究院 China Index Academy
15	2020 中國物業服務華東區域品牌企業; 品牌價值 12.02 億 Leading Brand of Property Service Company in Eastern China in 2020 (with a brand value of RMB 1.202 billion)	2020 年 9 月 September 2020	中指研究院 China Index Academy
16	2020 中國紅色物業服務領先品牌 China's Leading Brand of Patriotic Property Service in 2020	2020 年 9 月 September 2020	中指研究院 China Index Academy
17	2020 物業服務企業綜合實力 100 強 (第 85 名) Top 100 Property Service Companies in Comprehensive Strength (Ranking 85) in 2020	2020 年 9 月 September 2020	中物研協 China Property Management Research Institution
18	2020 物業服務市場化運營領先企業 Leading Property Service Company in Market-oriented Operation in 2020	2020 年 9 月 September 2020	中物研協 China Property Management Research Institution
19	2020 物業服務企業品牌價值 100 強; 品牌價值: 28.27 億 Top 100 Property Service Companies in Brand Value (worthy RMB 2.827 billion) in 2020	2020 年 9 月 September 2020	中物研協 China Property Management Research Institution
20	2020 華東品牌物業服務企業 20 強 Top 20 Brands of Property Service in Eastern China in 2020	2020 年 9 月 September 2020	中物研協 China Property Management Research Institution
21	2020 中國區域物業服務市場地位領先企業 Leading Company in Chinese Property Service Market in 2020	2020 年 12 月 December 2020	中指研究院 China Index Academy
22	2020ESG 突出貢獻企業 Outstanding Enterprise in ESG Contribution in 2020	2020 年 12 月 December 2020	中指研究院 China Index Academy
23	2020 中國物業服務優秀運營企業 China's Outstanding Companies in Property Service Operation in 2020	2020 年 12 月 December 2020	中指研究院 China Index Academy
24	中國物企超級服務力 TOP40 China's Top 40 Property Management Company in Service Quality	2020 年 12 月 December 2020	億翰・嘉和家業 E&H Consulting・Jiahe Property

## 聯交所《環境、社會及管治報告指引》索引 ESG REPORTING GUIDE CONTENT INDEX

層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露章節 Relevant chapters in Report	
主要範疇 A. 環境 /A. Environment			
層面 A1. 排放物 /Aspect A1: Emissions			
一般披露 A1 General Disclosure A1	環境管理 Environment management		
KPI A1.1	關鍵量化績效表 ESG quantitative performance		
KPI A1.2	關鍵量化績效表 ESG quantitative performance		
KPI A1.3	關鍵量化績效表 ESG quantitative performance		
KPI A1.4	關鍵量化績效表 ESG quantitative performance		
KPI A1.5	排放物管理 Emission management		
KPI A1.6	環境管理 Environment management		
層面 A2. 資源使用 /Aspect A2: Use of Resources			
一般披露 A2 General Disclosure A2	環境管理 Environment Management		
KPI A2.1	關鍵量化績效表 ESG quantitative performance		
KPI A2.2	關鍵量化績效表 ESG quantitative performance		
KPI A2.3	資源管理 Resource management		
KPI A2.4	資源管理 Resource management		
KPI A2.5	不適用 Not applicable		
層面 A3. 環境及天然資源 /Aspect A3: The Environment and Natural Resources			
一般披露 A3 General Disclosure A3	環境管理 Environment management		
KPI A3.1	環境管理 Environment management		
主要範疇 B. 社會 僱傭及勞工常規 /B. Social			
層面 B1. 僱傭 /Aspect B1: Employment			
一般披露 B1 General Disclosure B1	員工僱傭 Recruitment of employees		
KPI B1.1	關鍵量化績效表 ESG quantitative performance		
KPI B1.2	關鍵量化績效表 ESG quantitative performance		
層面 B2. 健康與安全 /Aspect B2: Health and Safety			
一般披露 B2 General Disclosure B2	職業健康與安全 Occupational health and safety		
KPI B2.1	關鍵量化績效表 ESG quantitative performance		
KPI B2.2	關鍵量化績效表 ESG quantitative performance		
KPI B2.3	職業健康與安全 Occupational health and safety		
層面 B3. 發展及培訓 /Aspect B3: Development and Training			
一般披露 B3 General Disclosure B3	發展與培訓 Development and training		
KPI B3.1	關鍵量化績效表 ESG quantitative performance		
KPI B3.2		關鍵量化績效表 ESG quantitative performance	
層面 B4. 勞工準則 /Aspect B4: Labour Standards			
一般披露 B4 General Disclosure B4	員工僱傭 Recruitment of employees		
KPI B4.1	員工僱傭 Recruitment of employees		
KPI B4.2	無違規情況 No violation		
主要範疇 B. 社會 營運慣例 /B. Social Employment and Labor Practice			
層面 B5. 供應鏈管理 /Aspect B5: Supply Chain Management			
一般披露 B5 General Disclosure B5	環境管理 Environment management		
KPI B5.1	關鍵量化績效表 Environment management		
KPI B5.2	環境管理、關鍵量化績效表 ESG quantitative performance		
層面 B6. 產品責任 /Aspect B6: Product Responsibility			
一般披露 B6 General Disclosure B6	客戶與服務責任 Customer and service responsibilities		
KPI B6.1	不適用 Not applicable		
KPI B6.2	關鍵量化績效表 ESG quantitative performance		
KPI B6.3	客戶與服務責任 Customer and service responsibilities		
KPI B6.4	客戶與服務責任 Customer and service responsibilities		
KPI B6.5		客戶隱私保護 Customer privacy protection	
層面 B7. 反貪污 /Aspect B7: Anti-corruption			
一般披露 B7 General Disclosure B7	反貪污 Anti-corruption		
KPI B7.1	關鍵量化績效表 ESG quantitative performance		
KPI B7.2	反貪污 Anti-corruption		
層面 B8. 社區投資 /Aspect B8: Community Investment			
一般披露 B8 General Disclosure B8	以人為本，更包容的社區、社會公益 People-oriented service for a more inclusive community		
KPI B8.1	以人為本，更包容的社區、綠色運維，更健康的社區 People-oriented service for a more inclusive community Green operation for a safer community		
KPI B8.2	關鍵量化績效表 ESG quantitative performance		

# 報告編制說明

## REPORTING INSTRUCTIONS

### 報告依據

#### Reporting Basis

本報告依據香港聯合交易所有限公司（以下簡稱「聯交所」）現行《環境、社會及管治報告指引》（2015 版），並參考 2019 年新版《環境、社會及管治報告指引》編制。

This report is written based on the 2015 "Environmental, Social and Governance Reporting Guide"(ESG Reporting Guide) of Hong Kong Stock Exchange (HKEX) and with reference to the updated version of 2019 ESG Reporting Guide.

### 報告原則

#### Reporting Principles

報告遵循聯交所《環境、社會及管治報告指引》的彙報原則，包括：

This report follows the *Reporting Principles as stated in the ESG Reporting Guide* of HKEX, including:

#### 重要性原則

##### Principle of materiality

本報告通過持份者調查及重要性分析確定報告需重點回應的議題，並對有關環境、社會和管治事宜可能對投資者及其他權益人產生重要影響的事項進行重點彙報。

The material issues in this report are determined in line with the survey of stakeholders and materiality analysis, with the focus of disclosure on ESG issues that are sufficiently important to investors and other stakeholders.

#### 量化原則

##### Principle of quantitative

本報告披露關鍵定量績效指標，反映公司 ESG 管理的成效。

This report discloses measurable KPIs to reflect the company's performance in ESG management.

#### 平衡原則

##### Principle of balance

本報告內容反映客觀事實，對涉及正面、負面資訊的指標均進行披露。

This report provides objective facts and discloses KPIs involving both positive and negative information.

#### 一致性原則

##### Principle of consistency

本報告對所披露的 ESG 關鍵定量績效指標含義作出解釋，並說明計算依據和假定條件，便於閱讀者進行橫向縱向比較。

This report interprets the meaning of the disclosed ESG KPIs as well as the methodologies and assumptions for calculation, for the convenience of readers to make horizontal and vertical comparisons.

### 報告範圍

#### Reporting Scope

組織範圍：包括朗詩綠色生活服務有限公司及其附屬公司（統稱「朗詩綠色生活」）。本報告涵蓋的實體與上市公司年度報告合併財務報表範圍一致。

時間範圍：2020 年 1 月 1 日至 2020 年 12 月 31 日。為方便讀者理解，部分內容可能超出該範圍。

Reporting organization scope: This report covers Nanjing Landsea Property Management Co., Ltd. and its subsidiaries (refers to as the "Landsea Green Life"). The entities covered in this report are consistent with the scope of consolidated financial statements in the annual report.

Reporting time range: The report covers the period from January 1<sup>st</sup>, 2020 to December 31<sup>st</sup>, 2020. For better understanding by the reader, some contents may go beyond this period.

### 報告發佈週期

#### Report Release

本報告為年度報告，今年為首次發佈報告。

This report is an annual report. This is Landsea Green Life's first ESG report.

### 獲取方式

#### Access

本報告可於以下網址流覽：<http://www.landseawy.com/>

This report is available at the following website: <http://www.landseawy.com/>

### 意見回饋

#### Feedback

如對報告有任何意見建議，可發送郵件至：[sustainability@landsea.cn](mailto:sustainability@landsea.cn)

If you have any comments or suggestions on the report, you can send an email to [sustainability@landsea.cn](mailto:sustainability@landsea.cn)





