朗诗绿色生活
— LANDSEA GREEN LIFE —

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2021 | 朗詩綠色生活

環境、社會及管治(ESG)報告

Landsea Green Life ESG Report 2021



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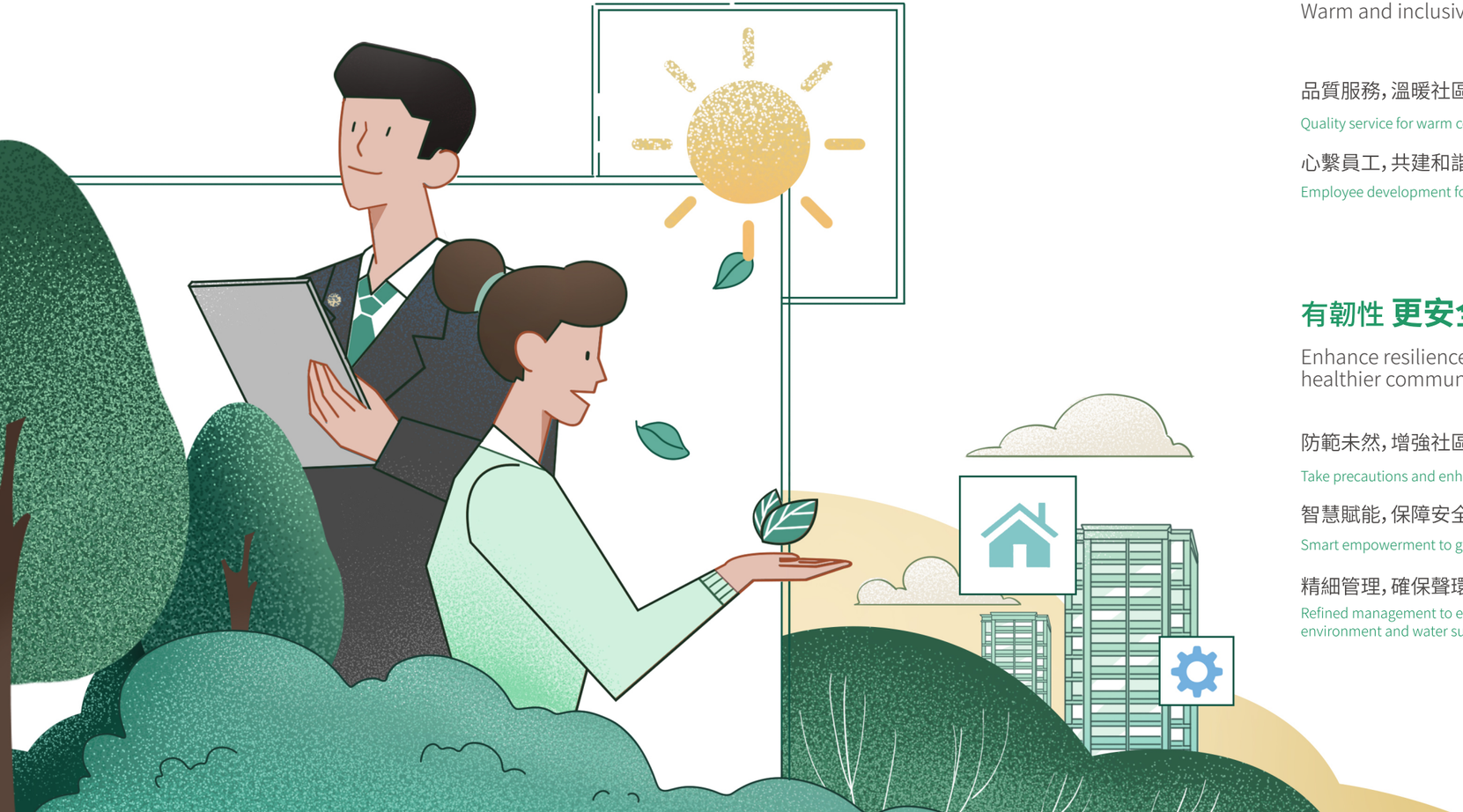


董事長致辭

Message from the Chairman of the Board

氣候變化，正在成為全球共同的風險與挑戰。應對氣候變化，實現碳中和必然是一場深刻的能源變革、技術創新與人類觀念的轉變。隨著我國雙碳目標的進一步深化，以高耗能為標誌的“舊經濟”將被以綠色低碳為代表的“新經濟”所替代。

Climate change is becoming a common risk and challenge worldwide. To cope with climate change and achieve carbon neutrality will inevitably lead to a profound energy revolution, technological innovation and the transformation of people's mindset. With the further deepening of China's realization of carbon peaking and carbon neutrality, the "old economy" marked by high energy consumption will be replaced by the "new economy" represented by green and low-carbon development.

朗詩綠色生活，作為一家成長中的全生命週期綠色生活服務商，始終關注著“可持續城市與社區”這一重要的全球可持續發展目標。2020 年我們就提出了“可持續社區”模型，朝著打造更包容、更安全、更健康的可持續社區不斷前行。2021 年，我們在“可持續社區”的基礎上更進一步聚焦，提出“可持續低碳社區”理念，努力探索可持續社區的碳中和之道，為助力“30·60”雙碳目標，成就人們綠色美好生活貢獻我們的力量。

As a growing full life cycle green life service provider, Landsea Green Life is dedicated to building sustainable cities and communities. In 2020, we put forward the model of "sustainable community", and vowed to build more inclusive, safer, and healthier sustainable communities. In 2021, on the basis of the sustainable community model, we put forward the concept of "sustainable and low-carbon community", exploring ways to build sustainable and carbon-neutral communities, helping the country to hit peak emissions before 2030 and achieve carbon neutrality by 2060, and delivering and safeguarding a green and healthy lifestyle for more people.

2021 年，朗詩綠色生活將應對氣候變化納入公司戰略規劃，首次發佈了碳中和路線圖。本著“直接減碳優於消除，消除優於抵消”的原則，我們改建了綠色節能社區辦公空間，增加了社區內可再生能源電力的使用，並持續擴大我們的碳中和的邊界，積極構建“可持續低碳社區”模式，推動社區生活全場景生態減排。

In 2021, Landsea Green Life incorporated response to climate change into the Company's strategic plan, and published a carbon neutrality roadmap for the first time. Based on the principle that direct carbon emission reduction is better than the removal of existing carbon emissions, while removing existing carbon emissions is better than offsetting existing carbon emissions using other methods, we have renovated office spaces and increased the use of electricity from renewable resources in green and energy-saving communities. We have also made a continuous effort to expand the scope of our carbon neutrality initiative and constructed a sustainable and low-carbon community model to reduce carbon emissions in all scenarios of community life.

不僅是“可持續低碳社區”，朗詩綠色生活著力打造“物業服務＋生活服務”模式，努力構建溫情社區和便利的“生活圈”，為業主熱愛的生活全力以赴。我們打造的社群鄰里文化平台——詩友公社，以“發現每一份熱愛、成全每一份熱愛”為行動指南，面向全年齡段的業主，共創豐富多彩的社區活動，為美好生活增添更多亮色。

In addition to the sustainable and low-carbon community model, Landsea Green Life has also created a "property service + life service" model, aiming to build warm communities and neighborhoods that offer an irresistible combination of comfort and convenience for property owners. Our neighborhood culture platform Landsea Friends, with "discovering and fulfilling every passion" as its action guide, brings together property owners of different ages and organizes a wide range of community activities to jazz up their lives.

在常態化疫情防控下，朗詩綠色生活繼續承擔著社區疫情防控的重要責任，在出入管控、重點消殺、物資保障、配合隔離等多方面扛起社區抗“疫”的大旗，並積極運用智慧化技術，完善安防設備設施，促進管理和服務加速升級，為業主構建了安全可靠、智慧邊界的防護屏障。

Under routine pandemic prevention and control, Landsea Green Life continues to engage in COVID-19 prevention and control activities at community level, including access control, key site disinfection, stocking of supplies, and quarantine and isolation. We have adopted smart technology, improved security equipment and facilities, and accelerated the upgrading of management and services with a view to building a safe, reliable and smart COVID-19 prevention system for property owners.

守護業主安康和貢獻全球可持續發展，離不開朗詩綠色生活每一位員工的共同努力。員工是朗詩綠色生活最寶貴的財富，我們心繫每一名員工，努力為員工提供廣闊的發展空間，創造高效、包容的團隊氛圍，與員工共建溫暖有愛的朗詩家園。

Landsea Green Life's contribution to well-being of property owners and global sustainable development is inseparable from the hard work of every employee. Employees are the most valuable asset of the Company. We care about every employee and strive to provide employees with abundant development opportunities and create an efficient, inclusive, and enjoyable workplace.

未來，朗詩綠色生活將一如既往地做好多元化的物業管理服務和各項增值服務，與各個利益相關方攜手共進，努力構建“可持續低碳社區”，推動低碳城市發展，為守護更多人的綠色美好生活不斷前行。

In the future, Landsea Green Life will, as always, provide diversified property services and value-added services and work together with stakeholders to build sustainable and low-carbon communities, promote the development of low-carbon cities, 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

公司概況
Company profile

朗詩綠色生活服務有限公司（簡稱“朗詩綠色生活”或“公司”）成立於 2005 年，是一家紮根長三角、佈局全國，快速成長的全生命週期綠色生活服務商。2021 年 7 月 8 日，公司正式於香港聯合交易所掛牌上市。

Founded in 2005, Landsea Green Life Service Company Limited (“Landsea Green Life” or the “Company” for short, together with its subsidiaries, the "Group") is a fast-growing full life cycle green life service provider based in the Yangtze River Delta with a nationwide presence. On July 8, 2021, the Company was listed on the Main Board of the Stock Exchange of Hong Kong Limited.

朗詩綠色生活連續多年獲得“中國物業服務百強企業”“中國物業服務百強服務品質領先企業”“華東物業服務領先品牌”等榮譽，2021 年位列中國物業服務百強企業第 24 位。公司宣導通過社區的綠色運營來持續改善人居生活體驗。

Landsea Green Life has received many honors. It has been awarded one of the “Top 100 Property Management Companies in China”, “Top 100 Property Management Companies in China in Terms of Service Quality”, and “Leading Property Management Brand Enterprise in East China” among others for consecutive years. In 2021, the Company ranked 24th among the “2021 Top 100 Property Management Companies in China”. Landsea Green Life advocates continuous improvement of the residential living experience through green community operations.

公司名稱
Business name in Chinese
朗詩綠色生活服務有限公司

英文名稱
Business name in English
Landsea Green Life Service Company Limited

總部地址
Headquarters address
中國江蘇省南京市
Nanjing, Jiangsu, China

員工總數
Number of employees
3,568 人

業務佈局
Business layout

依託十餘年專業綠色社區運營服務經驗，朗詩綠色生活堅持以客戶導向，致力於打造及營運溫情社區，為廣大客戶提供多元化的物業管理服務、非業主增值服務以及社區增值服務，服務項目涵蓋住宅、辦公大樓、租賃性公寓、公共設施、產業園區、醫院及銀行網點等多種業態。

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

截至 2021 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 26 座城市，服務項目 151 個，在管總建築面積達 2,345 萬平方米，合約總建築面積達 3,197 萬平方米，為超過 15 萬戶住戶提供服務。

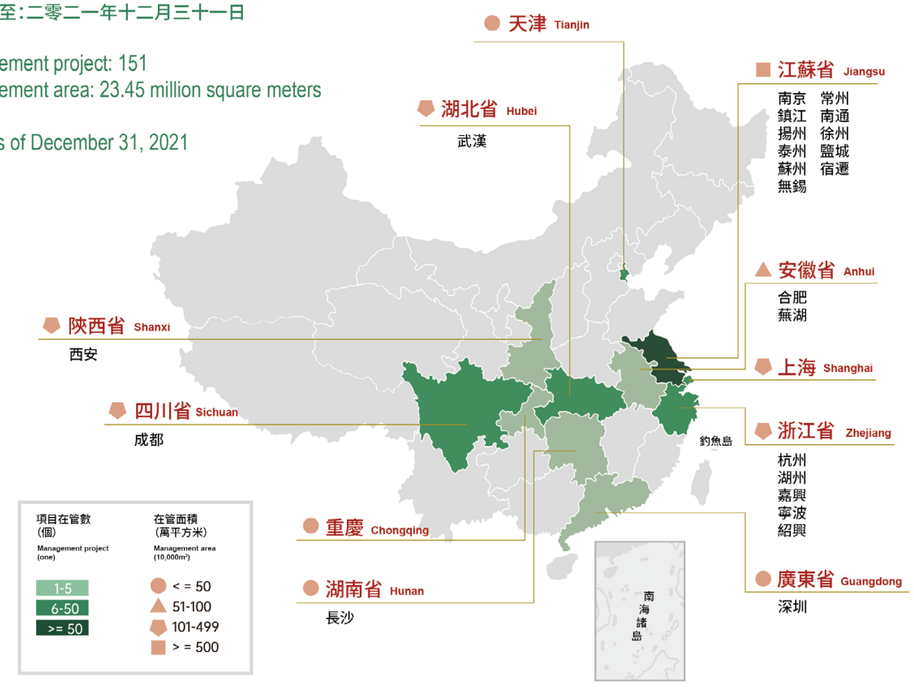
As of December 31, 2021, Landsea Green Life had 151 service projects in 26 cities, including Nanjing, Changzhou, Wuxi, Suzhou, Hangzhou, Shanghai, Chengdu, and Wuhan. Gross floor area(“GFA”)under management reached 23.45 million square meters and GFA according to management agreements reached 31.97 million square meters, involving more than 150,000 property owners.

2021 年 2021	相較於 2020 年 Compared with 2020
營業收入 Operating revenue	增長 Up by
737.2 百萬元 million yuan	22.7%
淨利潤（扣除上市費用） Net profit (deducting the listing fee)	增長 Up by
76.2 百萬元 million yuan	4.4%
資產總值 Total assets	增長 Up by
847.98 百萬元 million yuan	37.7%

在管項目151個
在管面積2,345萬平方米
數據截至：二零二一年十二月三十一日

Management project: 151
Management area: 23.45 million square meters

Data as of December 31, 2021



公司理念
Business philosophy

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“打造及營運溫情社區”的服務理念，以“提供有溫度的服務，創造美好綠色生活”為使命，致力成為有溫度的社區生活服務引領者。

Landsea Green Life has been deeply committed to community property services for 15 years. In the pursuit of harmonious coexistence of man, society and nature, we have rapidly grown into a full life cycle green life service provider. Our core values are “People-oriented, positive and green” and our service philosophy is to build and operate warm communities. Our mission is to provide warm service and create a wonderful green life and our vision is to committed to leading warm community life services.

企業定位 Corporate positioning

全生命周期綠色生活服務商
Full life cycle green life service provider

願景 Vision

致力成為有溫度的社區生活服務引領者
Committed to leading warm community life services

使命 Mission

提供有溫度的服務，創造美好綠色生活
Provide warm service and create a wonderful green life

核心價值觀 Core values

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

服務理念 Service philosophy

打造及營運溫情社區
Build and operate warm communities

2021 主要榮譽
Major honors received in 2021



億翰智庫·嘉和家業頒發的 2021 中國物業服務企業最具發展特色十強
Ranked among EH Consulting · Jiahe Property Service Research Institute’s 2021 Top 10 Chinese Property Service Companies with Largest Development Potentia



億翰智庫·嘉和家業頒發的 2021 中國物業服務企業資本關注度十強
Ranked among EH Consulting · Jiahe Property Service Research Institute’s 2021 Top 10 Most High-profile Chinese Property Service Companies



香港大公文匯傳媒集團頒發的第十一屆中國證券“金紫荊獎”——最佳 ESG 實踐上市公司
The 11th China Securities Golden Bauhinia Award issued by Hong Kong Ta Kung Wen Wei Media Group - Best Listed Company with ESG Practice



中國指數研究院頒發的 2021 年中國物業服務百強企業
Ranked among China Index Academy’s 2021 Top 100 Property Management Company in China



中國指數研究院頒發的 2021 中國物業服務年度社會責任感企業
China Index Academy’s 2021 China Leading Property Management Company in Terms of Social Responsibility

董事會 ESG 管理聲明
The ESG management statement of the Board of Directors

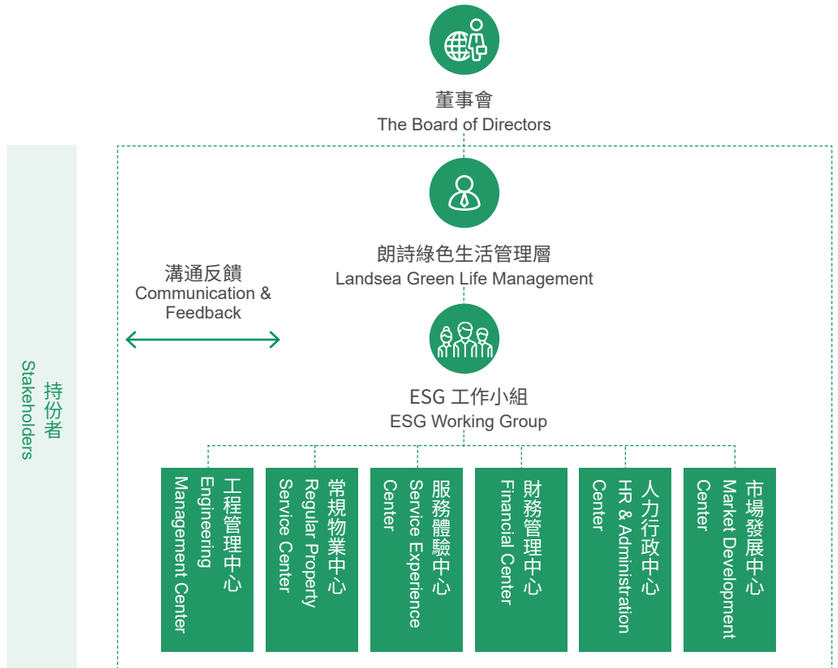
朗詩綠色生活董事會是公司 ESG 管理的最高決策機構，本聲明包括董事會對 ESG 事宜的監管、ESG 管理方針與策略，以及 ESG 管理與目標檢討三大部分。

The Board of Directors of Landsea Green Life, as the highest decision-making body of ESG management of the Company, consists of three parts: supervision of the Board of Directors on ESG matters, ESG management policy and strategy, and ESG management and goal review.

董事會對 ESG 事宜的監管
Supervision of the Board of Directors on ESG matters

朗詩綠色生活搭建了自上而下的環境、社會及公司治理（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，並向董事會匯報 ESG 工作進展及成果；管理層下設 ESG 工作小組，負責開展持份者溝通、ESG 資訊填報與報告編制等具體 ESG 工作的執行。

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



ESG 管理架構
ESG management structure

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

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

董事會是 ESG 管理的最高決策機構，其主要職責包括：

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

(a) 監督集團可持續發展管治的實踐、發展策略，確保健全、良好的 ESG 治理及保障各持份者的利益。

(a) Supervise the Group's practice and development strategy of sustainable development governance, ensure sound and good ESG governance and safeguard the interests of all stakeholders.

(b) 確保公司在識別、防控 ESG 相關風險的管理，以及內部監控體系的有效性。

(b) Ensure the Company's management in identifying, preventing and controlling ESG-related risks and the effectiveness of its internal supervision and control system.

(c) 決策和監督朗詩綠色生活的高實質性議題，確保議題的有效管理。

(c) To make decisions on and supervise the high-substantive issues of Landsea Green Life, and ensure the effective management of the issues.

管理層的 ESG 職責 ESG responsibilities of the Management

管理層支持董事會履行決策職責，其主要職責包括：

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

(a) 指導和檢討朗詩綠色生活 ESG 管理方針及策略的制定，確保其與時並進、切合所需，並符合適用的法律及監管要求；

(a) Guide and review the formulation of the ESG management policy and strategy of Landsea Green Life to ensure that the policy and strategy keep pace with the times, and meet demand and the applicable legal and regulatory requirements;

(b) 監察朗詩綠色生活 ESG 目標的制定和實施，包括：制定朗詩綠色生活 ESG 管理績效目標；檢討目標實現的進度，並就實現目標所需採取的行動提供建議；

(b) Supervise the formulation and implementation of the objectives of Landsea Green Life's ESG goals, including: formulate the ESG management performance goals of Landsea Green Life; review the progress of achieving the goals, and provide suggestions on the actions necessary to achieve the goals;

(c) 監察外部 ESG 趨勢，將影響公司 ESG 方針及策略、目標制定的重要趨勢匯報董事會；

(c) Monitor external ESG trends, and report important trends that affect the Company's ESG policies, strategies and objectives to the Board of Directors;

(d) 指導和檢討朗詩綠色生活重要 ESG 議題的識別和排序；

(d) Guide and review the identification and sequencing of important ESG issues of Landsea Green Life;

(e) 審閱年度《環境、社會及管治報告》及其他 ESG 相關披露資訊，並向董事會提出建議以供批准；

(e) Review the annual Environmental, Social and Governance Report and other disclosed information relevant to ESG, and make recommendations to the Board of Directors for approval;

(f) 識別與朗詩綠色生活有關的 ESG 風險與機遇，評估此類風險或機遇對公司的影響，並就風險或機遇的應對向董事會提供建議。

(f) Identify ESG risks and opportunities related to Landsea Green Life, evaluate the impact of such risks or opportunities on the Company, and provide suggestions to the Board of Directors on how to deal with the risks or opportunities.

ESG 工作小組的 ESG 職責
ESG responsibilities of the ESG Working Group

ESG 工作小組由工程管理中心、常規物業中心、人力行政中心等 ESG 工作相關部門各派成員組成，其責任包括：

The ESG Working Group consists of members from various departments related to ESG work, such as the Engineering Management center, Regular Property Service Center, HR & Administration Center, etc. Its responsibilities include:

(a) 根據朗詩綠色生活 ESG 管理方針和策略、目標，制定具體 ESG 工作計劃並執行；

(a) Formulate specific ESG work plans according to the Landsea Green Life ESG management policy, strategy and objectives and implement those plans;

(b) 定期統計、分析 ESG 績效數據，並提交管理層審議以便其了解朗詩綠色生活 ESG 管理績效目標實現進度；

(b) Regularly count and analyze ESG performance data, and submit it to the Management for review so that the Management is informed of the progress of achieving the ESG management performance goals of Landsea Green Life;

(c) 定期檢索 ESG 負面資訊，並提交管理層以便其了解朗詩綠色生活 ESG 風險；

(c) Regularly check ESG negative information and submit it to the Management so that the Management is informed of the ESG risks of Landsea Green Life;

(d) 協助編制年度 ESG 報告，並提交管理層和董事會審議及批准予以披露；

(d) Assist in preparing the annual ESG report and submit it to the Management and the Board of Directors for consideration and approval for disclosure;

(e) 提交管理層和董事會制定 ESG 決策所需用的其他資料；

(e) Submit other information needed by the Management and the Board of Directors to make ESG decisions; and

(f) 管理層授予的其他職責。

(f) Other responsibilities assigned by the Management.



ESG 管理方針與策略
ESG management policy and strategy



可持續發展已成為全球發展的核心議題之一，而企業的 ESG 管理與實踐則是推動可持續發展的重要基礎。朗詩綠色生活作為負責任的物業服務提供者，以“提供有溫度的服務，創造美好綠色生活”為使命，持續提升 ESG 管理水準，打造可持續社區，助力可持續城市建設。

Sustainable development has become one of the core issues of global development, and corporate ESG management and practice is an important foundation to promote sustainable development. Landsea Green Life, as a responsible property service provider, with the mission of “providing warm service and creating a wonderful green life”, constantly improves ESG management level, builds sustainable communities and boosts sustainable urban construction.

為了進一步提升 ESG 管理水準，2021 年，朗詩綠色生活識別了包括品質與安全風險、設備風險、供應鏈風險、員工風險、法律糾紛等運營風險，亦對氣候變化、廢棄物管理等環境風險進行了識別與分析。基於以上風險和相對應的機遇，公司在可持續社區的基礎上進一步升級公司 ESG 發展策略，將應對氣候變化等更多環境議題納入公司 ESG 管理的重點。

In order to further improve ESG management, in 2021, Landsea Green Life identified operational risks including quality and safety risks, equipment risks, supply chain risks, employee risks and legal disputes, and also identified and analyzed environmental risks such as climate change and waste management. Based on the above risks and corresponding opportunities, the Company further upgraded its ESG development strategy on the basis of sustainable communities, and included more environmental issues such as climate change into the focus of ESG management.

2021 年，公司對標聯合國可持續發展目標（SDGs），參考英國建築研究院（BRE）綠色建築運營標準（BREEAM In-Use，簡稱 BIU），制定了領先、科學的 2025 年 ESG 發展策略，聚焦“溫暖包容”“安全健康”“綠色低碳”三大領域，不斷提升公司 ESG 表現，為實現全球可持續發展目標做出貢獻。

In 2021, in an effort to achieve the United Nations Sustainable Development Goals (SDGs) and with reference to the BREEAM In-Use (BIU) of the Building Research Establishment (BRE), the Company formulated a leading and scientific ESG development strategy for 2025, focusing on the three major areas of being “warm and inclusive”, “safe and healthy”, and “green and low-carbon”, constantly improving the Company’s ESG performance, and contributing to achieving the global sustainable development goals.

朗詩綠色生活 2025 年 ESG 發展策略及目標制定原則
Landsea Green Life's 2025 ESG development strategy and principles for goals

領先性 Leading

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

科學性 Scientific

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

朗詩綠色生活 2025 年 ESG 發展策略及目標

Landsea Green Life's ESG development strategy and goals 2025

安全健康

Safe and healthy

致力於構建安全可靠、舒適健康的社區。
Be committed to building safe, reliable, comfortable and healthy communities.

- 提升應急保障能力，構建能夠抵禦災害、有強大韌性的社區
- 堅持誠信經營，恪守商業道德，構建安全可靠、可持續經營的企業
- 確保良好的聲環境和高品質的水供應，並向所有居民提供增進健康、出行無障礙的社區生活空間



- Improve the emergency support capability and build communities with strong resilience, able to resist disasters.
- Stick to business integrity, abide by business ethics, and build a safe, reliable and sustainable enterprise.
- Ensure a good acoustical environment and high-quality water supply, and provide all residents with community living space that can improve their health, where they can travel without obstacles.

温暖包容

Warm and inclusive

打造溫暖包容的社區與職場環境。
Create a warm and inclusive community and workplace environment.

- 暢通溝通與反饋渠道，回應和解決業主問題
- 加強社區規劃管理能力，構建有溫度的社區
- 為員工提供包容的職場環境，支援員工成長

- Open communication and feedback channels, and respond to and solve property owners' problems.
- Strengthen the ability of community planning and management and build warm communities.
- Provide employees with an inclusive workplace environment and support their growth.



綠色低碳

Green and low-carbon

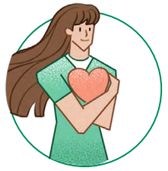
採取全生命週期的可持續綠色運營方式，構建資源使用率高、適應氣候變化的生態環境。
Adopt a whole lifecycle sustainable and green operation mode to build an ecological environment with high resource utilization rate and adaptation to climate change.

- 實施有效的節能減排措施，建立數字化分析系統，持續提升低碳管理能力，減少溫室氣體排放，以減緩和適應氣候變化
- 珍惜水資源，提高水資源利用效率，提升居民節水意識
- 加強廢棄物管理，促進廢棄資源化利用，打造無廢社區
- 關注生物多樣性保護，持續完善社區生物多樣性調查及保護工作

- Implement effective energy-saving and emission-reduction measures, establish a digital analysis system, constantly improve low-carbon management ability and reduce greenhouse gas emissions to slow down and adapt to climate change.
- Cherish water resources, improve the utilization efficiency of water resources and enhance residents' awareness of water conservation.
- Strengthen waste management, promote the recycling of waste resources and build waste-free communities.
- Be concerned with biodiversity protection, and constantly improve the investigation and protection of community biodiversity.







溫暖包容 Warm and inclusive

業主滿意度保持在 **85** 分及以上

Customer satisfaction remains at **85** and above

到 2025 年，員工培訓覆蓋率達 **100%**

By 2025, the employee training coverage will reach **100%**

安全健康 Healthy and safe



運維社區每月舉行至少 **2** 次突發事件演習

In the operation & maintenance community, at least **2** emergency drills are conducted each month.

員工、董事反貪污培訓覆蓋率為 **100%**

The anti-corruption training coverage of employees and directors is **100%**.

運維每月對社區健身設施、無障礙設施維護 **2** 次及以上，確保設備設施完備

The operation & maintenance department shall maintain the community fitness facilities and barrier-free facilities for at least **twice** a month to ensure that the facilities are intact.

綠色低碳 Green and low-carbon



減碳：以 2021 年為基準年，2023 年，實現範圍一的碳中和；2025 年，實現範圍二的碳中和；力爭 2030 年，實現範圍三（價值鏈）的碳中和

Carbon reduction: Taking 2021 as the base year, in 2023, realize carbon neutrality in Scope 1; in 2025, realize carbon neutrality in Scope 2; and strive to achieve carbon neutrality in Scope 3 (value chain) by 2030.

節能：單位面積綜合能耗 2021 年下降 **10%**

Energy conservation: Comprehensive energy consumption per unit area will decrease by **10%** in 2021.

節水：2025 年單位面積水資源消耗較 2021 年降低 **15%**

Water conservation: The consumption of water resources per unit area in 2025 will be **15%** lower than that in 2021.

減廢：2025 年生活垃圾（即無害廢棄物）回收利用率達到 **50%**

Waste reduction: The recycling rate of domestic waste (i.e. harmless waste) will reach **50%** by 2025.

ESG 管理與目標檢討
ESG management and goal review

為確保朗詩綠色生活 ESG 策略的有效性，董事會每年審視公司重要 ESG 議題的識別結果，確保公司的 ESG 策略涵蓋重要的 ESG 議題。確定重要性的過程將遵循以下原則：

To ensure the effectiveness of the ESG strategy of Landsea Green Life, the Board of Directors examines the identification results of important ESG issues of the Company every year to ensure that the Company's ESG strategy covers important ESG issues. The process of determining importance will abide by the following principles:

目前，公司按照識別、評估和篩選的程序，根據自身業務和運營特點，借鑒國內外同行業經驗，開展實質性議題分析，識別出公司持份者關注的重要 ESG 議題。在充分考慮持份者要求和關注重點的基礎上進行議題重要性分析和排序，並在本報告中予以披露。

The Company presently carries out substantive issue analysis to identify the important ESG issues concerned by the Company's stakeholders, according to the procedures of identification, assessment and screening, based on its own business and operational characteristics, and drawing on the experience of other companies in the same industry at home and abroad. The importance of issues is analyzed and ranked on the basis of fully considering the requirements and concerns of stakeholders, and disclosed herein.

2021 年，公司在“溫暖包容”“安全健康”“綠色低碳”三大領域中制定了明確的 ESG 量化績效目標。董事會每年第一季度審視公司上一年度 ESG 績效及 ESG 績效目標達成情況，並於 ESG 報告中披露，從而推動 ESG 績效目標的實現。

In 2021, the Company set clear ESG quantitative performance goals in the three areas of being “warm and inclusive”, “safe and healthy”, and “green and low-carbon”. In the first quarter of each year, the Board of Directors examines the Company's ESG performance and the achievement of ESG performance goals in the previous year, and discloses it in the ESG report, so as to push forward the realization of ESG performance goals.

納入重要持份者的意見，識別重要持份者關注的 ESG 議題；

Incorporate the opinions of important stakeholders and identify ESG issues concerning important stakeholder;

納入管理層的意見，識別對公司業務有重要影響的 ESG 議題；

Incorporate the Management's opinions and identify ESG issues with an important impact on the Company's business;

由董事會審視將對持份者關注度高的議題且對公司業務有重要影響的議題作為重要 ESG 議題。

The Board of Directors examines the issues that are highly concerned by stakeholders and have an important impact on the Company's business as important ESG issues.

展望未來，不斷變化的疫情形勢，以及氣候變化風險將成為全球必須要共同面對和致力解決的重點。公司在不斷的發展與擴張中，不僅是要確保公司員工安全和綠色運營，更要守護社區業主和居民的安全，並持續推進綠色低碳的物業服務，防範因氣候變化引起的相關風險。未來，公司也將繼續提升綠色運營能力、安全保障能力，通過技術升級、精細化管理、賦能行業等方式，努力實現 ESG 管理目標。

In the future, the ever-changing COVID-19 pandemic and the risk of climate change will become focal problems that the whole world must face together and strive to solve. The Company, in its constant development and expansion, shall not only ensure the safety of its employees and green operation, but also protect the safety of property owners and residents, and constantly promote green and low-carbon property services to prevent the related risks caused by climate change. Meanwhile, the Company will also continue to improve its green operation capability and security capability, and strive to achieve the ESG management goals by means of technology upgrading, lean management and empowering industries.

專題 探索可持續社區碳中和之道

Topic: Exploring the path to carbon neutrality in sustainable communities

朗詩綠色生活的碳中和之路
Landsea Green Life's path to carbon neutrality

朗詩綠色生活秉持朗詩控股集團可持續發展理念和“百年綠公司”的企業願景，於 2021 年 12 月暨朗詩成立二十周年之際，發佈了碳中和路線圖和行動計劃[1]，致力於為通過低碳綠色的優質的產品和服務，為實現高品質的環境和社會發展做出貢獻。

Pursuing the sustainable development concept of Landsea Holding Group and the corporate vision of “Centennial Green Company”, Landsea Green Life released its road map and action plan of carbon neutrality in December 2021, on the occasion of the 20th anniversary of the establishment of Landsea Group[1], committed to contributing to the realization of high-quality environmental and social development through green and low-carbon high-quality products and services.

朗詩綠色生活碳中和行動計劃時間表
Timetable of carbon neutrality action plan of Landsea Green Life

時間 Time	目標 Goal	說明 Description
於 2023 年 By 2023	實現範圍一的碳中和 Realize carbon neutrality in Scope 1	範圍一指化石燃料燃燒所導致的直接排放以及逸散排放 Scope 1 refers to the direct emissions and fugitive emissions caused by the combustion of fossil fuels.
於 2025 年 By 2025	實現範圍二的碳中和 Realize carbon neutrality in Scope 2	範圍二指電力和熱力等外購能源所導致的間接排放 Scope 2 refers to indirect emissions caused by purchased energy sources such as electricity and heat.
力爭於 2030 年 By 2030 at best	實現範圍三的碳中和 Realize carbon neutrality in Scope 3	範圍三指價值鏈上的相關間接排放，包括上游和下游的排放 Scope 3 refers to related indirect emissions in the value chain, including upstream and downstream emissions.

[1] 朗詩綠色生活通過 ESG 報告披露了自身範圍一及範圍二的碳排放水準，並不斷提升識別和測量價值鏈溫室氣體排放的能力。

[1] Landsea Green Life has disclosed its own carbon emission level in Scope 1 and Scope 2 through ESG report, and continuously improved its ability to identify and measure the emission of greenhouse gases in the value chain.

作為綠色低碳社區生活服務商及城市運營商，朗詩綠色生活積極構建“可持續社區朗詩低碳模式”，致力於推動包括社區生活用能、生活用水、居民出行、無害廢棄物等在內的居民城市社區生活全場景的碳減排。

As a green and low-carbon community life service provider and city operator, Landsea Green Life actively builds the “Sustainable Community Landsea Low-carbon Model”, and is committed to reducing carbon emission in the full scenario of residents' urban community life, including community domestic energy, domestic water, residents' travel, and harmless waste.

朗詩綠色生活碳中和實現路徑
Landsea Green Life's path to carbon neutrality

範圍 Area	路徑 Path
範圍一和二 Scope 1 & 2	• 辦公空間的綠色節能改造； • 增加可再生能源電力的使用； • 推動綠色辦公和員工行為的節能減碳。 • Green energy-saving transformation of office space; • Increase the use of renewable energy and electricity; • Promote energy conservation and carbon reduction in green office and employee behavior.
範圍三 Scope 3	• 推動供應鏈加快綠色低碳轉型； • 宣導員工綠色出行，並通過開通企業碳積分系統進行激勵。 • Accelerate the green and low-carbon transformation of the supply chain; • Advocate employees' green travel, and encourage them by opening the enterprise carbon score system.
範圍三 +（推動社區生態減排） Scope 3 + (promoting carbon emission reduction in communities)	• 2023 年實現 100 個依據 BREEAM In-Use 綠色建築運維標準打造的朗詩社區； • 積極構建“可持續社區朗詩低碳模式”，推廣社區資源回收、節能節水等相關技術措施，及社區碳排放管理平台的開發； • 宣導社區居民的低碳生活方式，組織開展低碳公益活動，推動社區碳普惠。 • In 2023, 100 Landsea communities in line with the BREEAM In-Use green building operation and maintenance standard will be built; • Actively build “Sustainable Community Landsea Low-carbon Model”, promote community resource recovery, energy conservation and water saving and other related technical measures, and develop a community carbon emission management platform; • Advocate the low-carbon lifestyle of community residents, organize low-carbon public welfare activities, and promote community carbon inclusiveness.

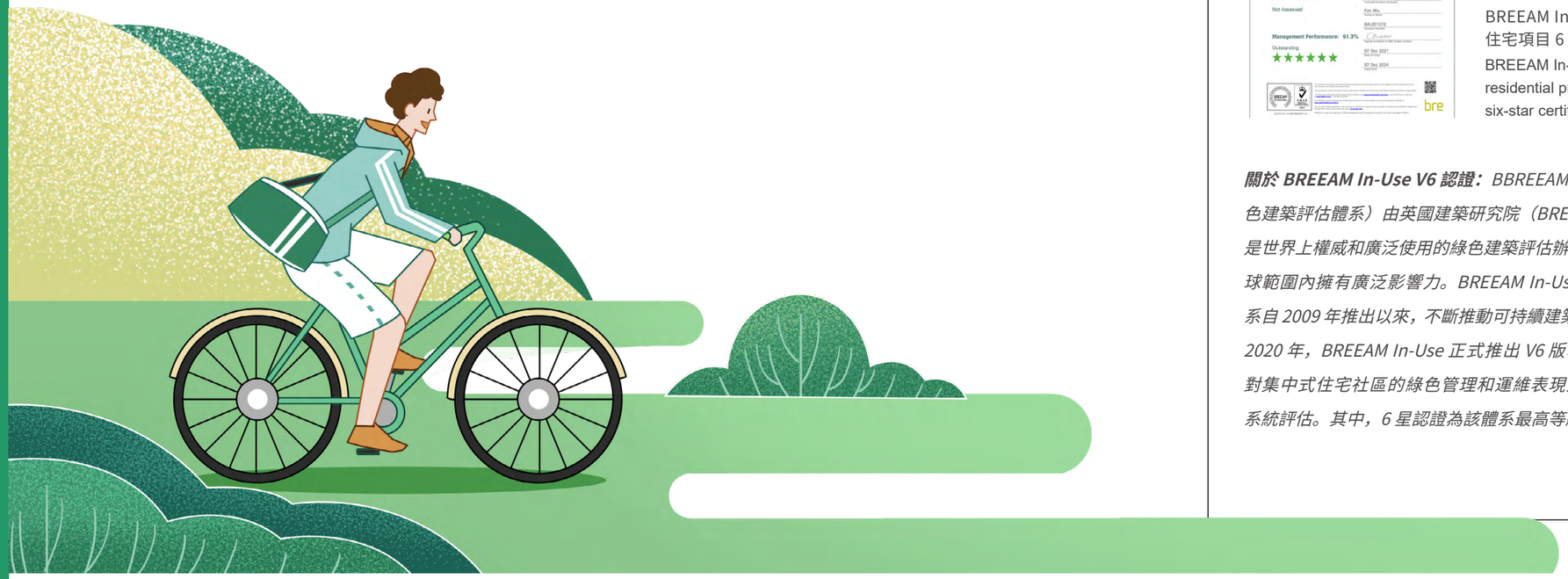
探索可持續社區的碳中和之路
Exploring the path to carbon neutrality in sustainable communities

朗詩綠色生活秉承朗詩人本、陽光、綠色的價值觀，致力於用溫暖包容的社區服務、專業可靠的綠色運維能力打造可持續社區，讓可持續社區成就人們的綠色美好生活。2021 年，我們在“更包容、更安全、更健康”的可持續社區基礎上，進一步探索可持續低碳社區的建設，通過節能技術反覆運算、完善新能源車輛配套設備、社區低碳行動宣導等方面，推動可持續社區更加低碳。

能源的智慧化管理是減少能源使用的關鍵，我們積極打造智慧能源系統，提升能源的使用效率。以南京朗詩鐘山綠郡為例，我們在保證環境使用照度的情況下，通過智慧能源系統自我調整分配照度；採用先進的智慧梯控系統和 AI 演算法，確保電梯運行調度以最短的途徑及時到達，在無人使用時自動關閉主系統以節約電能消耗。

Landsea Green Life upholds the Landsea values of “people-oriented, positive and green”, and is committed to building sustainable communities with warm and inclusive community services as well as professional and reliable green operation & maintenance capabilities, so that sustainable communities can create a green and beautiful life for residents. In 2021, on the basis of “more inclusive, safer and healthier” sustainable communities, we further explored the construction of sustainable low-carbon communities, and made our sustainable communities more low-carbon through iteration of energy-saving technologies, improvement of new energy vehicle supporting facilities and community low-carbon action advocacy.

Smart management of energy is the key to reducing energy use. We actively build intelligent energy systems to improve energy use efficiency. In Landsea Zhongshan Green County in Nanjing, for example, under the condition of ensuring environmental illumination, we adaptively distribute the illumination through the smart energy system. An advanced intelligent ladder control system and AI algorithm are adopted to ensure that the elevator arrive in time in the shortest way, and the main system is automatically shut down when no one is using it to save power consumption.



案例 Case

南京朗詩鐘山獲得首個 BREEAM In-Use v6 住宅項目 6 星認證
Nanjing Landsea Zhongshan won the world’s first BREEAM In-Use V6 residential project six-star certification

2021 年 12 月，英國建築研究院（BRE）授予朗詩綠色生活——南京朗诗钟山绿郡项目 “全球首個 BREEAM In-Use V6 住宅項目 6 星認證”，並發文稱南京朗詩鐘山綠郡“向行業內展示了對於住宅可持續運維的優秀實踐”“為住宅的綠色可持續運維管理樹立新的標杆”。不僅如此，南京朗詩鐘山綠郡項目還獲得了全國首個針對住宅公區的能源管理體系認證。

In December, 2021, Building Research Establishment (BRE) awarded a low-carbon renovation project of Landsea Zhongshan Green County Garden in Nanjing of Landsea Green Life —— the world’s first BREEAM In-Use V6 residential project six-star certification, and issued a document saying that Nanjing Landsea Zhongshan Green County “demonstrated the excellent practice of sustainable residential operation and maintenance to the industry” and “set a new benchmark for sustainable residential green operation and maintenance management”. In addition, Nanjing Landsea Zhongshan Green County Project also obtained China’s first national energy management system certification for residential areas.



BREEAM In-Use V6 住宅項目 6 星認證
BREEAM In-Use V6 residential project six-star certification



能源管理體系認證
Energy management system certification

關於 BREEAM In-Use V6 認證：*BBREEAM（英國綠色建築評估體系）由英國建築研究院（BRE）創立，是世界上權威和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 認證體系自 2009 年推出以來，不斷推動可持續建築的改善。2020 年，BREEAM In-Use 正式推出 V6 版本，首次對集中式住宅社區的綠色管理和運維表現進行全面系統評估。其中，6 星認證為該體系最高等級。*

About BREEAM In-Use V6 certification: *The BREEAM (Building Research Establishment Environmental Assessment Method), founded by BRE (Building Research Establishment in the UK), is the most authoritative and widely used green building assessment method in the world, with overwhelming influence around the world. The BREEAM In-Use certification system has been promoting the improvement of sustainable buildings since its launch in 2009. In 2020, BREEAM In-Use officially launched the V6 version, comprehensively and systematically assessing the sustainable management and operation and maintenance performance of concentrated residential communities for the first time, in which 6-star certification is the highest level of certification.*

同時，我們積極宣導社區業主低碳行動，面向服務的近 15 萬戶業主，推出各種激勵制度，並開展多樣化的公益活動、詩友公社鄰里文化活動，鼓勵業主採用綠色、低碳的生活方式，讓“30·60”雙碳目標[1]走進每一位業主的視野中，提升業主參與綠色低碳社區創建的積極性，推動業主環保行為習慣養成。

2021 年 6 月 5 日世界環境日，朗詩綠色生活聯合中城聯盟、朗詩公益基金會等四家機構走進了“一點星火 - 社區減碳行動”第一站上海·朗詩綠色街區，通過舉辦奇思妙想的環保藝術改造主題表演、 “一袋換一袋”等活動，鼓勵社區居民從日常生活的行為中找到變廢為寶、節能減排的好方法，從小建立低碳環保意識。“一點星火 - 社區減碳行動”的發起，旨在凝聚社區的每一點星火，形成力量，推動全社會為“30·60”雙碳目標做出貢獻。

Meanwhile, we actively advocate low-carbon actions among our nearly 150,000 property owners, introducing various incentive systems, and carrying out diversified public service activities and cultural activities in Landsea Friends neighborhoods to encourage property owners to adopt a green and low-carbon lifestyle, make the “30·60” carbon peaking and carbon neutrality goals[1] visible to every property owner, enhance their initiative to participate in the creation of green and low-carbon communities, and promote the development of their environmental protection habits.

On the World Environment Day, June 5, 2021, Landsea Green Life, together with CURA and Landsea Public Service Foundation, entered Shanghai Landsea Green Block, the first stop of “A Little Spark – Community Carbon Reduction Action”. By holding art performances with brilliant ideas for environmental protection and the “changing a bag for a bag” activity, community residents were encouraged to look for good ideas to turn waste into treasure, save energy and reduce emissions in their daily life, and develop a low-carbon environmental awareness from an early age. The launch of “One Spark – Community Carbon Reduction Action” aimed at rallying every spark in the community makes the whole society contribute to the “30·60” carbon peaking and carbon neutrality goals.



一點星火活動現場
Scenes of “One Spark” activity

[1] “30 · 60”雙碳目標指中國二氧化碳的碳排放力爭於 2030 年前達到峰值，努力爭取到 2060 年前實現碳中和。

[1] The “30·60” carbon peaking and carbon neutrality goals means that China will strive to achieve the peaking of carbon emissions by 2030 and carbon neutrality by 2060.

共創社區碳中和未來之路
Build the future path to community carbon neutrality

社區碳中和之路，我們積極連同更多的專業力量一同探索，一同創造。2021 年 10 月，我們聯合英國 BREEAM AP (Accredited Professional，特許從業專家）、綠建運營專家、BIU 評估師及中國物業管理師組成綠色建築運維專家團隊，攜手南京大學（溧水）生態環境研究院的生態環境科學專家團隊，組成聯合科研項目組，充分整合雙方在綠色建築運營和低碳科研領域的優勢，全力推進社區低碳環保技術研發。

科研項目組將從資源迴圈利用、能源管理、水資源管理 3 個維度出發，以無廢、節能、節水社區構建為目標，將朗詩綠色生活的綠色運維能力具體化、科技化，形成可盈利、可持續、可複製、可推廣的“低碳生活社區朗詩模式”，為更廣泛的社區低碳運維提供朗詩範本。



“綠色可持續社區研究與發展”戰略合作簽約儀式
Signing ceremony of strategic cooperation of “Green Sustainable Community Research and Development”

We actively explore and create the path to community carbon neutrality together with more professional forces. In October 2021, we joined forces with BREEAM AP (Accredited Professional), green building operation experts, BIU appraisers and Chinese property managers to develop a team of green building operation and maintenance experts, which joined hands with a team of ecological environment science experts of the Lishui Institute of Ecological Environment, Nanjing University to form a joint research task force, fully integrating the advantages of both sides in the fields of green building operation and low-carbon research, and fully promoting the research and development of low-carbon environmental protection technologies in communities.

Starting from the three dimensions of resource recycling, energy management and water resources management, the task force, aiming at building “waste-free, energy saving and water conservation” communities, makes the green operation and maintenance capability of Landsea Green Life concrete and scientific, and develops a profitable, sustainable, replicable and scalable “Landsea model of low-carbon living community”, as a template for a wider community low-carbon operation and maintenance.

未來，我們還將在更多和更細緻的層面，推動社區綠色低碳運營，將 BIU V6 的綠色運營理念融入社區運維的實踐中來，打造更多認證項目，著力構建起社區迴圈經濟模式，在確保業主體驗感和幸福感的同時，推動綠色建築運營和社區節能減碳，助力實現“30·60”雙碳目標。

In the future, we will also promote green and low-carbon community operation at more finer levels, integrate the BIU V6 green operation concept into the practice of community operation and maintenance, build more certified projects, and strive to develop a community circular economy model. While ensuring property owners’ sense of experience and happiness, we endeavor to promote green building operation and community energy conservation and carbon reduction, contributing our efforts to the realization of the “30·60” carbon peaking and carbon neutrality goals.





有視野 更綠色低碳

A green vision for a more sustainable and low-carbon future

綠色，是寫入朗詩綠色生活的基因。憑借前沿的綠色視野，我們驅動著可持續社區無限升級，並以專業領先的綠色運維能力，不斷擴大綠色影響力的邊界，為城市的綠色美好生活，和更可持續的美好未來寫下朗詩的注腳。

Green is a gene written into Landsea Green Life. With a leading green vision, we drive the infinite upgrading of sustainable communities. With professional and leading green operation and maintenance capabilities, we constantly expand the boundaries of green influence, inscribing the footnotes of Landsea for a better green life and a more sustainable future of the city.

綠色運營，為低碳城市築基

Green operation & maintenance for low-carbon cities

深化八大綠色運維體系

Deepen the eight operation & maintenance systems

朗詩綠色生活作為行業領先的綠色物業企業，始終聚焦綠色發展，深耕綠色社區運營。2020 年，我們率先引入國際先進綠色建築運營理念，參考英國建築研究院（BRE）綠色建築運營標準，將綠色管理、防災韌性、污染控制、健康福祉、能耗管理、水資源管理、生態環境以及資源迴圈利用，作為朗詩綠色生活社區綠色管理服務的 8 大維度，以有溫度的社區服務和專業的綠色管理服務能力驅動可持續社區無限升級。

Landsea Green Life, as a leading green property enterprise in the industry, always focuses on green development and is deeply committed to green community operation. In 2020, we took the lead in introducing the internationally advanced concept of green building operation. With reference to the green building operation standard of the Building Research Establishment (BRE), we have developed the eight dimensions of sustainable management services in Landsea Green Life communities, i.e., sustainable management, health and well-being, energy, water, resources, resilience, land use and ecology, and pollution, infinitely upgrading our sustainable communities with warm community services and professional sustainable management service capabilities.

朗詩綠色生活八大運維體系

Eight operation & maintenance systems of Landsea Green Life





2021 年，我們更進一步，在原有的八大運維基礎上持續深化管理，打造差異化運維能力，並拓展至商業、公建等更多領域建築，為城市範圍內更多綠色建築提供可持續的管理模式，為低碳城市建設提供支援，加速“30·60”雙碳目標實現。

In 2021, we will continue to deepen our management on the basis of the original eight dimensions of operation and maintenance, build differentiated operation and maintenance capabilities, and expand our presence to buildings in more fields, such as commerce and public buildings, in efforts to provide a sustainable management mode for more green buildings in cities, offer support for the construction of low-carbon cities, and accelerate the realization of the “30·60” carbon peaking and carbon neutrality goals.

營造低碳無廢的社區氛圍
Create a low-carbon and waste-free community atmosphere

業主和住戶也是可持續社區和城市建設的重要支援力量。朗詩綠色生活高度關注低碳和無廢社區建設，倡議業主和住戶“綠色生活、低碳環保”，並通過以“垃圾分類”、“廢物回收”為主題的共建活動，推進環保宣傳教育，帶動廣泛的社區居民共同關注環境問題，為更綠色、可持續的未來貢獻力量。

我們在社區固定宣傳欄、電梯宣傳畫框、戶外顯示幕等處大力宣傳低碳、無廢等環保知識，並在兒童遊樂場、健身場、地下室、社區路面等相關位置設置了環保主題的標識，營造良好的社區環保氛圍。此外，我們還通過聯合衣物回收專業機構，與發起 Go Plogging 無廢公益行倡議等長期社區環保公益活動的方式，用有趣、有效的活動，為打造低碳和無廢社區提供長效的推動力。



環保社區氛圍打造
Creating an environment-friendly community atmosphere

Property owners and households are also important supporting forces for sustainable communities and urban development. Landsea Green Life attaches great importance to the construction of low-carbon and waste-free communities, advocates green, low-carbon, and environment-friendly lifestyle among property owners and residents, and promotes environmental protection publicity and education through the co-development activities themed “garbage sorting” and “waste recycling”, in efforts to drive all community residents to address environmental problems and contribute to a greener and sustainable future.

We vigorously popularize knowledge about environmental protection on fixed bulletin boards, in the elevators and on the outdoor display screens, set up environmentally-friendly logos in places such as children’s playgrounds, fitness sites, basements, and at the roadside in communities to create a good atmosphere for environmental protection in the communities. In addition, we also cooperate with professional clothing recycling organizations and launch long-term community environmental protection activities such as Go Plogging No Waste Initiative,providing long-term impetus for building low-carbon and waste-free communities with interesting and effective activities.

案例 Case **垃圾堆肥，無廢生活**
Garbage composting for a waste-free life

2021 年，朗詩綠色生活在南京朗詩鐘山綠郡發起了一場廚餘垃圾堆肥的創新實踐，帶動業主將生活中的廚餘垃圾進行堆肥，體驗堆肥的過程與成果，並深入了解堆肥的環境效益。在業主們的深度參與下，與社區業主共同創建低碳環保社區生活模式。

In 2021, Landsea Green Life launched an innovative practice of composting kitchen waste in Nanjing Landsea Zhongshan Green County. Property owners were mobilized to compost kitchen waste in their lives, experience the composting process and results, and deeply understand the environmental benefits of compost. With the deep participation of property owners, we worked together to create a low-carbon and environment-friendly community lifestyle.



保護社區生物多樣性
Protecting community biodiversity

朗詩綠色生活自 2020 年開始，著手梳理全國所有項目的“植物圖譜”，並基於社區植物的特性，為社區的動物提供良好的生存環境，守護社區的生物多樣性，確保社區生態平衡。

朗詩綠色生活創新打造社區“植物圖譜”，通過月度綠化專項工作、品質巡檢、線上培訓、視覺化手冊、線下輔導等方式，將綠化專業知識普及到位，全面賦能一線綠化人員。我們密切關注往期病蟲害發生情況，適時做好防治工作，盡力讓每一種植物都能保持健康、舒展狀態；針對酷暑、颱風、暴雨、冰凍等特殊天氣，提前部署加設遮陽網、排水防澇、樹體加固、保溫等工作，讓社區“綠肺”健康呼吸。

我們在高大的喬木上裝上人工鳥窩、在灌木茂密的地方設置貓窩；嚴密防範並清理加拿大一枝黃花、互米花草等外來物種；關注河道內魚類品種變化，定時清理外來魚類、水上浮萍等，維持社區生態平衡。

Since 2020, Landsea Green Life has been reviewing the “plant atlas” of all its projects in China. Based on the characteristics of community plants, we provide a good living environment for animals in the community, guard biodiversity and ensure the ecological balance of the communities.

Landsea Green Life has created a community “plant atlas”. Through monthly greening work, quality inspection, online training, visual manual, offline counseling and other approaches, we popularize professional knowledge about greening and fully empower workers at the greening front line. With close attention to the occurrence of pests and diseases in the past, we do a good job of prevention and control in a timely manner, and try our best to keep every plant healthy and comfortable. In view of special weather conditions such as severe heat, typhoon, rainstorm and freezing, we deploy the work of adding sunshade net, drainage and waterlogging prevention, tree reinforcement, heat preservation, etc. in advance to make the community “green lungs” breathe healthily.

We put artificial bird’s nests on tall trees and cat’s nests in dense shrubs. We strictly guard against and clean up exotic species such as Solidago canadensis and Spartina alterniflora, pay attention to the change of fish species in river channels, regularly clean up exotic fish, aquatic duckweed, etc., and maintain the ecological balance of our communities.



預防病蟲害
Pest prevention and control



維護社區生態平衡
Maintaining community ecological balance

聯動行業，為綠色轉型增能

Integrate with the property industry for boosting green transformation

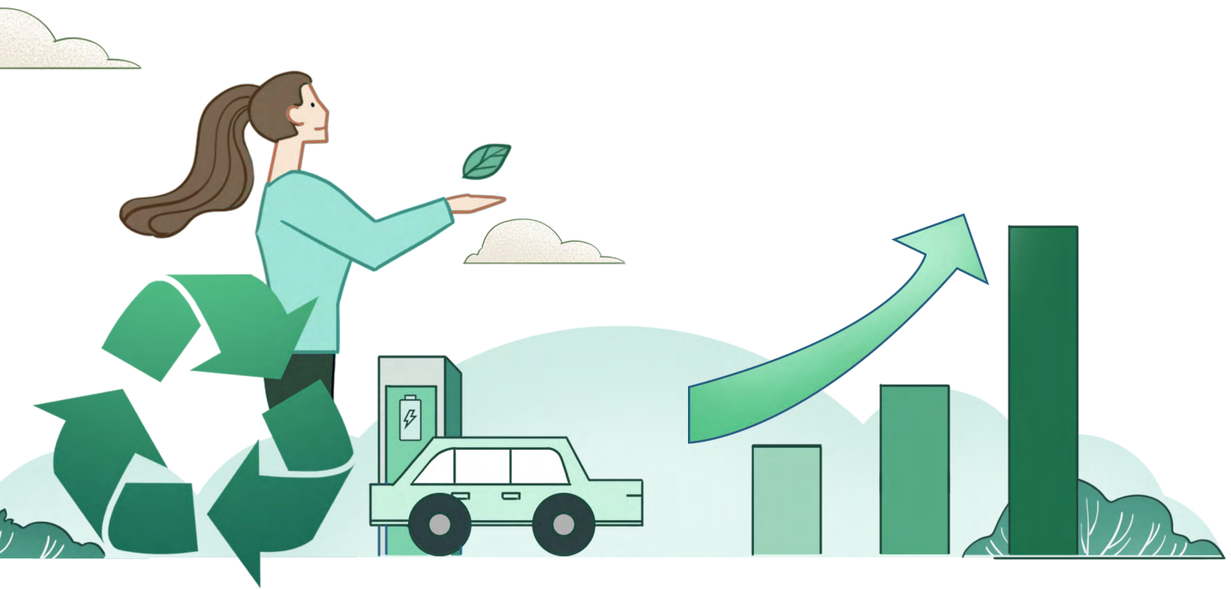
推動行業綠色轉型
Boost green transformation of the property industry

在“30·60”雙碳目標的大背景下，建築運營如何實現碳中和，對於物業行業來說是一個巨大的挑戰。朗詩綠色生活認為，實現物業行業綠色轉型升級，是一場系統性革新，需要從綠色管理、資源迴圈利用、健康福祉、防災韌性等諸多方面做出變革。

Against the backdrops of “30·60” carbon peaking and carbon neutrality goals, how to realize carbon neutrality in building operation poses a huge challenge on the property industry. Landsea Green Life believes that realizing the green transformation and upgrading of the property industry is a systematic innovation, requiring changes in sustainable management, resource recycling, health and well-being, resilience and many other aspects.

作為領先的綠色物業企業代表，朗詩綠色生活積極支持、推動物業行業的綠色轉型。2021 年 11 月，我們參與組建上海市物業管理行業協會可持續發展（雙碳）專業委員會（簡稱“專業委員會”），未來將充分發揮綠色運營方面的經驗與優勢，參與制定物業管理行業可持續發展標準，為專業委員會的發展積極建言獻策。

As a leading representative of green property enterprises, Landsea Green Life actively supports and promotes the green transformation of the property industry. In November 2021, we participated in the establishment of the Sustainable Development (Carbon Peaking and Carbon Neutrality) Professional Committee of Shanghai Property Management Association (hereinafter referred to as the “Professional Committee”). In the future, we will give full play to the experience and advantages of green operation, participate in the formulation of sustainable development standards of the property management industry, and actively offer suggestions for the development of the Professional Committee.



上海市物業管理行業協會可持續發展（雙碳）專業委員會概況
Overview of the Sustainable Development (Carbon Peaking and Carbon Neutrality) Professional Committee of Shanghai Property Management Association

初衷 Vision

在商業辦公領域，與上海建築科學研究院合作，對寫字樓能耗進行監測，制定建築綠色管理規範，同時建立相關認證的商業模式。

In the field of commercial office, cooperate with Shanghai Research Institute of Building Sciences to monitor the energy consumption of office buildings, formulate sustainable management standards for buildings, and establish relevant certified business models.

定位 Positioning

作為行業“雙碳”專業權威組織，引領並制定物業行業可持續發展標準。

As a professional and authoritative organization of “carbon peaking and carbon neutrality” in the industry, lead and formulate the sustainable development standards of the property industry.

面向範圍 Scope

上海市物業管理行業。

Shanghai property management industry.

服務对象 Targets of service

全體 1,800 餘家會員單位，教育並服務於會員單位在房地產可持續專業的發展需求。

Educate and serve the development needs of more than 1,800 member units in the field of real estate sustainability.

發展宗旨 Mission

積極參並與融入國家“雙碳”相關政策方針，努力對接融入全國排放碳交易體系。

Actively participate in and integrate into the national policies and guidelines related to “carbon peaking and carbon neutrality”, and strive to integrate into the national carbon emissions trading system.



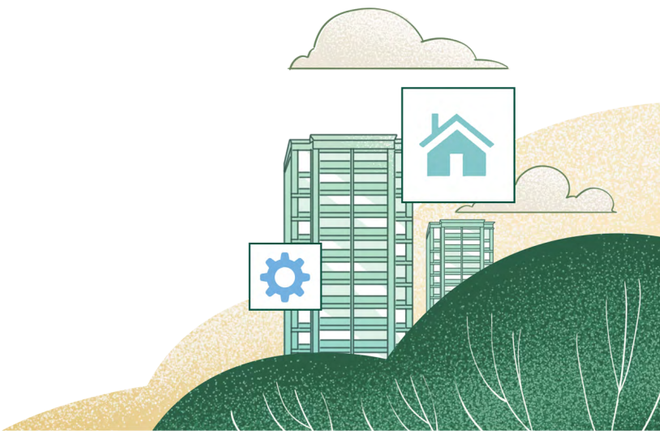
朗詩綠色生活參與組建上海市物業管理行業協會可持續發展（雙碳）專業委員會

Landsea Green Life participated in the establishment of the Sustainable Development (Carbon peaking and carbon neutrality) Professional Committee of Shanghai Property Management Association

帶動城市綠色更新
Drive urban green renewal

中國房地產市場從增量市場轉入存量市場，存量建築數量多、綠色節能的改造難度大，成為實現“30·60”雙碳目標的主要障礙之一。

China’s real estate market has been transformed from incremental market to stock market. The large number of stock buildings and the difficulty of green energy-saving transformation have become one of the main obstacles to realize the “30.60” carbon peaking and carbon neutrality goals.



朗詩綠色生活早已涉足存量改造和城市更新領域，不僅是在社區運營管理中，更是在公建存量物業綠色改造與運維管理方面顯現出領先行業的突出優勢。2021 年，我們與政府國企、區域地產開發商、同業公司開展戰略合作，分別成立了 9 家合作公司，運營已有開發交付項目及後續開發項目的物業服務，帶動住宅、寫字樓、商業綜合體、醫院等業態建築運營的綠色轉型升級，推動城市存量建築綠色更新。

Landsea Green Life has long been engaged in the transformation of stock buildings and urban renewal, showing leading advantages not only in community operation management, but also in green transformation and operation & maintenance management of public buildings' stock property. In 2021, we carried out strategic cooperation with state-owned enterprises, regional real estate developers and peer companies, and set up nine cooperative companies respectively to operate property services of existing projects developed and delivered, and follow-up development projects, pushing forward the green transformation and upgrading of residential buildings, office buildings, commercial complexes, hospitals and other buildings, and promoting the green renewal of urban stock buildings.

2021 年朗詩綠色生活助力城市更新戰略合作版圖（部分）

Landsea Green Life's strategic cooperation for urban renewal in 2021(part)

合作啟動時間 Starting time of cooperation	合作公司名稱 Cooperation Company	合資公司名稱 Name of joint venture	合作內容 Contents of cooperation	
2021 年 5 月 May 2021	高遠集團 Gaoyuan Group	江蘇朗詩海湖物業管理有限公司 Jiangsu Landsea Haihu Property Management Co., Ltd.	高遠集團深耕泰州 21 年，擁有超 300 萬方開發體量，打造了 10 餘個高端項目，後續雙方將共同參與一系列高端住宅項目的維護運營，為社區綠色運營賦能，將每一個項目打造成為有溫度的可持續社區。	Gaoyuan Group has been deeply rooted in Taizhou for 21 years, with a development volume of over 3 million square meters, having built more than 10 high-end projects. Later, both parties will jointly participate in the maintenance & operation of a series of high-end residential projects, empower community green operation, and build each project into a warm and sustainable community.
2021 年 5 月 May 2021	揚州寶應城建集團 Yangzhou Baoying City Construction Group	安居朗詩物業服務 (揚州) 有限公司 Anju Landsea Property Service (Yangzhou) Co., Ltd.	揚州寶應城建集團深耕寶應，打造了一系列經典項目，未來雙方將共同參與後期一系列住宅項目的維護運營。	Yangzhou Baoying City Construction Group has deeply rooted in Baoying and built a series of classic projects. In the future, both parties will jointly participate in the maintenance & operation of a series of residential projects.
2021 年 7 月 July 2021	恒居物業 Hengju Property	浙江朗恒物業管理有限公司 Zhejiang Langheng Property Management Co., Ltd.	朗詩綠色生活運用綠色運營的先進經驗賦能溫州地區的住宅、寫字樓、商業綜合體、醫院等項目及周邊配套設施的管理提升。	Landsea Green Life uses its advanced experience of green operation to empower the management upgrading of residential buildings, office buildings, commercial complexes, hospitals and their surrounding facilities in Wenzhou.
2021 年 8 月 August 2021	通用電梯 General Elevator	蘇州朗通綠色電梯服務有限公司 Suzhou Langtong Green Elevator Service Co., Ltd.	雙方致力於為老舊社區電梯加裝提供系統性的解決方案，為十年以上社區電梯重置、更換、維保等提供全面的更新改造方案，共同探索未來老舊社區改造。	The two parties are committed to providing systematic solutions for elevator installation in old communities and comprehensive renovation schemes for elevator replacement and maintenance in communities over ten years old, and jointly exploring future renovation of old communities.
2021 年 9 月 September 2021	東陽城投集團 Dongyang City Investment Group	東陽市城投朗詩物業服務有限公司 Dongyang Chengtou Landsea Property Service Co., Ltd.	東陽城投集團是東陽市城市綜合開發運營平台，承擔著東陽城市基礎設施投資建設與城市綜合運營服務的雙重角色，未來雙方以合資公司為載體，引入朗詩綠色生活負責物業管理服務。	Dongyang City Investment Group is a platform for comprehensive urban development and operation in Dongyang City, responsible for the dual roles of infrastructure investment and comprehensive urban operation services. In the future, both parties will, with the joint venture Company as the carrier, introduce Landsea Green Life to take charge of property management services.
2021 年 11 月 November 2021	第一太平戴維斯 Savills	上海朗詩第一太平戴維斯物業管理有限公司 Shanghai Landsea Salvills Property Management Co., Ltd.	整合朗詩綠色生活的可持續社區 ESG 管理理念和第一太平大衛斯的白金服務理念，在綠色科技建築和城市辦公物業運營、資產評估與管理、大宗資產交易、諮詢服務等領域開展深入合作，強強聯合、優勢互補。	Integrate the ESG management concept of sustainable communities of Landsea Green Life and the platinum service concept of Savills, to carry out in-depth cooperation in the fields of green technology building and urban office property operation, asset evaluation and management, bulk asset transaction and consulting service with strong alliance and complementary advantages.



有溫度 更溫暖包容

Warm and inclusive services

朗詩綠色生活以“提供有溫度的服務，創造美好綠色生活”為使命，本著“打造及營運溫情社區”的服務理念，堅持以客戶為中心，悉心聆聽業主的真實需求，持續豐富社區生活與文化，持續為客戶創造價值。在公司內部，我們堅持“員工是企業的核心資源”的人才理念，心繫員工成長與發展，努力打造溫暖包容、積極向上的和諧家園。

Landsea Green Life upholds the mission of “providing warm service and creating a wonderful green life”, follows the service concept of “building and operating warm communities”, centers on customers, pays close attention to the actual needs of property owners, constantly enriches community life and culture, and keeps creating value for customers. Within the Company, we adhere to the talent concept that “employees are the core resources of an enterprise”, focus on the growth and development of employees, and strive to build warm, inclusive, and harmonious communities.

品質服務，溫暖社區生活

Quality service for warm communities

傾心溝通，聆聽客戶真實需求

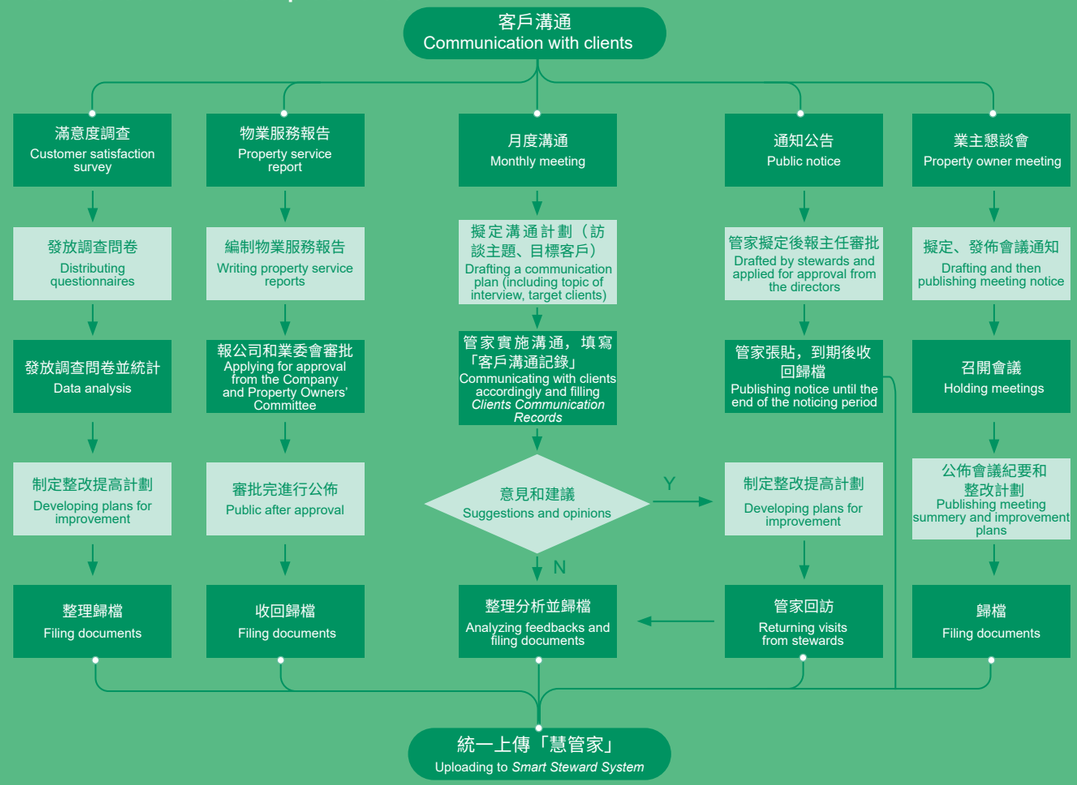
Pay close attention to customers’ actual needs

朗詩綠色生活嚴格遵守《中華人民共和國消費者權益保護法》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，對客戶溝通、投訴處理相關的工作要求等進行明確規定，確保及時妥善地接收、處理客戶的回饋和投訴，保障客戶合法權益。

Landsea Green Life has, 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, formulated the “Guide on Customer Communication”, “Guide on Handling Customer Requests”, “Guide on the Management of Customer Communication Meetings”, and other relevant bylaws to elaborate on the process and effects of handling customer complaints as well as the requirements for employees in this regard, in a bid to ensure timely and proper reception and handling of complaints and suggestions from customers and safeguard their legitimate rights and interests.

客戶溝通程序

Customer communication procedures



朗詩綠色生活通過 400 平台、服務中心前台接待、客戶拜訪、業主座談會等一系列的溝通方式，加強客戶溝通。2021 年，我們新增企業微信對客溝通方式，改變以往個人微信對客的溝通方式，為客戶建立長期的線上服務關係，在員工崗位正常輪換的情況下，保證物業服務的有效傳承。此外，我們在原有 400 平台基礎上，建立了統一的呼叫中心客服平台，為朗詩綠色生活服務的 151 個項目提供客服支援，進一步規範客戶訴求回應機制，簡化服務流程，快速解決客戶訴求，提升客戶服務體驗。

Landsea Green Life strengthens customer communication through a series of communication methods, such as the 400 platform, reception at the front desk of service center, customer visits and property owners' colloquia. In 2021, we added a new communication method of WeChat enterprise account with customers, changing the previous method of using personal WeChat account to communicate with customers. Long-term online service is made available for customers, and effective property services are ensured during employees' change of work shifts. In addition, based on the original 400 platform, we have established a unified call center customer service platform to provide customer service support for 151 projects of Landsea Green Life, further standardizing the response mechanism of customer demands, simplifying the service process, quickly addressing customer demands and enhancing customer service experience.



朗詩綠色生活 400 客服熱線
Landsea Green Life 400 customer service hotline

為了更深入地了解客戶的真實需求，2021 年，我們持續不斷實地走訪了南京、蘇州、成都等 6 個城市，合計 33 個社區，通過調研問卷、公眾號互動、企業微信線上溝通、舉辦社區文化活動、活動回饋等多種管道與社區位業主和居民建立連接，悉心聆聽客戶的需求和回饋，促進服務品質提升。

For a better understanding of customers' actual needs, in 2021, we continued to visit a total of 33 communities in 6 cities including Nanjing, Suzhou and Chengdu and established connections with property owners and residents through various channels such as questionnaires, interaction through WeChat official account, online communication on WeChat enterprise account, community cultural activities and feedback. We pay close attention to customers' needs and feedback in our efforts to promote service quality.





朗詩綠色生活會開展了解客戶需求調研活動
Landsea Green Life conducted research to understand customer needs

服務升級，構建便利“生活圈”
Upgrade services and build a convenient “life circle”

客戶服務體系
Customer service system

朗詩綠色生活全力打造 36.5°社區星級管家的客戶服務體系運營機制。管家作為客戶服務核心觸點，為客戶提供一站式、主動性的服務，實現從管理視角到客戶視角、從被動等待到主動發現客戶需求的服務模式雙重轉變，不斷改善客戶體驗，持續提升服務品質，打造有溫度的社區。2021 年，我們制定了《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。

Landsea Green Life strives to build a 36.5° community star-rated stewards customer service system operation mechanism. As the core contacts of customer service, stewards provide one-stop and active service for customers, realizing the double transformation of service mode from management perspective to customer perspective, from passive waiting to active discovery of customer demand, constantly improving customer experience and service quality, in efforts to create warm communities. In 2021, we formulated Basic Code of Conduct for Scenarios with Warm Services to further improve service quality and ensure quality service.

為了進一步健全朗詩綠色生活管家體系，2021 年，我們發布了《管家運營管理制度》《管家培訓培養管理制度》《星級管家管理制度》等制度文件，正式確立了星級管家考核機制。

In order to further improve the Landsea Green Life stewards system, in 2021, we issued the Stewards Operation Management System, Stewards Training Management System, Star-rated Stewards Management System and other system documents, thus officially establishing the star-rated steward assessment mechanism.

36.5°社區星級管家體系
36.5° community star-rated stewards system

- 3 — **三級品質管控：** 總部、城市、項目
  Three-tier quality control: Headquarters, city, and project
- 6 — **六大客戶感知體系：** 滿足感、信任感、歸屬感、身份感、自豪感、新鮮感
  A system of customers' six perception senses: sense of satisfaction, sense of trust, sense of belonging, sense of identity, sense of pride, and sense of freshness
- 5 — **五維觸點服務標準：** 視覺、聽覺、嗅覺、味覺、觸覺
  Five-dmension contact service standard: vision, hearing, smell, taste, and touch
- ∞ — **兩個維度考核指標：滿意度、親密度**
  Two-dimension assessment index: satisfaction and closeness
- 星 Star — **全方位的星級服務品質**
  All-around star-rated service quality

截至 2021 年末，朗詩綠色生活共計認證星級管家 236 名，其中一星管家 125 名，二星管家 62 名，三星管家 40，四星管家 9 名，並通過上線管家週期性作業持續提升管家客戶服務水準。截至 2021 年末，共上線 109 個項目，同時為全國 353 位管家發佈任務以及建立後台監管機制。

朗詩綠色生活物業管理服務品質亦得到了外部的認可，2021 年，我們再次通過了 GB/T 19001-2016/ISO 9001：2015 品質管制體系認證（有效期至 2024 年 7 月 15 日）。

By the end of 2021, Landsea Green Life had 236 star-rated stewards, including 125 one-star stewards, 62 two-star stewards, 40 three-star stewards and 9 four-star stewards. Meanwhile, we constantly improve the customer service level of stewards through on-line periodic operation. By the end of 2021, a total of 109 projects had been launched online, and at the same time, tasks had been released for 353 stewards nationwide and a back-office supervision mechanism had been established.

Landsea Green Life's property management service quality has also been recognized externally. In 2021, we passed the GB/T 19001-2016/ISO 9001: 2015 quality management system certification again (valid until July 15th, 2024).



物業管理服務品質管制體系認證證書
Property management service quality management system certification

案例 Case 升級智慧化服務
Upgrade smart services

為了給予客戶更好的服務體驗，公司基於微信服務號上線了線上平台 - 朗詩匯小程序，功能涵蓋線上繳費、報事報修、一鍵開門及諮詢投訴公告通知等。自 2021 年 7 月 1 日第一批項目上線試運行以來，截至目前已完成全國項目的推廣，實現了服務號與朗詩匯小程序相互融合。

In order to give customers a better service experience, the Company has launched Landseahui applet, an online platform based on the WeChat service number, covering such functions as online payment, repairing report, one-click door opening, consultation, complaint and announcement. Since the first batch of projects were put into trial operation on July 1st, 2021, all the projects nationwide have been covered by far, realizing the integration of our WeChat service account and Landseahui applet.



朗詩匯小程序截圖
Screenshots of Landseahui applet

便利的社區“生活圈”
Convenient community “life circle”

為了滿足客戶在社區生活中的各項需求，構建便利的社區“生活圈”，朗詩綠色生活向業主及住戶提供多元化的物業管理增值服務。2021 年，我們在夯實基礎物業服務品質之上，不斷創新豐富服務內容，發力康養、家政、綠色家裝改造、社區零售等多種場景的服務佈局，開發滿足客戶需求的增值服務產品，為客戶提供全方位生活服務，構建便利“生活圈”。

To meet customers' needs in community life and build a convenient community “life circle”, Landsea Green Life provides diversified property management value-added services to property owners and residents. In 2021, on the basis of consolidating the quality of basic property services, we constantly innovated and enriched service content, exerted our efforts in services of various scenarios such as health care, housekeeping, green home renovation and community retail, and developed value-added service products that meet customer needs, providing customers with all-round life services and building a convenient “life circle”.

朗詩綠色生活社區服務內容
Landsea Green Life's community service content

到家服務 Home delivery service	• 打造朗詩優選商城，為業主提供商品配送到家的服務。如：2021 年 5 月，朗詩綠色生活與湖北省秭歸縣三峽庫區的農戶合作銷售倫晚臍橙，在為期 21 天的銷售周期裏，總計將近 5000 箱倫晚臍橙帶給朗詩全國各地的業主們。之後將「買一斤捐一元」的活動專款採購的圖書，與朗詩業主捐贈的圖書一起，給三峽庫區鄉村小學建設了朗詩公益圖書館，助力了鄉村振興。 • We have set up the Landsea Online Mall, offering home delivery services to property owners. For example, in May 2021, Landsea Green Life cooperated with farmers in the Three Gorges reservoir area of Zigui County, Hubei Province to sell Lane Late navel oranges. During the 21-day sales, nearly 5,000 boxes of Lane Late navel oranges were brought to Landsea property owners all over the country. Later, Landsea Green Life helped build the Landsea Library in rural primary schools in the Three Gorges reservoir area with the books purchased with the fund collected from the activity “Donating One Yuan While Buying One Jin Orange” and the books donated by Landsea property owners, thus boosting rural revitalization.
家政服務 Housekeeping service	• 打造到家服務平台，為業主提供保潔、保姆、家電清洗、衣物乾洗等到家服務，並在業務開展的過程中積極推進節能減排行動。 • We have built a home service platform, offering home services such as cleaning, babysitting, household appliance cleaning, and dry cleaning for property owners, while actively promoting energy conservation and emission reduction actions in the process of business development.
綠色家裝 Green decoration	• 打造綠色家裝平台，聯合朗綠科技提供清醛服務，為業主提供差異化的綠色家裝服務，助力業主省心裝修、健康裝修。如：2021 年 10 月，為南京天地新城一位裝修了 8 年的老房提供了二裝改造的服務，改造後大幅增加收納空間、顯著增加採光，讓業主居住體驗更加健康，提升了業主的生活幸福感。 • We have built a green home decoration platform, offering formaldehyde-clearing services with Landleaf Technolgy, providing differentiated green home decoration services for property owners, and helping property owners to realize worry-free and healthy decoration. For example, in October 2021, the Company provided the secondary renovation service for an old apartment decorated 8 years ago in Nanjing Tiandi New Town. After the renovation, the storage space was greatly increased and the lighting significantly enhanced, creating a healthier living space and improving the owner's sense of well-being.

	朗詩綠色生活社區服務內容 Landsea Green Life community service content
社區零售 Community retail	• 積極響應政府抗擊疫情的號召，聯動品牌商家開展疫情團購服務，為社區抗疫提供物資支援。在 2021 年抗疫期間，朗詩優選聯合南京大牌檔、蘇州廣電、金龍魚等品牌，推出抗疫生活物資相關套餐團購服務。業主在朗詩優選商城下單，即可配送到家，本項目為業主提供了生活便利，向業主傳遞了朗詩物業人的抗疫信心，讓業主感受到了有溫度的服務。 • In response to the government's call to combat the COVID-19 pandemic, the Company cooperated with brand merchants to organize group purchase services and provided material support for the community to fight the pandemic. During the pandemic prevention and control in 2021, Landsea Online Mall cooperated with such brands as Nanjing Cooked Food Stall, Suzhou Radio and Television and Jinlongyu to launch package purchase services related to anti-pandemic essential supplies. When a property owner placed an order in the Landsea Online Mall, the goods could be delivered to his/her home. This project provided convenience for the property owners, boosted the confidence of Landsea property owners to combat the pandemic by offering warm services to them.
租售服務 Rental and sales services	• 成立朗詩物業租售中心為朗詩業主提供房屋資產管理服務，目前已覆蓋南京、上海、蘇州、杭州、無錫、常州、成都、武漢等 10 餘座大中小城市，為超過 130,000 名客戶提供專業服務，業務類型包括二手房業務、新房業務、資產管理、權證代辦、賦能合作等。 • Landsea Green Life Rental and Sales Center has been established to provide housing asset management services for Landsea property owners. By far, the center has covered more than 10 large, medium and small cities such as Nanjing, Shanghai, Suzhou, Hangzhou, Wuxi, Changzhou, Chengdu, and Wuhan, providing professional services to more than 130,000 customers. Its business types include second-hand house sales, new house sales, asset management, warrant agency, empowerment cooperation, among others.



為業主提供租售服務
Provide rental and sales services for owners

提升客戶滿意度
Improve customer satisfaction

提升客戶滿意度是朗詩綠色生活品質服務的重點工作之一，由公司常規物業中心直接負責客戶滿意度工作。2021 年，公司共開展了 4 次客戶滿意度調研工作，通過對調研結果進行分析，常規物業中心開展了針對性的提升督導工作，促使各城市公司滿意度顯著提升。在第四次年終滿意度調研中，朗詩綠色生活總體得分為 88 分，遠超行業 2021 年平均得分（74），不斷向行業標杆水準邁進。

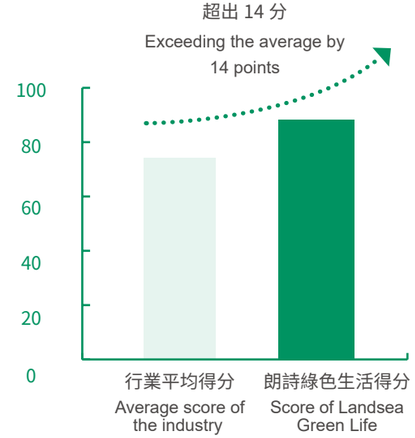
Improving customer satisfaction, one of the key tasks of Landsea Green Life's quality services, is directly in the charge of the Company's Regular Property Service Center. In 2021, the Company conducted four customer satisfaction surveys. Through the analysis of the survey results, the Regular Property Service Center supervised and guided the targeted improvement work, which significantly enhanced the satisfaction of the Company in various cities. In the fourth year-end satisfaction survey, the overall score of Landsea Green Life amounted to 88, far exceeding the average score of the industry in 2021 (which is 74). We are constantly moving towards the industry benchmark level.

2021 年度第四次年終滿意度調研覆蓋 7 個城市公司 48 個項目，達 50,128 人，總計回收 3,923 份有效問卷，囊括了物業服務、投訴處理和詩友公社三大模組共 12 個細項，總計 21 個指標，更為詳細地探知業主對於物業服務的真實評價，以明確服務提升的方向。滿意度調查結果顯示，2021 年物業服務細項均取得較好成績，其中管家服務、社區活動組織的業主認可度普遍較高，停車管理、公共設施維護以及公共衛生清潔業主體驗相對較低，公司將重點進行改進；詩友公社活動參與業主反響較好，可繼續加大推廣覆蓋面，提升業主參與度。

The fourth year-end satisfaction survey in 2021 covered 48 projects of 7 cities of the Company, reaching 50,128 people, with a total of 3,923 valid questionnaires collected, including 12 sub-items and 21 indicators in three modules: property service, complaint handling and Landsea Friends, in an attempt to find out the real assessment of property services by property owners in a more detailed way and define the direction of service improvement. The survey results show that in 2021 good outcomes were achieved in all the details of property services, among which the property owners had high recognition of stewards services and community activity organizations in general, while the property owners' experience of parking management, public facilities maintenance and public sanitation were relatively unsatisfactory, of which the Company will focus on improvement. Property owners who participated in the Landsea Friends activities had good feedback, and we can continue to increase the coverage of the activities to enhance property owner engagement.

2021 年第四次滿意度調查得分，滿分 100 分，單位 : 分

Score of the fourth year-end satisfaction survey of Landsea
Full score: 100 points; Unit: points





朗詩綠色生活客戶滿意度 2021 年提升措施
Landsea Green Life's customer satisfaction improvement measures in 2021

基礎服務基石不放鬆
Persevere in improving basic services

- 深度挖掘高分掩蓋的基礎服務問題
- Dig deep into the basic service problems covered by high scores

加碼解決現存問題
Step up efforts to solve present problems

- 停車管理是目前分值最低並且業主回饋最多的問題，對此需加緊外來車輛的管理，並對園區內的車輛定時梳理，及時解決亂停亂放現象
- 重點改進公共設施維護以及公共衛生清潔等其他業主評分較低項目
- Parking management is the problem with the lowest score and the most complaints from the owners at present. Therefore, it is necessary to strengthen the management of external vehicles, regularly inspect the vehicles in the park, and timely solve the problem of disorderly parking and misplacing.
- Focus on improving the maintenance of public facilities and other items, which are scored low, such as public sanitation and cleaning.

現有服務微創新
Launch micro-innovation of available services

- 對於業主滿意度較高的項目，如詩友公社，在目前基礎上進行一些細節之處的打造，繼續加大推廣覆蓋面，提升業主參與度。
- For items with high satisfaction, such as Landsea Friends, more improvements should be made on some details on the basis of the present situation, and the coverage should continue to be increased to engage more property owners.

持續關注投訴群體
Pay close attention to complaints

- 持續關懷跟進投訴業主，及時安撫情緒、化解矛盾，並採取行之有效的方式解決問題。
- Continue to address the complaints of the property owners, calm their feelings and resolve conflicts in time, and take effective measures to solve the problems.



樂在鄰里，共赴熱愛的生活
Colorful community activities for a happy life

詩友公社是朗詩綠色生活旗下社區文化子品牌，以“發現每一份熱愛、成全每一份熱愛”為行動指南，以興趣為入口，以社團社群為紐帶挖掘生活中的美好日常，致力於打造學習型共創工作坊。區別於傳統活動，詩友公社以提高居民與社區的黏合度為目的，以更好的體驗感、參與度服務朗詩業主，是朗詩社區獨有的特色活動。

Landsea Friends is a sub-brand of community culture under Landsea Green Life, dedicated to co-creation learning workshops, with "discovering and fulfilling every passion" as its action guide, and exploring beautiful everyday life with community clubs as ties. Uniquely different from traditional activities, Landsea Friends aims at improving the connection between residents and communities, and serves the property owners of Landsea with better experience and higher participation.

截至 2021 年底，
32% 社群由詩友擔任社群主理人

By the end of 2021,
32% clubs are hosted by community managers



2021 年，219 場群內活動
24.7% 社群活動由詩友自主策劃

24.7% of the 219 intra-club activities in 2021 are independently planned by Landsea members



截至 2021 年底，詩友公社已衍生出 25 個主題社群，累計 3,400 多位詩友參與，32% 社群由詩友擔任社群主理人，2021 年的 219 場社群活動中 24.7% 社群活動由詩友自主策劃。

By the end of 2021, Landsea Friends has set up 25 themed clubs, with a total of more than 3,400 participants, 32% of which are hosted by community managers, and 24.7% of the 219 intra-club activities in 2021 are independently planned by Landsea members.

2021 年度，詩友公社共開展活動 559 場次，共吸引 11.7 萬詩友參與，傳播覆蓋 71 萬人次。

In 2021, Landsea Friends held 559 activities, attracting 117,000 participants and covering 710,000 person-times.

案例 Case

共赴熱愛的生活——用故事電話亭傳遞溫暖生活。
For a happy life: Warm life stories relayed by story phone booths

2021 年 5 月 15 日，朗詩綠色生活在南京奧和雅苑使用線上 + 線下結合的方式正式宣佈詩友公社成立，並邀請詩友一起發佈了詩友公約，現場參與業主達 398 戶。在 5 月 20 日至 6 月 20 日 30 天中，詩友公社聯合社交媒體樹洞文化創始人叢平平，通過訴說、傾聽、交換、分享傳播理念的方式推出故事電話亭。目前故事電話亭已覆蓋全國 8 個城市，40 個社區，共有 161 人通過錄音、寫信、線上留言的方式向詩友公社投遞出他們的溫暖故事，詩友公社將所有故事進行收集整理，並將所有故事編制成 2022 年新年檯曆，以每一頁展示一個詩友故事的形式，發放給投稿人和參加全家福活動的業主。



故事電話亭
Story phone booth

On May 15, 2021, Landsea Green Life officially announced the establishment of Landsea Friends in Nanjing Aohe Yayuan both online and offline, inviting Landsea members to release the Landsea Member Convention together, with 398 property owners participating in the scene. During the 30 days from May 20 to June 20, Landsea Friends, together with Cong Pingping, founder of social media Tree Hole Culture, launched the story phone booths by telling, listening, exchanging and sharing ideas. By far, story phone booths have covered 40 communities in 8 cities in China. A total of 161 people have sent their warm stories to the Landsea Friends by recording, writing letters and leaving messages online. Landsea Friends collected all the stories, compiled them into a New Year's desk calendar for 2022 in the form of one Landsea story on each page, and distributed to contributors and property owners participating in family photo activities.



2022 年詩友故事周曆
2022 Landsea story weekly calendar

案例 Case

共赴熱愛的生活——用詩友力 Max 引導健康生活
For a happy life: Guide healthy life with Landsea Power Max

詩友公社推出了“詩友力 Max”活力運動月，以“線上 + 線下”兩種活動形式，帶動詩友運動。詩友公社號召不同年齡層的詩友參與，讓運動逐漸滲入大家的生活，引導業主形成一個可持續發展的、健康的、綠色的生活方式，舉辦了線上打卡、社區行走、社區搏擊課、天空行走、城市行走等 5 項活動，共涉及 11 個城市、83 個社區，累計 4,699 人次業主參加。



詩友力 Max- 搏擊操
Landsea Power Max-Kickboxing

The Landsea Friends launched the “Landsea Power Max” Activity Month, which promoted Landsea Sports both online and offline. Landsea Friends called for the participation of different age groups of Landsea property owners, allowing sports to gradually penetrate into people's lives, and guiding owners to develop a sustainable, healthy and green lifestyle. Five activities, including online clock-in, community hiking, community kickboxing class, sky hiking and city hiking, were held, involving 11 cities and 83 communities, with a total of 4,699 property owners participating.

案例 Case

共赴熱愛的生活——與朗詩做時間的朋友
For a happy life: Be a friend of time with Landsea

自 2020 年，詩友公社開啟「與朗詩做時間的朋友」全家福拍攝活動，約定每年都會用鏡頭記錄業主在朗詩社區的光陰印記，並採用不同的盲盒形式將禮物送到業主手中，作為年底感恩留存。在 2021 年的全家福活動中，共覆蓋全國 16 座城市，94 個社區，僅預約報名就已達 4,017 戶。

Since 2020, the Landsea Friends initiated a family photo activity, “Be a friend of time with Landsea”, and promised to record property owners' memories of time in Landsea communities by camera every year, with photos sent to property owners in lucky boxes as thanksgiving souvenirs at the end of a year. The family photo activity in 2021 covered 16 cities and 94 communities in China, with 4,017 households registered.

2021 年以“我為鄰居拍張照”為主題開展拍照活動，共覆蓋全國 **16** 個城市

In 2021, with the theme that “I Take a Picture for My Neighbors”, a photo activity was held, covering 16 cities

94 個社區

94 communities

預約報名 **4,017** 人

There were 4,017 reservations





詩友公社為業主拍攝的全家福
Family photos taken by Landsea Friends for property owners

心繫員工，共建和諧家園
Employee development for harmonious communities

助力員工幸福生活
Help employees live a happy life

朗詩綠色生活心繫每一名員工，注重為員工創造高效、輕鬆和關愛的團隊氛圍。我們通過開展多樣化的員工活動，在豐富員工生活的同時，增強了員工的企業歸屬感與凝聚力，與員工共建溫暖和諧的美好家園。

Landsea Green Life cares for every employee, dedicated to creating an efficient, relaxing and caring teamwork atmosphere for employees. Through diversified activities, we enriched employees' lives, enhanced their sense of belonging and solidarity, and built warm and harmonious communities with employees.

案例 Case

團結拼搏，不負韶華
Solidarity and perseverance for a better team

2021 年 9 月，朗詩綠色生活成都公司組織員工攀登青城山活動，團隊用一次愉快的登山活動，踐行了“志存高遠 腳踏實地 百折不撓”的司訓。此次活動不僅活躍和豐富了員工們的業餘生活，還促進了員工間的相互交流，增強了集體凝聚力，展現出積極向上、勇於攀登、開拓進取的精神風貌。

In September, 2021, Landsea Green Life Chengdu Company organized its employees to climb Mount Qingcheng. The team practiced the motto of the Company, “Lofty Aspiration, Earnest Work and Indomitable Perseverance” with a pleasant mountaineering trip. This activity not only enlivened and enriched employees' spare time life, but also boosted communications among employees, enhanced collective cohesion, and presented our enterprising, persevering and pioneering spirit.



攀登青城山活動
Climbing Mount Qingcheng

朗詩綠色生活關心女性員工，持續加強女性員工的人文關懷，為女性員工營造良好的工作氛圍。2021 年，我們在三八婦女節當天開展了“‘莓’好的一天——女神節採草莓”主題活動，活動中大家了解草莓的種植、採摘技巧，草莓醬製作與保存方法，並親自進行了採摘及製作。同時，公司還為每位女員工準備了鮮花及小禮品，讓每一位參與的女同事都獲了滿滿的收穫。

Landsea Green Life cares about female employees, and continues to strengthen the humanistic care for female employees, creating a good working atmosphere for them. In 2021, on March 8, the Women's Day, we launched an activity themed “Strawberry Picking – Celebrating Women's Day”, during which we learned about strawberry planting and picking skills and the making and preservation methods of strawberry jam, and picked strawberries and made jam in person. At the same time, the Company also prepared flowers and small gifts for every female employee, and each participants had a good harvest.

搭建人才成長平台
Build a platform for talent growth

員工培訓
Employee training

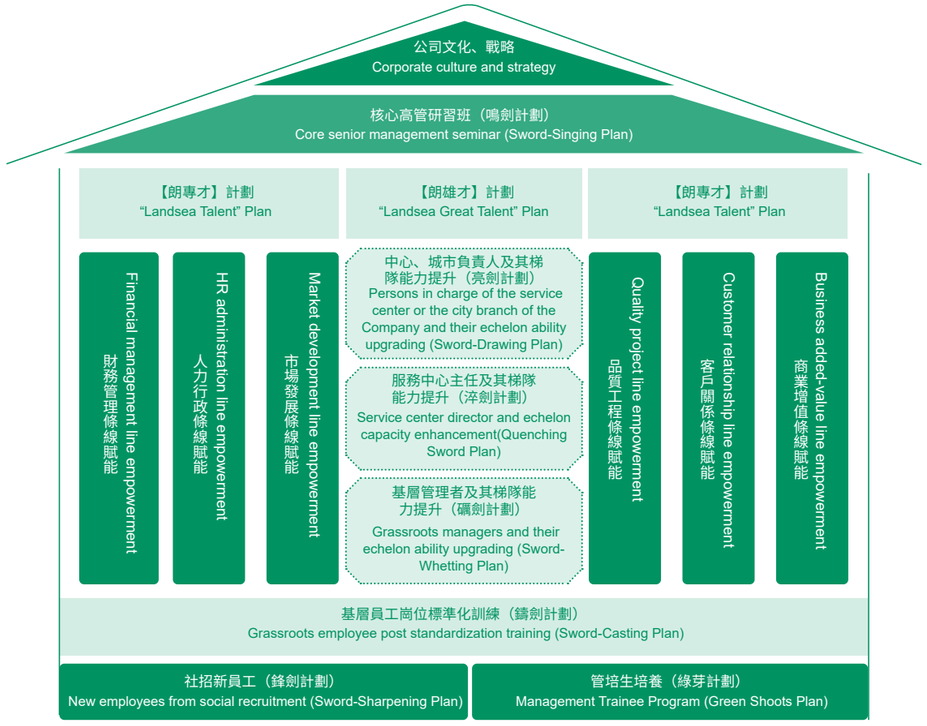
朗詩綠色生活關注培訓管理體系的建設，為員工創造學習環境和機會，積極打造學習型組織。我們建立了基於能力驅動的長期人才發展方式和基於業務驅動的短期業務發展的培訓體系“講物堂”，圍繞關鍵人群、核心崗位和重點區域，採用差異化學習激勵、集約化資源管理和多樣化培訓手段，為員工提供滿足不同需求的、有針對性的培訓。

Landsea Green Life 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.

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

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

朗詩綠色生活培訓體系
Landsea Green Life training system



案例 Case

淬火成鋼 劍氣縱橫——【淬劍計劃】服務中心主任成長營
Sword-Tempering Plan: A growth camp of directors of service centers

2021年，公司組織開展了以培養物業服務中心主任為目標的“淬劍計劃”人才梯隊培養項目。本項目將在第一屆基礎上，升級反覆運算，優化教學與輔導環節，重點提升這一群體及其梯隊在商業思維、行銷思維、經營意識、多項目運營、規劃安排等方面的能力。成長營於 2021 年 7 月 30 日正式啟動，截至 2021 年底已實施線下集中面授 5 期。本項目可為公司提供 35 人左右的物業服務中心主任儲備人員，為公司發展提供堅實的人才支撐。

In 2021, the Company organized and carried out the talent echelon training project of “Sword-Tempering Plan” with the goal of training the directors of property service centers. On the basis of the first session, this program was upgraded to optimize teaching and tutoring, with a focus on improving the ability of this group and its echelon in business and marketing thinking, management awareness, multi-project operation, planning and arrangement, among others. The growth camp was officially launched on July 30, 2021, and by the end of 2021, five offline face-to-face sessions had been completed. This program can provide the Company with about 35 reserve talents as property service center directors, offering solid talent support for the Company’s development.



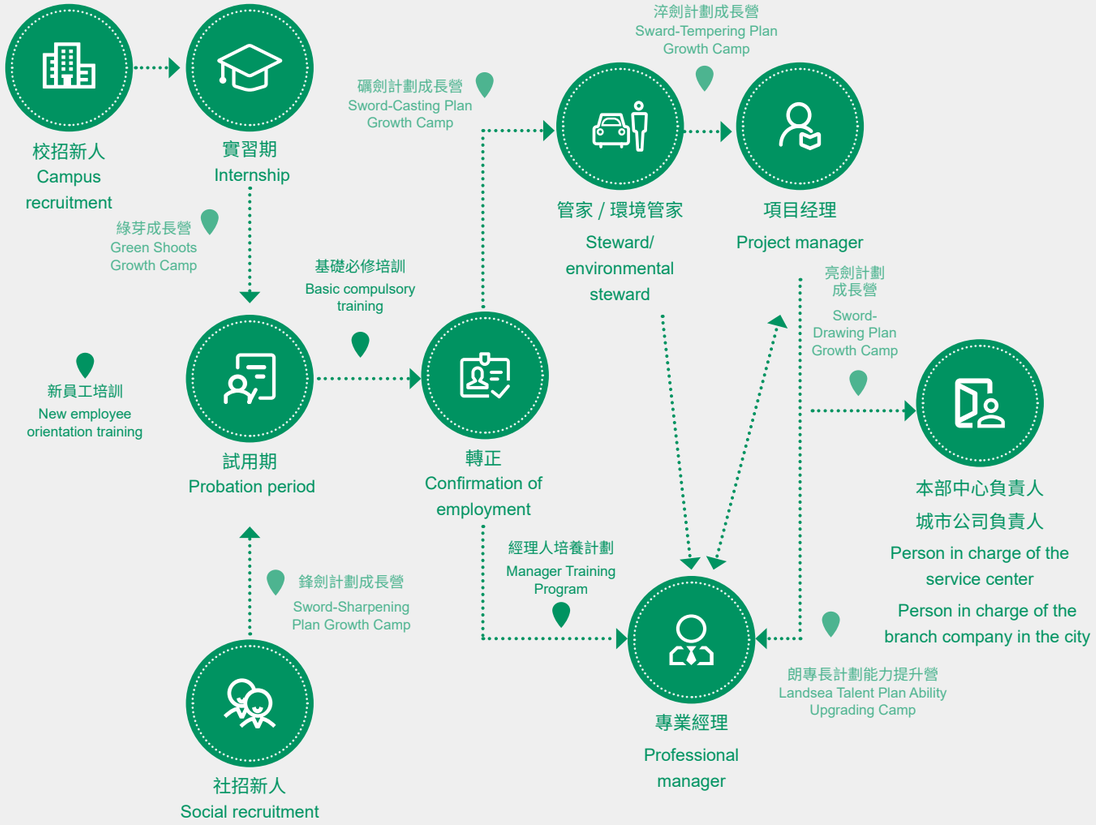
淬劍計劃面授課堂
Face-to-face lecture of the Sword-Tempering Plan

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。我們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. We have set 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





有韧性 更安全健康

Enhance resilience for safer and healthier communities

保障社區安全，守護萬家燈火是做好物業服務的重中之重。朗詩綠色生活在 2021 年全面推動朗詩社區安防升級專項工作，升級技防，強化人防，利用智慧化開展安全管理，構建更有韧性的社區，全方位保障業主安全。

Safeguarding community safety is the top priority of property services. In 2021, Landsea Green Life comprehensively promoted the special work of security upgrading of Landsea communities, upgraded technical defense, strengthened civil air defense, and applied smart technologies to carry out safety management, in efforts to build a more resilient community and fully ensure the safety of property owners.

防範未然，增強社區防災韧性

Take precautions and enhance community resilience

一體化方案提高安全性
Integrated solution to improve security

建設項目的前期設計與施工，是社區安全的基礎。如果建設項目前期設計和施工不到位，那麼物業後期運營管理風險將加大，例如物業後期維修成本增加、功能調整以及項目的安全性能上，存在許多不可控性及隱患。

為了規避和有效降低以上風險，提升社區整體的安全性，朗詩綠色生活積極推動一體化全方位的運營模式，從客戶、開發商以及物業運營的角度，從項目的前期規劃設計、施工圖紙設計和施工建設階段提供全過程一體化的方案建議服務，使建築產品最大限度地滿足客戶需求，方便後期客戶使用和物業運行，提高社區安全性。

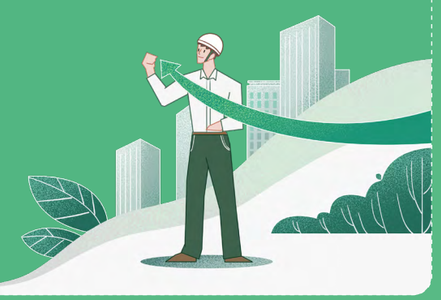
The early design and construction of a project is the foundation of community security. Improper early design and construction of the construction project would increase the risks of operation and management of the property later. For example, the later property maintenance cost increases and many uncontrollable and hidden dangers are found in function adjustment and safety performance of a project.

To avoid and effectively reduce the above risks and improve the overall security of the communities, Landsea Green Life actively promotes the integrated and all-round operation mode. From the perspectives of customers, developers and property operation, the Company provides integrated proposal services for the whole process of early planning and design, construction drawing design and construction stages of a project, so that the finished buildings can best meet customers' needs, facilitate customers' use and property operation later on, and improve community security.

從設計到施工的一體化安全優化方案

Integrated safety optimization scheme from design to construction

規劃設計階段 Stage of planning and design	•結合物業運營管理經驗，在新建項目的規劃方案階段，及時提出合理優化建議； •園區佈局基本功能性設置：對園區出入口設計、園區道路、人車動線、社區活動場所和物業用房設置及分佈等提出專業建議。 •In light of the experience of property operation and management, the Company timely offers reasonable optimization suggestions in the planning stage of new projects; •Layout of basic functional setting: Offer professional suggestions on the design of the entrance and exit, roads of the park, the traffic flow lines of people and vehicles, the setting and distribution of community activity places and property management houses, etc.



施工圖紙設計階段
Stage of construction drawing design

- 在各專業（建築、機電、給排水、智慧化、景觀、裝飾等）施工圖紙審圖階段，從後期運營及業主角度出發，對建築功能、位置、實用性等方面提出合理化建議；
- 在設備設施的設置、選型等方面提出合理化建議；
- 協助評估該項目的綠化、景觀等配置，提供書面意見或建議。

- In the construction drawing review stage of various specialties (architecture, electromechanical, water supply and drainage, intelligence, landscape, and decoration, etc.), Landsea Green Life put forward reasonable suggestions on building function, location and practicability from the perspective of later operation and property owners;
- Propose reasonable suggestions on the setting and type selection of equipment and facilities;
- Assist in evaluating the greening and landscape arrangements of a project, and provide written comments or suggestions.

施工建設階段
Stage of construction

- 與建設單位項目管理部就現場服務過程中發現的有客戶投訴風險及影響後期運營的問題共同商榷，並在後期現場開展工作和落實整改問題；
- 以管理者和使用者的角度協助項目對物業進行驗收，提供及協助制訂該物業工程驗收與接收計劃，並配合實施。

- Discuss with the project management department of the construction unit about the problems identified in on-site services exposed to the risk of customer complaints and affecting later operation, and carry out work and implement the rectification on site at the later stage of construction;
- From the perspective of managers and users, assist the project in property check and acceptance, provide and assist in formulating the check and acceptance plan of the property project, and cooperate with the implementation.

案例 Case **提升社區安全基礎諮詢案例 - 規劃設計階段**
Stage of planning and design: Cases of basic consultation on improving community security

規劃設計階段：新建項目出入口
Stage of planning and design: Entrances and exits of a new project

新建項目出入口存在問題： 出入口設置過多，人行出入口設置存在安全隱患；機動車出入口設置在市政道路夾角處，有擁堵風險。

Problems in entrances and exits of a new project: There are too many entrances and exits, and there are potential safety hazards in pedestrian entrances and exits. Motor vehicle entrances and exits are set at an included angle of a municipal road, exposed to the risk of congestion.

優化建議： 建議在滿足業主日常使用的前提，合理優化出入口數量，降低人員管理成本；人行入口盡量減少與機動車動線交叉，有條件園區可單獨設置人行出入口，盡最大可能避免安全隱患。

Optimization: It is suggested that the number of entrances and exits be reasonably optimized to reduce personnel management cost on the premise of meeting the daily use of property owners. Pedestrian entrances should minimize the intersection with motor vehicles, and can be set separately in parks with relevant conditions to avoid potential safety hazards as much as possible.



提升社區防災韌性
Improve community resilience of disaster prevention

朗詩綠色生活注重社區災害應急處置能力和防範體系建設，制定了《應急防護操作手冊》，明確了從潛在識別、年度檢查、及時回應、應急處理、事故分析、實施措施、程序自評和修訂等制度和流程，防患於未然。

Landsea Green Life has always attached importance to the improvement of capabilities for disaster prevention and relief and the establishment of a precautionary measure system. “Emergency Protection Manual” has been formulated to define 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, in an attempt to prevent problems before they happen.



2021 年，公司進一步升級內部管控措施，每月進行項目安全自檢、總部飛行抽檢匯總，全方位檢查項目可能存在的安全隱患，以安全月報形式通報，全年全國項目安全自檢率 100%，同時，公司持續開展突發事件處置、安全風險識別培訓工作，有效提升一線人員對於火災撲救、被困人員救治、緊急事件疏散、防汛防颱演練的執行力。

In 2021, the Company further upgraded its internal management and control measures, carried out monthly project safety self-inspection, made a summary of the random inspection of the headquarters, comprehensively inspected the potential safety hazards of the projects, and reported them in the form of monthly safety reports. The national project safety self-inspection rate was 100% throughout the year. At the same time, the Company continued to carry out emergency handling and safety risk identification training work, effectively improving front-line personnel’s execution of firefighting, rescuing of trapped people, emergency evacuation and flood prevention and typhoon prevention drills.





突發事件處置演練
Emergency response drill

自 2021 年 9 月起，公司全面推動開展朗诗社區安防升級專項工作，專項工作從“危險源辨識與風險評價”“安防策略升級”與“精兵計劃”三個維度展開。

Since September 2021, the Company has comprehensively promoted the special work of security upgrade in Landsea communities, which is carried out from three dimensions: hazard source identification and risk assessment, security strategy upgrade and elite plan.

社區安防升級專項工作
Special work of security upgrade in Landsea communities

危險源辨識與風險評價
Hazard source identification and risk assessment

•公司制定了《危險源辨識、風險評價和控制程序》，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 21 個安全應急預案；
•公司實行內部風險識別及評估控制程序，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 the Hazard Identification, Risk Assessment and Control Procedure, established the hierarchical management system for emergencies, defined the specific operation specifications and emergency plans and measures for related dangerous events, and formulated 21 safety emergency plans in total;
•The Company implements internal risk identification and assessment control procedures, identifies and evaluates various hazard sources, and establishes List of Major Hazard Sources and Table of Hazard Source Identification and Risk Evaluation.

安防策略升級
Security strategy upgrade

•安防策略升級工作圍繞物防強化、技防升級開展，升級社區安防技術設備，改進門禁道閘系統、圍牆防護系統、電子巡更系統等；
•同時積極探索無人機與 AI 巡邏、大數據安防等新型安防科技。

•The work of strategic upgrading of security focuses on strengthening physical defense and upgrading technical defense, upgrading community security technology and equipment, improving access control gate system, fence protection system, electronic patrol system, etc.
•At the same time, actively explore new security technologies such as UAV and AI patrol and big data security.

精兵計劃
Elite plan

•創新安防人才培養機制、完善安防人員賦能體系；
•專門聘請外部專家，開展”物業項目全流程風險管控策略”等系列培訓，通過培訓、巡講等探索輸出安防體系。

•Innovate the security personnel training mechanism and improve the security personnel empowerment system;
•Specially hire external experts to carry out a series of trainings such as “Risk Management and Control Strategy for the Whole Process of Property Projects”, and explore and export the security system through training and tour lectures.



朗詩綠色生活召開”精兵計劃”啟動會
Landsea Green Life held the kick-off meeting of “Elite Plan”

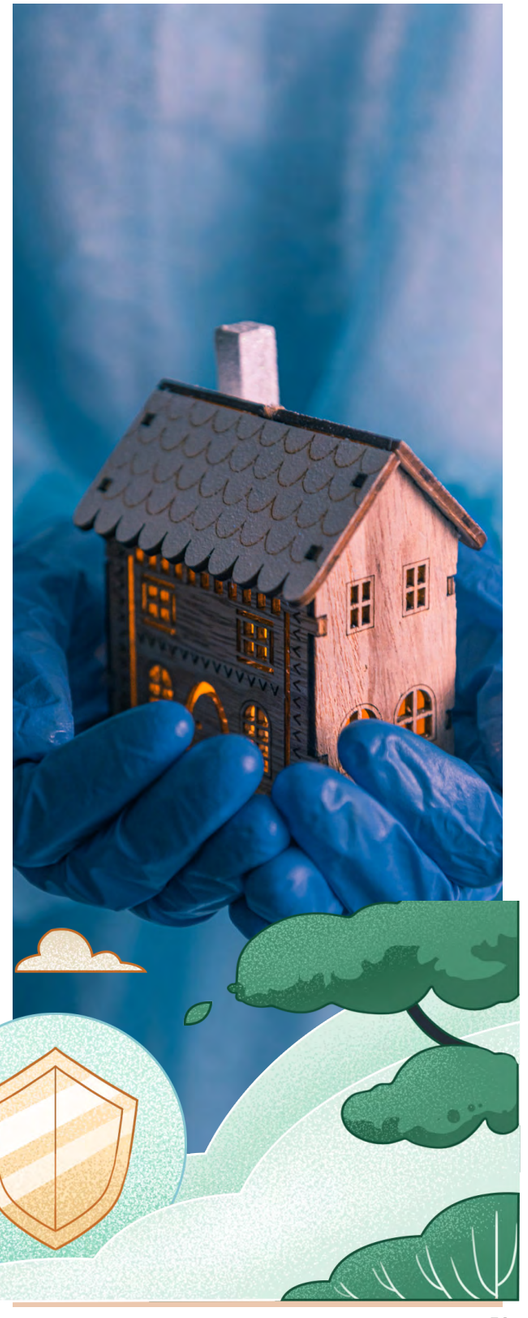
科學防疫守護社區安全
Scientific measures for pandemic prevention and control and safeguarding community safety

常態化的社區疫情防控工作是國家防疫的重點。朗詩綠色生活積極回應國家防疫政策，嚴防死守，落實社區常態化的疫情防控措施，打造安全社區，保證業主的生命健康。

我們制定了《住宅物業管理區域新型冠狀病毒肺炎疫情防控操作指引》《住宅物業管理區域新型冠狀病毒肺炎疫情防控人員防護應知應會》《朗詩綠色生活防疫消毒注意事項》等指引，細化疫情防控期間的基礎物業管理和專項防控措施安排，嚴格執行社區公共區域和衛生死角消毒、實施社區門崗和業主單元連動、加強防疫知識宣傳等工作，全方位回應和執行疫情防控，守護社區安全。

Routine community pandemic prevention and control is a focus of national pandemic prevention efforts. Landsea Green Life actively responds to the national policy on pandemic prevention and control, strictly guards against it, implements routine pandemic prevention and control measures of communities, builds safe communities, and ensures the life and health of the property owners.

We have formulated documents such as “Guideline for the Pandemic Prevention and Control in Residential Areas Under Property Management”, “Knowledge and Skills for COVID-19 Pandemic Prevention and Control Personnel in Residential Areas Under Property Management”, “Instructions of Landsea Green Life on Pandemic Prevention and Control and Disinfection”, which elaborate on the measures for basic property management services and special prevention and control measures during the anti-pandemic 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-pandemic knowledge. All-round response and strict measures for pandemic prevention and control have been put into practice.



案例 Case

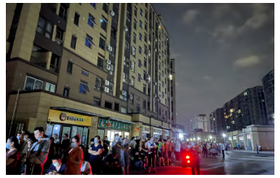
朗詩青春街區疫情防控
Landsea youth block pandemic prevention and control

2021 年 7 月 20 日晚南京祿口機場出現 9 例新型冠狀病毒肺炎，為切實加強新型冠狀病毒感染的肺炎疫情防控工作，保障人民群眾生命安全和身體健康，截至 7 月 21 日 12 時，朗詩綠色生活協助街道、社區完成 2,936 戶資訊排查；截至 7 月 21 日 15 時，完成社區 154 個單元 12 萬㎡和公共區域 18 萬㎡消毒，針對社區出入口、健身遊樂設施、單元大堂、電梯、等重點區域，增加無死角消殺頻次。

本次疫情封控共計 37 天（7.21—8.26），青春街區在社區住戶共計 2,253 戶，截至 2021 年 8 月 26 日解封日，朗詩綠色生活工作人員每天上門清理業主垃圾一次，每天公共區域大面積消殺兩次，共計配合核酸檢測 15 次約 7.5 萬餘人次，發放政府配送物資 31 次，高速路口代收代取代採購物品約 5,000 餘件，組織團購 23 次。

On the evening of July 20, 2021, 9 cases of novel coronavirus were identified in Nanjing Lukou Airport. To strengthen the prevention and control of the COVID-19 pandemic and ensure people's safety and health, as of 12: 00 on July 21, Landsea Green Life assisted the neighborhoods and communities to complete the information investigation of 2,936 households. By 15: 00 on July 21, the disinfection of 154 units with 120,000 square meters and public areas with 180,000 square meters had been completed. For key areas such as the entrances and exits of a community, fitness and amusement facilities, unit lobby, elevators, etc., the frequency of seamless disinfection was increased.

The youth block was locked down for 37 days (July 21–August 26), where there were 2,253 households. As of August 26, 2021, the staff of Landsea Green Life cleaned property owner garbage once a day, and disinfected public areas twice a day. They cooperated with nucleic acid testing for 15 times, and about 75,000 person-times, distributed government materials for 31 times, collected and purchased over 5,000 articles of goods for others at highway entrances, and organized 23 group purchases.




對全街道常住人口、來寧人員連夜開展全員核酸檢測
Nucleic acid testing for all residents and visitors of the neighborhood overnight



所有人員進出社區都必須佩戴口罩、測量體溫、查看蘇康碼
All people entering or leaving a community must wear a mask, have their temperature and Sukangma checked



每日消殺工作
Daily disinfection



為不方便出行的業主送物資
Deliver materials for property owners who cannot move about easily



為不在的業主提供房屋檢查等服務
Offer house check and other services for absent property owners

智慧賦能，保障安全健康
Smart empowerment to guarantee safety and health

朗詩綠色生活在項目端已建成基礎物業管理平台（朗 e 雲）、社區生活服務平台（詩鄰薈）及 AIoT（智慧物聯）平台三大數字化平台，通過利用物聯網、人工智慧、雲計算和大數據技術，提升品質與效率的同時釋放人力去發掘創新業務、開拓服務管道、改善業主體驗，為社區業主提供一個安全、便捷的智慧化社區。

Landsea Green Life has built three digital platforms at the project end: basic property management platform (Lang E Cloud), community life service platform (Landsea Neighborhood Club) and AIoT (Artificial Intelligence of Things). By using the Internet of Things, artificial intelligence, cloud computing and big data technology, it can improve the quality and efficiency, and at the same time release manpower to explore innovative businesses, open up service channels and improve property owners' experience, so as to provide a safe and convenient intelligent community for community property owners.

朗詩綠色生活三大智慧平台建設
Construction of Three Smart Platforms of Landsea Green Life

基礎物業管理平台——朗 e 雲
Basic property management platform: Landsea E Cloud

- 自 2020 年 8 月完成全面上線，平台目前共管理 200 個左右項目。
- 功能涵蓋：物業收繳費、品質檢查、報事報修、客訴處理、設備巡檢、多經資源點位、週期性作業、公告通知、倉儲管理、管家拜訪、呼叫中心等。

- Comprehensively launched in August 2020, the platform currently manages around 200 projects.
- Its functions cover: property management fee collection, quality inspection, problem reporting, complaint handing, equipment inspection, multi-resource positioning, cyclic operation, announcement, storage management, steward visit, and call center, among others.

社區生活服務平台——詩鄰會
Community life service platform: Landsea Neighborhood

- 按照“先搭平台並逐步完善服務生態”的策略進行推進。
- 已搭建起以“微信服務號 + 小程序（朗詩匯）+ 企業微信（南京朗詩物業管理有限公司）”三位一體的線上對客服務觸點體系。生活服務號側重低頻的無差異輸出，注重“形象展示”；小程序則提供豐富的服務入口，側重“服務獲取”；企業微信則側重高頻的即時溝通，側重”用戶運營”。
- 社區生活服務平台服務內容涵蓋：線上基礎物業服務（線上繳費、線上報事報修、線上投訴、公告通知、資訊發佈及一鍵開門、訪客邀請等）、線上增值服務（租售服務、長租服務、Landsea 商城、深夜電台、社群活動等）。

- Promoted according to the strategy of “establishing a platform before gradual improvement of service ecology”.
- Established an online customer service contact system of “life service account + applet + WeChat enterprise account”. The life service account focuses on low-frequency non-different output, and “image presentation”; the applet provides a diversity of service portals, with an emphasis on “service acquisition”; the WeChat enterprise account focuses on high-frequency real time communication and “user operation”.
- The services of the community life service platform include: online basic property services (online payment, online problem reporting, online complaint, announcements, information release and one-button door opening, and visitor invitation, etc.), online value-added services (rental and sales service, long-term rental services, Landsea Online Mall, midnight radio, and community activities, etc.)

智慧物聯平台
AIoT platform

• 建設物聯網平台將逐步實現設備資產線上化及應用場景智慧化，對內提高管理效率，對外增加業主體驗，並整體實現項目資產保值、升值。
• 目前底層物聯網平台已經完成搭建部署，智慧車行落地 46 個項目，智慧客服、智慧工牌的應用陸續試點上線。2022 年，將逐步完成智慧安防、智慧人行及 EBA（E：environment 環境 /equipment 設施 / energy 能耗 /easy, efficient 便捷高效；B：Building 建築物；A：Automatic 自動化 /Administrator 管理者，即環境設施能耗建築物自動化管理）等應用場景的上線。

• The Internet of Things platform under construction will gradually put facility assets online and realize smart application scenarios, improving internal management efficiency and enhancing property owners' experience, while realizing value preservation and appreciation on the whole.
• By far, the bottom Internet of Things platform has been constructed and deployed, 46 projects have been implemented for smart vehicle driving, and smart customer service and smart work plate are being successively launched. In 2022, smart security, smart pedestrian walks and EBA (E: Environment/equipment/energy/easy, efficient; B: Building; and A: Automatic/Administrator) application scenarios will be gradually launched online.

案例 Case
智慧停車，平安到家
Smart and Safe Parking

朗詩綠色生活在每個項目上都部署了物聯平台邊緣伺服器底座，用於連接社區車行硬體道閘中的顯示幕、攝像頭及道閘核心設備。同時將本地端停車收費系統全部統一部署，車行数据與雲端智慧車行系統即時同步。實現從集團、城市、項目三級透明化、精細化管控，顯著提升社區停車的安全性。

Landsea Green Life has deployed IoT platform edge server base on each project to connect displays, cameras, and core equipment on car-driving gate barriers. At the same time, all the local parking charging systems are uniformly deployed, and the traffic data is synchronized with the cloud-based smart car driving system in real time. Transparent and refined control from the three levels of the group, the city and the project, is realized, significantly improving the safety of parking in the community.



朗詩綠色生活智慧停車監控管理中心
Landsea Green Life smart parking monitoring and management center

精細管理，確保聲環境與供水健康
Refined management to ensure healthy acoustic environment and water supply

不僅是社區安全守護，朗詩綠色生活在聲環境和供水健康方面開展精細化管理，公司的綠色建築按照《綠色建築評價標準》（GB/T50378-2019）標準噪聲級別均達到《民用建築隔聲設計規範》（GB 50118-2010）的最低標準限值和高要求標準限值的平均值，在聲音與供水的細節中為業主健康保駕護航。

為了給業主提供良好的聲環境，我們最大限度地減少雜訊過渡和空間之間的梯度對業主的干擾。

Besides community safety, Landsea Green Life carries out refined management of acoustic environment and clean water supply, and the Company's green buildings have been constructed in accordance with the Green Building Evaluation Standard (GB/T50378-2019). Their standard noise level has reached the minimum standard limit and the average value of the high standard limit set in the Code for Design of Sound Insulation of Civil Buildings (GB 50118-2010), safeguarding owners' health in details of sound and water supply.

In order to provide a good acoustic environment for the property owners, we minimize the disturbance of noise transition and gradient between spaces to the property owners.

朗詩綠色生活噪聲管理 [1]
Landsea Green Life noise management

• 控制各種設備、機具的運行雜訊，包括泵類、風機、空壓機、鑽床等。如：鍋爐房安裝吸音罩，從技術上和管理上通過切斷噪音源、隔音、消音、限制雜訊發生時間等手段對雜訊進行有效控制

• The running noises of all types of equipment, machines and tools, including pumps, fans, air compressors, drilling machines, among others, shall be properly controlled. For example, sound-absorbing covers are installed in boiler rooms. Noises are effectively controlled by cutting off noise sources, sound insulation, silencing, and limiting the noise occurrence time and other technical and administrative measures;

• 各項目按照設備維護方案對設備、機具進行定期維護保養，必要時，加裝消音裝置；

• Each project shall regularly maintain its equipment, machines and tools according to the equipment maintenance plan, and if necessary, install silencers;

• 各項目對日常維修活動中雜訊較大的作業儘量封閉進行，隔離噪音源污染；

• Each project shall try to conduct noisy operation in closures in daily maintenance activities to insulate noise source pollution;

• 工程管理中心對落後陳舊設備制定改造或更新計劃，選用低噪音設備、機具；

• The engineering management center shall make plans for renovation or replacement of outdated equipment, and select low-noise equipment, machines and tools;

• 工程管理中心負責對建築及用戶裝修分包方、承包方傳達本公司雜訊管理要求，嚴格控制施工時間，防止雜訊干擾正常的工作和生活，並對其雜訊控制情況進行監督檢查。

• The engineering management center shall be responsible for transmitting the Company's noise management requirements to subcontractors and contractors of building and user decoration, strictly controlling the construction time, preventing noise from disturbing normal work and life, and supervising and inspecting their noise control.

[1] 朗詩綠色生活根據英國 BREEAM 相關要求管理噪聲。

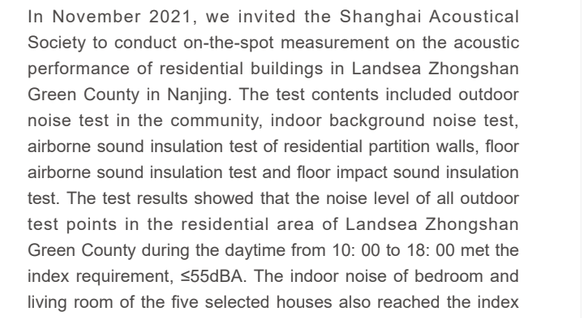
[1] Landsea Green Life manages noise according to the relevant BREEAM requirements.

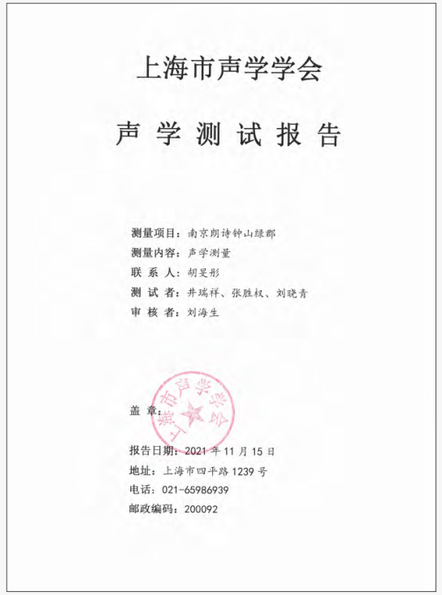
2021 年 11 月，我們請上海市聲學會對南京朗詩鐘山綠郡住宅聲學性能進行了現場測量，測試內容包括社區內部室外雜訊測試、室內背景雜訊測試、住宅分戶牆空氣聲隔聲測試、樓板空氣聲隔聲測試、樓板撞擊聲隔聲測試。測試結果顯示，朗詩鐘山綠郡住宅社區在日間 10:00~18:00 時段室外各測試點雜訊級均達到≤ 55dBA 的指標要求；選取測試的 5 間住宅，其臥室和客廳室內雜訊均達到≤ 35 dBA 的指標要求。

In November 2021, we invited the Shanghai Acoustical Society to conduct on-the-spot measurement on the acoustic performance of residential buildings in Landsea Zhongshan Green County in Nanjing. The test contents included outdoor noise test in the community, indoor background noise test, airborne sound insulation test of residential partition walls, floor airborne sound insulation test and floor impact sound insulation test. The test results showed that the noise level of all outdoor test points in the residential area of Landsea Zhongshan Green County during the daytime from 10: 00 to 18: 00 met the index requirement, ≤55dBA. The indoor noise of bedroom and living room of the five selected houses also reached the index requirement, ≤35 dBA.

為了維護建築供水的品質和衛生，我們努力將外部風險降至最低，保護業主和使用者免受水質污染帶來的健康風險。

In order to maintain the quality and sanitation of building water supply, we strive to minimize external risks and protect property owners and users from health hazards caused by water pollution.





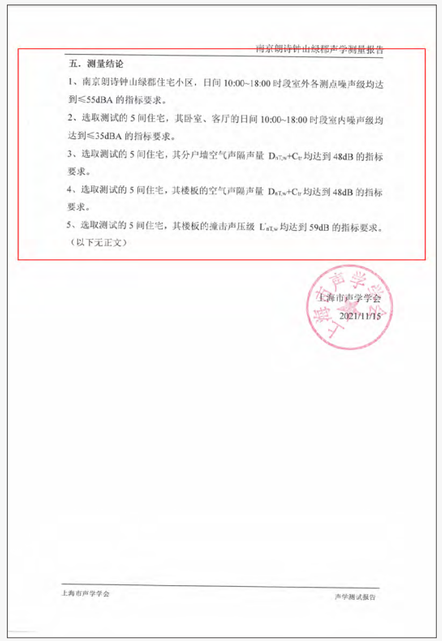
上海市声学学会

声 学 测 试 报 告

测量项目：南京朗诗钟山绿郡
测量内容：声学测量
联 系 人：胡旻彤
测 试 者：井瑞祥、张胜权、刘晓青
审 核 者：刘海生

盖 章：

报告日期：2021 年 11 月 15 日
地址：上海市四平路 1239 号
电话：021-65986939
邮政编码：200092



南京朗诗钟山绿郡声学测量报告

五、测量结论

1、南京朗诗钟山绿郡住宅小区，日间 10:00~18:00 时段室外各测点噪声级均达到≤55dBA 的指标要求。

2、选取测试的 5 间住宅，其卧室、客厅的日间 10:00~18:00 时段室内噪声级均达到≤35dBA 的指标要求。

3、选取测试的 5 间住宅，其分户墙空气声隔声量 $D_{nTw}+C_{tr}$ 均达到 48dB 的指标要求。

4、选取测试的 5 间住宅，其楼板的空气声隔声量 $D_{nTw}+C_{tr}$ 均达到 48dB 的指标要求。

5、选取测试的 5 间住宅，其楼板的撞击声压级 L'_{nTw} 均达到 59dB 的指标要求。

（以下无正文）

上海市声学学会
2021/11/15

上海市声学学会　　声学测试报告

朗詩鐘山綠郡住宅聲學測試報告

Acoustical test report of Landsea Zhongshan Green Country's residential buildings

案例 Case　南京鐘山綠郡的健康供水管理
Healthy Water Supply Management in Nanjing Zhongshan Green County

鐘山綠郡為了確保供水系統得到有效管理，通過供水精細化管理，將軍團菌造成的供水風險降至最低。通過安排有執業資質的人員進行風險評估，公司識別並評估業主接觸水系統的軍團菌風險，並實施以下預防或控制措施：

In order to ensure the effective management of the water supply system in Zhongshan County, through refined management of water supply, the risk of water supply caused by Legionella bacteria was minimized. By arranging qualified professionals to conduct risk assessment, the Company identifies and evaluates the risk of Legionella bacteria in the water system of the property owners, and implements the following preventive or control measures:

避免水溫在 20° C 至 45° C 之間，以及避免營造有利於軍團菌和其他微生物生長的環境。

Prevent the water temperature from reaching between 20°C and 45°C, and avoid creating an environment conducive to the growth of Legionella bacteria and other microorganisms.

避免水的停滯，因為水的停滯會促進生物膜的生長。

Prevent stagnant water, because stagnant water will boost the growth of biofilm.

避免使用含有細菌和其他微生物或為微生物生長提供養分的材料。

Avoid using materials containing bacteria and other microorganisms or providing nutrients for microbial growth.

控制水霧的釋放。

Control the release of water mist.

保持系統和系統內水的清潔。

Keep the system and water in the system clean.

使用水處理技術，例如殺菌劑、氯化、加熱。

Use water treatment technology, such as bactericide, chlorination and heating.

確保水系統正確、安全的操作和維護。

Ensure correct and safe operation and maintenance of the water system.



2021 年，我們要請外部檢測機構對鐘山綠郡的生活用水（二次供水）、生活熱水等，水質均符合《二次供水設施衛生規範》（GB 17501-1997）、《生活飲用水標準》（GB5749-2006）以及《生活熱水水質標準》（CJ/T521-2018）標準，且均未檢測出軍團菌。

In 2021, we invited an external testing agency to test the domestic water (secondary water supply) and domestic hot water in Zhongshan Green County. It is found that the water quality meets the Hygienic Specification for Facilities of Secondary Water Supply (GB 17501-1997), Guidelines for Drinking Water Quality (GB5749-2006) and Domestic Hot Water Quality Standard (CJ/T521-2018), and no Legionella bacteria has been found.



检 测 报 告

编号检测 H20081882

项 目 名 称　南京朗诗钟山绿郡项目水质检测

委 托 单 位　上海朗诗建筑科技股份有限公司

宁波迈大检测技术有限公司



水質檢測報告

Water quality test report



ESG 管理與績效篇
ESG management and performance

持份者溝通與實質性議題分析
Communication with stakeholders and analysis of material topics

持份者溝通
Communication with stakeholders

朗詩綠色生活重視各持份者的意見，包括股東與投資者，客戶、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	溝通管道 Communication channels	關注議題 Concerned issues
股東與投資者 Shareholders and investors	• 股東大會 • 資訊披露 • 路演 • General meeting of shareholders • Information disclosure • Roadshow	• 合規運營 • 經濟績效 • Compliance operation • Economic performance
政府及監管機構 Government and regulatory agencies	• 項目合作 • 會議交流 • 監督檢查 • Project cooperation • Communication meetings • Supervision and inspection	• 合規運營 • 反腐敗 • 排放物管理 • 資源管理 • 氣候變化減緩與適應 • Compliance operation • Anti-corruption • Emission management • Resource management • Climate change mitigation and adaptation
客户（業主、租户） Clients (property owners and tenants)	• 客戶滿意度調查 • 業主見面會、400 等溝通管道 • 社區活動 • Customer satisfaction survey • Meeting with property owners, "400" hotline, and other communication channels • Community activities	• 服務品質 • 客戶安全與健康 • 客戶資訊與隱私保護 • Service quality • Customer safety and health • Customer information and privacy protection
供應商 Suppliers	• 供應商評估與審核 • Supplier evaluation and audit	• 供應鏈管理 • 反腐敗 • Supply chain management • Anti-corruption
員工 Employees	• 定期會議 • 員工活動 • 投訴與回饋 • Regular meetings • Staff activities • Complaints and feedback	• 勞工準則 • 員工權益與福利 • 員工培訓與發展 • 職業健康與安全 • Labor standards • Employee rights and benefits • Development and training • Occupational health and safety
行業夥伴 Industry partners	• 行業協會組織 • 行業會議 • Industry associations • Industry conference	• 行業共建 • 知識產權 • Industry co-construction • Intellectual property
社區 Community	• 社區活動 • 定期溝通 • 微信等媒體溝通 • Community activities • Regular communication • WeChat and other media for communication	• 社區共建 • 社會公益 • Community investment • Social welfare

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、問卷調研、實質性議題評估與篩選的程序，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 項對公司和持份者關注的重要環境、社會與管治議題。通過開展持份者調研與專家意見諮詢，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。

公司通過問卷填寫及電話溝通等方式對各個持份者展開實質性議題調研。本次調研中，公司共計收集到來自業主、員工、投資者、供應商、行業夥伴、以及政府及監督部門填寫的 294 份實質性議題調研問卷，收集公司管理層的 6 份問卷，共計 300 份問卷。經過對問卷填報情況的統計和分析，我們剔除了 41 份無效問卷後，有效問卷共計 259 份。

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.

The Company conducts research on material topics concerning various stakeholders through questionnaires and telephone communication. In this survey, the Company collected a total of 294 questionnaires on material topics from property owners, employees, investors, suppliers, industry partners, and government and supervision departments, and collected 6 questionnaires from the management of the Company, totaling 300 questionnaires. After the counting and analysis of the questionnaires completed, we eliminated 41 invalid questionnaires, and obtained 259 valid questionnaires.

實質性議題分析過程
Process of analyzing material topics

識別與篩選 Identification & selection

- 依據聯交所《ESG 報告指引》、全球報告倡議組織《GRI 標準》，深度解讀宏觀與行業熱點政策，明確政策導向及發展機遇。
- In line with ESG Reporting Guide issued by SEHK and GRI Standards 2016, and interpreting industry policy analysis and benchmarking in depth, Landsea Green Life clears policy guidance and development opportunities.

評估與排序 Evaluation and ranking

- 基於 259 份利益相關方調研結果，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 results of 259 questionnaires from stakeholders and the opinions of experts concerning comprehensive analysis and ranking of the issues in terms of importance, we formed an analysis matrix for material topics.

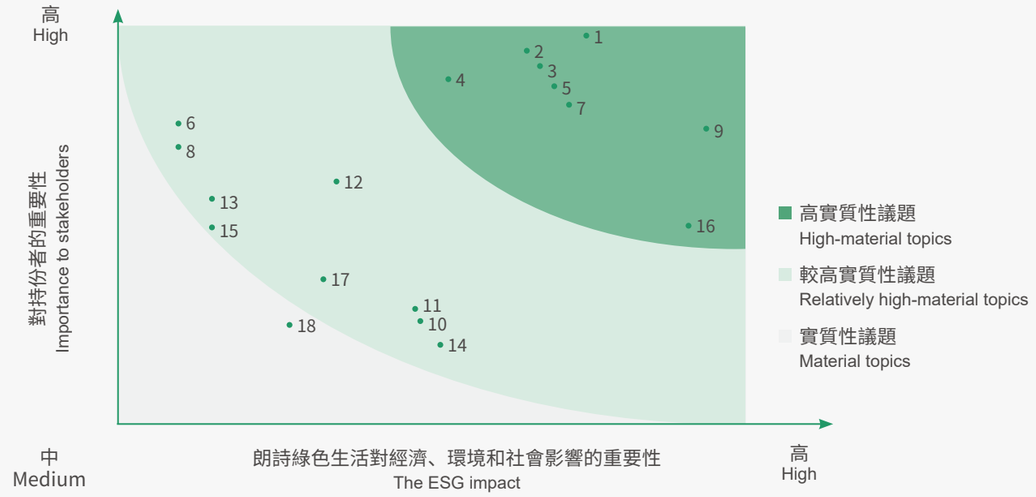
報告 Reporting

- 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, material topics of high materiality are highlighted in the report.

基於 259 份持份者調研結果，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 results of 259 questionnaires from stakeholders and the opinions of experts concerning comprehensive analysis and ranking of the issues in terms of importance, we the opinions of experts, we have conducted comprehensive analysis and ranking of the issues in terms of importance, and formed an analysis matrix for material topics.

社會責任議題實質性分析矩陣
Analysis matrix of material topics on social responsibilities



實質性議題列表
List of material topics

高實質性議題 High-material topics	1	服務品質與滿意 Service quality and satisfaction
	2	客戶資訊與隱私保護 Customer information and privacy protection
	3	綠色運營 Green operation
	4	客戶安全與健康 Customer safety and health
	5	風險與合規管理 Risk and compliance management
	9	反腐敗 Anti-corruption
	7	員工權益與福利 Employee rights and benefits
	16	應對氣候變化 Coping with climate change
較高實質性議題 Relatively high-material topics	6	職業健康與安全 Occupational health and safety
	8	智慧物業 Smart property management
	10	經濟績效 Economic performance
	11	社區共建 Community building
	12	員工培訓與發展 Staff training and development
	13	全方位生活服務管理 Comprehensive life service management
	14	知識產權保護 Intellectual property protection
	15	污水及廢棄物管理 Sewage and waste management
	17	資源管理 Resource management
實質性議題 Material topics	18	供應鏈管理 Supply chain management

2021 年實質性議題的主要變動
Main changes in material topics in 2021

2021 年議題 Topics in 2021	議題變動原因 Causes for change
綠色運營 Green operation	公司運營特色，回應國家雙碳目標，為 2021 年新增議題 The Company's operation characteristic and response to dual carbon goals
全方位生活服務管理 Comprehensive life service management	回應國家最新政策及規劃，為 2021 年新增議題 Response to China's latest policies and planning
智慧物業 Smart property management	回應國家最新政策及規劃，為 2021 年新增議題 Respond to China's latest policies and planning

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雜訊、有害 / 無害廢棄物、廢水排放。

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、職業健康安全績效監視和測量控製程序》《環境運行控製程序》《職業健康安全運行控製程序》等內部管控文件，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，並通過了 ISO140001 環境管理體系認證（有效期至 2024 年 7 月 19 日）。

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，以及有效的環境宣導，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。

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.

Landsea Green Life attaches great importance to environmental management, and strictly follows the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution and other laws and regulations, having established a sound environmental management system, formulated internal control documents such as the "Control Procedures for Performance Monitoring and Measurement of Environment, Occupational Health and Safety", "Environmental Operation Control Program" and "Operation Control Program on Occupational Health and Safety" in our efforts to regulate the Company's practice in land use, water and energy conservation, and comprehensive utilization of renewable energy, noise management and response to environmental pollution emergencies, etc., and pass the ISO140001 environmental management system certification (valid until July 19, 2024).

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; Ensure 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



环境管理體系認證證書

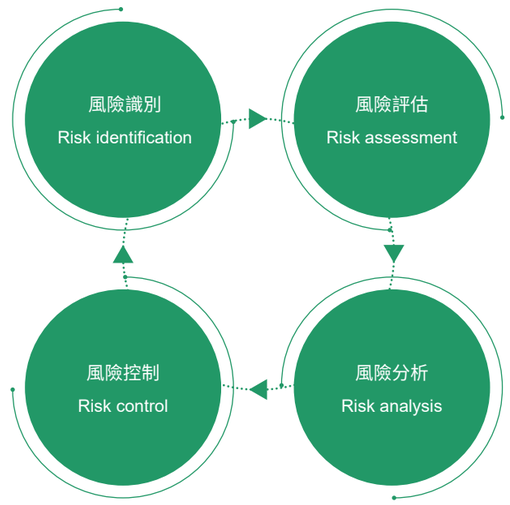
Certification to environmental management system

應對氣候變化
Coping with climate change

全球氣候變化不僅帶來極端天氣現象，更嚴重影響各類經濟及社會活動。朗詩綠色生活積極回應各持份者應對氣候變化的訴求，在體系策劃、內外部環境變化、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。

Global climate change not only gives rise to extreme weathers, but also exerts severe impact on various economic and social activities. Landsea Green Life, actively responding to stakeholders' appeals to climate change coping, has continued to improve the procedures and systems by seizing opportunities in risk identification such as system planning, internal and external environmental changes, 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



為更好地應對氣候變化的潛在風險與機遇，朗詩綠色生活按照識別、評估和篩選的程序，辨別與自身運營相關的氣候變化風險並進行評估。公司策劃應對風險的措施包括消除風險源、改變風險的可能性和後果、分擔風險，或通過明智決策延緩風險等。朗詩綠色生活還將對風險控制措施的有效性進行評價，直到風險控制目標達成。

In order to better cope with the potential risks and opportunities brought by climate change, Landsea Green Life identifies and evaluates the climate change risks related to its own operation according to the procedures of identification, evaluation and screening. The measures planned by the Company to deal with risks include eliminating risk sources, changing the possibility and consequences of risks, sharing risks, or delaying risks through wise decisions, among others. Landsea Green Life will also evaluate the effectiveness of risk control measures until the realization of risk control objectives.

氣候變化潛在風險識別與分析
Identification and analysis of potential risks of climate change

氣候變化主要風險識別 Identification of major risks of climate change		潛在財務影響 Potential financial impact	應對措施 Coping measures
法律法規風險 Legal and regulatory risks	由於未符合氣候相關政策或法律被依法追究法律責任的風險和消費者投訴風險。 Risk of legal liability and consumer complaint due to failure to comply with climate-related policies or laws.	運營成本↑ Operating cost↑	• 監測氣候變化，減少經營活動的碳強度。 • 監測氣象變化，制定氣象變化應對方案，建立較為完善的極端天氣應急管理方案。 • 輸出朗詩綠色生活綠色運維能力，為更廣泛地區的綠色運維提供經驗支持。 • 強化朗詩綠色生活在綠色生活、資源保護和廢棄物處理方面的貢獻宣傳。 • Monitor climate change and reduce carbon intensity of business activities.. • Monitor the meteorological changes, formulate the response plan for meteorological changes, and establish a relatively perfect emergency management plan for extreme weather. • Export the green operation and maintenance ability of Landsea's green life, and provide experience support for the green operation and maintenance in a wider area. • Strengthen the contribution publicity of Landsea Green Life in green life, resource protection and waste disposal.
急性氣象風險 Acute meteorological risks	劇烈的氣象變化如颱風、洪水等極端天氣或自然災害，可能影響基礎設施安全。 Severe meteorological changes such as typhoons, floods and other extreme weather or natural disasters may affect the safety of infrastructure.	運營收入↓ 運營成本↑ Operating income ↓ Operation cost ↑	
設備風險 Equipment risk	設備損壞、故障可能影響物業管理服務。 Equipment damage and failure may affect property management services.	運營成本↑ 固定資產價值↓ Operating cost ↑ Value of fixed assets ↓	
品質風險 Quality risk	品質問題導致維修、報廢等風險；或物業管理服務過程，因服務品質原因引發客戶的其它財產或人身受損的風險。 Quality problems lead to risks such as maintenance and scrapping; or the risk of damage to customers' other properties or personal injury caused by service quality during property management service process.	企業聲譽↓ 運營成本↑ Corporate reputation ↓ Operating cost ↑	
市場風險 Market risk	公眾對綠色生活的關注度越來越高，若沒有提供綠色物業的解決方案可能造成消費者流失。 The public is paying more and more attention to green life. If the solution of green property is not provided, it may lead to the loss of consumers.	運營收入↓ Operating income ↓	

針對氣候變化帶來的潛在氣象風險，朗詩綠色生活制定了氣象風險危險源識別與應對措施，以便於在出現各類氣象風險時能夠有效展開行動，降低潛在風險。

In view of the potential meteorological risks incurred by climate change, Landsea Green Life has formulated the measures for identification of and response to meteorological risks, in order to effectively carry out actions and minimize potential risks when various meteorological risks occur.

氣象風險危險源識別與評價表
Identification and evaluation of meteorological risk sources

氣象風險類型 Type of meteorological risks	危險源 Source of risks	風險等級 Risk level			潛在影響 Potential impact	應對措施 Coping measures
		正常 Normal	異常 Anomaly	緊急 Emergency		
雷 / 暴雨天氣 Thunderstorm/ rainstorm weather	外立面懸掛物 / 高大樹木 Facade hanger / tall trees		✓		墜落傷害 Falls take damage	巡查加固 Patrol reinforcement
	陽台或窗台上可移動物品 Movable items on balcony or windowsill		✓		墜落傷害 Falls take damage	及時溝通提醒業主 Communicate with and remind the property owner in time
	排水設施 Drainage facilities			✓	內澇、人身傷害 Internal waterlogging and personal injury	提前加大疏通頻率 Increase dredging frequency in advance
	避雷設施 Lightning protection facilities			✓	雷擊、火災 Lightning strike and fire	定期檢查 Sandbag wall construction
	室外電線路 Outdoor electric circuit			✓	觸電、斷電 Electric shock, power failure	定期檢查 Sandbag wall construction
	地下停車場 Underground parking lot		✓		內澇、財產損失 Waterlogging and property loss	沙袋加築 Sandbag construction
	天氣因素產生的垃圾 Garbage generated by weather factors		✓		劃傷、內澇、疫情 Scratch, waterlogging, epidemic	及時清理、消殺滅菌 Timely cleaning, disinfection and sterilization
	違法犯罪人員 Offenders			✓	人身傷害、財產損失 Personal injury and property loss	加強各出入口控制 Strengthen control of each entrance and exit
大風、沙塵天氣 Windy and dusty weather	外立面懸掛物 / 高大樹木 Facade hanger / tall trees		✓		墜落傷害 Falls take damage	巡查加固 Patrol reinforcement
	陽台或窗台上可移動物品 Movable items on balcony or windowsill		✓		墜落傷害 Falls take damage	及時溝通提醒業主 Communicate with and remind the property owner in time
	公共設施設備 Public facilities and equipment		✓		設備損壞 Equipment damage	密切監視、及時處理 Close monitoring and timely handling
大（濃）霧天氣 Heavy (thick) foggy weather	公共照明裝置 Public lighting devices		✓		人身傷害 Personal injury	及时开启 Turn on lighting in time
	項目內車輛 Vehicles in the project		✓		交通事故、財產損失 Traffic accident and property loss	加强疏导、提醒慢行 Strengthen guidance and remind people to go slow
	違法犯罪人員 Offenders		✓		人身傷害、財產損失 Personal injury and property loss	加强各出入口控制 Strengthen control of each entrance and exit
高溫 / 乾旱天氣 High temperature/ dry weather	外墻玻璃、瓷磚等 Glass, ceramic tile, etc.		✓		爆裂脫落、人身傷害 Burst and fall off, personal injury	加強檢查 Strengthen inspection
	供配電系統 Power supply and distribution system		✓		火災、觸電 Fire and electric shock	預先檢修 Pre-overhaul
	體質、免疫力較差人群 People with poor constitution and immunity		✓		高溫中暑 Heat stroke	服務中心貯備藥物 Stock drugs in service center
	綠化植物 Greening plants		✓		乾涸枯死 Dry up and die	加強澆灌養護 Strengthen irrigation and maintenance
	喜温細菌 / 蚊虫 Thermophilic bacteria / mosquitoes		✓		疾病疫情 Disease and epidemic	加強消殺 Strengthen disinfection
雨雪冰凍天氣 Frozen rain and snow weather	體質 / 免疫力較差人群 People with poor constitution/ immunity		✓		疾病疫情 Disease and epidemic	通知 / 提醒抗寒抗凍 / 貯備凍傷藥物 Notify/remind property owners of cold and antifreeze/stock frostbite drugs
	公共設施設備 Public facilities and equipment		✓		設備損壞 Equipment damage	加強檢查 / 採取保溫措施 Strengthen inspection/take heat preservation measures
	交通動線 Traffic line		✓		交通事故、人員摔傷 Traffic accidents, personal injuries	加強疏導、積極除冰除雪 Strengthen grooming and actively remove ice and snow
	綠化植物 Greening plants		✓		垮塌倒伏 Collapse and lodging	積極修剪、除冰除雪 Active pruning, deicing and snow removal

注：正常風險等級，即作業活動或設備等按其工作任務連續長時間進行工作的狀態；異常風險等級，即作業活動或設備等週期性或臨時性進行工作的狀態，如設備的開啟、停止、檢修等狀態；緊急情況，即發生火災、水災、交通事故等狀態。

Note: The normal risk level refers to the state in which operation activities continue or equipments work continuously for a long time according to their tasks; the abnormal risk level refers to the state in which operation activities are conducted or equipment only work periodically or temporarily, for example, the start, stop and maintenance of equipment, etc.; and emergency refers to fire, flood, traffic accident, etc.

能源及資源利用
Energy and resource utilization

朗詩綠色生活珍視自然資源，致力於推進資源節約，公司依據《中華人民共和國節約能源法》制定了《能源、資源綜合利用管理程序》，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，建立了完善的能源管理體系，通過了 ISO 50001：2018 和 RB/T107-2013 能源管理體系認證（有效期至 2024 年 3 月 3 日），持續推進公司能源管理進程。

Landsea Green Life cherishes natural resources and is committed to promoting resource conservation. According to the Energy Conservation Law of the People's Republic of China, the Company has formulated "Management Procedures for Comprehensive Utilization of Energy and Resources" to ensure the economical and rational utilization of water, electricity, gas, materials and other resources in the process of providing services and in the office area. Meanwhile, the Company regularly assesses the energy conservation and consumption reduction and comprehensive utilization of energy in service and operation, having established a sound energy management system, and passed the ISO 50001:2018 and RB/T107-2013 energy management system certification (valid until March 3, 2024), and constantly promoting the Company's energy management process.



能源管理體系認證證書

Energy management system certification

公司主要資源消耗類型

Main resource consumption of the Company

能源 Energy	外購電力、天然氣、自有車輛燃油 Purchased electricity Natural gas Self-owned vehicle fuel
其它資源 Others	水資源、辦公用紙等 Water, office paper, etc.

2021 年，公司在南京區域的管理項目實施地庫照明節能改造試點工作，將現有的普通 LED 燈和螢光燈，全部更換為具有物聯感應模組的 LED 燈，並採用“無人 + 有人”雙模式照明系統來控制亮度有效提高了資源利用效率，避免了照明資源的浪費。該改造模式計劃在 2022 年內推廣至全國範圍內在管項目。此外，公司宣導綠色辦公理念，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。

In 2021, in the management projects of Nanjing, the Company implemented the pilot work of energy-saving renovation of basement lighting, replacing all the existing ordinary LED lamps and fluorescent lamps with LED lamps with IOT induction modules, and adopting the "personal absent/present" dual-mode lighting system to control the brightness, effectively improving the resource utilization efficiency and avoiding the waste of lighting resources. The transformation model is planned to be extended to nationwide management projects in 2022. In addition, the Company advocates the concept of green office, calls on employees to conserve water, power and paper resources, and realizes resource conservation by purchasing energy-saving products, promoting paperless office and holding video conferences.

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	•電工持證上崗，以保證其有能力進行有效的調配與管理。 •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。 •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”。 •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。 •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。 •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。 •Recruit electricians with related certificates to ensure that they are capable of effective power distribution and management. •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. •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. •Electrician carries out weekly inspections to monitor and guide the electricity consumption and help correct behaviors of waste in various departments. •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. •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.
用水管理 Water management	•定期對用水、技術改造等方面的節能降耗工作進行考核總結，推進有效的節能措施，改進不完善的地方，強化疏忽的地方，為今後開展節能工作提供可靠依據。 •辦公場所、各項目必須選用節水型設備、節水器具。 •供水、用水裝置均按照國家有關規範及產品標準要求設計和安裝。 •項目設專人定期檢查各用水設備和管道，如發現漏水現象，馬上通知維修。 •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。 •製作節能降耗宣傳標語、橫幅，在社區內張貼、懸掛，開闢節能降耗專題宣傳欄。 •Regularly assess and summarize the energy-conserving and consumption-reducing work in water use and technical transformation, promote effective energy-saving measures, remove shortcomings, make up for omissions, and provide reliable basis for future energy-saving work. •Water-saving equipment and appliances must be used in offices and various projects. •Water supply and water use devices are designed and installed according to relevant national specifications and product standards. •Special personnel are assigned to regularly check the water equipment and pipelines. In case of water leakage, immediately notify the maintenance department. •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. •Make slogans and banners for energy conservation and consumption reduction, post and hang them in communities, and open up special publicity columns for energy conservation and consumption reduction.
辦公用紙管理 Office paper management	•盡可能採用無紙化辦公，確需列印的，應將檔校對後再列印，避免出現紙張浪費。 •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。 •Advocate paperless office. In case of essential printing, make sure to proofread the documents before printing, in a bid to avoid paper waste. •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.

南京區域管理項目地庫照明節能改造行動與成果

Actions and achievements of basement lighting energy saving transformation of Nanjing regional management project

改造行動
Renovation action

- 將現有的普通 LED 燈和螢光燈，全部更換為具有物聯感應模組的 LED 燈；
- 更換後的地庫照明系統採用“無人 + 有人”雙模式來控制亮度：無人模式下，地庫照明系統將降低照明亮度以節約能源；有人模式下，該照明系統將調節亮度至常規照明系統。
- Replace all the existing ordinary LED lamps and fluorescent lamps with LED lamps with IOT induction modules;
- After the replacement, the basement lighting system adopts the “person absent/present” dual mode to control the brightness: in the person absent mode, the basement lighting system will reduce brightness to save energy; and in the person present mode, the lighting system will adjust the brightness to the regular lighting system.

改造成果
Achievement

- 經測算，南京區域地庫照明改造工程若全部完成預計全年可節約耗電量 179.2 萬度；
- 相當於一年節約標準煤 22 萬公斤；
- 減排二氧化碳 104.1 萬公斤。
- According to calculation, if the basement lighting renovation project in Nanjing is completed, it is expected to save 1.792 million KWH of electricity in the whole year;
- Equivalent to saving 220,000 kilograms of standard coal a year;
- Reduce carbon dioxide emissions by 1,041,000 kg.

排放物管理
Emissions management

廢水管理
Wastewater management

朗詩綠色生活產生的廢水主要是在提供物業服務過程中產生的，包括空調迴圈水線和冷卻塔檢修排放廢水、水箱清洗廢水、管道試壓廢水、沖洗地面廢水、其它施工廢水以及生活污水等。公司制定了《廢水管理程序》，對物業服務等活動所產生的廢水進行有效控制，降低水體環境負荷。

The wastewater produced by Landsea Green Life mainly arises from the provision of property services,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 wastewater 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 wastewater	(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、浸泡黏土磚、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，沉澱後的淨水可迴圈使用或市政污水管網或河流。 (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。 (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”。 (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。 (5) 經常清洗污水管道，防止管道堵塞。 (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. (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. (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. (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. (5) Clean sewage pipes frequently to prevent pipe blockage.
生活污水 Domestic wastewater	食堂污水 Canteen sewage (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《廢棄物管理程序》執行。 (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。 (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 “Waste Management Procedures”. (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. 廁所污水 Toilet sewage (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。 (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繫處理。 (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。 (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. (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. (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.

廢水類別 Category	控制及預防舉措 Prevention and control measures
雨水 Rainwater	(1) 設專門的雨水管道，禁止將污水排入雨水管道。 (2) 施工、生活垃圾不允許露天堆放，以確保雨水不被污染。 (1) Set up a special rainwater pipe. It is prohibited to discharge sewage into the rainwater pipe. (2) Construction and domestic garbage are not allowed to be stacked in the open to prevent the pollution of rainwater.

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《廢棄物管理程序》《危險廢棄物處理申請單》《廢棄物登記處理記錄表》等廢棄物管理制度和相關過程管理工具，通過對不同廢棄物分類處置，避免對環境造成負面影響。

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。

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。

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.

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.

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，及時送垃圾箱或垃圾站。
- 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.

有害廢棄物 Hazardous waste

- 嚴格按照國家要求進行收集、儲存和運輸，並及時運往所在地環保部門指定的地點堆放或按指定的具有經營許可證的單位委託處理，避免造成環境污染。
- 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.

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。
- 供方能回收的，盡可能讓供方回收，公司內部能廢物利用的，應盡可能利用，不能利用的，待有一定量時，由人力行政部統一送廢舊物質回收站，並做好廢棄物處理記錄。
- 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.

員工
Employees

員工僱傭與勞工準則
Recruitment of employees and labor standards

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，不因年齡、性別、籍貫、宗教信仰、婚姻狀況或殘疾等非工作因素對員工歧視或差別待遇，努力創造公平競爭、公開選拔、公開有序的人才流動機制。公司秉承“從人力到人才，不斷升級人才素質和結構”的僱傭理念，開放內部招聘、校園招聘、社會招聘、獵頭招聘等多種招聘管道，在《員工關係管理制度》中規定招聘許可權、面試和筆試篩選、審批錄用、入職引導等各項程序，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.

按性別劃分的男女員工比例

Proportion of male and female employees by gender

女性員工：男性員工 =4:6

Female: Male=4:6

按年齡組別劃分的員工比例

Proportion of employees by age group

30 歲以下：30~50 歲：50 歲以上 =3:6:1

Below 30: 30–50: above 50=3:6:1

員工僱傭和基本權益制度概覽
Overview of the employees' recruitment and basic rights and interests

僱傭與薪酬 Recruitment & salary

薪酬：製定與發放符合法律法規的要求；實施定崗、定編、定員統一管理；

Salary: The salary is determined and distributed in accordance with the relevant laws and regulations. Determine the number of positions, the size of staff, and the allocation of personnel under unified management system;

招聘：公開、平等僱傭，禁止童工、強制勞工；

Recruitment: Recruitment in the principle of transparency and equality. Child and forced labour are prohibited;

解聘：製定《員工關系管理制度》，規範和完善員工離職管理。

Dismissal: Formulate the Staff Relationship Management System to regulate and improve the management of staff dismissal.

晉升發展 Promotion

晉升：製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。

Promotion: Develop a clarified system for employee evaluation and promotion; set up dual channels for promotion in terms of position and rank; establish a promotion evaluation system by measure of morality, capabilities, performance, and potential; and design a clear career development path for employees in professionalism and management based on their person wishes.

工時與休假 Working hours & holiday

工時：實行每周 5 天工作日，每周工作 40 小時；

Working hours: 5 working days a week, 40 hours a week;

加班：實行加班審批制度。針對加班時間，員工可申請調休或加班費；

Overtime: Implement overtime approval system. Employees can apply for time off or pay for overtime;

休假：依法享受國家法定假日、年休假、婚嫁、喪假、女員工產假、男員工護理假、哺乳假、計劃生育假。

Holiday: Employees enjoy national holidays, annual leave, marriage leave, funeral leave, maternity leave for female employees, nursing leave for male employees, breastfeeding leave, and family planning leave.

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，為全體員工提供帶薪假期、員工旅遊，並為部分員工購買補充商業保險。此外，公司建立了“悅福享”福利平台，通過多種激勵方式，第一時間傳達企業對員工的關懷。

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

薪酬工資 Salary	績效獎勵 Performance bonus	帶薪年假 Paid vacation
五險一金 Social insurances	高溫補貼 High-temprature allowance	“悅福享”平台 “U-Benefits”platform
員工旅遊 Company trips	年度體檢 Annual physical examination	補充商業保險 Supplementary commercial insurance

員工職業健康與安全
Employees' 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（有效期至 2024 年 7 月 19 日）。

Landsea Green Life is concerned with the occupational health of employees and the safety of the working environment, and abides by the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, the Law of the People's Republic of China on Production Safety and other laws and regulations, having established a sound occupational health and safety management system, and passed the GB/T 45001–2020/ISO 45001:2018 occupational health and safety management system certification (valid until July 19, 2024).



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

安全管理架構和職能
Safety management structure and functions

總經理 General Manager	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序》《應急防護操作手冊》《危險源辨識、風險評價和控制程序》等制度，建立了突發事件分級管理體系，明確具體操作規範及相關危險事件的應急預案及措施，共制定了 21 個安全應急預案。公司實行內部風險識別及評估控制程序，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工作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.

因工作關係而死亡人數
Number of deaths due to work-related issues

2021 年	2020 年
0 人	0 人

因工作關係而死亡比率
Ratio of work-related deaths

2021 年	2020 年
0%	0%

因工傷損失工作日數
Workday loss due to work injury

2021 年	2020 年
1,143 日	1,226 日

客戶與服務
Customers and services

客戶投訴處理
Customer complaint handling

公司秉持以人為本的理念，以客戶為導向，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。

Adhering to the people-oriented concept, the Company puts consumers first, proactively responds to customer complaints, seeks for a balance point to deal with problems in a quick and efficient manner, and strives to improve customer satisfaction.

客戶投訴處理原則
Principles for handling customer complaints

合規性原則 Compliance principle

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

專業性原則 Professional principle

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

客戶至上原則 Customer-first principle

對客戶體恤、尊重；
Sympathize with and respect customers;
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。
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

投訴響應 Respond tocomplaints	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 小時內與客戶聯繫，進一步了解投訴事項。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 complains 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 scheduleand measures. Seek the approval of customers before implementing the plan; in case of objections, conduct further negotiations until the customer approves the plan.
匯報進展 Progress reporting	受理崗投訴負責人需每日下班前登錄 400 呼叫系統匯報投訴進展情況， 並詳細記錄在《客戶投訴信息匯總表》。The person in charge of employees for complaint acceptance should log in to the "400" callsystem before clockimg off every day to report the progress of handling complaints and fill in the Form of Customer Complaint Information.
投訴完成 Completion	處理完成後，匯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 Fom of Customer Complaint Handlmg 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》，通過了 GB/T22080-2016/ISO/IEC27001：2013 物業管理服務涉及的資訊安全管理活動認證（有效期至 2024 年 6 月 21 日）。公司不斷規範客戶資訊資料的管理，確保客戶資料的管理連續性、完好性和保密性及查閱等有序管理。

In the process of serving the property owners, Landsea Green Life may have access to information of customers' personal identity, family members, home addresses, etc. In order to protect customers' privacy, Landsea Green Life strictly abides by the Network Security Law of the People's Republic of China and relevant laws and regulations on information security and privacy protection. In addition, the Company has formulated the Guide on Customer Information Management and passed GB/T22080-2016/ISO/IEC27001: 2013 certification of information security management involved in property management services (valid until June 21, 2024). The Company constantly standardizes the management of customer information to ensure the continuity, integrity, confidentiality in the process, as well as the orderly management of information requests for reference.



物業管理服務涉及的資訊安全管理活動認證證書
Certification of information security management involved in property management services

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查閱。

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.

案例 Case

客戶隱私保護培訓
Training on protection of customer privacy

2021 年 3 月 12 日，朗詩綠色生活常規物業中心組織各項目客服負責人開展客戶資料管理工作培訓。針對項目客戶資料管理工作存在的不足，從客戶檔案存放場所要求、日常維護管理工作、電子檔案管理及查閱等方面進行了相關培訓工作。

On March 12, 2021, Landsea Green Life's Regular Property Service Center organized the customer service leaders of various projects to carry out training on customer information management. In view of the shortcomings in project customer information management, relevant training was carried out from the aspects of requirements for customer file storage places, daily maintenance and management, electronic file management and requests for reference.

2021年6月24日，朗詩綠色生活常規物業中心組織租售部門、項目負責人開展線上、線下客戶資訊隱私保護培訓工作，宣導租售人員、項目工作人員在對外開展業務工作時，對客戶資訊資料做好保護工作。

On June 24, 2021, Landsea Green Life's Regular Property Service Center organized the rental and sales departments and project leaders to carry out online and offline training on customer information privacy protection, advocating that the rental and sales personnel and project staff should do a good job in protecting customer information when they conduct external business work.



客戶資料管理工作培訓
Training of management of customer information



客戶資訊隱私保護培訓
Training on customer information privacy protection

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《朗詩綠色生活知識產權管理規定》，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，打擊侵犯公司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。在保護自身知識產權的同時，亦尊重他人勞動成果，不侵害他人知識產權，不盜用、不模仿他人專利技術，不侵犯他人注冊商標專用權。

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

供應鏈管理
Supply chain management

朗詩綠色生活主要的供應商，根據業務口徑分為常規服務類、商業增值類、工程維保改造類、日常經營類；按具體內容分為秩序服務、日常清潔、綠化養護、商業合作、管理諮詢、工程維保、工程改造、辦公物資、服裝等；按合作性質分為戰略供應商和普通供應商。2021 年，公司修訂了《招標採購管理制度》，對供應商環境、勞工及道德等方面的評估與考核做了進一步的規範。

The main suppliers of Landsea Green Life can be classified into routine services, commercial value-added, engineering maintenance and renovation, and daily operation suppliers according to their business specialty. According to the specific content, they are classified into suppliers of orderly service, daily cleaning, greening and maintenance, business cooperation, management consulting, engineering maintenance, engineering renovation, office supplies, clothing, among others. According to the nature of cooperation, they are classified into strategic suppliers and ordinary suppliers. In 2021, the Company revised the Management System of Bidding and Procurement, further standardizing the evaluation and assessment of suppliers' environment, labor and ethics.

供應商社會管理
Social 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。2021 年，公司更新了《廉潔協議》，新增加朗詩綠色生活監察室相關聯繫方式，暢通廉潔溝通管道，並要求供應商簽訂《廉潔協議》，杜絕不合法的採購行為，與供應商共同構建清爽、健康的商業合作關係；2021 年，公司對採購、供應商管理等風險較高領域開展有關評估，對工程招採供應商下發了《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。

此外，對於其他社會相關風險，公司主要通過天眼查、國家企業信用資訊公示系統等查詢平台進行識別，重點關注勞工糾紛、侵權等問題，對於出現勞工糾紛等違規情況的供應商，將慎重與其展開合作。

The Company has defined supplier qualification requirements and management regulations to ensure the fair and open introduction of suppliers. In 2021, the Company updated the Integrity Agreement, added new contact information of Landsea Green Life Supervision Office, smoothed up the integrity communication channels, and required suppliers to sign the Integrity Agreement, putting an end to illegal purchasing activities, and jointly building a clean and healthy business cooperation relationship with suppliers. In 2021, the Company carried out relevant assessments in areas with high risks such as procurement and suppliers management, issued the Audit and Rectification Proposal for engineering procurement suppliers, and formulated the Regulation on Non-compliant and Untrustworthy Suppliers targeting suppliers that may have defects in business ethics, so as to ensure the overall quality of suppliers.

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

供應商環境管理
Supplier environmental management

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環境風險管理。為了強化供應鏈環境風險管理，公司制定了《對相關方施加影響控制程序》《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公司一體化的管理體系，促使其自覺保證產品 / 服務品質、保護環境。

On the basis of a sound environmental management system, Landsea Green Life also pays attention to the environmental risk management of its suppliers. In order to strengthen the environmental risk management in the supply chain, the Company has formulated a series of regulations and standards, such as the Stakeholder Influence Control Program and the Environmental Requirements for Related Parties, so that the relevant parties in the supply chain could better understand the Company's integrated management system and take the initiative to guarantee the quality of their products/ services and protect the environment.



截至 2021 年底，公司擁有供應商有 157 家，擁有 ISO14000 體系認證的占比達 65.91%。其中戰略供應商 18 家，擁有 ISO14000 體系認證的 18 家，在整體供應商的 11.47%，戰略供應商擁有 ISO14000 體系認證 100%。

公司對重點供應商進行不定期的監督與檢查，檢查內容包括是否因環境問題受到相關方的投訴或受到上級主管部門或環保部門的處罰；污染物排放是否達標，或已有明顯的削減等。對不符合要求的供應商提出整改意見，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供應商，採取限期整改、減少訂貨、更換供應商等措施，以減少對公司自身運營的影響。此外，公司每年以文件的形式向對應的供應商宣傳公司的一體化方針、環境常識等，不斷提高供應商在環境方面的管理水準。

By the end of 2021, the Company had 157 suppliers, among which 65.91% had passed ISO14000 system certification. All the 18 strategic suppliers had passed ISO14000 system certification, accounting for 11.47% of the total suppliers.

The Company conducts unscheduled supervisions and inspections on key suppliers 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.



朗詩綠色生活對供應商產品和服務的環保等級視為重要考核點進行關注，強調材料的綠色環保，重視日常經營中材料的回收及往復使用。根據新修訂的《招標採購管理制度》，針對環境、勞工、道德等方面表現不佳的供應商，公司將根據具體程度，對供應商採取約談整改、取消合作的手段進行管控，同時所有供應商均納入供應商黑灰名單進行管理。公司通過在合同中納入乙方義務對分包商的健康與安全培訓進行管理，同時需查驗分包商相關體系認證證書及相關方要求的執行情況；此外，公司還通過准入考察、日常考核、飛行檢查、年度履約評估等系統方式對已有供應商的辦公環境、設施設備功效、員工管理、企業責任等方面進行考核、評估，其中飛行檢查全年 2-3 次，日常考核每月一次，確保供應商符合公司要求。

Landsea Green Life is concerned with the environmental protection level of its suppliers' products and services as an important assessment point, stresses the use of environmentally friendly materials, and attaches importance to the recycling and reuse of materials in daily operations. According to the newly revised Management System of Bidding and Procurement, with regard to suppliers with poor performance in the aspects of environment, labor and ethics, the Company will regulate them by means of talks, rectification and cancellation of cooperation according to the specific circumstances, and all such suppliers will be included in the black and gray lists of suppliers for management. The Company manages the subcontractors' health and safety training by including Party B's obligations in the contract, and at the same time, makes it compulsory to check the subcontractors' relevant system certification and the implementation of the requirements of relevant parties; in addition, the Company also assesses and evaluates the existing suppliers' office environment, facilities and equipment efficiency, staff management, corporate responsibility, etc. through access inspection, daily assessment, unannounced inspection, annual performance assessment and other systematic ways, including 2-3 unannounced inspections a year and daily assessment once a month to ensure that the suppliers meet the Company's requirements.

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、相關方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

風險識別 Risk identification → 風險評估 Risk assessment → 風險對策 Risk countermeasures → 風險控制 Risk control

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.
	供應鏈風險 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、解聘，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。

截至 2021 年 12 月 31 日，報告期間內，公司未違反任何有關薪酬及解雇、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。

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.

By December 31, 2021, 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.

公司遵守的主要的法律法規見下表：
The laws and regulations that the Company shall comply with are shown in the table below:

領域 Field	公司遵守的主要法律法規名稱 Name of the main laws and regulations that the Company complies with
產品責任 Product Responsibility	《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典》《中華人民共和國商標法》《中華人民共和國著作權法》等 *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, Civil Code 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.*

領域 Field	公司遵守的主要法律法規名稱 Name of the main laws and regulations that the Company complies with
環境保護 Environmental protection	《中華人民共和國環境保護法》《中華人民共和國大氣污染防治法》《中華人民共和國固體廢棄物污染防治法》《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 *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.*
僱傭與勞工 Employment and Labour	《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國未成年人保護法》《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 *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.*
職業健康與安全 Occupational health and safety	《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國職業病防治法》等 *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.*
反貪污 Anti-corruption	《中華人民共和國民法典》《中華人民共和國刑法》《中華人民共和國治安管理處罰法》《中華人民共和國反不正當競爭法》《中華人民共和國反壟斷法》《中華人民共和國監察法》《物業管理條例》《企業內部控制應用指引》等 *The Civil Code of the People's Republic of China, the Criminal Law of the People's Republic of China, the Law of the People's Republic of China on Public Security Administration Punishments, the 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 Property Management Regulations, and the Guidelines for the Application of Internal Control in Enterprises, among others.*

反貪污
Anti-corruption

朗詩綠色生活堅持朗詩控股集團「四不鐵律」要求，在反貪污、反腐敗與朗詩控股集團制度統一，標準統一，執行《反腐敗条例》《廉潔從業規範手冊》《朗詩控股集团審計監察制度》。2021 年，朗詩綠色生活對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 requirements of the Landsea group's “Four Rules”, and is unified with the group's system and standards in anti-corruption and anti-corruption. It implements the Group's "Anti-corruption Regulations", "the Standard Guide of Honest Practice" and "Audit and Supervision System of Landsea Group". In 2021, Landsea Green Life effectively identified the key monitoring posts, 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.

四不鐵律
Four Rules

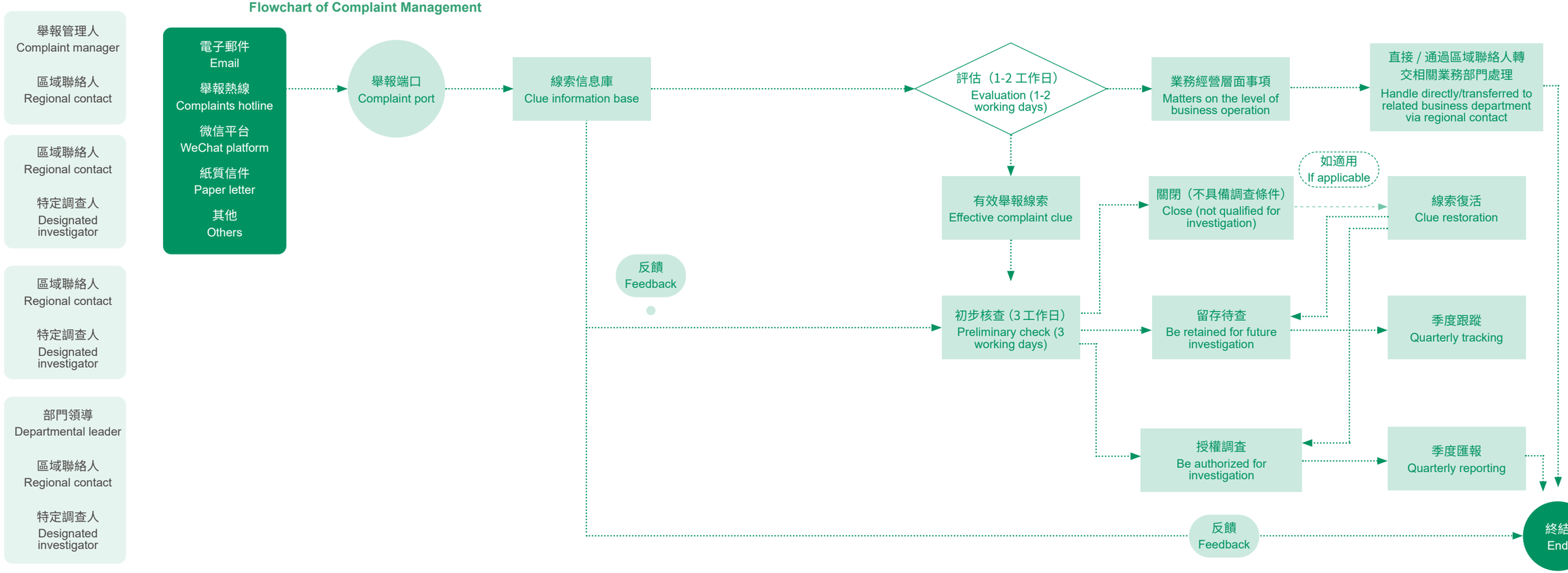


2021 年，朗詩綠色生活堅決貫徹“不行賄受賄、不偷稅漏稅、不做假賬、不欺騙客戶”的“四不鐵律”，並在企業內部成立職業道德委員會，捍衛企業文化和價值觀；對外，朗詩秉持公開透明的原則，面向社會開放投訴管道、重金獎勵舉報者，並加大反腐敗反舞弊宣傳頻度和範圍，培訓覆蓋人群已達員工總數的一半；公司加入了企業反舞弊聯盟、陽光誠信聯盟等國內兩大反腐平台，協同平台資源加強廉政建設。近三年公司有發生確認的貪污事件，但均未達到職務侵佔 6 萬元的立案標準，公司嚴格執行反貪污治理機制，涉事員工均以開除處理。

In 2021, Landsea Green Life resolutely implemented the strict requirements of the “Four Rules”, that is, “no bribery, no tax evasion, no false accounting and no cheating on customers”, and set up a professional ethics committee within the Company to defend the corporate culture and values. Externally, Landsea adhered to the principle of openness and transparency, opened up complaint channels to the society, rewarded whistleblowers, and increased the frequency and expanded the scope of anti-corruption and anti-fraud publicity, with the training covering half of the total number of employees. The Company had joined two domestic anti-corruption platforms, Enterprise Anti-fraud Alliance and Sunshine Integrity Alliance, cooperating with platform resources to strengthen the construction of clean governance. Over the past three years, confirmed corruption incidents has occurred in the Company, but none of them reached the standard of 60,000 yuan for filing a case of embezzlement. The Company strictly implemented the anti-corruption governance mechanism to dismiss all employees involved in such incidents.

舉報管理流程圖

Flowchart of Complaint Management



反貪污培訓 Anti-corruption training

朗詩綠色生活全年共開展廉潔宣講教育培訓 11 次，涵蓋城市公司巡迴宣講、新進經理級員工、項目中間管理人員、涉房（租售、地產協助銷售，新房協助銷售）業務人員等。線上線下參與培訓人次近 2,000 人，覆蓋物業公司絕大部分管理人群，培訓內容包括反腐敗、反商業賄賂、反不當競爭等。

Throughout the year 2021, Landsea Green Life carried out integrity publicity, education and training for 11 times, covering tour publicity of city companies, new managers, intermediary managers of projects, and business personnel involved in housing (rental and sales personnel, real estate sales assistants, new houses sales assistants), among others. Nearly 2,000 people participated in online and offline training, covering the vast majority of management groups of property companies. The training content included anti-corruption, anti-commercial bribery, anti-unfair competition and etc.

2021 年，公司全體員工均參加反貪污培訓，其中高級管理層佔比 **0.78%**，中級管理層佔比 **4.68%**，基層員工佔比 **94.54%**。

In 2021, all employees of the Company participated in anti-corruption training, with senior management accounting for 0.78%, middle management 4.68% and grassroots employees 94.54%.

投訴及舉報管理 Complaint management

公司設有舉報專線、舉報電子信箱、來訪接待室等，並將舉報管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.

關鍵量化績效表

ESG quantitative performance

環境績效

Environmental performance

指標[1&7] KPIs[1&7]	單位 Unit	2020 年	2021 年
在管項目數量 Number of projects under management	個 Number	123	151
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	46
獲得綠色建築相關認證項目的比率 The ratio of total floor area of projects with relevant certification for green building	%	34.4	30.46
汽油用量 Gasoline consumption of corporate vehicles	升 Liter	3,380.00	10,720.83
柴油用量 Diesel consumption	升 Liter	0	7,644.71
耗電量 Electricity consumption	兆瓦時 MWh	1,505.91	4,580.58
單位面積耗電量 Power consumption per unit area	兆瓦時 / 平方米 MWh/m^2	0.33	0.11
耗水量[2] Water consumption[2]	立方米 m^3	26,560.86	200,669.00
單位面積耗水量 Water consumption per unit area	立方米 / 平方米 m^3/m^2	5.81	4.77
所產生的無害廢棄物總量（辦公）[2] Total amount of non-hazardous waste (office)[2]	千克 Kg	1,293.60	48,423.60
所產生的有害廢棄物總量（辦公） Total amount of hazardous waste (office)	千克 Kg	204.11	12,971.82
範圍一溫室氣體排放量[3] Greenhouse gas emissions in Scope 1[3]	吨二氧化碳当量 tons of CO_2 equivalent	9.15	116
範圍二溫室氣體排放量[4] Greenhouse gas emissions in Scope 2[4]	吨二氧化碳当量 tons of CO_2 equivalent	918.76	2,675
溫室氣體排放總量（範圍一、範圍二） Greenhouse gas emissions (Scope 1 and Scope 2)	噸二氧化碳當量 tons of CO_2 equivalent	927.91	2,791
單位面積溫室氣體排放量（範圍一、範圍二）[5] Greenhouse gas emissions (Scope 1 and Scope 2) per unit area[5]	噸二氧化碳當量 / 平方米 tons of CO2 equivalent/m^2	0.20	0.07
範圍三溫室氣體排放量[6] Greenhouse gas emissions in Scope 3[6]	噸二氧化碳當量 tons of CO_2 equivalent	/	61,216
溫室氣體排放總量（範圍一、範圍二、範圍三） Greenhouse gas emissions (Scope 1, Scope 2 and Scope 3)	噸二氧化碳當量 tons of CO_2 equivalent	/	64,007

[1]2020 年公司能源消耗、溫室氣體排放統計範圍為公司辦公區，包括南京總部辦公區，以及南京、杭州、常州、蘇州、無錫、上海、武漢、成都、天津、深圳、南通 11 個城市公司辦公區；2021 年公司擴大統計口徑，數據統計範圍為南京總部辦公區，南京、杭州、錫常、蘇州、上海、武漢、成都、天津、深圳 9 個城市公司辦公區以及各城市公司下轄的在管項目。

[1]In 2020, the statistical scope of energy consumption and greenhouse gas emissions of the Company is the office area, including the office area of nanjing headquarters, and the office area of nanjing, Hangzhou, Changzhou, Suzhou, Wuxi, Shanghai, Wuhan, Chengdu, Tianjin, Shenzhen and Nantong. In 2021, the Company will expand the statistical caliber, and the statistical scope of data is the office area of Nanjing headquarters, nanjing, Hangzhou, Xichang, Suzhou, Shanghai, Wuhan, Chengdu, Tianjin, Shenzhen 9 city office areas and the projects under the jurisdiction of each city company.

[2]2020 年公司耗水量、無害廢棄物、有害廢棄物統計範圍為南京總部辦公區，以及南京、杭州、常州、蘇州、無錫、上海、武漢、成都、天津、深圳、南通 11 個城市公司辦公區；2021 年公司擴大統計口徑，數據統計範圍為南京總部辦公區，南京、杭州、錫常、蘇州、上海、武漢、成都、天津、深圳 9 個城市公司辦公區以及各城市公司下轄的在管項目辦公區。

[2]In 2020, the statistical scope of water consumption, harmless waste and hazardous waste of the Company is the office area of Nanjing headquarters, as well as the office area of nanjing, Hangzhou, Changzhou, Suzhou, Wuxi, Shanghai, Wuhan, Chengdu, Tianjin, Shenzhen and Nantong. In 2021, the Company will expand the statistical caliber, and the statistical scope of data is the office area of Nanjing headquarters, nanjing, Hangzhou, Xichang, Suzhou, Shanghai, Wuhan, Chengdu, Tianjin, Shenzhen and the office area of projects under the jurisdiction of each city company.

[3]2020 年範圍一溫室氣體排放主要來自於自有車輛汽油消耗產生的溫室氣體。排放量根據汽車耗油數據及相關排放系數進行計算，計算公式及排放系數參考香港聯合交易所發布的《環境關鍵績效指標匯報指引》；2021 年擴大統計範圍，範圍一溫室氣體排放包括自有廚房液化石油氣燃燒、自有維保設備汽油 / 柴油燃燒、二氧化碳滅火器 / 空調製冷劑逸散產生的溫室氣體排放，計算依據 GHG protocol《溫室氣體核算體系：企業核算與報告標準》，部分因子採用《中國產品全生命周期溫室氣體排放系數庫》中的相關因子。

[3]In 2020 Scope 1 GHG emissions are mainly from the consumption of gasoline by owned vehicles. Emissions are calculated based on vehicle fuel consumption data and related emission coefficients. The calculation formula and emission coefficients refer to the "Environmental Key Performance Indicators Reporting Guidelines" issued by the Stock Exchange of Hong Kong. In 2021, Scope 1 will be expanded to include GHG emissions from LPG combustion in our own kitchens, gasoline/diesel combustion in our own maintenance equipment, and co2 fire extinguishers/refrigerant escape from air conditioners. The calculation is based on GHG Accounting System of GHG Protocol: Accounting and Reporting Standards for Enterprises, some of the factors are related to the GHG Emission Coefficient database of Chinese Products in the whole life cycle.

[4]範圍二溫室氣體排放主要來自於公司外購電力產生的溫室氣體。排放量根據耗電量數據及電網排放系數進行計算，2020 年計算參考香港聯合交易所發布的《環境關鍵績效指標匯報指引》，電網排放系數取 0.6101 kg CO_2/kWh；2021 年計算依據中國產品全生命周期溫室氣體排放系數庫（中國 2020 年電網平均二氧化碳排放），電網排放系數取 0.5839 CO_2/kWh。

[4]Scope 2 Greenhouse gas emissions are mainly generated by the Company's outsourcing of electricity. Emissions are calculated according to power consumption data and power grid emission coefficient. For calculation in 2020, refer to the Guidelines for Reporting Environmental Key Performance Indicators released by the Stock Exchange of Hong Kong. The power grid emission coefficient is 0.6101 kg CO_2/kWh. The calculation for 2021 is based on the GHG emission coefficient base of The whole life cycle of China's products (the average CO_2 emission from China's power grid in 2020), and the power grid emission coefficient is 0.5839 CO_2/kWh.

[5] 單位面積溫室氣體排放量計算中，2020 年面積取公司總部及各城市公司辦公區域面積，2021 年面積取公司總部、各城市公司辦公區域面積，以及各城市公司下轄項目辦公區域面積。

[5]In the calculation of greenhouse gas emissions per unit area, the area in 2020 is the area of the headquarters and the office area of the companies in each city, and the area in 2021 is the area of the headquarters, office area of the companies in each city, and office area of the projects under the jurisdiction of the companies in each city.

[6]2021 年，公司對範圍三溫室氣體排放量展開核算，範圍三溫室氣體排放包括員工使用交通工具、採購的辦公用品、公共區域運行、公共區域維保、公共區域園林養護造成的排放，計算依據 GHG protocol《溫室氣體核算體系：企業核算與報告標準》，部分因子採用《中國產品全生命周期溫室氣體排放系數庫》中的相關因子。

[6]In 2021, the Company will calculate GHG emissions in Scope 3, including emissions caused by employees' use of transportation vehicles, purchased office supplies, operation of public areas, maintenance of public areas, and garden maintenance of public areas, according to GHG Protocol GHG Accounting system: Accounting and Reporting Standards for Enterprises, some of the factors are related to the GHG Emission Coefficient database of Chinese Products in the whole life cycle.

[7] 由於 2020 年部分環境績效統計範圍超出辦公區，2021 年公司對 2020 年環境績效進行了溯源更新，以本年度披露的績效為準。

[7]As the statistical scope of some environmental performance in 2020 is beyond the office area, the Company will update the environmental performance in 2020 based on the performance disclosed in the current year.

社會績效

Social performance

• 員工僱傭
Employment

指標 KPIs	單位 Unit	2020 年	2021 年
員工總數 Total employees	人 Person	2,865	3,568
男性員工 Number of male employee	人 Person	1,821	2,166
女性員工 Number of female employee	人 Person	1,044	1,402

指標 KPIs	單位 Unit	2020 年	2021 年
全職勞動合同工 Number of full-time contract workers	人 Person	2,857	3,453
全職勞務派遣工 Number of full-time dispatched workers	人 Person	0	0
兼職員工 Number of Part-time employees	人 Person	0	0
其他僱傭形式員工 Number of other forms of employment	人 Person	8	115
50 歲以上的員工 Number of employees aged over 50	人 Person	224	445
30 歲至 50 歲的員工 Number of employees aged between 30 and 50	人 Person	1,667	2,246
30 歲以下的員工 Number of employees aged below 30	人 Person	974	877
在中國大陸工作的員工 Number of employees in Mainland China	人 Person	2,865	3,564
在港澳台及海外工作的員工 Number of employees in Hong Kong, Macau, Taiwan and overseas	人 Person	0	4
中級管理層以上女性員工占比 Proportion of female employees above mid-level management	%	41.27	28.72
員工流動率 Employee turnover rate	%	54.14	38.11
男性員工流動率 Turnover rate of male employees	%	58.65	39.97
女性員工流動率 Turnover rate of female employees	%	46.26	35.00
30 歲以下員工流動率 Turnover rate of employees below 30	%	71.05	49.57
30 至 50 歲員工流動率 Turnover rate of employees aged between 30 and 50	%	46.73	34.75
50 歲以上員工流動率 Turnover rate of employees aged over 50	%	35.71	23.80
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	0
因工作關係而死亡的員工人數 Number of deaths due to work-related issues	人 Person	0	0
因工傷損失的工作日數 workday loss due to work injury	日 Day	1,226	1,143
員工培訓覆蓋率 Percentage of employees trained	%	60.54	76.05
培訓覆蓋的男性員工的比例 Percentage of male employees trained	%	31.40	63.69

指標 KPIs	單位 Unit	2020 年	2021 年
培訓覆蓋的女性員工的比例 Percentage of female employees trained	%	68.60	36.31
培訓覆蓋的高級管理層員工的比例 Percentage of senior management trained	%	1.95	0.95
培訓覆蓋的中級管理層員工的比例 Percentage of middle management trained	%	13.97	5.80
培訓覆蓋的基層員工的比例 Percentage of junior management trained	%	84.08	93.24
員工接受培訓平均小時數 Average number of training hours completed per employees	小時 Hour	1.83	1.84
男員工接受培訓平均小時數 Average number of training hours completed by male employees	小時 Hour	1.59	1.93
女員工接受培訓平均小時數 Average number of training hours completed by female employees	小時 Hour	1.96	1.70
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	8.00	14.00
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	6.00	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	1.61	1.27

• 產品責任
Product Responsibility

指標 KPIs	單位 Unit	2020 年	2021 年
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	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	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	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	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	1,165
投訴處理率 Complaints resolution rate	%	100.00	100.00
客戶滿意度 Customer satisfaction	分 Point	90.00	88.00

營運慣例
Operation Practice

指標 KPIs	單位 Unit	2020 年	2021 年
供應商總數 Total number of suppliers	家 One	290	322
大陸地區的供應商數 Number of suppliers in Mainland China	家 One	283	304
海外及港澳台地區的供應商數 Number of suppliers in overseas and Hong Kong, Macau, Taiwan and overseas	家 One	7	18
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	157
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	105
匯報期內對發行人或其員工提出並已審結的貪污訴訟案件數 Number of legal cases regarding corruption brought against the Company or its employees	件 Piece	0	0
反貪污培訓覆蓋的員工比例 Proportion of employees who received anti-corruption training	%	100	100
員工人均接受反貪污培訓小時數 [1] Average number of anti-corruption training hours per employee[1]	小時 Hour	4	1.20
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	100
董事人均接受反貪污培訓小時數 Hours of anti-corruption training for each board member	小時 Hour	4	2

[1]2021 年員工人均接受反貪污培訓小時數減少，主要由於 2020 年反貪污培訓形式單一，2021 年採取線上、線下、發文等多種方式，覆蓋面大，培訓人均時長縮短。

[1]Note: In 2021, the number of hours of anti-corruption training per employee decreased, mainly due to the single form of anti-corruption training in 2020. In 2021, various methods such as online/offline and post will be adopted, with large coverage and shorter training duration per employee.

社區與公益
Community and Charity

指標 KPIs	單位 Unit	2020 年	2021 年
社區文體活動小時數 [1] Hours of recreational and sports activities in the community[1]	小時 Hour	812	3,351
社區文體活動參與人次 [2] Number of participants in the recreational and sports activities in the community[2]	人 Person	25,000	110,000

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

[1]The statistics only cover the hours of online and offline activities of the Service Experience Center (including Landsea Friends), excluding the community activities organized by the urban project teams.

[2]2021 年，詩友公社進一步豐富活動形式、擴大活動範圍，故社區文體活動小時數和參與人次都顯著增加。

[2]In 2021, Landsea Friends further enriched the form of activities and expanded the scope of activities, so the number of hours of community cultural and sports activities and the number of participants had significantly increased.

聯交所《環境、社會及管治報告指引》索引
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KPI B8.1	探索可持續社區的碳中和之道、 營造低碳無廢社區氛圍、 品質服務，溫暖社區生活 Explore the path to carbon neutrality in sustainable communities, create a low-carbon and waste-free community atmosphere, and provide quality services for warm communities
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”）《環境、社會及管治報告指引》（2022 年 1 月 1 日起生效版），並參考全球報告倡議組織 GRI《可持續發展報告標準》（2016）、英國建築研究院（BRE）綠色建築運營標準（BREEAM In-Use V6）編制。

This report is prepared pursuant to the “Environmental, Social and Governance Reporting Guide” (ESG Reporting Guide effective as of January 1, 2022) of the Hong Kong Stock Exchange (HKEX) and with reference to the Sustainability Reporting Standards (2016) of the Global Reporting Initiative (GRI) and the BREEAM In-Use V6 (BIU) of the Building Research Establishment (BRE).

報告原則 Reporting principles

報告遵循聯交所《環境、社會及管治報告指引》的匯報原則，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研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匯報。

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.

- **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.

- **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 ESG quantitative performance to reflect the Company’s performance in ESG management.

- **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：2021 年 1 月 1 日至 2021 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 Landsea Green Life Service Company Limited and its subsidiaries (referred to as “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, 2021 to December 31, 2021. 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，今年為公司上市後首份發布的 ESG 報告。

This report is an annual report, and this year is the first ESG report released after the Company listed on SEHK.

獲取方式 Accessibility

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

If you have any comments or suggestions on the report, please send an email to sustainability@landsea.cn

報告審驗意見聲明書

Statement of report inspection opinion

獨立鑒證聲明

致朗詩綠色生活管理層及利益相關方：

TÜV 南德認證檢測（中國）有限公司上海分公司（以下簡稱TÜV SÜD）受朗詩綠色生活服務有限公司（以下簡稱“朗詩綠色生活”或“公司”）之委託，對其《朗詩綠色生活2021年度環境、社會及管治（ESG）報告》（以下簡稱 “報告”）進行了獨立的協力廠商鑒證工作。本次鑒證TÜV SÜD 鑒證團隊嚴格遵守與朗詩綠色生活的合同內容，按照雙方認可的協議條款且僅在合同中認可的職權範圍內執行了此次報告的鑒證工作。

本獨立鑒證聲明所基於的是朗詩綠色生活收集匯總並提供給TÜV SÜD 的資料資訊，鑒證範圍僅限於相應資訊內容，朗詩綠色生活對提供資訊資料的真實性和完整性負責。

鑒證範圍

本次鑒證時間範圍：

- 報告中由朗詩綠色生活披露的在報告期2021年01月01日到2021年12月31日內的經濟/治理、環境、社會相關資訊和資料，實質性議題的管理方法及行動措施，以及報告期內組織的可持續發展績效表現。

本次鑒證物理範圍：

- 限於疫情原因，本場鑒證通過遠端方式開展。

以下資訊和資料不在本次的鑒證範圍內：

- 本報告報告期之外的任何相關資訊和內容；
- 朗詩綠色生活的供應商、合作夥伴以及其他協力廠商的資料和資訊；
- 本報告中披露的通過獨立協力廠商機構審計的財務資料和資訊，未進行重複鑒證。

局限性

- 此次鑒證過程是在報告範圍內地點進行的，鑒證過程中TÜV SÜD對報告中的資料和資訊採用了抽樣鑒證的方式，僅對組織內部的利益相關方進行了抽樣面談；
- 組織的立場、觀點、前瞻性聲明、預測性資訊及2021年01月01日以前的歷史資料不在本次鑒證工作的範圍內。

鑒證工作依據

本次鑒證過程由TÜV SÜD 在企業社會責任、經濟、環境相關議題等方面具有資深經驗的專家團隊實施並得出相關結論，鑒證參考如下標準：

- 香港聯合交易所《主機板上市規則》附錄二十七《環境、社會及管治指引》
- 《AA1000鑒證標準 v3》（AA1000AS v3）
- 《TÜV SÜD 可持續發展報告鑒證程式》

為確保依照合同進行充分的鑒證活動並為結論提供合理保證，鑒證團隊主要進行了以下鑒證活動：

- 鑒證前對相關資訊進行前期調研活動；
- 確認高實質性議題及績效已呈現在該報告中；
- 遠端審驗朗詩綠色生活所提供的所有支援性檔案、資料和其他資訊，對關鍵績效資訊資料執行抽樣鑒證；
- 對朗詩綠色生活披露資訊的收集、整理和彙報有關的員工進行遠端訪談；
- 其他經鑒證團隊認定為必要的程式。

鑒證結論

經鑒證，我們認為朗詩綠色生活所編制的報告可靠、一致、具有實質性，資訊披露客觀、真實、完整、清晰，未發現系統性或實質性的問題，並據此出具了有限保證的鑒證意見。

關於本報告，鑒證團隊得出的具體結論如下：

重要性	朗詩綠色生活確立了實質性議題的優先順序確定流程，識別了與本行業高度相關的可持續發展議題並對議題優先順序進行了區分，披露了公司可持續發展戰略、管理行動和績效資料，報告內容具有實質性。
量化	朗詩綠色生活所披露的關鍵指標是可計量的。披露的環境資料已注明參考標準、計算方法。
一致性	朗詩綠色生活使用一致的披露統計方法，用連貫、可比較的資料反應在相關方面的持續表現。
平衡性	朗詩綠色生活在報告編制過程中，充分地考慮了報告平衡性，兼顧披露其產生的正面影響和負面影響。

持续改进建议

- 無。

獨立性和鑒證能力聲明

作為一家安全、可靠和可持續發展解決方案等方面值得信賴的合作夥伴，TÜV南德意志集團提供測試、認證、審核及知識服務。自1866年以來，集團始終致力於通過保護人類、環境和資產免受相關技術風險的影響，從而實現進步。總部位於德國慕尼克的TÜV南德意志集團在全球設立了1,000多個辦事處。TÜV南德意志集團始終致力於可持續發展，積極宣導環境保護相關的專案。多年來，集團積極開拓能效管理、可再生資源，電動汽車等方面服務以說明其客戶滿足可持續發展需求。

TÜV南德認證檢測（中國）有限公司上海分公司作為TÜV南德意志集團的全球分支機構之一，擁有具有專業背景和豐富行業經驗的專家團隊。

TÜV SÜD和朗詩綠色生活互為完全獨立的組織機構，且TÜV SÜD與朗詩綠色生活及其分支機構或利益相關方不存在任何利益衝突，所有鑒證團隊成員與該公司沒有業務往來，鑒證完全中立。報告所有資料和資訊皆由朗詩綠色生活提供，除進行鑒證並出具鑒證聲明外，TÜV SÜD沒有參與到報告的準備和編寫過程中。

簽字：

代表 TÜV 南德認證檢測（中國）有限公司上海分公司

TÜV SÜD 可持續發展授權簽字官

2022年4月18日　　中國，上海

注：本鑒證聲明以繁體中文版為准，英文版僅供參考。

Independent Verification Statement

To the management team and stakeholders of Landsea Green Life Service Co., Ltd.,

TÜV SÜD Certification and Testing (China) Co., Ltd. Shanghai Branch (hereinafter referred to as "TÜV SÜD") has been engaged by Landsea Green Life Service Co., Ltd., (hereinafter referred to as "Landsea Green Life" or "the Company") to perform an independent third-party verification on Environmental, Social and Governance (ESG) Report 2021 of Landsea Green Life (hereinafter referred to as "the Report"). During this verification, TÜV SÜD's verification team strictly abided by the contract signed with Landsea Green Life and provided verification regarding the Report in accordance with the provisions agreed by both parties and within the authorized scope stipulated in the contract.

This Independent Verification Statement is based on the data and information collected by Landsea Green Life and provided to TÜV SÜD. The scope of verification is limited to the said information. Landsea Green Life shall be held accountable for authenticity and completeness of the provided data and information.

Scope of Verification

Time frame of this verification:

- The Report contains the data disclosed by Landsea Green Life during the reporting period from January 1st, 2021 to December 31st, 2021, including economic, environmental and social information and data, methods for management of material issues, actions/measures and the Company's sustainable development performance during the reporting period.

Physical boundary of this verification:

- Remote verification took place due to Covid-19 pandemic.

The following information and data are beyond the scope of this verification:

- Any information and contents beyond the reporting period of this Report;
- The data and information of Landsea Green Life's suppliers, partners and other third parties; and
- The financial data and information disclosed in this Report that have been audited by an independent third party are not verified again herein.

Limitations

- This verification was performed at aforementioned physical boundary, and no branch or subsidiary was visited during the aforesaid verification; and
- The Company's standpoint, opinions, forward-looking statements and predictive information as well as the historical data and information before January 1st, 2021 are beyond the scope of this verification.

Basis for the Verification

This verification process was conducted by TÜV SÜD's expert team who are highly experienced in the corporate social responsibility, economic, environmental and other relevant issues and this team drew the conclusions thereof. The verification referred to the following standards:

- The Stock Exchange of Hong Kong Limited: the Environmental, Social and Governance Reporting Guide set out in Appendix 27 to the Main Board Listing Rules
- AA1000AS v3
- TÜV SÜD Procedure of Verification on Sustainability Report

In order to perform adequate verification in accordance with the contract and provide reasonable verification for the conclusions, the verification team conducted the following activities:

- Preliminary investigation of the relevant information before the verification;
- Confirmation of the presence of the highly material issues and performance in the Report;
- Remote review of all supporting documents, data and other information provided by Landsea Green Life; tracing and verification of key performance information;
- Special interview with the representative of Landsea Green Life; remote interviews with the employees related to collection, compilation and reporting of the disclosed information; and
- Other procedures deemed necessary by the verification team.

Verification Conclusions

According to the verification, we believe the Report prepared by Landsea Green Life is material; the disclosed information and data of 2021 is authentic and traceable, no systematic or substantial problem has been detected; this Report can be used by the stakeholders of Landsea Green Life.

The verification team has drawn the following conclusions on this Report:

Materiality	The Company has established a prioritization process for material issues, identified sustainable development topics that are highly relevant to the industry, prioritized the topics and disclosed the Company's sustainability strategy, actions and performance data. The content of the Report is material.
Quantitative	The key indicators disclosed by the Company are quantitative. Reference standards and/or calculation methods were indicated for the disclosed environmental data.
Consistency	The disclosure statistical method that the Company used is consistent. Consistent performance in relevant areas was reflected through consistent data.
Balance	During the process of preparing the Report, the balance of the Report was adequately considered, where both positive and negative impacts are disclosed.

Recommendations on Continuous Improvement

- Nil.

Statement on Independence and Verification Capability

TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. It specializes in testing, certification, auditing and advisory services. Since 1866, TÜV SÜD has remained committed to its purpose of enabling progress by protecting people, the environment and assets from technology-related risks. Today, TÜV SÜD is present in over 1,000 locations worldwide with its headquarters in Munich, Germany. TÜV SÜD has been committed to sustainable development and actively promotes environmental protection related projects. Over the years, TÜV SÜD has been actively expanding its performance in energy management, renewable resources, and electric automobiles, etc., helping its customers meet sustainable development needs.

TÜV SÜD Certification and Testing (China) Co., Ltd. Shanghai Branch is one of TÜV SÜD's global branches and has an expert team whose members have professional background and rich industrial experiences.

TÜV SÜD and Landsea Green Life are two entities independent of each other and both TÜV SÜD and Landsea Green Life and their branches or stakeholders have no conflict of interest. No member of the verification team has business relationship with the Company. The verification is completely neutral. All the data and information in the Report are provided by Landsea Green Life. TÜV SÜD has not been involved in preparation and drafting of the Report, except for the verification itself and issuance of the verification statement.

Signature:

On Behalf of TÜV SÜD Certification and Testing (China) Co., Ltd. Shanghai Branch

Zhu Wenjun
TÜV SÜD Sustainability Authorized Signatory Officer

18-April, 2022 Shanghai, China

Note: In case of any inconsistency or discrepancy, the traditional Chinese version of this verification statement shall prevail, while the English translation is used for reference only.

朗诗绿色生活
LANDSEA GREEN LIFE

股票代码
1965.HK

再生纸印刷