

SHINSUN 祥生

祥生控股(集團)有限公司
SHINSUN HOLDINGS (GROUP) CO., LTD.

(於開曼群島註冊成立的有限公司)
(incorporated in the Cayman Islands with limited liability)
股份代號 Stock Code : 02599

2022

環境、社會及管治報告
Environmental, Social and
Governance Report



幸福生活
運營商

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關於本報告

ABOUT THIS REPORT

概覽

本報告是祥生控股(集團)有限公司發佈的第三份《環境、社會及管治報告》(以下簡稱「ESG」報告)，面向公司各利益相關方，重點披露本公司在經濟、環境、社會及管治方面的管理、實踐與績效。

報告時間範圍

本報告覆蓋的周期為2022年1月1日至2022年12月31日(即「報告期內」或「2022年」)，部分內容追溯以往年份。

報告範圍及邊界

本報告覆蓋祥生控股(集團)有限公司及其子公司(以下簡稱「本集團」、「祥生控股」或「我們」)。環境相關數據覆蓋本集團直接控制的營運點，並排除已出租之物業；社會相關數據則覆蓋本集團的資料。

編製依據

本報告編製參考香港聯合交易所有限公司(以下簡稱「聯交所」)證券上市規則附錄C2《環境、社會及管治報告指引》進行編製。

本報告按照識別和排列重要的權益人，以及ESG相關重要議題、決定ESG報告的界限、收集相關材料和數據、根據資料編製報告和對報告中的資料進行檢視等步驟進行釐定，以確保報告內容的完整性、實質性、真實性和平衡性。計算本ESG報告關鍵績效指標(「關鍵績效指標」)數據所使用的標準和方法以及適用的假設均已於註釋補充。除非另有說明，本ESG報告的編製方法與截至2021年12月31日止年度(「2021年」)一致，但考慮到本集團的人員減少、項目減少及辦公面積大幅縮減，環境相關數據僅涵蓋本集團直接控制的辦公相關資料，但不包括商業中心，因此與2021年的數據不具可比性。

OVERVIEW

This is the third “Environmental, Social and Governance Report” (hereinafter referred to as the “ESG” Report) published by Shinsun Holdings (Group) Co., Ltd., reporting to all stakeholders of the Company with focused disclosure on the Company’s management, practice and performance in economic, environmental, social and governance terms.

PERIOD COVERED BY THE REPORT

The Report covers the period from 1 January 2022 to 31 December 2022 (being the “Reporting Period” or “2022”), some of its contents cover the previous year.

SCOPE AND COVERAGE OF THE REPORT

The Report covers Shinsun Holdings (Group) Co., Ltd. and its subsidiaries (hereinafter referred to as the “Group”, “Shinsun Holdings”, “we” or “us”). Environmental related data covers the operations that are under the Group’s direct operational control, and excludes the properties that are leased out; while social related data covers the Group’s information.

BASIS OF PREPARATION

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

The scope of the ESG Report, the collection of relevant materials and data, its preparation based on available information and the review of information set out in the Report have been determined on the basis of the identification and priority of importance of stakeholders and the material issues relating to ESG, to ensure the completeness, materiality, truthfulness and balance of the Report. The standards and methods used to calculate the key performance indicators (“KPIs”) data in this ESG Report, as well as the applicable assumptions, are provided in the notes. Unless otherwise stated, the preparation approach of this ESG Report is consistent with the year as at 31 December 2021 (“2021”), however, with the considerations of the reduction in the number of employees, projects and office area, environmental data will only cover office operations that are under the Group’s direct operational control but excludes commercial centers, therefore it is not comparable with the 2021 performance.

資料來源及可靠性保證

本報告披露的信息和數據來源於本集團統計報告和正式文件，並通過相關部門審核。本集團承諾本報告不存在任何虛假記載或誤導性陳述，並對內容真實性、準確性和完整性負責。

報告語言及形式

本報告設有中文和英文版，並以電子版形式供參閱。如想了解更多關於祥生控股的背景、業務發展和可持續發展理念，歡迎瀏覽祥生控股官方網站(<http://www.shinsunholdings.com>)。

報告編製流程

本報告經過工作小組組建、資料收集、利益相關方訪談、利益相關方問卷調研、框架確定、報告編寫、報告設計、部門與高層審核等環節完成編製。

SOURCES AND WARRANTY OF RELIABILITY

Information and data disclosed in the Report are derived from the Group's statistical reports and formal documents, after the verification of relevant departments. The Group undertakes to the effect that the Report does not contain any misrepresentation or misleading statements, and takes responsibility for the truthfulness, accuracy and completeness of the Report.

LANGUAGES AND FORMATS

The Report is available in both Chinese and English in electronic version. For more information regarding Shinsun Holdings' background, business development and philosophy of its sustainable development, please refer to the official website of Shinsun Holdings (<http://www.shinsunholdings.com>).

REPORT PREPARATION PROCESS

The Report is prepared through the process of working group formation, data collection, interviews with stakeholders, questionnaire research with stakeholders, framework determination, report compilation, report design, and review of departments and senior management.

董事會代理主席致辭

ACTING CHAIRMAN OF THE BOARD'S STATEMENT

2022年是以應對挑戰為主旋律的一年，我們面對著市場態勢與外部環境的諸多不確定性，以信念夯實根基，以品質保障穩定，以變革驅動發展。我們積極應對監管要求、順應監管政策、擁抱行業變化，持續踐行成為「幸福生活營運商」的初心，致力於實現公司的可持續發展。

對於產品，我們堅持品質服務，守正創新。我們堅持持續提升產品質量，充分發揮四大產品線優勢及特質，實現對客群「全周期、全地域、全齡段」的需求覆蓋，精準落子，為客戶提供最具適配性的住宅產品。在服務層面，我們聚焦保障工程進度、產品交付以及服務平台的發展，為客戶帶來交付全程的優質體驗。

對於環境，我們堅持綠色共生，和諧發展。本集團持續踐行長期主義，致力於成為助力綠色變革的房地產企業。在2022年，我們持續加強綠色建造和綠色營運，積極識別和應對氣候變化帶來的影響，並以研發創新促進綠色設計和綠色施工，持續推動節能減排和污染物管控，為國家實現「碳達峰」、「碳中和」目標貢獻一份力量。

對於員工，我們堅持以人為本，精誠團結。我們努力建設祥生大家庭，為員工創造公正平等的工作環境，保障員工基本權益。我們將員工的健康與安全放在首位，並充分考慮員工的福祉。

The main theme of 2022 was addressing the challenges. In the face of the considerable uncertainties in the market and in the external environment, we were able to solidify our foundations with conviction, ensure stability with quality and drive development with change. We actively responded to regulatory requirements, complied with regulatory policies and embraced changes in the industry, stayed true to our initial aspiration to be a “Happy Life Operator (幸福生活營運商)” and strived to achieve the sustainable development of the Company.

As for our products, we persevered in providing quality services and making innovations based on the traditions. We have been continuously improving the quality of our products, and fully leveraged the advantages and product characteristics of the four product lines to achieve customer needs of “full-cycle, full-region and full-age”, so as to precisely deliver the most suitable residential products to the customers. As for our services, we focused on ensuring the progress of the construction projects and the delivery of products and the development of our service platforms to bring our customers a quality experience throughout the whole delivery process.

As for the environment, we are committed to green co-existence and harmonious development. While adhering to long-termism, the Group strives to be a real estate enterprise that contributes to the green transformation. In 2022, we continued to strengthen green construction and green operation, actively identified and addressed the impacts of climate change, promoted green design and green construction through research and development innovations, and continued to promote energy saving and pollutant control, thus contributing to the country's goal of “carbon peaking” and “carbon neutrality”.

As for our employees, we are always people-oriented and we stress solidarity. We seek to build a Shinsun family, create a fair and equal working environment for our employees and protect their basic rights and interests. We place the health and safety of our employees as our top priority and give due consideration to their well-being.

對於社會，我們堅持與愛隨行，美好與共。「落其實者思其樹，飲其流者懷其源」是祥生控股賴以發展的公益信念，我們積極投身城市建設、扶貧助學、助殘助孤、賑災慈善等各項公益事業。以「四葉草計劃」為載體，以「健康基金」、「助學基金」、「童夢基金」、「共享基金」四大子項目為抓手，我們持續攜手各方落地公益活動。

立足當下，面對挑戰，祥生控股將在未來繼續以匠心築就幸福生活，為消費者提供更好的產品和服務，為股東及投資者創造更大的價值，為提升社會幸福感作出努力，為「成為一家有溫度、有擔當、健康可持續的品質標杆企業」而持續奮鬥。

陳弘倪
董事會代理主席

As for society, we have always tried to share love and contribute to the greater good. In our public welfare endeavors, we believed in the saying "The one who eats a fruit thinks about the tree; the one who drinks water thinks about the water source". We actively participated in various public welfare undertakings, such as urban construction, poverty alleviation and education, helping the disabled and orphans and disaster relief and charity. Under the Clover Plan, we have continued to join hands with various parties to implement public welfare and support activities through the four sub-items of Health Fund, Education Fund, Children's Dream Fund and Sharing Fund.

We will remain firmly grounded and stand up to the challenges squarely, and will stay committed to creating a happy life with ingenuity. Through providing better products and services for consumers, creating more values for shareholders and investors, and contributing to the public well-being, we will continue to strive to become a warm, responsible, healthy and sustainable quality benchmark enterprise.

Chen Hongni
Acting Chairman of the Board

誠信致祥 幸福而生

BUILDING HARMONY ON INTEGRITY AND PURSUING HAPPY LIFE

踐行ESG理念

本集團堅持踐行可持續發展道路，將綠色、健康、穩定作為可持續發展的核心目標。在董事會領導的ESG架構下，本集團積極聽取各利益相關方的意見和建議，不斷完善ESG相關制度，在提高自身商業價值的同時回饋社會，實現企業與社會的共同成長和進步。

ESG管理機制

祥生控股遵循科學化管理，以清晰的管理架構為基礎將可持續發展融入到企業經營中。本集團已建立由董事會領導，公司高級管理層及各相關部門組成的ESG工作小組，負責ESG相關事宜的具體溝通、執行與監督，聯動公司各業務及職能部門推動ESG工作的落實，並定期向董事會匯報及反饋。

PUTTING ESG INTO PRACTICE

The Group has persevered on the path of sustainable development, and has placed green, healthy and stable sustainable development as the core objective. Under the ESG structure led by the Board, the Group reached out actively to the views and suggestions of various stakeholders to improve its ESG-related systems. While enhancing its own commercial value, it also seeks to contribute to the community, thus achieving growth and progress for both the Company and the society.

ESG Management Mechanism

Shinsun Holdings follows a scientific approach to management and has integrated sustainable development into its business operations based on a clear management structure. The Group has formed an ESG working group leading by the Board, collaborating with the senior management of the Company and various relevant departments, which is responsible for the communication, implementation and supervision of ESG-related matters, and the promotion of the implementation of ESG work by coordinating all business and functional departments of the Company, and regularly reported to the Board.

董事會聲明

The Board's Statement

<p>董事會肩負ESG事宜總體責任 Overall responsibility of the Board for ESG matters</p>	<p>祥生控股的董事會對ESG策略及表現承擔最終責任。為推動ESG管理進程，本集團董事會定期對自身ESG風險與機遇進行識別，結合業務情況制定可持續發展戰略及管理方針，並協調資源支持可持續發展舉措的落地。董事會定期召開會議，監督公司ESG工作，並聽取ESG工作小組的建議。</p> <p>The Board of Shinsun Holdings is ultimately responsible for the ESG strategy and its performance. In an effort to drive the ESG management process, the Board periodically identifies its ESG risks and opportunities, formulates sustainability strategies and management guidelines in the context of its business, and coordinates resources to support the implementation of sustainability initiatives. The Board members meet periodically, oversee the Company's ESG efforts and solicit suggestions from the ESG working group.</p>
<p>ESG工作小組保障日常實施 Ensurance of daily implementation by the ESG working group</p>	<p>ESG工作的實施與落實主要由ESG工作小組負責。ESG工作小組協助制定並落實可持續發展戰略、目標及管理方針制定等相關工作，將可持續發展融入日常營運。同時，ESG工作小組定期向董事會匯報工作，並根據其建議作出改進。</p> <p>The ESG working group is responsible for the implementation of the ESG work. It assists in the development and implementation of sustainable development strategies, objectives and management guidelines to integrate sustainable development into daily operations. It also reports regularly to the Board and makes improvements based on the recommendations of the Board.</p>
<p>ESG風險識別 Identification of ESG risks</p>	<p>祥生控股與內外部利益相關方保持緊密的溝通，積極識別並評估重大ESG風險議題，以制定可持續發展戰略。本集團分層討論和批准所識別的重大ESG議題，制定相應的可持續發展戰略、目標與管理方針，並緊跟國際可持續發展趨勢以及同行表現，定期回顧、提升相關工作。</p> <p>Shinsun Holdings keeps close communication with internal and external stakeholders to proactively identify and assess significant ESG risk issues for the development of sustainability strategies. The Group discusses and approves the significant ESG issues identified at different levels, formulates corresponding sustainability strategies, objectives and management guidelines, and regularly reviews and enhances its work, so as to keep up on international sustainability trends and industrial practices.</p>
<p>ESG目標監督 Monitoring of ESG targets</p>	<p>ESG工作小組負責基於本集團的可持續發展情況，結合各利益相關方與國際社會所關切的議題，制定ESG工作目標及行動路徑，並對目標完成進度進行監督與定期檢討，並由董事會持續監督目標達成的進度與成果。</p> <p>The ESG working group is responsible for setting ESG targets and action paths based on the Group's sustainable development, as well as the concerns of stakeholders and the international community. It monitors and regularly reviews the accomplishment progress of the targets, while the Board monitors the progress and achievements of the targets on a continual basis.</p>

利益相關方溝通

祥生控股注重聆聽來自利益相關方的聲音，充分了解利益相關方的期望和訴求，以此完善企業ESG管理水平，為ESG管理工作提供有力的指導方向。

為構建與利益相關方構建和諧、信任的紐帶，我們運用下表所示的溝通方式將利益相關方的期望帶入祥生控股的ESG管理當中。

Communication with stakeholders

Shinsun Holdings gives attention to the views of the stakeholders, tries to fully understand their expectations and concerns, so as to improve its ESG management, and provide strong guidance for its ESG work.

In order to forge a bond of harmony and trust with our stakeholders, we use the communication channels shown in the table below to incorporate the expectations of stakeholders into Shinsun Holdings' ESG management.

利益相關方 STAKEHOLDER	關注議題 ISSUE OF CONCERN	溝通方式 WAY OF COMMUNICATION
投資者／股東	合法合規經營 產品質量與安全	股東大會 業績發佈會 路演活動 投資研討會 聯交所及公司網站 電郵及微信公眾號 自願定期披露公司信息
Investors/shareholders	Operation in compliance with laws and regulations Product quality and safety	General meetings Conferences for disseminating business results Road show Investment seminar Websites of the Stock Exchange and the Company Email and WeChat official account Voluntary periodic disclosure of company information
員工	勞工權益保護 員工培訓與發展機遇 薪酬福利 職業健康與安全	員工信箱 工會 員工滿意度調研 各類員工活動
Employees	Labour rights protection Staff training and development opportunities Remuneration and welfare Occupational health and safety	Employees mailbox Labour union Employee satisfaction survey Various employee activities

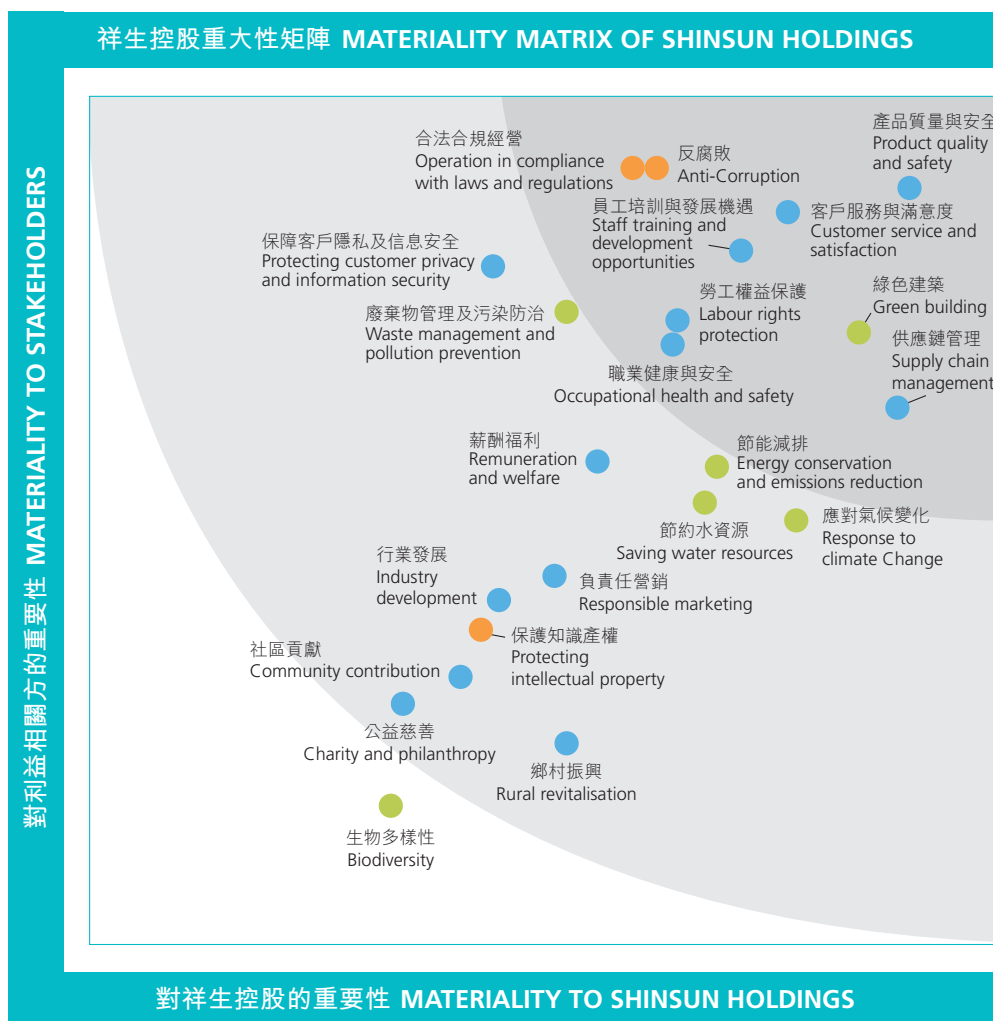
利益相關方 STAKEHOLDER	關注議題 ISSUE OF CONCERN	溝通方式 WAY OF COMMUNICATION
客戶 Customers	產品質量與安全 客戶服務與滿意度 保障客戶隱私及信息安全 負責任營銷 Product quality and safety Customer service and satisfaction Protecting customer privacy and information security Responsible marketing	市場調研 客戶滿意度調查 微信交流平臺 主題活動 Market research Customer satisfaction survey WeChat communication platform Theme activities
供應商／合作夥伴 Suppliers/partners	職業健康與安全 產品質量與安全 供應鏈管理 Occupational health and safety Product quality and safety Supply chain management	日常交流 招採平台 現場考察 供應商大會 Daily communication Bidding and procurement platform Site inspection Supplier conference
社區 Communities	促進本地經營發展 社區關愛 生物多樣性 Promoting the development of local economy Community care Biodiversity	公益活動 社區活動 Philanthropic activities Community activities
公益組織 Non-profit organizations	社區關愛 公益慈善 Community care Charity and philanthropy	公益活動 合作活動 Philanthropic activities Cooperation activities
政府及監管機構 Government and regulatory bodies	合法合規經營 反腐敗 促進本地經濟發展 廢棄物管理及污染防治 節約水資源 應對氣候變化 節能減排 Operation in compliance with laws and regulations Anti-corruption Promoting the development of local economy Waste management and pollution prevention Saving water resources Response to climate change Energy conservation and emissions reduction	電話溝通 規範制定與執行交流 政府合作 Telephone communication Establishment of rules and exchanges on implementation Government cooperation

ESG重大性議題

報告期內，我們基於內外部利益相關方溝通、公開信息收集，參考國內外行業最佳實踐，識別出共計22項議題，在本報告中呈現2022年祥生控股在ESG等層面的表現。未來，我們將基於ESG重大性議題的判定，持續跟進各利益相關方對公司ESG表現的反饋和期望，及時並切實地回應各利益相關方的訴求。

ESG Material Issues

During the Reporting Period, we identified a total of 22 issues based on communication with internal and external stakeholders, collection of public information and reference to domestic and international industry best practices, and presented in this report the ESG performance of Shinsun Holdings in 2022. In the future, we will continue to follow up with the feedback and expectations of stakeholders on our ESG performance based on the ESG material issues determined, and respond effectively to the concerns of stakeholders in a timely manner.



祥生控股2022年重大性議題矩陣
Materiality Matrix of Shinsun Holdings for 2022

商業道德

本集團始終堅守商業道德底線，嚴格遵守《中華人民共和國反不正當競爭法》、《中華人民共和國反洗錢法》、《關於禁止商業賄賂行為的暫行規定》等法律法規，制定了《審計管理制度》、《責任追究制度》、《責任追究細則》等制度。報告期內，我們新增《監察管理制度》及《舉報人、證人獎勵和保護辦法》兩部制度文件，進一步明確祥生控股的監察機構和負責人員的職責權限，完善了監察工作流程以及監督舉報工作機制，並針對舉報人的獎勵和保護推出了具體可行的方案措施。

反貪腐工作是本集團管理工作的重中之重。我們設立了官網「廉潔舉報」窗口、內網系統「廉潔之窗」窗口、「廉正祥生」微信公眾號、舉報電話和舉報郵箱等多個舉報渠道，鼓勵各利益相關方對我們的商業道德建設工作進行實名或匿名監督。為保障舉報人權益，集團嚴格遵守相關制度，對有較大貢獻、挽回經濟損失數額較大的舉報人、證人進行經濟獎勵，並對所有舉報者信息進行嚴格的保密，堅決杜絕舉報人受到打擊報復等行為，一經發現本集團將進行嚴肅處理。我們公開貪腐舞弊案件的通報，在本集團全體員工心中起到威懾作用。

為打造廉潔清正的企業氛圍，本集團為董事會成員及員工提供多場反貪污培訓，進一步加強反貪腐意識建設，創造健康公平辦公環境，攜手內部相關方共同推動合規建設。相關反貪污主題活動及培訓包括但不限於員工集中培訓、月度通報、重要節日廉潔提醒及在審計監察現場工作期間與基層員工進行合規與廉潔宣貫。

BUSINESS ETHICS

The Group has always adhered to the bottom line of business ethics, strictly abided by the Anti-unfair Competition Law of the People's Republic of China, the Anti-money Laundering Law of the People's Republic of China, Interim Provisions on the Prohibition of Commercial Bribery and other laws and regulations, and has formulated the Audit Management System, Accountability System, Accountability Articles and other systems. During the Reporting Period, we added two institutional documents, i.e., the Supervision Management System and the Measures for Rewarding and Protecting Whistleblowers and Witnesses, to further clarify the responsibilities and authorities of the supervisory bodies and the responsible personnel of Shinsun Holdings. Through the two documents, the supervisory workflow and the mechanism for monitoring and reporting were improved, and specific and feasible solutions to reward and protect the whistleblowers were introduced.

Anti-corruption is of paramount importance in the management work of the Group. We set up multiple reporting channels such as the "integrity whistle-blowing" window on the official website, the "integrity window" window on the internal network, the "Integrity Shinsun" WeChat Official Account, hotlines and email addresses for reporting violations, to encourage stakeholders to monitor our business integrity in real names or anonymously. In order to protect the rights and interests of whistleblowers, the Group strictly complied with relevant systems and offered financial rewards to whistleblowers and witnesses who have made substantial contributions and recovered large amounts of economic losses. We pledged to keep all the information of the whistleblower strictly confidential, and we strictly forbade retaliation against the whistleblower, and if such acts are found out, we will take serious actions thereon. We made public the notification of corruption and fraud cases to act as a deterrent in the minds of all our staff.

In order to create a clean and honest corporate atmosphere, the Group provided a number of anti-corruption training sessions for Board members and the staff to raise their anti-corruption awareness, create a healthy and fair workplace environment and work together with internal stakeholders to promote compliance building. Related anti-corruption theme activities and training include but are not limited to centralized training of the staff, monthly notification, reminders of integrity for important festivals and compliance and integrity awareness education to the staff at the primary level during on-site audit and supervision.

匠心質造 極致創新

CREATE QUALITY PRODUCTS OF EXTREME INNOVATIVENESS WITH CRAFTSMANSHIP

祥生控股相信，房子是幸福生活的容器，社區是幸福生活的載體，服務則是對幸福生活的加成。為了切實踐行產品與服務理念，我們順應客戶的核心需求，不斷迭代優化產品及服務，為客戶打造全方位幸福生活體驗。

專注創新研發

在研發管理方面，我們始終以客戶需求為導向，不斷完善自身的研發管理體系，對產品設計進行規範化、標準化管理。祥生控股已制定《結構限額設計指引》及《建築外立面設計管控指引》等研發制度，進一步提高項目的設計標準覆蓋範圍，以確保實現全面的優質設計與高效研發。同時，本集團發佈了《施工圖聯合評審管理辦法》和《住宅設計類缺陷庫》，通過加強預先控制規避設計階段常出現的問題，保障研發設計的專業性。

同時，我們持續踐行標準化開發模式，圍繞建築、精裝和景觀三大類別推動標準化產品庫的建設。

產品創新

祥生控股以豐盛、健康、自由、快樂四大基因為產品核心，致力於通過產品體系的迭代升級，打造當代都市生活的新坐標，創造舒適性與功能性相結合的業主居住體驗。

產品體系創新

在產品創新方面，我們致力於更好地匹配和滿足當代家庭對居住空間的需求。我們從「幸福、人本、多彩」三大客戶觸點出發，在持續關注物理空間建造的同時，從互動、智能、品質、細節、創新等維度不斷深入，迭代出TOP系、雲境系、府系和樾系四條產品線。

Shinsun Holdings believes that the house is the container of a happy life, the community is the carrier of a happy life, and the service is an addition to a happy life. In order to effectively practice the product and service concept, we respond to the core needs of our customers, continue to iterate and optimize products and services, and bring customers an all-round happy life experience.

FOCUSING ON INNOVATION, RESEARCH AND DEVELOPMENT

In terms of R&D management, we always adhere to the principle of being customer demand-oriented, continuously improve our own R&D management system and standardize the management of product design. Shinsun Holdings has implemented R&D systems such as the Guidelines on Structure Quota Design and the Guidelines on Building External Facade Design Management and Control, to further improve the coverage of design standards for projects so as to ensure comprehensive quality design and efficient R&D. Meanwhile, the Group issued the Administrative Measures for Joint Review of Construction Drawings and the Residential Design Defect Database, to avoid the problems that often occur in the design stage by strengthening the advance control so as to guarantee the professionalism of R&D design.

At the same time, we continue to practice the standardized development model and promote the construction of a standardized product library around three major categories, namely, architecture, fine finishing and landscape.

Product Innovation

With the four genes of abundance, health, freedom and happiness as the core of its products, Shinsun Holdings is committed to creating new coordinates for contemporary urban life through the iterating and upgrading of its product system and creating the living experience combining comfortableness and functionality for the property owners.

Product system innovation

In terms of product innovation, we are committed to better matching and meeting the needs of contemporary families for living space. Starting from the three major customer contacts of "happiness, people-oriented and varieties", we continued to focus on the construction of physical space while continuing to go deeper and deeper from the dimensions of interaction, intelligence, quality, details and innovation, creating four product lines through iterating, namely Top series (Top系), Cloud series (雲境系), Mansion series (府系) and Arbor series (樾系).

同時，本集團持續升級產品配套的景觀體系，營造更人性化的產品居住環境。報告期內，我們持續完善和創新「聚能」景觀系統，涵蓋「禮儀系統」、「修心系統」、「活力系統」、「智慧系統」和「生態系統」五大部分，將社區景觀與審美、安全、社交、健康等用戶需求有機結合，讓業主感受到人性化的關懷。

技術創新

祥生控股致力於將創新技術應用於產品設計中，積極探索裝配式建築技術的研發力度，探尋提高建築質量、安全和施工效率的方案，賦能祥生控股的產品轉型和升級。

客戶體驗創新

滿足用戶的需求是祥生控股推動產品創新的核心動力。我們持續將產品的設計理念與客戶的實際生活需求相結合，從實際角度出發提升產品力。從客戶的角度出發，本集團重視對健康生活的關注。

知識產權管理

保護知識產權成果是我們能夠持續推動產品創新的重要保障。祥生控股嚴格遵守《中華人民共和國著作權法》、《中華人民共和國商標法》、《中華人民共和國專利法》，通過健全的商標管理流程及管理機制，切實規範自身商業行為，同時全面保護自身權益。為了從根本上提升知識產權保護力度，我們定期開展以知識產權管理制度和知識為題的培訓，提升員工的知識產權管理意識和水平。

At the same time, the Group continues to upgrade the supporting landscape system of its products to create a more humanized living environment for its products. During the Reporting Period, we continue to improve and innovate the “energy-gathering” landscape system, which covers five major components, namely the “ritual system”, “self-cultivation system”, “vitality system”, “intelligent system” and “ecosystem”, which organically combines community landscape with aesthetic, safety, social, health and other user needs, so that property owner can feel the humanized care.

Technological innovation

Shinsun Holdings is committed to applying innovative technologies to product design, actively exploring the research and development efforts on assembled building technologies, exploring solutions to improve building quality, safety and construction efficiency, and empowering the product transformation and upgrade of Shinsun Holdings.

Customer experience innovation

Meeting the needs of users is the core driving force behind the product innovation of Shinsun Holdings. We continue to integrate our product design concepts with the actual life needs of our customers and enhance our product power from a practical perspective. From the perspective of its customers, the Group attaches importance to healthy living.

Intellectual Property Management

The protection of intellectual property achievements is an important guarantee for continuing to promote product innovation. Shinsun Holdings strictly abides by the Copyright Law of the People’s Republic of China, the Trademark Law of the People’s Republic of China and the Patent Law of the People’s Republic of China and effectively regulates its business practices through a sound trademark management process and management mechanism, while comprehensively protecting its rights and interests. In order to fundamentally improve the protection of intellectual property, we regularly conduct training on the topics of intellectual property management system and knowledge to enhance the awareness and level of intellectual property

打造品質產品

本集團堅持「幸福生活營運商」的企業定位，以成為健康可持續的質量標杆企業為願景，堅持為客戶提供高品質的、可靠的產品。基於系統化、層級式的質量管理流程，我們嚴格要求自己，通過數字化手段完善質量管理體系，持續提高質量檢查的標準，並加強人員的質量管理水平。

質量管理

祥生控股嚴格遵循《中華人民共和國建築法》、《建設工程質量管理條例》、《建設工程施工現場管理規定》、《住宅建築規範》、《建築工程施工質量驗收統一標準》等國家及地方法律法規和標準規範。在項目立項及設計階段，我們嚴格按照相關要求開展重大地質風險評估和第三方審圖，保障重要設計結構的安全性。在施工階段，我們通過集團及事業部的管控，建立了覆蓋事前、事中、事後的質量管理流程，對施工過程中的質量風險進行主動識別和預防，並通過評估閉環式提升質量管控效率。

為持續提高工程品質，規範銷售前的項目聯合檢查管理動作，我們編製了《祥生地產銷售三寶聯合檢查及評分管理辦法》。同時，為了持續響應市場發展需求，我們不斷提升迭代各工程管理制度和施工作業標準指引以及辦法，並升級了第三方專項飛檢制度。本年度，我們編製完成《祥生地產飛行巡檢5.0體系》，細化了質量管理的評分項，並加強了對施工過程中紅線管理行為的關注，提升項目工程質量和水平，從而降低項目施工和交付風險。

CREATING QUALITY PRODUCTS

The Group adheres to its corporate positioning of “happy life operator”, with the vision of becoming a healthy and sustainable quality benchmark enterprise, and insists on providing high-quality and reliable products to its customers. Based on a systematic and hierarchical quality management process, we strictly require ourselves to improve the quality management system through digital means, continuously improve the standard of quality inspection, and strengthen the quality management level of our personnel.

Quality Management

Shinsun Holdings strictly follows national and local laws, regulations and standard codes, such as the Construction Law of the People’s Republic of China, the Regulations on the Quality Management of Construction Projects, the Construction Site Management Regulations for Construction Projects, the Construction Code for Residential Buildings and the Unified Standard for Constructional Quality Acceptance of Building Engineering. In the project approval and design stage, we actively carry out major geological risk assessment and third-party drawing review work in accordance with relevant requirements to guarantee the safety of important design structures. In the construction stage, we have established a quality management process covering before, during and after the relevant events through the control of the Group and business unit to proactively identify and prevent quality risks in the construction process and enhance the efficiency of quality control by evaluating the closed-loop type.

In order to continuously improve the quality of the projects and standardize the management actions of joint inspection of projects before sales, we prepared the Administrative Measures of Shinsun Property for Joint Inspection and Scoring of Three Treasures for Sales. At the same time, in order to continuously respond to the market development needs, we have continuously upgraded and iterated various projects management systems and construction operation standard guidelines and methods, and upgraded the third-party special unannounced inspection system. This year, we completed the preparation of Unannounced Inspection 5.0 System of Shinsun Property, which refined the scoring items for quality management and strengthened the focus on red-line management behaviors during construction to improve project works quality and management, thereby reducing project construction and delivery risks.

高品質交付質量是我們提升產品力的重要保障。本年度，本集團在季度飛行檢查的基礎上，增加了《地下工程第三方專項飛行檢查制度》，進一步規範施工過程中、交付前等環節的管理標準及流程。為了有效預防交付問題，我們以「工地開放日」的形式，聯動業主參與工程質量監督，向主業展示施工過程及交付效果，用經得起推敲的品質獲得客戶的滿意。

施工第三方的質量提升也是祥生控股質量管理體系的重要目標之一。我們修訂了《祥生地產供方管理制度》，對供方的定級、評估、以及違規處罰等全流程管理機制進行了優化。第三方質量管理體系包括資質審核、要求明確、舉報責任、源頭管理及定期評估等關鍵要素。相關措施包括但不限於開展供方資格審核；成立考察小組，對供方重要工程進行考察及打分評估；在合同中明確各供應商及參建單位項目質量要求；嚴格按照合同約定品牌進行進場驗收和複試，從源頭控制質量；委託第三方單位對部分材料進行專項檢查；開展季度飛行巡檢，內容包括實測實量、質量風險、紅線管理等；針對巡檢結果設置激勵與處罰措施；將審查結果與甲方項目管理人員績效掛鉤；及對供應商的工程質量進行半年度、年度評估和定級，作為後續合作的參考。

我們致力於通過信息化管理舉措提升質量管理效率。本集團利用祥生控股數字工程平台，將其建設成為涵蓋進度把控、質量管控和評估分析等全環節、全工程維度的綜合管控平台，實現了數據化和信息化的項目工程管理。

High quality delivery is an important guarantee for us to enhance our product power. This year, the Group added the Third Party Special Unannounced Inspection System for Underground Construction to the quarterly unannounced inspection to further standardize the management standards and processes during the construction process and before delivery. In order to effectively prevent delivery problems, we have adopted the form of “construction site open day” to link up with the property owners to participate in project quality supervision, show the construction process and delivery results to the property owners, and gain customer satisfaction with quality that can stand up to scrutiny.

Quality improvement of construction third parties is also one of the important objectives of the quality management system of Shinsun Holdings. We have revised the Supplier Management System of Shinsun Property to optimize the whole process management mechanism for the gradation, evaluation and penalties for non-compliance of suppliers. The third party quality management system comprises key elements of qualification review, clarifying requirements, reporting duty, management at source and regular evaluation. Related initiatives include but are not limited to conducting supplier qualification reviews; establishing an inspection team to inspect and score important projects of suppliers; clarifying the project quality requirements on each supplier and constructor in the contract; conducting acceptance checks and retesting in strict accordance with the contracted brands to control quality at source; entrusting third-party units to conduct special inspections on some materials; carrying out quarterly unannounced inspection, including actual measurement, quality risk, red line management, etc.; setting incentives and penalties measures based on review results; linking the review results with the performance of project management personnel of Party A; and conducting semi-annual and annual evaluation on and grading of suppliers' project quality as a reference for subsequent cooperation.

We are committed to enhancing the efficiency of quality management through information-based management initiatives. The Group utilised the digital project platform of Shinsun Holdings and built it into a comprehensive management and control platform covering the whole process and whole project dimensions such as progress control, quality control and evaluation and analysis, realizing data-based and information-based project work management.

匠心質造 極致創新

CREATE QUALITY PRODUCTS OF EXTREME INNOVATIVENESS WITH CRAFTSMANSHIP

質量文化建設

本集團高度重視員工的質量意識與水平，搭建了常態化的質量培訓體系。在本集團和地區公司層面，我們分別制訂了年度培訓計劃，涵蓋質量管控制度、營運計劃管理和景觀與裝修建設等專業內容。我們根據人員的層次和崗位，針對性地開展培訓項目，並將質量培訓與績效補貼掛鉤，將培訓完成情況與效果納入人員的績效考核，將質量管理的重要性與要求深植員工心中。

本集團定期進行《集團、區域標準建築做法》、《施工圖聯合審圖管理辦法》、《機電安裝工程標準化管理作業指引》、《防滲漏開裂管理作業指引》等制度的貫宣與專項培訓。

此外，本集團建立了人本學堂學分制度，對所有在職人員每個月在質量管理方面的在線學習課時提出了要求，並定期進行排名公示，旨在提高員工在品質管控方面的個人專業水平和職業素養。

祥生控股以優質的產品質量管理，獲得了良好的品牌口碑與行業和客戶的一致認可。

保障優質服務

祥生控股秉承「幸福無微不至」的品牌理念，以營造萬千家庭幸福生活為目標，致力於聆聽客戶的訴求，為住宅服務與商業服務的客戶提供配套的、盡心的客戶服務體驗，向客戶傳達祥生式的幸福生活理念。

住宅服務

在穩定交付的背後是祥生控股優質的客戶服務營運體系與貼心的客戶溝通。我們以先進的「全齡段、全周期」服務理念為導向，營造良好的社區氛圍，讓業主更有歸屬感、舒適感及品質感。

Quality Culture Construction

The Group attaches great importance to the quality awareness and level of its employees and has built a regular quality training system. At the Group and regional company levels, we have developed annual training programs covering professional contents such as quality control system, operation plan management and landscape and decoration construction. We carry out targeted training programs according to the level and position of personnel, and link quality training to performance allowance, and include the completion and effect of training in the performance appraisal for personnel, so as to deeply plant the importance and requirements of quality management into the minds of the employees.

The Group regularly conducts the promotion of and special training on systems such as the Group and Regional Standard Building Practices, the Administrative Measures for Joint Review of Construction Drawings, the Operating Guidelines for Standardized Management of Mechanical and Electrical Installation Works, the Operating Guidelines for Leakage and Cracking Prevention Management, etc.

In addition, the Group has established a credit system for the People-oriented Classroom, which sets out the requirements for hours of online learning in quality management each month for all current employees, and regularly publishes the rankings with the aim of improving employees' personal professionalism and professionalism quality in quality management and control.

With quality product quality management, Shinsun Holdings has gained good brand reputation and unanimous recognition from the industry and customers.

GUARANTEE OF QUALITY SERVICES

Adhering to the brand concept of "personalized happiness in every sense", Shinsun Holdings aims to create a happy life for thousands of families, and is committed to listening to customers' demands, providing customers of residential and commercial services with a supporting and dedicated customer service experience, and conveying concept of Shinsun-style happy life to customers.

Residential Services

Behind the stable delivery is the quality customer service operation system and attentive customer communication of Shinsun Holdings. We take the advanced "all-age, all-cycle" service concept as the guide to create a good community atmosphere, so that the property owners have a greater sense of belonging, comfort and quality.

服務提升

賦能客戶的美好生活是我們前進的力量。我們秉持「多一度溫度」的目標，通過對城市家庭服務需求的洞察與探索，升級打造「幸福π」五維服務體系，涵蓋幸福部落、幸福空間、幸福社群、幸福服務、幸福街區五大核心服務內容，為客戶提供全齡段、全周期的祥生式幸福生活體驗。

在此基礎上，我們發佈了《基於客戶觸點的服務里程碑節點管理標準及操作指引1.0》並構建了全周期服務體系。圍繞產品開發的流程，我們基於不同的客戶觸點設置了六大服務里程碑節點的管理要求和標準動作，貫穿於簽約前、簽約、等待期、交付前、交付、交付後的整體服務流程。

在客戶服務的風險管理方面，我們建立了全周期風險管控體系。我們已發佈《祥生客戶關係周期操作手冊》，指導本集團客戶服務風險管理工作的落地。同時，我們亦會協同多個部門共同開展銷售合同專項巡檢，以自檢和抽檢結合的方式排查風險。

在持續完善服務體系的同時，我們積極探索各種升級打造核心服務的可能。報告期內，我們持續推進「幸福服務官」和「業主品質官」兩大客戶服務IP¹，保障每一個階段的客戶服務銜接，從客戶角度出發，主動識別問題，並及時糾偏，積極建立與客戶的信任關係。

客戶溝通

我們把「人本」精神注入社區幸福生長的脈絡，打造了可以覆蓋全年齡段的社區生活形式，推動社群營運，為業主提供了無邊界的生活樂趣，並以社區為平台，通過多年積累孵化了多個具有本集團特色的社區活動IP。

Service improvement

Empowering our customers to live a better life is the power which drives us to move forward. We uphold the goal of “more warmth”, and through insight and exploration of the service needs of urban families, we upgraded and built a “Happy π” five-dimensional service system, covering five core service contents: happiness tribe, happiness space, happiness community, happiness service and happiness neighborhood, and providing customers with an all-age, all-cycle Shinsun-style happiness life experience.

On this basis, we released Service Milestone Node Management Standard and Operation Guidelines Based on Customer Touch Points 1.0 and built a full-cycle service system. Around the process of product development, we set up the management requirements and standard actions of six service milestone nodes based on different customer touchpoints, which run through the overall service process of pre-contracting, contracting, waiting period, pre-delivery, delivery and post-delivery.

In terms of risk management for customer service, we have established a full-cycle risk management and control system. We have upgraded and released the Shinsun Customer Relationship Cycle Operation Manual to guide the implementation of customer service risk management work across the Group. At the same time, we have collaborated with several departments to carry out special inspections of sales contracts, by a combination of self-inspection and random inspection to identify risks.

While continuing to improve our service system, we are actively exploring various possibilities to upgrade and build our core services. During the Reporting Period, we continued to promote two major customer services IP¹, namely “Happiness Service Officers” and “Property Owner Quality Officers”, to guarantee the link-up of the customer service at every stage, took the initiative to identify problems from the customer’s perspective and corrected them in a timely manner, and actively built a trusting relationship with the customers.

Communication with Customers

We have injected the spirit of “people-oriented” into the context of community happiness growth, created a form of community life that can cover all age groups, promoted community operation, provided the property owners with the pleasure of life without boundaries, and with the community as the platform, we have incubated several community activity IPs with the characteristics of the Group through years of accumulation.

¹ IP: 為營銷打造的統一的品牌形象及其相應的管理標準。
IP: A unified brand image for marketing and its corresponding management standards.

訴求響應

我們高度重視與客戶的交流和溝通，積極拓展溝通渠道，以保證及時了解並滿足客戶的訴求，讓「幸福」持續在線。祥生控股設有線上與線下、業務端與客戶端等多渠道溝通方式，形成從簽約到交付，全周期、全覆蓋的客戶溝通反饋與處理機制。

我們與客戶的每一次積極溝通和及時反饋，都體現本集團對服務品質的追求。我們發佈了一系列客訴響應制度，包括《呼叫中心作業指引》、《「幸福服務官」操作指引1.0》、《「業主品質官」操作指引1.0》等制度，明確了祥生控股的客戶投訴管理體系，以「2157」時間節點跟進客訴處理及考核，規範問題諮詢和投訴處理等工作的標準流程，保障業主的反饋能夠得到及時有效的處理。

「2157」時間節點客訴標準化管理體系為：

- 接到客戶投訴後，責任部門於2小時內系統接單
- 1天內形成初步解決方案，並反饋客戶
- 5天內處理完畢
- 如超過5天無法處理完成，則每7天對客戶反饋一次進展，直至投訴關閉

祥生控股也將投訴接單及時率、投訴反饋及時率、投訴關閉率等指標等相關指標納入地區公司的績效考核指標體系，持續強化投訴閉環的執行落地。

報告期內，我們並未接獲重大投訴。

Response to Demand

We attach great importance to communication with customers and actively expand communication channels to ensure that we understand and meet customers' demands in a timely manner, so that "happiness" is constantly online. Shinsun Holdings has set up multi-channel communication methods, such as online and offline, business end and customer end, to form a full-cycle, full-coverage customer communication feedback and processing mechanism from contracting to delivery.

Every positive communication with and timely feedback from our customers reflects the Group's pursuit of service quality. We have released a series of customer complaint response systems, including Call Center Operation Guidelines, Operation Guideline of "Happy Service Officer" 1.0, Operation Guidelines for "Property Owner Quality Officer" 1.0 and other systems to clarify the customer complaint management system of Shinsun Holdings, follow up the processing and assessment of customer complaints based on "2157" time nodes, standardize the standard process of problem consultation and complaint handling and ensure that the feedback from the property owners can be dealt with in a timely and effective manner.

"2157" Time Nodes Standardized Customer Complaints Management System refers to:

- After receiving a customer complaint, the responsible department will accept the order through system within 2 hours
- A preliminary solution will be formed and feedback will be given to the customer within 1 day
- The handling will be completed within 5 days
- If the handling cannot be completed in more than 5 days, the progress will be reported to the customer once every 7 days until the complaint is concluded

Shinsun Holdings also incorporates relevant indicators such as the timely rate of complaint acceptance, timely rate of complaint feedback and complaint conclusion rate into the performance assessment index system of regional companies to continuously strengthen the implementation of closed-loop of complaints.

During the Reporting Period, we have not received material complaints.

客戶滿意度管理

祥生控股堅守「服務為本，臻於至善」的理念，積極發掘與滿足客戶的各類需求，「用心營造幸福人居」，不斷提升客戶滿意度。

為了將客戶意見更好地融入我們的服務體系，基於對客戶滿意度結果的分析與研究，我們從產品與服務、風險與品質兩個角度入手，啟動了「追風行動」。圍繞銷售、交付、入住三大服務節點，高度細化客戶服務標準與要求，我們大力推動了全周期服務品質的提升，為進一步提升客戶滿意度確立了未來的工作方向。

客戶權益保障

本集團嚴格遵守《中華人民共和國廣告法》、《中華人民共和國物權法》、《中華人民共和國消費者權益保護法》、《中華人民共和國個人信息保護法》等法律法規的規定，高度重視客戶隱私保護，保障合規營銷，主動建設營銷管理制度和合規營銷風險管控機制，並積極完善客戶隱私安全保護措施，為客戶權益提供全面保障。

我們已制定了《祥生地產集團分銷、全民渠道管理辦法》，對分銷等銷售方的營銷口徑進行統一管控，並根據對一線的營銷檢查與本集團例行復查返檢發現的風險問題，針對性完善營銷方面的風險控制流程，明確營銷規範與管理標準。同時，我們發佈了《祥生地產集團營銷組織管理辦法》，進一步明確營銷的組織架構，對關鍵管理崗位的配置標準提出要求，從而加強營銷管理人員的團隊水平。此外，我們還修訂了《祥生地產營銷採購管理辦法》，結合實際情況合理簡化流程，以提升和優化營銷管理的效率。

Customer Satisfaction Management

Shinsun Holdings adheres to the concept of “be service-oriented and attain to perfection”, actively explores and satisfies various needs of customers, “creates happy living with heart”, and continuously improves customer satisfaction.

In order to better integrate customers' opinions into our service system, based on the analysis and research of customer satisfaction results, we launched the “Wind Catcher Action” from two perspectives: product and service, risk and quality. Focusing on the three service nodes of sales, delivery and occupancy, we highly refined customer service standards and requirements, vigorously promoted the improvement of service quality in the whole cycle, and set the future work direction to further improve customer satisfaction.

Customer Rights and Interests Protection

The Group strictly complies with the provisions of the Advertising Law of the People's Republic of China, the Real Right Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers, the Personal Information Protection Law of the People's Republic of China and other laws and regulations, attaches great importance to the protection of customer privacy, safeguards compliance marketing, takes the initiative to build a marketing management system and compliance marketing risk control mechanism, and actively improves customer privacy security protection measures, to provide comprehensive protection for customer rights and interests.

We have formulated the Management Measures of Shinsun Property Group for Distribution and Universal Channels to unify the management and control of the distribution and other marketing caliber of the selling parties, and to improve the risk control process in marketing in a targeted manner and clarify the marketing norms and management standards based on the risk issues identified in the marketing inspection for the frontline and the routine review of the Group. At the same time, we released the Marketing Organization and Management Measures of Shinsun Property Group to further clarify the organizational structure of marketing and set out requirements for the allocation standards of key management positions, so as to strengthen the team level of marketing managers. In addition, we also revised the Management Measures of Shinsun Property for Marketing and Procurement to reasonably simplify the process in combination with the practical situation in order to enhance and optimize the efficiency of marketing management.

匠心質造 極致創新

CREATE QUALITY PRODUCTS OF EXTREME INNOVATIVENESS WITH CRAFTSMANSHIP

為了保障營銷內容的規範和統一，本集團針對流程管理與能力提升兩方面採取了全面的合規營銷舉措，切實踐行負責任營銷。本集團的合規營銷管理舉措如下：

In order to ensure the standardization and uniformity of marketing content, the Group has adopted comprehensive compliance marketing initiatives for both process management and capacity enhancement to effectively practice responsible marketing. The Group's management measures for compliance marketing are as follow:

流程管理 Process Management	<ul style="list-style-type: none">• 確保營銷素材與營銷說辭經過項目各條線和各地區公司審核後後方可對外輸出• 在銷售前，協同多職能部門對所有公共展示區域的文字、物料進行嚴格的審核把關，符合相關法律法規後方能對外開放展示• Ensure that the marketing materials and marketing words have been reviewed by all project lines and regional companies before they are outputted• Before the sale, cooperate with multi-functional departments to conduct strict examination and control on the text and materials of all public display areas, and open and show them to the public only after they comply with relevant laws and regulations
能力提升 Capability Improvement	<ul style="list-style-type: none">• 對上崗銷售人員進行嚴格的說辭與行業規範考核，達到考核標準後方可上崗接待客戶• 請項目景觀、工程、設計師等專業條線人員對銷售人員進行專業培訓，增強銷售人員的專業度，加深項目相關產品信息輸出口徑的把握• Strict words and industry standards assessment are conducted on incoming sales staff, and meet the assessment standards before they are allowed to receive customers• Invite project landscape, engineering, designers and other professional line personnel to conduct professional training for sales staff to enhance the professionalism of sales staff and deepen the grasp of the output caliber of project-related product information
成果檢查 Outcome Check	<ul style="list-style-type: none">• 堅持開展銷售中心的月度明訪、暗訪，對銷售人員說辭進行核對，同時進行相應的優獎劣懲• Insist on carrying out monthly visits and unannounced visits to the sales center, check the sales staff's words, and at the same time, carry out the corresponding merit rewards and demerit punishment

為了更好保障各類營銷政策和措施的落地實施，我們以線上和線下相結合的方式，定期組織營銷管理培訓，結合營銷工作中的實際案例和經驗教訓對各項管理制度進行宣貫，保障優質的營銷服務體驗。

In order to better ensure the implementation of various marketing policies and measures, we regularly organize marketing management training in a combination of online and offline ways, combining actual cases and lessons learned in marketing work to promote various management systems and ensure a quality marketing service experience.

個人隱私保護是消費者服務和權益保護的重要工作環節，也是我們發展數字化客戶服務的必需保障。在制定個人信息保護工作規劃的同時，本集團積極響應《中華人民共和國個人信息保護法》著重分析了自身業務層面涉及的信息安全問題。我們製作並下發了《個人信息保護法對房地產企業的影響》，並總結和確立了開發商服務過程中的五大信息安全保護原則。當中包括：遵循合法、正當、必要和誠信原則；採取對個人權益影響最小的方式，限於實現處理目的的最小範圍原則；處理個人信息應當遵循公開、透明原則；處理個人信息應當保證個人信息質量原則；及採取必要措施確保個人信息安全原則。

同時，我們持續通過技術應用與優化管理流程為數字化服務打造安全環境。我們採取了信息加密、權限設置等方式部署了數據隔離方案，同時為員工設置了明確的數據訪問權限，在員工離職後立即註銷賬號，極大降低客戶信息洩露的可能，保障信息安全。

商業服務

祥生控股積極追求與商戶和消費者共同成長，不斷提升我們對商戶的服務質量，保障消費者的安全與權益，更好地實現商業中心的營運。

商戶服務

長期以來，本集團堅持「有創新、有品質、有情景、有溫度」的商業經營理念，執行嚴格的商戶准入和日常經營管理標準。同時，面對局部地區新冠疫情反覆和集中爆發的情況，我們持續落實商戶幫扶舉措，為商場的安全與穩定營運提供有力支持。

Personal privacy protection is an important part of consumer services and rights and interests protection, and is a necessary guarantee for the development of our digital customer service. While developing the work plan for personal information protection, the Group actively responded to the Personal Information Protection Law of the People's Republic of China by focusing on analyzing the information security issues involved in its own business level. We prepared and issued the Impact of the Personal Information Protection Law on Real Estate Enterprises, and summarized and established five major information security protection principles in the process of developer services. The five major principles include: following the principles of lawfulness, fairness, necessity and good faith; adopting the approach that has the least impact on the rights and interests of individuals and is limited to the minimum scope for achieving the purpose of processing; processing personal information should follow the principles of openness and transparency; processing personal information should follow the principle of personal information quality; and the principle of taking necessary measures to ensure personal information security.

At the same time, we continue to create a secure environment for digital services through technology applications and optimized management processes. We have adopted information encryption and permission settings to deploy data isolation solutions, while setting clear data access rights for employees and immediately canceling accounts after employees leave office, greatly reducing the possibility of customer information leakage and guaranteeing information security.

Commercial Services

Shinsun Holdings actively pursues mutual growth with our merchants and consumers, constantly improving the quality of our services to our merchants, safeguarding the safety and rights of our consumers, and better realizing the operation of our commercial centers.

Merchants Services

For a long time, the Group has adhered to the business philosophy of "innovation, quality, scenario and warmth" and implemented strict merchant access and daily management standards. Meanwhile, in the face of resurgent and concentrated outbreaks of the COVID-19 pandemic in local areas, we have continued to implement merchant assistance initiatives to provide strong support for the safety and stable operation of the shopping malls.

匠心質造 極致創新

CREATE QUALITY PRODUCTS OF EXTREME INNOVATIVENESS WITH CRAFTSMANSHIP

我們對商戶開展了滿意度調查，通過收集商戶的意見反饋，及時採取整改措施，為商戶提供人性化的服務體驗和可靠的營運服務。滿意度調查主要涵蓋營運管理、物業管理、現場經營環境以及企劃活動等方面。調查結果顯示，商戶對營運管理的嚴謹細緻滿意度較高，同時也對部分工作提出了重要建議。對此，我們積極開展服務提升工作，將調查結果落實為行動，以商戶的心聲促進服務水平的提升。有關商戶滿意度提升的舉措包括但不限於對營運管理人員實施定期營運管理知識培訓，加快提升營運管理能力；及提高設備維修保養的頻率，對商戶空調進行定期清洗，確保設備運行期間達到最佳使用效果。

消費者服務

在商業服務管理過程中，我們高度重視消費者的服務體驗，積極聽取消費者的意見和建議，致力於為消費者營造溫暖、安心的環境。

我們持續加強基礎設施建設並開展各類營銷活動，新增一系列多樣化的消費者服務舉措，為消費者營造更為便捷、舒心的服務體驗。相關舉措包括但不限於：

- 新增無感停車服務，縮短消費者進出商場的等待時間。
- 增加母嬰室服務，便於攜嬰父母出門在外照料哺乳期嬰兒進行護理、哺乳、集乳、餵食和備餐。

We conducted satisfaction survey on our merchants and, by collecting feedback from our merchants, took timely corrective measures to provide them with a humanized service experience and reliable operation services. The satisfaction survey mainly covered operation management, property management, on-site business environment and business planning activities. The survey results showed that merchants were highly satisfied with the rigorous and meticulous operation and management, and also put forward important suggestions for some of the work. In response, we actively carried out service improvement work, put the survey results into action, and promoted the improvement of service level with the voice of merchants. Measures related to merchants' satisfaction improvements include but are not limited to implementing regular operation management knowledge training for operation management personnel to accelerate the improvement of operation management capability, and increasing the frequency of equipment repair and maintenance, and conducting regular cleaning of the air conditioners of the merchants to ensure their optimal use during operation.

Consumer Services

In the process of commercial service management, we attach great importance to the service experience of consumers, actively listen to their opinions and suggestions, and are committed to creating a warm and reassuring environment for them.

We continued to strengthen our infrastructure and carry out various marketing activities, adding a series of diverse consumer service initiatives to create more convenient and comfortable service experience for consumers. Related initiatives include but are not limited to:

- New touchless parking service to shorten the waiting time for consumers to enter and exit the shopping mall.
- New baby care room services to make it convenient for parents on travelling with babies to care, for nursing, breastfeeding, milking, feeding and meal preparation.

綠色營運 踐行低碳

GREEN OPERATION AND LOW CARBON

祥生控股以綠色發展為企業的重要目標，致力於控制及減輕商業活動對營運所在地的環境影響。我們不斷完善環境管理制度和體系，將綠色發展貫穿到企業營運與項目建設的各個環節，在管理、設計、施工、營運等過程中，以開放、創新的姿態踐行可持續發展戰略，積極履行企業對環境的責任。

強化綠色管理

本集團嚴格遵守《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國水污染防治法》、《綠色施工導則》、《中華人民共和國環境保護法》、《中華人民共和國環境噪聲污染防治法》等法律法規，並搭建了完善的規章制度和管理體系。報告期內，我們未發生因違反中國環境法律及法規而被處以重大罰款或遭受處罰的相關事件。

環境管理目標

人與自然和諧共處，是祥生控股「營造幸福生活」的準則之一。祥生控股以身作則，在溫室氣體（「溫室氣體」）排放、能源管理、用水效益及廢棄物管理設定了相應的目標，不斷提升其可持續發展表現。我們依據環境管理目標積極落實相關行動，深度踐行綠色發展理念。

With green development as an important corporate goal, Shinsun Holdings is committed to controlling and mitigating the environmental impact of its business activities on the places where it operates. We are constantly improving our environmental management system and system, integrating green development into all aspects of corporate operations and project construction, practicing sustainable development strategies with openness and innovation in the process of management, design, construction and operation, and actively fulfilling our corporate responsibility to the environment.

STRENGTHEN GREEN MANAGEMENT

The Group strictly abides by the Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution, the Law of the People's Republic of China on the Prevention and Control of Water Pollution, the Guidelines on Green Construction, the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Pollution from Environmental Noise, and other laws and regulations, and has established a sound rules and regulations and management system. During the Reporting Period, we did not have any relevant incidents involving significant fines or penalties for violating PRC environmental laws and regulations.

Environmental management objectives

Harmonious coexistence between humans and nature is one of the guidelines of "Creating a Happy Life" of Shinsun Holdings. To lead by example, Shinsun Holdings has set targets for greenhouse gas ("GHG") emissions, energy management, water efficiency and waste management to continuously improve its sustainability performance. We are actively implementing actions in line with our environmental management objectives and are deeply committed to the concept of green development.

綠色營運 踐行低碳

GREEN OPERATION AND LOW CARBON

本集團的環境目標如下：

The Group's environmental targets are as follow:

<p>減少溫室氣體排放 Reduction of GHG emissions</p>	<ul style="list-style-type: none"> • 逐步搭建覆蓋所有營運地的碳排放管理體系，力爭維持並降低整體的碳排放 • 加大可再生資源的投資和採購 • 減少不必要的員工差旅出行 • We will gradually build a carbon emission management system covering all our operations and strive to maintain and reduce our overall carbon emissions • We increase investment and procurement of renewable resources • We reduce unnecessary employee travel
<p>持續強化能源管理 Continuous strengthening of energy management</p>	<ul style="list-style-type: none"> • 持續優化能源管理體系，提升能源使用效率 • 擴大清潔能源在項目和營運中的應用範圍 • 加強員工、供應商及合作夥伴的節能培訓與宣貫 • We continue to optimize our energy management system to improve the efficiency of energy use • We expand the application of clean energy in our projects and operations • We strengthen energy-saving training and awareness among employees, suppliers and partners
<p>穩步提升用水效率 Steady improvement in water efficiency</p>	<ul style="list-style-type: none"> • 探索節水設備和技術的應用，提高水資源利用率 • 加強員工、供應商及合作夥伴的節水培訓與宣貫 • We explore the application of water-saving devices and technologies to improve water utilization • We strengthen water conservation training and awareness among employees, suppliers and partners
<p>完善廢棄物管理機制 Improvement of waste management mechanism</p>	<ul style="list-style-type: none"> • 探索材料回收與再利用，加大廢棄物回收比例 • 進一步推廣綠色辦公（例如無紙化辦公）等減廢措施 • 提高員工、供應商及合作夥伴垃圾分類意識 • We explore material recycling and reuse, and increase the proportion of waste recycling • We further promote waste reduction measures such as green office (e.g. paperless office) • We raise awareness of waste separation among employees, suppliers and partners

應對氣候變化

氣候變化是當今全球共同面對的挑戰，本集團積極響應「雙碳」目標，全面推行低碳行動，將國家與自身發展方向相結合，積極應對氣候變化對商業營運帶來的風險。

報告期內，本集團參考氣候相關財務信息披露工作組(Task Force on Climate-Related Financial Disclosures, TCFD)的建議，有效識別了氣候變化對我們營運及財務等方面產生的影響，並分析了祥生控股現有的應對舉措。

Response to climate change

Climate change is a common global challenge today. The Group is actively responding to the “double carbon” goal, implementing low-carbon initiatives and integrating national development with its own to proactively address the risks posed by climate change to its business operations.

During the Reporting Period, the Group effectively identified the impact of climate change on our operations and finances with reference to the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), and analyzed the existing response initiatives of Shinsun Holdings.

風險類型 Risk type	風險因素 Risk factors	應對舉措 Response initiatives
實體風險 Physical Risk	暴雨、颱風、洪水、極端高溫 和寒冷氣候等極端天氣事件 Extreme weather events such as rainstorm, typhoon, flood, extreme high temperature and cold climate	<ul style="list-style-type: none"> 制定極端氣候預警機制及應急方案，並定期開展應急演練； 隨時監控極端天氣，提前或及時做出相應的準備及應對措施，保障員工、業主及商戶的安全； 根據項目所在地，將暴雨、洪水納入到產品的設計及施工規劃中，例如，投資開發降低洪水危險及補充地下水的「海綿城市」相關項目、加強山地項目場地防洪設計、臨湖臨河項目防汛水位、駁岸設計； 根據項目所在地，將颱風納入到產品的設計及施工規劃中，例如，在設計階段對外牆保溫材料進行改造，大幅降低颱風天氣造成保溫層整體脫落的風險，以及在項目中加入防強風設計，確保主體結構可以抵抗50年一遇的最大風壓；
	氣溫與降雨量的變化等影響 Effects such as changes in temperature and rainfall	<ul style="list-style-type: none"> 在項目中加入防淹沒設計，確保開閉所、變電所的選址避免設置在地勢低於室外地坪的地方。如無法避免，應採取防淹沒的措施，並有合理的排水方案。 We develop extreme weather warning mechanisms and emergency response plans, and conduct regular emergency drills; We monitor extreme weather at all times and prepare and respond in advance or in a timely manner to ensure the safety of employees, property owners and merchants; We incorporate rainstorms and floods into the design and construction planning of the product depending on the location of the project, for example, investing in the development of “sponge city” related projects to reduce the risk of flooding and replenish groundwater, strengthening the site flood prevention control design of mountain project, flood prevention water stage and bulkhead design of lakeside or riverside project; We incorporate typhoon into the product design and construction planning depending on the location of the project, for example, the exterior wall insulation materials are modified during the design phase to significantly reduce the risk of the overall insulation layer falling off due to typhoon weather, and the project is designed to prevent strong winds to ensure that the main structure can resist the maximum wind pressure of a 50-year event; We add anti-flooding design to the project to ensure that switching stations and substations should not be set up in places where the terrain is lower than the outdoor floor. If it cannot be avoided, measures to prevent flooding should be taken and a reasonable drainage plan should be adopted.

風險類型 Risk type	風險因素 Risk factors	應對舉措 Response initiatives
轉型風險 Transition Risk	政策和法律 Policy and law	<ul style="list-style-type: none"> 隨時關注並梳理監管及投資機構對碳排放的披露標準以及法律法規的更新，持續規範信息披露； 持續優化祥生控股的能源與碳排放數據的監測和披露，以滿足監管部門日益提升的信息披露要求； 在產品開發階段中將低碳、節能及綠色屬性納入考量，通過可持續融資框架探索綠色融資機遇，降低成本提高的風險。 We keep an eye on and sort out the disclosure standards of carbon emissions and updates to laws and regulations by regulatory and investment institutions, and continuously standardize information disclosure; We continue to optimize the monitoring and disclosure of energy and carbon emission data of Shinsun Holdings to meet the increasing disclosure requirements of the regulatory authorities; We take low-carbon, energy-saving and green attributes into consideration in the product development phase, and explore green financing opportunities through a sustainable financing framework to reduce the risk of increased costs.
	更嚴格的排放量報告義務 Stricter emissions reporting obligations	
	技術 Technology	<ul style="list-style-type: none"> 秉持「綠色建築設計」理念，持續將節能減排的目標納入產品設計及研發的過程中； 在設計前期探索項目運用可再生能源或低碳技術運用的可能性，例如利用可再生能源，如選擇太陽能(光伏)或空氣源熱泵系統達到節能降耗的效果； 持續探索装配式技術和集約化建造技術等，減少產品的碳排放。 We adhere to the concept of "green building design" and continue to incorporate the goal of energy saving and emission reduction into the process of product design and development; We explore the possibility of using renewable energy or low-carbon technologies in the project in the pre-design stage, for example, using renewable energy, such as solar (photovoltaic) or air source heat pump systems to achieve energy saving and consumption reduction; We continue to explore assembly technology and intensive construction technology, etc., to reduce the carbon emissions of our products.
	市場 Market	<ul style="list-style-type: none"> 消費者對綠色產品的青睞 Consumer preference for green products 採購成本上漲 Rising procurement costs 持續增強綠色建築、低碳建築項目的關注與投入； 關注採購品價格變化趨勢，通過合理配置資源，管控綠色材料的採購成本； 通過供應鏈交流和「綠鏈行動」，促進供應鏈的低碳轉型，降低採購風險。 We continue to increase our focus and investment in green building and low-carbon construction projects; We pay attention to the trend of price changes of procured goods and control the procurement cost of green materials through rational allocation of resources; We promote the low-carbon transformation of the supply chain and reduce procurement risks through supply chain communication and "Green Chain Initiative".
聲譽 Reputation	<ul style="list-style-type: none"> 媒體、客戶及公眾對企業責任的重視 Media, customers and the public's attention to corporate responsibility 利益相關方對負面信息的關切 Stakeholders' concerns about negative information 逐步加大綠色建築項目的投入，提升並宣傳產品的節能環保屬性及減排技術的應用； 持續優化企業的對外傳播渠道，積極向利益相關方更新低碳舉措與成果。 We gradually increase our investment in green construction projects, enhance and promote the energy-saving and environmental attributes of our products and the application of emission reduction technologies; We continue to optimize our corporate external communication channels and actively update our stakeholders on low-carbon initiatives and achievements. 	

打造綠色產品

在產品設計研發階段，祥生控股秉承綠色建築設計的理念，於建築的全生命週期內，通過節地、節水、節能、採用裝配式建築體系、規劃及建築設計、減排、創新研發、室內裝修設計及集約化建造技術等九個方面最大限度節約資源，提供健康適用、高效使用、與自然和諧共生的綠色建築。

推進綠色工程

作為專注於可持續發展的負責任企業，祥生控股對綠色工程的探索由來已久。我們在項目施工過程中堅持環保理念，將節能降耗與環境保護放在首位。我們同樣要求承包商嚴格遵循節能環保層面的相關法律法規要求，並建立了針對供應商和承建商的環境保護管理體系，通過規範管理流程與開展定期審查將環保理念融入品質工程，攜手共築綠色價值鏈。

資源使用

在施工過程中合理配置資源以減少消耗，是實現節能減排目標和可持續發展長遠目標的重要舉措。祥生控股積極探索資源的循環利用以及可再生能源的使用。我們堅持使用標準化與模塊化的臨時施工設施及加工材料，在確保安全與質量的基礎上提升了資源再利用的比例。同時，我們在施工現場積極擴大太陽能光伏發電技術的使用場景，以清潔能源為抓手帶動工程項目的綠色轉型。

在水資源管理方面，祥生控股嚴格遵守營運所在地的相關法律法規，根據項目施工情況因地制宜地建立了針對性的水資源使用方面的管理舉措，持續通過中水回用等舉措提高水資源的重覆利用率。

CREATING GREEN PRODUCTS

In the product design and development stage, Shinsun Holdings adheres to the concept of green building design, and provides green buildings that are healthy and applicable, efficient in use, and in harmony with nature by maximizing resource conservation in nine aspects, including land saving, water saving, energy saving, prefabricated building system, planning and architectural design, emission reduction, innovative research and development interior decoration design, and intensive construction technology etc. throughout the life cycle of the building.

PROMOTING GREEN ENGINEERING

As a responsible corporate focusing on sustainable development, Shinsun Holdings has been exploring green engineering for a long time. We adhere to the concept of environmental protection in the process of project construction, and put energy conservation and environmental protection in the first place. We also require contractors to strictly abide by relevant laws and regulations on energy conservation and environmental protection, and have established an environmental protection management system for suppliers and contractors, integrating environmental protection concepts into quality engineering by standardizing management processes and conducting regular reviews to build a green value chain together.

Use of resource

Rational allocation of resources to reduce consumption during the construction process is an important step to achieve the goal of energy conservation and emission reduction and the long-term goal of sustainable development. Shinsun Holdings actively explores the recycling of resources and the use of renewable energy. We insist on using standardized and modularized temporary construction facilities and processing materials to enhance the proportion of resource reuse on the basis of ensuring safety and quality. Meanwhile, we actively expand the use scenarios of solar photovoltaic power generation technology at construction sites to drive the green transformation of engineering projects with clean energy as a grasp.

In terms of water resources management, Shinsun Holdings strictly abides by the relevant laws and regulations of the place where it operates, and establishes targeted management measures for water resources use according to the project construction situation and local conditions, and continues to improve the reuse of water resources through measures such as reclaimed water reuse.

綠色營運 踐行低碳

GREEN OPERATION AND LOW CARBON

中水回用舉措包括但不限於施工現場設置雨水收集及中水循環利用系統；及施工綠化、道路清掃、車輛沖洗及其它施工用水優先使用中水。

排放管理

祥生控股在施工過程中對各項環境指標進行標準化要求，嚴格控制大氣及噪聲污染。我們在《安全文明標準化管理作業指引》中相關舉措的落實進行了明確規定，通過全面舉措控制施工過程中的揚塵及噪音，確保文明施工、綠色施工。

控制揚塵舉措包括但不限於現場辦公區、生活區、生產區、主要施工道路等，地面必須混凝土硬化；現場大門口必須設置洗車槽，配備高壓沖洗裝置，有排水、泥漿沉澱池等設施；及在現場設置專業PM2.5揚塵監控設備。控制噪音舉措包括但不限於嚴格按照國家規定的施工時間要求進行施工作業；優先選擇低噪音設備；及在聲源處進行遮擋。

在廢水排放管理方面，祥生控股制定了污水排放管理規定，施工現場的道路、場地必須設排水溝、集水井，污水經沉澱池沉澱處理後排入市政排水系統；針對廚房和廁所廢水，我們根據項目所在地的環保要求設置化糞池，嚴禁直接排放。

針對廢棄物管理，祥生控股嚴格遵守《中華人民共和國固體廢物污染環境防治法》與項目所在地關於廢棄物的管理要求，形成了從廢棄物產生、安全存放、合理處置到回收利用的全流程常態化管理機制。同時，我們根據《國家危險廢物名錄》內規定的有害廢棄物設立了獨立的存放點，並交由項目所在地政府相關部門運輸收納，確保建築廢棄物的合規排放。

Reclaimed water reuse initiatives include but are not limited to rainwater collection and reclaimed water recycling system are set up at construction site; and reclaimed water is given priority to construction greening, road cleaning, vehicle washing and other construction water.

Emission management

Shinsun Holdings has standardized requirements for various environmental indicators during the construction process, and strictly controls air and noise pollution. We have clearly stipulated the implementation of relevant initiatives in the Operation Guidelines for Standardized Safety and Civilization Management, to control dust and noise during construction process through comprehensive measures, thus ensuring civilized and green construction.

Dust control initiatives include but are not limited to on-site office areas, living areas, production areas, main construction roads and other grounds must be hardened with concrete; a car wash tank must be set up at the gate of the site, equipped with a high-pressure washing device, with facilities such as drainage and mud sedimentation tanks; and setting up professional PM2.5 dust monitoring equipment on site. Noise control initiatives include but are not limited to construction work in strict accordance with the national construction time requirements; preference for low-noise equipment; and blocking at the sound source.

In terms of wastewater discharge management, Shinsun Holdings has set up regulations on wastewater discharge. Drainage ditches and water collection wells must be set up on roads and sites of construction sites, and wastewater is discharged into the municipal drainage system after precipitation treatment in sedimentation tanks; for kitchen and toilet wastewater, we set up septic tanks according to the environmental requirements of the project site, and direct discharge is strictly prohibited.

For waste management, Shinsun Holdings strictly complies with the Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution and the waste management requirements of the project site, and has formed a normalized management mechanism for the whole process from waste generation, safe storage, reasonable disposal to recycling. Meanwhile, we have set up independent storage points for the hazardous waste specified in the National Catalogue of Hazardous Wastes, and deliver them to the relevant government departments where the project is located for transportation and collection to ensure the compliant discharge of construction waste.

本集團對固體廢棄物進行分類，按可回收利用無毒無害、可回收利用有毒有害、不可回收利用無毒無害、不可回收利用有毒有害進行分類存放、分類處理。就一般固體廢棄物管理，我們會對施工過程中產生的紙張、鋼筋、玻璃和其他可回收廢物進行分類和回收。就有害廢棄物管理，我們嚴禁將有毒有害廢棄物用作土方回填，以免污染地下水和環境。

倡導綠色營運

綠色辦公

祥生控股在日常辦公中積極推行綠色辦公理念，將環保融入到企業發展的每一步中。為了形成體系化、科學化的綠色辦公制度，我們持續進行經驗總結與輸出。報告期內，本集團將各地區及總部的經驗匯編成冊，形成《降本增效藍皮書》並在公司內部大力推廣，促進了企業良性發展與環境友好型社會建設。

降本增效藍皮書從辦公能耗、資產管理、車輛管理、開辦管理、餐廳管理、差旅管理、等十個方面出發，總結了行政管理中可以踐行環保與綠色舉措的各個方面，同時輸出了本集團內部以及對標外部的經典案例，詳細闡述了綠色舉措執行方式與可行性。為了進一步擴大綠色理念的覆蓋範圍，我們針對員工的日常生活總結了降本節效的舉措建議，倡導所有員工共同踐行可持續生活理念。

The Group conducts sorting storage and sorting treatment of solid waste of recyclable non-toxic and non-hazardous, recyclable toxic and hazardous, non-recyclable non-toxic and non-hazardous, non-recyclable toxic and hazardous. For general solid waste management, we sort and recycle paper, steel, glass and other recyclable waste generated during the construction process. For hazardous waste management, toxic and hazardous waste is strictly prohibited to be used as earth backfill to avoid pollution of groundwater and the environment.

ADVOCATING GREEN OPERATION

Green office

Shinsun Holdings actively promotes the concept of green office in its daily office and integrates environmental protection into every step of corporate development. In order to form a systematic and scientific green office system, we continue to summarize and export our experience. During the Reporting Period, the Group compiled the experiences of each region and headquarters into a booklet, forming the Blue Book on Cost Reduction and Efficiency Improvement, and vigorously promoted it within the company, which promoted the sound development of the enterprise and the construction of an environment-friendly society.

The Blue Book on Cost Reduction and Efficiency Improvement summarizes various aspects in administrative management where environmental protection and green initiatives can be practiced from ten aspects, including office energy consumption, asset management, vehicle management, start-up management, restaurant management, travel management, etc. We also output classic cases from within the Group and against external benchmarks, and elaborate on the implementation methods and feasibility of green initiatives. In order to further expand the coverage of the green concept, we summarized the cost reduction and efficiency saving initiatives for the daily life of employees, and advocated all employees to practice the concept of sustainable living together.

綠色營運 踐行低碳

GREEN OPERATION AND LOW CARBON

其他綠色辦公措施包括但不限於：

Other green office initiatives include but are not limited to :

<p>光盤行動不浪費 宣傳踐行我可以 Promote and practice the Clear Your Plate Campaign without wasting food</p>	<ul style="list-style-type: none"> • 餐廳就餐適量取食，吃多少盛多少，吃完為止，吃飽為好，向「舌尖上的浪費」說不 • 宣傳光盤行動，積極提醒同伴，及時制止浪費糧食的現象 • Take appropriate amount of food when dining in restaurants, serve as much as you eat, and eat until you are done without wasting food • Promote the Clean Your Plate Campaign and actively remind peers to stop wasting food in a timely manner
<p>節約水電要謹記 無紙辦公跟潮流 Remember to save water and electricity and keep up with the trend of paperless office</p>	<ul style="list-style-type: none"> • 辦公區域做到隨手關燈，會議室無人或工位無人時及時將各電源關閉 • 節約用水，在茶水間、衛生間等地用水後及時關好水龍頭 • 儘量使用電子文件，推進無紙化辦公 • Turn off the lights in the office area, and turn off the power in time when there is no one in the conference room or at the workstation • Save water and turn off the taps in time after using water in the pantry, toilet, etc. • Try to use electronic documents to promote paperless office
<p>合理規劃出差行 同行順便拼一拼 Reasonable planning of business trips and carpooling with fellow travelers</p>	<ul style="list-style-type: none"> • 合理規劃出差行程，優先線上溝通，減少出差 • 本地儘量使用公共交通出行或向順路的同事拼車外出 • Plan business trips reasonably and prioritize online communication to reduce travel • Try to use public transportation or carpool with colleagues on the way to travel locally

綠色營運

祥生控股堅持綠色的商業營運模式，不僅在營運中納入綠色理念、環保材料與設備的推廣應用，還依託智能化、數據化等先進技術和模式提升商業的效率，從而實現環保與效益的雙贏，以綠色環保為支點逐步優化商業的營運模式。

Green Operation

Shinsun Holdings insists on a green business operation model, not only incorporating green concepts and the promotion and application of environmentally friendly materials and equipment in its operations, but also relying on intelligent, data-based and other advanced technologies and models to enhance the efficiency of business, thus achieving a win-win situation for both environmental protection and benefits, and gradually optimizing the business operation model with green environmental protection as the fulcrum.

本集團節能減排措施包括但不限於：

Energy saving and emission reduction measures for the Group include but are not limited to:

- 編制照明日常開啟時間表，嚴格遵循時間表進行開閉；
- 滿足日常亮度下，場內照明僅開啟50%，並關閉連廊測燈帶及穹頂照明；
- 滿足日常亮度的條件下，地下室停車場照明燈管拆除50%，保留50%開啟；及
- 全員日常場內巡檢，對於過亮、過暗點位照明系統做到靈性調整開閉。
- Compile the daily lighting timetable, and strictly follow the timetable for opening and closing;
- In the case of meeting the daily brightness, the lighting in the site is only turned on by 50%, and the side light strips and dome lighting of the corridor are turned off;
- Under the condition of meeting the daily brightness, 50% of the lighting tubes in the basement parking lot are removed, and 50% are left on; and
- During the daily on-site patrol and inspection, the lighting system at over bright and dark points can be adjusted in a flexible way.

整體而言，因為人員減少、項目減少及辦公面積大幅縮減、對節能減排進行宣貫監督，及疫情期間進行居家辦公等安排，本集團的環境數據績效，尤其能源消耗及溫室氣體排放總量有明顯下降。

Overall, due to the reduction in the number of employees, projects and office area, promotion and supervision of energy saving and emission reduction, and the implementation of home office during the epidemic period, the Group's environmental data performance, in particular total energy consumption and GHG emissions, has decreased significantly.

報告期內，本集團環境數據績效如下：

During the Reporting Period, the environmental data performance of the Group is as follows:

指標	Indicator	單位	Unit	2022年 2022
直接能源消耗	Direct energy consumption			
• 汽油	• Gasoline	升	litre	79,757
間接能源消耗	Indirect energy consumption			
• 外購電力	• Purchased electricity	千瓦時	kWh	1,350,394
能源消耗¹	Energy consumption¹			
• 直接能源消耗	• Direct energy consumption	噸標準煤	tonne of coal equivalent	75.11
• 間接能源消耗	• Indirect energy consumption	噸標準煤	tonne of coal equivalent	165.96
綜合能耗總量	Total comprehensive energy consumption	噸標準煤	tonne of coal equivalent	241.07
綜合能耗密度 ²	Comprehensive energy consumption intensity ²	噸標準煤/百萬元人民幣	tonne of coal equivalent/RMB000'000	0.01
溫室氣體排放³	GHG emissions³			
• 範圍1：直接溫室氣體排放量	• Scope 1: Direct GHG emissions	噸二氧化碳當量	tCO ₂ e	179.75
• 範圍2：能源間接溫室氣體排放量	• Scope 2: Energy indirect GHG emissions	噸二氧化碳當量	tCO ₂ e	770.13
溫室氣體排放總量	Total GHG emissions	噸二氧化碳當量	tCO ₂ e	949.88
溫室氣體排放密度	GHG emissions intensity	噸二氧化碳當量/百萬元人民幣	tCO ₂ e/RMB000'000	0.05
水資源	Water resources			
用水總量	Total water consumption	噸	tonne	50,839
用水密度	Water consumption intensity	噸/百萬元人民幣	tonne/RMB000'000	2.58
廢水排放量	Wastewater discharge			
廢水總量	Total wastewater	噸	tonne	1,509
廢水密度	Wastewater intensity	噸/百萬元人民幣	tonne/RMB000'000	0.08

綠色營運 踐行低碳

GREEN OPERATION AND LOW CARBON

指標	Indicator	單位	Unit	2022年 2022
無害廢棄物	Non-hazardous waste			
• 建築廢棄物	• Building waste	噸	tonne	13.00
• 辦公紙張	• Office paper	噸	tonne	7.55
• 廚餘垃圾	• Kitchen waste	噸	tonne	15.05
• 其他一般廢棄物	• Other general waste	噸	tonne	4.32
無害廢棄物排放總量	Total non-hazardous waste discharge	噸	tonne	39.92
無害廢棄物排放密度	Non-hazardous waste discharge intensity	千克/百萬元人民幣	kg/RMB000'000	2.03
有害廢棄物	Hazardous waste			
• 廢硒鼓墨盒	• Used toner cartridge	噸	tonne	0.53
• 廢電池	• Used batteries	個	piece	221
• 廢日光燈或節能燈管	• Used fluorescent lamps or power-saving fluorescent lamps	根	piece	40
• 廢電子電器設備	• Used electronic and electrical equipment	部	set	34
• 其他	• Others	噸	tonne	-
有害廢棄物排放總量	Total hazardous waste discharge	噸	tonne	0.97
有害廢棄物排放密度	Hazardous waste discharge intensity	千克/百萬元人民幣	kg/RMB000'000	0.05

1 綜合能耗消耗量計算國家市場監督管理總局和國家標準化管理委員會發布的《綜合能耗計算通則》(GB 2589-2020)進行核算。

2 截至2022年12月31日，本集團的年度總收益為人民幣19,701,040,000元。此數據亦會用於計算其他密度數據。

3 溫室氣體排放數據按二氧化碳當量呈列，其計算方法乃參照以下資料，包括但不限於：世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、中國生態環境部發布的《關於做好2023-2025年發電行業企業溫室氣體排放報告管理有關工作的通知》、各國政府間因氣候變化而成立的專門委員會所發布的《第五次評估報告》內的全球升溫可能值、聯交所發布的《如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引》及國家發展改革委員會發布的《公共建築營運企業溫室氣體排放核算方法與報告指南》。

1 The calculation of comprehensive energy consumption is made with reference to the General Principles for Calculation of Comprehensive Energy Consumption (GB2589-2020) issued by the State Administration for Market Regulation and the National Standardization Administration.

2 As at 31 December 2022, the Group's total annual revenue was RMB19,701,040,000. The intensity of air emissions is supplemented to monitor the progress against the target.

3 GHG emissions data are presented in terms of carbon dioxide equivalent. Its calculation method is based on, including but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, "Notice on the Management of Enterprise Greenhouse Gas Emissions Reporting by Power Generation Industry for 2023-2025" issued by the Ministry of Ecology and Environment of the PRC, the "Global Warming Potential Values" from the IPCC Fifth Assessment Report, 2014 (AR5), "How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, and "Guidelines of the Greenhouse Gas Emissions Accounting and Reporting for the Public Building Operation Enterprises" issued by the National Development and Reform Commission of China.

人才為先 發展為本

TALENT FIRST AND DEVELOPMENT ORIENTED

本集團秉持「以人為本」的企業價值觀，以「吸納人才、發展人才」為用人宗旨，打造可持續發展的人才戰略。我們堅決維護員工的合法權益，努力建設平等、開放、包容、共進的職場環境，助力員工實現多元發展與個人提升。我們積極踐行人文關愛，切實提升員工的幸福感，為企業健康成長提供人才保障。

踐行合規僱傭

員工概況

祥生控股嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》等法律法規，明確禁止使用童工和強迫勞動，積極維護女性員工權益，確保合規僱傭。我們制定並實施了《人事營運管理手冊》、《招聘管理制度》、《內部推薦管理辦法》、《祥生地產學分管理辦法試行版》等一系列內部指導政策，明確規範了在員工招聘、晉升途徑、薪資福利、績效考核、培訓機制、安全管理等方面的人才管理過程，為員工提供全環節的權益保障。

多元化人才是助力企業良性發展的堅實力量。我們致力於豐富員工的背景，為企業注入多樣性的人才力量。我們尊重員工在性別、年齡、種族、宗教信仰等方面的差異，反對任何形式的歧視和不平等競爭，確保工作環境的多元、平等和尊重。

The Group upholds the corporate value of “people-oriented” and takes “attracting and developing talents” as its employment principle to build a sustainable talent strategy. We are determined to protect the legitimate rights and interests of our employees and strive to build an equal, open, inclusive and progressive workplace environment to help our employees achieve diversified development and personal improvement. We actively practice humanistic care, enhance the happiness of our employees, and provide talent protection for the healthy growth of the Company.

PRACTICING COMPLIANCE WITH EMPLOYMENT REGULATIONS

EMPLOYEE PROFILE

Shinsun Holdings strictly abides by the Labour Law of the People’s Republic of China, the Labour Contract Law of the People’s Republic of China, explicitly prohibits the use of child labour and forced labour, actively defends women’s rights and ensures compliance with employment regulations. We have formulated and implemented a series of internal guidance policies such as the Personnel Operation Management Manual, the Recruitment Management System and the Internal Recommendation Management Method and Shinsun Property Credit Management Regulations (Trial Version), which clearly regulate the talent management process in terms of employee recruitment, promotion ways, salary and benefits, performance assessment, training mechanism and safety management, and provide employees with protection of their rights and interests in all aspects.

Diversified talents are the solid force to promote the sound development of enterprises. We are committed to enriching the background of our employees and injecting the power of diversified talent into the Company. We respect the differences in gender, age, race and religion of our employees and oppose any form of discrimination and unequal competition to ensure a diversified, equal and respectful working environment.

人才為先 發展為本

TALENT FIRST AND DEVELOPMENT ORIENTED

截至2022年12月31日，本集團共有1,256名員工，員工按性別、年齡組別、地區及僱傭類分的具體情況如下：

As of 31 December 2022, the Group had 1,256 employees, broken down by gender, age group, geographical region and type of employment as follows:

僱員人數	Number of employees	2022年12月31日 31 December 2022
總計	Total	1,256
按性別劃分	By gender	
男性	Male	744
女性	Female	512
按年齡組別劃分	By age group	
30歲以下	Below 30 years old	286
30-39歲	30-39 years old	761
40-50歲	40-50 years old	187
50歲以上	Above 50 years old	22
按僱傭類型劃分	By employment type	
全職	Full-time	1,256
兼職	Part-time	-
按地區劃分	By geographical region	
總部	Headquarter	83
華北區域	North China region	91
華東區域	East China region	1,082

截至2022年12月31日，本集團按性別、年齡組別和地區劃分的僱員流失比率如下：

As of 31 December 2022, the Group's employee turnover rates by gender, age group and geographical region are as follows :

僱員流失比率 ¹	Employee turnover rate ¹	2022年 2022
總計	Total	136%
按性別劃分	By gender	
男性	Male	138%
女性	Female	134%
按年齡組別劃分	By age group	
30歲以下	Below 30 years old	250%
30-39歲	30-39 years old	109%
40-50歲	40-50 years old	79%
50歲以上	Above 50 years old	73%
按地區劃分	By geographical region	
總部	Headquarter	107%
華北區域	North China region	41%
華東區域	East China region	146%

1 僱員流失率 = 年內離職僱員人數 ÷ 年末僱員人數 × 100%。

1 Employee turnover rate = number of employees leaving employment within the year ÷ number of employees at the end of the year × 100%.

人才招聘

公平、公正與公開的招聘是吸引優秀人才加入的第一步。本集團持續完善與更新招聘管理制度，並於報告期內新增《員工內部推薦管理制度》、《獵頭渠道管理辦法》等管理制度，確保招聘流程的專業化、規範化與體系化，提升候選人體驗與招聘工作質量。針對校園招聘與社會招聘，本集團分別建立了多個渠道，基於崗位需求針對性地開展招聘活動，持續引進優秀人才。

本集團嚴格遵守相關法律法規，以杜絕任何聘用童工及強制勞工的情況。我們要求新員工入職時提供真實準確的個人資料以供審查及核對，將人事檔案紀錄在案。員工加班均遵循自願原則，以避免違反勞工準則，並切實維護員工權益。如發現有任何童工或強迫性勞動情況，我們會立即進行調查，並立即制止相關情況。

薪酬福利

祥生控股設立了科學合理的薪酬福利體系，通過完善的薪酬結構與豐富的福利支持，確保每位員工的價值得到充分體現。我們嚴格遵守《中華人民共和國勞動法》、《工資支付暫行條例》等相關法律法規，結合本集團自身情況與行業發展現狀，制定並實施了《全面薪酬管理制度》、《福利管理辦法》、《考勤與休假管理辦法》等一系列內部制度規範，確保落實按勞分配、同工同酬的基本原則。

本集團關注員工與其家庭成員的生活質量，為員工提供了多元化的福利待遇。我們在五險一金等法定福利的基礎上提供了節日福利等額外福利，並設有與員工生活息息相關的一系列補貼政策。

與此同時，我們重視女性員工關懷，以實際行動塑造平等化、人性化的幸福工作氛圍。針對困難員工，祥生控股通過基金會等方式對員工及員工直系親屬重大疾病造成家庭經濟困難、子女就學困難等情況提供經濟援助，切實關懷員工。

Talent Recruitment

Fair, impartial and open recruitment is the first step to attract outstanding talents to join us. The Group has continued to improve and update its recruitment management system, and has added new management systems such as Internal Staff Recommendation Management System and Headhunting Channel Management Regulations during the Reporting Period to ensure a professional, standardized and systematic recruitment process and enhance the candidate experience and quality of recruitment work. For campus recruitment and social recruitment, the Group has established multiple channels to launch recruitment activities based on job requirements and continue to bring in outstanding talents.

The Group strictly complies with relevant laws and regulations to prevent any employment of child labor and forced labor. We require our new employees to provide true and accurate personal information for review and verification, after which the personnel files will be kept on record. Employees work overtime on a voluntary basis to avoid any violations of labor standards and safeguard our employees' rights. If any form of child labor or forced labor is found, we shall immediately investigate, and stop relevant situation.

Compensation and Benefits

Shinsun Holdings has set up a scientific and reasonable remuneration and benefit system to ensure that the value of each employee is fully realized through a perfect remuneration structure and rich welfare support. We strictly abide by the Labor Law of the People's Republic of China, the Payment of Wages Tentative Provisions and other relevant laws and regulations, and have formulated and implemented a series of internal systems and regulations, including the Comprehensive Compensation Management System, the Benefit Management Regulations and the Attendance and Leave Management Measures, to ensure the implementation of the basic principles of distribution according to labor and equal pay for equal work.

The Group cares about the quality of life of its employees and their families and offers a wide range of benefits to its employees. We provide additional benefits such as holiday benefits based on the statutory benefits such as the statutory benefits of five social insurances and housing fund, as well as a series of subsidies that are closely related to employees' lives.

At the same time, we attach great importance to the care of female employees and take practical actions to create an equal and humanized atmosphere of happiness at work. For employees in difficulty, Shinsun Holdings provides financial assistance to and cares for employees and their immediate family members through foundations and other means to help them with financial difficulties caused by major illnesses and schooling difficulties of their children.

人才為先 發展為本

TALENT FIRST AND DEVELOPMENT ORIENTED

為了合理配置人才資源，提高員工綜合素養並發揮其最大潛能，本集團持續完善績效考核制度。以公平透明為基本原則，我們建立了管理崗位指標庫，進一步確保了考核的規範與可量化。同時，我們持續優化專項激勵及條線激勵機制，並為高品質人才提供完備的戶政與人才補貼，充分激發員工潛能，全面調動員工的積極性。

推動人才發展

員工的成長與發展是驅動企業穩步前進、保持基業常青的根本所在。本集團持續完善人才培養機制，不斷優化員工晉升體系，引導並支持員工提升專業素養和職業技能，為企業發展提供堅實的內部驅動力。

培訓體系

祥生控股以落實人才發展為己任，不斷優化培養思路與體系，為員工發展夯實保障。我們制定並嚴格執行《祥生商學院內訓師管理辦法》(試行版)、《祥生商學院新員工培訓管理辦法》(試行版)以及《祥生商學院培訓管理制度》(試行版)等內部管理制度，並於報告期內，新增了《祥生地產學分管理辦法(試行版)》，指導人才培養體系的全面落地。同時，我們基於業務和員工發展需求，於本年度升級了原有的培訓體系，迭代構建了基於人才階梯式成長的「生力軍」人才培養和賦能體系。目前，「生力軍」人才培養體系在人員層面已經能夠實現公司中、基層員工全覆蓋，在內容層面實現覆蓋一線業務到管理實踐，為公司的人才發展戰略提供了全面的部署與規劃。

In order to rationally allocate human resources, improve the comprehensive quality of employees and give full play to their potential, the Group continues to improve the performance appraisal system. With fairness and transparency as the basic principle, we have established the management position index database to further ensure the standard and quantifiable assessment. At the same time, we continue to optimize the special incentive and line incentive mechanism, and provide complete household administration and talent subsidy for high-quality talents to fully stimulate the potential of employees and fully mobilize the enthusiasm of employees.

PROMOTE THE DEVELOPMENT OF TALENTS

The growth and development of employees is the fundamental reason to drive the enterprise forward steadily and keep the foundation evergreen. The Group continues to improve the talent training mechanism, optimizes the employee promotion system, guides and supports employees to improve their professional quality and vocational skills to provide a solid internal driving force for the development of the enterprise.

Training System

Shinsun Holdings takes the development of talents as our responsibility and continuously optimize the training ideas and system to ensure the development of our employees. We have formulated and strictly enforced internal management systems such as Management Measures for Internal Trainers of Shinsun Business School (Trial Version), Management Measures for New Employee Training of Shinsun Business School (Trial Version) and Training Management System of Shinsun Business School (Trial Version), and added Credit Management Regulations of Shinsun Property (trial version) during the Reporting Period to guide the full implementation of the talent training system. At the same time, we upgraded the original training system based on business and employee development needs during the year, and iteratively constructed the “New Trainee, Key Force, Reserve Team” Talent Cultivation and Empowerment System based on the ladder of talent growth. At present, the “New Trainee, Key Force, Reserve Team” Talent Cultivation System has achieved full coverage of employees at middle and junior level at the personnel aspect, and covered front-line business to management practices at the content level, providing comprehensive deployment and planning for the talent development strategy of the Company.

祥生控股圍繞人才多元化培養理念，針對不同層級的員工提供一系列針對性的培訓計劃，並輔以經理人管理訓練、學舟計劃等特色培訓項目，全方位賦能員工。與此同時，針對新員工的啟新計劃幫助新員工踏出職業發展第一步，提升人才留存率。

同時，本集團高度重視企業合規文化方面的建設，並會舉辦若干合規培訓，包括但不限於《行政合規風險管理制度宣貫》、《第三方合規管理要點》、《投標合規管理》、《合同合規管理》、《採購合規管理》等，持續提升全員合規意識與水平。

在持續完善培訓戰略與內容的同時，祥生控股不斷挖掘豐富多元的培訓渠道與形式，為不同類型的培訓匹配適用高效的媒介，提升員工參與培訓的便利度與主動性。我們的培訓渠道包括人本學堂、祥生大講堂、幸會祥生等平台，培訓形式包括直播、座談、公眾號等，幫助員工有的放矢地獲取體系化的培訓資源，最大程度地提升培訓效果。

報告期內，本集團的具體培訓數據如下：

Focusing on the concept of diversified talent training, Shinsun Holdings provides a series of targeted training programs for employees at different levels, supplemented by special training programs such as manager management training and learning boat program to empower employees in all aspects. At the same time, the Initiation Plan for new employees helps new employees take their first step in career development and improving talent retention rate.

At the same time, Group attaches great importance to building a compliance culture and has organised a number of compliance training sessions, including but not limited to trainings on the Administrative Compliance Risk Management System, the Third-Party Compliance Management Essentials, the Tender Compliance Management, the Contract Compliance Management and the Procurement Compliance Management, to continuously enhance the compliance awareness among all staff.

While continuing to improve the training strategy and content, Shinsun Holdings has continued to explore diversified training channels and forms, matched and applied efficient media for different types of training, and improved the convenience and initiative of employees to participate in training. Our training channels include People-oriented Classroom, Shinsun Lecture Hall, Shinsun Xinghui platform and other platforms, and the training forms include live broadcasting, seminars, official accounts, to help employees acquire systematic training resources with a targeted purpose and maximize the training effect.

During the Reporting Period, the specific training data of the Group are shown as follows:

指標	Indicator	2022年 2022	
		受訓僱員明細 Breakdown of trained employees	平均受訓時數 Average training hours
總計 ^{1,2}	Total ^{1,2}	100%	2.33
按性別劃分 ^{3,4}	By gender ^{3,4}		
男性	Male	65%	1.92
女性	Female	35%	2.92
按僱員類別劃分 ^{3,4}	By employee category ^{3,4}		
高級管理人員	Senior management	1%	1.21
中層管理人員	Middle management	19%	5.66
基層員工人員	Junior staff	80%	2.00

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- 1 受訓僱員百分比 = 年內總受訓僱員人數 ÷ 年末總僱員人數 × 100%。
- 2 每名僱員完成受訓的平均時數 = 年內總受訓時數 ÷ 年末總僱員人數 × 僱員人數。
- 3 各類別受訓僱員明細 = 年內該類別的受訓僱員人數 ÷ 年內總受訓僱員人數 × 100%。
- 4 各類別僱員的平均受訓時數 = 年內該類別僱員的受訓時數 ÷ 年末該類別的僱員人數。

晉升機制

本集團重視員工的全周期職業發展路徑，致力於為員工提供全面的發展規劃與支持。我們制定了《人才發展管理制度》、《人才發展手冊》等一系列內部制度，搭建了完善的人才管理及晉升體系。

我們已對任職資格評估體系進行了更新，在原有員工能力素質模型的基礎上豐富了考評維度與細分項，提升了評估的綜合性、準確性與客觀性。

任職資格評估會考慮包括但不限於以下因素：

- 專業素質：從員工基本信息、關鍵經歷、專業能力、經營能力、資源整合能力等方面進行評估。
- 勝任能力：通過專業測評機構結合員工過往績效進行測評。
- 管理潛力：專業測評機構結合員工能力素質模型開展測評。

同時，我們開展了崗位勝任力分析及人才盤點管理工作，多方校准員工的綜合素質與發展潛能，並為核心幹部的任用、晉升、調薪等發展流程提供了抓手，在人才選用育留方面構建了公開透明的評估體系。

- 1 Percentage of employees trained = total number of employees who took part in training during the year ÷ total number of employees at the end of the year × 100%.
- 2 Average training hours completed per employee = total number of training hours during the year ÷ total number of employees at the end of the year.
- 3 Breakdown of employees trained by category = number of employees in the specified category who took part in training during the year ÷ total number of employees who took part in training during the year × 100%.
- 4 Average training hours by category = number of training hours for employees in the specified category during the year ÷ number of employees in the specified category at the end of the year.

Promotion Mechanism

The Group attaches importance to the full cycle career development path of our employees and is committed to providing comprehensive development planning and support to our employees. We have formulated a series of internal systems such as the Management System for Talent Development and Talent Development Manual to establish a comprehensive talent management and promotion system.

We have updated our job qualification assessment system, enriching the assessment dimensions and subdivisions on the basis of the original employee competency model to enhance the comprehensiveness, accuracy and objectivity of the assessment.

The assessment of job qualifications considers including but not limited to the following factors:

- Professional quality: Evaluate employees in terms of basic information, key experience, professional ability, management ability, and resource integration ability.
- Competency: Evaluation of the past performance of employees through professional evaluation agencies.
- Management potential: Professional assessment organization combined with employee competency model to carry out assessment.

At the same time, we have carried out job competency analysis and talent inventory management to calibrate the comprehensive quality and development potential of employees in many ways, providing a starting point for the development process of appointment, promotion and salary adjustment of core cadres, and establishing an open and transparent evaluation system for talent selection and retention.

保障健康安全

祥生控股高度重視員工的健康安全，我們持續規範企業安全管理機制，認真落實事前一事中一事後的防控體系與職業病危害防護措施。我們注重員工的安全意識提升工作，通過定期培訓等方式提升員工安全健康認知水平，攜手打造安全、健康與幸福的工作環境。

安全管理

祥生控股貫徹執行「安全第一，預防為主，綜合治理」的安全生產方針，嚴格遵守《中華人民共和國安全生產法》、《建築施工安全檢查標準》、《建築工程安全生產管理條例》等法律法規，發佈並執行《安全文明標準化管理作業指引》、《安全管理實施細則》等內部管理制度，並建立了完善的工程安全管理體系。同時，我們設立了完善的安全管理組織架構，以保障安全管理工作的敏捷性、高效性與責任制。

本集團的安全管理體系如下：

<p>一線保障 First-line protection</p>	<p>每個項目必須設專職安全工程師，各施工單位設專職安全員，安全員的人數由施工面積大小決定，且按專業配備專職安全生產管理人員，在項目管理中明確安全生產責任制，安全生產工作全員參與</p> <p>Each project shall have a full-time safety engineer, and each construction unit has a full-time safety officer, the number of which is determined by the size of the construction area, and according to the professional full-time production safety management personnel, and shall clear production safety responsibility system, full participation in production safety work in the project management</p>
<p>分工 Division of labor</p>	<p>在每個事業部、項目部設立安全生產管理小組，事業部總、項目總作為第一責任人，統籌安全生產工作</p> <p>We set up a safety production management team in each business unit and project department, with the business unit general manager and project general manager as the first responsible person to coordinate the safety production work</p>
<p>統籌管理 Coordinated management</p>	<p>明確事業部及項目部各級安全生產的職責與權限，並制訂以安全生產責任制為主要內容的考核辦法，做到安全管理工作「橫向到邊，縱向到底」，確保施工安全</p> <p>Clarify the responsibilities and authority of production safety at all levels in divisions and project departments, and develop assessment methods with the production safety responsibility system as the main content, so as to achieve safety management "horizontally to the edge and vertically to the bottom" and ensure construction safety</p>

SAFEGUARDING HEALTH AND SAFETY

Shinsun Holdings attaches great importance to the health and safety of its employees and continues to standardize our corporate safety management mechanism and seriously implement the prevention and control system and occupational disease hazard protection measures before, during and after the event. We pay attention to the safety awareness of our employees and enhance their safety and health awareness level through regular training to create a safe, healthy and happy working environment.

Safety Management

Shinsun Holdings carries out the production safety policy of "safety-first, with prevention-oriented and comprehensive treatment" and strictly complies with the laws and regulations such as the Production Safety Law of the People's Republic of China, the Standard for Safety Inspection of Building Construction and the Regulations on the Production Safety of Construction Projects, and issues and implements the internal management system such as the Operation Guidelines for Standardized Safety and Civilization Management, the Implementation Rules for Safety Management. At the same time, we have established a comprehensive safety management organization structure to ensure agility, efficiency and accountability of safety management.

The Group's safety management system is as follow:

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祥生控股對營運過程中的安全管理同樣予以高度重視。我們持續加強商業中心物業的保安全管理，每周對保安進行現場培訓，包括消防跑點、日常巡場、反恐防爆等主題，確保降低日常營運中的安全隱患。同時，我們對商戶開展日常消防安全檢查，並每周對營業員進行消防知識培訓，提高安全風險預防能力和事故緊急應對能力。

依託完善的安全管理體系，本集團全年未有重大安全事故發生，只有一宗工傷，工傷損失日數為12日。過去三年累計因公亡故的人數為0（因工亡故比率為0%）。

職業健康

祥生控股始終堅持以人為本的理念，關注員工身心健康。我們嚴格遵守《中華人民共和國職業病防治法》、《工作場所職業衛生監督管理規定》、《職業健康檢查管理辦法》等法律法規，在《安全文明標準化管理作業指引》、《安全管理實施細則》、《安全紅線管理制度》等相應制度文件中納入職業健康管理方面的相關要求，規避項目實施過程中潛在的粉塵、高溫、噪音等職業病危害因素。我們為員工提供了年度體檢，通過風險前置的安全管理舉措保障員工健康。與此同時，我們積極開展各類以員工身心健康和職業安全為主題的線上及線下培訓，從意識提升的角度促進員工身心健康與安全。

為了落實項目建設全過程的安全管理，本集團建立了包含事前預防、事中控制及事後復盤的安全管理機制，為企業的安全管理工作提供閉環式提升路徑。

Shinsun Holdings also attaches great importance to safety management in the course of its operations. We continue to strengthen the security management of our commercial center properties and conduct weekly on-site training for security guards, including topics such as fire-fighting escaping points, daily patrols and anti-terrorism and explosion prevention, to ensure that safety hazards in daily operations are reduced. At the same time, we conduct daily fire safety inspections for our merchants and weekly fire safety training for our sales staff to improve safety risk prevention and emergency response capabilities.

Relying on a sound safety management system, the Group had no major safety accident throughout the year and there was only one work-related injury with 12 work-related loss days. The cumulative number of deaths related to performing working duty in the past three years was 0 (rate of work-related fatalities was 0%).

Occupational Health

Shinsun Holdings always insists on the concept of people-oriented and pays attention to the physical and mental health of our employees. We strictly abide by the laws and regulations such as the Occupational Disease Prevention and Control Law of the People's Republic of China, the Regulations on the Supervision and Management of Occupational Health in Workplaces, and the Administrative Measures for Occupational Health Inspection, and include relevant requirements on occupational health management in the relevant system documents such as the Operation Guidelines or Standardized Safety and Civilization Management, the Implementation Rules for Safety Management, and the Safety Red Line Management System, so as to avoid potential occupational disease hazards such as dust, high temperature and noise during the implementation of projects. We provide annual medical checkups for our employees. We provide annual medical checkups for our employees and protect their health through risk-based safety management measures. At the same time, we actively conduct various online and offline trainings on the theme of employees' physical and mental health and occupational safety to promote employees' physical and mental health and safety from the perspective of awareness raising.

In order to implement safety management in the whole process of project construction, the Group has established a safety management mechanism that includes prevention beforehand, control during the process and review afterwards, providing a closed-loop enhancement path for the safety management of the enterprise.

祥生控股建立了完善的事故上報機制。一旦發生安全事故，我們將在1個小時內向事故發生地行政主管部門進行報告，並逐級上報、處理、建立工傷事故檔案，並根據事故原因制定改善措施，持續改進安全工作。

在供應商及承建商安全管理舉措方面，祥生控股將《安全文明標準化管理作業指引》、《安全管理實施細則》等制度政策進行延伸，加強供應商宣貫學習，並將其落實至各項目的管理實施中。地區公司每月組織安全檢查，檢查內容覆蓋基坑安全、臨邊防護、各類洞口防護、腳手架、臨時用電、消防設施、易燃材料管理等重要安全節點。檢查結果將以月度頻率定期反饋至本集團。本集團不定期現場抽查地區公司的安全生產工作，發現問題並及時督促整改、落實。同時，我們每月按照制度要求對項目進行一次模擬飛檢，嚴格落實常態化管理。本集團也定期開展包含承建商的安全培訓，增強施工人員的安全意識。

祥生控股建立了應對自然災害、極端天氣和緊急情況的應急預案，堅持「安全第一、預防為主；以人為本、損益合理；統一領導、分級負責；快速反應、安全高效」的基本原則，明確應急組織架構並定期開展應急救援知識輔導、救援設備現場操作、自救常識演練、擬突發事故安全應急演練等活動，提升員工的安全響應能力，增強人員對緊急安全風險的響應水平。

Shinsun Holdings has established a perfect accident reporting mechanism. In the event of a safety incident, we will report to the administrative department of the place where the incident occurred within one hour, and report, handle, and establish a file of work related accidents at each level, and formulate improvement measures based on the cause of the accident to continuously improve safety.

In terms of safety management measures for suppliers and contractors, Shinsun Holdings extends the system and policies such as the Operation Guidelines for Standardized Safety and Civilization Management and Implementation Rules for Safety Management, strengthens suppliers' publicity and learning, and implements them into the management of each project. The district company organizes monthly safety inspections, covering important safety points such as pit safety, edge protection, various types of hole protection, scaffolding, temporary electricity, fire-fighting facilities, and flammable material management. The inspection results will be fed back to the Group on a regular basis with monthly frequency. The Group conducts on-site spot checks on the production safety work of regional companies from time to time to identify problems and promptly supervise their rectification and implementation. At the same time, we conduct monthly simulated unannounced inspection of projects in accordance with the requirements of the system and strictly implement regular management. The Group also regularly conducts safety training for contractors to enhance the safety awareness of construction personnel.

Shinsun Holdings has established emergency plans for natural disasters, extreme weather and emergencies, adhering to the basic principles of "safety first, prevention first; people-oriented, reasonable profit and loss; unified leadership, hierarchical responsibility; rapid response, safety and efficiency", clarifying the emergency organization structure and regularly conducting activities such as emergency rescue knowledge counseling, on-site operation of rescue equipment, selfhelp general knowledge exercises, and emergency drills for proposed emergencies to enhance the safety response capability of employees and strengthen the level of response to emergency safety risks.

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疫情保障

2022年是我們積極落實新冠疫情防控常態化工作的一年。祥生控股嚴格執行新冠疫情防控要求，以堅定的決心做好相關工作。

本集團總部統籌各地區建立疫情通報小組，及時通報各地區疫情動態及應對方案。疫情通報小組與街道緊密配合，確保防疫工作的準確落地。在辦公區疫情防控方面，我們堅持「非必要，不差旅」原則，減少外出機率，同時建立了每日疫情通報機制，向全公司員工通報全國新增病例情況及中高風險地區變動情況，並根據防疫要求及時通知員工差旅規定變動及相應防護要求。

在施工項目疫情防控方面，我們成立了防控領導小組，制定疫情防控和復工方案，明確了日常管控、後勤保障等工作的規範與分工，確保落實責任制疫情防控。各項目嚴格按照項目所在地主管部門的指示進行有序復工，以全方位安全管理舉措保障人員健康。

提供全面關懷

祥生控股為員工提供全面關懷，我們打造了企業與員工溝通的有效渠道，通過各種形式的交流活動聆聽員工心聲。同時，我們通過內容多樣、形式豐富的員工活動，營造和諧活躍的工作氛圍，強化團隊凝聚力。

員工活動

為了提升員工體驗感，倡導「快樂工作，幸福生活」的理念，本集團積極組織開展文體活動、娛樂活動、俱樂部專題活動等多樣化員工活動，充分發揮員工特長，豐富員工業餘生活，營造輕鬆向上的工作氛圍。

Epidemic Protection

2022 is a year of actively implementing the normalized prevention and control of COVID-19. Shinsun Holdings strictly enforced the prevention and control requirements of COVID-19, and did the relevant work with determination.

The Group's head office coordinated the establishment of an epidemic notification team in each region to report the epidemic situation and response plans in a timely manner. The epidemic notification team works closely with the street office to ensure the accurate implementation of epidemic prevention work. In terms of epidemic prevention and control in office areas, we insist on the principle of "no travel unless necessary" to reduce the probability of going out, and at the same time, we have established a daily epidemic notification mechanism to inform all employees of new cases and changes in medium and high-risk areas across the country, and notify employees of changes in travel regulations and corresponding protection requirements in a timely manner according to epidemic prevention requirements.

In terms of epidemic prevention and control for construction projects, we set up a leading group for prevention and control, formulated a plan for epidemic prevention and control and work resumption plan, and clarified the regulation and division of work for daily control and logistic support to ensure the implementation of responsible epidemic prevention and control. The projects resumed work in an orderly manner in strict accordance with the instructions of the competent authorities of the project sites, and we took comprehensive safety management measures to protect the health of our personnel.

PROVIDING COMPREHENSIVE CARE

Shinsun Holdings provides comprehensive care for its employees. We have created an effective channel for communication between the Company and our employees, and listen to their voices through various forms of communication activities. At the same time, we create a harmonious and active working atmosphere and strengthen team cohesion through a variety of employee activities with rich contents.

Employee Activities

In order to enhance employees' sense of experience and promote the concept of "happy work, happy life", the Group actively organizes various employee activities such as cultural and sports activities, entertainment activities and special club activities to give full play to employees' strengths, enrich their spare time and create a relaxed and active working atmosphere.

員工溝通

祥生控股致力於打造開放平等的工作環境，鼓勵大家提出想法與建議，促進人才管理工作的進一步改善，形成人才保留與企業管理提升的正向循環。我們搭建了完善的溝通交流體系，設有職工代表大會、總裁信箱、投訴舉報、座談會等多個溝通渠道，全面了解員工訴求與建議。

員工亦可透過以下投訴舉報渠道反映意見：

Communication with Employees

Shinsun Holdings are committed to creating an open and equal working environment, encouraging ideas and suggestions, and promoting further improvement of talent management, forming a positive cycle of talent retention and corporate management improvement. We have set up a comprehensive communication system, including employees' congress, complaint box and whistleblowing box, seminars and other communication channels, to have a fully understanding of the demands of our employees and their suggestions.

Employees can also reflect their opinions via the following complaints and whistle-blowing channels:

<p>陽光政策 Sunshine Policy</p>	<ul style="list-style-type: none"> • 舉報保密 • 實名必查 • 舉報獎勵 • Keep the identities of whistle-blowers • Real-name authentication • Reporting incentives
<p>受理範圍 Purview</p>	<ul style="list-style-type: none"> • 受理對祥生集團所屬各單位及員工營私舞弊、弄虛作假、不作為、亂作為等違反職業道德準則行為的投訴和舉報 • Receive complaints and reporting of violations of code of professional ethics by companies and employees of Shinsun Group, the violations including jobbery, falsication, omission and casual performance
<p>舉報責任 Reporting Duty</p>	<ul style="list-style-type: none"> • 舉報人應遵守國家法律法規，不得損害他人合法利益 • 舉報內容應當客觀公正，不得捏造、歪曲事實，不得陷害他人 • Whistle-blowers should obey national laws and regulations, and not damage legitimate interest of others • The content of report should be justice and fair, and cannot be used to fabricate or distort facts nor frame others.
<p>舉報方式 Way of Reporting</p>	<ul style="list-style-type: none"> • 信箱、郵箱 • 電話 • 在線舉報 • Letter box, mail box • Telephone • Online whistle-blowing

構建生態 合作共贏

BUILDING ECOLOGICAL COOPERATION FOR A WIN-WIN SITUATION

祥生控股始終立足於市場需求，致力於與供應商構建和諧穩定的戰略合作關係。我們充分利用自身優勢，在持續完善供應商管理體系、強化供應鏈路的同時，積極參與行業交流及相關標準制定，從而實現行業共贏，為社會創造多元價值。

強化供應鏈路

本集團嚴格遵守《中華人民共和國民法典》適用於營運所在地的相關法律法規，並以此為基礎，建立了《供方管理制度》等內部制度，為本集團供應商准入、考核評級、廉潔管理等工作的開展提供制度保障。

截至2022年12月31日，祥生控股共有供應商10,419家，詳情如下：

Shinsun Holdings has always been based on market demand and committed to building a harmonious and stable strategic partnership with suppliers. We make full use of our strengths to continuously improve our supplier management system and strengthen our supply chain, while actively participating in industry exchanges and relevant standard setting, thereby achieving a win-win situation for the industry and creating diversified values for society.

STRENGTHENED SUPPLY CHAIN NETWORK

The Group strictly complies with the Civil Code of the People's Republic of China and other relevant laws and regulations applicable to the place of operation, and based on this, has established internal systems such as the Supplier Management System to provide institutional safeguards for the Group's supplier access, assessment and rating, integrity management and other work.

As of 31 December 2022, the total number of suppliers of Shinsun Holdings was 10,419. Details are as follows:

供應商數目	Number of suppliers	2022年 2022
總計	Total	10,419
按地區劃分	By geographical region	
華北地區	Northern China	2,386
華中地區	Central China	508
西北地區	Northwestern China	39
南方地區	Southern China	17
華東地區	Eastern China	7,454
東北地區	Southeastern China	15

供應商管理

本集團高度重視供應鏈的穩定及可持續發展，致力於以完善的供應商管理體系有效提升行業整體價值。我們將供應商分為工程施工類、材料設備類、工商服務類三類，穩步推進各類供應商的准入及考核評估工作，建立高質量、高水平的供方庫。

在供應商准入過程中，我們全方位、多角度地考察供應商實際營運情況，對供應商的專業資質、環保要求、勞工權益等方面進行綜合評估。報告期內，我們進一步完善了供應商准入審核標準，將供應商資金實力及業績經驗等指標納入供應商准入審核標準中，進一步強化供應源頭的穩定性與可靠性，打造堅實的業務經營管理平台。

為了高效集成對供應商准入的多維度要求，落實公平、公正與公開的招採工作，我們全面上線了招標採購信息化體系，並以此打通了支付系統，在方便企業篩選各專業供方資源的同時，開展計劃上線、招標工作發佈、需求收集、圖紙清單參數在線審批、發標回標評標定標以及合同簽訂等一系列業務，提升工作效率與工作水平。

針對已經入庫的供應商，我們建立了完善的供應商考核體系，並通過實地考察、當面溝通、信息搜集、背景調查等方式，對供應商進行打分、排列和定級。針對不同級別的供應商，我們實施針對性的評估標準與激勵舉措，鼓勵入庫供應商持續增強自身管治水平。針對在合作過程中出現嚴重質量、安全、進度、配合等問題的供應商，我們將酌情考慮清退。

2022年，我們嚴格按照相關制度規定，持續加強供應商風險管控，將環境管理、員工職業健康與安全以及產品質量方面的認證納入到供應商評分系統中，陸續開展集中交付、第三方評估、半年度評估、集團戰略庫等供應商評估工作。截至報告期末，我們已累積完成10,419家供應商的資格預審及考察，其均簽訂廉潔協議。

SUPPLIER MANAGEMENT

The Group attaches great attention to the stable and sustainable development of the supply chain and strives to effectively enhance the overall value of the industry with a sound supplier management system. We classify suppliers into three categories: engineering construction, materials and equipment and industrial and commercial services, and steadily promote the admission and assessment of various suppliers to establish a high-quality and high-standard supplier pool.

In the process of supplier admission, we examine the actual operation of suppliers from all aspects and multiple perspectives, and make comprehensive assessments of suppliers' professional qualifications, environmental protection requirements, labor rights and interests, etc. During the Reporting Period, we further improved our supplier access audit criteria, incorporating indicators such as supplier financial strength and performance experience into our supplier access audit criteria to further strengthen the stability and reliability of our supply sources and create a solid business operation and management platform.

In order to efficiently integrate the multi-dimensional requirements for supplier access and implement fair, impartial and open procurement work, we have fully launched the bidding and procurement information system and opened up the payment system to facilitate the screening of various professional supplier resources, while carrying out a series of operations such as plan launch, bidding release, demand collection, online approval of drawing list parameters, bid issuance and evaluation and contract signing to improve its work efficiency and work level.

We have established a comprehensive supplier assessment system for our registered suppliers, and we score, rank and classify our suppliers through site visits, face-to-face communication, information collection and background investigation. For different levels of suppliers, we implement targeted evaluation criteria and incentive initiatives to encourage the entering suppliers to continuously enhance their own governance levels. For suppliers with serious quality, safety, schedule and cooperation problems in the course of cooperation, we will consider dismissal at our discretion.

In 2022, we continued to strengthen supplier risk control in strict accordance with relevant systems and regulations, incorporated certifications in environmental management, employee occupational health and safety and product quality into our supplier scoring system, and successively carried out supplier assessments such as centralized delivery, third-party assessments, semi-annual assessments and the Group's strategic pool. As of the end of the Reporting Period, we have cumulatively completed the pre-qualification and inspection of 10,419 suppliers, and all suppliers have signed Integrity Agreements.

構建生態 合作共贏

BUILDING ECOLOGICAL COOPERATION FOR A WIN-WIN SITUATION

供應商廉潔管理

作為負責任的地產企業，祥生控股在恪守商業道德的同時，持續加強供應商廉潔建設，以提升供應商履責能力，為企業業務佈局提供堅實保障。我們嚴格遵守相關法律法規，並在招標、入圍及中標的過程中，要求各級供應商簽署《廉潔經營承諾書》、《廉政管理協議》、《陽光招採倡議書》等規章條文，並在履約合同中約定罰則的方式，進一步規範供應商日常營運。

為了鼓勵外部共同監督廉潔供應鏈的構建，我們對外公開舉報渠道，在微信公眾號和招標平台設置控股集團審計以及地產集團審計的聯繫方式與郵箱，並在相關投訴審計系統設有相應跟進處理機制。

供應商溝通與培訓

為持續深化與供應商的合作關係，及時了解供應商需求與反饋，本集團建立了多元化的供應商溝通及培訓體系。我們致力於建設面向全體供應商的溝通渠道與反饋機制，並積極開展未中標單位溝通、年度評估C級以下單位溝通、供方高層答謝會、合作方滿意度調研等活動，認真傾聽供應商意見，滿足供應商合理訴求，促進雙方長期默契合作。

同時，我們針對各項供應鏈重點管控內容，向供應商開展文化宣貫活動，並定期開展集團、地區供應商峰會，不斷提升供應商質量、安全、廉潔等方面的管理水平，確保攜手價值鏈夥伴穩健成長。

2022年，面對突如其來的新冠疫情，我們在加強自身防控管理的同時，充分考慮供應商實際情況和基本訴求，採取了增加疫情防控成本、推行線上考察等一系列供應商幫扶政策，與合作夥伴共度難關。

Supplier Integrity Management

As a responsible real estate enterprise, while abiding by business ethics, Shinsun Holdings continues to strengthen the integrity of suppliers in order to enhance their ability to fulfill their responsibilities and provide a solid guarantee for the business layout of the enterprise. We strictly comply with relevant laws and regulations, and in the process of bidding, shortlisting and winning bids, we require suppliers at all levels to sign the Integrity Operation Undertaking, Integrity Management Agreement, Sunshine Procurement Initiative and other regulations and provisions, and agree on penalties in the performance contract to further regulate the daily operation of suppliers.

In order to encourage external joint supervision of the construction of a clean supply chain, we open the reporting channels to the public, set up contact and mailbox of group audit and real estate group audit through WeChat public account and bidding platform, and tracking treatment mechanism in complaint audit system.

Supplier Communication and Training

In order to continuously deepen the cooperative relationship with our suppliers and understand their needs and feedback in a timely manner, the Group has established a diversified supplier communication and training system. We are committed to building communication channels and feedback mechanisms for all suppliers, and actively carry out activities such as communication with unsuccessful bidders, communication with units below grade C in annual evaluation, senior-level appreciation meetings for suppliers and research on satisfaction of partners to listen carefully to suppliers' opinions and meet their reasonable demands, so as to promote long-term tacit cooperation between the two sides.

At the same time, we carry out cultural promotion activities to suppliers for each key supply chain control content, and regularly carry out group and regional supplier summits to continuously improve the management level of suppliers in terms of quality, safety and integrity to ensure steady growth together with value chain partners.

In 2022, in the face of the sudden COVID-19 epidemic, while strengthening our own prevention and control management, we fully considered the actual situation and basic demands of our suppliers and adopted a series of supplier support policies such as increasing the cost of epidemic prevention and control and implementing online inspection to tide over the difficulties together with our partners.

提升行業價值

作為中國地產行業的先行者，祥生控股依託於本集團雄厚的背景與豐富的從業經驗，積極參與行業標準制定，並與政府部門、同行企業等機構開展深度合作，以幸福哲學提升行業價值，實現產業鏈可持續發展。

2022年，全國多地疫情反覆，房地產市場表現疲弱，房地產投資及需求信心不足。

展望未來，中國政府將更致力於促進經濟平穩增長，堅定房地產是國民經濟支柱產業定位。為此，各級政府正在陸續推出諸多支持整體經濟發展和支持房地產行業穩定的政策外部環境有望得到改善。

本集團的首要經營目標是保持營運流動性，有序解決各種問題，克服困難，確保平穩的完成項目交付。同時，我們會踴躍參與行業內交流及合作，攜手合作夥伴共同踐行社會責任。

ENHANCE THE VALUE OF THE INDUSTRY

As a pioneer in China's real estate industry, relying on the Group's strong background and rich experience in the field, Shinsun Holdings actively participates in the formulation of industry standards and carries out in-depth cooperation with government departments, peer companies and other organizations to enhance the value of the industry and achieve sustainable development of the industry chain with the philosophy of happiness.

In 2022, the pandemic recurred in various regions of China, the real estate market performance was weak, and the investment and demand in real estate lacked confidence.

Looking forward, the government of the PRC will put more efforts to propelling stable economic growth and will firmly position real estate as a pillar industry of the national economy. Therefore, governments at all levels are gradually introducing many policies to support the overall economic development and stabilize the real estate industry, and the external environment is expected to improve.

It is the Group's primary business goal to maintain operational liquidity, solve various problems and surmount difficulties in an orderly manner to ensure smooth completion of project delivery. At the same time, we actively participate in exchanges and cooperation within the industry and work together with partners to practice social responsibility.

回饋社會 傳遞影響

CONTRIBUTING TO THE SOCIETY AND DELIVERING THE INFLUENCE

本集團高度重視社會公益事業，秉持「落其實者思其樹，飲其流者懷其源」的精神，心懷感恩之情回饋社會，積極協助解決困難群眾幫扶、助學等方面問題，在慈善公益的道路上努力前行。

聚焦深耕公益

本集團積極投身參與社會公益事業，主動參加志願服務活動，不斷向社會傳遞愛心和溫暖，不斷向社會傳達綠色發展理念。我們於2019年發起成立浙江省祥生公益基金會，並同步啟動以希望之葉、付出之葉、愛心之葉、健康之葉構成的祥生公益品牌「四葉草計劃」。

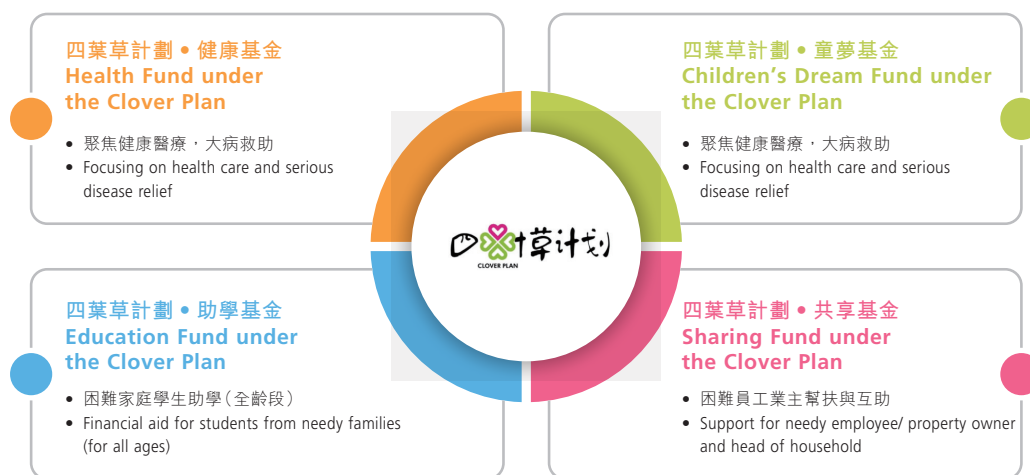
帶著傳遞幸福與溫暖的初心，祥生控股開啟了全新的公益道路並建立「四葉草計劃」，旨在通過統籌祥生控股內外優勢資源，攜手專業及機構，與員工、業主及合作夥伴結成志願者同盟，通過健康醫療、大病救助、生態扶貧等方式實現公益互助，進一步關愛鄉村貧困兒童的健康成長，助力鄉村振興。

The Group attaches great importance to the social welfare undertakings, upholds the spirit of “one should think of the tree when eating its fruit; and thinking of the source when drinking its water”, gives back to society with gratitude, actively assists in solving the problems of people in difficulties and students from needy families, and strives to move forward on the road of charity.

FURTHER FOCUSING ON CHARITY

The Group actively participates in social welfare undertakings, takes the initiative to participate in voluntary service activities, continuously conveys love and warmth to the society, and continuously conveys the concept of green development to the society. In 2019, we initiated the establishment of Zhejiang Shinsun Foundation, and simultaneously launched the “Clover plan” made up of leaf of hope, leaf of dedication, leaf of love and leaf of health as a charity brand of Shinsun Holdings.

With the original intention of delivering happiness and warmth, Shinsun Holdings opened a new public welfare road and established the “Clover Plan”, which aims to coordinate the internal and external strengths and resources of Shinsun Holdings, join hands with professional organizations and institutions, form volunteer alliances with employees, property owners and partners, and realize mutual assistance of charity through health care, serious disease relief, ecological poverty alleviation to further care for the healthy growth of children from poor rural areas and help rural revitalization.



「四葉草計劃」體系
The System for the Clover Plan

本集團公益品牌體系建設已換新升級，通過「四葉草計劃」四大公益子IP—健康基金、童夢基金、助學基金、共享基金，持續關注教育、健康、扶貧、恤病等社會公益互動，讓更多人感受到來自祥生控股「愛的支持」和「幸福生活的力量」，讓幸福和溫暖走進千萬家。

健康基金長期聚焦健康醫療、大病救助兩大公益板塊，向患有重病、無法承擔高昂醫藥費的家庭及時送去優質醫療與貼心關懷。童夢基金聚焦於5~12歲兒童的成長與課外實踐。助學基金是關注全年齡段困難家庭，致力於資助家庭條件有限學子完成學業的公益項目。我們在努力為每一位心中懷揣求學夢的學子加油打氣，助其圓夢的同時，亦號召更多人參與助學基金中，以真誠的公益之心，助學子逐夢。共享基金是為發揚互幫互助、奉獻愛心的精神，發揮集體幫扶的優越性，幫助員工本人及父母、配偶、未滿十八歲的子女，緩解因患重大疾病或發生意外傷害時，給家庭造成的困難情況而設立的員工定向幫扶基金。

攜手共創未來

祥生控股堅持以「幸福生活營運商」為基本理念，在企業發展的同時，聚焦關注社會各界的需要。本集團以實際行動支援殘障人士，幫助其在工作崗位中實現自己的人生價值，同時，本集團高度支持國家鄉村振興戰略部署，多方面支持社會公益活動。

本集團持續以務實的行動關愛與助力弱勢群體，積極投身社會公益事業，以實際行動回報社會。祥生控股組建員工志願者隊伍，致力於為公益活動提供支持與幫助，通過堅持做「有溫度的事」為更多人帶去愛與溫暖。

於報告期內，本集團共捐款人民幣40,000元以支持社會公益事業。

The Group has upgraded its public welfare brand system and continued to focus on education, health, poverty alleviation, compassionate disease and other social welfare interactions through the four public welfare sub-IPs of the “Clover Plan” – Health Fund, Children’s Dream Fund, Education Fund and Sharing Fund, so that making more people feel the “love support” and “power of happy life” from Shinsun Holdings by focusing on the groups in need of care and help from the society.

The Health Fund focuses on the two major public welfare sectors of health care and serious disease relief, delivering timely, high-quality medical treatment and heartfelt care to families suffering from serious illnesses and unable to afford high medical bills. The Children’s Dream Fund focuses on the growth and extracurricular practice of children aged 5-12 years old. The Education Fund is a public welfare program that focuses on families of all ages in need and is dedicated to helping students with limited family conditions to complete their education. While we strive to cheer up every student who has a dream of pursuing education, we also call on more people to participate in the fund to help students pursue their dreams with a sincere heart of public welfare. The Sharing Fund is an employee-oriented help fund established to carry forward the spirit of mutual help and dedication, bring into play the superiority of collective help, and help employees themselves and their parents, spouses and children under the age of 18 to alleviate the difficult situation caused to their families due to serious diseases or accidental injuries.

CREATING THE FUTURE TOGETHER

With the basic concept of “happy life operator”, Shinsun Holdings focuses on the needs of the community while developing its business. The Group takes practical actions to support people with disabilities and help them realize their life values in the workplace, and at the same time, the Group highly supports the deployment of the national rural revitalization strategy and supports social welfare activities in many aspects.

The Group continues to take pragmatic actions to care for and help the disadvantage, actively engage in social welfare undertakings and give back to society with practical actions. Shinsun Holdings has formed a team of employee volunteers to provide support and assistance for public welfare activities and bring love and warmth to more people by insisting on doing “warm things”.

During the Reporting Period, the Group donated a total of RMB40,000 to give back to society.

附錄一：法律法規及內部政策清單

APPENDIX I: LIST OF LAWS AND REGULATIONS AND INTERNAL POLICIES

適用的主要外部法律法規

Applicable major external laws and regulations

- 1 《中華人民共和國公司法》
Company Law of the People's Republic of China
- 2 《中華人民共和國反不正當競爭法》
Anti-unfair Competition Law of the People's Republic of China
- 3 《中華人民共和國反洗錢法》
Anti-money Laundering Law of the People's Republic of China
- 4 《關於禁止商業賄賂行為的暫行規定》
Interim Provisions on the Prohibition of Commercial Bribery
- 5 《中華人民共和國著作權法》
Copyright Law of the People's Republic of China
- 6 《中華人民共和國商標法》
Trademark Law of the People's Republic of China
- 7 《中華人民共和國專利法》
Patent Law of the People's Republic of China
- 8 《中華人民共和國建築法》
Construction Law of the People's Republic of China
- 9 《建設工程質量管理條例》
Regulations on the Quality Management of Construction Projects
- 10 《建設工程施工現場管理規定》
Construction Site Management Regulations for Construction Projects
- 11 《住宅建築規範》
Construction Code for Residential Buildings
- 12 《建築工程施工質量驗收統一標準》
Unified Standard for Constructional Quality Acceptance of Building Engineering
- 13 《中華人民共和國廣告法》
Advertising Law of the People's Republic of China
- 14 《中華人民共和國物權法》
Real Right Law of the People's Republic of China
- 15 《中華人民共和國消費者權益保護法》
Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers
- 16 《中華人民共和國個人信息保護法》
Personal Information Protection Law of the People's Republic of China
- 17 《中華人民共和國民法典》
Civil Code of the People's Republic of China
- 18 《中華人民共和國民法通則》
General Provisions of the Civil Law of the People's Republic of China
- 19 《中華人民共和國環境保護行政處罰辦法》
Measures of the People's Republic of China on Administrative Punishment of Environmental Protection
- 20 《中華人民共和國固體廢物污染環境防治法》
Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution

- 21 《中華人民共和國水污染防治法》
Law of the People's Republic of China on the Prevention and Control of Water Pollution
- 22 《綠色施工導則》
Guidelines on Green Construction
- 23 《中華人民共和國環境保護法》
Environmental Protection Law of the People's Republic of China
- 24 《中華人民共和國環境影響評價法》
Law of the People's Republic of China on Environmental Impact of Assessment
- 25 《中華人民共和國環境噪聲污染防治法》
Law of the People's Republic of China on the Prevention and Control of Pollution from Environmental Noise
- 26 《國家危險廢物名錄》
National Catalogue of Hazardous Wastes
- 27 《國家防汛抗旱應急預案》
National Emergency Plan for Flood Prevention and Drought Relief
- 28 《建設部安全事故與自然災害預防、接報與應急處置工作程序》
Safety Accident and Natural Disaster Prevention, Reporting and Emergency Response Work Procedures of Ministry of Construction
- 29 《浙江省住房和城鄉建設系統防汛防颱抗旱工作應急預案》
Zhejiang Province Housing and Urban-rural Development System to Fight Typhoon Flood and Drought Emergency Plan
- 30 《中華人民共和國勞動法》
Labour Law of the People's Republic of China
- 31 《中華人民共和國勞動合同法》
Labour Contract Law of the People's Republic of China
- 32 《中華人民共和國勞動爭議調解仲裁法》
Law of the People's Republic of China on Mediation and Arbitration of Labour Disputes
- 33 《中華人民共和國最低工資規定》
Provisions on Minimum Wage of the People's Republic of China
- 34 《中華人民共和國安全生產法》
Production Safety Law of the People's Republic of China
- 35 《中華人民共和國消防法》
Fire Prevention Law of the People's Republic of China
- 36 《建築施工安全檢查標準》
Standard for Safety Inspection of Building Construction
- 37 《施工企業安全生產評價標準》
Safety Evaluation Standard for Construction Enterprises
- 38 《建築工程安全生產管理條例》
Regulations on the Production Safety of Construction Projects
- 39 《中華人民共和國職業病防治法》
The Occupational Disease Prevention and Control Law of the People's Republic of China
- 40 《職業健康檢查管理辦法》
Administrative Measures for Occupational Health Inspection
- 41 《中華人民共和國招標投標法》
Bidding Law of the People's Republic of China

附錄一：法律法規及內部政策清單

APPENDIX I: LIST OF LAWS AND REGULATIONS AND INTERNAL POLICIES

內部政策

Internal policies

- 1 《審計管理制度》
Audit Management System
- 2 《責任追究制度》
Accountability System
- 3 《責任追究細則》
Accountability Articles
- 4 《擬申請註冊商標審批要點》
Points for Approval of Proposed Application for Registered Trademarks
- 5 《工程巡檢管理辦法》
Management Measures of Engineering Inspection
- 6 《第三方飛行巡檢管理辦法4.0版》
Third Party Flight Inspection Management Measures Version 4.0
- 7 《呼叫中心作業指引》
Call Center Operation Guidelines
- 8 《基於客戶觸點的服務里程碑節點管理標準及操作指引1.0》
Customer Contact-based Service Milestone Management Standards and Operation Guidelines 1.0
- 9 《「幸福服務官」操作指引1.0》
Operation Guideline of “Happy Service Officer” 1.0
- 10 《「業主品質官」操作指引1.0》
Operation Guidelines for “Property Owner Quality Officer” 1.0
- 11 《客關操作手冊》
Customer Relationship Operation Manual
- 12 《客戶投訴作業指引》
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- 13 《客戶危機事件操作指引》
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- 14 《祥生地產責任追究制度》
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- 15 《銷售流程管理規範》
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- 16 《營銷系統佣金管理方法》
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- 17 《祥生地產集團分銷、全民渠道管理辦法》
Management Measures of Shinsun Property Group for Distribution and Universal Channels
- 18 《祥生地產集團營銷組織管理辦法》
Marketing Organization and Management Measures of Shinsun Property Group
- 19 《祥生地產營銷採購管理辦法》
Management Measures of Shinsun Property for Marketing and Procurement

- 20 《檔案管理辦法》
Management of Archives
- 21 《人事營運管理手冊》
Personnel Operation Management Manual
- 22 《招聘管理制度》
Recruitment Management System
- 23 《內部推薦管理辦法》
Internal Recommendation Management Method
- 24 《超級伯樂計劃操作指引》
Operation Guidelines of Super Talent Scout Program
- 25 《全面薪酬管理制度》
Comprehensive Compensation Management System
- 26 《福利管理辦法》
Welfare Management System
- 27 《考勤與休假管理辦法》
Attendance and Leave Management System
- 28 《祥生商學院內訓師管理辦法》(試行版)
Management Measures for Internal Trainers of Shinsun Business School (Trial Version)
- 29 《祥生商學院新員工培訓管理辦法》(試行版)
Management Measures for New Employee Training of Shinsun Business School (Trial Version)
- 30 《祥生商學院培訓管理制度》(試行版)
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- 31 《人才發展管理制度》
Talent Development Management System
- 32 《人才發展手冊》
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- 33 《安全文明標準化管理作業指引》
Operation Guidelines for Standardized Safety and Civilization Management
- 34 《安全管理實施細則》
Implementation Rules for Safety Management
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環境 Environmental			
A1： 排放物 Emissions	一般披露 General Disclosure Information on	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	綠色營運 踐行低碳 強化綠色管理 GREEN OPERATION AND LOW CARBON Strengthen Green Management
	A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	鑑於本集團的業務性質，此披露不適用。 Due to the Group's business nature, this disclosure is not applicable.
	A1.2	直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	綠色營運 踐行低碳 倡導綠色營運 GREEN OPERATION AND LOW CARBON Advocating Green Operation

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環境 Environmental		
A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	綠色營運 踐行低碳 倡導綠色營運 GREEN OPERATION AND LOW CARBON Advocating Green Operation
A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	綠色營運 踐行低碳 倡導綠色營運 GREEN OPERATION AND LOW CARBON Advocating Green Operation
A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emissions target(s) set and steps taken to achieve them.	綠色營運 踐行低碳 強化綠色管理 GREEN OPERATION AND LOW CARBON Strengthen Green Management
A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	綠色營運 踐行低碳 強化綠色管理 GREEN OPERATION AND LOW CARBON Strengthen Green Management

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環境 Environmental			
A2 : 資源使用 Use of Resources	一般披露 General Disclosure	有效使用資源(包括能源、水及其他原材料)的政策。 Policies on the efficient use of resources, including energy, water, and other raw materials.	綠色營運 踐行低碳 強化綠色管理 GREEN OPERATION AND LOW CARBON Strengthen Green Management
	A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh) and intensity (e.g. per unit of production volume, per facility).	綠色營運 踐行低碳 倡導綠色營運 GREEN OPERATION AND LOW CARBON Advocating Green Operation
	A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	綠色營運 踐行低碳 倡導綠色營運 GREEN OPERATION AND LOW CARBON Advocating Green Operation
	A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) set and steps taken to achieve them.	綠色營運 踐行低碳 強化綠色管理 GREEN OPERATION AND LOW CARBON Strengthen Green Management
	A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	綠色營運 踐行低碳 強化綠色管理 GREEN OPERATION AND LOW CARBON Strengthen Green Management
	A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	鑑於本集團的業務性質，此披露不適用。 Due to the Group's business nature, this disclosure is not applicable.

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環境 Environmental			
A3： 環境及 天然資源 The Environment and Natural Resources	一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impact on the environment and natural resources.	綠色營運 踐行低碳 強化綠色管理 GREEN OPERATION AND LOW CARBON Strengthen Green Management
	A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	綠色營運 踐行低碳 強化綠色管理 GREEN OPERATION AND LOW CARBON Strengthen Green Management
A4： 氣候變化 Climate change	一般披露 General Disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identifying and addressing major climate-related issues that have already had or may have an impact on the issuer.	綠色營運 踐行低碳 強化綠色管理 GREEN OPERATION AND LOW CARBON Strengthen Green Management
	A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	綠色營運 踐行低碳 強化綠色管理 GREEN OPERATION AND LOW CARBON Strengthen Green Management

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社會 Social			
B1： 僱傭 Employment	一般披露 General Disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	人才為先 發展為本 踐行合規僱傭 TALENT FIRST AND DEVELOPMENT ORIENTED Practicing Compliance With Employment Regulations
	B1.1	按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region.	人才為先 發展為本 踐行合規僱傭 TALENT FIRST AND DEVELOPMENT ORIENTED Practicing Compliance With Employment Regulations
	B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	人才為先 發展為本 踐行合規僱傭 TALENT FIRST AND DEVELOPMENT ORIENTED Practicing Compliance With Employment Regulations

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社會 Social			
B2： 健康與安全 Health and Safety	一般披露 General Disclosure Information on	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	人才為先 發展為本 保障健康安全 TALENT FIRST AND DEVELOPMENT ORIENTED Safeguarding Health and Safety
	B2.1	過去三年(包括匯報年度)每年因工亡故的人數及比率。 Number and rate of work-related fatalities in each of past three years (including the reporting year).	人才為先 發展為本 保障健康安全 TALENT FIRST AND DEVELOPMENT ORIENTED Safeguarding Health and Safety
	B2.2	因工傷損失工作日數。 Lost days due to work injury.	人才為先 發展為本 保障健康安全 TALENT FIRST AND DEVELOPMENT ORIENTED Safeguarding Health and Safety
	B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	人才為先 發展為本 保障健康安全 TALENT FIRST AND DEVELOPMENT ORIENTED Safeguarding Health and Safety

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社會 Social			
B3： 發展及培訓 Development and Training	一般披露 General Disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	人才為先 發展為本 推動人才發展 TALENT FIRST AND DEVELOPMENT ORIENTED Promoting the Development of Talents
	B3.1	按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	人才為先 發展為本 推動人才發展 TALENT FIRST AND DEVELOPMENT ORIENTED Promoting the Development of Talents
	B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	人才為先 發展為本 推動人才發展 TALENT FIRST AND DEVELOPMENT ORIENTED Promoting the Development of Talents
B4： 勞工準則 Labour Standards	一般披露 General Disclosure	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	人才為先 發展為本 踐行合規僱傭 TALENT FIRST AND DEVELOPMENT ORIENTED Practicing Compliance With Employment Regulations
	B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	人才為先 發展為本 踐行合規僱傭 TALENT FIRST AND DEVELOPMENT ORIENTED Practicing Compliance With Employment Regulations
	B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	人才為先 發展為本 踐行合規僱傭 TALENT FIRST AND DEVELOPMENT ORIENTED Practicing Compliance With Employment Regulations

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社會 Social			
B5： 供應鏈管理 Supply Chain Management	一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	構建生態 合作共贏 強化供應鏈路 BUILDING ECOLOGICAL COOPERATION FOR A WIN-WIN SITUATION Strengthened Supply Chain Network
	B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	構建生態 合作共贏 強化供應鏈路 BUILDING ECOLOGICAL COOPERATION FOR A WIN-WIN SITUATION Strengthened Supply Chain Network
	B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	構建生態 合作共贏 強化供應鏈路 BUILDING ECOLOGICAL COOPERATION FOR A WIN-WIN SITUATION Strengthened Supply Chain Network
	B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices relating to identifying environmental and social risks in every part of the supply chain, and how they are implemented and monitored.	構建生態 合作共贏 強化供應鏈路 BUILDING ECOLOGICAL COOPERATION FOR A WIN-WIN SITUATION Strengthened Supply Chain Network
	B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察的方法。 Description of practices relating to promoting usage of environmental friendly products and services when selecting suppliers, and how they are implemented and monitored.	構建生態 合作共贏 強化供應鏈路 BUILDING ECOLOGICAL COOPERATION FOR A WIN-WIN SITUATION Strengthened Supply Chain Network

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社會 Social			
B6： 產品責任 Product Responsibility	一般披露 General Disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	匠心質造 極致創新 保障優質服務 CREATE QUALITY PRODUCTS OF EXTREME INNOVATIVENESS WITH CRAFTSMANSHIP Guarantee of Quality Services
	B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	鑑於本集團的業務性質，此披露不適用。 Due to the Group's business nature, this disclosure is not applicable.
	B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	匠心質造 極致創新 保障優質服務 CREATE QUALITY PRODUCTS OF EXTREME INNOVATIVENESS WITH CRAFTSMANSHIP Guarantee of Quality Services
	B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	匠心質造 極致創新 保障優質服務 CREATE QUALITY PRODUCTS OF EXTREME INNOVATIVENESS WITH CRAFTSMANSHIP Guarantee of Quality Services
	B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	匠心質造 極致創新 保障優質服務 CREATE QUALITY PRODUCTS OF EXTREME INNOVATIVENESS WITH CRAFTSMANSHIP Guarantee of Quality Services
	B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	匠心質造 極致創新 保障優質服務 CREATE QUALITY PRODUCTS OF EXTREME INNOVATIVENESS WITH CRAFTSMANSHIP Guarantee of Quality Services

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環境、社會及管治範疇與一般披露及關鍵績效指標(KPI) Environmental, Social and Governance Areas, General Disclosures and KPIs		所在章節 In Chapter	
社會 Social			
B7： 反貪污 Anti- corruption	一般披露 General Disclosure	有關防止賄賂，勒索，欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	誠信致祥 幸福而生 商業道德 BUILDING HARMONY ON INTEGRITY AND PURSUING HAPPY LIFE Business Ethics
	B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	誠信致祥 幸福而生 商業道德 BUILDING HARMONY ON INTEGRITY AND PURSUING HAPPY LIFE Business Ethics
	B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistleblowing procedures, and how they are implemented and monitored.	誠信致祥 幸福而生 商業道德 BUILDING HARMONY ON INTEGRITY AND PURSUING HAPPY LIFE Business Ethics
	B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	誠信致祥 幸福而生 商業道德 BUILDING HARMONY ON INTEGRITY AND PURSUING HAPPY LIFE Business Ethics

附錄二：聯交所《環境、社會及管治報告指引》內容索引

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社會 Social			
B8： 社區投資 Community Investment	一般披露 General Disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and ensure its activities take into consideration communities' interests.	回饋社會 傳遞影響 聚焦深耕公益 CONTRIBUTING TO THE SOCIETY AND DELIVERING THE INFLUENCE Further Focusing on Charity
	B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。 Focus areas of contribution (e.g. education, environment, labor, health, culture, sport).	回饋社會 傳遞影響 聚焦深耕公益 CONTRIBUTING TO THE SOCIETY AND DELIVERING THE INFLUENCE Further Focusing on Charity
	B8.2	在專注範疇所動用資源(如金錢或時間)。 Resources contributed (e.g. money or time) to the focus area.	回饋社會 傳遞影響 攜手共創未來 CONTRIBUTING TO THE SOCIETY AND DELIVERING THE INFLUENCE Creating The Future Together

SHINSUN 祥生