



Times Neighborhood Holdings Limited
時代鄰里控股有限公司

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

Stock Code 股份代號：9928



創造服務



2023

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT
環境、社會及管治報告

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1. 關於本報告

ABOUT THE REPORT

本報告是時代鄰里控股有限公司 (Times Neighborhood Holdings Limited, 股份代號: 9928.HK) 發佈的第五份環境、社會及管治報告 (Environmental, Social and Governance, 簡稱「ESG」報告)。秉承重要性、量化、平衡及一致性的原則, 重點披露本公司的環境、社會和管治方面的相關信息、進展與案例。本報告時間跨度為2023年1月1日至2023年12月31日 (「報告期」)。

1.1 編制依據

本報告已遵守香港聯合交易所有限公司 (「聯交所」) 頒布的《香港聯合交易所有限公司證券上市規則》附錄C2《環境、社會及管治報告指引》(「《ESG報告指引》」) 載列的所有條文。《ESG報告指引》內容索引載於本報告第11章。

本報告內容是按照一套有系統的程序而制定的。有關程序包括: 識別重要持份者、識別和排列ESG重要議題、決定本報告的界限、收集相關材料和數據、對數據進行審閱、根據資料編制本報告。

匯報原則

本報告載列本公司如何識別和釐定重要ESG因素, 以量化方式披露關鍵績效指標 (「KPI」), 並提供所用標準、方法、假設、轉換因素及/或計算工具的數據源。本報告中的統計方法及KPI盡量與去年一致, 如有任何變更已進行說明, 並已在適當的情況下提供比較數據。

This report is the fifth Environmental, Social and Governance (“ESG”) Report issued by Times Neighborhood Holdings Limited (Stock Code: 9928.HK), and is based on the principles of Materiality, Quantitative, Balance and Consistency for the purpose of providing information, progress and case studies on the Company’s ESG performances. This report covers the period from 1 January 2023 to 31 December 2023 (the “Reporting Period”).

1.1 BASIS OF PREPARATION

This report has complied with all the provisions set out in the “Environmental, Social and Governance Reporting Guide” (環境、社會及管治報告指引) (the “ESG Reporting Guide”) in Appendix C2 to the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited* (香港聯合交易所有限公司證券上市規則) issued by The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The relevant content index of the *ESG Reporting Guide* is set out in Chapter 11 of this report.

The content of this report is prepared in accordance with a set of systematic procedures, including identifying major stakeholders, identifying and ranking material ESG issues, determining the scope of this report, collecting relevant materials and data, reviewing those data, and preparing this report based on such information.

Reporting Principles

This report sets out how the Company identifies and determines material ESG factors, discloses key performance indicators (“KPIs”) in a quantitative manner, and provides data sources on the standards, methodologies, assumptions, conversion factors and/or calculation tools used. The statistical methods and KPIs in this report are as consistent as possible with those of last year. Any changes have been explained and comparative data have been provided where appropriate.

1.2 報告範圍及邊界

本報告旨在均衡申述時代鄰里2023年度在ESG方面的表現，除特定說明外，本報告中的政策、聲明、數據、案例之範圍涵蓋本公司所營運的業務。

除特別說明外，本報告以人民幣為法定計量貨幣單位。

1.3 稱謂說明

為了方便表述和閱讀，本報告中的「時代鄰里」「本公司」「公司」均指代時代鄰里控股有限公司。「本集團」「集團」「我們」指代時代鄰里控股有限公司及其附屬公司。

1.4 數據來源及可靠性聲明

本報告的數據和案例主要來源於公司統計報告、相關文件。公司承諾本報告不存在任何虛假記載、誤導性陳述，並對其內容真實性、準確性和完整性負責。

1.5 確認及批准

本報告經本公司高級管理人員團隊確認後，於2024年3月26日獲本公司董事（「董事」）會（「董事會」）審批通過。

1.6 獲取及回應本報告

本報告可以在聯交所網站 (www.hkexnews.hk) 及本公司網站 (<http://www.shidaiwuye.com>) 查閱和下載。

如閣下希望進一步查詢，或對本報告有任何意見或建議，請通過電子郵箱 sdllir@timesgroup.cn 與本公司聯繫。

本報告分別以中文及英文編訂。如中英文文本有任何歧義，概以中文文本為準。

1.2 REPORTING SCOPE AND BOUNDARY

The report endeavors to present a balanced representation of the ESG performance of Times Neighborhood in 2023, and the policies, statements, data and case studies of the report cover the operations of the Company except for otherwise specified.

Unless otherwise stated, RMB is used in the report as its legal currency.

1.3 TERMS AND SHORT NAMES

For the convenience of expression and reading, “Times Neighborhood”, “the Company” and “Company” used herein shall refer to Times Neighborhood Holdings Limited. “The Group”, “Group” and “we” shall refer to Times Neighborhood Holdings Limited and its subsidiaries.

1.4 DATA SOURCES AND RELIABILITY STATEMENT

The data and cases used herein mainly come from the statistical reports and relevant documents of the Company. The Company guarantees that the report does not contain any false information and misleading statement, and undertakes responsibilities for the contents of the report as to its authenticity, accuracy and completeness.

1.5 ACKNOWLEDGEMENT AND APPROVAL

This report is approved by the board (the “**Board**”) of directors (the “**Directors**”) of the Company on 26 March 2024 upon the confirmation of the senior management team of the Company.

1.6 ACCESS AND RESPONSE TO THE REPORT

This report can be accessed and downloaded from the websites of the Stock Exchange (www.hkexnews.hk) and the Company (<http://www.shidaiwuye.com>).

If you would like to make further enquiries, or any comments or suggestions regarding this report, please contact the Company by email at sdllir@timesgroup.cn.

This report is prepared in both Chinese and English. In case of any inconsistency, the Chinese version shall prevail.



2. 主席寄語 MESSAGE FROM CHAIRMAN

2023年，是時代鄰里發展進程中的重要一年。歷經二十餘年的沉澱發展，時代鄰里自我革新、敏於變化，已邁向高質量發展新階段。在國際形勢複雜嚴峻、經濟下行壓力增加的情況下，我們迎難而上，砥礪前行，堅持長期主義，以優質服務贏得信任，以暖心服務回饋社會，榮獲「中國物業服務百強企業TOP11」、「中國物業科技賦能領先企業TOP4」、「中國上市物業服務投資價值優秀企業TOP5」等多項重量級榮譽。

這一年，我們以可持續發展為宗旨，推動ESG管理理念與公司經營融合，從穩健管治、高品質服務、環境保護、社區發展等方面持續推進ESG工作。報告期內，本集團榮獲「2023中國物業服務ESG發展優秀企業TOP4」。

品質服務始終是時代鄰里的生存之本。秉承「品質讓客戶驚喜，服務讓客戶感動」的經營理念，我們堅守服務初心，煥新服務體系，針對不同業態的具體場景，設計差異化服務標準，不斷完善全生命週期服務。我們發佈「初心計劃3.0」，聚焦服務態度，將服務管理精進入微，持續提升服務品質。於報告期內榮獲「2023中國住宅物業服務力優秀企業TOP5」。

The year 2023 is a meaningful year in the development process of Times Neighborhood. After more than 20 years of solid development, Times Neighborhood has been self-innovating and sensitive to changes, and has entered a new stage of high-quality development. Amidst the complex and severe global situation and the increasing downward pressure on economy, we forged ahead amid difficulties, adhered to long-termism, won trust with high-quality services, and gave back to society with heart-warming services. We were awarded multiple important honours such as “Top 11 in the Top 100 Property Management Companies in China”, “Top 4 China’s Leading Technology-empowered Property Enterprise” and “Top 5 Outstanding Property Management Listed Enterprises in Investment Value in China”.

This year, with the aim of sustainable development, we promoted the integration of ESG management concepts with the Company’s operations, and continued to promote ESG work in terms of sound governance, high-quality services, environmental protection and community development. During the Reporting Period, the Group was awarded the “Top 4 of 2023 China Excellent Property Management Company by ESG Development”.

Quality service has always been the foundation for the survival of Times Neighborhood. Adhering to the operation philosophy of “Surprise Customers with Quality and Move Customers with Service”, we adhere to the original intention of service, renew the service system, design differentiated service standards for specific scenarios of different business forms, and continuously improve the entire lifecycle service. We released the “Initial Plan 3.0”, which focuses on service attitude, makes service management meticulous and continuously improves service quality. During the Reporting Period, we were awarded the “Top 5 of 2023 China Residential Property Service Capability Exceptional Companies”.

2. 主席寄語 MESSAGE FROM CHAIRMAN

我們深入踐行綠色低碳發展理念，主動識別氣候變化風險並制定應對措施。在節能、減排、節水、減廢等方面持續發力，避免業務營運對環境產生負面影響。此外，我們通過多種創新方式與業主分享可持續發展理念。報告期內我們開展了如「2023美好回收計劃—時代鄰里減碳生活季」等系列減碳主題活動，引導業主樹立綠色健康的生活態度，讓減碳理念深入人心。

我們將人才視為公司創新發展的核心動力，通過有競爭力的薪酬架構、完善的員工權利與福利保障制度及專業化的人才培養機制吸引及留任人才。我們堅持為員工打造公平公正、和諧包容、健康安全的工作環境，重視多元化人才隊伍建設和民主溝通，致力於實現員工成長和企業發展的雙向進步。

未來，時代鄰里將在長期主義的指引下堅定走可持續發展之路，為社會承擔更多責任，為客戶創造更多價值，為股東創造更多效益，為員工創造更多機會，讓更多人享受美好生活。

主席兼非執行董事
岑釗雄先生

We deeply practised the concept of green and low-carbon development, actively identified climate change risks and formulated measures to address the risks. We continuously make efforts in energy conservation, emission reduction, water conservation and waste reduction to avoid the negative impact of business operations on the environment. In addition, we share the concept of sustainable development with property owners through various innovative ways. During the Reporting Period, we carried out a series of carbon reduction themed activities such as the “2023 Good Recycling Program – Carbon Reduction Season of Times Neighborhood” to guide property owners to establish a green and healthy life attitude and make the concept of carbon reduction deeply rooted in people’s hearts.

We regard talents as the core driving force for the Company’s innovation and development, and attract and retain talents through a competitive remuneration structure, a comprehensive employee rights and welfare protection system and a professional talent training mechanism. We insist on creating a fair, just, harmonious, inclusive, healthy and safe working environment for employees, attach importance to the construction of a diversified talent team and democratic communication, and are committed to achieving mutual progress in both employee growth and corporate development.

In the future, Times Neighborhood will firmly follow the path of sustainable development under the guidance of long-termism, assume more responsibilities for society, create more value for customers, create more benefits for shareholders and create more opportunities for employees, which would let more people enjoy a better life.

Mr. Shum Chiu Hung
Chairman and Non-executive Director



3. 關於時代鄰里

ABOUT TIMES NEIGHBORHOOD

3.1 公司介紹

本集團創立於1998年，本公司股份於2019年12月19日在聯交所主板上市（股份代號：9928.HK），是中國領先且快速發展的現代服務企業。目前，時代鄰里已發展為一家集物業管理服務、社區增值服務、非業主增值服務及其他專業服務為一體的綜合物業管理服務商。

3.2 業務介紹

作為行業領先的現代服務創造者，時代鄰里以「成為全球卓越的生活服務平台」為戰略願景，在快速提升住宅社區業務的基礎上，深入覆蓋城鄉公共機構與空間，以自身資源優勢不斷孵化整合更多業態，以「社區服務、城市服務、創新服務」三大服務覆蓋個人、社區與城市成長和發展，致力於建立一個全生命週期的「科技+服務」平台，堅定地踐行「讓更多人享受美好生活」的企業使命。

社區服務：

- **WECARE 物業服務：**始終堅持以滿足業主需求為第一出發點，提供三種服務模式。
 - **標準模式：**旨在為社區用戶提供基本的優質物業管理服務，涵蓋公共設施及公共區域的安保、清潔、園藝、維修及保養服務，堅持以高標準的服務滿足客戶需求。

3.1 INTRODUCTION TO THE COMPANY

The shares of the Company were listed on the Main Board of the Stock Exchange (Stock Code: 9928.HK) on 19 December 2019. Founded in 1998, the Group is a leading and fast-growing modern service enterprise in China. Currently, Times Neighborhood has developed into a comprehensive property management service provider integrating property management services, community value-added services, non-property owners value-added services and other professional services.

3.2 INTRODUCTION TO THE BUSINESS

As the industry's leading creator of modern services, Times Neighborhood adheres to the strategic vision of "To be a global extraordinary life service platform". On the basis of rapidly improving the residential community business, we profoundly covered urban and rural public institutions and spaces, continuously nurtured and integrated more business forms with our own resource advantages, and covered the growth and development of individuals, communities and cities through the three main services of "Community Services, Urban Services and Innovative Services". We are committed to establishing a full-lifecycle "Technology + Service" platform, and determinedly carried out the corporate mission of "Bringing a Better Life for More People".

Community Services:

- **WECARE Property Services:** We always adhere to the priority of meeting the needs of property owners, and provide three service modes.
 - **Standard Mode:** It aims to provide basic quality property management services for community users. It covers security, cleaning, gardening, repair and maintenance services of public facilities and public areas, while adhering to providing high-standard services to meet customer needs.

3. 關於時代鄰里

ABOUT TIMES NEIGHBORHOOD

- **優選模式：**旨在為社區用戶提供全天候、一站式的優質管家服務；通過區域專屬管家、專屬服務熱線等多種渠道及時滿足用戶需求，構築和諧、友愛、舒心的社區生活。
- **卓越模式：**根據社區用戶偏好，提供涵蓋衣、食、住、行全方位需求的定制化服務，包括組織定制私人活動、健身與休閒活動等，為用戶提供卓越服務體驗。
- **WECARE 營銷案場服務：**通過有溫度的精細化專業服務，提升客戶對項目的認同感、信任感。
- **標準模式：**從委託方的服務需求出發，融入時代營銷案場高標準服務，致力於為客戶提供安全、有溫度的服務體驗。
- **優選模式：**針對高端目標客戶群，提供安全、舒適、有溫度的專業營銷案場服務體驗，營造賓至如歸的服務氛圍。
- **卓越模式：**旨在為超高端目標客戶群提供「尊貴、精緻、無微不至」的全過程服務體驗，打造榮耀至極的服務氛圍。
- **Selected Mode:** It aims to provide round-the-clock one-stop quality housekeeping service, to meet community user needs in time and build a harmonious, friendly and comfortable community life based on multiple channels such as regional special housekeeper and special service hotline.
- **Extraordinary Mode:** According to the preferences of community users, it provides customized services covering a full range of clothing, food, housing and transportation needs, including organizing customized private activities, fitness and leisure activities, to provide users with extraordinary services.
- **WECARE On-site Marketing Services:** With devoted refined professional services, it aims to enhance customers' sense of identity and trust in the project.
- **Standard Mode:** Starting from the service needs of the client, we put forward high-standard service of the on-site marketing, and strive to provide clients with safe and devoted service experience.
- **Selected Mode:** For the high-end target clients, we provide safe, comfortable, devoted professional on-site marketing services, in order to create a home-like service atmosphere.
- **Extraordinary Mode:** It aims to provide ultra high-end target clients with "Noble, Delicate and Meticulous" whole-process services, in order to create a glorious service atmosphere.



3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

城市服務：

- **安全秩序服務：**通過智能化系統管理治安、交通及人員出入、消防、應急等。
- **生態環境服務：**提供綠化園林養護、垃圾分類及清運、保潔及四害消殺、水域清潔及污染治理等服務。
- **城市煥新服務：**提供基礎設施改造升級、公共康樂場所打造、城鄉外立面美化、道路美化、節能改造等服務。
- **公共協管服務：**提供基礎設施維護、交通及停車場協管、違章搭建管控、五小行業及攤販監管等服務。
- **特色文化服務：**提供公共知識普及宣傳、全民健身健康計劃、社區特色活動組織等服務。
- **特色經營服務：**提供空間租售及代營運服務、社區團購及配送服務、家政服務、養老和健康體檢等服務。

創新服務：

- **鄰里邦：**時代鄰里旗下的社區一站式家庭服務平台，能在線滿足社區用戶物業繳費、智能門禁、投訴報修等基礎物業服務需求，同時也可為用戶提供商品購物、拎包入住、家庭出游、社區家政、房屋翻新、優惠充值等多種生活服務。

Urban Services:

- **Safe Order Services:** To manage security, transportation and resident traffic, fire safety and emergency through smart systems.
- **Eco-environmental Services:** To provide services such as garden maintenance, garbage classification and clearance, cleaning and four pests elimination, water cleaning and pollution treatment.
- **Urban Renewal Services:** To provide services such as infrastructure renovation and upgrade, build public recreation facilities, urban and rural appearance beautification, road beautification, energy-saving reconstruction.
- **Public Co-management Services:** To provide services such as infrastructure maintenance, traffic and parking management, control of illegal construction, supervision for five small industries and vendors.
- **Characteristic Cultural Services:** To provide services such as publicity of public knowledge, the National Fitness and Health Plan, organization of characteristic community activities.
- **Characteristic Business Services:** To provide services such as real estate rental and sales and agent operation services, community group-buying and delivery services, housekeeping service, elderly care and medical checkups.

Innovative Services:

- **Neighborhood Services:** One-stop house service platform of Times Neighborhood. It can meet the needs of community users online with basic property services such as property service payment, intelligent access control, complaint and repair. It also provides users with various life services such as commodity shopping, home full-furnishing, family trip, community housekeeping, housing renovation and preferential recharge.

3. 關於時代鄰里

ABOUT TIMES NEIGHBORHOOD

- **FEELLINK – 鄰里智聯**：以家庭、社區、商企、城市服務四大板塊為核心，深度應用5G、互聯網、物聯網、大數據應用、人工智能等技術，支撐傳統基礎設施轉型升級，將各板塊服務領域的數據接入與匯聚、整合與處理，集成運用智能一體化、數字化創新管理模式，完善提升管理服務效能與水平，致力建設構造管理智能化、服務精準化於一體的智慧家居、智慧社區、智能園區、智能城市，為客戶提供一個安全、舒適、便利的現代化、智慧化空間環境。
- **鄰里電梯**：多家電梯子公司+多個戰略合作一線電梯品牌，業務覆蓋廣東省，工程實力突出，售後保障完善。
- **鄰里星選**：時代鄰里旗下為業主提供高品質商品和貼心服務的社區電商購物平台；通過與百余家知名品牌建立合作，精選優質品牌產品，覆蓋日常所需；並設立定期抽查商品質量檢測報告等機制，從源頭把控商品質量。先後建立無人貨架、前置倉等業務，通過智能化設備，打通線上線下購物場景，為業主提供更便捷隨心的購物體驗。
- **本地生活**：時代鄰里積極探索的社區生活服務以家庭為核心，與優質供應商進行深度合作，打造專業、強有力的隊伍，以優質、優惠、省心的服務解決業主的各項生活煩惱，推出包括家政服務、素質教育、周邊旅遊、社區康養等一系列本地生活服務。
- **FEELLINK – Neighborhood Intelligence**: With family, community, enterprises, and urban service being four major businesses, FEELLINK has been taking full advantage of depth application of 5G, Internet, Internet of Things, big data application and artificial intelligence, to support the transformation and upgrading of traditional infrastructure. It collects and processes data from all service ranges, and applies an intelligent digital management mode, to improve the efficiency and level of management service. FEELLINK aims to build smart homes, communities, parks and cities with intelligent management and refined services, and to provide clients with a safe, comfortable and convenient modern, intelligent environment.
- **Neighborhood Elevator**: Multiple elevator branch companies + strategic cooperation with many first-class elevator brands. With outstanding engineering strength and after-sale services, the business scope has extended to the whole territory of Guangdong Province.
- **Neighborhood Star Selection**: The community e-business shopping platform of Times Neighborhood that provides high-quality commodities and devoted services. Through cooperation with more than 100 well-known brands, we will select high-quality brand products to cover daily needs of property owners; and set up mechanisms such as periodical commodity quality inspection to control commodity quality from the source. The unmanned shelves, front warehouses and other businesses are established successively, and through intelligent equipment, online and offline shopping scenarios are synchronized, to provide property owners with more convenient shopping experience.
- **Neighborhood Life**: The community life service actively explored by Times Neighborhood takes the family as the core. Times Neighborhood cooperates deeply with high-grade suppliers to create a professional and forceful team. It provides services of high quality with reasonable prices and worry-free services for property owners to solve their various life troubles. Besides, Times Neighborhood has released a series of services including domestic services, education for all-round development, periphery tours, community-based wellness, etc.



3. 關於時代鄰里

ABOUT TIMES NEIGHBORHOOD

- **鄰里美居：**致力於研究全生命週期住宅產品使用需求，結合當代審美，優化空間規劃，為住宅及商業辦公客戶提供一站式裝修、家具採購解決方案。
- **鄰里置業：**鄰里置業依託本集團社區資源以及物業服務，為房地產企業提供整合營銷服務，為購房者提供綜合資產管理服務。面向全國，深耕大灣區，充分發揮物業擁有的社區資源作用，以在管社區為圓心，輻射周邊3公里，掌握多方位房源信息數據，配備知名地產行業團隊，具有營銷豐富經驗與專業知識，為每位客戶評估置業內容價值。服務範圍涵蓋一手、二手房產租售、車位銷售、商鋪租售等服務。堅持以「服務貼心、省時合心、安全方案、託管省心、費用稱心」這五大理念為客戶提供專業服務。
- **鄰里諮詢：**通過打造完善的人才培訓體系、搭建線上線下知識管理平臺，幫助不同發展階段、不同專業線的員工快速成長；未來將作為獨立第三方專業諮詢、培訓機構，為公司創新發展作重要支撐。
- **鄰里廣告：**專注生活服務類品牌的整合營銷，自帶媒介資源、流量池，全案服務成就滿分營銷。
- **鄰里前介：**為建設單位提供項目工程諮詢顧問服務與銷售案場顧問服務，涵蓋物業管理全生命週期。
- **Neighborhood Home:** We are committed to studying the needs of overall residential products, optimizing space planning based on contemporary aesthetics, and providing one-stop decoration and furniture purchasing solutions for residential and commercial office customers.
- **Neighborhood Property:** Relying on the community resources and property services of the Group, Neighborhood Property provides integrated marketing services for real estate enterprises and comprehensive asset management services for home buyers. With a nation-wide insight, Neighborhood Property has been centering mainly on the Greater Bay Area, taking full use of community resources, and providing services for clients within 3 kilometers around the communities. Neighborhood Property masters multi-directional housing information data, equips itself with well-known real estate teams with profound marketing experience and professional knowledge, and provides clients with valuable real estate assessment. Its business scope covers first-hand and second-hand house rent and sales, parking space sales, shop rental and sales, etc. Neighborhood Property has been adhering to the Five-Devotion service philosophy of “Devotion in Service, Time-saving, Safety, Entrusted Management and Charges” in order to provide clients with professional services.
- **Neighborhood Consultation:** By building a perfect talent training system and an online and offline knowledge management platform, we will help employees in different development stages and on different professional lines with rapid personal growth. In the future, it will serve as an independent third-party professional consulting and training institution, providing major support for the innovation and development of the Company.
- **Neighborhood Marketing:** Specializing in integrated marketing for life-service brands with own media resources and traffic. Devoted service guarantees satisfying marketing.
- **Neighborhood Preliminary Intervention:** Provide project engineering and sales on-site consulting services for construction units, covering the whole life cycle of property management.

3.3 公司文化

3.3 CORPORATE CULTURE

時代鄰里「創造者文化體系」

Times Neighborhood “System of Creator Culture”

綱領層 Creed Level	企業使命 Corporate Mission	讓更多人享受美好生活 Bring a Better Life for More People
	企業願景 Corporate Vision	成為全球卓越的生活服務平台 To be a global extraordinary life service platform
核心層 Core Level	企業定位 Corporate Position	現代服務創造者 Modern service creator
	品牌主張 Brand Appeals	人人都是創造者 Everyone is the Creator
思想層 Ideological Level	企業精神 Corporate Spirit	追求卓越 勇於創新 Pursue the extraordinary, dare to innovate
	核心價值觀 Core Value	愛 專注 創造 Love, Devotion, Creation
	經營理念 Operational Philosophy	品質讓客戶驚喜 服務讓客戶感動 Surprise customers with quality and move customers with service
	人才理念 Talent Philosophy	德才兼備 創新務實 Pursue talent and morality, be pragmatic and innovative
	服務理念 Service Philosophy	創造服務 Creation Service
行為層 Behaviour Level	五項原則 Five Principles	創造者的思想指導、行為準則 Guidance idea and code of conduct for Creator
	創造者公約 Creator Convention	

3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

3.4 2023年關鍵績效

3.4 KEY PERFORMANCES OF 2023

指標名稱 Name of indicator		數據 Data
財務表現		
Financial Performance		
資產總額 (人民幣千元)	Total assets (RMB'000)	2,604,783
權益總額 (人民幣千元)	Total equity (RMB'000)	1,463,199
收入 (人民幣千元)	Revenue (RMB'000)	2,471,305
母公司擁有人應佔核心 淨利潤 (人民幣千元)	Core net profit attributable to owners of the parent (RMB'000)	158,597
業務表現		
Business Performance		
服務城市 (個)	Cities served	82
合約建築面積 (百萬平方米)	Contracted GFA (million m ²)	117.6
合約項目 (個)	Contracted projects	926
在管建築面積 (百萬平方米)	GFA under management (million m ²)	110.9
在管項目 (個)	Projects under management	864
環境數據		
Environmental Data		
溫室氣體排放量 (噸 CO ₂ e)	Greenhouse gas emissions (tonnes CO ₂ e)	21,339.71
溫室氣體排放密度 (噸 CO ₂ e / 人民幣百萬元收入)	Greenhouse gas emissions intensity (tonnes CO ₂ e per revenue in RMB (million))	8.63
綜合能耗量 (兆瓦時)	Total energy consumption (MWh)	38,874.41
總耗水量 (立方米)	Total water consumption (m ³)	1,834,508.81
安全與健康		
Safety and Health		
項目安全培訓覆蓋率 (%)	Project safety training coverage rate (%)	92.6
大型消防演練次數 (次)	Number of large-scale fire drills	4
員工發展		
Employee Development		
員工人數 (人)	Number of employees	6,584
受訓員工覆蓋率 (%)	Coverage rate of employees trained (%)	100
員工受訓平均時長 (小時)	Training hours completed per employee (hours)	52.39

3.5 榮譽列表

3.5 TABLE OF HONORS

榮譽 Honors	頒發單位 Awarding Units
2023中國物業服務百強企業TOP11 Top 11 in 2023 Top 100 Property Management Companies in China	北京中指信息技術研究院（「中指院」） Beijing China Index Information Technology Academy（“CIA”）
2023中國物業科技賦能領先企業 2023 China's Leading Technology-empowered Property Enterprise	中指院 CIA
2023中國智慧城市服務領先企業TOP4 Top 4 of 2023 Leading Enterprises in Intelligent City Services in China	中指院 CIA
2023中國物業服務ESG發展優秀企業TOP4 Top 4 of 2023 China Excellent Property Management Company by ESG Development	中指院 CIA
2023中國產業園區物業管理優秀企業TOP2 Top 2 of 2023 Outstanding Enterprises in Property Management for Industrial Parks in China	中指院 CIA
2023中國住宅物業服務力優秀企業TOP5 Top 5 of 2023 China Residential Property Service Capability Exceptional Companies	中指院 CIA
2023廣州市物業服務企業綜合實力TOP3 Top 3 of 2023 Guangzhou Property Management Companies	中指院 CIA
2023佛山市物業服務企業綜合實力TOP2 Top 2 of 2023 Foshan Property Management Companies	中指院 CIA
2023年中國上市物業服務投資價值優秀企業TOP5 Top 5 of 2023 Outstanding Property Management Listed Companies in Investment Value in China	中指院 CIA
2023中國物業服務上市公司成長潛力TOP6 Top 6 of 2023 Property Management Listed Companies in Growth Potential in China	中指院 CIA
2023中國物業服務上市公司社區增值服務能力TOP8 Top 8 of 2023 Listed Property Management Companies in terms of Community Value-added Service Capabilities in China	中指院 CIA
2023中國物業服務上市公司市場拓展能力TOP7 Top 7 of Market Expansion Capability of the 2023 Property Management Listed Companies in China	中指院 CIA

3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD



榮譽 Honors	頒發單位 Awarding Units
2023中國物業管理上市公司TOP13 Top13 of 2023 Listed Property Management Companies in China	克而瑞物管(「克而瑞」) CRIC Property Management (“CRIC”)
2023中國上市物業企業TOP 11 Top 11 of 2023 Listed Property Companies in China	億瀚智庫 Yihan Think Tank
2023億翰ESG評級BBB 2023 Yihan ESG Rating BBB	億瀚智庫 Yihan Think Tank
2023中國物業企業綜合實力百強 Top 100 of 2023 Property Enterprises in terms of Comprehensive Strength in China	億瀚智庫 Yihan Think Tank
2023中國物業服務成長性優秀企業 2023 Outstanding Growth Companies in the Property Service Sector of China	億瀚智庫 Yihan Think Tank
2023中國物業服務市場化營運優秀企業 2023 Outstanding Market Operation Companies in the Property Service Sector of China	億瀚智庫 Yihan Think Tank
2023中國物業客戶滿意度模範企業 2023 Customer Satisfaction Model Enterprise of China Property Management	億瀚智庫 Yihan Think Tank
2023中國物業服務綜合實力百強企業TOP11 Top 11 in 2023 Top 100 of Property Services Enterprises in Comprehensive Strength in China	中物智庫 China Property Management Think Tank
2023中國物業品牌影響力百強企業 Top 100 of 2023 Property Enterprises in Brand Influence in China	中物智庫 China Property Management Think Tank
2023中國高品質服務力百強企業 Top 100 of 2023 High-quality Management Enterprises in China	中物智庫 China Property Management Think Tank
2023中國住宅物業服務企業TOP10 Top 10 of 2023 Enterprises in Residential Property Management in China	中物智庫 China Property Management Think Tank

3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

榮譽 Honors	頒發單位 Awarding Units
2023中國物業增值服務營運領軍企業 2023 Leading Enterprises in Property Value-added Services Operation in China	中物智庫 China Property Management Think Tank
2023中國物業服務華南30強 Top 30 of 2023 Property Management Companies in South China	中物智庫 China Property Management Think Tank
2023中國住宅物業服務力TOP20企業 Top 20 of 2023 Companies in Residential Property Management in China	克而瑞及北京中物研協信息科技有限公司(「中物研協」) CRIC and Beijing China Property Management Research Institution Co., Ltd. (“CPMRI”)
2023中國物業服務企業品牌價值100強 Top 100 of 2023 Property Service Enterprises with Brand Value in China	克而瑞及中物研協 CRIC and CPMRI
2023中國物業服務華南品牌企業30強 Top 30 of 2023 Property Management Brand Enterprises in South China	克而瑞及中物研協 CRIC and CPMRI



4. 深化管治，促進可持續發展

DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

良好的企業管治是時代鄰里不斷前進發展的基礎。我們將可持續發展理念貫穿於各項業務的經營發展之中，持續健全ESG管治架構，加強董事會對公司ESG事宜的參與和監督力度；建立穩定有效的持份者溝通機制，充分保障各持份者權益；深化廉潔合規管治，謀求企業高質量、可持續發展，朝著成為全球卓越的生活服務平台不斷邁進。

Good corporate governance is the foundation for the continuous progress and development of Times Neighborhood. We integrate the concept of sustainable development into the operation and development of various businesses, continue to improve the ESG governance structure, and strengthen the Board's participation and supervision of the Company's ESG matters; establish a stable and effective stakeholder communication mechanism to fully protect the interests of all stakeholders; deepen integrity and compliance governance, seek high-quality and sustainable development of the Company, and continue to make progress towards becoming a global platform for excellence in lifestyle services.

4.1 董事會聲明

董事會深刻了解ESG工作對公司的重要性，高度重視公司ESG管理，根據聯交所的要求，逐步完善ESG管治機制，加強董事會對ESG事宜的參與及監督程度，履行企業社會責任，謀求長期穩健發展。

4.1 BOARD STATEMENT

The Board deeply understands the importance of ESG work to the Company and gives high priority to the Company's ESG management. We gradually improve the ESG governance mechanism in accordance with the requirements of the Stock Exchange, strengthen the Board's participation and supervision of ESG matters, fulfil corporate social responsibility, and seek long-term and stable development.

ESG 管治

作為本公司的最高決策機構，董事會對ESG工作承擔整體責任，授權ESG委員會協助董事會管理及決定ESG相關事宜。ESG委員會負責協助董事會制定和監督ESG發展方向、指導ESG工作小組評估、優次排序對本公司具有重要影響的ESG相關議題等。ESG委員會需每年就ESG相關重要事宜向董事會匯報至少一次，以供董事會定期審視本公司ESG工作的推進行況，並就需改善的地方給予行動建議。

ESG Governance

As the highest decision-making body of the Company, the Board assumes overall responsibility for ESG work, and authorises the ESG Committee to assist the Board in managing and deciding ESG-related matters. The ESG Committee is responsible for assisting the Board in formulating and supervising the ESG development direction, guiding the ESG Task Force to evaluate and prioritise ESG-related issues that have a significant impact on the Company. The ESG Committee shall report at least once a year to the Board on material ESG-related matters for the Board to review the progress of the Company's ESG work on a regular basis, and to make recommendations on actions to be taken for improvement.

ESG 風險管理

時代鄰里高度重視可能對本公司產生重大影響的ESG風險。我們結合行業ESG風險、監管要求及宏觀政策等，定期更新ESG議題庫，並通過持份者調研、專家評估、董事會討論等方式進行重大性ESG議題評估。董事會已對本年度重大性議題的分析結果進行審批及確認。

ESG Risk Management

Times Neighborhood gives high priority to ESG risks that may have a significant impact on the Company. In combination with industry ESG risks, regulatory requirements and macro policies, we regularly update the ESG issue database, and evaluate material ESG issues through stakeholder surveys, expert evaluations, and Board discussions. The Board has approved and confirmed the analysis results of material issues for the year.

4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

ESG 目標管理

時代鄰里切實遵循聯交所ESG報告指引，結合本公司實際情況制定了關鍵的ESG目標，並持續跟進目標進展。董事會就ESG目標進行審閱及討論，並定期檢討相關目標的達成情況，以適應外部環境和公司業務的最新發展。

ESG Target Management

Times Neighborhood has practically followed the ESG Reporting Guide of the Stock Exchange, formulated key ESG targets based on the actual situation of the Company, and continuously followed up the progress of the targets. The Board reviews and discusses ESG targets and regularly reviews the achievement of relevant targets to adapt to the latest development of the external environment and the Company's business.

4.2 ESG 管治

作為中國領先及快速發展的城市綜合服務營運商之一，時代鄰里以創造者「五項原則」（長期主義、變革創新、客戶至上、廉潔自律、合作共贏）作為ESG管理的行動原則，將ESG責任履行根植於公司治理與日常營運中。我們致力提升ESG治理水平和表現，在為客戶提供優質服務的同時，亦為股東、員工、社區等持份者創造長期價值。

4.2 ESG GOVERNANCE

As one of the leading and fast-growing comprehensive property management service providers in China, Times Neighborhood takes the creator's "Five Principles" (Long-termism, Reform and Innovation, Client priority, Integrity and Self-discipline, and Win-win Cooperation) as the action principle of ESG management, and integrates ESG responsibility into corporate governance and daily operations. We are committed to improving the level and performance of ESG governance while providing customers with high-quality services, and creating long-term value for stakeholders such as shareholders, employees and the community.

時代鄰里創造者「五項原則」

The Creators of Times Neighborhood "Five Principles"

長期主義 Long-termism	長期利益要重於短期利益，要有所為，有所不為 Long-term interests should be more important than short-term interests, and do what is appropriate and discard what is inappropriate
變革創新 Reform and Innovation	大膽構想、持續變革、唯一不變的是改變 Courageous imagination, continuously reform, and there is nothing permanent except change
客戶至上 Client Priority	一切以客戶為中心，我們要提供有價值的服務 We insist on customer-centric and shall provide valuable services
廉潔自律 Integrity and Self-discipline	遵守法律法規，自覺抵制各種不良風氣 Abide by laws and regulations and consciously resist all kinds of unhealthy practices
合作共贏 Win-win Cooperation	實現客戶、員工、股東、社會多方共贏 Achieving win-win results for customers, employees, shareholders and society

4. 深化管治，促進可持續發展

DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

4.2.1 ESG 管治架構

時代鄰里已建立由「董事會－ESG 委員會－ESG 工作小組－公司各職能部門、子公司及城市公司」組成的 ESG 管治架構，明確決策、監督到執行三大層級的職責分工，推進 ESG 工作有序開展。有關董事會參與 ESG 事宜監管的詳細內容，請參見本報告「董事會聲明」章節。

我們的 ESG 管理架構及分工如下：

4.2.1 ESG Governance Structure

Times Neighborhood has established an ESG governance structure composed of “Board – ESG Committee – ESG Task Force – functional departments, subsidiaries and branches in cities of the Company”, which clarifies the division of responsibilities from decision-making, supervision to implementation, and promotes the orderly implementation of ESG work. For details of the Board’s participation in the supervision of ESG matters, please refer to the section headed “BOARD STATEMENT” in this report.

Our ESG management structure and lines of responsibility are as follows:

架構 Frameworks	角色 Roles	成員 Members	具體職責 Specific Responsibilities
董事會 The Board	最高決策層 Top decision-making organization	各董事會成員 Members of the Board	詳見「董事會聲明」章節 Please refer to the chapter headed “Board Statement”
ESG 委員會 ESG Committee	決策層 Decision-making organization	董事會主席： 岑釗雄（任 ESG 委員會主席） Chairman of the Board: SHUM Chiu Hung (appointed as the Chairman of the ESG Committee) 執行董事： 王萌、謝嬈、周銳 Executive Directors: WANG Meng, XIE Rao, ZHOU Rui 獨立非執行董事： 雷勝明 Independent non-executive Director: LUI Shing Ming, Brian	詳見「ESG 管治架構」章節 Please refer to the chapter headed “ESG Governance Structure”
ESG 工作小組 ESG Task Force	監督協調層 Supervision and coordination organization	首席財務官： 郭柏成（任 ESG 工作小組組長） Chief financial officer: Kwok Pak Shing (appointed as the head of the ESG Task Force) 由相關部門指派成員組成，並設置專人負責統籌 The ESG Task Force is composed of members appointed by relevant departments, and a dedicated person is responsible for the coordination	編制年度 ESG 報告；跟進 ESG 績效表現情況；識別 ESG 風險並向 ESG 委員會匯報；全面執行集團的 ESG 工作實踐與活動。 To prepare annual ESG reports; to follow up on ESG performances; to identify ESG risks and to report to the ESG Committee; to comprehensively implement the Group’s ESG practices and activities.

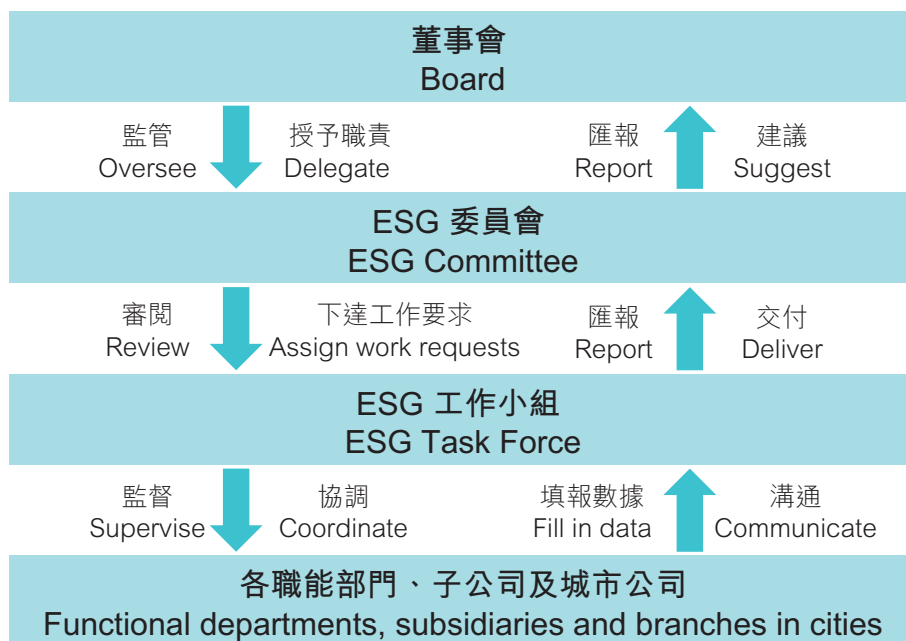
4. 深化管治，促進可持續發展

DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

架構 Frameworks	角色 Roles	成員 Members	具體職責 Specific Responsibilities
各職能部門、子公司及城市公司 Functional departments, subsidiaries and branches in cities	執行層 Executive organization	各職能部門、子公司及城市公司所有人員 All employees of functional departments, subsidiaries and branches in cities	具體執行集團的ESG工作實踐與活動。 To specifically implement the Group's ESG practices and activities.

為有效落實ESG策略及目標，不斷提升ESG工作效率，我們建立雙向溝通機制，有序推進ESG管理工作。

We have established a two-way communication mechanism for effectively implementing ESG strategies and targets and continuously improving ESG work efficiency, so as to promote ESG management in an orderly manner.



ESG管治架構圖
ESG Governance Framework



4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

ESG委員會具體職責為：指導和檢討集團ESG管理方針及策略的制定，確保遵循實際及適用的法律及監管要求；監察集團ESG目標的制定和實施，含ESG管理績效目標制定、目標實現進度的檢討、對實現目標之實踐提出建議；識別集團ESG風險與機遇，評估相關影響，並就應對ESG風險與機遇向董事會提供建議；及審視外部ESG主要趨勢，將影響集團ESG方針及策略、目標制定的重要趨勢匯報董事會。

2023年度，本集團共召開1次ESG委員會會議，審議了當前ESG工作實施情況，委派ESG工作小組執行ESG工作計劃、對標領先同行的ESG實踐、探討中長期ESG規劃，有效監督和管控本集團的ESG工作。

The specific responsibilities of ESG Committee are: direct and review the development of the Group's ESG management approaches and strategies to ensure that they are in line with the actual and applicable legal and regulatory requirements; oversee the formulation and implementation of the Group's ESG targets, including the formulation of ESG management performance targets, review of progress in achieving the targets, and make recommendations on the practice of achieving the targets; identify the Group's ESG risks and opportunities, assess relevant impact, and provide recommendations to the Board on addressing ESG risks and opportunities; and review external ESG major trends and report to the Board on important trends impacting the Group's ESG policies and strategies and the setting of targets.

In 2023, the Group held 1 ESG Committee meeting to review the current implementation of ESG work and appoint the ESG Task Force to implement ESG work plans, benchmark against leading ESG practises, and discuss medium and long-term ESG plans, so as to effectively supervise and control the Group's ESG work.

4.2.2 持份者溝通

時代鄰里高度重視持份者的建議與訴求。我們構建了長期有效的溝通機制，通過報告、問卷調研或其他平台渠道與持份者（包括員工、客戶／業主、投資者／股東、供應商及合作夥伴、政府與監管機構、媒體等）開展雙向交流，深入了解各持份者在ESG方面所關注的事項和議題，及時準確地回應各方訴求。

4.2.2 Communication with Stakeholders

Times Neighborhood highly values the suggestions and demands of stakeholders. We have established a long-term and effective communication mechanism to communicate with stakeholders (including employees, customers/property owners, investors/shareholders, suppliers and partners, governments and regulators, media, etc.) through reports, questionnaires or other platform channels, so as to deeply understand the concerns and issues of various stakeholders in terms of ESG and respond to the demands of all parties in a timely and accurate manner.

4. 深化管治，促進可持續發展

DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

持份者 Stakeholders	溝通方式 Methods of Communication	主要訴求 Main Demands
政府與監管機構 Governments and regulators	定期走訪 Regular visits 政策溝通 Policy communication 舉辦或參加會議 Hosting or attending meetings 公開活動 Public events	滿足監管合規要求 Meeting regulatory and compliance requirements 按時依法足額納稅 Paying taxes on time and in full 響應國家政策號召 Responding to national policies 促進地方經濟發展 Facilitating local economic development
投資者／股東 Investors/shareholders	股東會議 Shareholders' meeting 財務報告 Financial report 官方網站 Official website 分析員簡報 Analyst briefing 公開報道 Public report	維持穩定投資回報 Maintaining stable returns on investment 提升公司商業價值 Enhancing the commercial value of the Company 保障企業信息透明 Ensuring compliance of corporate information 保護股東投資權益 Protecting investment rights of shareholders
客戶／業主／租戶 Customers/property owners/ tenants	物業服務中心 Property service center 客戶服務熱線 Customer service hotline 官方網站 Official website 客戶滿意度調查 Customer satisfaction survey 官方微博與微信 Official Weibo and WeChat accounts 客戶訪談 Customer interview 鄰里邦APP Neighborhood Services APP 常規巡查 Routine inspections	提升客戶服務質量 Improving the quality of customer service 保護客戶信息與私隱 Protecting customers' information and privacy 促進客戶福祉與健康 Facilitating well-being and health of customers 積極推進社區建設 Promoting community building actively 確保合規負責任營銷 Ensuring compliance and responsible marketing 開展綠色物業實踐 Initiating green development philosophy



4. 深化管治，促進可持續發展

DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

持份者 Stakeholders	溝通方式 Methods of Communication	主要訴求 Main Demands
員工 Employees	公司內部互聯網 Intranet 員工會議 Employees' meetings 員工電子信箱 Employees' email 員工訪談 Employees' interview 員工活動、員工培訓 Employees' activities and trainings 網上意見調查 Online opinion surveys	保障職業健康與安全 Ensuring occupational health and safety 落實員工培訓與發展 Implementing employees' training and development 保護多元平等的職場文化 Protecting a diverse and equal workplace culture 保障員工權益 Protecting employees' rights 有競爭力的薪酬與福利 Providing competitive remuneration and benefits
供應商及業務夥伴 Suppliers and business partners	直接溝通訪問 Direct communication and visit 網上意見調查 Online opinion survey 供貨商會議 Suppliers' meetings 年度審核及評估 Annual review and assessment 承包商會議 Contractors' meetings 招投標活動 Bid invitation and bidding	加強日常溝通交流 Strengthening daily communication 依法履行合同約定 Performing contractual agreements 踐行誠實守信經營 Conducting business with honesty and integrity 打造責任供應鏈 Creating a responsible supply chain
媒體 Media	媒體發佈會 Press conferences 媒體採訪 Media interview 媒體拜訪 Media visits	提升企業透明度 Improving corporate transparency 履行企業社會責任 Fulfilling corporate social responsibility
公益組織／社會組織 Non-profit organizations/social organizations	公益活動合作 Engaging in social welfare activities 訪問與調查 Interviews and surveys	投入公益慈善事業 Investing in social welfare and charity activities 堅持綠色低碳營運 Upholding green and low-carbon operations 促進社區文化發展 Promoting cultural development in the community

4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

4.2.3 重要性議題

為了更好地回應內外部持份者地期望與訴求，明確ESG實踐方向及信息披露重點，我們持續開展實質性議題分析，通過議題庫更新、持份者參與、議題評估及審核確認等步驟，形成重大性議題矩陣，更有針對性地響應各持份者的重點關注，完整準確地披露ESG工作進展。

4.2.3 Material Issues

In order to better respond to the expectations and demands of internal and external stakeholders and clarify the direction of ESG practise and key points of information disclosure, we continue to carry out the analysis of material issues, and form a matrix of material issues through certain steps, such as updating issue database, involvement of stakeholders, assessment of issues, approval and confirmation, so as to respond to the key concerns of various stakeholders in a more specific manner and disclose the progress of ESG work in a complete and accurate manner.

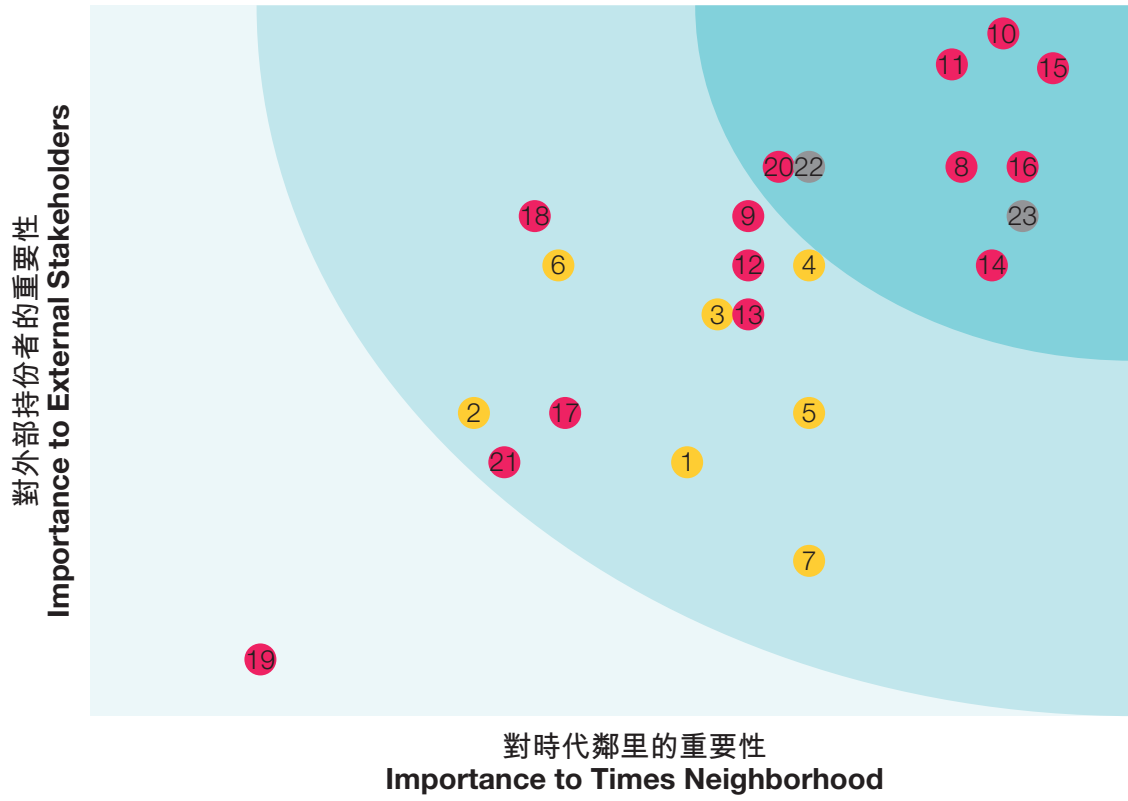
重要性議題分析方法 Analysis Method of Material Issues

議題庫更新	以《ESG報告指引》為基礎，參考全球報告倡議（GRI, Global Reporting Initiative）所建議的披露議題，通過回顧2022年重要性議題，結合企業業務實際及發展規劃、同行企業ESG管理實踐以及持份者的意見，我們梳理2023年ESG重要性議題清單，共計23項議題。
Updating issue database	Based on the <i>ESG Reporting Guide</i> , with reference to the <i>Global Reporting Initiative</i> (GRI), we reviewed the issues of importance in 2022, and combined with the actual business and development plans of enterprises, ESG management practices of peer companies and the opinions of stakeholders, we compiled a list of 23 ESG issues of importance in 2023.
持份者參與	在日常營運中收集來自董事、管理層、員工、客戶、投資者、合作方、媒體等持份者對時代鄰里可持續發展的意見，作為重要性議題的篩選依據。
Involvement of stakeholders	The opinions of stakeholders such as Directors, management, employees, customers, investors, partners and the media on the sustainable development of Times Neighborhood were collected in daily operations as the basis for selection of material issues.
議題評估	根據各持份者關注焦點，從「對時代鄰里的重要性」和「對外部持份者的重要性」兩大維度進行議題重要性評估，分析得出重要性議題矩陣及列表，其中，高度重要議題9個，中度重要議題13個，一般重要議題1個。
Assessment of issues	Based on each stakeholder's concerns, we have evaluated the materiality of issues from two dimensions, namely "Importance to Times Neighborhood" and "Importance to external stakeholders". As a result, we have obtained a matrix and a list of material issues, including 9 issues of high materiality, 13 issues of moderate materiality and 1 issue of general materiality.
審核確認	將持份者參與方案、實施過程及重要性議題評估結果呈交管理層及董事會，由管理層及董事會確認通過。
Approval and confirmation	The participation and implementation process of stakeholders and the results of assessment of materiality issues were submitted to the management and the Board for approval and confirmation.



4. 深化管治，促進可持續發展
DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

時代鄰里2023年ESG重要性議題矩陣
Times Neighborhood ESG Material Issues Matrix in 2023



- 環境議題 Environmental Issue
- 社會議題 Social Issue
- 管治議題 Governance Issue



4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

重要性議題列表： List of material issues:

議題分類 Classification of Issues	排序 Rank	序號 No.	範疇 Category	議題 Issues
高度重要議題 Issues of high materiality	1	15	社會 Social	服務質量與客戶滿意度 Service quality and customer satisfaction
	2	10	社會 Social	職業健康與安全 Occupational health and safety
	3	11	社會 Social	員工培訓與發展 Employees' training and development
	4	16	社會 Social	客戶信息與私隱保護 Customer information and privacy protection
	5	8	社會 Social	員工多元化 Employee diversity
	6	23	管治 Governance	企業管治 Corporate governance
	7	14	社會 Social	客戶福祉與健康安全 Well-being, health and safety of customers
	8	22	管治 Governance	反貪腐 Anti-corruption
	9	20	社會 Social	參與社區建設 Participation in community construction

4. 深化管治，促進可持續發展

DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

重要性議題列表：

List of material issues:

議題分類 Classification of Issues	排序 Rank	序號 No.	範疇 Category	議題 Issues
中度重要議題 Issues of moderate materiality	10	9	社會 Social	員工權益與福利 Interests and benefits of employees
	11	4	環境 Environmental	能源管理 Energy management
	12	12	社會 Social	防止僱傭童工及強制勞工 Prevention of child labour and forced labour
	13	13	社會 Social	負責任的供應鏈管理 Responsible supply chain management
	14	3	環境 Environmental	廢棄物管理 Waste management
	15	5	環境 Environmental	水資源管理 Water resources management
	16	18	社會 Social	知識產權保護 Protection for intellectual property rights
	17	6	環境 Environmental	氣候變化應對 Climate change response
	18	1	環境 Environmental	綠色物業管理 Green property management
	19	7	環境 Environmental	綠色辦公 Green office
	20	17	社會 Social	創新服務與智慧物業 Innovative services and intelligent property
	21	2	環境 Environmental	溫室氣體排放管理 Management of greenhouse gas emissions
	22	21	社會 Social	參與公益慈善及志願活動 Participation in charity and voluntary activities
	一般重要議題 Issue of general materiality	23	19	社會 Social

4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

4.3 合規管治

合規管治是企業穩健發展的基石。時代鄰里致力於通過透明公開的內部管理方式，建立完善的企業合規管治制度體系。我們持續加強風險防控與管理，落實知識產權保護，切實保障公司的合法、合規經營，不斷提升公司治理水平，以廉潔高效、穩健踏實的行動推動公司高質量、可持續發展。

4.3.1 董事會治理

董事會始終圍繞公司治理履職盡責，嚴格按照公司規定開展工作。我們定期檢討與確認獨立非執行董事的有效性與獨立性，確保董事會合規且正常運行。報告期末，本公司董事會成員中，董事會主席由非執行董事岑釗雄先生擔任，且所有獨立非執行董事均符合獨立性的要求。

我們相信多元化的企業管治架構是完善企業管治的必要環節。我們制定了《董事會成員多元化政策》，定期審閱制度的有效性並檢討政策實施情況。董事會成員甄選基於多元化原則，並結合公司實際、自身業務模式和工作需要，嚴格考慮候選人的（但不限於）年齡、性別、文化、教育背景、專業經驗等因素，確保董事會的有效性與平衡性。

4.3 COMPLIANCE GOVERNANCE

Compliance governance is the cornerstone of the steady development of an enterprise. Times Neighborhood is committed to establishing a comprehensive corporate compliance governance system through transparent and open internal management methods. We continue to strengthen risk prevention, control and management, implement intellectual property protection, practically ensure the legal and compliant operation of the Company, continuously improve the level of corporate governance, and promote the high-quality and sustainable development of the Company with integrity, efficient, steady and practical actions.

4.3.1 Governance of the Board

The Board has always been committed to performing its duties in respect of corporate governance in strict accordance with the regulations of the Company. We regularly review and confirm the effectiveness and independence of independent non-executive Directors to ensure the compliance and proper operation of the Board. At the end of the Reporting Period, the chairman of the Board was Mr. Shum Chiu Hung, a non-executive Director, and we confirmed that all the independent non-executive Directors were in compliance with independence requirement.

We believe that a diversified corporate governance structure is essential for improving corporate governance. We have established the *Board Diversity Policy*, regularly review the effectiveness of the system and the implementation of the policy. Based on the principle of diversity and taking into account the actual situation of the Company, our own business model and work needs, the selection of Board members strictly considers factors such as (but not limited to) age, gender, culture, educational background and professional experience of the candidates to ensure the effectiveness and balance of the Board.



4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

於2023年12月31日，董事會共有9名董事，其中執行董事3名，非執行董事3名，獨立非執行董事3名，分別具備豐富的房地產服務行業經驗、良好的經營管理能力，以及財務、工商管理、法律等領域的專業知識技能。

- **關鍵績效**

截至2023年12月31日，董事會9名董事中，共有3名女性執行董事，女性董事佔比33.3%。

As at 31 December 2023, the Board comprised a total of 9 Directors, including 3 executive Directors, 3 non-executive Directors and 3 independent non-executive Directors, with extensive experience in the real estate service industry, sound operation and management capabilities, and professional knowledge and skills in finance, business administration, law and other fields.

- **Key Performances**

As of 31 December 2023, there were 3 female executive Directors out of 9 Directors on the Board, with female Directors accounting for 33.3%.

4.3.2 內部控制

時代鄰里高度重視有效的內部控制和風險管理，不斷加強風險防範。我們嚴格遵守聯交所《企業管治守則》要求，制定《時代鄰里集團審計監察管理制度》《時代鄰里員工紅線制度》，建立涵蓋風險自查、常規審計、專項審計、離任審計、風險檢查等內部控制機制的風險管理體系，合規高效地開展內控工作。

2023年，本集團共完成區域公司和附屬子公司年度常規審計8項、各類專項審計15項，及時發現並有效整改內部審計問題。同時，為規範項目內控管理，降低經營風險，本年度我們針對消防安全管理、電梯安全、裝修管理及有償服務等4類項目專項風險開展巡查，共完成69個巡查項目，切實提高項目管理水平和風險防範能力。

4.3.2 Internal Control

Times Neighborhood gives high priority to effective internal control and risk management, and continuously strengthens risk prevention. We strictly abide by the requirements of the *Corporate Governance Code* of the Stock Exchange, formulate the *Management Policy of Times Neighborhood Group on Audit and Supervision* (時代鄰里集團審計監察管理制度) and the *Employee Red Line Policy of Times Neighborhood* (時代鄰里員工紅線制度), and establish a risk management system covering internal control mechanisms such as risk self-examination, regular audit, special audit, post-employment audit and risk inspection, so as to carry out internal control work in a compliant and efficient manner.

In 2023, the Group completed 8 annual regular audits, 15 various special audits of regional companies and subsidiaries, and identified and effectively rectified internal audit issues in a timely manner. At the same time, in order to standardise the internal control management of projects and reduce operational risks, we carried out inspections on four types of special risks of projects such as fire safety management, elevator safety, decoration management and paid services, and completed a total of 69 inspection projects this year, which practicably improved the project management level and risk prevention capabilities.

4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

[案例] 水電能耗管理專項審計

2023年，我們針對水電能耗管理開展專項審計。對審計過程中發現的風險點，我們立即通知相關部門進行整改，及時修訂水電能耗管理辦法，開發並上線自動生成水電費系統功能。水電能耗管理專項審計整改完成率達100%。

[Case] Conducting Special Audits of Water and Electricity Consumption Management

In 2023, we conducted special audits on the management of water and electricity consumption. For the risk points identified in the audit process, we immediately notified the relevant departments for rectification, timely revised the administrative measures for water and electricity consumption, developed and launched the function of automatic generation of water and electricity fee system. The completion rate of rectification of special audits of water and electricity consumption management reached 100%.

4.3.3 廉正自律

時代鄰里倡導誠信廉潔，嚴格遵守《中華人民共和國公司法》《中華人民共和國反洗錢法》《中華人民共和國反不正當競爭法》等法律法規，持續完善商業道德管理機制，制定《時代鄰里集團反商業賄賂管理制度》《時代鄰里集團反舞弊管理制度》等內部制度，強化廉潔合規教育，健全監察舉報流程，堅守誠信經營。

4.3.3 Integrity and Self-discipline

Times Neighborhood advocates honesty and integrity, strictly abides by the *Company Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, the *Law of the People's Republic of China Against Unfair Competition* and other laws and regulations, continuously improves the business ethics management mechanism. We have formulated internal policies such as the *Management Policy of Times Neighborhood Group on Anti-Commercial Bribery* (時代鄰里集團反商業賄賂管理制度) and the *Management Policy of Times Neighborhood Group on Anti-Corruption* (時代鄰里集團反舞弊管理制度), strengthened integrity and compliance education, improved the supervision and reporting process, and adhered to honest operation.

4. 深化管治，促進可持續發展

DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

我們建立了覆蓋董事會、審計委員會、審計監察中心的三級監控監察體系，通過規章制度對全體員工的紀律行為進行明確界定，並對違紀違規行為進行處罰，有效約束員工行為。為防止出現形式主義、失職瀆職、違反廉潔自律的情況，我們聯合各區域公司及附屬子公司對員工開展4期的內部工作作風檢查。報告期內，本公司未有已審結的涉及貪污、賄賂、勒索、洗錢的訴訟案件。

我們致力建設廉潔清風的工作與合作環境。要求所有新入職員工必須簽訂《時代鄰里員工廉潔從業承諾書》，新合作或續簽合同的供應商必須簽訂《廉潔合作協議》。2023年《時代鄰里員工廉潔從業承諾書》和《廉潔合作協議》的簽訂率均為100%。

反貪污審查

我們嚴格遵守相關法律法規和內部政策，持續推進對公司內部舞弊事件的審查工作。本年度，我們共開展調查12件內部舞弊案件，對員工開展4期內部工作作風檢查，嚴厲打擊違反商業道德的行為，防止形式主義、失職瀆職、違反廉潔自律的情況出現。

- 中高層管理人員：開展廉潔現場培訓授課，詳細介紹公司廉潔制度及內部監察體系，並選取典型違規舞弊案件作案例警示，不斷提升員工責任意識和廉潔觀念；

We have established a three-level monitoring and supervision system covering the Board, the Audit Committee and the Audit and Supervision Center, which clearly defines the disciplinary behaviour of all employees through rules and regulations, and punishes violations of disciplines and regulations to effectively restrain the behaviour of employees. We cooperated with regional companies and subsidiaries to carry out four internal work style inspections for employees to prevent formalism, dereliction of duty, and breaches of integrity and self-discipline. During the Reporting Period, the Company had no concluded legal cases regarding corruption, bribery, extortion and money laundering.

We are committed to building a integrity and honest working and cooperation environment. We require employees commencing employment to sign the *Integrity Undertakings of Times Neighborhood Employees* (時代鄰里員工廉潔從業承諾書), and suppliers of new or renewed contracts are also required to sign the *Integrity Cooperation Agreement* (廉潔合作協議). In 2023, the signing rate of the *Integrity Undertakings of Times Neighborhood Employees* (時代鄰里員工廉潔從業承諾書) and the *Integrity Cooperation Agreement* (廉潔合作協議) were 100%.

Anti-corruption Review

We strictly abide by relevant laws and regulations and internal policies, and continue to promote the review of internal fraud incidents of the Company. This year, we investigated a total of 12 internal fraud cases, and carried out four internal work style inspections on employees to strictly crack down on breaches of business ethics and prevent formalism, dereliction of duty, and breaches of integrity and self-discipline.

- Middle and senior management: Carry out on-site integrity training and lectures, introduce the Company's integrity system and internal monitoring system in detail, and select typical cases of noncompliance and fraud as case warnings to continuously enhance employees' awareness of their responsibilities and integrity concepts;

4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

- 區域管理層：由區域公司和附屬子公司自行開展廉潔培訓。針對廉潔問題風險較高的區域進行側重宣貫，多方面提升管理層反腐敗意識；
 - 新員工：在入職特訓營中向新員工介紹時代鄰里的反腐敗原則和零容忍態度，分享典型舞弊案件，加深新員工對舞弊後果的認知，提升反舞弊識別的能力；
 - 專業職能線員工：開展客助守衛官廉潔培訓和2023屆助航計劃項目營運官廉潔培訓，向關鍵管理崗位的員工詳細介紹其崗位容易發生且忽略的腐敗風險點，全面武裝反腐敗識別能力，確保時代鄰里營運範圍的最小處也能夠防範腐敗風險的發生。
- Regional management: Regional companies and subsidiaries conduct integrity training on their own. Focus on publicity for high-risk integrity issues in the region to enhance the awareness of anti-corruption among the management in various aspects;
 - New employees: Introduce the anti-corruption principles and zero-tolerance attitude of Times Neighborhood to new employees in the induction training camp, share typical fraud cases to enhance new employees' awareness of the consequences of fraud, and improve their anti-fraud identification skills;
 - Employees in professional functional positions: We conducted the integrity training for customer assistance officers and the integrity training for project operation officers of the 2023 Navigation Assistance Plan. For the employees in key management positions, we introduced in detail the corruption risks that are prone to occur and easily overlooked in their positions, and comprehensively equipped anti-corruption identification capabilities to ensure that corruption risks can be prevented even in the smallest areas in the operation of Times Neighborhood.

4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

反貪污培訓

時代鄰里極為重視員工廉潔意識的培養，將廉潔自律視為企業文化的重要組成部分，更將紅線制度作為員工行為的重要規範。我們定期組織關於廉潔自律與紅線制度的培訓，幫助員工深刻理解和遵循相關原則，共同維護企業的良好形象和健康發展。2023年，審計監察中心聯合鄰里學院共組織企業內部廉潔培訓11次，覆蓋人數230餘人次。

Anti-corruption Training

Times Neighborhood attaches great importance to the cultivation of employees' awareness of integrity, regards integrity and self-discipline as an important part of corporate culture, and even takes the Red Line Policy as an important regulation of employee behaviour. We regularly organise training on integrity and self-discipline together with Red Line Policy to help employees deeply understand and follow relevant principles, and jointly maintain a good image and sound development of the enterprise. In 2023, the Audit and Supervision Center and the Neighborhood College organized 11 internal integrity training sessions, covering more than 230 headcount.

[案例] 時代鄰里2023年助航計劃— 廉潔從業主題培訓

為進一步增強廉潔作風建設，保障企業的長期穩健發展，時代鄰里於2023年5月舉辦主題為「崇廉尚潔，警鐘長鳴」的廉潔培訓。本次培訓以項目營運官為主要對象，共計79人參與。我們從廉潔從業的現實意義、廉潔從業的具體規定、常見的工作作風問題、法律知識及警示案例等方面入手，詳細介紹時代鄰里的廉潔文化及工作中可能存在的風險點，培養員工廉正自潔的價值觀，提高團隊防範腐敗風險的能力。

[Case] 2023 Navigation Assistance Plan of Times Neighborhood – Integrity Themed Training

In order to further enhance the building of an integrity working style and ensure the long-term and stable development of the Company, Times Neighborhood held an integrity training with the theme of "Advocating Integrity and Keeping Alert" in May 2023. A total of 79 people participated in the training with the project operation officer as the main target. Starting from the practical significance of integrity practises, specific regulations on integrity practises, common work style issues, legal knowledge and warning cases, we introduced in detail the integrity culture of Times Neighborhood and the possible risk points in work, cultivated employees' values of integrity and self-discipline, and improved the team's anti-corruption identification skills.



項目營運官廉潔培訓
Integrity Training for Project Operation Officers

4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

4.3.4 舉報機制

時代鄰里鼓勵並重視來自任何渠道的對任何持份者相關的投訴與舉報，包括在職或離職員工、供應商、員工親屬、客戶及其他合作夥伴出現貪污腐敗、歧視、騷擾、侮辱、失職瀆職、欺詐和危害信息安全等行為。我們制定《時代鄰里投訴舉報管理制度》，確保舉報投訴信息及時有效傳遞、依法保障舉報人的合法權益。報告期內，我們共接獲實名和匿名舉報152條，已結案151條，結案率達99.3%。

舉報流程

接獲舉報
Report Received

審核舉報信息
Review Reporting Information

立案調查
Case Investigation

結果反饋
Finding Feedback

案件歸檔
Case Filing

4.3.4 Reporting Mechanism

Times Neighborhood encourages and values complaints and reports related to any stakeholders from any channels, including corruption, discrimination, harassment, insulting, dereliction of duty, fraud and harming information security by current or former employees, suppliers, employee relatives, customers and other partners. We have formulated the *Complaint Reporting Management System of Times Neighborhood* (時代鄰里投訴舉報管理制度) to ensure the timely and effective submission of complaint information and protect the legitimate rights and interests of whistleblowers in accordance with the law. During the Reporting Period, we have received 152 reports submitted by named and anonymous sources, 151 of which have been concluded, with a conclusion rate of 99.3%.

Reporting Process

舉報處理流程 Reporting Process

時代鄰里設置多種舉報渠道以獲取內外部舉報信息。

Times Neighborhood has set up multiple reporting channels to obtain internal and external reporting information.

我們秉持對公司實施監督和嚴格責任追究的原則，要求當審計監察中心收到實名舉報3個工作日內或匿名舉報5個工作日內，查實並分析相關舉報信息，並開始投訴舉報處理流程。

We uphold the principle of supervision and strict accountability for the Company and require the Audit and Supervision Center to verify and analyze the information reported within 3 business days of receiving a report submitted under a real name or within 5 business days of receiving a report submitted by anonymous sources, and to start the complaint reporting process.

我們對投訴舉報進行分級分類處理：

We classify complaints and reports into different categories:

- 對於一般性舉報，審計監察中心派專人與相關部門組成專門調查組展開調查；
For general reports, the Audit and Supervision Center sends its staff and relevant departments to form a special investigation team to conduct investigations;
- 對於重大投訴舉報，審計監察中心上報董事會，並據指示處理。
For major complaints, the Audit and Supervision Center reports them to the Board and handles them according to instructions.

我們要求，所有投訴舉報須於30日內完成處理，並書面或電話告知舉報人，若因舉報事項複雜，則需向舉報人說明情況，延長答覆時間，但最長不得超過60日。

We require that all reports of complaints be processed within 30 days and that the whistleblower be notified in writing or by telephone. If the report is complex, we will need to explain the circumstances and extend the response time to the whistleblower for a maximum of 60 days.

所有舉報皆出具完整書面報告，並對觸犯相關規定的被投訴人進行嚴格追究和處理。
All reports are fully documented in writing, and complainants who violate the relevant regulations are strictly prosecuted and punished.



4. 深化管治，促進可持續發展 DEEPEN GOVERNANCE, PROMOTE SUSTAINABLE DEVELOPMENT

舉報人保護

我們依據《時代鄰里投訴舉報管理制度》，對舉報人及重要線索提供者的相關信息嚴格保密，嚴禁對舉報人進行任何打擊報復行為，如相關調查人員泄露舉報人信息，我們會依據相關管理辦法對調查人員進行嚴厲處罰。此外，我們委派一名員工專項負責獲取投訴舉報信息並後期跟進處理，並要求對開展調查或轉辦投訴舉報信息的案件進行脫敏處理，有效防止泄露涉及舉報人身份的信息。

Whistleblower Protection

We strictly keep the relevant information of whistleblowers and important clues providers confidential in accordance with the *Complaint Reporting Management System of Times Neighborhood* (時代鄰里投訴舉報管理制度), and strictly prohibit any retaliation against whistleblowers. If relevant investigators leak the information of whistleblowers, we will severely punish the investigators in accordance with relevant management measures. In addition, we assign one employee to be specifically responsible for the acquisition of complaint information and follow-up processing, and require that cases involving investigation or forwarding information about a complaint be desensitized to effectively prevent the disclosure of information involving the identity of the informant.

4.3.5 知識產權保護

我們嚴格遵守《中華人民共和國商標法》《中華人民共和國著作權法》《中華人民共和國專利法》《中華人民共和國反不正當競爭法》等法律法規要求，不斷健全知識產權保護體系，於2023年新增《知識產權保護管理制度》，加強知識產權保護力度，提升知識產權保護意識。同時，我們也充分尊重他人的知識產權，鼓勵和保護公平競爭，預防和嚴禁任何形式的侵權行為，主動打擊侵犯知識產權的各類行為，多措並舉維護自己與他人的合法權益不受侵害。

4.3.5 Protection for Intellectual Property Rights

We strictly comply with the requirements of laws and regulations including the *Trademark Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China*, the *Patent Law of the People's Republic of China* and the *Law of the People's Republic of China Against Unfair Competition*, continuously improve the intellectual property protection system, and have newly implemented the *Intellectual Property Protection Management System* (知識產權保護管理制度) in 2023 to strengthen the protection of intellectual property rights and enhance the awareness of intellectual property protection. At the same time, we also fully respect the intellectual property rights of others, encourage and protect fair competition, prevent and strictly prohibit any form of infringement, take the initiative to crack down on all kinds of infringement of intellectual property rights, and take multiple measures to protect ourselves and others from infringement of their legitimate rights.

— 知識產權數據

知識產權類別 Intellectual Property Category	單位 Unit	2023年數據 Data of 2023
已獲得商標數目 Number of trademarks obtained	件 Item	291
已獲得著作權數目 Number of copyrights obtained	件 Item	156
已獲得專利數目 Number of patents obtained	件 Item	12

— Intellectual Property Data

5. 品質服務，建設美好生活

QUALITY SERVICES TO BUILD A BETTER LIFE

圍繞客戶需求，提供創新、優質的服務是時代鄰里的重要責任。秉持「品質讓客戶驚喜，服務讓客戶感動」的經營理念，我們持續探索與思考與時俱進的服務模式，建立完善和精益化的物業管理和服務體系，加強智慧化與數字化水平，不斷提升客戶滿意度和認可度。

專題：初心計劃3.0

時代鄰里自2021年啟動「初心計劃」，聚焦社區管理、環境管理、工程管理、安全管理等方面，全方位提升服務品質。至2023年，初心計劃已升級至「初心計劃3.0」，在以往品質建設的基礎上更為具體地細化執行要求，引領服務發展踏上新發展台階。

初心計劃3.0圍繞「客戶+員工」，以「一個原則、兩大提升、三大行動」為總綱領，聚焦服務態度，將服務管理精進入微。

Focusing on customer needs, providing innovative and high-quality services is an important responsibility of Times Neighborhood. Adhering to the operation philosophy of “Surprise Customers with Quality and Move Customers with Service”, we continue to explore and consider the service model that keeps pace with the times, establish a perfect and meticulous property management and service system, strengthen the level of intelligence and digitalization, and continuously improve customer satisfaction and recognition.

FEATURE : INITIAL PLAN 3.0

Times Neighborhood has launched the “Initial Plan” since 2021, focusing on community management, environmental management, engineering management, safety management and other aspects to improve service quality in all aspects. By 2023, the Initial Plan has been upgraded to the “Initial Plan 3.0”, which will refine the implementation requirements more specifically on the basis of the previous quality building, and lead the development of services to a new stage.

The Initial Plan 3.0 focuses on “customers + employees”, takes “One Principle, Two Improvements, Three Major Actions” as the general principle, focuses on service attitude, and meticulously provides service management.

初心計劃3.0 Initial Plan 3.0

 **1** 個原則
Principle

品質零容忍
Zero Tolerance for Quality

+

 **2** 大提升
Improvements

服務力提升
Improving Management
內驅力提升
Improving Internal Dynamics

+

 **3** 大行動
Major Actions

美顏行動
Beautification Action
煥新行動
Renovation Action
安心行動
Safety Action

「初心計劃3.0」總綱領
General Principle of “Initial Plan 3.0”



5. 品質服務，建設美好生活 QUALITY SERVICES TO BUILD A BETTER LIFE

品質零容忍：時代鄰里堅守服務底線，執行品質零容忍，確立了衛生死角、車場管理、崗位違規、消防失職、倉庫管理、裝修管理、綠化裸露7大類品質零容忍事項。對觸碰底線的行為進行通報處罰，並與晉升評級掛鉤，採用一票否決制。

美顏行動：通過細化服務行動、優化服務標準，為業主創造乾淨、美好的生活環境。我們在主出入口、主幹道、單元樓、外圍等重點區域開展美顏行動，做到無積水、無雜物、無垃圾、無油漬，在園區綠化範圍做到匠心維護，讓業主在高頻場景中感受服務溫度。2023年，社區美顏清潔活動開展超2萬次。

煥新行動：通過持續翻新公共設施、設備維修與更換，對園區地磚進行修復鋪設與養護，為業主帶來美好居住體驗。在煥新行動中有效實施提升工程超百項，包括道釘加裝、井蓋翻新、牆面美化、樓棟翻新、雨水篦子加裝隔網、井口加裝防墜網等舉措，讓社區面貌煥然一新。2023年，小區煥新行動開展超千項，打造標準化機房96個。

安心行動：通過「物防—技防—人防」為業主的居家生活編織了一張無形但可靠的安全防範網絡；通過定期的應急演練與培訓，使團隊能夠迅速響應緊急事件；通過增設各項安全提示牌等舉措，從多方入手排除安全隱患。

Zero Tolerance for Quality: Times Neighborhood adheres to the bottom line of service, implements the principle of “Zero Tolerance for Quality”, and has established seven categories of zero-tolerance for quality, including unhygienic spots, parking lot management, position violations, fire negligence, warehouse management, decoration management, greening and exposed. Notification and punishment will be imposed on who touch the bottom line, and their position will be linked to the promotion rating, which applies to one-vote negation.

Beautification Action: By refining service actions and optimising service standards, we create a clean and beautiful living environment for property owners. We carry out Beautification Action in key areas such as the main entrance and exit, main roads, unit buildings and peripheral areas, so as to achieve no accumulation of water, no sundries, no garbage and no oil stains, and achieve ingenious maintenance in the greening area of the park, so that property owners can experience the service warmth in high-frequency scenarios. In 2023, more than 20,000 community beautification activities were carried out.

Renovation Action: Through continuous renovation of public facilities and equipment maintenance and replacement, the floor tiles in the park are repaired, laid and maintained to bring a better living experience to the property owners. During the process of Renovation Action, more than 100 improvement projects were effectively implemented, including measures such as adding road studs, renovating manhole covers, façade beautification, building renovation, adding rainwater grates, and installing manhole fall prevention nets, so as to refresh the community’s appearance. In 2023, we conducted over 1,000 projects of the community’s Renovation Action and built 96 standardised machine rooms.

Safety Action: We created an invisible but reliable security net for the home life of the property owners by “Physical Defense – Technical Defense – Human Defense”. Through regular emergency drills and training, the team can respond quickly to emergencies; by adding various safety signs and other measures, we eliminate safety hazards from multiple aspects.

5. 品質服務，建設美好生活 QUALITY SERVICES TO BUILD A BETTER LIFE

5.1 用心服務，滿意鄰里

時代鄰里始終以客戶為導向，悉心聆聽客戶需求，快速響應客戶訴求，堅持提供高標準、高質量的物業服務，全方面提升客戶居住體驗。

5.1.1 客戶服務體系

我們通過建立規範化、標準化的服務質量管理體系，為客戶提供高品質服務。我們制定《時代鄰里項目營運全生命週期管理制度》《時代鄰里外拓項目服務質量管理方案及標準》《時代物業「向日葵」質量及服務標準》等一系列制度文件，圍繞不同的客戶需求，我們不斷優化、更新管理標準和指引。2023年，我們根據客戶畫像進一步細化服務及質量標準系列文件，針對不同類型的客戶制定不同的服務方案，滿足客戶的多樣化需求。

我們致力於維護良好的客戶關係，主動了解客戶訴求，通過上門拜訪、線上溝通等方式與客戶保持密切交流。2023年，我們制定並開展客戶拜訪計劃，通過線上與線下等多種方式與客戶開展訪談，以了解客戶需求，提升服務質量。截至報告期末，年度拜訪完成率已達100%，2023年年度第三方客戶滿意度成績達標準率100%。

5.1 DEDICATED SERVICES FOR THE SATISFACTORY NEIGHBORHOOD

Times Neighborhood has always been customer-oriented, carefully listened to customer needs, quickly responded to customer demands, insisted on providing high-standard and high-quality property services, and improved customer living experience in all aspects.

5.1.1 Customer Service System

We provide customers with high-quality services by establishing a standardised service quality management system. We have formulated a series of system documents such as the *Management Procedures of Times Neighborhood for Project Operation and Decision-making* (時代鄰里項目營運全生命週期管理制度), the *Service Quality Management Plan and Standards for External Expansion Projects of Times Neighborhood* (時代鄰里外拓項目服務質量管理方案及標準), and the *Quality and Service Standards of Times Property for Sunflower Model* (時代物業「向日葵」質量及服務標準). Focusing on different customer needs, we continuously optimise and update management standards and guidelines. In 2023, we further refined a series of documents on service and quality standards based on customer profiling, and formulated different service plans for different types of customers to meet their diversified needs.

We are committed to maintaining better customer relations, actively understanding customer demands, and maintaining close communication with customers through door-to-door visits and online communication. In 2023, we formulated and carried out a customer visit plan, and conducted online and offline interviews with customers to understand customer needs and improve service quality. As of the end of the Reporting Period, the completion rate of annual visits has reached 100%, and the achievement rate of third-party customer satisfaction in 2023 has reached 100%.



5. 品質服務，建設美好生活 QUALITY SERVICES TO BUILD A BETTER LIFE

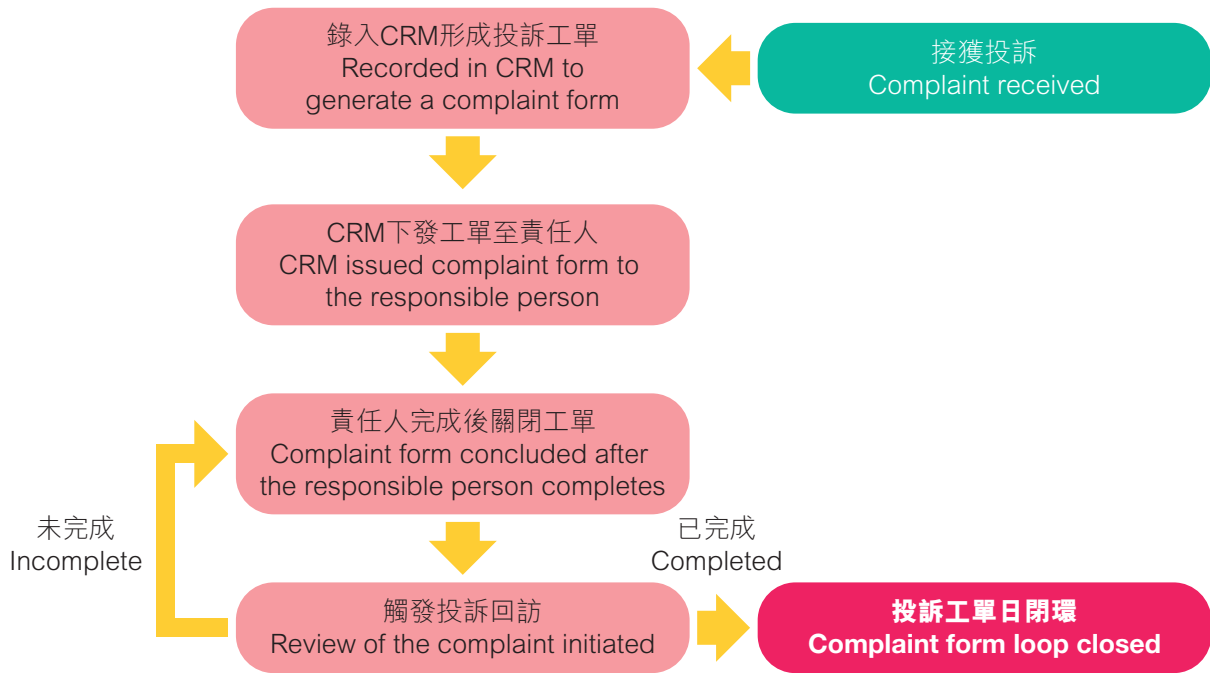


5.1.2 客戶投訴管理

時代鄰里秉持「讓每個心聲都有回聲」的理念，暢通多個渠道受理客戶投訴，鼓勵客戶積極分享任何關於我們的建議與觀點。我們的反饋渠道已覆蓋線上線下多種形式，包括但不限於400全國服務熱線、公眾號、投訴信箱及「鄰里邦」APP等。

5.1.2 Customer Complaint Management

Times Neighborhood adheres to the concept of “Echoing to Every Voice” to unblock multiple channels to accept customer complaints, and encourages customers to actively share any suggestions and views about us. Our feedback channels have covered multiple online and offline channels, including but not limited to 400 National Service Hotline, public accounts, complaint mailboxes and Neighborhood Services APP.



客戶投訴處理流程
Customer Complaint Handling Process

為提升處理客戶投訴和意見工作的效率與質量，我們對投訴信息進行分級分類管理。若住戶針對同一問題投訴反映三次以上，我們將對現場樓盤管理進行整體性跟蹤檢查，住戶亦可持續上訪至總部進行面對面投訴；對於投訴處理情況，我們對客戶進行回訪，直至客戶滿意後方可關閉投訴單。2023年，時代鄰里共收到9,090宗投訴，關單率為90.43%。

In order to improve the efficiency and quality of handling customer complaints and opinions, we classify complaints information into different categories. If a resident complains about the same problem more than three times, we will conduct an overall follow-up inspection of the on-site management of the building, and the resident may continue to visit the headquarters for face-to-face complaints. For the handling of complaints, we review with the customer until the customer is satisfied before concluding the complaint form. In 2023, Times Neighborhood received 9,090 complaints, with a 90.43% conclusion rate.

5. 品質服務，建設美好生活 QUALITY SERVICES TO BUILD A BETTER LIFE

5.1.3 客戶滿意度

時代鄰里以客戶滿意度為導向，持續完善客戶滿意度調研與改進工作。2023年我們在客戶滿意度指標體系中新增物業服務人員服務表現這一指標，進一步豐富了滿意度調研體系。

5.1.3 Customer Satisfaction

Guided by customer satisfaction, Times Neighborhood continues to improve customer satisfaction surveys and improvement work. In 2023, we added the indicator of service performance of property service personnel in the customer satisfaction index system, further enriching the satisfaction survey system.

項目類別

Project Category

時代鄰里客戶滿意度調研指標體系

Customer Satisfaction Survey Index System of Times Neighborhood

自有項目 Self-owned Projects	<ul style="list-style-type: none"> 物業服務滿意度 Satisfaction with property services 小區安全管理滿意度 Satisfaction with community safety management 小區清潔衛生滿意度 Satisfaction with community cleanliness and hygiene 小區綠化養護滿意度 Satisfaction with community greening and maintenance 	<ul style="list-style-type: none"> 公共設施維護滿意度 Satisfaction with public facility maintenance 物業服務人員表現滿意度 Satisfaction with the performance of property service personnel 交付服務滿意度 Satisfaction with delivery service
外拓項目 External Projects	<ul style="list-style-type: none"> 物業服務滿意度 Satisfaction with property services 小區安全管理滿意度 Satisfaction with community safety management 小區清潔衛生滿意度 Satisfaction with community cleanliness and hygiene 	<ul style="list-style-type: none"> 小區綠化養護滿意度 Satisfaction with community greening and maintenance 公共設施維護滿意度 Satisfaction with public facility maintenance 物業服務人員表現滿意度 Satisfaction with the performance of property service personnel

根據滿意度調查結果和業主反應情況，我們對共性問題進行整改，以「專業度、有形度、同理度、反應度、信賴度」五大滿意指數測量升級改造成果，並對特性問題安排一對一響應，進行事後回訪，全力提升客戶滿意度。2023年時代鄰里客戶滿意度調研分數較上一年有所增加，為79.01。

Based on the results of the satisfaction survey and the feedback from the property owners, we carried out rectification of the common issues and measured the results of the upgrading and renovation with the five satisfaction indices of “Professionalism, Visibility, Empathy, Responsiveness and Reliability”. We have arranged one-on-one response to the characteristics of the issue, and conducted follow-up reviews to improve customer satisfaction. In 2023, the customer satisfaction survey score of Times Neighborhood increased from the previous year to 79.01.

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時代鄰里長期與第三方專業機構合作，持續開展「神秘訪客」行動。第三方專業機構將以客戶第一視角於每個季度對項目現場進行服務體驗檢查，及時發現並解決服務中的短板，持續優化和提升服務水平，確保每一位客戶都能享受到高品質的服務體驗。2023年「神秘訪客」計劃檢查範圍涵蓋多個已交付項目和銷售案場，年度綜合得分93.23分，較上一年度有所增加，整體得分的目標完成率達100%。

5.2 品質服務，安全鄰里

保障客戶健康與安全是時代鄰里的重要任務。我們建立完善的安全管理體系，定期開展項目危險源識別工作並建立管控機制，以高標準、高要求嚴格要求在管社區的服務質量與安全。

5.2.1 服務質量與安全

時代鄰里嚴格遵守《中華人民共和國消防法》《中華人民共和國安全生產法》等法律法規，制定並執行《時代鄰里集團安全管理制度》《質量、環境、職業健康安全程序文件》等一系列規章制度，確保客戶居住和工作環境的安全、健康與衛生。

Times Neighborhood has been cooperating with third-party professional organization for a long term and continues to carry out the “Mysterious Visitors” action. The third-party professional organization will conduct quarterly service experience checks on project sites from a customer’s perspective, timely discover and solve the shortcomings in services, continue to optimise and improve service levels, so as to ensure that every customer can enjoy high-quality service experience. In 2023, the inspection scope of the “Mysterious Visitors” plan covered multiple delivered projects and sales sites, with an annual comprehensive score of 93.23 points, which has increased compared with the previous year, and the target completion rate of the overall score was 100%.

5.2 QUALITY SERVICE, SAFE NEIGHBORHOOD

Ensuring the health and safety of customers is an important task of Times Neighborhood. We have established a comprehensive safety management system, regularly carried out the identification of project hazard sources and established a control mechanism to strictly require the service quality and safety of the communities under our management with high standards and requirements.

5.2.1 Service Quality and Safety

Times Neighborhood strictly abides by the *Fire Protection Law of the People’s Republic of China*, the *Law of the People’s Republic of China on Work Safety* and other laws and regulations, and has formulated and implemented a series of rules and regulations such as the *Safety Management System of Times Neighborhood Group* (時代鄰里集團安全管理制度) and the *Procedure Document on Quality, Environment and Occupational Health and Safety* (質量、環境、職業健康安全程序文件) to ensure the safety, health and hygiene of customers’ living and working environment.



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我們持續完善安全管理體系，建立健全安全風險防控機制。我們已取得 ISO 9001 質量管理體系認證，並依據要求進行年度審核。同時，我們在「初心計劃3.0」中落實「安心行動」，以專項行動的形式嚴格保障社區健康與安全。報告期內，我們聯合第三方開展品質服務宣貫與檢查活動，客觀真實地評估服務運作中存在的問題，並進行針對性的整改，有效提升了服務質量和客戶滿意度。

- **安全風險管理：**定期梳理安全管理風險，對訪客管理、裝修監控、安保巡邏、樓宇安全、泳池安全、監控消防、非機動車管控和停車場管理等風險點落實指標管控，對各在管社區的安全工作進行全面安全檢查。
- **常態化隱患管理：**組織開展例行檢查、消防安全檢查、電梯安全檢查、泳池安全檢查等專項檢查；重要節假日前開展安全檢查；定期召開質量安全會議，系統性管控在管項目的質量安全問題；對每一項安全問題進行匯報、採納和開單的全流程管控。2023年時代鄰里共召開月度安全質量會議12次，總部召開半年度會議2次。
- **安全意識與能力提升：**針對日常工作可能出現的突發事件開展應知應會培訓；組織開展多場應急演練，包括消防演練、防汛演練、泳池演練等，提升應對突發安全事件的能力。2023年，時代鄰里共開展5期突發事件應知應會培訓，消防演練4次，防汛演練2次、泳池演練1次。

We continue to improve the safety management system and establish a sound safety risk prevention and control mechanism. We have obtained the ISO 9001 quality management system certification and conduct annual audit as required. At the same time, we implemented the “Safe Action” in the “Initial Plan 3.0” to strictly protect the health and safety of the community in the form of special actions. During the Reporting Period, we cooperated with third parties to carry out quality service publicity and inspection activities, objectively and truthfully evaluated the problems in service operation, and carried out targeted rectification, which effectively improved service quality and customer satisfaction.

- **Security Risk Management:** Conduct a regular review of safety management risks and implement indicators to control risks such as visitor management, renovation control, security patrols, building safety, pool safety, fire control, non-motorized vehicle control and parking lot management, and conduct a comprehensive safety inspection of safety management in each community under our control.
- **Regular Hidden Hazards Management:** Organize special inspections such as routine inspections, fire safety inspections, elevator safety inspections, and pool safety inspections; conduct safety inspections before important holidays; hold regular quality and safety meetings to systematically control the quality and safety issues of projects under management; full-process control of reporting, adopting and billing for each safety issue. In 2023, Times Neighborhood held a total of 12 monthly safety and quality meetings, and the headquarters held 2 semi-annual meetings.
- **Safety Awareness and Capability Enhancement:** Conduct training on knowledge and skills for emergencies that may occur in daily work; organize a number of emergency drills, including fire drills, flood prevention drills, swimming pool drills, etc., to improve the ability to respond to sudden safety incidents. In 2023, Times Neighborhood carried out a total of 5 training sessions on emergency knowledge and skills, 4 fire drills, 2 flood prevention drills and 1 swimming pool drill.

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- **突發事件應急管理：**建立突發事件迅速上報管理機制，確保重大事件30分鐘內上報至區域公司、總部各業務板塊，8小時內完成OA系統上報；對突發事件進行原因分析，確保糾正措施完全落實。
- **Emergency Management:** Establish an emergency reporting management mechanism to ensure that major incidents are reported to regional companies and business segments of the headquarters within 30 minutes, and complete the OA system reporting within 8 hours; analyse the causes of emergencies to ensure that corrective measures are fully implemented.

[案例] 開展「百日安全無事故」專項行動

為打造時刻安心的社區，時代鄰里持續開展「百日安全無事故」專項行動。通過「動員部署、全員練兵、排查整改」等舉措，不斷強化安全風險防範和處置能力，牢築社區安全防線。

活動期間，我們動員員工集體宣誓並簽訂安全責任狀，開展《高層民用建築消防安全管理規定》《安全生產法》等法律法規培訓，進行防盜搶演練等。針對項目不同的物業屬性、環境屬性及作業屬性進行隱患排查整改，並在行動過程中及結束後及時總結經驗，強化安全意識。

[Case] Conduct "100 Days of Safety without Accidents" Special Action

In order to build a safe community at all times, Times Neighborhood continues to carry out the special action of "100 Days of Safety without Accidents". Through measures such as "Mobilisation and Deployment, All-staff Training, Investigation and Rectification", we continuously strengthen its ability to prevent and handle safety risks, and firmly establish the defence line for community safety.

During the activity, we mobilised employees to make collective oath and sign a safety responsibility letter, carried out training on laws and regulations such as the *Regulations on Fire Safety Management of High level Civil Buildings* (高層民用建築消防安全管理規定) and the *Production Safety Law* (安全生產法), and conducted anti-piracy drills. We have identified and rectified potential hazards based on different property attributes, environmental attributes and operational attributes of the project, and summarized experience in a timely manner during and after the action to strengthen safety awareness.





5. 品質服務，建設美好生活 QUALITY SERVICES TO BUILD A BETTER LIFE

5.3 數字管理，智慧鄰里

秉持「科技讓服務更有效率，服務讓科技更有溫度」的理念，時代鄰里不斷探索科技賦能社區之路，在保護客戶信息及隱私的同時，建設智慧物業體系，以數字化、智能化的手段解決客戶實際問題。

5.3.1 客戶信息與隱私保護

時代鄰里高度重視客戶信息與隱私保護，制定《時代鄰里信息安全管理制度》《時代鄰里信息化項目全生命週期管理辦法》《員工信息安全守則》等內部制度，為信息安全與隱私保護提供管理標準。

時代鄰里持續完善信息安全保護管理體系。2023年，我們設立安全運維服務部，明確各個部門和人員的職責和權限，確保信息安全的統一管理和協調；更新《員工信息安全守則》，將符合實際情況的安全管理制度和操作規程列入其中；對全量安全資產進行風險評估，制定相應的安全策略，並基於國家等保三級的要求標準進行整改和加強，並通過國家信息系統等保三級。報告期內，時代鄰里並未發生任何與侵害信息安全與隱私保護相關的事件。

5.3 DIGITAL MANAGEMENT, SMART NEIGHBORHOOD

Adhering to the concept of “Technology Makes Services More Efficient and Services Make Technology Warmer”, Times Neighborhood continues to explore the path of technology empowers the community. While protecting customer information and privacy, we build a smart property management system to solve practical problems of customers through digital and intelligent means.

5.3.1 Customer Information and Privacy Protection

Times Neighborhood highly values customer information and privacy protection, and has formulated internal systems such as the *Information Safety Management System of Times Neighborhood* (時代鄰里信息安全管理制度), the *Information Technology Project Full Lifecycle Management Regulations of Times Neighborhood* (時代鄰里信息化項目全生命週期管理辦法), and the *Code of Conduct for Employee Information Security* (員工信息安全守則) to provide management standards for information security and privacy protection.

Times Neighborhood continues to improve the information security protection management system. In 2023, we set up a Security Operation and Maintenance Service Department to clarify the responsibilities and authorities of various departments and personnel to ensure the unified management and coordination of information security; updated the *Employee Information Security Code* (員工信息安全守則), and included the security management system and operating procedures in line with the actual situation; conducted risk assessment on all security assets, formulated corresponding security strategies, and rectified and strengthened them based on the requirements and standards of the Grade III National Classified Protection, and this system has passed the Grade III National Classified Protection. During the Reporting Period, Times Neighborhood did not have any incidents related to infringement of information security and privacy protection.

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信息安全管理措施

Information Security Management Measures

意識培訓：進行網絡安全意識和必備技能培訓，對工作環境與物理安全、計算機系統安全、手機安全等進行講解；開展線上、線下安全知識學習；多次通過郵件宣傳常見的信息安全知識。

Awareness training: Conduct network security awareness and necessary skills training, and explain the work environment and physical security, computer system security, mobile phone security, etc.; conduct online and offline safety knowledge learning; publicize of common information security knowledge through emails for many times.

物理安全：確保信息系統的物理安全，按集團機房管理制度要求，防止未經授權的人員接觸和入侵信息系統。

Physical security: Ensure the physical security of the information system and prevent unauthorised personnel access and intrude to the information system in accordance with the requirements of the Group's machine room management system.

訪問控制：實施嚴格的訪問控制措施，對不同用戶進行分級管理，限制對敏感信息的訪問權限。

Access control: Implement strict access control measures, conduct hierarchical management of different users, and restrict access to sensitive information.

信息安全審計：對信息系統的使用情況進行審計和監控（包括內審和外審），及時發現和處理安全事件。

Information security audit: Audit and monitor the use of information systems (including internal audit and external audit) to identify and handle security incidents in a timely manner.

應急響應：制定《時代鄰里客戶數據隱私安全事件應急預案》並定期進行演練。完成Ddos/釣魚郵件/勒索病毒等模擬真實環境演練，確保在安全事件發生時能夠及時、有效地應對。

Emergency response: Formulate the "Times Neighborhood Customer Data Privacy and Security Incident Emergency Plan" (時代鄰里客戶數據隱私安全事件應急預案) and conduct regular drills. Complete simulated real environmental drills such as Ddos/phishing emails/ransomware to ensure timely and effective response in the event of security incidents.

技術支持：引入先進的安全技術手段，新增威脅情報分析技術、入侵檢測系統、防火牆等，提高信息系統的安全性。

Technical support: Introduce advanced security technologies, add threat intelligence analysis technology, intrusion detection system, firewall, etc., to improve the security of the information system.



5. 品質服務，建設美好生活 QUALITY SERVICES TO BUILD A BETTER LIFE

5.3.2 智慧物業

科技發展為物業管理行業的創新發展提供了強大的技術推力。秉持「長期主義」和「高質量發展」原則，時代鄰里積極擁抱科技發展趨勢，探索智慧化物業服務方式，全面推進數字化轉型升級。我們不斷探索科技賦能社區之路，搭建智慧物業服務體系。我們已開發面向客戶的「鄰里邦」和面向員工的「鄰里家」兩大平台，構成了業主與服務人員間的智慧閉環，推進社區一體化運作，使社區營運和服務更加高效。

「鄰里邦」通過AI大數據技術、物聯網技術、軟件技術，滿足客戶對高度智能、人性化的智慧社區的需求。目前，鄰里邦已覆蓋全國2,000多個小區，APP用戶數超過150萬，可一站式滿足物業繳費、智能門禁、商品購物、房屋裝修、家政服務、教育託管、長者康養、社區交友等多種生活服務需求。

「鄰里家」可將工程維修接單、費用催收等高頻工作標準化、線上化，將員工從繁瑣的重複性工作中解放出來，釋放更多創造力，實現對服務品質、商業經營狀況、客訴情況等的實時掌控。通過鄰里邦APP和鄰里家APP，實時鏈接業主需求，精準響應訴求，打造有溫度、懂服務、會生活的理想社區。

5.3.2 Intelligent Property

Technological development has provided a strong technological impetus for the innovative development of the property management industry. Adhering to the principles of “long-termism” and “high-quality development”, Times Neighborhood actively embraces the development trend of science and technology, explores intelligent property service methods, and comprehensively promotes digital transformation and upgrading. We continue to explore the path of empowering communities with technology and build a smart property service system. We have developed two platforms, namely “Neighborhood Services” for customers and “Neighborhood Home” for employees, which constitute a smart closed loop between property owners and service personnel, and promote the integrated operation of communities to make community operation and services more efficient.

Through AI big data technology, Internet of Things technology and software technology, “Neighborhood Services” satisfies customers’ needs for a highly intelligent and user-friendly smart community. At present, Neighborhood Services has covered more than 2,000 communities across the country, and the number of APP users exceeds 1.5 million, which can meet the needs of a variety of living services such as property payment, intelligent access control, commodity shopping, housing decoration, housekeeping services, education and custody, elderly health care, and community friends in one stop.

“Neighborhood Home” can take high-frequency work such as engineering maintenance order acceptance and expense collection in a standardized, online form, liberating employees from tedious repetitive work, releasing more creativity, and realizing real-time control of service quality, business operation status, and customer complaints. Through the Neighborhood Services APP and Neighborhood Home APP, it links the needs of property owners in real time, responds to their demands accurately, and creates an ideal community with warmth, understanding services and life.

5. 品質服務，建設美好生活 QUALITY SERVICES TO BUILD A BETTER LIFE

2023年，時代鄰里在已有智慧物業服務體系的基礎上分場景實現對客服務和內部營運的智慧化輔助（基礎服務·業務增值·多端融合營運·AI大模型應用），立足「科技+服務」平台驅動，以數字力賦能高品質服務，讓更多人享受美好生活。

In 2023, on the basis of the existing smart property service system, Times Neighborhood has realized intelligent auxiliary services for customers and internal operations (basic services, business value-added, multi-terminal integrated operation, and AI large model application) in different scenarios. Based on the “technology + service” platform, Times Neighborhood will empower high-quality services with digital power, so that let more people can enjoy a better life.

物業基礎服務

Property Foundation Services

整合物業、零售等賬單線上繳費：

Integrate online payment of property, retail and other bills;

統一報事報修線上服務入口：
Unified reporting to repair the online service entrance;

線上門禁開門功能、車輛臨停繳費、月保續費：

Online access door opening function, temporary vehicle parking charge and monthly parking renewal fee;

線上管家、智能客服一鍵觸達：

One-click access to online butlers and intelligent customer services;

社區／營銷類活動線上報名、預約。

Online registration and appointment for community/marketing activities.

業主增值服務

Value-added Services to Property Owners

社區零售與團購：由商家在後台錄入商品，經由平台營運進行商品發佈審核和上架，提供給用戶進行選品下單；

Community retail and group purchase: Merchants enter the goods in the backend, release and review the goods through the platform operation and put the goods on the shelves, and provide users with the goods for selection and place order;

美居家裝／家政旅遊：鄰里美居結合現有美居線下拎包入住與裝修業務，同時支持自營與商家兩種模式的S2B2C系統；

Renovation furnishing/housekeeping tourism: Times Neighborhood Renovation combines the existing offline move-in furnishing and decoration business of Renovation, and at the same time supports the S2B2C system for both self-operated and merchants;

二手租賃／在線委託：在線查看房源、預約辦理租售服務，增加社區線上化周邊服務體驗。

Second-hand leasing/online entrustment: Online viewing of housing sources, making appointments for leasing and sales services, and increasing the online surrounding service experience of communities.

多端融合營運

Multi-terminal Integrated Operation

將鄰里邦APP、鄰里家APP、企業微信和微信小程序等終端平台進行關聯，平台化整合管理任務，解決業務線割裂、線下流程複雜等問題。

We connect the end platforms such as Neighbourhood Services APP, Neighbourhood Home APP, WeCom and WeChat mini-programme, and integrate management tasks on a platform basis to solve problems such as business line segmentation and complex offline processes.

AI大模型應用

Application of AI Large Model

AI智能搜索：根據員工提問智能判斷匹配內部規章指引，並進行文件溯源；

AI intelligent search: Match internal rules and guidelines based on employees' intelligent judgement of questions and conduct file sources;

AI智能擴寫：智能化的文案創作，輔助員工進行物業公告、營銷內容創作；

AI intelligent expansion and writing: Intelligent copywriting creation, assisting employees in the creation of property announcements and marketing content;

AI對客話術庫：在客戶聊天窗口中及時推薦更合適更專業的話術；

AI Dialogue Library: Promptly recommend more suitable and professional words in customer chat windows;

AI數字員工小邦：AI數字員工全天24小時在線解答各類疑問，及時響應每位業主的服務需求。

AI-based digital employee Xiao Bang: AI-based digital employees answer all kinds of questions online 24 hours a day and respond to the service needs of each property owner in a timely manner.

5. 品質服務，建設美好生活 QUALITY SERVICES TO BUILD A BETTER LIFE

此外，我們通過應用5G、互聯網、物聯網大數據、人工智能等技術，推出了以家庭、社區、商企、城市服務四大板塊為核心的「鄰里智聯」系統。通過輸出智慧家居、智慧車場、智慧安防及智慧樓宇解決方案，不斷提升管理服務效能與水平，為客戶提供舒適、便利的智慧化生活場景。

In addition, through the application of 5G, Internet, Internet of Things big data, artificial intelligence and other technologies, we have launched the “FEELINK” system, which focuses on four major areas, namely family, community, business and city services. By exporting smart home, smart parking, smart security and smart building solutions, we continuously improve the efficiency and level of management services and provide customers with comfortable and convenient smart living scenarios.

[案例] 水電儀錶標準化、智能化管理

隨著智能化進程的推進，雲端化、平台化已逐漸成為主流。時代鄰里也將智慧化手段應用於日常物業管理與服務中。報告期內，時代鄰里品質督導部聯合信息中心、營運中心制定了水電儀錶編碼命名規則，並設計標籤樣式，對水電儀錶進行標準化管理，規範項目水電儀錶標籤的唯一性及獨立性。

在此基礎上，我們開展智能抄表管理並制定《時代鄰里水電儀錶抄表管理制度（試行）》，使居民用水、用電等信息透明化，減少人工抄表產生的誤差與人力消耗，對水、電等能源資源進行精準高效管理，監控與分析終端能耗設備並及時發現異常情況和安全隱患。在提高管理效率和服務質量的同時，也為業主提供更加便捷的水電服務。

[Case] Standardised and Intelligent Management of Water and Electricity Meters

With the advancement of intelligence, cloud-based and platform-based have gradually become the mainstream. Times Neighborhood also applies intelligent means to daily property management and services. During the Reporting Period, the Quality Supervision Department of Times Neighborhood, together with the Information Centre and the Operation Centre, formulated the rules for the coding and naming of water and electricity meters, and designed a label style to standardise the management of water and electricity meters and standardise the uniqueness and independence of the water and electricity meters and labels of the project.

On this basis, we carried out intelligent meter reading management and formulated the “Times Neighborhood Water and Electricity Meters Reading Management System (Trial)” (時代鄰里水電儀錶抄表管理制度（試行）), so as to make the information of water and electricity consumption transparent for residents, reduce errors and human resources consumption caused by manual meter reading, carry out precise and efficient management of energy resources such as water and electricity, monitor and analyse terminal energy consumption equipment, and discover abnormal situations and potential safety hazards in a timely manner. While improving management efficiency and service quality, it also provides property owners with more convenient water and electricity services.



智能電錶及標籤
Intelligent Meters and Labels

5. 品質服務，建設美好生活 QUALITY SERVICES TO BUILD A BETTER LIFE

[案例] 打造滿足物業特性的業財一體化系統

- 物業收費全流程自動化：系統定期自動生成管理費賬單並審核，定期自動劃扣、沖抵預收款賬戶及自動啓動線上託收任務等，實現100%及時生成應收賬款、100%及時發起託收、100%及時轉結。
- 自主收款通道：支付中心聚合收款能力，覆蓋物業主營業務、美居、租售、零售、生活等鄰里全部收款業務。

[Case] Building an Integrated Business-Finance System that Meets the Characteristics of Properties

- Automation of the whole process of property charges: The system automatically generates and reviews management fee bills on a regular basis, and automatically deducts and offsets the receipts in advance on a regular basis, and automatically initiates online collection tasks, so as to achieve 100% timely generation of accounts receivable, 100% timely collection, and 100% timely transfer.
- Autonomous receipt channels: The payment centre gathers receipt functions, covering all receipt businesses in Times Neighborhood such as property main business, home decoration, leasing and sales, retail, and life service.



6. 綠色生態，共築可持續未來

GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

時代鄰里堅持綠色可持續發展理念，積極響應國家生態文明建設和雙碳目標，將綠色低碳理念全面融入公司營運過程中。我們積極應對氣候變化、不斷優化管理措施、開展節能改造、提升員工及客戶的環保意識，致力於提供綠色低碳的環境友好型服務，為建設可持續城市和社區做出貢獻。

[專題] 應對氣候變化，承擔可持續責任

時代鄰里深刻了解自身對環境的責任，並深刻意識到氣候變化將給公司帶來的風險與機遇。我們已將應對氣候變化納入公司日常管理，積極進行業務佈局防範風險，擁抱機遇。

管治

時代鄰里已建立以董事會為最高決策層的ESG管治架構，董事會全面負責公司的ESG相關事宜，確保設立合適且有效的ESG風險管理體系。我們已將與公司營運密切相關的氣候變化相關風險與機遇納入ESG管理範疇中。有關各層級的職責與分工，請查閱本報告「ESG管治架構」章節。

Times Neighborhood adheres to the concept of green and sustainable development, actively responds to the national ecological civilization construction and dual-carbon goals, and fully integrates the concept of green and low-carbon into the Company's operation process. We actively respond to climate change, continuously optimise management measures, carry out energy-saving transformation, and improve the environmental protection awareness of employees and customers. We are committed to providing green and low-carbon environmentally friendly services and contributing to the construction of sustainable cities and communities.

[FEATURE] RESPONDING TO CLIMATE CHANGE AND TAKING SUSTAINABLE RESPONSIBILITY

Times Neighborhood deeply understands its responsibility to the environment and is deeply aware of the risks and opportunities that climate change will bring to the Company. We have incorporated the response to climate change into the Company's daily management, actively carried out business layout to prevent risks and embrace opportunities.

Governance

Times Neighborhood has established an ESG governance structure with the Board as the highest decision-making level. The Board is fully responsible for the Company's ESG-related matters and ensures the establishment of an appropriate and effective ESG risk management system. We have incorporated climate change-related risks and opportunities that are closely related to our operations into our ESG management. For the position and lines of responsibility of labour at all levels, please refer to the section headed "ESG GOVERNANCE STRUCTURE" in this report.

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

風險管理

時代鄰里將氣候風險與識別工作納入風險管理體系，持續開展氣候變化風險和機遇的全面識別與評估，逐步制定並完善未來減緩、適應和抵抗氣候風險的應對舉措。

Risk Management

Times Neighborhood incorporates climate risks and identification into the risk management system, continuously carries out comprehensive identification and assessment of climate change risks and opportunities, and gradually formulates and improves future response measures to mitigate, adapt to and resist climate risks.

風險類別 Type of Risks		風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
轉型風險	政策和法律	更嚴格的排放量報告義務及合規要求	隨著碳排放、碳交易等管理措施的完善及實施，國內外均對本集團的排放報告提出了更高的要求。同時，隨著ISSB新規問世，監管機構將對溫室氣體排放、減排措施和營運對環境的影響的披露提出更高的要求。	本集團加強對環境數據的管理，統一統計口徑，定期收集並審查環境數據，並按照要求披露數據。另一方面，本集團依據實際情況，結合所制定的排放目標和排放計劃，納入到營運計劃中。
Transition risks	Policies and laws	More stringent emissions reporting obligations and compliance requirements	With the improvement and implementation of management measures such as carbon emissions and carbon trading, higher requirements have been imposed on the Group's emissions reporting both domestically and internationally. At the same time, with the issue of the new ISSB regulations, the regulators will have higher requirements for disclosure of greenhouse gas emissions, measures to reduce emissions and the impact of operations on the environment.	The Group will strengthen the management of environmental data, standardize the statistical approaches, collect and review environmental data regularly, and disclose the data as required. On the other hand, the Group will incorporate the emissions targets and emissions plans in accordance with the actual circumstances into its operation plans.

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE



風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
	政策的變化	隨著全球對氣候變化風險的重要性及敏感度越來越高，以及國家「碳达峰碳中和」「十四五規劃綱要」要求的不斷推進，對企業和物業管理行業的監管要求及標準有可能相應提高。本集團需緊跟國家相關政策，緩解合規風險。	本集團積極識別現行的法律法規與政策，解讀相關的政策導向，結合自身的業務和實際需求，制定企業的發展戰略，持續更新和完善企業的管理體系。本集團將根據相關政策的引導方向規範管理、調整經營策略，提倡綠色低碳營運及發展，降低合規風險。
	Changes in policies	With the increasing importance and sensitivity of climate change risks globally, as well as the continuous promotion of the national “Carbon Peak and Carbon Neutrality” and the “14th Five-Year Plan” requirements, the regulatory requirements and standards for enterprises and the property management industry are likely to increase accordingly. The Group needs to remain closely in line with the relevant national policies to mitigate compliance risks.	The Group will actively identify existing laws, regulations and policies, interpret relevant policy directions, combine its own business and actual needs, formulate corporate development strategies, and continuously update and improve its corporate management system. The Group will regulate its management strategies and adjust its business strategies in accordance with the direction of relevant policies, promote green and low-carbon operation and development, and reduce compliance risks.

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
市場	客戶對綠色服務的傾向	客戶可能會更傾向於選擇提供綠色可持續服務的企業，將進一步提升對綠色低碳、智慧物業管理技術的要求。隨著低碳新技術產品（如新能源汽車）推廣和普及，社區硬件面臨改造以滿足服務的需求，可能會導致成本增加；現有高能耗設備設施或面臨提前報廢；節能降耗改造可能會產生新的成本投入。	本集團有序持續提升能源管理效率，開展設施設備升級／改造並推動社區智慧節能。同時，本集團逐步增加對綠色服務的研發投入，並持續關注和參與政府對綠色服務的扶持項目。
Market	Customer preference for green services	Customers may be more inclined to choose enterprises that provide green and sustainable services, and this will further increase the demand for green, low-carbon and smart property management technologies. With the promotion and popularity of new low-carbon technology products (such as new energy vehicles), community hardware will face renovation to meet the demand for services, which may lead to increased costs, the existing high-energy-consuming equipment and facilities may face early retirement, and the energy-saving renovation may generate new cost investment.	The Group continues to improve energy management efficiency, upgrade/transform facilities and promote smart energy saving in the community. At the same time, the Group has gradually increased its investment in research and development of green services, and continues to pay attention to and participate in government support projects for green services.

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE



風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
	採購成本上漲	氣候變化可能導致原材料價格上漲，從而導致採購成本上漲。客戶對綠色服務的追求也會推使本集團採納更多綠色供應，也是採購成本上漲的潛在因素。	本集團積極響應環保政策號召，踐行綠色採購理念，希望逐步通過開展綠色供應鏈管理推動供應鏈上下游企業共同實現綠色發展。本集團亦會積極分析採購價格變化趨勢，通過與供貨商交流及資源整合，有效管理採購成本上漲風險。
	Increasing procurement costs	Climate change may lead to an increase in raw material prices, which in turn may lead to an increase in procurement costs. The pursuit of green services by customers will also drive the Group to adopt more green supplies, which is also a potential factor for higher procurement costs.	The Group actively responds to the call of environmental protection policy and implements the concept of green procurement, aiming to promote the green development of upstream and downstream enterprises in the supply chain through the development of green supply chain management. The Group will also actively analyze the trend of purchasing price changes and effectively manage the risk of procurement cost increases through communication with suppliers and resource integration.

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
聲譽	客戶對社會責任的重視	社會及客戶越來越注重企業社會責任履責的表現。	本集團堅持可持續發展的道路，逐步開展綠色服務轉型，迎合客戶的需求。本集團通過多樣化傳播渠道展現企業社會責任，並已先後發起「時代社區「減碳」生活倡議」、「時代公約」、「我是鄰里減碳官」，與客戶一起建設美好低碳社區和推動綠色生活方式。
Reputation	Customers' focus on social responsibility	Society and customers are increasingly concerned about the performance of corporate social responsibility.	The Group adheres to the path of sustainable development and has been gradually transforming its green services to meet the needs of its customers. The Group demonstrates its corporate social responsibility through various communication channels and has launched the "Times Community Carbon Reduction Lifestyle Initiative", the "Convention of the Times" and the "I am the Carbon Reduction Officer in Neighborhood" to build a better low-carbon community and promote a green lifestyle together with its customers.

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

風險類別 Type of Risks		風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
實體風險 Physical risks	急性風險 Acute risks	颱風、洪水等極端天氣事件嚴重程度提高	極端天氣事件會影響本集團在管物業及場所、客戶和人員的安全，影響勞動力管理和規劃。	<p>本集團制定應對極端天氣的風險應急機制，優化應對極端天氣的應急管理流程，積極開展應急演練。</p> <p>本集團與廣州氣象公服中心已開展氣象服務戰略合作，為本集團在管物業、場所、設施提供雷電防護裝置檢測、精準氣象預測服務（如突發災害性天氣減災提醒、智能化樓宇顯示、智能氣象站、氣象科普等）與氣象災害防禦知識培訓。</p> <p>The Group formulated a risk response mechanism for extreme weather, optimized the emergency management process for extreme weather, and actively conducted emergency drills.</p> <p>The Group and Guangzhou Meteorology Bureau Public Service Center have commenced strategic cooperation on meteorological services, providing lightning protection device testing, accurate meteorological forecasting services (such as emergency catastrophic weather mitigation alerts, intelligent building displays, intelligent meteorological stations, and meteorological science training) and training on meteorological disaster prevention knowledge for the Group's properties, venues and facilities under its management.</p>

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
慢性風險	海平面上升	本集團部分營運地位於中國沿海省份，海平面上升可能會導致營運區域的變化和服務內容的變化。	本集團對慢性氣候風險進行前瞻性風險識別及評估，並納入規劃考慮因素；同時，本集團緊密關注天氣預報以確保作出及時、充足的準備，保障工作客戶及人員安全。
Chronic risks	Rising sea levels	Some of the Group's operations are located in the coastal provinces of China and the rising sea level may lead to changes in the areas of operation and the content of services.	The Group conducts prospective risk identification and assessment of chronic climate risks and takes them into account in its planning. At the same time, the Group monitors weather forecasts closely to ensure timely and adequate preparation for the safety of customers and staff.

指標與目標

時代鄰里以能源消耗強度、溫室氣體排放強度作為氣候變化相關的追蹤指標和目標。

Indicators and Targets

Times Neighborhood uses energy consumption intensity and greenhouse gas emission intensity as tracking indicators and targets related to climate change.

指標 Indicators	目標 Targets
能源消耗強度 Intensity of energy consumption	以2022年為基準，未來三年能源使用強度降低5% Reduce energy consumption intensity by 5% in the next three years compared with 2022
溫室氣體排放密度 Intensity of greenhouse gas emissions	以2022年為基準，未來三年溫室氣體排放密度降低3% Reduce greenhouse gas emission intensity by 3% in the next three years compared with 2022



6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

6.1 綠色物業，低碳生活

時代鄰里嚴格遵守《中華人民共和國環境保護法》《中華人民共和國節約能源法》等相關法律法規，制定《環境監測合規性評價控制程序》《節能監測管理規定》等相關內部制度，更新《物業水電管理能耗及考核辦法》，嚴格管控業務全流程中的環境影響因素，制定環境目標和控制措施，持續識別和管理經營活動對環境與資源的影響。

時代鄰里已取得ISO 14001環境管理體系認證。報告期內，時代鄰里未違反任何有關環境保護的法律或造成任何影響環境和自然資源的重大事件，也未涉及任何環境領域的處罰或訴訟。

6.1 GREEN PROPERTY AND LOW-CARBON LIFESTYLE

Times Neighborhood strictly abides by the *Environmental Protection Law of the People's Republic of China*, the *Law of the People's Republic of China on Energy Conservation* and other relevant laws and regulations, formulates the *Environmental Monitoring Compliance Assessment Control Procedures* (環境監測合規性評價控制程序), the *Energy Conservation and Monitoring Management Regulations* (節能監測管理規定) and other relevant internal systems, updates the *Energy Consumption and Assessment Measures for Property and Water and Electricity Management* (物業水電管理能耗及考核辦法), strictly controls the environmental impact factors in the whole process of business, formulates environmental goals and control measures, and continuously identifies and manages the impact of business activities on the environment and resources.

Times Neighborhood has obtained the ISO 14001 environmental management system certification. During the Reporting Period, Times Neighborhood has not violated any laws relating to environmental protection or caused any major incidents affecting the environment and natural resources, nor has been involved in any penalties or litigation in the environmental field.

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

6.1.1 能源管理

時代鄰里重視能源節約利用，制定《節能監測管理規定》《物業公共能耗計量和考核辦法》等內部制度，從節能管理、技改節能、能源管理體系等方面入手，提升業務營運中的能源使用效率，推進節能管理。

我們在項目上配備設施設備智能巡檢系統，對供配電、供水、排污、消防等重點系統機房設備進行自動巡檢，並自動記錄數據形成運行趨勢，自動診斷能耗異常，實現對在管社區進行日常高頻次運行檢查和數字化管控，避免造成能源浪費。

我們持續開展在管社區的節能改造工作，提升能源使用效率。2023年，我們進一步優化照明系統，引入物聯網照明。相較於傳統照明系統，物聯網照明系統可精準控制照明強度和持續時間，可顯著降低能源消耗。截至2023年底，已有28個項目開展物聯網照明改造，年平均節電率達78%。

6.1.2 水資源管理

時代鄰里積極倡導水資源保護與節約，恪守《中華人民共和國水污染防治法》《城鎮排水與污水處理條例》等法律法規。我們在管社區的水資源均來自市政供水，並主要消耗於日常生活用水、設備用水、清潔沖洗用水和綠化澆灌用水。產生的廢水以生活污水為主，均按照市政要求排放。截至報告期末，時代鄰里在管社區均不在水資源保護區內，暫無水資源壓力，亦未對當地水資源產生負面影響。

6.1.1 Energy Management

Times Neighborhood values the energy conservation and utilisation, and has formulated internal systems such as the *Regulations on the Management of Energy Conservation and Monitoring* (節能監測管理規定) and the *Measures for the Measurement and Assessment of Public Energy Consumption of Properties* (物業公共能耗計量和考核辦法) to improve energy efficiency in business operations and promote energy conservation management from the aspects of energy conservation management, technological reforms and energy management system.

We have equipped the project with an intelligent inspection system for facilities and equipment to conduct automatic inspections of machine room's equipment in key systems such as electricity supply and distribution, water supply, sewage discharge and fire protection, and automatically record data to form operation trends, automatically diagnose energy consumption abnormalities, and realise daily high-frequency operation inspections and digital control of the communities under management to avoid energy waste.

We continue to carry out energy-saving renovation work in the communities under our management to improve energy efficiency. In 2023, we further optimised the lighting system and introduced IoT lighting. Compared with traditional lighting systems, IoT lighting systems can accurately control the intensity and duration of lighting, which can significantly reduce energy consumption. By the end of 2023, 28 projects have carried out IoT lighting transformation, with an average annual electricity saving rate of 78%.

6.1.2 Water Resources Management

Times Neighborhood actively advocates the protection and conservation of water resources, and abides by the *Water Pollution Prevention and Control Law of the People's Republic of China* (中華人民共和國水污染防治法) and the *Regulations on Urban Drainage and Sewage Treatment* (城鎮排水與污水處理條例). The water resources of the communities under our management come from municipal water supply, and are mainly consumed in daily life, equipment, cleaning and rinsing, and greening. The wastewater generated is mainly domestic sewage, which is discharged in accordance with the municipal requirements. As of the end of the Reporting Period, none of the communities under management of Times Neighborhood was in the water resources protection zone, and there was no water resources pressure or negative impact on local water resources.



6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

時代鄰里嚴格管理日常營運中的水資源消耗。我們長期進行查漏工作，及時發現用水異常並採取節水措施。通過綠化精準灌溉、空調冷凝水回收、雨水回收等措施，實現水資源減量使用。

Times Neighborhood strictly manages water consumption in its daily operations. We conduct long-term leakage inspections to identify water abnormalities in a timely manner and adopt water-saving measures. Through measures such as accurate greening irrigation, air conditioning condensate recovery and rainwater recovery, the use of water resources was reduced.

水資源目標

Water Resources Targets

以2022年為基準，未來三年水資源使用密度降低5%

Reduce water consumption intensity by 5% in the next three years compared with 2022

6.1.3 廢棄物管理

減少廢棄物的產生及合理處置是時代鄰里降低環境影響的重要部分。我們嚴格遵守《中華人民共和國固體廢棄物污染防治法》及營運所在地的廢棄物管理相關法律法規，堅決執行垃圾分類，對廢棄物實行嚴格的分類儲存和處理，落實減量化、無害化原則，減少廢棄物對環境的負面影響。

6.1.3 Waste Management

Reducing the generation and rational disposal of waste is an important part of Times Neighborhood's efforts to reduce its environmental impact. We strictly abide by the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* and the relevant laws and regulations on waste management in the places where we operate, resolutely implement waste classification, implement strict classification, storage and treatment of waste, implement the principles of reduction and harmlessness, and reduce the negative impact of waste on the environment.

我們於在管社區的垃圾收集點明確標註各類垃圾的分類標準，設置智能分類投放箱，精準地分辨垃圾類型。對於二次裝修產生的垃圾，我們制定明確的裝修指引，請業主優先自行處理，避免在小區內停留產生不良環境影響。對居民產生的生活垃圾實行「定時定點投放+清運」，這一舉措可以對垃圾進行源頭分類，減少後期處理負擔，有助於廢棄物的回收利用。對於有害廢棄物，則交給具有資質的第三方處理。

The waste collection points in the communities under our management clearly state the classification standards of various types of waste, and set up intelligent classification and placement boxes to accurately distinguish the types of waste. For the waste generated from secondary decoration, we have formulated clear decoration guidelines, requiring property owners to give priority to their own treatment to avoid adverse environmental impacts caused by keeping waste in the community. The Group implements "fixed-time and fixed-point placement + clearance" for domestic waste generated by residents. This measure can classify waste at the source, reduce the burden of subsequent treatment, and help waste recycling. For hazardous waste, it is disposed of by qualified third parties.

廢棄物目標

Waste Targets

以2022年為基準，未來三年廢棄物產生密度降低3%

Reduce waste generation intensity by 3% in the next three years compared with 2022

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

6.2 綠色辦公，以身作則

時代鄰里從自身做起，積極踐行綠色低碳的生活與辦公方式。我們制定《時代鄰里辦公環境與員工行為規範》《行政辦公管理與員工行為規範》等內部制度，並於報告期內更新發佈《時代鄰里辦公環境與節能降耗管理制度》，針對節能降耗和節約資源等方面進行全面深入管理，營造低碳、環保的營運方式。同時，我們深入推行辦公室5S管理，號召員工保持辦公環境的秩序，營造清潔、綠色、整齊的辦公氛圍，讓廣大員工共享綠色辦公成果。

6.2 GREEN OFFICE TO LEAD BY EXAMPLE

Times Neighborhood has been actively practising green and low-carbon lifestyle and office style from its own. We have formulated internal systems such as the *Code of Conduct for the Office Environment and Employees of Times Neighborhood* and the *Code of Conduct for Administrative Office Management and Employees* (行政辦公管理與員工行為規範). During the Reporting Period, we updated and issued the *Management System for the Office Environment and Energy Conservation and Consumption Reduction of Times Neighborhood* (時代鄰里辦公環境與節能降耗管理制度) to conduct comprehensive and in-depth management of energy conservation, consumption reduction and resource conservation, and create a low-carbon and environmentally friendly operation mode. At the same time, we deeply promoted the 5S management of the office, called on employees to maintain the order of the office environment, and created a clean, green and integrated office atmosphere, so that employees could share the achievements of green office.

時代鄰里辦公節能降耗體系

Times Neighborhood Office Energy Saving and Consumption Reduction System

節約用水 Water conservation	倡導員工自覺養成節約用水習慣，定期進行用水設備的維護管理和定期檢查管道滲漏情況，以免造成水資源的不必要浪費 Promote employees to consciously develop the habit of water conservation, and regular maintenance and management of water-using equipment and regular inspection of pipeline leaks to avoid unnecessary waste of water resources
節約用電 Electricity conservation	對辦公區域照明設備和辦公設備的開閉情況進行嚴格規定，杜絕照明設備「長明燈」、辦公設備「長待機」和製冷設備「低溫度」現象，並進行定期的日常巡檢，確保所有用電設備處於關閉狀態 Impose strict regulations on the on and off of lighting and office equipment in the office area to eliminate the phenomenon of lighting equipment "Long-term Lighting", office equipment "Long-term Standby" and cooling equipment "Low Temperature" and to conduct regular daily inspections to ensure that all electricity-using equipment is always off
無紙化辦公 Paperless office	倡導使用電子統計表格、線上共享文檔等方式替代紙質記錄，加強打印用紙管控，並減少會議和匯報材料的紙質傳閱 Promote the use of electronic statistical forms and online document sharing as an alternative to paper records, strengthen control of paper printing, and reduce the circulation of paper for meetings and reports

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE



時代鄰里辦公節能降耗體系

Times Neighborhood Office Energy Saving and Consumption Reduction System

<p>節約使用辦公用品 Save on office supplies</p>	<p>遵循「物盡其用、杜絕浪費」的原則，鼓勵員工通過以舊換新方式領用各類辦公用品，提升回收利用率，不在辦公區域放置一次性用品，並對辦公用品制定每月採購計劃，按實際需求採購</p> <p>Follow the principle of “Making the Best Use of Materials and Eliminating Waste”, encourage employees to obtain new supplies by trading in old ones, improve the recycling rate of various office supplies, stop placing disposable supplies in office areas, and develop a monthly purchasing plan for office supplies and purchase them according to actual demand</p>
<p>行政物品重複利用 Reuse administrative supplies</p>	<p>要求行政部門按需採購裝飾品、活動物料和禮品並開展充分循環利用，妥善管理行政資產</p> <p>Require administrative departments to purchase and fully recycle decorations, event materials and gifts as needed and to properly manage administrative assets</p>
<p>會議節能降耗規範 Guidelines on conference energy saving and consumption reduction</p>	<p>鼓勵內部會議採用線上形式開展，號召線下會議盡量減少瓶裝水和一次性水杯的使用，及時關閉會議室屏幕、空調、照明等設備</p> <p>Encourage internal meetings to be conducted online, and for offline meetings, minimize the use of bottled water and disposable cups, and turn off conference room screens, air conditioners, lights and other equipment in a timely manner</p>
<p>減少差旅 Reduce travel</p>	<p>嚴格執行公務用車派車要求，充分運用遠程監控等信息化手段減少不必要差旅，並要求各部門合理安排出差人員</p> <p>Strictly enforce the requirements for the assignment of official vehicles, make full use of information technology such as remote monitoring to reduce unnecessary travel, and require all departments to make reasonable arrangements for business travelers</p>

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

我們通過開展定期、頻繁的巡查工作，確保上述綠色辦公有效實施。各級行政部門負責人作為辦公室環境、節能降耗管理規範巡查第一責任人，會同相關人員對營運範圍內的7大重點辦公區域開展日常巡查。此外，我們也對各項目開展行政巡檢，檢查各項目辦公室環境與節能降耗執行情況。

員工的環保意識是推行綠色辦公的關鍵，為此我們在全公司範圍內圍繞公共資源、用水用電、辦公物資等方面，階段性分類開展節能環保內容的宣貫，進一步約束員工行為，鼓勵員工養成綠色環保的行為習慣。

We ensure the effective implementation of the above green office by carrying out regular and frequent inspections. The heads of administrative departments at all levels, as the first responsible person for the inspection of office environment, energy conservation and consumption reduction management standards, together with relevant personnel, carry out daily inspections of 7 key office areas within the scope of operation. In addition, we carry out administrative inspections of each project to inspect the office environment of each project and the implementation of energy saving and consumption reduction.

The environmental awareness of employees is the key to promoting green office. Therefore, we carry out publicity and implementation of energy conservation and environmental protection content in stages around public resources, water and electricity, office materials and other aspects throughout the Company, so as to further restrain the behaviour of employees and encourage employees to develop green and environmentally friendly behaviour habits.



綠色辦公宣傳
Green Office Publicity

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

6.3 綠色文化，你我共建

時代鄰里在堅持綠色營運的同時，也致力於宣傳綠色理念，帶動更廣泛的社會群眾參與環保低碳行動，助力社會可持續發展。從開展節能降耗行動，到制定《時代社區減碳公約》，再到「鄰里減碳官」招募活動，時代鄰里持續開展系列節能降碳活動，致力推動綠色發展，讓減碳理念更加深入人心。

2023年7月至11月，我們開展了為期5個月的「2023美好回收計劃—時代鄰里減碳生活季」活動。號召業主整理家中閒置舊衣，到活動現場回收換取小盆栽、環保餐具、環保袋等小禮品。在參與活動的同時自覺提高環保意識。除了舊衣回收，我們還持續推動廢物回收利用，如奶粉罐、廢電池、塑料瓶、鋁罐等。項目管家持續通過現場活動、線下物料、線上宣傳等多種渠道，號召業主們繼續參與到此活動中來，一起為地球減負。



「美好回收計劃」舊衣回收
“Good Recycling Program” Used Clothes Recycling

6.3 GREEN CULTURE WE BUILD TOGETHER

While adhering to green operation, Times Neighborhood is also committed to promoting green concepts and encouraging the wider public to participate in environmental protection and low-carbon actions to contribute to the sustainable development of society. From the implementation of energy conservation and consumption reduction actions to the formulation of the “*Convention on Carbon Reduction for Times Communities*” (時代社區減碳公約) and to the recruitment of “Carbon Reduction Officer in Neighborhood”, Times Neighborhood continues to carry out a series of energy conservation and carbon reduction activities to promote green development and make the concept of carbon reduction more deeply rooted in the hearts of the people.

From July to November 2023, we carried out a 5-month activity of “2023 Good Recycling Program – Carbon Reduction Season of Times Neighborhood”. We called on property owners to sort out unused old clothes at their homes and recycle them at the event site for small gifts such as small potted plants, environmentally tableware and environmentally bags. While participating in the activities, they consciously raised the awareness of environmental protection. In addition to recycling old clothes, we also continued to promote waste recycling, such as milk powder cans, waste batteries, plastic bottles, aluminium cans, etc. Through various channels such as on-site activities, offline materials and online publicity, we call on property owners to continue to participate in this activity and reduce their burden on the earth together.



「美好回收計劃」廢物回收利用
“Good Recycling Program” Waste Recycling

6. 綠色生態，共築可持續未來 GREEN ECOLOGY FOR A SUSTAINABLE FUTURE

[案例]「罐蓋新生」社區可持續回收計劃

2023年7月，時代鄰里携手時代基金會、阿拉善SEE珠江項目中心、美贊臣中國共同主辦「罐蓋新生」環保公益行動，通過奶粉罐回收、綠植DIY沙龍等形式一起推動垃圾分類成為低碳生活新時尚。

我們邀請了時代業主親子家庭參與本次活動，一起探討氣候變化和地球正面臨的其他環境挑戰，普及低碳環保科普知識。指導親子家庭將閒置奶粉罐改造成花盆並種植伴生濕地植物，實現變廢為寶。活動結束後，參與者除了可以獲贈環保公益參與證書、再生紀念品、志願時數等，還有機會參加阿拉善SEE珠江項目中心組織的濕地探訪活動、公益視頻拍攝等。

截至報告期末，「罐蓋新生」活動已在廣佛多個社區陸續開展，參與人次達600餘人。我們希望通過本次活動傳遞環保綠色理念，自覺減少廢棄物的產生，促進廢舊物的回收循環利用，從而潛移默化地推動家庭實踐綠色低碳的生活方式。

[Case]“New Life of Tank Caps” Community Sustainable Recycling Program

In July 2023, Times Neighborhood, together with Times Foundation, Alashan SEE Pearl River Project Centre and Mead Johnson China, co-hosted the “New Life of Tank Caps” environmental protection public welfare activity, and promoted waste sorting into a new fashion of low-carbon life through milk powder tank recycling, green plant DIY salons and other forms.

We invited parent-child families of property owners of Times to participate in this activity to discuss climate change and other environmental challenges that the earth is facing, and popularise knowledge of low-carbon and environmental protection science. We guided parent-child families to transform idle milk powder cans into flower pots and plant associated wetland plants to turn waste into treasure. After the activity, participants can not only receive environmental protection participation certificates, recycled souvenirs, volunteer hours, etc., but also have a chance to participate in wetland visits and public welfare video shooting organised by the Alashan SEE Pearl River Project Centre.

As of the end of the Reporting Period, the “New Life of Tank Caps” activity has been carried out in many communities in Guangzhou and Foshan, with more than 600 participants. Through this activity, we hope to convey the concept of environmental protection and green development, consciously reduce the generation of waste, and promote the recycling and reuse of waste, so as to promote a green and low-carbon lifestyle among families.



低碳環保知識科普課堂
Knowledge Popularisation Class on Low-carbon
and Environmental Protection



DIY廢棄奶粉罐
DIY Waste Milk Powder Tank



7. 凝心聚力，攜手員工共發展

GATHERING UNITY AND DEVELOPING TOGETHER WITH EMPLOYEES

時代鄰里堅持以人為本，為員工提供具有行業競爭力的薪酬福利、建立系統全面的培訓體系，保障員工身心健康，打造多元包容的職場環境，為每位員工提供平等的發展機會，努力營造和諧、平等、包容的職場氛圍。

7.1 合規僱傭，平等職場

時代鄰里嚴格遵守相關法律法規，規範招聘與解聘工作，推動平等就業，尊重並保護人權，構建完善的薪酬福利體系，暢通員工溝通渠道，切實保障員工合法權益。

7.1.1 平等僱傭

時代鄰里嚴格遵守《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，制定完善的人力資源管理體系與制度。報告期內，我們修訂《時代鄰里員工手冊》，新增《時代鄰里勞動合同管理制度》，進一步強化合規僱傭管理。

Times Neighborhood adheres to the people-oriented principle, provides employees with competitive remuneration and benefits in the industry, establishes a systematic and comprehensive training system, protects the physical and mental health of employees, creates a diversified and inclusive workplace environment, provides equal development opportunities for each employee, and strives to create a harmonious, equal and inclusive workplace atmosphere.

7.1 COMPLIANT EMPLOYMENT AND EQUAL WORKPLACE

Times Neighborhood strictly abides by relevant laws and regulations, standardises recruitment and dismissal process, promotes equal employment, respects and protects human rights, builds a sound salary and welfare system, unblocks employee communication channels, and effectively protects the legitimate rights and interests of employees.

7.1.1 Employment Equality

Times Neighborhood strictly complies with the *Labour Law of the People's Republic of China* and the *Labour Contract Law of the People's Republic of China* and other laws and regulations, establish a sound human resources management mechanism and system. During the Reporting Period, we revised the *Employee Handbook of Times Neighborhood* (時代鄰里員工手冊) and added the *Labour Contract Management System of Times Neighborhood* (時代鄰里勞動合同管理制度) to further strengthen compliance employment management.

7. 凝心聚力，攜手員工共發展 GATHERING UNITY AND DEVELOPING TOGETHER WITH EMPLOYEES

時代鄰里擁護《世界人權宣言》《工商企業與人權指導原則》(Guiding Principles on Business and Human Rights)、國際勞工組織(ILO)的國際勞工標準、《安全和人權自願原則》等與人權相關的國際準則，恪守平等、非歧視的用工政策，禁止因性別、年齡、種族、國籍、宗教信仰或其他社會及個人因素而歧視他人，禁止任何形式的騷擾、侮辱和歧視行為，全面保障僱員在招聘入職、晉升、離職、解僱、工作時數、薪酬福利、私隱等方面的合法權益。我們在日常培訓中納入反歧視相關要求，深化員工對平等理念的認知與理解，打造包容、尊重的工作氛圍。在工資報酬方面，我們踐行男女平等、同工同酬，努力構建平等、包容、多元的工作氛圍。2023年，我們招聘新入職的返聘人員676人、45歲以上員工2,169人。

時代鄰里堅決禁止任何營運單位及合作夥伴僱傭童工和強迫勞工，在招聘時進行嚴格的背景調查，避免僱用童工。一旦發現任何違規情況，我們將依法立即解除勞動合同，就相關情況進行審查並上報有關部門。報告期內，本公司未發生任何僱傭童工和強迫勞工的情況。

Times Neighborhood upholds international standards related to human rights, such as the *Universal Declaration of Human Rights*, the *Guiding Principles on Business and Human Rights*, the *International Labour Standards of the International Labour Organization (ILO)*, and the *Voluntary Principles on Security and Human Rights*, and adheres to an equal and non-discriminatory employment policy. We prohibit discrimination against others based on gender, age, race, nationality, religious belief or other social and personal factors, and prohibit any form of harassment, insult and discrimination, and fully protect the legal rights of employees in terms of recruitment and entry, promotion, termination, dismissal, working hours, remuneration and benefits, and privacy. We incorporate anti-discrimination requirements into daily training, deepen employees' awareness and understanding of the concept of equality, and create an inclusive and respectful working atmosphere. In terms of salary and remuneration, we implement gender equality and equal pay for equal work, and strive to build an equal, inclusive and diversified working atmosphere. In 2023, we recruited 676 new returning employees and 2,169 employees aged over 45.

Times Neighborhood firmly prohibits the employment of child labour and forced labour by any operating units and partners, and conducts strict background checks during recruitment to avoid the employment of child labour. Once any violations are found, we will immediately terminate the labour contract in accordance with the law, review the relevant situation and report to the relevant authorities. During the Reporting Period, the Company did not employ any child labour or forced labour.



7. 凝心聚力，攜手員工共發展 GATHERING UNITY AND DEVELOPING TOGETHER WITH EMPLOYEES

7.1.2 員工權益與福利

時代鄰里建立了全面的薪酬福利管理體系與科學高效的績效評價考核機制，制定內部薪酬與績效管理制度，確保員工獲得合理的薪酬保障。員工薪酬由基本工資、基本績效、年終獎和相關補貼組成。我們亦根據國家規定，為符合條件的員工提供社會保險、公積金、僱主險和福利假期。此外，我們還提供就餐補助、節日關懷、生日關懷、特殊崗位冬暖夏涼關懷、退休關懷等多項額外福利。

時代鄰里尊重員工結社自由和集體談判權利，維護員工議論及表達自由。員工可根據營運所在地的法律法規行使其組織、加入或避免加入工會、職工代表會等員工組織的權利。對於有關違規行為或損害員工權益的行為，員工可通過人力資源部門、審計監察部門等途徑進行諮詢與舉報。

7.1.3 員工關懷

時代鄰里注重人文關懷，關心員工訴求，建立了多元、暢通的溝通渠道和豐富多彩的員工關愛活動。我們建立了面向員工的「鄰里優家」的內部公眾號，為員工提供日常工作和學習的答疑和指導，同時分享關懷活動信息以及防汛等提示，為僱員提供全方位的支持與保護。同時，在節假日我們會策劃專屬活動並準備精美禮品，希望員工在工作之餘能夠享受輕鬆與快樂，提升員工幸福感與歸屬感。2023年，我們共開展34場員工關愛與企業文化活動，內容包括傳統節日慶祝、節日關懷（國際婦女節／兒童節／父親節／母親節）、員工生日會等活動，共計覆蓋278個項目，約有5,627人次參與。

7.1.2 Employee Rights and Benefits

Times Neighborhood has established a comprehensive remuneration and welfare management system and a scientific and efficient performance evaluation mechanism, and formulated an internal remuneration and performance management system to ensure that employees receive reasonable remuneration. Employee compensation consists of basic salary, basic performance, year-end bonus and related subsidies. We also provide social insurance, provident fund, employer's insurance and welfare holidays for eligible employees in accordance with national regulations. In addition, we also provide various additional benefits such as meal allowance, holiday care, birthday care, winter warmth and summer cool care for special positions, and retirement care.

Times Neighborhood respects the freedom of association and collective bargaining rights of employees, and safeguards the freedom of discussion and expression of employees. Employees can exercise their rights to organise, join or avoid joining labour unions, employee representative meetings and other employee organisations in accordance with the laws and regulations of the place where they operate. For violations or behaviours that damage the rights and interests of employees, employees can consult and report through the human resources department, audit and supervision department and other channels.

7.1.3 Caring for Employees

Times Neighborhood pays attention to humanistic care, cares about the demands of employees, and has established diversified and smooth communication channels and a variety of employee care activities. We have established an internal official account of "Neighborhood You+" for employees, providing employees with answers and guidance for daily work and learning, and sharing care activity information and flood control tips to provide employees with all-round support and protection. At the same time, during holidays, we plan exclusive activities and prepare exquisite gifts, hoping that employees can enjoy relaxing and happiness after work and enhance their happiness and sense of belonging. In 2023, we carried out a total of 34 employee care and corporate culture activities, including traditional festival celebrations, holiday care (International Women's Day/Children's Day/Father's Day/Mother's Day), employee birthday parties and other activities, covering a total of 278 projects with approximately 5,627 participants.

7. 凝心聚力，攜手員工共發展 GATHERING UNITY AND DEVELOPING TOGETHER WITH EMPLOYEES



員工月度生日會
Monthly Birthday Party for Employees



端午節禮品
Dragon Boat Festival Gifts



父親節關愛活動
Father's Day Caring Activity



母親節關愛活動
Mother's Day Caring Activity

7.2 關注健康，安全營運

關注並保障員工職業健康安全是企業營運的基礎和底線。時代鄰里持續完善職業健康與安全管理體系建設，定期開展安全檢查與培訓，為員工創造健康安全的工作環境。

7.2 CARING FOR HEALTH AND SAFETY OPERATION

Concerning and ensuring the occupational health and safety of employees is the foundation and bottom line of enterprise operation. Times Neighborhood continues to improve the construction of the occupational health and safety management system, and regularly conducts safety inspections and training to create a healthy and safe working environment for employees.



7. 凝心聚力，攜手員工共發展 GATHERING UNITY AND DEVELOPING TOGETHER WITH EMPLOYEES

7.2.1 安全管理

時代鄰里高度重視每一位員工的健康與安全，嚴格遵循《中華人民共和國安全生產法》《中華人民共和國職業病防治法》等法律法規，制定《質量、環境、職業健康安全管理手冊》《環境和職業健康安全控制程序》等相關文件，建立完整的EHS管理體系，明確各相關崗位職責、質量方針和EHS價值觀。我們已取得ISO 45001職業健康與安全管理體系認證。

為提升員工安全意識、規避工傷及安全風險，我們定期開展安全培訓。2023年，我們共開展10場職業健康安全培訓，內容涉及突發事件應急處理、停車場管理要求、消防演練標準及要求等方面，員工覆蓋率超過92.6%。

7.2.2 職業健康

時代鄰里採取多項措施保障員工的身體健康。我們鼓勵全體員工定期體檢，每年為符合條件的員工提供年度免費體檢福利，並由專業人士對體檢結果進行解讀指導，幫助員工全面、準確的了解自身身體情況。

7.2.1 Safety Management

Times Neighborhood gives high priority to the health and safety of every employee, strictly abides by the *Law of the People's Republic of China on Work Safety* and the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases* and other laws and regulations, formulates the *Management Manual on Quality, Environment and Occupational Health and Safety* (質量、環境、職業健康安全管理手冊) and the *Control Procedure for Environmental and Occupational Health and Safety* (環境和職業健康安全控制程序) and other relevant documents, establishes a complete EHS management system, and clarifies the responsibilities, quality policies and EHS values of each relevant job. We have obtained ISO 45001 Occupational Health and Safety Management System certification.

In order to enhance employee's safety awareness and avoid work-related injury and safety risks, we regularly carry out safety training. In 2023, we carried out a total of 10 occupational health and safety training sessions, covering emergency response, parking lot management requirements, fire drill standards and requirements, etc., with an employee coverage rate of over 92.6%.

7.2.2 Occupational Health

Times Neighborhood takes a number of measures to protect the health of employees. We encourage all employees to conduct regular medical checkups, provide annual free physical examination benefits for eligible employees every year, and interpret and guide the medical checkups results by professionals to help employees fully and accurately understand their physical conditions.

7. 凝心聚力，攜手員工共發展 GATHERING UNITY AND DEVELOPING TOGETHER WITH EMPLOYEES

7.3 員工成長，多元發展

秉持價值創造的理念，時代鄰里始終將員工視為公司的寶貴財富，重視員工的培養與發展。為滿足員工個人發展需求，我們設立時代鄰里學院作為人才培育發展部門，定期組織多種類型的學習活動。我們還制定了完善的內部晉升制度，為員工提供寬廣多元的成長平台，促進公司與個人的雙向發展。

7.3.1 能力培養

我們根據員工的不同層次和類型，制定不同的培訓體系，高效賦能員工業務技能、管理技能。同時，為提升員工學習的便利性與效率，我們開展多種形式的培訓課程。2023年，我們增加上線視頻類實操知識，通過短時間的學習讓員工掌握工作實操技巧，打造隨時隨地微學習的企業文化。報告期內，時代鄰里員工人均學時達52.39小時，總培訓學時同比增長39%。此外，我們鼓勵並支持各區域公司自主開展能力培訓課程，區域自主培訓比例較上一年大幅提高，有效增強了區域能動性。

我們支持並鼓勵員工參與外部進修，員工可申請參加外部培訓機構和院校組織的培訓或進修項目、與業務或公司評定資質相關的職業資格證書的學習項目。考取職稱類或職業資格類證書後，可申請領取相應證書津貼。報告期內，時代鄰里共有3,000多名員工參與業務相關證書報考。

7.3 EMPLOYEE GROWTH AND DIVERSIFIED DEVELOPMENT

Adhering to the concept of value creation, Times Neighborhood always regards employees as the Company's valuable assets and values the training and development of employees. In order to meet the personal development needs of employees, we have set up Times Neighborhood College as a department for talent cultivation and development, and regularly organise various types of learning activities. We have also formulated a comprehensive internal promotion system to provide employees with a broad and diversified growth platform and promote the mutual development both of the company and individuals.

7.3.1 Develop Capability

We formulate different training systems based on different levels and types of employees to efficiently empower employees' business skills and management skills. At the same time, in order to improve the convenience and efficiency of employee learning, we carry out various forms of training courses. In 2023, we increased the online video-based practical exercises knowledge, so that employees can master practical work skills through short-term learning, and universally create a corporate culture of micro-learning. During the Reporting Period, the average hours of training per employee of Times Neighborhood reached 52.39 hours, representing a year-on-year increase of 39%. In addition, we encouraged and supported regional companies to independently carry out competency training courses, and the proportion of regional independent training increased significantly compared with the previous year, which effectively enhanced the regional initiative.

We support and encourage our employees to participate in external education. Employees can apply to participate in training or training programs organised by external training institutions and colleges, and learning programs related to professional qualification certificates related to business or company qualification. After obtaining the certificate of title or vocational qualification, an application can be made to obtain the corresponding certificate allowance. During the Reporting Period, more than 3,000 employees of Times Neighborhood participated in the application for business-related certificates.

7. 凝心聚力，攜手員工共發展

GATHERING UNITY AND DEVELOPING TOGETHER WITH EMPLOYEES

時代鄰里員工培訓體系

Employee Training System of Times Neighborhood

	新員工入職培訓	推出《新人帶教計劃》，通過體系化的課程及帶教人的引導，協助新員工適應新崗位。同時在線上平台進行跟踪，通過線上《新員工入職培訓記錄卡》實時記錄員工培訓進度。
	Training for new employees	We launch the <i>New Employee Orientation Program</i> (新人帶教計劃) to help new employees adapt to their new positions through systematic courses and guidance from instructors. At the same time, we track the progress of employee training in real time through our online platform, the <i>New Employee Orientation Training Record Card</i> (新員工入職培訓記錄卡).
	通用技能類培訓	覆蓋全體員工持續成長所需要的各種通用能力，提高員工的綜合素質。
內部培訓 Internal training	General skills training	Cover the various general capabilities required for the continuous growth of all employees and improve the comprehensive quality of employees.
	專業技能類培訓	根據公司業務發展方向，聯合各業務部門開展包括專業線需掌握的知識、技能、管理實務等課程內容的培訓。
	Professional skills training	According to the Company's business development direction, we cooperate with various business departments to carry out training on the knowledge, skills, management practises and other courses required to be mastered by professional lines.
	管理技能類培訓	提升管理人員營運管理技能和業務能力，一般包含管理者在有效行使管理職能時所需要的知識、技能、能力等。
	Management skills training	Improve the operation and management skills and business capabilities of management personnel, generally including the knowledge, skills and capabilities required by managers when effectively exercising management functions.
外部培訓 External training	外部進修及職業資格證學習	參加外部培訓機構和院校組織的培訓或進修項目。
	External education and vocational qualification certificate learning	Attending training or education programs organised by external training institutions and colleges. 與業務或公司評定資質相關的職業資格證書的學習項目。 Learning programs for professional qualification certificates related to business or company qualification.

7. 凝心聚力，攜手員工共發展 GATHERING UNITY AND DEVELOPING TOGETHER WITH EMPLOYEES

[案例] 項目營運官培訓

2023年5月，時代鄰里啟動「助航計劃」項目營運官研修班培訓項目，賦能物業項目經理，提升領導力及管理思維，為公司戰略落地提供關鍵人才保障。

為將培訓效果最大化，本次研修班實行「1+N」的開課模式，其中「1」指由時代鄰里學院統籌研修班培訓項目，「N」指區域公司設置研修班站點及開展培訓。培訓課程以公司發展戰略為綱領，針對廉潔從業、物業項目全生命週期管理等方面展開培訓。通過案例分析、小組討論、小組對決等體驗環節，引導學員思考、討論、總結並優化培訓內容，掌握項目管理關鍵要點。

培訓結束後，我們繼續聚焦業務痛點，通過「線上+線下」相結合的方式，邀請專家及優秀代表圍繞「品質管控、經營創收、市場拓展、團隊管理」四大主題持續賦能，幫助學員構建物業管理關鍵知識體系，沉澱實戰經驗。

[Case] Training for Project Operation Officer

In May 2023, Times Neighborhood launched the “Navigation Assistance Plan” training project of seminar for project operation officer, which empower property project managers, improve leadership and management thinking, and provide key talents for the implementation of the Company’s strategy.

In order to maximise the effect of the training, the “1 + N” course mode was adopted for this seminar, of which “1” refers to the training program coordinated by Times Neighborhood College, and “N” refers to the setting up of the seminar site and training by regional companies. The training courses are based on the Company’s development strategy, and training is provided on integrity practises and life cycle management of property projects. Through case analysis, group discussion, group debate and other experience activity, the trainees are guided to think, discuss, summarise and optimise the training content, and master the key points of project management.

After the training, we continued to focus on business weaknesses, and invited experts and excellent representatives to continuously empower them with the four themes of “Quality Control, Business Revenue, Market Expansion and Team Management” through a combination of “online + offline” methods, so as to help trainees build a key knowledge system of property management and accumulate practical experience.



項目營運官研修班 (I階)
Project Operation Officer Seminar (Level I)

7. 凝心聚力，攜手員工共發展

GATHERING UNITY AND DEVELOPING TOGETHER WITH EMPLOYEES

7.3.2 職業發展

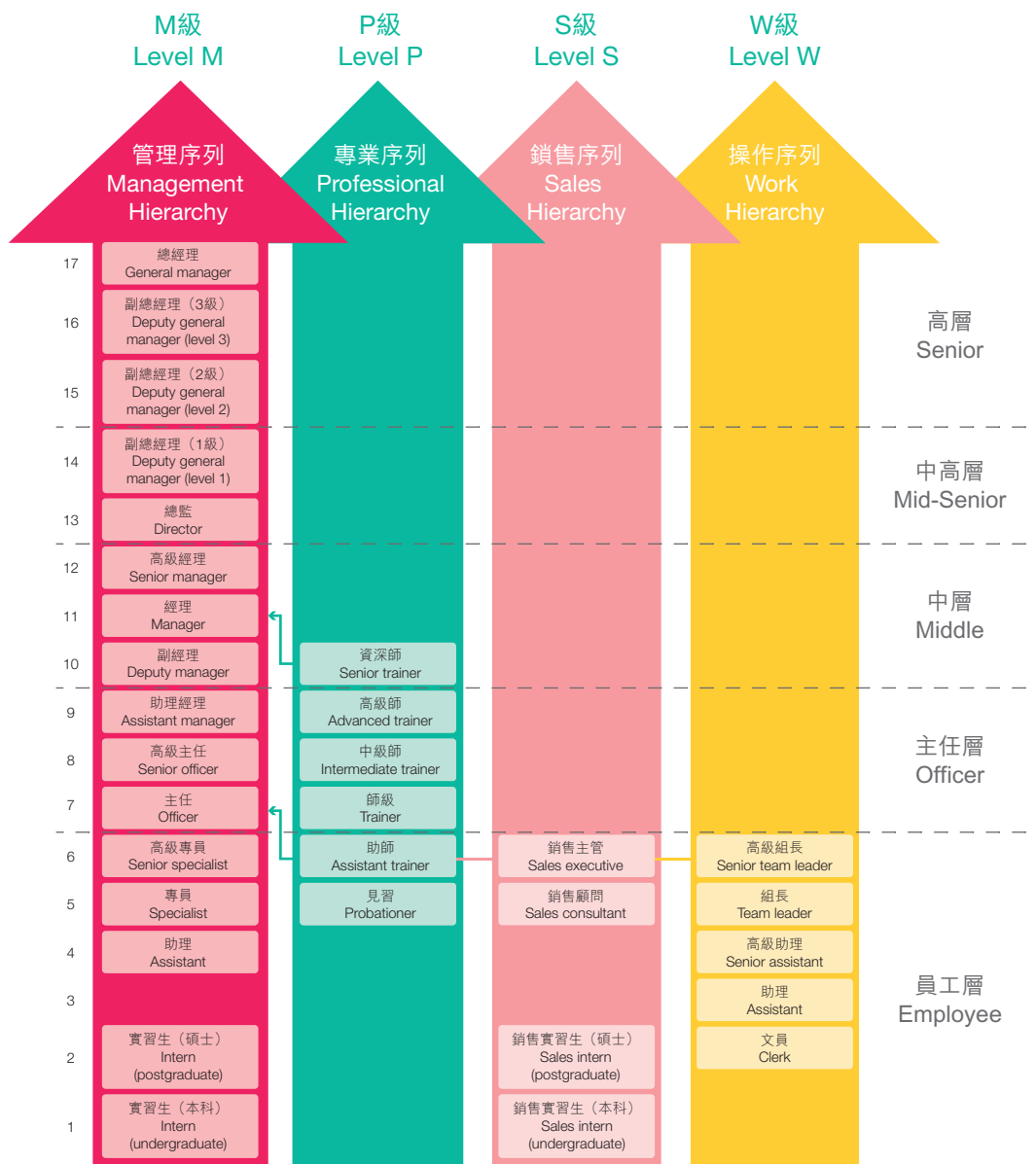
我們為員工提供符合崗位要求和職業目標規劃的全方位成長體系，搭建了管理序列（M級）、專業序列（P級）、銷售序列（S級）和操作序列（W級）四個維度的晉升發展通道，確保不同崗位的員工都能獲得相應成長。

7.3.2 Career Development

We provide employees with a comprehensive growth system that meets the job requirements and career goal planning, and build a promotion and development channel covering four dimensions, namely Management Hierarchy (Level M), Professional Hierarchy (Level P), Sales Hierarchy (Level S) and Work Hierarchy (Level W), to ensure that employees in different positions can grow accordingly.

員工晉升發展通道

Employee promotion and development channels



員工晉升發展通道

Employee promotion and development channels

GATHERING UNITY AND DEVELOPING TOGETHER WITH EMPLOYEES

我們建立了科學的晉升考核標準，為每位員工量身定制年度績效項目，由部門根據個人業務分類填報績效指標。績效指標由定量指標及定性指標結合，涵蓋部門增長任務達成、職能核心能力培養、職業規劃目標等多方面，對員工的個人能力及工作態度進行合理客觀的評價，形成公平、公正、客觀、準確的績效評價體系及職業晉升渠道。為有效地避免能力不達標的員工被推上高位，防止團隊服務能力被「悄悄」降低，2023年嚴抓人才評測產生的儲備人才庫，務必保證員工評測等級達標後，方可參加內部競聘，嚴格保證人才質量。

我們充分尊重員工的成長規律與發展訴求，對不同成長階段、不同業績表現的員工配套差異化成長方案。我們通過定期開展人才測評的方式識別優秀員工，並予以加速晉升、輪崗等人才發展支持。2023年，時代鄰里進一步完善人才測評體系。在已有測評模型的基礎上，持續深化崗位技能體系改革，拓寬人才測評覆蓋範圍，開發新的測評模型，進一步提升人崗匹配體系。截至2023年底，TCE測評已覆蓋12大專業模塊，測評總人次達3,270人次，覆蓋率達83%。

We have established scientific promotion and assessment standards, customised annual performance projects for each employee, and the department fills in performance indicators according to individual business categories. The performance indicators are combined with quantitative indicators and qualitative indicators, covering the achievement of department growth tasks, functional core competence training, career planning goals and other aspects, and the employees' personal ability and work attitude are reasonably and objectively evaluated to form a fair, impartial, objective and accurate performance evaluation system and career promotion channels. In order to effectively prevent employees who fail to meet the standards from being promoted to a high level and prevent the team service ability from being "quietly" to be reduced, in 2023, we will strictly focus on the reserve talent pool generated by talent evaluation, and must ensure that the employee evaluation level meets the standards before participating in internal competition, so as to strictly ensure the quality of talents.

We fully respect the growth rules and development demands of employees, and provide differentiated growth plans for employees at different growth stages and with different performance. We identify outstanding employees through regular talent evaluation, and provide support for talent development such as accelerating promotion and job rotation. In 2023, Times Neighborhood further improved the talent evaluation system. On the basis of the existing evaluation model, we will continue to deepen the reform of the job skills system, broaden the coverage of talent evaluation, develop new evaluation models, and further improve the person-post matching system. By the end of 2023, the TCE evaluation has covered 12 major professional modules, with a total of 3,270 people and coverage rate of 83%.



8. 協同發展，攜手夥伴同行致遠

SYNERGISTIC DEVELOPMENT AND WORKING WITH PARTNERS FOR LONG-TERM DEVELOPMENT

時代鄰里致力於搭建互惠共贏的合作關係，不斷完善供應鏈管理體系，持續加強與供應商的交流合作，通過資源共享、協同提效，構建健康供應鏈生態。同時，我們積極踐行責任採購理念，深化招標採購流程管理，推動供應商落實社會責任，攜手合作夥伴助力供應鏈可持續發展。

Times Neighborhood is committed to building a mutually beneficial partnership to continuously improve the supply chain management system, continuously strengthens exchanges and cooperation with suppliers, and builds a healthy supply chain ecology through resource sharing and synergy to improve efficiency. At the same time, we actively practise the concept of responsible procurement, deepen the management of bidding and procurement process, promote suppliers to implement social responsibilities, and work with partners to help the sustainable development of the supply chain.

8.1 規範管理，合作共贏

時代鄰里不斷優化供應商管理制度，構建明確的供應商入庫流程，並開展嚴格的供應商審查與評級管理；同時，我們關注供應商能力建設，積極開展供應商系列專項培訓，共同打造高質量、負責任、可持續的供應鏈。

8.1 STANDARDISED MANAGEMENT AND WIN-WIN COOPERATION

Times Neighborhood continuously optimises the supplier management system, builds a clear supplier warehousing process, and carries out strict supplier review and rating management. At the same time, we pay attention to the capacity building of suppliers and actively carry out a series of special training for suppliers to jointly build a high-quality, responsible and sustainable supply chain.

8.1.1 供應商管理

時代鄰里嚴格遵守《中華人民共和國招標投標法》等法律法規與監管標準，制定並更新《時代鄰里集團合作商管理制度》等內部管理制度，明確供應商入庫、評級與退出的全生命週期管理流程，優化潛在優質供應商的開發渠道，對供應鏈風險進行有效識別和管理。此外，我們更新《時代鄰里集團物資供應管理制度》《時代鄰里集團招投標管理制度》《時代鄰里集團合同與結算管理制度》等制度文件，全方位完善各關鍵節點的管理流程，細化各部門相關職責，確保招標有序、文件合規、供應穩定，推動項目高效營運。

8.1.1 Supplier Management

Times Neighborhood strictly abides by the *Law of the People's Republic of China on Bid Invitation and Bidding* and other laws, regulations and regulatory standards, formulates and updates internal management systems such as the *Partner Management System of Times Neighborhood Group* (時代鄰里集團合作商管理制度), clarifies the whole lifecycle management process of supplier warehousing, rating and withdrawal, optimises the development channels of potential high-quality suppliers, and effectively identifies and manages supply chain risks. In addition, we updated system documents such as the *Material Supply Management System of Times Neighborhood Group* (時代鄰里集團物資供應管理制度), the *Bid Invitation and Bidding Management System of Times Neighborhood Group* (時代鄰里集團招投標管理制度) and the *Contract and Settlement Management System of Times Neighborhood Group* (時代鄰里集團合同與結算管理制度) to comprehensively improve the management process of each key node, refine the relevant responsibilities of each department, ensure orderly bidding, compliant documents, stable supply, and promote the efficient operation of projects.

8. 協同發展，攜手夥伴同行致遠 SYNERGISTIC DEVELOPMENT AND WORKING WITH PARTNERS FOR LONG-TERM DEVELOPMENT

供應商採購入庫機制

我們建立了嚴格的供應商准入流程，設立嚴格的入庫門檻，依據履約評估標準劃定「A-B-C」三類潛在合作商，並開展專業的背景調查和考察評估，有效識別並吸引優質供應商加入。我們將ERP系統和SRM系統進行信息集成以打通上下游供應鏈的數據，通過使用ERP系統對供應商進行入庫考核評估管理，並將評估及審批流程進行可視化和數據整合，實現供應商全生命週期、可追溯的動態管理。

- **入庫前管理：**資質初審、經營狀況、人員架構、企業背景、主要設備、合規審查等方面考察；
- **考查形式：**工廠考察、公司考察、業績及案例考察、現場問詢、候補考察；
- **考察方案：**判斷合作商類型、確定考查形式、確定主要考查內容；
- **考察人員及職責：**編訂合作商考察作業指引、管理合作商數據庫、成立考察小組；
- **考察結束及入庫：**組織合作商考察評分、出具考察報告、線上入庫審批、後續入庫告知。

Procurement Storage Mechanisms for Suppliers

We have established a strict supplier access process, set up strict entry barriers, delineated three types of potential partners, namely “A-B-C” based on performance evaluation standards, and carried out professional background investigation and inspection and evaluation to effectively identify and attract high-quality suppliers. We integrate the information of the ERP system and the SRM system to connect the data of the upstream and downstream supply chain. Through the use of the ERP system, we conduct the warehousing assessment and evaluation management of suppliers, and visualise and integrate the evaluation and approval process to realise the dynamic management of the entire lifecycle and traceability of suppliers.

- **Management before storage:** Preliminary review on qualifications, operating performance, personnel structure, corporate background, major equipment, compliance review, etc;
- **Forms of inspection:** Factory visit, company visit, results and case inspection, on-site inquiry, and supplementary visit;
- **Inspection plan:** Identifying the type of partners, and determining the form of inspection and its focus;
- **Inspectors and their responsibilities:** Preparing inspection guidelines for partners, managing the database of partnership, and establishing inspection team;
- **Storage after inspection:** Calculating the inspection score for partners, issuing inspection report, submitting online storage approval, and issuing notification on follow-up storage.



8. 協同發展，攜手夥伴同行致遠 SYNERGISTIC DEVELOPMENT AND WORKING WITH PARTNERS FOR LONG-TERM DEVELOPMENT

供應商評級管理

我們建立完善的供應商分級分類管理機制，明確供應商評級管理責任歸口，採用賦分評級的模式定期對供應商開展評級管理，根據得分情況劃分供應商類別，有效推動供應商改善相應問題。針對不同分數段的供應商，我們制定了相應的激勵機制、終止合作機制、黑名單機制，以妥善激勵並規範供應商管理及工作情況，最大程度地降低供應鏈風險。此外，我們定期出具供應商綜合評估工作報告，並將履約評估得分排名結果同步至時代鄰里QA網及各個供應商，以透明公開的方式落實供應商評級管理。

8.1.2 供應商培訓

我們積極為供應商提供溝通交流的渠道和培訓平台，確保供應商充分理解並落實時代鄰里的需求及規範。通過定期為供應商開展涵蓋綠化養護、保潔類工作交流及政策制度宣貫的培訓與宣講活動，我們向供應商明確相關工作內容及頻率，強調檢查驗收標準，並引導督促供應商高效率、高標準完成協定工作內容。2023年，我們組織10家供應商開展了供應商綠化頑疾問題研討會，共同討論現場綠化工作的優化方向，針對各項目綠化頑疾問題積極探討可行的解決方案，切實提升了供應商工作效率和綠化服務保障能力。

Supplier Rating Management

We have established a sound supplier grading and classification management mechanism, clarified the category of supplier rating management responsibilities, and regularly conducted rating management of suppliers using a scoring model, and divided supplier categories according to the score, so as to effectively promote suppliers to improve corresponding problems. For suppliers with different scores, we have formulated corresponding incentive mechanisms, termination mechanisms, and blacklisting mechanisms to properly motivate and regulate supplier management and work conditions, and to our best to minimize supply chain risks. In addition, we regularly issue comprehensive supplier evaluation work reports, and synchronise the performance evaluation score and ranking results to Times Neighborhood QA website and each supplier, so as to implement supplier rating management in a transparent and open manner.

8.1.2 Supplier Training

We actively provide communication channels and training platforms for suppliers to ensure that suppliers fully understand and implement the needs and regulations of Times Neighborhood. Through regular training and publicity activities covering green maintenance and cleaning work exchanges and policy and system publicity for suppliers, we clarify the relevant work content and frequency to suppliers, emphasise inspection and acceptance standards, guide and supervise suppliers to complete the agreed work with high efficiency and high standards. In 2023, we organised 10 suppliers to carry out a seminar on the problem of greening weakness of suppliers, jointly discussed the optimisation direction of on-site greening work, and actively discussed feasible solutions for the problem of greening weakness of each project, which effectively improved the work efficiency and greening service guarantee ability of suppliers.

8. 協同發展，攜手夥伴同行致遠 SYNERGISTIC DEVELOPMENT AND WORKING WITH PARTNERS FOR LONG-TERM DEVELOPMENT



組織供應商開展綠化養護現場培訓

Organise Suppliers to Carry Out On-site Training on Greening and Maintenance

8.2 廉潔採購，誠信經營

開展廉潔合作是保證時代鄰里長遠穩定發展的重要基礎。我們積極倡導陽光交易，嚴格約束內部員工和供應商行為。對內，我們堅持以高標準要求員工貫徹落實廉潔採購工作，通過多部門逐級監控與多責任人互相審核監督的方式提高商業道德風險防範能力，杜絕貪污腐敗行為；對外，我們要求所有新增合作或續簽合同的供應商簽訂《供應商合作廉潔協議》，並通過定期開展供應商廉潔培訓，切實保障公平公正的經營環境，努力維護合作雙方的共同利益。

8.2 INTEGRITY PROCUREMENT AND HONEST OPERATION

Integrity cooperation is an important foundation to ensure the long-term and stable development of Times Neighborhood. We actively advocate transparent transactions and strictly restrain the behaviour of internal employees and suppliers. Internally, we insist on high standards to require employees to implement integrity procurement, and improve the ability to prevent business ethics risks and eliminate corruption through multi-department level-by-level monitoring and mutual review and supervision by multiple responsible persons; externally, we require all new suppliers who cooperate or renew contracts to sign the *Supplier Cooperation Integrity Agreement* (供應商合作廉潔協議), and regularly carry out supplier integrity training to effectively ensure a fair and just business environment and strive to safeguard the common interests of both parties.



8. 協同發展，攜手夥伴同行致遠 SYNERGISTIC DEVELOPMENT AND WORKING WITH PARTNERS FOR LONG-TERM DEVELOPMENT

廉潔採購措施

Integrity procurement measures

- 時代鄰里於《防止賄賂及反貪污政策》《行為守則》中明確列示員工反貪腐承諾，規定任何員工都不應接受包括供應商和承包商在內的業務合作夥伴的利益、禮品或款待。並且，我們在日常培訓中持續注重培養和提升員工的廉潔意識，以高標準要求員工嚴守職業底線。
 - Times Neighborhood clearly lists the anti-corruption commitments of employees in the *Anti-bribery and Anti-corruption Policies* (防止賄賂及反貪污政策) and the *Codes of Conduct* (行為守則), and stipulates that no employee should accept benefits, gifts or hospitality from business partners, including suppliers and contractors. In addition, we continue to focus on cultivating and improving the integrity awareness of employees in daily training, and require employees to strictly abide by the occupational bottom line with high standards.
 - 2023年，我們在《綠化養護承包合同》《公共區域日常保潔承包合同》《智能化系統工程合同》等招標採購合同中附帶相關廉潔條款，要求供應商在簽署項目合同的同時完成廉潔協議的簽署，以增強供應商依法經營、廉潔從政意識，引導供應商完善自我約束、自我監督機制，有效防止違法違紀行為的發生。2023年，《供應商合作廉潔協議》簽訂率達100%。
 - In 2023, we attached relevant integrity clauses in bidding and procurement contracts such as the *Contract for Greening and Maintenance* (綠化養護承包合同), the *Contract for Daily Cleaning of Public Areas* (公共區域日常保潔承包合同) and the *Contract for Intelligent System Engineering* (智能化系統工程合同), requiring suppliers to complete the signing of integrity agreements while signing project contracts, so as to enhance suppliers' awareness of legal operation and integrity, guide suppliers to improve their self-restraint and self-supervision mechanisms, and effectively prevent the occurrence of violations of laws and disciplines. In 2023, the signing rate of the "Supplier Cooperation and Integrity Agreement" (供應商合作廉潔協議) reached 100%.
 - 2023年，我們開展了清風行動線上宣貫工作，明確更簡潔、透明、公平的招採流程，強調供應商廉潔合作的重要意義，深化誠信合作理念。
 - In 2023, we carried out online publicity and implementation of the integrity campaign, clarified a more concise, transparent and fair bidding and procurement process, emphasised the importance of integrity cooperation with suppliers, and deepened the concept of integrity cooperation.
 - 公司審計部門將不定時通過電話訪問、問卷調查等形式對供應商進行調查訪問，一旦發現問題將立即要求相關人員、部門進行整改並依情節輕重予以相應處罰。
 - The audit department of the Company will interview our suppliers through phone and questionnaires on an irregular basis. Once issues are discovered, we will request relevant personnel and departments to rectify immediately, and impose penalty in accordance with the severity of issues.
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8. 協同發展，攜手夥伴同行致遠 SYNERGISTIC DEVELOPMENT AND WORKING WITH PARTNERS FOR LONG-TERM DEVELOPMENT

8.3 綠色採購，守護環境

時代鄰里積極響應環保政策號召，踐行綠色採購理念，倡導與供應鏈合作夥伴共同履行社會責任，實現產業生態鏈的綠色可持續發展。我們在供應商全生命週期管理流程中貫徹綠色採購理念：在供貨商入庫階段，我們優先考慮持有相應環保證書（ISO 14001、綠色工廠等）資質認證或環保績效出色的供貨商，並通過開展背調了解供應商是否受過環境相關的行政處罰；在供貨商評估考核時，我們將環境因素納入技術評估範圍，並對具有相應環保證書／獎項的供貨商進行加分，以此倡導合作供應商關注並開展綠色環保措施。在評估環境服務類、工程服務類和保潔服務類供貨商時，我們深入考察其在綠化養護、節水節電、防塵防噪、施工排污、消殺藥品使用等方面的工作表現，最大限度減少項目營運對環境的影響。

2023年，我們依據已制定的《巡盤檢查標準4.0》，對部分項目的清潔、綠化養護、四害消殺、消防維保、電梯維保、工程物資採購、外包單位人員管理等方面開展巡檢核查，通過單項賦分加和的方式對供應商效能指標進行評分評定，盡可能減少項目營運的環境的影響。本年度，我們在海南陵水的項目採購了300多台環衛電動三輪車，逐步淘汰老舊設備，踐行綠色採購理念。

8.3 GREEN PROCUREMENT TO PROTECT THE ENVIRONMENT

Times Neighborhood actively responds to the call of environmental protection policies, implements the concept of green procurement, advocates the joint fulfilment of social responsibilities with supply chain partners, and realises the green and sustainable development of the industrial ecological chain. We implement the concept of green procurement in the whole lifecycle management process of suppliers: In the supplier warehousing stage, we give priority to suppliers with corresponding environmental certificates (ISO 14001, Green Factories, etc.) or excellent environmental performance, and understand whether suppliers have been subject to environmental-related administrative penalties by carrying out background checks. When evaluating suppliers, we incorporate environmental factors into the scope of technical evaluation and give extra points to suppliers with corresponding environmental certificates/awards, so as to advocate cooperative suppliers to pay attention to and carry out green environmental protection measures. When evaluating suppliers of environmental services, engineering services and cleaning services, we conduct in-depth inspections on their work performance in greening and maintenance, water and electricity conservation, dust and noise prevention, construction pollution discharge, and use of disinfection drugs to minimise the impact of project operations on the environment.

In 2023, we carried out inspection and verification in terms of cleaning, green maintenance, four pests elimination, fire maintenance, elevator maintenance, procurement of engineering materials, and management of outsourced unit personnel in some projects, etc., which based on the established *Inspection Standard on Site 4.0* (巡盤檢查標準4.0). The performance indicators of suppliers are rated and evaluated by adding up individual points to minimize the impact on the environment of project operations. During the year, we purchased more than 300 sets of sanitation electric tricycles for our project in Lingshui, Hainan, gradually eliminating old equipment and conducting the concept of green procurement.

9. 愛心回饋，助力社會和諧發展

GIVING BACK AND CONTRIBUTION TO THE HARMONIOUS DEVELOPMENT OF SOCIETY

我們的發展需要社區居民的支持，進行社區投資、社區幫扶，圍繞「如何服務更多的人」及「如何提供美好生活」兩大關鍵議題持續提升社區服務，是我們時代鄰里前進發展的基石。

Our development requires the support of community residents, and community investment, community assistance, and continuous improvement of community services around the two key issues of “How to serve more people” and “How to provide a better life” are the cornerstones of our Times Neighborhood’s development.

9.1 社區共建，暖心鄰里

9.1 COMMUNITY BUILDING, WARM NEIGHBORHOOD

為了豐富社區生活，提高社區服務水平，時代鄰里堅持開展多樣化的社區人文活動，營造溫馨有愛的社區氛圍。2023年，我們針對女性、兒童等群體開展了系列關愛活動。如在年3.8勞動婦女節到來之際，時代鄰里策劃了香薰DIY手作沙龍、花藝手作沙龍體驗等不同形式的活動；6.1兒童節我們在全國多個社區開展「時代社區親子運動會」、舉辦文藝匯演等。

In order to enrich community life and improve community service level, Times Neighborhood insists on carrying out diversified community humanistic activities to create a warm and loving community atmosphere. In 2023, we carried out a series of caring activities for women, children and other groups. For example, on the occasion of the Working Women’s Day (8 March), Times Neighborhood has planned different forms of activities such as the fragrant DIY handcraft salon and the floral art handcraft salon experience; on the Children’s Day (1 June), we carried out the “Times Community Parent-child Games” and held art performances in many communities across the country.



3.8婦女節祝福
Women's Day Blessings (8 March)



香薰DIY手作沙龍
Fragrant DIY Handcraft Salon



兒童文藝匯演
Children's Literary Performance



兒童水上運動會
Children's Aquatic Games

9. 愛心回饋，助力社會和諧發展 GIVING BACK AND CONTRIBUTION TO THE HARMONIOUS DEVELOPMENT OF SOCIETY

9.2 慈善關愛，溫馨前行

社區作為城市的基本空間單元，居住環境的適老化與老齡服務資源多樣化程度會直接影響老年群體的生活質量，社區的老年友好環境營造更為重要。時代鄰里立足社區老年人的需求，完善公共空間設施，開展愛老敬老活動，提升社區老年群體的幸福感。

— 空間設施完善

- **增加安全扶手：**在園區公廁安裝扶手，以便老人如廁後撐扶起身，解決老年人「蹲下難」和「起身難」。
- **增加自動感應燈：**為防止老人腿腳不便、視力模糊，晚上出行發生磕碰和摔倒，在園區較暗地方安裝自動感應燈，守護老人夜間出行。
- **增加防滑地墊：**雨天光滑的地面，老人容易因行動不便而摔倒受傷，存在一定的安全隱患。時代物業對地面進行防滑處理，在每個樓棟增加防滑地墊。

— 愛老敬老活動

- **銀髮才藝舞台：**在重要節日邀請社區長者們參加文藝匯演，為長者們提供了展示自我的舞台，增強業主社區歸屬感。
- **長者便民服務：**定期舉辦義診、義剪等活動，為長者們的生活提供便利。

9.2 CHARITY CARE, WARM MOVE FORWARD

As the basic space unit of the city, the elderly-friendly living environment and the diversity of elderly service resources will directly affect the quality of life of the elderly, and the creation of an elderly-friendly environment in the community is more important. Based on the needs of the elderly in the community, Times Neighborhood has improved public space facilities, carried out activities to care for the elderly, and improved the happiness of the elderly in the community.

— Improving space and facility

- **Increasing safety handrails:** Install handrails in public toilets in the community to help the elderly to stand up after the use of toilet, so as to solve the “difficulties in squatting” and “difficulties in standing up”.
- **Adding automatic sensor lights:** In order to prevent the elderly from inconvenience to their legs and blurred their vision, there is a collision and fall in the night among them, and automatic sensor lights are installed in the darkest area of the community to guard the elderly walking at night.
- **Adding anti-slip mats:** The floor is smooth in rainy days, and the elderly are prone to fall and injury due to mobility inconvenience, resulting in certain safety hazards. Times Property conducts anti-slip treatment on the ground and adds anti-slip mats in each building.

— Caring for the elderly

- **Silver hair talent stage:** During important festivals, we invite the elderly in the community to participate in literary performance, providing them with a stage to show themselves and enhancing the sense of belonging of the property owners in the community.
- **Convenient services for the elderly:** Free medical consultations, haircuts and other activities are regularly hold to facilitate the lives of the elderly.

9. 愛心回饋，助力社會和諧發展 GIVING BACK AND CONTRIBUTION TO THE HARMONIOUS DEVELOPMENT OF SOCIETY

- 節日節慶關懷：**定期舉辦長者生日會、節慶關懷活動，讓長者們感受到社區大家庭的溫暖與關懷，提升老人幸福感與獲得感。
- 上門慰問：**定期關懷獨居老人，進一步了解老人的健康狀況、生活狀態以及子女外出等情況，為不便老人幫忙拿快遞、購買生活用品等。
- Festival care:** We regularly hold birthday parties and festival care activities for the elderly, so that the elderly can feel the warmth and care of the community family and enhance their happiness and fulfilling.
- On-site condolences:** Care for the elderly regularly who living alone, further understand the health status, living conditions and children's absence from home, help them to take delivery and purchase daily necessities.



鋪設防滑地墊
Laying Anti-slip Mats



長者便民服務
Convenient Services for the Elderly



暖心上門慰問
Warm On-site Condolences



銀髮才藝舞台
Silver Hair Talent Stage

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

10.1 政策列表

10.1 THE LIST OF POLICIES

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
A 環境 Environmental		
A1 排放物 Emissions	<p>《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 Prevention and Control of Environmental Pollution by Solid Waste</p> <p>《中華人民共和國大氣污染防治法》 Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution</p> <p>《中華人民共和國循環經濟促進法》 Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution</p>	<p>《質量、環境、職業健康安全手冊》 Management Manual on Quality, Environment and Occupational Health and Safety</p> <p>《質量、環境、職業健康安全程序文件》 Procedure Document on Quality, Environment and Occupational Health and Safety</p> <p>《環境因素識別與評價控制程序》 Control Procedure for Identification and Evaluation of Environmental Factors</p> <p>《環境監測與合規性評價控制程序》 Control Procedure for Environmental Monitoring and Compliance Evaluation</p> <p>《環境、職業健康安全不符合控制程序》 Control Procedure for Environment and Occupational Health and Safety Non-Conformance</p> <p>《噪聲管理規定》 Regulations on Noise Management</p> <p>《三廢排放管理規定》 Regulations on the Management of Three Wastes Emission</p>
A2 資源使用 Use of Resources	<p>《中華人民共和國節約能源法》 Law of the People's Republic of China on Energy Conservation</p> <p>《中華人民共和國可再生能源法》 Renewable Energy Law of the People's Republic of China</p> <p>《中華人民共和國水法》 Water Law of the People's Republic of China</p>	<p>《物業公共能耗計量及考核辦法》 Measures on Measuring and Assessing Public Energy Consumption of Properties</p> <p>《行政辦公管理與員工行為規範》 Guidelines on Administration and Office Operation Management and Staff Behavior</p> <p>《關於行政辦公厲行節約、節能降耗的通知》 The Notice on Strict Exercise of Resource Saving, Energy Conservation and Consumption Reduction for Administration and Office Operation</p>

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
A3 環境及天然資源 The Environment and Natural Resources	<p>《建築工程綠色施工評價標準》 GB/T 50640-2010 Evaluation Standard for Green Construction of Buildings GB/T 50640-2010</p> <p>《中華人民共和國環境保護法》 Environmental Protection Law of the People's Republic of China</p> <p>《中華人民共和國環境影響評價法》 Law of the People's Republic of China on Evaluation of Environmental Effects</p> <p>《綠色社區創建行動方案》 Green Community Creation Action Plan</p>	<p>《節能監測管理規定》 The Regulations on the Management of Energy Conservation and Monitoring</p> <p>《物業公共能耗計量及考核辦法》 Measures on Measuring and Assessing Public Energy Consumption of Properties</p> <p>《環境因素識別與評價控制程序》 Control Procedure for Identification and Evaluation of Environmental Factors</p> <p>《環境監測與合規性評價控制程序》 Control Procedure for Environmental Monitoring and Compliance Evaluation</p>
A4 氣候變化 Climate Change	<p>《低碳社區試點建設指南》（發改辦氣候[2015]362號） Low Carbon Community Pilot Construction Guide (Development and Reform Office Climate [2015] No. 362</p>	<p>《節能監測管理規定》 The Regulations on the Management of Energy Conservation and Monitoring</p> <p>《關於行政辦公厲行節約、節能降耗的通知》 The Notice on Strict Exercise of Resource Saving, Energy Conservation and Consumption Reduction for Administration and Office Operation</p>
B1 僱傭 Employment	<p>《中華人民共和國勞動法》 Labour Law of the People's Republic of China</p> <p>《中華人民共和國勞動合同法》 Labour Contract Law of the People's Republic of China</p> <p>《中華人民共和國就業促進法》 Law of the People's Republic of China on Promotion of Employment</p> <p>《中華人民共和國社會保險法》 Social Insurance Law of the People's Republic of China</p> <p>《禁止使用童工規定》 Provisions on Prohibition of Child Labour</p>	<p>《廣州市時代物業管理有限公司人事管理手冊》 Personnel Management Manual of Guangzhou Times Property Management Co., Ltd.</p> <p>《人才培育手冊》 Talent Training Manual</p> <p>《利益共享制度》 Benefit Sharing System</p>

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
B2 健康與安全 Health and Safety	《勞動者權益保護法》 Protection of Labour Rights and Interests 《中華人民共和國勞動法》 Labour Law of the People's Republic of China 《中華人民共和國消防法》 Fire Protection Law of the People's Republic of China 《中華人民共和國安全生產法》 Law of the People's Republic of China on Work Safety 《中華人民共和國職業病防治法》 Law of the People's Republic of China on Prevention and Control of Occupational Diseases 《中華人民共和國突發事件應對法》 Emergency Response Law of the People's Republic of China 《工傷保險條例》 Work-related Injury Insurance Regulations	《質量環境職業健康安全管理手冊》 Management Manual on Quality, Environment and Occupational Health and Safety 《質量環境職業健康安全程序文件》 Procedure Document on Quality, Environment and Occupational Health and Safety 《時代鄰里集團安全管理制度》 Safety Management System of Times Neighborhood Group 《時代鄰里集團風險管理制度》 Risk Management System of Times Neighborhood Group 《環境因素危險源辨別與風險評價控制程序》 Control Procedure for Environmental Factors, Hazard Source Identification and Risk Evaluation 《環境和職業健康安全控制程序》 Control Procedure for Environmental and Occupational Health and Safety 《環境職業健康安全監視和測量控制程序》 Control Procedure for the Monitoring and Measurement of Environmental and Occupational Health and Safety
B3 發展及培訓 Development and Training	-	《人才培育手冊》 Talent Training Manual 《時代鄰里員工職業資格證書津貼管理制度》 (2022版) Allowance Management System for Employees' Professional Qualification Certificate of Times Neighborhood (2022 Edition) 《時代鄰里員工學分管理制度》 Employee Credit Management System of Times Neighborhood
B4 勞工準則 Labour Standards	《禁止使用童工規定》 Provisions on Prohibition of Child Labour 《中華人民共和國勞動法》 Labour Law of the People's Republic of China 《中華人民共和國社會保險法》 Social Insurance Law of the People's Republic of China	《廣州市時代物業管理有限公司人事管理手冊》 Personnel Management Manual of Guangzhou Times Property Management Co., Ltd.
B5 供應鏈管理 Supply Chain Management	《中華人民共和國招投標法》 Law of the People's Republic of China on Bid Invitation and Bidding	《時代鄰里集團合作商管理制度》 Partner Management System of Times Neighborhood Group 《時代鄰里集團招投標管理制度》 Bid Invitation and Bidding Management System of Times Neighborhood Group

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
B6 產品責任 Product Responsibility	<p>《中華人民共和國商標法》 Trademark Law of the People's Republic of China</p> <p>《中華人民共和國廣告法》 Advertisement Law of the People's Republic of China</p> <p>《中華人民共和國專利法》 Patent Law of the People's Republic of China</p> <p>《中華人民共和國產品質量法》 Law of the People's Republic of China on Product Quality</p> <p>《中華人民共和國消費者權益保護法》 Law of the People's Republic of China on Protection of Consumer Rights and Interests</p> <p>《國務院辦公廳關於促進建築業持續健康發展的意見》 Opinions of the General Office of the State Council on Facilitating Continuous and Healthy Development of the Construction Industry</p> <p>《國務院辦公廳關於大力發展裝配式建築的指導意見》 Guiding Opinions of the General Office of the State Council on Promoting Fabricated Construction</p> <p>《關於推進住宅產業現代化提高住宅質量若干意見》 Several Opinions on Promoting the Modernization of Building Materials Industry and Improving the Quality of Residential Buildings</p>	<p>《時代鄰里項目營運決策管理流程》 Management Procedures of Times Neighborhood for Project Operation and Decision-making</p> <p>《時代物業「向日葵」品質及服務標準》 Quality and Service Standards of Times Property for Sunflower Model</p> <p>《時代物業「金百合」品質及服務標準》 Quality and Service Standards of Times Property for Golden Lily Model</p> <p>《時代物業「鬱金香」品質及服務標準》 Quality and Service Standards of Times Property for Tulip Model</p> <p>《業戶信息管理規程》 Regulations on the Management of Property Owner Information</p> <p>《信息安全應急預案》 Emergency Plan on Information Security</p> <p>《時代鄰里項目營運全生命週期管理制度》 Full Lifecycle Management System for Project Operation of Times Neighborhood</p>

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
<p>B7 反貪腐 Anti-corruption</p>	<p>《中華人民共和國公司法》 Company Law of the People's Republic of China</p> <p>《中華人民共和國反洗錢法》 Anti-Money Laundering Law of the People's Republic of China</p> <p>《中華人民共和國反壟斷法》 Anti-monopoly Law of the People's Republic of China</p> <p>《中華人民共和國反不正當競爭法》 Law of the People's Republic of China Against Unfair Competition</p> <p>《關於禁止商業賄賂行為的暫行規定》 Interim Provisions on Prohibiting Commercial Bribery</p>	<p>《時代鄰里集團反商業賄賂管理制度》 Management Policy of Times Neighborhood Group on Anti-Commercial Bribery</p> <p>《時代鄰里集團反舞弊管理制度》 Management Policy of Times Neighborhood Group on Anti-Corruption</p> <p>《時代鄰里集團反洗錢管理辦法》 Management Measures of Times Neighborhood Group on Anti-Money Laundering</p> <p>《時代鄰里集團管理人員廉潔自律管理規定》 Integrity and Self-discipline Regulations for the Management of Times Neighborhood Group</p> <p>《時代鄰里集團禮金禮品處理辦法》 Measures of Times Neighborhood Group on Dealing with Cash and Gifts</p> <p>《時代鄰里集團利益衝突申報制度》 Report Policy of Times Neighborhood Group on Conflicts of Interest</p> <p>《時代鄰里集團審計監察管理制度》 Management Policy of Times Neighborhood Group on Audit and Supervision</p> <p>《時代鄰里集團員工廉潔從業承諾書》 Integrity Undertakings of Times Neighborhood Group Employees</p> <p>《時代鄰里集團員工廉潔守則》 Employee Integrity Code of Times Neighborhood Group</p> <p>《時代鄰里員工紅線制度》 Employee Red Line Policy of Times Neighborhood</p> <p>《時代鄰里管理人員守則》 Code for Employee Management of Times Neighborhood</p> <p>《時代鄰里下屬公司兼職監察員設置及激勵方案》 Employment and Incentive Plans for Part-time Supervisors of Affiliated Companies of Times Neighborhood</p>

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

10.2 關鍵績效列表¹

10.2 TABLES OF KPIS¹

環境類數據列表²

List of Environmental Data²

ESG 指標 ESG Indicator	單位 Unit	2021年數據 Data of 2021	2022年數據 Data of 2022	2023年數據 Data of 2023
A1 排放物				
Emissions				
A1.1 排放物種類及相關排放數據				
The types of emissions and respective emissions data				
氮氧化物	千克	57.11	38.40	26.29
Nitrogen oxides	Kilogram			
硫氧化物	千克	0.66	1.60	3.50
Sulfur oxides	Kilogram			
顆粒物	千克	4.83	2.84	1.92
Particulate matter	Kilogram			
A1.2 溫室氣體排放量及密度³				
Greenhouse gas emissions and intensity³				
範圍一：直接溫室氣體排放量	噸	439.92	261.13	676.36
Scope 1: Direct greenhouse gas emissions	Tonne			
範圍二：間接溫室氣體排放量	噸	40,772.46	25,707.90	20,663.34
Scope 2: Indirect greenhouse gas emissions	Tonne			
溫室氣體排放總量	噸	41,162.38	25,969.02	21,339.71
Total greenhouse gas emissions	Tonne			
溫室氣體排放密度	噸／人民幣百萬元收入	15.13	9.96	8.63
Intensity of greenhouse gas emissions	Tonne/revenue in RMB (million)			
A1.3 所產生有害廢棄物總量及密度				
Total hazardous waste produced and intensity				
廢日光燈管 ⁴	千克	994.20	5,491.57	3,209.05
Waste fluorescent tubes ⁴	kilogram			
廢打印機硒鼓／墨盒	千克	207.37	957.88	694.09
Waste printer toner cartridge/ink cartridge	kilogram			
廢電池	千克	508.05	801.56	1,186.20
Waste batteries	Kilogram			
廢棄電子產品	千克	/	802.74	882.43
Electronic waste	Kilogram			
有害廢棄物總量	千克	1709.62	8,053.76	5,971.77
Total hazardous waste	Kilogram			
有害廢棄物密度	千克／人民幣百萬元收入	0.63	3.09	2.42
Hazardous waste intensity	Kilogram/revenue in RMB (million)			

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

環境類數據列表²
List of Environmental Data²

ESG 指標 ESG Indicator	單位 Unit	2021年數據 Data of 2021	2022年數據 Data of 2022	2023年數據 Data of 2023
A1.4 所產生無害廢棄物總量及密度				
Total non-hazardous waste produced and intensity				
無害廢棄物總量	噸	641.26	1,104.57	1,830.63
Total non-hazardous waste	Tonne			
無害廢棄物密度	噸／人民幣百萬元收入	0.24	0.42	0.74
Non-hazardous waste intensity	Tonne/revenue in RMB (million)			
A2 資源使用				
Use of Resources				
A2.1 按類型劃分的直接及間接能源總耗量及密度⁵				
Direct and indirect energy consumption by type in total and intensity⁵				
綜合能源消耗量	兆瓦時	71,880.58	46,095.65	38,874.41
Comprehensive energy consumption	MWh			
綜合能源消耗密度	兆瓦時／人民幣百萬元收入	26.43	17.69	15.73
Comprehensive energy consumption intensity	MWh/revenue in RMB (million)			
直接能源消耗量	兆瓦時	1,790.29	1,017.80	2,642.00
Direct energy consumption	MWh			
間接能源消耗量	兆瓦時	70,090.29	45,077.85	36,232.41
Indirect energy consumption	MWh			
外購電力	兆瓦時	70,090.29	45,077.85	36,232.41
Electricity purchased	MWh			
液化石油氣	噸	21.44	3.53	1.03
Liquified Petroleum Gas	Tonne			
天然氣	立方米	20,200.00	415.00	3,143.00
Natural gas	m ³			
煤氣	立方米	/	1,134.00	730.00
Gas	m ³			
柴油	升	86,612.51	44,583.16	62,307.62
Diesel	Litre			
汽油	升	47,006.62	58,442.14	221,125.61
Petrol	Litre			
煤油	升	/	20.00	560.00
Kerosene	Litre			
A2.2 總耗水量及密度⁶				
Water consumption in total and intensity⁶				
總耗水量	立方米	3,500,863.82	996,880.47	1,834,508.81
Total water consumption	m ³			
耗水密度	立方米／人民幣百萬元收入	1,287.20	382.53	742.32
Water consumption intensity	m ³ /revenue in RMB (million)			

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator	單位 Unit	2021年數據 Data of 2021	2022年數據 Data of 2022	2023年數據 Data of 2023
B1 僱傭				
Employment				
B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數				
Total workforce by gender, employment type, age group and geographical region				
僱員總數	人	10,268	9,128	6,584
Total number of employees	Headcount			
按性別劃分	男性	6,020	5,568	4,102
By gender	Male			
	女性	4,248	3,560	2,482
	Female			
按僱傭類型劃分	全職僱員	10,268	9,128	6,584
By employment type	Full-time employees			
	兼職僱員	0	0	0
	Part-time employees			
按僱傭類別劃分	高級管理層	33	31	31
By employee category	Senior management			
	中級管理層	373	335	299
	Middle management			
	基層僱員	9,862	8,762	6,254
	Entry-level employees			
按年齡劃分 ⁸	在職29歲及以下	1,912	1,447	953
By age group ⁸	Existing employees aged 29 and below			
	在職30-49歲	4,946	4,462	3,550
	Existing employees aged 30-49			
	在職50歲及以上	3,410	3,219	2,081
	Existing employees aged 50 and above			
按地區劃分	中國內地	10,261	9,125	6,581
By geographical region	Chinese Mainland			
	其中·廣東省內	6,092	5,009	3,799
	Among which, inside Guangdong Province			
	廣東省外	4,169	4,116	2,782
	Outside Guangdong Province			
	中國港澳台地區	7	3	3
	China's Hong Kong, Macao and Taiwan regions			

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator	單位 Unit	2021年數據 Data of 2021	2022年數據 Data of 2022	2023年數據 Data of 2023
B1.2 按性別、年齡組別及地區劃分的僱員流失比率⁹				
Employee turnover rate by gender, age group and geographical region⁹				
僱員總流失比率 Total employee turnover rate	%	38.55	31.94	35.58
按性別劃分 By gender				
男性 Male	%	39.36	28.36	33.26
女性 Female	%	37.41	36.79	39.08
按年齡劃分 ⁸ By age group ⁸				
在職29歲以下 Existing employees aged 29 and below	%	50.08	42.71	48.26
在職30-49歲 Existing employees aged 30-49	%	36.96	28.41	30.68
在職50歲及以上 Existing employees aged 50 and above	%	29.49	29.43	36.11
按地區劃分 By geographical region				
中國內地 Chinese Mainland	%	38.56	31.93	35.59
其中，廣東省內 Among which, inside Guangdong Province	%	42.43	38.13	37.45
廣東省外 Outside Guangdong Province	%	28.89	22.12	32.85
中國港澳台地區 China's Hong Kong, Macao and Taiwan regions	%	0.00	37.50	0.00

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator	單位 Unit	2021年數據 Data of 2021	2022年數據 Data of 2022	2023年數據 Data of 2023	
B2 健康與安全					
Health and Safety					
B2.1 過去三年因工亡故人數及比率					
Number and rate of work-related fatalities occurred in each of the past three years					
因工亡故人數 ¹⁰	人	0	2	1	
Number of work-related fatalities ¹⁰	Headcount				
因工亡故比率 ¹¹	%	0	0.02	0.02	
Rate of work-related fatalities ¹¹					
B2.2 因工傷損失工作日數					
Lost days due to work injury					
因工傷損失工作日數	天	1,143	778	681	
Lost days due to work injury	Day				
工傷次數	次	102	98	89	
Number of work injuries	Case				
B3 發展與培訓					
Development and Training					
B3.1 按性別和僱員類型劃分的受訓僱員百分比¹²					
The percentage of employees trained by gender and employee category¹²					
受訓僱員佔僱員總百分比	%	100	100	100	
Percentage of employees trained to total number of employees					
性別	男性受訓僱員百分比	%	58.63	61.00	62.30
Gender	Percentage of male employees trained				
	女性受訓僱員百分比	%	41.37	39.00	37.70
	Percentage of female employees trained				
僱傭類型	高級管理層受訓百分比	%	0.32	0.34	0.47
Employee category	Percentage of senior management employees trained				
	中級管理層受訓百分比	%	3.63	3.67	4.54
	Percentage of middle management employees trained				
	基層僱員受訓百分比	%	96.05	95.99	94.99
	Percentage of entry-level employees trained				

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator		單位 Unit	2021年數據 Data of 2021	2022年數據 Data of 2022	2023年數據 Data of 2023
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¹³					
The average training hours completed per employee by gender and employee category¹³					
	全體僱員平均受訓時數 Average training hours for entire employees	小時 Hour	42.13	27.14	52.39
性別 Gender	男性僱員平均受訓時數 Average training hours for male employees	小時 Hour	42.13	25.49	52.39
	女性僱員平均受訓時數 Average training hours for female employees	小時 Hour	42.13	29.71	52.39
僱傭類型 Employee category	高級管理層平均受訓 時數 Average training hours for senior management	小時 Hour	42.13	90.45	52.39
	中級管理層平均受訓 時數 Average training hours for middle management	小時 Hour	42.13	94.95	52.39
	基層僱員平均受訓時數 Average training hours for entry-level employees	小時 Hour	42.13	24.32	52.39

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG 指標 ESG Indicator	社會類數據列表 ⁷ List of Social Data ⁷				
	單位 Unit	2021年數據 Data of 2021	2022年數據 Data of 2022	2023年數據 Data of 2023	
B5 供應鏈管理					
Supply Chain Management					
B5.1 按地區劃分的供應商數目					
Number of suppliers by geographical region					
供應商總數 Total number of suppliers	個 Entity	577	715	880	
地區 Geographical region	中國內地：廣東省內 中國內地：廣東省外 供應商數目 Chinese Mainland: Number of suppliers in Guangdong Province 中國內地：廣東省外 供應商數目 Chinese Mainland: Number of suppliers outside Guangdong Province	個 Entity 個 Entity	479 98	596 119	710 170
B5.2 執行有關慣例的供應商數目					
Number of suppliers where the practices are being implemented					
執行有關慣例的供應商數目 Number of suppliers where the practices are being implemented	個 Entity	/	715	880	

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator	單位 Unit	2021年數據 Data of 2021	2022年數據 Data of 2022	2023年數據 Data of 2023
B6 產品責任				
Product Responsibility				
B6.2 接獲關於產品及服務的投訴數目				
Number of products and service related complaints received				
接獲投訴總量	次	8,501	14,043	9,090
Number of total complaints received	Time			
其中·安全類投訴	次	2,829	2,387	2,169
Among which, the number of complaints on security	Time			
服務類投訴	次	3,421	7,458	4,327
Service-related complaints	Time			
工程類投訴	次	2,251	2,711	2,230
Engineering-related complaints	Time			
其他投訴	次	/	1,487	364
Other complaints	Time			
接獲業主表揚次數	次	966	302	187
Number of praises received from property owners	Time			
B7 反貪污				
Anti-corruption				
B7.1 於匯報期內對發起人或其僱員提出並已審結的貪污訴訟案件數目及訴訟結果				
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				
提出並已審結的貪污訴訟案件的數目	件	0	0	0
Number of concluded legal cases regarding corrupt practices	Case			

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表⁷

List of Social Data⁷

ESG 指標 ESG Indicator	單位 Unit	2021年數據 Data of 2021	2022年數據 Data of 2022	2023年數據 Data of 2023
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				
參加反貪污培訓的董事人數 Number of Directors participated in anti-corruption training	人 Headcount	2	5	–
向董事提供的反貪污培訓總時長 Total number of hours on anti-corruption training provided to Directors	小時 Hour	6	5	–
參加反貪污培訓的員工人數 Number of staff participated in anti-corruption training	人 Headcount	612	1,000	230
向員工提供的反貪污培訓總時長 Total number of hours of anti-corruption training provided to staff	小時 Hour	1,224	1,000	230
B8 社區投資				
Community Investment				
B8.2 在專注範疇所動用資源				
Resources contributed to the focus area				
公益慈善捐贈總投入 Total investment in charitable donations	人民幣千元 RMB (thousand)	825.4	–	–
其中：醫療方面投入 Among which, investment in medical care	人民幣千元 RMB (thousand)	104.0	–	–
社區方面投入 Investment in community	人民幣千元 RMB (thousand)	417.9	–	–
扶貧援助方面投入 Investment in poverty alleviation and assistance	人民幣千元 RMB (thousand)	5.3	–	–
藝術方面投入 Investment in arts	人民幣千元 RMB (thousand)	133.3	–	–
其他方面投入 Investment in other areas	人民幣千元 RMB (thousand)	164.9	–	–
員工參與公益／義工活動統計 Statistics on employees participation in community welfare/volunteer services	人次 Headcount	632	–	–

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

註：

- 2023年度全年時代鄰里 ESG 數據統計範圍與年報一致。
- 環境類數據涵蓋時代鄰里的辦公區域（包括公司總部、各城市公司以及下屬子公司），以及由本公司進行物業管理的物業經營類數據（包括物業管理處及非公攤部分的廢棄物、能源能耗、水消耗及碳排放量），數據來源均為相關費用繳費清單與統計台賬。
- 溫室氣體排放統計範圍：二氧化碳；其中，直接溫室氣體排放（範圍一）的計算公式參考中華人民共和國國家發展與改革委員會發佈的《公共建築營運企業溫室氣體排放核算方法和報告指南（試行）》，間接溫室氣體排放（範圍二）的排放係數參考中華人民共和國生態環境部發佈的《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》所載2022年度全國電網平均排放因子（ $0.5703tCO_2/MWh$ ）。
 - 「一致性」說明：為使外購電力的溫室氣體排放變化能作有意義比較和監測，本報告間接溫室氣體排放中用電量所產生的碳排放統一採納中國生態環境部於相關年份發佈的中國電力二氧化碳排放係數進行計算。
- 2021年—2023年產生量以千克為統計單位。
- 本集團年度消耗能源類型含公務車燃油、僱員食堂燃料及外購電力，數據來源為相關費用的繳費單以及行政統計台賬。其中，能耗係數通過《綜合能耗計算通則》GB/T 2589-2020進行計算。
- 本集團用水量主要為市政管網供水，有害廢棄物、無害廢棄物、用水等數據來源均為繳費單、財務報銷記錄以及行政台賬記錄。

Notes:

- The scope of ESG data of Times Neighborhood for the entire year of 2023 is consistent with that of the annual report.
- The environmental data covers the office areas of Times Neighborhood (including the headquarters, branches in cities and its subsidiaries) and the operational data (including waste, energy consumption, water consumption and carbon emissions of the property management office and non-contributory parts) of the properties managed by the Company, which are sourced from related payment list and statistical ledger.
- Greenhouse gas emissions statistics scope: CO_2 ; of which, the calculation formula of direct greenhouse gas emissions (scope 1) is based on the *Guidelines for Accounting Methods and Reporting Greenhouse Gas Emissions of Public Building Operation Enterprises (Trial)* (公共建築營運企業溫室氣體排放核算方法和報告指南（試行）) issued by the National Development and Reform Commission of the People's Republic of China, and the emission factors of the indirect greenhouse gas emissions (scope 2) are based on the average emission factor of the national grid ($0.5703tCO_2/MWh$) in 2022 under the *Notice on the Sound Management of Greenhouse Gas Emission Reports of Power Generation Enterprises in 2023-2025* (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) issued by the Ministry of Ecology and Environment of the People's Republic of China.
 - The description of "Consistency": to facilitate meaningful comparison and monitoring of changes in greenhouse gas emissions from purchased electricity, the carbon emissions from electricity consumption in the indirect greenhouse gas emissions produced in this report are consistently calculated with the adoption of the CO_2 emission factors for electricity in China issued by the Ministry of Ecology and Environment of the PRC in the relevant year.
- The amount generated in 2021– 2023 was counted in kilogram.
- The Group's energy consumption category for this year includes fuel for official cars and employees' canteen, and electricity purchased, in accordance with the data sourced from related payment list and statistical ledger. Among them, energy dissipation coefficient is calculated based on the *General Principles for Calculation of the Comprehensive Energy Consumption* (綜合能耗計算通則) (GB/T 2589-2020).
- The Group's water consumption is mainly supplied by the municipal pipeline network, and the data for hazardous waste, non-hazardous waste and water consumption is sourced from payment slips, financial reimbursement records and administrative ledger records.

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

7. 社會類數據涵蓋時代鄰里年報範圍，如無特別說明，數據計算過程均為公司內部台賬統計。

7. The social data covers the scope of the Times Neighborhood Annual Report, and unless otherwise specified, the data calculation process is based on the Company's internal ledger.
8. 按年齡劃分釋義：在職29歲及以下僱員即29歲（含29歲）以下的僱員；在職50歲及以上僱員即50歲（含50歲）以上的僱員。

8. Defined by age: Existing employees aged 29 and below means employees aged below 29 (including 29), while existing employees aged 50 and above means employees aged 50 and above (including 50).
9. 僱員流失比率計算公式為：流失僱員數（該類別）／（期初僱員數（該類別）+該年度新招聘僱員數（該類別））。

9. The calculation formula of employee turnover rate is: number of turnover (of that category)/(number of employees at the beginning of the period (of that category) + number of new hires in the year (of that category)).

 - a) 「一致性」說明：時代鄰里2022年使用的僱員流失比率計算公式為：流失僱員數（該類別）／（期初僱員數（該類別）+該年度新招聘僱員數（該類別）），2023年數據處理沿用該公式，以便保持一致性。

a) The description of "Consistency": the calculation formula used by Times Neighborhood for employee turnover rate in 2022 was: Number of employees lost (in that category)/(Number of employees at the beginning of the period (in that category) + Number of new hires in that year (in that category)), and the formula was used for 2023 data processing to maintain consistency.
10. 1宗因工亡故事件原因：一名僱員均為在崗期間突發疾病身亡，公司結合相應保險政策規定對該名僱員進行賠付，後續本集團將不斷優化僱員職業健康安全防護。

10. The reason for 1 case of work-related fatality: there was one employee died of sudden illness while on duty, and the Company paid for the employee in accordance with the corresponding insurance policies. The Group will continue to optimize occupational health and safety protection for employees in the future.
11. 因工亡故比率計算公式為：因工亡故人數／僱員總數*100%。

11. The calculation formula for the rate of work-related fatalities is: Number of work-related fatalities/Total number of employees * 100%.
12. 某類別受訓僱員佔受訓僱員百分比的計算公式為：該類別受訓僱員人數／受訓僱員人數*100%。

12. The calculation formula for the percentage of employees trained by employee category is: Number of employees trained in that category/Number of employees trained*100%.
13. 某類別僱員平均受訓小時數=該類別僱員總受訓小時數／該類別受訓僱員人數。

13. The average training hours by employee category is: Total training hours for employees in that category/Number of employees trained in that category.

 - a) 「一致性」說明：時代鄰里2022年使用的僱員平均受訓小時數計算公式為：該類別僱員總受訓小時數／該類別受訓僱員人數，2023年數據處理沿用該公式，以便保持一致性和數據有效性。

a) The description of "Consistency": the calculation formula used by Times Neighborhood in 2022 for the average training hours of employee was: Total training hours for employees in that category/Number of employees trained in that category, and the formula was used for 2023 data processing to maintain consistency and data validity.

11. 聯交所《環境、社會及管治報告指引》內容索引

ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
A 環境			
Environmental			
層面A1：排放物			
Aspect A1: Emissions			
	一般披露 General Disclosure	6.1, 10.1	
	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.		
A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	10.2	
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 tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	10.2	
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).	10.2	
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).	10.2	
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.		[專題] 應對氣候變化， 承擔持續責任 [FEATURE] RESPONDING TO CLIMATE CHANGE AND TAKING SUSTAINABLE RESPONSIBILITY
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.	6.1	

11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
層面A2：資源使用			
Aspect A2: 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.	6.1, 10.1	
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 in '000s) and intensity (e.g. per unit of production volume, per facility).	10.2	
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).	10.2	
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.	6.1	
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.	6.1	
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.	不適用 Not applicable	
層面A3：環境及天然資源			
Aspect A3: The Environment and Natural Resources			
	一般披露 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 impacts on the environment and natural resources.	6.1, 6.3, 10.1	
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.	6.1, 6.3	

11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
層面 A4：氣候變化			
Aspect A4: Climate Change			
	一般披露 General Disclosure		[專題] 應對氣候變化 [FEATURE]
	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 identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.		RESPONDING TO CLIMATE CHANGE
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.		[專題] 應對氣候變化 [FEATURE] RESPONDING TO CLIMATE CHANGE
B 社會			
Social			
層面 B1：僱傭			
Aspect B1: Employment			
	一般披露 General Disclosure	7.1, 10.1	
	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.		
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.	10.2	
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.	10.2	

11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
層面 B2：健康與安全			
Aspect B2: Health and Safety			
	一般披露 General Disclosure	7.2, 10.1	
	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.		
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 occurred in each of the past three years, including the reporting year.	10.2	
B2.2	因工傷損失工作日數。 Lost days due to work injury.	10.2	
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.	7.2	
層面 B3：發展及培訓			
Aspect B3: Development and Training			
	一般披露 General Disclosure	7.3	
	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.		
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).	10.2	
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.	10.2	

11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
層面 B4：勞工準則			
Aspect B4: Labour Standards			
	一般披露 General Disclosure	7.1, 10.1	
	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.		
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.	7.1	
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.	7.1	
層面 B5：供應鏈管理			
Aspect B5: Supply Chain Management			
	一般披露 General Disclosure	8.1, 10.1	
	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.		
B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	10.2	
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.	8.1, 10.2	
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 used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	8.2, 8.3	
B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	8.3	



11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
層面 B6：產品責任			
Aspect B6: Product Responsibility			
	一般披露 General Disclosure	5.1, 10.1	
	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.		
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.	不適用 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.	5.1, 10.2	
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.	4.3	
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.	不適用 Not applicable	
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.	5.3	

11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
層面B7：反貪污			
Aspect B7: Anti-corruption			
	一般披露 General Disclosure	4.3, 10.1	
	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.		
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.	10.2	
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 whistle-blowing procedures, and how they are implemented and monitored.	4.3	
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.	4.3, 10.2	
層面B8：社區投資			
Aspect B8: Community Investment			
	一般披露 General Disclosure	9.1, 9.2	
	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 to ensure its activities take into consideration the communities' interests.		
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, environmental concerns, labour needs, health, culture, sport).	9.1, 9.2	
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.	10.2	



Times Neighborhood Holdings Limited

時代鄰里控股有限公司

