



Dexin Services Group Limited 德信服务集团有限公司

(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 : 2215

2023

環境、社會及管治報告

Annual Environmental, Social and Governance Report

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ABOUT DEXIN SERVICES

關於本集團

Headquartered in Hangzhou, the Group is a comprehensive property management service provider with a rich and extensive management portfolio in the Yangtze River Delta region. The Group actively expands the development of diversified property segments, including shopping malls, office buildings, industrial parks, schools, hospitals, transportation hubs and religious scenic spots. It implements the development idea of the market-oriented operation. Since its establishment, the Group has established a brand image of quality property management services by providing various residential and non-residential properties through three business lines: property management services, non-owner value-added services, and value-added community services. The Group has been ranked among the top 100 property management service companies in China for 10 consecutive years. Its business operations are highly recognized in the property management industry in China and the Group has established its leading position in the property management service market in Eastern China.

本集團是一家總部位於杭州，深耕於長江三角洲地區的綜合性物業管理服務提供商，擁有豐富而廣泛的管理業態。本集團積極拓展多元化業態發展，包括商場、辦公寫字樓、產業園區、學校、醫院、交通樞紐和宗教景區等，履行市場化運營發展思路。自成立以來，本集團通過三條業務線為住宅和非住宅物業提供多種服務，即物業管理服務、非業主增值服務及社區增值服務，樹立起優質物業管理服務的品牌形象。本集團已經連續十年躋身於中國物業服務企業百強，其業務經營在中國物業管理行業備受肯定，也確立了我們在華東地區物業服務市場的領先地位。



On July 15, 2021, Dexin Services Group was successfully listed on the main board of the Hong Kong Stock Exchange, and won the title of the most valuable Property Company of the sixth Golden Hong Kong Stock Year in that year, marking the new journey of the development of the Group.

In 2023, we adhered to the principles of simple and conservative, steady and far-reaching. In the trend of “returning to rationality”, we actively responded to policies and focused on the realization of information, intelligence and service-oriented in property management information and the construction of future communities under a high-quality approach to facilitate the integration of the future community public services realistically. We recognized ourselves in the cycle and created a brand new opportunity to start afresh.

2021年7月15日，德信服務集團成功在香港聯交所主板上市，並於當年榮獲第六屆金港股年度最具價值物業公司稱號，標誌著本集團的發展邁上新征程。

2023年，抱樸守拙，行穩致遠。在行業“理性回歸”中，我們積極回應政策，適度聚焦，實現物業管理資訊化、智能化和服務化，高質量推進未來社區建設，推動未來社區公共服務化的集成落地。在穿越週期中認識自我，打造重新出發的一個全新機會。



Awards and Commendations

Through nearly two decades of development, the Company actively built the whole industrial chain of the modern service industry and became a comprehensive service group. Its subsidiaries include the property management company, the engineering technology company, the green environment company, the life service company, the asset management company, the high-tech company, the apartment management company, the business service company, etc. At the same time, the company has formed a three-line parallel business development model of property management service, value-added community service, and non-owner value-added service.

In addition, the Group served as the official property service provider of the 19th Asian Games in Hangzhou by its excellent property service quality in sports venues. On the 100th day countdown to the Asian Games, Dexin Group together with China Property Management Think Tank jointly released the “White Paper on Asian Games Gold Service Standards” (《亞運會金牌服務標準白皮書》) to assist the event.

獎項與表彰

通過近20年的發展，公司積極打造現代服務業全產業鏈，已成為一家綜合性服務集團。旗下包括：物業管理公司、工程技術公司、綠化環境公司、生活服務公司、資產管理公司、國家高新科技公司、公寓管理公司、商務服務公司等。與此同時，公司形成了物業管理服務、社區增值服務、非業主增值服務三線並行業務發展模式。

此外，本集團憑藉卓越的體育運動場館物業服務質素成為杭州第19屆亞運會官方物業服務供應商，在杭州亞運會召開倒計時100天之際，德信服務集團聯合中物智庫聯合發佈《亞運會金牌服務標準白皮書》，助力杭州城市大盛事。



物業服務力百強企業
China property service force top 100 enterprises in 2023



**中國上市物企
企業穩健經營TOP5**
TOP 5 China-listed property enterprises with stable operation in 2023



**中國上市物企
最佳ESG實踐**
China's best ESG practices of listed property enterprises in 2023



杭州市總部型企業
Enterprise with Headquarter in Hangzhou in 2023



第19屆亞運保障先進集體
The 19th Asian Games in Hangzhou advanced group in logistic services in 2023



**中國物業服務
華東品牌企業20強**
China property service Top 20 enterprises in Eastern China



**中國物業服務企業
品牌影響力100強**
Top 100 Chinese property service enterprises in terms of brand influence



**浙江省物業服務企業
AAA信用資質**
Zhejiang Property Service Enterprise AAA credit qualifications in 2023

Industry conferences and forums

The Group has been actively participating in influential forums and strategic summits in the property management industry, sharing its own experience and discussing market trends and the industry's future development with peers. While keeping abreast of market trends, the Group also helps to promote the development and progress of the property management industry in China, contributing to the society's high-quality development and enhancing the value of sustainable urban development. During the year, the Group participated in several industry conferences and forums, including:

- The 19th Asian Games in Hangzhou Concluding Commendation Ceremony in 2023"
- China Top 100 Property Service Enterprises Research Results Release Conference cum The 16th China Top 100 Property Service Entrepreneurs Summit in 2023
- China Real Estate Brand Value Research Results Release Conference cum The 20th China Real Estate Brand Development Summit Forum in 2023
- Annual Meeting of Hangzhou Property Association
- China Real Estate Association Council

In the future, the Group will continue to consolidate its strategic layout in the property management and value-added service industry chain, strive to optimize the quality of products and services, and continuously strengthen its market competitiveness.

ESG governance

Good ESG governance lays the foundation for sustainable development. A robust ESG governance structure would help enhance the Group's ESG performance and help us manage the risks and opportunities of our business operations in a better way. The Group has formulated an Environmental, Social, and Corporate Governance Policy, which sets out the ESG management structure and management strategy to pursue business development while fulfilling our ESG commitments. The Company's Board of Directors (the "Board") assumes the responsibility of formulating the Group's ESG strategy, and ensuring appropriate and effective ESG risk management and internal control systems. The Board will monitor the performance of the Group's ESG policy in each unit, regularly review the implementation of the ESG policy and ensure that the Group's ESG governance complies with the requirements of the relevant regulatory bodies.

行業會議及論壇

一直以來，本集團積極參與物業管理行業裏具影響力的論壇及戰略峰會，在分享自身經驗的同時也能與同行討論市場趨勢及行業未來發展，在掌握市場的動向的同時也協助推動中國物業管理行業的發展及進步，為社會高質量發展和提升城市可持續發展的價值作出貢獻。本年度，本集團參與了多個行業會議及論壇，包括：

- 「2023杭州第19屆亞運會總結表彰大會」
- 2023中國物業服務百強企業研究成果發佈會暨第十六屆中國物業服務百強企業家峰會
- 2023中國房地產品牌價值研究成果發佈會暨第20屆中國房地產品牌發展高峰論壇
- 杭州市物業協會年會
- 中國物業協會理事會

在未來，本集團會繼續鞏固自身在物業管理和增值服務產業鏈的戰略佈局，致力優化產品和服務品質，不斷強化自身市場的競爭力。

ESG管治

優良的ESG管治為企業可持續發展打下根基，而穩健的ESG管治架構將有助提升集團的ESG表現，同時協助我們更好的掌握業務營運所遇到的風險與機遇。本集團已制定環境、社會及企業管治政策，清楚列明ESG管理架構及管理方針，使我們在追求業務發展的同時能實踐對環境，社會及企業管治方面的承諾。本公司董事會（「董事會」）承擔起制定集團ESG策略的職責，確保設立合適及有效的ESG風險管理及內部監控系統，並會監督集團的ESG政策在各個單位的表現，同時亦會定期檢討ESG政策的實施情況及確保本集團的ESG管治符合相關監管機構的規定。董事會亦會每年定期舉行會議及專題報告等溝通管道以瞭解最新的ESG市場發展及國際趨勢，謹慎審視本集團所面對的潛在可持續發展風險與機遇，並適時調整營運方針，以減低對集團業務發展的負面影響。董事會也會監督年度ESG報告的編制，確保其內容及品質合規並符合董事會的要求。

ABOUT THIS REPORT

關於本報告

Dexin Services Group Limited (the "Company") (Stock Code: 2215) (together with its subsidiaries, collectively "Dexin Group", this "Group", "we" or "us"), is pleased to release the Environmental, Social, and Governance Report (the "ESG Report" or this "Report"). It aims to openly and transparently display the Group's strategies and efforts to fulfill our corporate social responsibility and promote sustainable development in the past year. This Report also sets out the Group's performance in environmental, social, and governance ("ESG") and the programs and actions implemented in response to the expectations of various stakeholders. In the future, we will continue to enhance the quality of our products and services, strive to promote environmental and social sustainability and create more value for the ecosystem, customers, employees, and shareholders.

For more information on the Group's corporate governance framework and practices, please refer to the Corporate Governance Report in the Group's Annual Report for the year ended 31 December 2023.

Scope of this Report

This Report covers the period from 1 January 2023 to 31 December 2023 (the "Year"). The information contained in this Report covers the Group's main business segments including property management services, non-owner value-added services and value-added community services operated in the People's Republic of China (the "PRC"). Taking into account the significance of the operating system, business contribution, and business development of each business for the year, the business entities included in the reporting scope are:

- 1) Dexin Shengquan Property Services Co., Ltd.; and
- 2) Dexin Property Services Co., Ltd.

The environmental key performance indicators ("KPIs") cover the performance of the headquarters offices of the above two business entities. The Group would continue to review the business areas covered by its KPIs, and it would actively prepare to expand the scope of disclosure of ESG report and improve the Group's sustainability blueprint in the future.

德信服務集團有限公司（「本公司」）（股份代號：2215）連同旗下附屬公司（合稱「德信服務集團」、「本集團」或「我們」）欣然發佈我們《環境、社會及管治報告》（「ESG報告」或「本報告」）。本報告旨在以公開透明的方式披露本集團過去一年在履行企業社會責任及實踐可持續發展的策略和工作，也會闡述本集團在環境、社會及管治（即為 Environmental, Social and Governance）或（「ESG」）方面的表現及就回應各利益相關方的期望所實施的方案及行動。未來，我們會不斷提高產品和服務品質，同時也致力推動環境及社會可持續發展，為生態環境、客戶、員工及股東創造更大價值。

如欲索取有關本集團企業管治框架及做法的更多資料，請參閱本集團二零二三年十二月三十一日止《年度報告》之的企業管治報告。

報告範圍

本報告以本集團財政年度為報告週期，報告期為二零二三年一月一日至二零二三年十二月三十一日（「本年度」），本報告所載的資料涵蓋本集團於中華人民共和國（「中國」）所經營的物業管理服務、非業主增值服務及社區增值服務的相關業務，綜合本年度各項業務的經營體系、營業貢獻及業務發展等重要性衡量，納入統計範圍的業務實體包括：

- 1) 德信盛全物業服務有限公司；及
- 2) 德信物業服務有限公司。

當中環境方面的關鍵績效指標（「關鍵績效指標」）覆蓋以上兩間業務實體之總部辦公室的表現。本集團將持續審視其關鍵績效指標所覆蓋的業務範疇，未來會積極籌備擴大ESG報告的披露範圍及完善本集團的可持續發展藍圖。

Reporting framework

This Report has been prepared in accordance with the "mandatory disclosure" and "comply or explain" provisions of the Environmental, Social and Governance Reporting Guide (the "ESG Guide") as set out in Appendix 27 of the Rules Governing the Listing of Securities issued by The Stock Exchange of Hong Kong Limited (the "Stock Exchange"). The content index of the ESG Guide set out in Appendix II of this Report summarizes the Group's application of the ESG Guide and cross-references to the relevant sections of this Report.

Reporting principles

In preparing this Report, the Group has made disclosures in accordance with the principles set out in the Stock Exchange's ESG Guide:

Materiality

The content of the ESG report is to determine relevant risks and opportunities through engaging stakeholders and conducting materiality assessment, including identifying issues related to ESG, collecting and examining the opinions from internal management and different stakeholders, assessing the relevance and importance of the issues, so as to formulate and verify the data in the report. This Report covers the material issues and related impacts concerned by different stakeholders.

Quantitative

The KPIs disclosed in the ESG report are supported by quantitative data and measurable criteria. The statistical data, calculation tools, methods, reference data, and sources of conversion factors are disclosed in the reporting of emissions data and energy consumption.

Consistency

To maintain the comparability of ESG's performance between years, the Group adopts a consistent reporting framework and calculation methodologies as far as reasonably practicable. If there are any changes to the methodologies used or the relevant KPIs, the Group will present and explain them in the corresponding sections.

報告框架

本報告乃根據香港聯合交易所有限公司（「聯交所」）證券上市規則附錄二十七所載《環境、社會及管治報告指引》（「ESG 指引」）中的「強制披露」及「不遵守就解釋」條文所編制。載於本報告附錄二之ESG指引內容索引概括了本集團應用ESG指引之範圍及交互參照本報告相關章節的資料。

報告準則

在編制本報告的過程中，本集團依照聯交所ESG指引所規定的原則作披露，即：

重要性

ESG報告的內容乃透過接觸持份者及進行重要性評估以厘定有關風險及機會，當中包括識別與ESG相關的議題、收集並審視內部管理層及不同持份者的意見、評估議題的相關及重要程度，以編制及核實報告的數據。本報告涵蓋了不同持份者所關注的重要議題及相關影響。

量化

ESG報告中披露的關鍵績效指標已獲量化數據及可衡量的準則支持，當中使用的統計數據、計算工具、方法、參考數據，以及轉換因數來源均在彙報排放數據及能源消耗時予以披露。

一致性

為保持ESG表現的年度可比性，本集團在合理可行的情況下儘量採用一致的彙報及計算方法。如所使用的方法或相關關鍵績效指標有作出任何變更，本集團會在相應章節呈列並解釋。

ABOUT THIS REPORT

關於本報告

Release method and feedback

An electronic version of this Report is available for viewing and downloading from the website of the Stock Exchange (www.hkexnews.hk) and the official website of Dexin Group (www.dexinfuwu.com). If there is any discrepancy between the English and Chinese versions of this Report, the Chinese version shall prevail.

If you have any inquiries about this Report or comments and suggestions on the Group's sustainability performance, please contact us at ir@shengquanwuye.com.

發佈方式及回饋

本報告的電子版本可於聯交所網站 (www.hkexnews.hk) 及德信服務集團官方網站 (www.dexinfuwu.com) 查閱及下載。如本報告的中英文本有任何差異，概以中文版本為準。

若閣下有任何有關本報告的查詢，或對本集團的可持續發展表現有任何意見及建議，請透過電郵至 ir@shengquanwuye.com 與我們聯絡。

STAKEHOLDER ENGAGEMENT

持份者參與

The Group attaches great importance to stakeholders' views and maintaining close contact and effective communication with them for the long-term development of the Group. Therefore, we have established diversified communication channels to reach out to stakeholders in various fields through different online and offline means. In this way, the Group can understand the views and opinions of internal and external stakeholders to assist the Group in formulating sustainable development strategies that can better balance the interests of the environment and various stakeholders of society.

本集團高度重視持份者的意見，亦深明與持份者保持密切聯繫和有效溝通對企業長遠發展的重要性。因此，我們建立了多元化的溝通管道，希望可以透過線上、線下等不同方式接觸各領域的持份者，瞭解內部及外部持份者的觀點和意見，以協助本集團制定更能平衡環境及社會各方利益的可持續發展策略。

Stakeholder communication

The Group has established a series of communication channels and platforms to fully understand the concerns and expectations of various stakeholders on the Group's ESG performance and provide timely responses.

持份者溝通

本集團已成立一系列溝通管道及平臺，以全面瞭解各持份者對本集團ESG表現的關注點和期望，從而提供適時的回應。

Stakeholders 持份者	Expectations and Requirements 期望與要求	Communication and response methods 溝通與回應方式
政府及監管機構 Government and Regulators	<ul style="list-style-type: none"> • 遵守法律法規 Compliance with laws and regulations • 帶動地方就業 Promoting local employment • 按時納稅 Pay taxes on time 	<ul style="list-style-type: none"> • 定期匯報資訊 Regular reporting of information • 檢查及監督 Inspection and supervision
股東 Shareholder	<ul style="list-style-type: none"> • 收益回報 Earnings return • 合規運營 Compliant operations • 提升公司價值 Increase Company value • 資訊透明及高效溝通 Information transparency and efficient communication 	<ul style="list-style-type: none"> • 股東大會 Shareholders' meeting • 集團公告及通函 Group announcements and circulars • 電郵、電話通訊及公司網站 Email, telephone communication and company website
合作夥伴 Partners	<ul style="list-style-type: none"> • 誠信經營 Integrity in business • 公平競爭 Fair Competition • 依法履約 Performance of contracts in accordance with law • 互利共贏 Mutual Benefits 	<ul style="list-style-type: none"> • 審查與評估會 Review and evaluation session • 商務溝通 Business communication • 洽談合作 Negotiate cooperation

STAKEHOLDER ENGAGEMENT

持份者參與

Stakeholders 持份者	Expectations and Requirements 期望與要求	Communication and response methods 溝通與回應方式
客戶 Clients	<ul style="list-style-type: none"> • 優質產品及服務 Quality products and services • 依法履約 Performance of contracts in accordance with law • 誠信經營 Integrity in business 	<ul style="list-style-type: none"> • 客戶服務中心及熱線 Customer service center and hotline • 客戶意見調查 Customer opinion survey • 客戶溝通會議 Customer communication Meeting • 社交媒體平台 Social media platforms • 回訪 Calling for feedback
環境 Environment	<ul style="list-style-type: none"> • 達標排放 Achievement of emission standards • 節能減排 Energy saving and emission reduction • 合規排放 Compliant emissions • 合理用水 Reasonable water use 	<ul style="list-style-type: none"> • 與當地環境部門交流 Communication with local environmental authorities • 調研檢查 Research and Inspection
行業 Industry	<ul style="list-style-type: none"> • 促進行業發展 Drive industry development 	<ul style="list-style-type: none"> • 參與行業論壇 Participation in industry forums • 考察互訪 Exchange visits
員工 Employees	<ul style="list-style-type: none"> • 權益維護 Rights and benefits protection • 職業健康及安全 Occupational health and safety • 薪酬福利 Compensation and benefits • 職業發展 Career development • 人文關懷 Humanity care 	<ul style="list-style-type: none"> • 員工溝通會 Employee communication meeting • 公司內刊和內聯網 Company newsletter and intranet • 員工信箱 Employee mailbox • 培訓與工作坊 Training and workshops • 員工活動 Employee activities • 職工代表大會 Staff congress
社區及人民 Community and People	<ul style="list-style-type: none"> • 改善社區環境 Improving the community environment • 參與公益事業 Get involved in charity work • 資訊公開透明 Open and transparent information 	<ul style="list-style-type: none"> • 公司網站 Company website • 公司公告 Company announcements and circulars • 傳媒採訪 Media interviews • 社交媒體平台 Social media platforms

Importance evaluation

For the Group, understanding the thoughts and opinions of stakeholders is inextricably linked to the formulation of the Group's overall ESG development strategy. In addition to the communication channels listed above, we also collect the views and expectations of management and staff on ESG-related issues through questionnaires to understand the importance of different sustainability issues to the Group's development. After the analysis of the information and data collected, the materiality map provided by reputable external organizations¹ The materiality maps referenced in the materiality assessment include the ESG Industry Materiality Map and the SASB Materiality Map provided by MSCI and the Sustainability Accounting Standards Board (SASB), respectively.] will be taken into consideration, and with the assistance of third-party ESG consultants, ESG issues of higher relevance and importance to the Group will be screened out. The Group eventually identified nine material ESG issues, which would form the basis for the Group's resource allocation and ESG risk management direction in ESG.

重要性評估

對本集團而言，瞭解持份者的想法和意見與制訂集團整體 ESG 發展策略的關係密不可分。除了上述所列的溝通管道外，我們亦通過問卷調查的方式收集管理層及員工對 ESG 相關議題的看法及期望，深入瞭解不同可持續發展議題對集團發展的重要性。當中所收集的資料及數據經分析後，將結合知名外部機構提供的重要性圖譜[重要性評估已參考由明晟公司（MSCI）提供的 ESG 行業重大性地圖及永續會計準則委員會（SASB）提供的重要性圖譜。]，並在第三方環境、社會及管治顧問的協助下篩選出對本集團而言關聯性及重要性較高的 ESG 議題。本集團最終識別出 9 項重大 ESG 議題，為本集團於 ESG 方面之資源分配及 ESG 風險管理路向定下基礎。

Category 範疇	Important Topics 重要議題	Corresponding sections 對應章節
環境保護 Environmental Protection	<ul style="list-style-type: none"> 環境事故預防及處理 Environmental accident prevention and treatment 	<ul style="list-style-type: none"> 6.1 環境管理體系 6.1 Environmental Management System
僱傭合規 Employment Compliance	<ul style="list-style-type: none"> 僱傭合規 Employment Compliance 薪酬及福利 Compensation and Benefits 晉升及發展 Promotion and Development 	<ul style="list-style-type: none"> 5.1 人才招聘及僱傭合規 5.1 Talent Acquisition and Employment Compliance 5.2 薪酬及晉升 5.2 Salary and Promotion 5.3 員工福利及活動 5.3 Employee Benefits and Activities 5.4 培訓與發展 5.4 Training and Development
營運管理 Operations Management	<ul style="list-style-type: none"> 客戶服務管理 Customer Service Management 客戶健康與安全 Customer Health and Safety 客戶資訊安全與保護 Customer Information Security and Protection 智慧物業服務發展 Smart Property Service Development 反貪污 Anti-Corruption 	<ul style="list-style-type: none"> 4.1 保障服務品質 4.1 Guarantee service quality 4.3 客戶健康與安全 4.3 Customer Health and Safety 4.4 維護客戶權益 4.4 Maintain customer rights and interests 4.6 智慧科技管理 4.6 Smart Technology Management 8. 廉潔經營 誠信致遠 8. Integrity and honesty in business

¹The materiality maps referenced in the materiality assessment include the ESG Industry Materiality Map and the SASB Materiality Map provided by MSCI and the Sustainability Accounting Standards Board (SASB), respectively.

¹重要性評估已參考由明晟公司（MSCI）提供的 ESG 行業重大性地圖及永續會計準則委員會（SASB）提供的重要性圖譜。

KEEP IMPROVING SERVICE QUALITY

精益求精 服務品質為上

As a branded property management service provider, the Group strives to improve the quality of property management services and enhance customer satisfaction with the goal of "Being Your Life Companion". The Group is strictly following the Product Quality Law of the People's Republic of China, Urban Real Estate Management Law of the People's Republic of China, The Property Management Regulations of the People's Republic of China and other laws and regulations. The Group also formulated a series of internal systems and guidelines to ensure that our services comply with national standards and ensure that customers enjoy high-quality and satisfactory service experiences.

With the increasing attention of owners and the government to the quality of property management service, we are constantly looking for a breakthrough in the ability of our products -- "Service". Among them, strengthening the quality management of property management enterprises is one of the necessary means. We have set up a unique quality management department to meet the requirements of quality management (QM), efficiency management (EM) and information management (IM).

Quality Management

Service affinity of property management

The Group attaches great importance to property managers' service attitude and service etiquette. On the one hand, the service affinity of property management is reflected in the service scene layout of property management, the scene layout of the property management service community, especially the scene layout of the property service center, and the office space of property management enterprises. The Group has different scene layout requirements by business type to create a simple, bright, cordial, and orderly place to give residents and service staff a strong sense of affinity and belonging. On the other hand, it is reflected in the attitude of service personnel in property management. The Group requires project service personnel to provide courteous, orderly, and warm on-site service through daily training, regulations, system construction, and random inspection to improve customer service affinity.

作為一傢俱品牌特色的物業管理服務商，本集團致力以“你的生活知己”為目標藍圖，不斷改進物業管理服務的品質，提升客戶的滿意度。本集團嚴格依照《中華人民共和國產品品質法》、《中華人民共和國房地產管理法》及《中華人民共和國物業管理條例》等法律規章，制定了一系列內部制度和指引來確保我們的服務符合國家標準，務求讓客戶享受到優質及滿意的服務體驗。

隨著業主以及政府對物業管理服務品質的關注度不斷上升，我們對自身所提供產品的能力——“服務”也在不斷尋找突破口。其中，加強物業管理企業的品質管理就是其中一個重要手段。我們成立了專門的品質管理部門，在品質管理 (QM)、效率管理(EM)以及資訊管理(IM)做好要求和管控。

品質管理 (QM)

物業管理的服務親和力

本集團重視物業管理人的服務態度以及物業管理人的服務禮儀對外呈現。物業管理的服務親和力，一方面體現在物業管理的服務場景佈置，物業管理服務社區，尤其是物業服務中心的場景佈置，以及物業管理企業的辦公場所，本集團分業態有不同的場景佈置要求，打造簡潔、明快、親切、有序的場所給住戶以及服務人員較強的親和感和歸屬感；另一方面，體現在物業管理的服務人員態度，本集團通過日常培訓，制度規範，體系建設，以及不定期的抽檢，要求專案服務人員提供有禮，有節，更有溫度的現場服務，提高對客的服務親和力。

Quality management ability of property management

To constantly improve the service quality of the regional companies and property service centers of the Group, we have strictly complied with the established Quality Inspection and Assessment Management Method. The Group's operation quality control center would conduct a comprehensive inspection of the on-site quality problems of the company and property service center in each region. The Group's operation quality control center carried out the Joint Checks, the Mysterious Visit, the Tianyan system, and other means to evaluate the on-site quality management work. The Group also issued quality rectification orders for on-site quality defects and hidden dangers and required rectification within a limited time. The relevant department or unit must implement the project rectification plan and continuously monitor the improvement progress until the service quality meets the standard requirements. The Group ensures that quality property management services are maintained in all projects and that the quality of service is continuously improved to ensure customer satisfaction.

Dexin Services holds regular operation quality improvement seminars to improve service quality continuously. The workshops included inviting project managers to discuss how to improve the project quality, exploring new ideas and the research results of the project, summing up experience, and improving the quality management standards. In 2023, we took the lead in proposing the campaign "Etiquette First, Safety Guard" in Hangzhou, Wenzhou, Hefei, Wuhan, in residential communities, offices, shopping malls, and even schools and hospitals. The entire management of the project of Dexin Group, with the theme "understanding of etiquette, carrying out etiquette, consolidating etiquette", was launched as a series of thematic activities, which enhanced service awareness, service etiquette, and service standards.

物業管理的品質管理能力

為不斷提升本集團各區域公司、各物業服務中心的服務品質，我們嚴格按照已制定的《品質檢查考核管理辦法》。集團運營品控中心會透過聯合檢查、神秘訪查、天眼系統等方式對各區域公司及物業服務中心的現場品質問題進行全面檢查，評估現場品質管理工作，並對現場品質缺陷和隱患下達品質整改令，要求限時整改。相關部門或單位必須落實專案整改方案，並持續監督改善進度，直至服務品質符合標準要求。本集團會確保所有專案維持優質的物業管理服務，並持續改進服務質素，讓客戶滿意我們提供的服務。

為持續提升服務品質，德信服務定期舉辦運營品質提升研討會，召集專案經理針對如何提高專案品質進行討論，共同探新思路，並將研究結果在專案上落地驗證，總結經驗，提高品質管理水準。2023年我們率先提出“禮儀先行、安全衛士”專項行動，從杭州，到溫州，從合肥，到武漢，從住宅社區，到寫字樓、商場，乃至學校、醫院。全體德信服務在管專案，將以“懂禮”、“執禮”、“強禮”為主題，開展一系列主題活動。提升服務意識、訓練服務禮儀、固化服務標準。



德信服務2023“禮儀先行、安全衛士”專項行動
Dexin Services' earmarked the campaign of advocating etiquette to support the Asian Games

Efficiency Management

The service efficiency of property management is the ultimate embodiment of service function, which can reflect the comprehensive strength of property management enterprises. It mainly includes:

Service response time of property management

Service response time can reflect the degree of emphasis of property management enterprises on the service requirements of owners. According to the needs of the Group, the service response time in a community is less than 30 minutes. Because the owners are usually concerned about the attention of the property management enterprises to their service needs. The Group, through the timely response service, creates the first impression of service and improves the quality management of the property.

效率管理 (EM)

物業管理的服務效率是服務功能的最終體現，能夠反映出物業管理企業的綜合實力。主要包括：

物業管理的服務回應時間

服務回應時間能夠反映出物業管理企業對業主提出服務要求的重視程度。根據本集團的要求，在一個社區內的服務回應時間為30分鐘以內，因為業主通常關心的是物業管理企業對他們提供服務需求的關注度，本集團通過服務及時回應，打造服務的第一感觀印象，提升物業品質管理。

Channel of Communication	Content of communication 溝通內容
管家工作微信和樓棟微信群 Housekeeper's Working Wechat & Building Wechat Group	與業主保持密切溝通 Maintain close communication with owners
400服務及投訴熱線 400 Service & Complaints Hotline	與業主達成良好溝通，及時有效跟進業主訴求，解決業主需求 To achieve good communication with owners, timely and effectively follow up the owners' demands and solve the needs of owners
業主會議和管家走訪 Owner's meeting and housekeeper's visit	定期向業主以及住戶彙報管理工作匯總的重點、亮點以及下一步計畫、社區活動等等 Regularly report to the owners and residents the main points and highlights of the management work, as well as the next step plan and community activities
德信服務微信公眾號 Dexin Service Wechat official account	報告維修和投訴，並在規定時間內跟進處理、回饋和清理 Report the repair and complaint, and follow up the processing, feedback and clearance within the specified time

Processing time of the service

The processing time of the service reflects the level of the comprehensive service skills of the property management enterprises. Through the establishment of 400 service centers and the training and assessment of enterprise service personnel, the Group can improve the service personnel's professional skills and meet the service needs of the owners within the time that the owners can afford.

物業管理的服務處理時間

服務的處理時間體現物業管理企業的綜合服務技能的高低。本集團通過建立全國400服務中心，以及對企業服務人員內進行培訓和考核，提高服務人員在專業技能方面熟練應對的能力，在業主所能承受的時間裏滿足業主的服務需求。

客戶投訴工作處理流程 Customer complaint handling workflow



Property management service processing effect

The service effect of property management is that the property management enterprise ultimately provides the owner with the corresponding service quality. The comprehensive satisfaction of service is reflected in the service effect. The Group established relevant rules and regulations, the property management service for four words, namely the "Fast" – quick service response, "Accurate" – accurate problem judgment, "Decisive" – processing problems to be handled decisively, "Better" – processing effect is better.

物業管理的服務處理效果

物業管理的服務處理效果是物業管理企業最終為業主提供相應服務品質的最終體現，業主對服務的綜合滿意程度反映在服務效果上，本集團建立相關的規章制度，將物業管理的服務為四個字，即為“快”——服務回應要迅速、“准”——問題判斷要準確、“果”——處理問題要果斷、“佳”——處理效果要好。

業主來電解決率 Resolution rate of owner calling	99%
業主投訴解決率 Resolution rate of owner complaint	98.8%
來電首次回應時間 First answering time of calling	17秒 17 seconds
專案平均接單時間 Average order receiving time	13.5分鐘 13.5 minutes
平均解決時間 Average resolving time	26.5小時 26.5 hours

Enhancement of Property Management Service

For property owners, broadening the channels for opinion collection is of paramount importance. Therefore, as the nearest person of the owner's home, we have launched three major service upgrades since 2023:

1. Project Manager's Open Day: Managers visited the project site and provided feedback on the property owner's requests for solutions;
2. "Visiting" action: Visiting and listening to the owners' suggestions and solve relevant problems;
3. Enterprise WeChat online: a key to connect and report, which aims to provide convenient and efficient service.

物業管理的服務優化提升

對業主而言，拓寬意見徵集的管道是第一位的。作為離業主家門最近的人，自 2023 年起我們推出了 3 大升級服務：

- 1、專案經理開放日：管理者親臨專案現場，針對業主訴求，回饋解決方案；
- 2、“敲門”行動：上門聆聽業主建議，解決業主問題；
- 3、企業微信上線：一鍵接通，報事、服務方便高效。



Efficiency Management

The Group strictly abides by the "Safety Production Law of the People's Republic of China", "Fire Protection Law of the People's Republic of China" and other laws and regulations. According to the different types of management projects, the Group has formulated the "Residential Project Safety Management System", "Office Project Safety Management System", "Shopping Mall Project Safety Management System" and so on. Through the establishment and improvement of scientific, reasonable, and applicable regular management systems and requirements, customers' life and property safety and the health and safety of employees are protected in an all-around manner.

Actively carry out safety education

Community owners and park tenants: The Group provided safety education to community owners and tenants of office buildings in the park through a combination of online and offline means, including holding fire drills in the community, daily displays, park safety knowledge lectures, etc., to improve the safety awareness of owners and tenants.

Company employees: All new employees must receive three-level safety education from the HR Administration center, legal risk control center, and operation Quality Control center, and take up the post after passing a special examination; At the same time, the Group made the safety service management plan for all staff in the next year in December every year, and actively publicized it to project team to help them identify potential risk factors, improved their ability to cope with risks and master emergency measures.



安全管理 (SM)

本集團嚴格遵守《中華人民共和國安全生產法》、《中華人民共和國消防法》等法律法規，針對在管專案業態的不同，分別制定了《住宅專案安全管理制度》，《寫字樓專案安全管理制度》，《商場專案安全管理制度》等等，通過建立健全科學合理適用的常態化管理制度和要求，全方位保障客戶的生命財產安全以及員工的健康安全。

積極開展安全教育

社區業主和園區租戶：通過線上線下相結合的方式為社區業主以及園區辦公樓的租戶提供安全教育，包括舉辦社區消防演習，日常顯示幕播放，園區安全知識講座等方式，提高業主以及租戶的安全意識。

公司員工：凡新入司員工必須接受人力行政中心，法務風控中心以及運營品控中心的三級安全教育，經過專核合格後再上崗；同時每年12月份制定下一年度全員安全服務管理計畫，並且積極宣貫到專案人員，幫助員工識別潛在風險因素，提高應對風險的能力，熟練掌握事故應急處理措施。

Checking for potential security risks and give early warning

Employees of the Group are aware of prevention and early warning and check the existing safety risks in the daily property management work to create a safe working and living environment for residents and employees. During daily inspections, we pay attention to property facilities. To ensure that uncertainties can be detected immediately and accurately taken care of, we integrate big data, and the Internet of Things to effect the AI intelligent security systems, including situational awareness, alarm systems, intelligent parking, etc. Through the standardised management of the backend management platform and 24/7 automatic monitoring, we strived to detect all security risks and prevent them from happening in the first place.

Confidentiality and security of information

In terms of protecting customer privacy, the Group attaches great importance to the security of the personal information of owners and residents, and strictly abides by the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and other laws and regulations. The Group would collect and use customer information lawfully and the use of customer information will be limited to the channels specified in the contract. Our confidentiality system also regulates confidentiality requirements. Employees are required to sign an information confidentiality management agreement to protect the Company's business secrets and customers' information security regardless of whether they are on or off duty. In case of loss or potential leakage, employees should report it immediately and take remedial measures to minimize the impact. All confidential documents shall be responsible by special personnel and stored in the equipment that meets the confidentiality requirements. It is strictly forbidden to sell, abandon or destroy all confidential documents without authorization. If it is necessary to destroy confidential documents, it shall be carried out by two or more staff members after being approved by the company leader. For employees who do not comply with the Company's regulations and cause leaks, the Group would give disciplinary sanctions, dismiss, or even investigate criminal liability in accordance with relevant laws and regulations and the Company's reward and punishment provisions. During the Year, the Group has not received any legal proceedings relating to the Group's breach of customer privacy.

安全隱患排查預警

本集團的員工具備防範預警意識，在日常物業管理工作中排查存在的安全隱患，為住戶及員工創造一個安全的工作及生活環境。我們在日常巡查時留意物業設施運作狀況為了保證不確定因素可以被即時發現和精準處置，我們融合大數據、物聯網技術落地AI智能安防系統，包括態勢感知、報警系統、智慧停車等，通過後臺管理平臺統一管理，通過全天候自動監測，盡全力排查一切安防隱患，做到防患於未然。

資訊的保密安全

在保護客戶隱私方面，本集團高度重視業主及住戶的個人資訊安全，嚴格遵守《中華人民共和國消費者權益保護法》等法律法規。我們會以合法的形式收集及使用客戶資訊，對客戶資訊的使用限於合約中列明的途徑。我們的保密制度亦規範保密要求，員工需簽署資訊保密管理協定，不論在職或離職後也須保護公司商業機密及客戶的資訊安全。如有遺失或可能發生洩露時，員工須立即上報，並採取補救措施，以減低受影響程度。所有保密檔由專人負責，並存放在符合保密要求的設備內。所有保密檔嚴禁出售、遺棄或擅自銷毀，需要銷毀保密檔的，經公司領導批准後，由兩個以上工作人員實施。對於員工因不遵守公司規定，造成洩密事件，我們會依照有關法規及公司的獎懲規定，給予紀律制裁、解雇，甚至追究刑事責任。本年度，本集團未曾接獲任何有關本集團違反客戶隱私的法律訴訟個案。



Improving the standardization of property management

In committing to providing excellent property management services, the Group established a comprehensive quality operation system to cater to the property management service quality. The quality control system has been certified by the international standard of ISO 9001:2015. At the same time, the Group carries out standardized work according to the requirements of the system documentation, which reflects the Group's service quality standard through the degree of standardization of the operation of the system documentation.

In strict compliance with the Product Quality Law of the People's Republic of China (《中華人民共和國產品品質法》), the Real Estate Management Law of the People's Republic of China (《中華人民共和國房地產管理法》) and the Property Management Regulations of the People's Republic of China (《中華人民共和國物業管理條例》), the Group has formulated a suite of internal systems and guidelines to ensure that our services have complied with the national standards, hoping to enable our customers to enjoy a quality and satisfactory service experience. We will continue to strengthen the supervision of the quality of our property services, constantly improve the management system of our property services, enhance the training of our relevant staff, and launch regular performance analyses, evaluations and reviews to form a virtuous circle of continuous improvement.

To enable our staff to respond to emergencies in an agile and accurate manner, the Group has formulated a common emergency plan, which clearly explains the emergency handling practices that should be followed by each department in different emergencies. While guaranteeing the safety of all staff, property owners and customers, each department is required to respond quickly to control the development of the incident and isolate the scene of the incident to minimize the impact on staff and tenants. Our common contingency plans can cope with different types of emergencies, such as flammable gas leakage, fire, rainstorms, typhoons, power failure, elevator strandings, conflict, etc. We also conduct regular drills and trainings to enhance staff's awareness of crisis management and to familiarize them with the contingency plan.

提高物業管理的規範化程度

本集團致力提供卓越的物業管理服務，並對物業管理服務的品質搭建了全面的品質運營體系，我們所建立的品質管理體系已獲ISO 9001:2015的國際標準認證，同時本集團按照體系檔要求進行規範工作，通過規範運作體系檔的程度體現本集團的服務品質水準。

本集團嚴格依照《中華人民共和國產品品質法》、《中華人民共和國房地產管理法》及《中華人民共和國物業管理條例》等法律規章，制定了一系列內部制度和指引來確保我們的服務符合國家標準，務求讓客戶享受到優質及滿意的服務體驗。我們會繼續加強對物業服務品質的監督，不斷完善物業服務的管理制度，強化相關人員的培訓，並定期開展績效分析、評估和檢討，形成持續改進的良性迴圈。

為讓本集團的員工能對突發情況作出敏捷及準確的回應，本集團已制定常見應急預案處理制度，明確闡述在不同突發情況下各部門應遵循的應急處理程式，在保障所有工作人員、業主及客戶的安全作為首要考慮條件下，各部門須快速反應，控制事態發展，並隔離事發現場，儘量減少對員工及住戶的影響。我們的常見應急預案處理能應付不同類型的應急狀況，例如：易燃氣體洩漏、火警、暴雨、颱風、停電、電梯困人、衝突事件等。我們亦會定期進行演習及安排培訓，加強員工的危機處理意識及熟習應急預案處理方法。

Customer feedback

Customers' opinions are crucial to the Group's continuous service quality improvement. Therefore, the Group places great importance on customers' opinions and satisfaction with the Group's services. We have an Owner Satisfaction Control Procedure to collect, analyze and process information from our customers and improve customer satisfaction. We use various communication channels to collect customers' opinions and suggestions, such as face-to-face interviews, letters communication and telephone calls. We also invite our customers to fill out customer satisfaction surveys every year to understand their satisfaction with our services and collect relevant thoughts. All the information collected would be statistically analyzed to understand the needs and expectations of our customers and to identify areas for improvement and review against our quality objectives for continuous improvement of our quality management system.

Besides, customers can reflect their opinions and complaints to the Group through different channels such as the customer service hotline and online media. The Group has established a sound complaint handling management system to handle customer opinions and complaints, ensure those complaints can be solved in a timely and reasonable manner, protect customers' rights and interests, and maintain and enhance the company's reputation. The Group's 400 Customer Service Center is the management department for dealing with customer opinions and complaints. It is responsible for collecting, classifying and recording property owners' views, suggestions and complaints as well as analyzing and determining the category of complaint responsibility. The relevant responsible department would handle the complaints according to the three principles of "Principle of timeliness and accuracy", "Principle of honesty and credit" and "Principle of professionalism and humanity". The department will analyze the causes and propose corrective or preventive measures to solve customers' actual problems as far as possible, to meet the requirements and expectations of customers and enhance the satisfaction of property owners. After the complaints are handled, the 400 Customer Service Center would be responsible for calling for feedback and recording the property owners' opinions. The relevant information would be formed into a monthly analysis and submitted to the responsible person as a basis for regular review and improvement of service quality.

During the Year, the Group did not receive any major customer complaints against the Group's services.

客戶意見回饋

客戶的意見對本集團持續改進服務品質至關重要，因此本集團十分重視客戶的意見及對本集團的服務滿意度。我們設有《業主滿意控制程式》，負責收集、分析與處理客戶的資訊，並對客戶滿意度進行管理。我們利用各種溝通管道，如面談、信函、電話等方式收集客戶的意見和建議。我們亦會每年邀請客戶填寫顧客滿意度調查表，以瞭解顧客對公司服務的滿意程度及收集相關意見。所有收集所得的資料將會進行統計分析，以瞭解顧客的需求和期望，同時識別本集團需改進的方面，並對照公司的品質目標進行檢討，持續完善品質管理系統。

此外，客戶可從客戶服務熱線、網路媒體等不同途徑向本集團反映意見及作出投訴。本集團已建立完善的《投訴處理管理制度》處理客戶意見和投訴，確保客戶投訴能及時、合理地得到解決，保障客戶權益，維護和提升公司聲譽。本集團的400客戶服務中心是處理客戶意見和投訴的管理部門，負責收集、分類及記錄客戶的意見、建議和投訴，並進行分析判定投訴責任類別。相關負責部門會根據「及時準確原則」、「誠實信用原則」及「專業、人性原則」的三大原則認真處理客戶意見和投訴，分析原因，並制定相關的糾正跟進計畫，盡可能解決客戶實際問題，以滿足客戶的要求和期望，提升業主滿意度。投訴處理完成後，400客戶服務中心會負責回訪，並對業主意見進行記錄，相關資料會形成月度分析推送相關領導，以作為定期檢討及改善服務品質的依據。

本年度，本集團並未接獲針對本集團服務的重大客戶投訴個案。

Protect intellectual property

The Group respects intellectual property rights and strictly complies with the relevant laws and regulations, such as the Law of the People's Republic of China on the Protection of Intellectual Property Rights, the Patent Law of the People's Republic of China, and the Trademark Law of the People's Republic of China. The Group's intellectual property management practices have set out the responsibilities of each functional department to effectively protect the Company's intellectual property rights, including patents, copyrights, trademarks, trade secrets, etc. Each department shall promptly report newly generated intellectual property rights to the Human Resources Administration Center. The Human Resources Administration Center shall uniformly handle the relevant intellectual property rights declaration, registration and other protection procedures. No one shall use their authority or use other improper means to copy, publish or disclose the company's intellectual property rights. Any unit or person who infringes on the Group's intellectual property rights will be transferred to the relevant administrative department in accordance with the law.

In addition, the Group issues guidelines on the computer software installation application for the employees to ensure that they are installing genuine software and do not infringe the intellectual property rights of others. We also take various measures to ensure that the software installed on the Group's computers is licensed and legal.

During the Year, the Group was not involved in any legal proceedings relating to the Group's violation of intellectual property rights.

保護知識產權

本集團尊重知識產權，並且嚴格遵守《中華人民共和國知識產權保護法》、《中華人民共和國專利法》和《中華人民共和國商標法》等相關法律及法規。本集團的知識產權管理辦法已明確訂明各職能部門的職責，以有效保護公司的知識產權，包括專利權、著作權、商標權、商業機密等。各部門應及時將新產生的知識產權向人力行政中心申報，並由人力行政中心統一辦理相關的知識產權申報、登記等保護手續。任何人不得利用職權或採用其他不正當手段將公司的知識產權複製、發表或洩露。任何侵犯本集團知識產權的單位或人士將交由相關行政部門依法處置。

此外，本集團就雇員申請可安裝的電腦軟體發出指引，確保其安裝的是正版軟體，以免侵犯他人的知識產權。同時，我們亦採取各種措施，確保本集團的電腦中所安裝的軟體均取得相關的許可認證，並且屬合法。

在本年度內，本集團未曾接獲任何有關本集團違反知識產權的法律訴訟個案。

PEOPLE-ORIENTED AND CARING FOR EMPLOYEES

以人為本 關愛員工

As a responsible employer, the Group strictly abides by the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China and other relevant laws and regulations. We continue to improve human resources management and labor systems to ensure employee compliance and reasonable protection of employees' legitimate rights and interests. The Group's Human Resources Administration Center and Regional Human Resources Administration Department have formulated a series of management measures to regulate the evaluation mechanism for job recruitment and promotion under the principles of objectivity, fairness, and reasonableness, providing a truly fair and just employment environment for employees.

During the Year, the Group was not involved in any employment-related irregularities that had a material impact on the Group

作為負責任的雇主，本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》等相關法律和法規，並持續完善人力資源管理體系及勞動制度，確保僱傭合規及員工的合法權益得到合理保障。本集團的人力行政中心及區域人力行政部制定了一系列的人力資源部管理辦法，以客觀、公平、合理的原則規範崗位招聘、晉升等評估機制，致力為員工提供真正公平公正的僱傭環境。

本集團於本年度並沒有牽涉任何有關僱傭且對本集團有重大影響的違法違規事件。

Talent recruitment and employment compliance

To ensure the timeliness of the Group's talent pool, the Human Resources Department of the Group publishes recruitment information through diversified recruitment channels, including online recruitment, on-site job fairs, headhunting agencies, and university publicity and recruitment, following the "Recruitment and Hiring Management Practice Guidelines". The Group carries out recruitment work based on the principles of "Advocating merit and talent", "Rigorous assessment", "Comprehensive evaluation", and "Merit-based recruitment" to identify employees with potential development. The hiring process would be monitored to ensure the quality and diversity of the talent brought in and to avoid recruitment based on gender, sexual orientation, disability, age, race, nationality, family status, or any other legally protected factors to ensure an equal competitive hiring mechanism. Equal opportunity and anti-discrimination principles apply to all employee activities and human resources matters, including recruitment, promotion, transfer, reward and training.

人才招聘及僱傭合規

為確保本集團人才儲備的及時性，本集團的各單位人力資源部門根據《招聘與錄用管理作業指引》，透過多元化的招聘途徑，包括網路招聘、現場招聘會、仲介獵頭公司、院校宣傳招聘等方式發佈招聘資訊，並以德才兼備、嚴格考核、綜合評價、擇優錄用的原則開展招聘工作，發掘具發展潛力的雇員。而僱傭聘用過程將受到監督，確保引進人才品質過關、人才背景多元化，避免因性別、性取向、殘疾、年齡、種族、國籍、家庭狀況或其他任何受法律保護的因素作為人才僱傭依據，確保形成平等競爭的用工用人機制。平等機會及反歧視原則亦適用於全體員工活動及人力資源事項，包括招聘、升職、轉崗、獎勵及培訓等方面。

When employees are interviewed, the Human Resources Department will verify the applicant's supporting documents, such as I.D. card, work experience and education certificate, to confirm whether their age, identity, education and appearance are consistent with the supporting documents. So the Group can avoid hiring children or illegal workers. If it is verified that the employee has provided false information, we will immediately dismiss the employee concerned. The Employee Handbook, the Employee Job Description and the Employment Contract would clearly state the job duties, the duration of the employment contract, the work location, working hours and holidays, labour remuneration and labour rights, to ensure that both parties understand employment conditions, equality of employment compliance and the prevention of forced labour.

We do not force the extension of working hours, and the Human Resources Department strengthens labour management through the monthly statistical monitoring table to ensure the legal compliance of labor. If employees need to work overtime, we will compensate them for their overtime work in the form of compensatory leave or overtime pay to avoid forced labor. In the process of operation, the Group is committed to safeguarding employees' legitimate rights and interests and creating a fair, healthy, safe, and promising working environment. The Group holds regular meetings to discuss and review compliance with the employment system, thoroughly investigate and punish violations, and avoid employment risks such as child labour, forced labour, and discrimination.

Upon an employee's resignation, the HR Department will conduct an exit interview with the employee to understand the reasons for their departure and their comments and suggestions to the Group. We also respect employees' right to choose jobs freely and strictly abide by the Labor Contract Law of the People's Republic of China and the Entry and Exit Management System of Dexin Services Group. The Human Resources Department would start the dismissal approval procedure, uphold the principles of legal compliance, seek truth from facts, fairness, and justice, standardize the rescission and termination of labor contracts, and ensure the legitimate rights and interests of employees.

The Group publishes campus recruitment information through special campus information sessions, small boutique exchange sessions, internal employment network, alum recommendations, and other means. The Group also cooperates with Zhejiang University of Technology, Zhejiang Gongshang University, Zhejiang A & F University, and other colleges and universities to attract outstanding college graduates.

員工在面試時，人力資源部會核實應聘者的證明檔，如身份證、工作經歷、學歷證明等以確認其年齡、身份、學歷及相貌等與其提供的證明檔是否一致，避免雇用童工或黑工。如經核實員工提供虛假資料，我們會即時解雇相關員工。而《員工手冊》、《員工崗位說明書》及《勞動合同》中都會清楚列明崗位職責、勞動合同期限、工作地點、工作時間與休假、勞動報酬與權益等，確保雙方瞭解雇傭情況、聘約平等合規及防止強制勞工。

我們不強迫延長工時，人力資源部通過月度統計監控表加強用工管理，以保證合法合規用工。如員工需安排加班，我們會以補休或加班工資的形式補償員工的超時工作，避免強迫勞動。而在營運的過程中，本集團致力維護員工的合法權益和締造公平、健康、安全及具發展潛力的工作環境，本集團舉行定期會議，討論及檢視雇傭制度的合規情況，對違規事件徹底調查處分，避免童工、強迫勞動與歧視等雇傭風險。

倘若接獲員工的請辭，人力資源部會與離職員工進行離職面談，以瞭解其離職原因及對本集團的評價和建議。我們亦尊重員工自由選擇工作的權利，並嚴格遵守《中華人民共和國勞動合同法》及《德信服務入離職管理制度》，人力資源部會啟動離職簽批程式，秉持合法合規、實事求是、公平公正的原則，規範解除、終止勞動合同的工作程式，確保員工的合法權益。

本集團通過開展專場校園宣講會、小型精品交流會及學校內部就業網、校友推薦等方式發佈校園招聘資訊。與浙江工業大學、浙江工商大學、浙江農林大學等高等院校開展深度合作，吸納優秀高校畢業生。

In addition, the Group carries out social recruitment according to the position establishment and business needs through an online recruitment platform, internal recommendation, regional talent market, and other channels. We strictly manage internal recommendation channels and avoid recruitment fraud according to the principles of fairness and justice and avoidance of nepotism.

Salary and promotion

Following the Attendance Management System, Performance Management System and Remuneration Management System established by the Group, the Group attracts and retains talents with a scientific, reasonable and market-competitive remuneration system and promotion path. We would make overall salary adjustments by considering employees' past performance, appraisal results and market salary changes. We have also set up transparent and standardized employee performance appraisal indicators, programs and target responsibility statements to allow employees to develop their careers in a planned manner. We would praise and reward employees with excellent performance and behavior, such as offering appropriate quarterly or annual performance bonuses and promotion opportunities. For employees who fail to complete the performance plan effectively, their supervisors would initiate an interview with them. They would analyze the reasons for poor performance and provide feedback on specific performance improvement measures to understand the shortcomings of the Group in business operation or human resource management and make improvements and assist employees in going higher and further in their career planning.

Employee benefits and activities

The Group attaches great importance to the well-being of its employees and upholds the spirit of being people-oriented. In addition to providing our employees with good development opportunities and competitive remuneration packages, we also actively improve the Group's employee welfare system. To enhance the satisfaction of our employees, we have formulated the "Welfare Management Measures of Dexin Shengquan Property Services Limited Headquarters". In addition to the national mandatory welfare items, including pension insurance, medical insurance, work injury insurance, unemployment insurance, maternity insurance and housing provident fund, we also provide diversified welfare for all employees, including holiday benefits, labor insurance benefits under high temperature, team building benefits, meal allowance, birthday benefits, maternity benefits, burial subsidies and condolences for injuries and illnesses, etc. In addition, we provide transportation allowance, communication allowance and health checkups according to the job nature.

此外，本集團根據崗位編制及業務需求開展社會招聘，通過線上招聘平臺、內部推薦、區域人才市場等管道進行人才招募。我們嚴格管理內部推薦管道，根據公平公正、崗位任職回避原則，避免出現招聘舞弊情況。

薪酬及晉升

本集團為員工搭建良好的職業平臺，本集團根據其所訂立的《考勤管理制度》、《績效管理制度》及《薪酬管理制度》，明確以科學、合理、具有市場競爭力的薪酬體系及晉升路徑吸引和挽留人才。我們會結合員工過往工作表現、績效考核結果、市場薪酬變化進行薪酬調整。我們亦設立清晰且規範的員工績效考核指標、方案以及目標責任書，讓員工有規劃地發展事業。對於工作業績及行為表現優秀的員工，我們會嘉許表揚，如適當發放季度或年度績效獎金，甚至給予晉升機會。而針對未能有效完成績效計畫的員工，上級領導會主動與其進行面談，一起分析績效不佳的原因並回饋具體的績效改進措施，從中瞭解集團在業務經營或人力資源管理上的短板並作出改善，協助員工在職涯規劃的道路上走得更高更遠。

員工福利及活動

本集團十分重視員工的福祉，秉持著以人為本的精神，我們除了致力為員工提供良好的發展空間及具競爭力的薪酬待遇外，我們也積極完善集團的員工福利制度。為了提升員工滿意度，本集團制定了《德信盛全物業服務有限公司總部福利管理辦法》，除了國家強制規定辦理的相關保障類福利專案，即養老保險、醫療保險、工傷保險、失業保險、生育保險及住房公積金外，我們也為全體員工提供多元化福利，具體包括節日福利、高溫勞保福利、團建福利、工作餐補貼、生日福利、生育賀儀、奠儀及傷病慰問等，同時也會根據崗位工作性質而特別提供交通補貼、通訊補貼和健康體檢等福利。

We also offer critical illness insurance, hospitalization medical insurance, accidental injury insurance, accidental expense reimbursement, group medical insurance and group term life insurance. These insurances make employees feel at ease and motivate them to serve the company for a long time and grow together with us.

In addition, the Group also actively promotes talent training. To improve the professional level of employees, we provide professional title and qualification certificate subsidies and certificate rewards and benefits for staff with the requirements of holding a certificate. When employees complete external training and examination and obtain a professional title certificate or qualification certificate, the Group would subsidize a certain amount of tuition fee, teaching materials fee, and examination registration and provide certificate incentive benefits every month to encourage employees to obtain a professional qualification and improve their professional level. The Group also encourages in-service employees to enhance their academic qualifications. It specially promulgates a reward system for improving their academic qualifications to reward employees and help them realize the improvement of their self-value.

On June 9, 2023, Dexin Service Shengquan Class Symposium cum the 5th Anniversary of Shengquan Class 1 Graduation was held at the Headquarters. As the official property service provider of the Asian Games, the Group continued to build a professional force. Shengquan Class is precisely the “flagship school” of talent incubation that the Group has been building with all its might. Through the mode of joint cultivation between schools and enterprises and targeted cultivation with training, it has provided new-generation talents for our development.

此外，我們也以團體投保方式，為集團員工提供重大疾病保險、住院定額醫療保險、意外傷害保險、意外費用補償團體醫療保險及團體定期壽險等，讓員工感到安心的同時也激勵員工為企業長期服務，與我們共同成長。

此外，本集團亦積極推進人才培養，為提升員工的專業水準，我們為任職有持證要求的崗位職員提供職稱及資格證書補貼和持證獎勵福利。當員工完成外部培訓及考試，並取得職稱證書或資格證書，我們會補貼一定金額的學費、教材費及考試報名等，並每月提供持證獎勵福利，以鼓勵員工考取專業資格，提升專業水準。集團亦鼓勵在職員工提升自身學歷，並專門頒佈學歷提升的獎勵制度，給予員工獎勵，幫助員工實現自我價值的提升。

2023年6月9日，德信服務盛全班座談會暨盛全1班畢業五周年活動在德信集團總部舉行。作為亞運官方物業服務商，持續鍛造專業過硬、業務精湛的服務力量。盛全班正是公司全力打造的人才孵化“黃埔軍校”，通過校企聯合培養、學訓結合定向培養的模式，為公司發展儲備新生代人才。



員工生日會 Birthday party for staff



春節慰問員工 Visit employees during the Spring Festival

春節來臨之際，集團領導班子組成分隊對 杭州、上海、寧波、廣州等10 個城市 25 個專案進行慰問走訪，向堅守的物業工作人員送去誠摯的問候和新年美好的祝願。此外，公司的“藍絲帶”員工關愛互助基金自成立以來，踐行“共創、共用、共擔”核心價值觀，落實關愛員工做實事，本年度在華南區域專案員工家庭遭遇變故時，“藍絲帶”基金及時救助，為員工家庭送去溫暖關懷。

With the imminent Chinese New Year, the Group's leadership teams visited staff in 25 projects in 10 cities, including Hangzhou, Shanghai, Ningbo and Guangzhou, and sent sincere greetings and New Year's wishes to them.

In addition, the Company's Employee Care and Mutual Aid Fund, "Blue Ribbon", has been practicing the core values of "Creating, Sharing and Contributing Together" since its establishment to implementing practical measures to care for the staff. This year, when the families of our employees in Southern China encountered misfortunes, the "Blue Ribbon" Fund provided timely assistance to their families.



夏季送清涼慰問 Send "cool" in summer

酷暑炎熱，一眾在室外工作的物業工作人員，包括秩序維護員、保潔員、綠化員、工程維修員和客服管家依舊在高溫中堅守崗位。員工的健康安全時刻牽動著大家的心，為答謝前線員工的無私付出，本集團各大區域、城市公司均組織開展夏日送清涼活動，採購一系列清涼消暑物資，如西瓜、解暑飲品、礦泉水、菊花茶和一些常用防暑藥品，送至各片區、城市公司以及專案上。各級管理人員走訪專案一線，向在高溫下堅持工作的一線員工們表示感謝和慰問。各大區域、城市公司關注專案防暑降溫設施配套情況，送去清涼補給，親手將物資送到每一位一線員工手上，並叮囑合理安排輪休。

In the sweltering heat, many property workers who work outside, including order maintainers, cleaners, greenkeepers, engineering maintainers and customer service housekeepers, are still at their posts in the heat. The health and safety of our employees is always on our mind. To acknowledge the selfless efforts of frontline staff, various regions and city companies of the Group have organized summer cooling activities, purchasing a series of cooling materials, such as watermelon, heat-relieving drinks, mineral water, chrysanthemum tea and some commonly used anti-heatstroke medicines, and sending them to each region, city companies and projects. Managers at all levels visited the frontline of the project to express their gratitude and sympathy to the frontline employees who persisted in working under the high temperature.



員工交流座談會 Staff exchange seminar

集團重視傾聽員工心聲，設立完善的雙向溝通交流管道以廣泛獲取員工意見及建議，增強對員工的人文關懷及心理疏導，提升員工凝聚力及歸屬感。集團亦切實保護員工的申訴權益，保障更加公平、快捷、高效和透明的工作氛圍。員工可以通過電話、信件、社交媒體等多元化內部投訴舉報管道，就各類申訴或投訴向集團進行回饋，集團對回饋資訊予以跟進並及時處理。

The Group attaches great importance to listening to the voices of employees; and establishes perfect two-way communication channels to obtain the opinions and suggestions of employees, enhance the humanistic care and psychological counseling of employees, and enhance the cohesion and sense of belonging of employees. The Group also effectively protects the rights and interests of employees to complain and ensures a fairer, faster, more efficient, and transparent working environment. Employees can give feedback to the Group on various complaints through internal complaint reporting channels such as telephone, letter, and social media. The Group will follow up and deal with the feedback information on time.



Training and development

Human resources are the internal driving force for the sustainable development of enterprises, so the Group attaches great importance to cultivating talents. In addition to investing resources to provide diversified vocational training, we encourage employees to study and learn actively. The Group hopes that employees grow together with the Group, continuously improving their self-value and increasing their core competitiveness to create a win-win situation between the Company and employees.

Orientation training

To help new employees integrate into the Company, understand the business and foster their competence, the Group's human resources department regularly organizes induction training, which helps them to break down barriers, quickly master work knowledge and skills and establish a network of contacts through various means such as public courses, job-training and outreach training. To better understand the experience of new employees and collect their opinions, seminars are held regularly during the training session, where senior executives meet with new employees face-to-face to answer their questions and listen to their suggestions.

培訓與發展

人力資源是企業可持續發展的內在推動力，因此本集團十分重視人才的培養。除了投放資源為員工提供多元化的職業培訓外，我們也鼓勵員工積極學習進修，期望員工與集團共同成長，在持續提升自我價值的同時也增加了企業的核心競爭力，從而創造出企業與員工互惠互利的雙贏局面。

入職培訓

為加速新員工融入公司、理解業務、勝任崗位，本集團的人力資源部門定期舉行新員工入職培訓，通過公共課程、崗位帶教、拓展訓練等多種方式幫助新人打破壁壘，快速掌握工作應知應會，建立工作聯繫網路。為更多地瞭解新員工的入職體驗、收集意見與建議，每期新人訓都會將新員工座談會作為固定環節，集團高管與新員工面對面交流，解答疑惑、聽取建議。

雛鷹計畫新員工培訓 New employees training

在培訓課程中，通過講師授課，幫助新員工從品牌力、文化力到服務力和專業力，理解公司核心業務理念和價值體系。將公司的價值主張、核心理念與新夥伴做融通融合，在價值觀層面促進從“我”到“我們”的轉變。在新員工培訓中，每位學員踐行“531”學習行動，沉澱培訓期間的收穫、啟發，制定下一步行動計畫。

Through lecturers in the training, we help new employees understand our core business philosophy and value system from the perspectives of branding, culture, service, and professionalism. We aim to integrate our value proposition and core concepts with our new employees to promote the change from “I” to “we” at the value level. During the training, every trainee practices the “531” learning initiative and formulates the next action plan based on gains and inspirations.



Professional training

In addition to the induction training provided to newcomers, the Group builds a professional skills upgrading and career development system with job qualifications as the core for its employees. We dynamically build up the competence of employees to keep their abilities matched with our requirements. By adopting a “dual-channel” model, we have established two basic channels, namely management and professional channels, as well as a mechanism for cross-channel development. For positions at all levels, a qualification system is established based on our business development needs, which includes requirements for basic conditions, knowledge and skills, and competencies. During the Year, the Group carried out the “2023 Dexin Shengquan Training Plan”, which aimed to cultivate talents through the implementation of key training programs such as “Key Talent Cultivation”, “Employee Vocational Skills Upgrading Training” and “Knowledge Base Construction” to name a few. The courseware for Knowledge Base Construction has been standardized, eliminated and merged to comprehensively improve the quality of training content. The “Residential Project Manager’s Work Manual” was integrated and published as a mandatory course for project managers to improve their learning efficiency and refine their business skills.

To further promote the complete life cycle management of the project, the Group strictly strengthens the standardization management training of the project this year, implants the training plan of each line before the project delivery, and takes the assessment result of the course training as one of the delivery acceptance assessment conditions.

The Group also organizes different types of professional training programs to enhance staff’s professional knowledge and skills in different positions. The following are some examples of professional training organized by the Group during the Year.

專業培訓

除了提供給新人的入職培訓外，本集團以任職資格為核心打造員工專業技能提升與職業發展體系，對員工的能力進行動態管理，保持員工能力與企業要求匹配。我們採用“雙通道”模式，建立了管理和專業兩個基本通道，並構建跨通道發展機制。針對各層級崗位，基於公司業務發展需求構建任職資格體系，包含基本條件、知識技能、能力素質等方面的要求。本年度，本集團開展執行《2023年德信盛全培訓計畫》，從“關鍵人才梯隊培養”、“員工職業技能提升培訓”、“知識庫建設”等重點培訓專案的實施進行人才培養。知識庫課件經過統一梳理、剔除與合併整合，全面提升培訓內容品質。整合編制與發佈《住宅專案經理工作手冊》，作為專案經理崗位必修課程，助力專案經理提升學習效率，精進業務技能。

為進一步推動專案全生命週期管理，本年度嚴格加強專案標準化管理培訓，在專案交付前植入各條線培訓計畫，將課程培訓考核結果作為交付驗收考核條件之一。

本集團亦舉辦了不同類型的專業培訓專案，以提升不同崗位員工的專業知識和技能。以下是本年度本集團舉辦的專業培訓案例。

儲備專案經理人才梯隊培養 Reserve Project Manager Talent Cultivation

本年度，儲備專案經理培養40人。訓練營以“721”學習模式設計「4階段+N」學習路徑，將課堂學習、學員互助、實踐鍛煉相結合，促進行動轉化。通過設計學習績效實行單元考核制，促進提升學員表現。

During the Year, the reserve project managers trained 40 people. The camp designed a “4-stage + N” learning path based on the “721” learning model combining classroom learning, mutual assistance among trainees, and practical exercises, and promoted the transformation of actions. Through the design of learning performance and the implementation of a unit assessment system, we promoted the enhancement of the performance of trainees.



員工職業技能提升 Vocational Skills Enhancement for Employees

本年度，集團通過“自培”、“外送”雙模式，全面提升員工職業技能。成功申報獲批2家分公司企業自主職業技能認定資質：德信盛全杭州分公司、德信盛全德清分公司。內部組織物業管理師三級自主認定取證87人。外送員工參加物業管理師四級/三級/二級認定取證29人。組織員工參加杭州市物業協會中級專案管理專項培訓與考證取證20人。並獲評杭州市物業協會23年度最佳學優單位。23年末員工持證總數961，職稱、職業資格類證書占比17%，本年度新增持證數量203。新增杭州市E類人才5人。

During the Year, the Group comprehensively upgraded the vocational skills of its employees through the dual modes of “self-training” and “outsourcing”. The Group successfully applied for and obtained approval regarding the qualification of autonomous vocational skills recognition for two branches: Dexin Shengquan Hangzhou Branch and Dexin Shengquan Deqing Branch. The internal organization of the property manager granted level 3 independent certification to 87 people. We sent staff to study the Property Manager Level 4 / 3 / 2, with 29 employees obtaining relevant certifications. We organized staff to receive training in the Hangzhou Property Association intermediate project management, with 20 employees obtaining relevant certifications. We were awarded the best academic unit of the Hangzhou Property Association in the year 2023. We have 961 employees holding certificates at the end of the year 2023, with 17% of the certificates holding titles and vocational qualifications. This year, we have 203 newly issued certificates and 5 new Hangzhou E talents.



Occupational health and safety

As a responsible employer, the Group is committed to creating a healthy and safe workplace for our employees. We strictly comply with the Work Safety Law of the People’s Republic of China, the Law of the People’s Republic of China on the Prevention and Control of Occupational Diseases, the Fire Protection Law of the People’s Republic of China and other occupational health and safety-related laws and regulations. We are committed to reducing the health and safety risks encountered in the working environment of property management services. In addition, we identify factors that pose risks to our employees’ occupational health and safety as far as possible and formulate appropriate mitigation measures to create a good working environment for our employees to feel at ease and secure. During the Year, the Group did not have any cases of violation of health and safety-related laws and regulations

職業健康與安全

作為負責任的僱主，本集團致力為員工締造一個健康及安全的工作場所，並嚴格遵守《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》、《中華人民共和國消防法》等職業健康與安全相關法律法規。我們致力減低物業管理服務工作環境中所遇到的健康與安全風險，盡可能識別對員工職業健康和造成風險的因素，並制定相應的緩解措施以打造良好的工作環境，讓員工感到安心放心。本年度，本集團並沒有任何違反健康與安全相關法律和法規的個案。

The Group attaches great importance to health and safety in the workplace. Our occupational health and safety management system has been certified to meet the international standard ISO 45001: 2018, covering property management services' occupational health and safety management activities. The Group adheres to the principle of "Safety and Prevention First" and aims to eliminate the occurrence of significant casualties and fire accidents. The Group would proactively conduct hazard identification and O.H.S. risk assessment to understand the potential hazards in implementing property management service projects and office processes, such as infrastructure, equipment, materials, physical and material conditions in the workplace, the design of work areas, project implementation, machinery and equipment, operating procedures and work organization, including the needs and capabilities of the employees involved, etc., and grade their severity treatment. The Group has formulated a series of internal operational guidelines, such as "Hazard Identification and Risk Evaluation Control Procedures", "Safety and Fire Control Procedures", "Safety Operating Procedures for Working at Height for Cleaning Services" and "Safety Operating Procedures for Security Services", and other documents related to occupational safety control procedures. Such guidelines are committed to strengthening labor protection measures and actively conducting safety hazard and safety risk checks to provide employees and contractors with a safe and compliant working environment

Suppose an unfortunate industrial accident occurs, regardless of the severity of the consequences. In that case, the Group will conduct a thorough investigation to understand and review the cause and handling of the accident. The responsible person shall fill out the "Investigation of Workplace Accident Report" and "Accident Investigation Form" to assist the Group in formulating a response plan and improvement measures to prevent the recurrence of workplace accidents.

To enhance our staff's occupational health and safety awareness, the Group's Human Resources Administration Centre would conduct property occupational safety training for staff, taking into account the actual work requirements of each department, with the aim of:

- To end the staff's violation mentality with warning education, such as the destructive influence of fluke, inertia, paralysis, risk-taking and bravado in the workplace;
- Ensure that operators at each job are aware of specific measures for labor protection and safe operation;
- Each employee would know how to avoid and respond to emergencies, fire accidents, etc

The Group hopes to effectively improve the overall safety quality of the staff through safety training, establish safety concepts, correct safety attitudes and prevent safety risks.

本集團高度重視工作場所的健康及安全，我們的職業健康安全管理体系已通過ISO 45001: 2018國際標準認證，範圍覆蓋了我們物業管理服務所涉及的職業健康安全管理活動。本集團秉持著“安全第一、預防為主”的原則，以杜絕重大傷亡事故、火災事故發生作為目標。本集團會主動進行危險源辨識和職業健康安全風險評估，瞭解物業管理服務專案實施及辦公過程的潛在危險源，例如：工作場所的基礎設施、設備、材料、物質和物理條件；工作區域、專案實施、機器設備、操作程式和工作組織的設計，包括對涉及員工的需求和能力等，並對其嚴重程度進行分級處理。本集團已制定了一系列的內部操作指引，例如：《危險源辨識、風險評價控制程式》、《安全、消防控制程式》、《保潔服務高空作業安全操作規程》及《保安服務安全操作規程》等有關職業安全控制程式的檔，致力加強勞動保護措施及積極進行安全隱患排查及安全風險排查，為員工及承包商員工提供安全合規的工作環境。

若不幸發生工傷事故，不論其後果嚴重與否，本集團都會進行徹底調查，以瞭解及檢討事故的起因和處理情況，而相關負責人員須填寫《工傷事故報告調查書》及《事故調查表》，協助集團制定應對方案及改善措施，避免再次發生工傷事故。

為了提升員工的職業健康安全意識，本集團的人力行政中心會結合各部門的實際工作需求對員工進行物業職業安全培訓，旨在：

- 以警示教育杜絕員工的違章心態，如在工作中抱有僥倖心理、惰性心理、麻痹心理、冒險心理和逞能心理等不良影響；
- 確保每個工作崗位的操作人員均瞭解勞動保護與安全作業的具體措施；
- 讓每個員工清楚緊急事故及消防事故下的避險和應變救援方法等。

本集團冀望透過安全培訓有效提升集團員工的整體安全素質，樹立安全觀念，端正安全態度，防範安全風險。

PROTECT THE ENVIRONMENT AND BUILD A LOW-CARBON COMMUNITY 保護環境 打造低碳社區

The Group follows the national strategy of green and low-carbon development and takes the initiative to fulfill its carbon-neutral transformation responsibility, and pays attention to the negative impact that its operation may have on the natural environment. We strictly comply with laws and regulations such as the Environmental Protection Law of the People's Republic of China, the Water Pollution Prevention and Control Law of the People's Republic of China, the Atmospheric Pollution Prevention and Control Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes, and others. We also continuously optimize the environmental management system, take different environmental management measures, and strive to build a low-carbon and environment-friendly sustainable development community. During the Year, the Group was not involved in or discovered any violations any environment-related laws and regulations.

Environmental management system

The Group's environmental management system has passed the ISO 14001:2015 international standard certification. The comprehensive environmental management system enables the Group to properly manage the environmental impact of the company's operations and reduce the risk of environmental accidents. The Group's environmental management system has identified the environmental factors that we can control and influence in our operations and services and their associated environmental impacts. We identify and evaluate the environmental factors in raw material acquisition, service design and development, property management service project implementation, transportation and delivery, use, end-of-life post-processing and final material disposal from the life cycle perspective. We also conduct the "Environmental Factor Identification and Evaluation Control Procedures". The environmental management system formulates implementation plans for environmental objectives and indicators for the critical environmental factors and unacceptable risks involved in various business activities of the Group. Based on the analysis results of risks and opportunities, it controls critical environmental factors and unacceptable risks, and implements environmental safety performance reviews to monitor the effectiveness of these controls to ensure that the risk of environmental incidents is minimized.

本集團緊隨國家的綠色低碳發展戰略，主動履行碳中和轉型發展的職責，亦重視自身在運營中可能對自然環境所產生的負面影響。我們嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢棄物污染環境防治法》等法律法規，不斷優化環境管理體系及採取不同環境管理措施，努力打造低碳環保的可持續發展社區。本年度，本集團並無涉及或發現任何違反環境相關法律及法規的行為。

環境管理體系

本集團的環境管理體系已通過ISO 14001:2015國際標準認證，完善的環境管理體系讓本集團能妥善管理公司營運所產生的環境影響，以及減低發生環境事故的風險。本集團的環境管理體系已確定我們的營運活動和服務中能夠控制和能夠施加影響的環境因素及其相關的環境影響。在考慮生命週期觀點下，對原材料獲取、服務設計開發、物業管理服務專案實施、運輸和交付、使用、壽命結束後處理和最終處置中的環境因素進行了識別和評價，並執行《環境因素識別與評價控制程式》。環境管理體系亦針對本集團各項業務活動涉及的重要環境因素和不可接受風險制定環境目標指標實施方案，並基於風險和機遇的分析結果，對重要環境因素和不可接受風險進行控制，以及實施環境安全績效考核，以監測這些控制措施的有效性，確保發生環境事故的風險減至最低。

Tackling climate change – Responding to the TCFD

The Financial Stability Board (FSB) established the Working Group on Task Force on Climate-Related Financial Disclosures (TCFD) to address climate change in December 2015. The goal is to promote greater openness and transparency in understanding the financial system's exposure to climate change by developing a common framework for financial disclosure related to climate change. As countries continue to advance their "Carbon Peaking and Carbon Neutrality" goals, the TCFD recommendation framework is increasingly becoming the basis for the information needed to develop plans for the transition to a low-carbon economy. According to the 2021 TCFD Status Report, the TCFD elevates seven cross-industry indicators, including Scope 1, 2 and 3 greenhouse gas emissions, to a level of significant importance for financial impact assessment. This suggests that the enterprise's ability to disclose greenhouse gas is one of the key indicators to measure its environmental and climate information disclosure.

Responses to the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD):

In response to the requirements of the TCFD, Dexin Property Group has developed a framework for climate-related financial impact disclosure:

Governance:

To designate senior management through Group meetings to guide the Group's management approach to climate change mitigation, adaptation, resilience, and disclosure following the Climate Change Policy;

Establish ESG special teams to coordinate the implementation of climate action plans among different departments on time and maintain effective data management systems under the guidance of the Group management policy;

And regularly report to the Steering Committee on Sustainable Development on the management of climate change issues.

Strategies:

Due to the impact of climate change, the probability of extreme weather events is increasing. The Group has formulated internal documents such as the Emergency Manual of Dexin Services Group, developed a series of emergency procedures for different emergencies, and guided all platform companies to organize various projects to carry out emergency drills through strict compliance with the norms and regulations. After the drills, problems were analyzed and summarized, and emergency plans were improved and revised to protect the safety of owners' lives and property and reduce the impact of extreme weather on homeowners' lives.

Expected target:

The Group will actively consider other ambitious emission reduction targets and contribute to the country's goal of carbon neutrality by 2060:

Major emissions of greenhouse gases in the range 1-3 are calculated to make the climate change response of the managed property;

And set long-term emission reduction targets in line with national carbon neutrality targets.

應對氣候變化--回應TCFD

為應對氣候變化，金融穩定理事會（FSB）於2015年12月設立了氣候相關財務資訊披露工作組（TCFD）。其目標是通過制定氣候變化相關財務資訊披露的統一框架，來促使資訊更加公開透明，能夠瞭解金融系統對於氣候變化的風險敞口。隨著各國“雙碳”目標的持續推進，TCFD建議框架正日益成為制定低碳經濟轉型計畫所需資訊的基礎。根據《2021年TCFD現狀報告》，TCFD將包括範圍1、2、3溫室氣體排放等七類跨行業指標提升至對財務影響評估相當重要的高度。由此可見，企業的溫室氣體披露能力是衡量企業環境氣候資訊披露的關鍵指標之一。

氣候相關財務披露工作小組(TCFD)建議的回應：

德信物業集團制定了應對方案為披露氣候相關財務影響的框架，回應TCFD的相關要求：

管治：

通過集團會議指派高級管理層根據《氣候變化政策》，指引本集團於減緩、適應、抵禦及披露氣候變化事宜的管理方針；

建立ESG專項小組，在集團管理方針的指導下，及時協調不同部門執行氣候行動計畫，維持有效的數據管理系統；

及定期向可持續發展督導委員會彙報氣候變化事宜管理進程。

策略：

由於氣候變化影響，隨之帶來的極端天氣情況發生概率日趨增加。本集團制定了《德信物業突發事件應急手冊》等內部檔，針對不同突發情況制定出系列應急流程，通過嚴格遵守規範制度，指導各平臺公司組織各項目開展多種應急演練，在演練結束後進行問題分析總結、應急預案完善修訂工作，切實保障業主生命及財產安全，降低極端天氣對業主生活的影響。

預計目標：

本集團將積極考慮進一步制定更高標準的減排目標，同時貢獻國家二零六零年達到碳中和目標：

計算溫室氣體範圍1-3的主要排放，以更準確計算在管物業對氣候變化的應對情況；

及設立長遠減排目標，配合國家碳中和目標。

Emission management

The operation scope of property management is mainly office and project. The office generates only a small amount of daily waste and has no significant impact on the sustainable development of the Group as a whole. All the non-hazardous waste is collected and disposed of by the cleaning staff and then disposed of by the local Health Board. In addition, all of the Group's properties and offices are equipped with recycling bins to promote waste sorting awareness among staff and customers.

The project's waste, including recyclable, hazardous, kitchen, green, and construction decoration, would be appropriately disposed of. Household garbage and kitchen waste shall be sorted and classified according to the community's requirements. We strive for the consent of the majority of owners and suggestions in the community to set up garbage classification points and garbage removal transfer points, and at the same time, with the local city Management Bureau recognized qualification units signed garbage removal contract, the daily sorting of garbage, and garbage transfer to the provincial government to dump the designated location. For a small number of hazardous wastes, such as waste oil, paint, and other dangerous wastes generated by project engineers during the maintenance of facilities and equipment in the park, the Group would collect and store them separately and hand them over to qualified professional companies for disposal. All decoration construction waste would be bagged and entrusted to a local professional cleaning company. Due to the small amount of green waste, The Group would charge a professional green conservation company to consign the green waste to its unit site for crushing. After crushing, the green waste can be processed into nutrient soil or planting substrate. This measure can help improve the recycling rate. In collaboration with community organizations, the Group would also set up recycling bins in the park for owners to donate used clothing to support environmental protection and charitable purposes. The Group also reinforces the importance of waste separation and low-carbon living.

排放物管理

物業管理的運營範圍主要為辦公室與專案。我們辦公室只產生少量辦公室的日常垃圾，並對本集團整體在可持續發展的沒有重大影響，而有關的無害廢棄物全部由清潔人員收集及棄置，然後由地方衛生局處理。另外，集團旗下所有物業和辦公室均設有回收箱，向員工和顧客推廣垃圾分類意識。

針對專案上產生的垃圾，包括可回收垃圾、有害垃圾、廚餘垃圾、綠化垃圾和裝修建築垃圾均會得到妥善處理。生活垃圾與廚餘垃圾實行垃圾分類，並按照社區要求進行定點定時分類投放。我們爭取廣大業主的同意與建議在社區設立垃圾分類點及垃圾清運中轉點，同時與地方城市管理局認可資質單位簽訂垃圾清運合同，其每天對分類垃圾進行清理，並把垃圾轉運至當地政府的指定位置傾倒。針對產生的少量有害廢棄物，如專案工程人員在園區設施設備維修過程中產生的廢機油、廢油漆等有害廢棄物，本集團對其進行單獨收集存放，並交由有資質的專業公司進行處理。所有裝修建築垃圾會實行袋裝化，並委託當地專業清運公司進行清運。由於綠化垃圾量不多，我們會委託專業的綠化養護公司將綠化垃圾托運至其單位場地進行粉碎，粉碎後可加工成營養土或種植基質，此措施能有助提高回收利用率。此外，我們亦和社區組織合作在園區內設立舊衣物回收箱，方便業主捐贈舊衣物，以支持環保和做慈善用途。本集團亦加強居民的垃圾分類及低碳生活的重要性。

All kinds of waste disposal methods
各類廢棄物的處理方法

<p>一般生活垃圾及可回收廢棄物 General household waste and recyclable waste</p>	<p>所有垃圾收集設施均採取密閉、節能、防臭、防滲、防塵、防雜訊等污染防控措施。由垃圾清運公司集中收集、轉運及處理。 Pollution prevention and control measures such as sealing, energy saving, odor prevention, seepage prevention, dust prevention and noise prevention have been adopted in all garbage collection facilities. Centralized collection, transfer and disposal by refuse companies.</p>
<p>建築垃圾 Construction waste</p>	<p>與生活垃圾分開處理。 及時清運施工過程中產生的建築垃圾。 Separate from household waste. Timely clean-up of the construction waste generated in the construction process.</p>
<p>電子廢棄物 Electronic waste</p>	<p>由電器及電子產品生產者，維修機構、售後服務機構或回收商回收。 Recycled by electrical and electronic products manufacturers, maintenance machinery, after-sales service machinery or recyclers.</p>
<p>有害廢物(包括農藥廢物、礦物油、塗料廢物、含汞廢物，以及清潔清洗液) Hazardous waste (including pesticide waste, mineral waste oil, paint waste, mercury-containing waste and cleaning solution)</p>	<p>棄置時均需清晰標明其內容，並貼上安全標籤，以提醒回收商注意。 提倡以無害方式處置空農藥容器，即必須徹底清洗乾淨之後才處置。 When disposing, the contents should be clearly marked and safety labels should be affixed to remind recyclers of precautions. Promote the harmless disposal of empty pesticide containers, which must be thoroughly cleaned before disposal.</p>

Expected target

The Group's property projects are mainly residential. Dexin Property would continue to raise household waste reduction awareness through various forms such as posters and workshops to promote household waste reduction. In addition, the Group will explore ways to increase waste recycling rates and implement pilot programs in cities with better domestic waste management.

預計目標

本集團物業專案以住宅專案為主。為推廣住戶日常減廢，德信物業將通過各種形式，如海報，工作坊等，持續提升住戶減廢意識。此外，本集團將探討提升廢棄物回收率的方案，並於生活垃圾管理較完善的城市推行試行計畫。

Resource usage management

Feature resource equipment transformation business

The in-pipeline project promotes the discharge, treatment, and reuse of stormwater and sewage using relevant equipment and tools. In some projects, the Group would build nearby landscape pools and sewage treatment stations or use the original municipal facilities to treat rainwater sewage and turn waste into treasure. As a result rainwater sewage becomes the renewable water resource in the property area, which can be used to wash roads, water green spaces, wash cars, etc., reducing pollution and saving the resources.

Strengthen noise control

Noise sources related to property management include vehicle traffic, construction, and social noise. As for vehicle traffic noise, the Group fully considers the separation management of people and vehicles and limits vehicle speed. At the same time, through the form of community agreement, vehicles are forbidden from honking in the community. For construction noise, it is prohibited to engage in construction operations at night, and the decoration construction time should be limited.

Establish an ecological greening system and beautify the property environment

According to the different projects' geographical, architectural, and climatic characteristics, the Group sets up a green belt suitable for green space in the projects. It establishes the ecological green system to achieve a perfect and harmonious unity between people and nature. Green space and belts beautify the environment and, more importantly, protect the environment. Property management personnel's important responsibility is to maintain and make good use of the ecological greening system.

Increase investment in science and technology to promote the use of property-related high-tech products

Through the communication network access to the home and various information networking, the Group provides users with multiple options in the project. The application of an intelligent management system ensures that the community (building) can work well in safety management, call management, energy facilities management, automatic payment, and other aspects. The intelligent management system also helps reduce energy consumption and reduce property management practitioners, which have vital significance. At the same time, the project leaders vigorously advocated using various environmental products in the management area, such as fluorine-free air conditioning and refrigerators, to reduce the damage to the ozone layer caused by freon leakage, etc.

資源使用管理

特色資源設備改造業務

在管專案通過利用相關的設備和工具，促進雨水、污水的排放、處理和再利用。本集團在部分專案就近建立景觀水池和污水處理站，或利用原有市政設施將雨水污水進行處理，變廢為寶，使雨水污水成為物業區域內的再生水資源，用於沖洗道路、澆灌綠地、沖洗汽車等，既可減少污染又可節約水資源。

加強雜訊控制

與物業管理有關的雜訊源主要有：車輛交通雜訊、建築施工雜訊和社會生活雜訊等。對於車輛交通雜訊，本集團充分考慮人車分流管理並限制車輛速度，同時通過社區約定的形式，禁止車輛在社區鳴笛。對於建築施工雜訊，禁止在夜間從事施工作業，要有限控制裝修施工時間。

建立生態綠化系統，美化物業環境

根據不同專案的地理、建築以及所處的氣候特徵，本集團在專案上設置相宜綠地的綠化帶，建立生態綠化系統，真正使人與自然達到完美和諧的統一。綠地和綠化帶不僅能美化環境，更重要的是保護環境。養護好、利用好生態綠化系統，是物業管理人員的重要職責。

加大科技投入，促進和物業有關的高科技產品的使用

本集團在管專案通過通訊網絡入戶和各種資訊聯網，為用戶提供了多種選擇。智能管理系統的應用，使社區(大廈)在安全管理、呼救管理、能源設施管理、付費自動劃款等各方面，提高了管理水準，對降低能耗、減少物業管理從業人員都有十分重要的意義。同時，專案負責人員在管理區內大力宣導各類環保產品的使用，如提倡使用無氟空調、無氟冰箱，減少氟里昂洩漏對臭氧層的破壞等等。

Advocating green office
宣導綠色辦公

我們積極宣導綠色辦公，號召員工從身邊小事做起，珍惜每一度電、每一滴水、每一張紙、每一升油、每一件辦公用品，樹立環保意識：

We actively promote green office, call on employees to start from the small things around, cherish every electricity, every drop of water, every piece of paper, every liter of oil, every piece of office supplies, establish environmental awareness:

1 在節約用電方面，公司鼓勵員工“離開辦公室關燈、電腦設置省電模式及長久離開關機”；向大廈租戶宣導辦公室空調溫度設置為夏天25.5°C，冬天23°C，下班前關閉獨立空調系統開關。

In terms of conserving electricity, the Company encourages employees to “turn off the lights when away from office, set the computer in power-saving mode, and turn off the computer when away for a long time”. The Company also encourages tenants to set the air-conditioning temperature of their offices at 25.5°C in Summer and 23°C in Winter and to turn off air-conditioners when leaving offices.

2 在節約用水方面，公司對各單位用電量、用水量都會定期進行全年監測，通過設備提升及調整用電用水方案，有效減少不必要的浪費。

In terms of water conservation, the Company regularly monitors the electricity and water consumption of each unit throughout the year. We effectively reduce waste through upgrading equipment and adjusting the consumption program on electricity and water.

3 在綠色出行方面，公司鼓勵員工採用視頻和電話會議，減少出差，減少公車使用。

In terms of green travel, the Company encourages employees to use video and teleconferencing to reduce business trips and the use of cars.

4 在節約用紙方面，公司鼓勵員工使用OA辦公系統、手機APP、電郵、Rmeet視頻會議平臺等電子渠道，推進無紙化辦公。

In terms of saving paper, the Company encourages employees to use electronic channels such as OA office system, mobile APP, email and Rmeet video conference platform to promote a paperless office.

5 在垃圾分類方面，公司在公共區域設立分類垃圾桶，提供塑膠、電池、鋁罐及紙質四大類物品的分類垃圾箱，鼓勵員工進行垃圾分類。

In terms of garbage classification, the Company has set up sorting garbage cans in public areas and provided sorting bins for four major categories of items: plastics, batteries, aluminum cans and paper to encourage employees to make garbage sorting.

6 在環保回收方面，公司鼓勵員工參加全年環保回收計畫，對各項物品分類回收，回收物品包括舊電腦及配件、光碟、舊書、舊衣、小型電器、碳粉盒、燈管等。

In terms of recycling, the Company encourages employees to participate in the year-round environmental recycling program by sorting and recycling various items. These items include old computers and accessories, CDs, books, clothes, small electrical appliances, toner cartridges, lamps and so on.

Expected target

The Group's property projects are mainly residential. Dexin Property would continue to raise household waste reduction awareness through various forms such as posters and workshops to promote household waste reduction. In addition, the Group will explore ways to increase waste recycling rates and implement pilot programs in cities with better domestic waste management. We strive for more titles, such as "waste sorting demonstration communities" and "green communities" for the projects under our management.

Boosting carbon neutrality

Climate change has a long-term impact on society and the natural environment, and addressing climate change has become one of the most significant and pressing challenges of our time. The Group has taken a proactive approach to identify the risks and opportunities associated with climate change and has formulated strategies to address climate change based on the Group's business conditions to mitigate the risks the Group faces. To reduce the negative impact of climate change and in response to the country's carbon neutrality targets of achieving carbon peaking by 2030 and carbon neutrality by 2060, the Group has put in place various carbon reduction measures. The Group proactively reduces the carbon footprint of its operations to mitigate the negative impact on the climate and the environment. At the same time, the Group has actively undertaken the social responsibility of low-carbon green development. We publish the industry's first carbon-neutral white paper in collaboration with the Planning Institute of Zhejiang University to summarize the experience of Dexin Services in practicing low-carbon management. The Group also pioneered the "Total Life Cycle of Low-Carbon Operation" and "T.N.K. Property Carbon Neutrality Management System" in the property management industry, providing carbon-neutral transformation action ideas for the whole life cycle of operation management in the industry.

預計目標

本集團物業專案以住宅專案為主。為推廣住戶日常減廢，德信物業將通過各種形式，如海報，工作坊等，持續提升住戶減廢意識。此外，本集團將探討提升廢棄物回收率的方案，並於生活垃圾管理較完善的城市推行試行計畫。爭取在管專案能夠獲得更多“垃圾分類示範社區”，“綠色社區”等稱號。

助力碳中和

氣候變化對整個社會以及自然環境均帶來長遠影響，而應對氣候變化已成為當今時代最重大而迫切的挑戰之一。本集團已採取積極的態度主動識別氣候變化所伴隨的風險及機遇，並根據集團經營狀況制定應對氣候變化的策略以減低集團所面對的風險。為減緩氣候變化所帶來的負面影響，以及回應國家力爭於2030年前碳達峰及2060年前實現碳中和的雙碳目標，本集團已制定多種減碳措施，主動減少集團營運的碳足跡以緩和對氣候及環境所造成的負面影響。同時，本集團積極承擔低碳綠色發展的社會責任，聯合浙江大學規劃院發佈行業首份碳中和白皮書總結德信服務實踐低碳管理工作的經驗，開創性地在物管行業中提出“低碳運營的全生命週期”，以及“T.H.I.N.K物業碳中和管理體系”，對行業全生命週期的運營管理提供碳中和轉型行動思路。



Addressing Climate Change

Climate change is a global challenge, and businesses are exposed to climate-related risks. We have conducted climate-related risk assessment by regularly identifying, assessing, managing and monitoring climate-related risks and determining the appropriate level of climate-related risks that can be tolerated. We integrate climate-related risk management into the Group's operational activities to mitigate the Group's operational risks.

應對氣候變化

氣候變化是當前全球面對的挑戰，企業也要面臨與氣候相關的風險。本集團已進行完善的氣候變化相關的風險評估，我們定期識別、評估、管理及監察氣候相關風險，並判斷可承受氣候相關風險的適當水準，而我們亦會將氣候相關風險管理納入集團營運活動中，以減低集團的營運風險。

目前為止，本集團識別到以下氣候變化相關風險和影響

As of the date of this Report, the Group has identified the following climate change-related risks and impacts.

Risks 風險	Impact 影響
<p>降雨模式改變和天氣模式的極端變化風險，如暴雨、暴風雪。</p> <p>Risk of changes in rainfall patterns and extreme changes in weather patterns, such as heavy rainfall, snowstorms.</p>	<p>有機會造成建築物受損，導致維護及維修成本增加。</p> <p>Opportunity to cause damage to the building, resulting in increased maintenance and repair costs.</p>
<p>消費者偏好轉變風險，如偏好低碳環保物業管理方式。</p> <p>Risk of shifting consumer preferences, such as preference for low-carbon and environmentally friendly property management practices.</p>	<p>為迎合消費者的偏好，需採購節能設備，妥善處理及回收廢棄物，導致投入及營運成本上升。</p> <p>To meet consumer preferences, energy-saving equipment needs to be purchased and waste properly disposed of and recycled, resulting in higher input and operating costs.</p>

To effectively mitigate the impacts caused by climate-related risks to the Group, we have adopted a series of risk mitigation measures. We are actively exploring the incorporation of climate-resilient elements into our property management projects, such as enhancing the resilience of buildings to cope with extreme weather through design and proper maintenance. We also maintain comprehensive insurance coverage for properties and possessions vulnerable to severe weather damage or another climate change-induced damage to minimize financial losses to the Group. We would ensure that adequate resources are available to address climate-related risks and take remedial measures. The Group would continue to review and improve the Group's climate change and energy policies. We also accelerate the promotion of energy-saving and carbon reduction programs, actively seek to incorporate green and low-carbon elements in our property management services to minimize carbon emissions generated from our business operations.

The Group understands that the frequency and severity of extreme weather caused by climate change will increase. Therefore, the Group has formulated contingency plans to deal with severe weather conditions like typhoons and rainstorms. Also, the Group has instructed all departments to respond promptly and minimize the impact of severe weather on the Group and its residents while protecting the health and safety of residents and staff.

為有效減緩氣候相關風險對本集團的影響，我們已採取一系列的風險緩和措施。我們積極研究在物業管理專案中增添具氣候抗禦力的元素，例如透過設計和適當的維修保養，提升樓宇的適應力以增強專案應付極端天氣的韌性。我們也為容易受極端天氣破壞或其他由氣候變化引起的損壞之物業和財產購買全面的保險，以減低對本集團的經濟損失。我們會確保準備充足的資源，以應對氣候相關風險及採取相關補救措施。本集團會持續檢討並完善集團的氣候變化和能源政策，加快推進節能減碳的方案，並積極尋求在物業管理服務中加入綠色低碳元素，盡力減低業務營運所產生的碳排放。

本集團明白氣候變化所引發的極端天氣的頻率及嚴重性將會增加，因此，本集團已針對颱風和暴雨等惡劣天氣狀況制定應急處理方案，指導各部門迅速應對，在保障住戶及員工的健康和安全的前提下，盡可能減低惡劣天氣對本集團及住戶的影響。

After extreme weather events, we have also formulated a recovery plan. We would arrange for our staff to clear the debris and repair the damaged facilities as soon as possible to reduce the environmental safety risks and return the community environment to normal as quickly as possible.

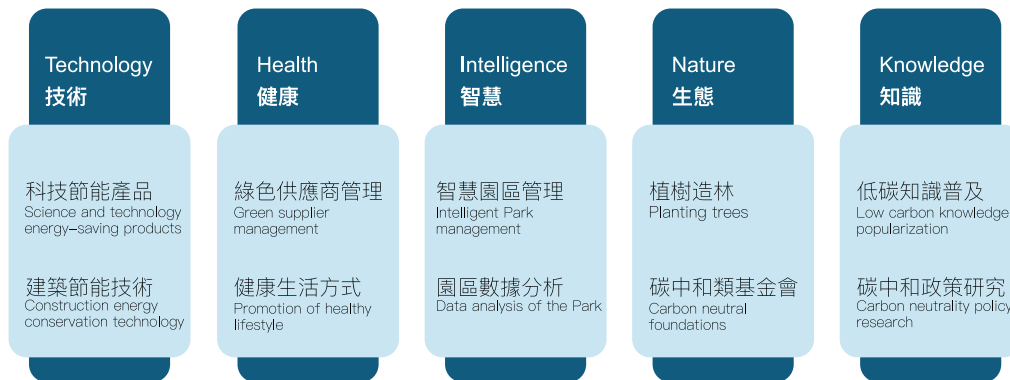
於極端天氣事件發生後，我們亦制定復原計畫，我們會派員儘快清理雜物及維修受損壞的設施，減低環境安全風險，使社區環境儘快回復正常狀況。

Active promotion of carbon neutrality

The low carbon transformation of property management is inextricably linked with sustainable development. We believe that moving towards green transformation development can reduce energy consumption and contribute to the Group’s market competitiveness. The Group actively promotes the development of carbon neutrality in the industry. We have released the industry’s first carbon-neutral white paper – “Dexin Services Carbon Neutral White Paper”, which focuses on deeply integrating dual carbon services with property services. We proposed the T.H.I.N.K. carbon-neutral property management system, which targets the whole life cycle of the industry’s operation and management. In addition, we build the carbon-neutral property management system from the five major service platforms of technology empowerment (T-technology), healthy living (H-health), intelligent brain (I-intelligence), natural compensation (N-nature) and knowledge dissemination (K-knowledge).

積極推動碳中和

物業管理的低碳轉型和可持續發展密不可分，我們相信走向綠色轉型發展既可降低能耗，又有助於本集團的市場競爭力。本集團積極推動行業碳中和發展，我們發佈了行業首部碳中和白皮書《德信服務碳中和白皮書》，內容圍繞如何將雙碳服務與物業服務深度結合在一起。我們提出T.H.I.N.K碳中和物業管理體系，針對行業全生命週期的運營管理，從技術賦能(T-technology)、健康生活(H-health)、智慧大腦(I-intelligence)、生態補償(N-nature)、知識宣貫(K-knowledge)五大服務平臺構建碳中和物業管理體系。



The Group adopts the T.H.I.N.K. carbon-neutral property management system in several property management projects to continuously promote low carbon service innovation and integrate the dual carbon concept into the community, led by the new development concept of green, innovation and sharing. We have evaluated and practiced various emission reduction measures, utilized renewable energy technologies for energy-saving renovation, and used supporting information management systems to enhance energy utilization efficiency.

本集團在多個物業管理專案正在使用T.H.I.N.K碳中和物業管理體系，不斷推動低碳服務創新，以綠色、創新、共用的新發展理念為引領，把雙碳理念融入社區。我們已進行多種減排措施的評估與實踐，利用可再生能源技術進行節能改造，並利用配套資訊化管理系統提升能源利用效率。

Energy efficiency retrofit using renewable energy technologies

The Group has established a joint venture with a leading domestic zero-carbon integrated solution provider. The Group also builds a Dexin Services carbon-neutral asset management platform to evaluate the potential of various renewable energy utilization equipment and solutions to maximize the utilization of renewable energy.

In 2023, six property management projects of our Jinhua Company have fully embarked on a basement energy-saving retrofit project, a major initiative to improve energy efficiency and reduce energy consumption. The retrofit project involved the renewal of approximately 5,000 LED fixtures, which are widely used to enhance the performance of lighting systems due to their energy-saving features.

The application of LED lighting enables these projects to realize amazing energy-saving effects. According to preliminary estimation, the energy consumption of the basement after energy-saving renovation will be reduced by nearly 50%. That means we achieve tremendous progress in energy consumption, and strongly respond to the national policy of energy saving and emission reduction as well as the Company's strategic goal of sustainable development.

This initiative not only helps to reduce the Company's operating costs but also has important implications for environmental protection. The application of LED lighting reduces environmental pollution by lowering energy consumption and carbon emissions, thereby contributing to the Company's sustainable development.

In addition to the direct economic and environmental benefits, the energy-saving basement renovation will provide a more comfortable and safer environment for property management. The LED lighting has excellent lighting effects and long service life. The renovation provides a better experience for residents and employees by reducing the frequency of lighting replacement and maintenance costs while enhancing the quality of basement lighting.

利用可再生能源技術進行節能改造

本集團與國內領先的零碳綜合解決方案服務商成立合資公司，搭建德信服務碳中和資產管理平臺，評估各類可再生能源利用設備及解決方案的可能性，最大程度實現可再生能源的利用。

2023年，我們金華城市公司的6個物業管理專案全面展開了地下室節能改造工程，這是一項重大舉措，旨在提升能源利用效率並減少能耗。該改造專案涉及到約5000支LED燈光的更新，LED燈具因其高效節能的特點，被廣泛應用於提升照明系統的效能。

通過LED燈光的應用，這些專案能夠實現驚人的節能效果。據初步估算，節能改造後的地下室能耗降低近50%，這意味著我們將在能源消耗上取得巨大的進步，有力地回應了節能降排的國家政策和公司可持續發展的戰略目標。

這一舉措不僅有利於降低公司運營成本，還對環境保護具有重要意義。LED燈光的應用不僅能夠減少能源消耗，還能降低碳排放，減少環境污染，從而為公司的可持續發展貢獻力量。

除了直接的經濟和環境效益外，地下室節能改造還將為物業管理提供更加舒適、安全的環境。LED燈光具有優良的照明效果和長壽命特性，能夠提升地下室的照明品質，同時減少燈具更換頻率，降低維護成本，為居民和員工提供更好的使用體驗。



SUPPLY CHAIN MANAGEMENT AND WIN-WIN COOPERATION

供應管控 合作共贏

Good supply chain management helps improve the quality of products and services and reduce the environmental and social risks arising from poor supply chain management during operations. The Group understands that sustainable supply chain management will have a positive impact on its business operations. Therefore, we strictly comply with the laws and regulations related to the property management service industry and supply chain management, including the Bidding Law of the People's Republic of China, the Government Procurement Law of the People's Republic of China and the Regulation on Realty Management of the People's Republic of China. According to the operation status of the Group, the Supplier Management System is formulated to standardize the supplier management system of the Group and strengthen the procedures such as supplier admission and evaluation mechanism. We also communicate with our suppliers on a regular basis and strive to maintain and deepen long-term relationships with quality suppliers to ensure stable product supply and quality service, and pursue mutually beneficial and win-win development with our partners.

Supplier management system

To ensure that the Group procures quality products and services and to enhance the quality of the Group's property management services, the Group has formulated the Supplier Management System Guidelines to regulate supplier management. We have established a unified supplier evaluation system for supplier selection and evaluation in a standardized and regulated manner. All departments of the Group will carry out procurement, verification and control work at different stages of the supply chain in accordance with the Supplier Management System Guidelines to minimize environmental and social risks in the supply chain.

良好的供應鏈管理有助於提高產品品質及服務品質，降低企業在營運過程中因供應鏈管理不善所帶來的環境及社會風險。本集團明白可持續發展的供應鏈管理會為業務經營帶來積極正面的影響，因此我們嚴格遵守物業管理行業及供應鏈管理相關的法律法規，包括《中華人民共和國招標投標法》、《中華人民共和國政府採購法》及《中華人民共和國物業管理條例》等，並根據集團經營狀況訂立了《供應商管理制度》以規範集團的供應商管理系統，強化供應商准入、評估機制等程式；同時也定期與供應商進行溝通交流，致力維繫和深化與優質供應商長期合作關係，確保產品供應穩定及服務品質優質，並與合作夥伴一起追求互利共贏的發展。

供應商管理制度

為確保本集團採購優質的產品和服務，提升本集團的物業管理服務質素，本集團制訂了《供應商管理制度》以規範供應商管理。我們建立了統一的供貨商評價體系，以標準、規範的方式進行供應方選擇及評價。本集團的各個部門會根據《供應商管理制度》的指引開展供應鏈中不同環節的採購、核查、管控工作，盡最大力度降低供應鏈中的環境和社會風險。

Supplier access, evaluation and management

The Group regards supplier access evaluation as an essential link of supply chain management and has established a complete supplier access management process.

Before warehousing, the Group would inspect suppliers and form inspection reports to verify their relevant qualifications, turnover, typical performance, comprehensive strength, etc., and comprehensively assess whether they meet the requirements of the Group. The Group conducted a comprehensive qualification examination of suppliers from the dimensions of company size, office environment, company staffing, organizational structure, overall management model, and site visits of different categories of suppliers. The inspection team formulates a corresponding report on the inspection. Only those who have passed the inspection will be shortlisted into the Group's Supplier Pool.

For suppliers involved in large service outsourcing and engineering projects, we require suppliers to pass the corresponding ISO certification. At the same time, their environmental performance, such as whether the energy saving and consumption reduction process is adopted, is also included in our site inspection.

The Group regularly carries out recruitment and procurement business training. It provides professional skills training such as supplier recruitment and selection to relevant responsible persons to effectively implement the recruitment and procurement system and strengthen supply chain management and control.

To strengthen the assessment of suppliers' environmental and social factors, we take ISO 9001 quality management system, ISO 14001 environmental management system, OHSAS 18001 occupational safety and health management system, and other certifications as the screening conditions for supplier access.

The Group adheres to open procurement, has zero tolerance for suppliers with impaired integrity or violating the integrity agreement, and makes clear the channels for complaints and reports to establish a clean supply chain. We have included business ethics in our assessment of suppliers at various stages of our cooperation. We take the supplier's qualification and credit as the critical factor of inventory inspection, require all cooperative suppliers to sign the integrity agreement and carry out compliance audits from time to time during the performance of the agreement.

The Group makes quarterly performance evaluations on cooperative units. It comprehensively evaluates whether suppliers' strengths meet our cooperation requirements by evaluating service attitude, business level, service quality, and other aspects.

供應商准入、評估與管理

集團將供應商准入評估視作供應鏈管理的重要環節，建立了完善的供應商准入管理流程。

入庫前，本集團會對供應商開展考察並形成考察報告，核實其相關資質、營業額、典型業績、綜合實力等，綜合評估其是否滿足集團要求。通過從公司規模、辦公環境、公司的人員配備以及組織架構、整體管理模式、以及不同類別供應商的相應現場考察維度對供應商開展全方位的資質審查。考察小組就考察內容形成相應的考察報告，考察合格方可入圍集團供應商單位庫。

涉及大型服務外包及工程專案的供應商，我們要求供應商通過相應ISO認證，同時，其環境表現，如是否採用節能降耗工藝，也被納入我們的現場考察維度。

集團定期開展招采業務培訓，向相關責任人提供供應商徵召、篩選等專業技能培訓，確保招採制度的有效落地，加強供應鏈管控效力。

本集團為加強對供應商環境及社會因素的評估，我們以ISO 9001品質管理體系、ISO 14001環境管理體系、OHSAS 18001職業安全健康管理體系等認證作為供貨商准入的篩選條件。

本集團堅持陽光採購，對於有誠信不佳行為或違反誠信約定的供應商零容忍，同時明確投訴、舉報通道，致力於廉潔供應鏈的建立。我們在不同合作環節對供應商進行的考察中都包含商業道德維度的考察。我們將供應商資質資信作為入庫重點考察要素，要求所有合作供方簽訂廉潔協議，並在履約過程中不定期開展合規性審計。

集團每季度對合作單位進行履約評價，通過評估服務態度、業務水準、服務品質等方面，綜合評判供應商綜合實力是否滿足我們的合作要求。

The Group leads the comprehensive evaluation of the units in the national unit database every quarter according to the performance of the cooperated projects. Qualified suppliers can enter the suitable supplier database of the company, and excellent suppliers enjoy priority cooperation rights. The unqualified units will be interviewed and required to make rectifications within a time limit, and the units that still fail to improve their performance will be abolished.

Green procurement

The Group advocates the concept of green procurement in suppliers selection. We combine the radical values of property enterprises with the concept of green development and strives to create a sustainable supply chain. In the process of supplier admission, we will require suppliers to sign the Green Supplier Commitment Form to ensure that the products they supply comply with the “Green Supply Chain Management Evaluation Requirements” in Appendix 3 of the “Notice of the General Office of the Ministry of Industry and Information Technology on the Construction of Green Manufacturing System”. Such requirement can ensure that the Group’s manufacturing, packaging, storage, transportation, and service comply with the Ministry of Industry and Information Technology requirements. The suppliers must also regularly provide monitoring reports issued by recognized testing organizations for verification.

In addition, the Group classifies supplier categories into two categories, material category and non-material category, through our OA system. The procurement of some materials requires suppliers to provide green environmental protection test reports. Through the classified procurement of suppliers and service outsourcing, the group collects suppliers strategically to realize resource sharing, reduce resource waste and the problem of high cost of single cooperation, so as to reduce the overall procurement cost of the company.

The Group is actively taking action to reduce carbon emissions in the supply chain. We will further establish a green and low-carbon management mechanism for suppliers, add a green and low-carbon supplier undertaking to the supplier induction process and require suppliers to regularly provide green and low-carbon product related-certification and monitoring reports to take practical actions to promote reduction of carbon emissions in the supply chain. We will also invite suppliers’ representatives to sign the “Green Manufacturing Pact for Dexin Service Supply Chain”, launch the property management industry’s first “Carbon Neutrality” initiative, and establish a pool of members of the “Carbon Neutral” initiative for service providers of Dexin Services Group.

集團每季度根據已合作專案的履約情況牽頭對全國性單位庫中的單位進行綜合評判，合格的供貨商能進入公司合格供應商庫，優秀供應商更享有優先合作權。對於不合格的單位，對其進行約談並要求其限期整改，針對仍無履約情況改善的單位予以廢除。

綠色採購

本集團提倡綠色採購的理念，我們持續關注供應商環保及社會責任的履行狀況，將物業企業的傳統價值和綠色發展理念相結合，致力打造可持續發展供應鏈。在供應商准入的過程中，入庫的供應商均須簽署《綠色供應商承諾書》，確保其供應的產品符合《工業和資訊化部辦公廳關於開展綠色製造體系建設的通知》中附件3《綠色供應鏈管理評價要求》，以保證本集團的生產製造、包裝、存儲、運輸、服務過程均符合工信部要求，供應商亦需定期提供認可的測試機構出具的監測報告以供核實。

另外，本集團通過線上OA系統將供應商種類分為物料類、非物料類兩大類別，部分物料類採購物品要求供應商提供綠色環保類檢測報告。集團通過供應商的分類採購以及服務外包，建立戰略集采供應商，實現資源共用，減少資源浪費和單體合作高成本的情況，大幅度降低公司整體採購成本。

此外，本集團積極採取行動降低供應鏈的碳排放，我們將進一步建立供應商綠色低碳管理機制，在供應商入庫環節中增加綠色低碳供應商承諾書，要求供應商定期提供產品綠色低碳相關認證及監測報告，以實際行動推動供應鏈實現碳減排。我們亦會邀請供應商代表共同簽署《德信服務供應鏈綠色質造公約》，發起物業行業首份「碳中和」倡議，並建立德信服務供應商「碳中和」倡議成員庫。

INTEGRITY AND HONESTY IN BUSINESS

廉潔經營 誠信致遠

The Group has always adhered to the core values of “Cultivating righteousness”, “Walking the right path” and “Doing the right thing” (the “Three Righteous Cultures”) and follows ethical business standards in its business operations. We are committed to creating a fair, open and equitable work environment for all employees and promoting a culture of internal integrity; we also require our employees to adhere to professional ethics and adopt a “Zero Tolerance” attitude towards fraud and corruption. The Group will regularly review the effectiveness of our anti-corruption practices and systems to minimize the risk of corruption in the course of business.

Anti-corruption management

The Group strictly complies with national laws and relevant regulations such as the Company Law of the People’s Republic of China, the Anti-Unfair Competition Law of the People’s Republic of China and the Interim Provisions on Prohibition of Commercial Bribery to ensure compliance with business operations and is committed to preventing any form of corrupt and illegal acts. The Group’s Audit and Supervision Center has compiled a series of disciplinary conduct standards regulating employees and suppliers, such as the “Regulations on the Management of Functional Conduct of Dexin Group Employees”, “Regulations on the Management of Conflict of Interest of Dexin Group Employees” and “Supplier Integrity Pledge”, which clearly prohibit all corrupt and illegal acts, including asking for bribes, accepting bribes, offering bribes, embezzling, misappropriating and privately disposing of the Group’s property, etc. Clear guidelines have also been formulated to prevent violations because of employees’ conflict of interest and to prevent the loss of interests of the Group and shareholders. The Group’s investigation department would investigate suspected violations of the Company’s rules and regulations. If the case is verified upon investigation, we will punish employees who violate the rules and regulations with criticism, demerit, reduction in salary, demotion, or termination of employment contract according to the severity of the circumstances in accordance with the established system; if the behavior constitutes a crime, it will be referred to the judicial authorities for further action.

一直以來，本集團堅持以“樹正氣”，“走正道”，“做正品”（三正文化）為核心價值，在業務營運中遵循商業道德標準。我們致力為上下員工創造公平、公開、公正的廉潔工作環境，宣導內部廉潔的風氣；同時我們也要求員工恪守職業道德，對欺詐及貪腐行為採取“零容忍”的態度。本集團會定期檢討反貪污規範和制度的成效，盡最大力度降低經營過程中所出現貪污舞弊等風險。

防貪管理

本集團嚴格遵守《中華人民共和國公司法》、《中華人民共和國反不正當競爭法》及《關於禁止商業賄賂行為的暫行規定》等國家法律及相關法規，確保業務經營合規，並致力防止任何形式的貪腐違法行為。本集團的審計監察中心編訂了《德信集團員工職務行為管理規定》、《德信集團員工利益衝突管理規定》及《供應商廉潔承諾書》等一系列規範員工及供應商的紀律行為標準，明確禁止一切舞弊違規的行為，包括索賄、受賄、行賄、侵佔、挪用、私自處分集團財產等，也制定清晰指引防範員工利益衝突的違規行為，防止損害本集團及股東的利益。本集團調查部門會對涉嫌違反公司規定的行為進行案件調查，若經查實，我們會根據所訂立的制度對違反規例的員工依照情節輕重給予批評、記過、降薪、降職或解除勞動合同的處分；若行為構成犯罪的，將移送司法機關處理。

For suppliers who violate the rules and regulations, we would require them to bear the responsibility for breach of contract and list them in the permanent blacklist of Dexin Service Group and the blacklist of Corporate Anti-Fraud Alliance. We would not allow them to have any business contact and cooperation with Service Group and its ed companies.

During the Year, the Group did not have any litigation cases related to corruption or fraud, nor it violate any laws and regulations related to the prevention of bribery, extortion and fraud.

Anti-corruption training

In order to enhance employee awareness of anti-corruption and their level of corruption prevention, the Group's internal audit and risk management department regularly organizes training on corruption prevention according to the Group's operation. By sharing thematic cases, explaining laws and analyzing hazards, employees and management are being aware of the risks associated with corruption and fraud issues, and corruption is eliminated through warnings and education. In addition, when new employees join the Company, each of them will first learn the Company's integrity rules and sign the "Integrity Undertaking Letter". The risk management department would clearly express the expectations towards the Group's employees to ensure the healthy and long-term development of the Company and safeguard the Group's "Three Righteous Cultures" culture. During the Year, the Group conducted three integrity training sessions to enable our directors and management staff to understand the importance of corporate internal control and integrity and to better understand the Group's integrity rules and work prohibition codes.

Corruption and fraud reporting

To create a fair, open and impartial environment and fully utilize the supervision role of employees and external stakeholders in the Group, the Audit and Supervision Center of the Group has formulated the "Integrity Reporting Management System of Dexin Holdings Group" to regulate the reporting work and protect the legitimate rights and interests of whistleblowers acting in good faith. The Audit and Supervision Center of the Group is responsible for the formulation, modification and implementation of the whistleblowing management system; it is also responsible for the acceptance, consideration, investigation, proposed rewards and punishments for whistleblowing matters, and feedback on the processing results; and the supervision of the implementation of the whistleblowing work of the audit teams under its jurisdiction.

對於違反規例的供應商，我們會要求供應商承擔違約責任，並將其列入德信集團永久黑名單及企業反舞弊聯盟黑名單，不允許其通過任何方式與德信集團及下屬各關聯公司有任何業務接觸及合作。

本集團於本年度並沒有發生任何有關貪污或舞弊的訴訟案件，亦未有違反任何有關防止賄賂、勒索、欺詐的法律和法規。

反貪培訓

為了加強員工的防腐意識和提升員工防貪水準，本集團的內部審計與風險管控部門會根據集團經營的情況，定期舉辦有關防止貪污舞弊的培訓，透過主題案例分享、法例說明及危害分析等內容讓員工及管理層明白貪腐舞弊問題所帶來的風險，從警示教育中杜絕貪腐行為。此外，在新員工入職時，每位員工都會首先學習公司廉潔規定，簽署《廉潔自律承諾書》，風險管控部門會清晰表達本集團會員工的期望，保障企業健康及長遠發展，捍衛本集團“三正”文化。本年度，本集團開展了3場廉潔培訓，讓公司董事及管理層員工明白企業內控與廉潔自律的重要性，也更瞭解本集團的廉潔規定和工作禁令守則。

貪污舞弊舉報

為創造公平、公開、公正的廉潔工作環境，充分發揮員工和外部持分者對本集團的監督作用，本集團的審計監察中心已制定《德信控股集團廉潔舉報管理制度》規範舉報工作及保護舉報人的合法權益。本集團的審計監察中心肩負起舉報管理制度的制定、修改和實施的責任；也會負責舉報事項的受理、審議、調查、提議舉報獎懲、處理結果回饋；及對所轄各審計組舉報工作的開展情況進行監督。

If employees, suppliers or customers find any corruption or improper acts related to the Group, we encourage internal and external personnel to use the Group's supervision and reporting channels, including telephone, email, the Group's official website and WeChat public number, to report illegal acts to the Group.

The Audit and Supervision Center will strictly follow the national laws and regulations together with the Company's rules and regulations to handle the investigation of the reported matters, strictly protect the privacy of the whistleblower, and resolutely safeguard the legitimate rights and interests of the parties, especially the whistleblower and the reported person. The person in charge of the Audit and Supervision Center will conduct a preliminary analysis and formulate countermeasures to the reported content and evidence immediately. If the incident involves significant fraud, the Group will set up a dedicated investigation team to conduct an in-depth investigation, decide whether it is necessary to refer the case to local law enforcement authorities for follow-up action and will report to the Group's top management. Upon completion of the investigation, the Audit & Compliance Centre will submit a Whistleblowing Investigation and Handling Record Form to consolidate and file the findings, investigation and handling opinions and departmental opinions on the reported matters. We would accumulate the Group's ability to prevent and control fraud, extortion, corruption, money laundering and other acts from our operations, actively educate ourselves on integrity and convey our Group's philosophy of practicing with integrity, self-discipline and compliance with the law.

員工、供貨商、客戶如發現任何與本集團相關的貪污或不正當行為，我們鼓勵內外部人員利用本集團的監督舉報途徑，包括電話、電郵、集團官方網站及微信公眾號等方式向本集團舉報違法行為。

審計監察中心會嚴格遵循國家法律法規、公司規章制度處理舉報事項的調查，嚴密保護舉報人的個人隱私，及堅決維護當事人特別是舉報人和被舉報人的合法權益。審計監察中心負責人會在第一時間對舉報內容及證據進行初步分析及制定應對措施。若事件涉及重大舞弊行為，本集團會成立專責調查小組進行深入調查，決定是否需要轉介當地執法部門立案跟進，並會上報集團最高管理層。在調查工作結束後，審計監察中心會提交《舉報調查處理記錄表》，以整合及存檔舉報事項的調查結果、調查處理意見及部門意見。我們會從經營中累積集團對欺詐、勒索、貪腐、洗黑錢等行為的預防和控制能力，並積極開展廉潔教育，傳遞本集團廉潔、自律、守法的從業理念。

PASSIONATE ABOUT PUBLIC WELFARE AND GIVING BACK TO SOCIETY

熱心公益 回饋社會

While pursuing business development and creating high-quality life services, the Group also actively undertakes corporate social responsibility, gives full play to its resource advantages, is enthusiastic about social welfare, and actively cares for vulnerable communities. We encourage our staff to participate actively in charitable activities to contribute to the community and the harmonious development of society. This year, the Group focuses on the four major areas of “Urban Service”, “Common Prosperity”, “Bosom Friend Community” and “Public Welfare Education”. It helps the development of public welfare undertakings through donations, participation in voluntary services, charity activities, and fundraising.

Urban Services

We are actively exploring more non-residential service possibilities, aiming to become an important supporter and assistant of the government in urban co-construction. We are not only a property management service provider, but also an advocate and practitioner, striving to create a sense of well-being in the lives of residents and the vitality of the community through a series of colorful service projects. As a local benchmark enterprise, we have been working intensively with the government on a variety of public building projects, including schools, hospitals, museums and other areas. In Huzhou, we provide not only property management services for the Huzhou Museum and the Deqing Exhibition Hall but also actively participate in the organization and planning of cultural activities to promote the development of local cultural undertakings, intending to contribute to the progress of social civilization.

本集團在追求業務發展、打造高品質生活服務的同時也積極承擔企業社會責任，發揮自身的資源優勢，熱心社會公益，主動關懷弱勢社群。我們鼓勵員工身體力行，積極參慈善活動，為社群、為推動社會和諧發展作出貢獻。本年度，本集團聚焦於“城市服務”、“紓困共富”、“知己社區”、“公益助學”四大範疇，通過捐助，參與志願服務、慈善活動及籌款等方式助力公益事業發展。

城市服務

我們積極探索更多非住宅領域的服務可能性，旨在成為政府城市共建的重要支持者和得力助手。我們不僅僅是一個物業管理服務提供商，更是一個宣導者和實踐者，通過一系列豐富多彩的服務專案，努力營造居民生活的幸福感和社區的發展活力。作為地方性的標杆企業，我們與政府開展深度合作，參與運營各類公共建築專案，包括學校、醫院、博物館等多個領域。在湖州地區，我們不僅為湖州博物館、德清展示館提供物業管理服務，還積極參與文化活動的組織策劃，推動當地文化事業的蓬勃發展，為社會文明進步貢獻一份力量。

迎亞運 | 黨建潤童心，同築亞運夢——知己公益行點亮微心願

Welcoming the Asian Games | Party Building for Children, Building Asian Games Dreams Together – “Know Yourself” Charity Lights Up Wishes

2023年6月初，在第“73個國際兒童節”到來之際，也正值杭州亞運會即將步入倒計時100天的這個日子裏，杭州亞運官方物業服務供應商德信服務，繼續開展延續愛心傳統的微心願活動。德信盛全黨支部對口認領了閑林街道的六戶困境兒童，滿足每一位孩子的“六一微心願”。除了孩子們的心願物品之外，還特意為每一位小朋友準備了德信服務精美小禮品。

在2022年，德信盛全黨支部積極回應餘杭區民政局號召，作為當年唯一一家企業單位，參與「西部富美黨建聯盟點亮西部五鎮困境和農村留守兒童微心願活動」。

In early June 2023, on the occasion of the 73rd International Children's Day and the 100-day countdown to the Asian Games in Hangzhou, Dexin Services, the official property services provider for the Games, carried out the micro-wish activity to continue the tradition of passing love. The party branch of Dexin Shengquan acknowledged children in difficulty from six families in the streets of Leilin, fulfilling every child's "June 1 Micro Wish". In addition, a small special gift from Dexin Service Group was prepared for every one of them.

Responding to the call of the Yuhang District Civil Affairs Bureau, the party branch of Dexin Shengquan actively participated in the "Western Fumei Party Building Alliance Lighting up the Micro Wish Activity for the Distressed and Rural Left-behind Children in Five Towns in the West" and it was the only enterprise unit in 2022.



扶貧助農 Poverty alleviation and agricultural assistance

集團搭建銷售管道，從江西省贛州市農戶直接供應，為了保證新鮮，業主訂購後由當地農戶田間採摘，最快當天送上門。優質、新鮮的柳丁瞬間獲得業主親睞，上佳一周銷量即突破3萬斤。此外，集團還探訪陽山水蜜桃、衢州江山獼猴桃等農產品基地，為優質生態農產品構建銷售網絡。

The Group sets up sales channels to receive supplies directly from farmers in Ganzhou City, Jiangxi Province. To ensure freshness, local farmers pick navel oranges in the field after the property owners' order and deliver them to their doorsteps on the same day at the soonest. The high quality and freshness of oranges were instantly favoured by property owners, and the sales volume exceeded 30,000 catties in the first week of Shangjia. In addition, the Group also visited agricultural bases such as Yangshan Peach and Quzhou Kiwi Peach to build a sales network for high-quality environmental agricultural products.



社區活動空間 Space for community activities

為了推動全民閱讀，營造崇學尚學氛圍，本集團積極打造集數字化、自助化、現代化理念於一體的“社區樓下的共用書吧”，為居民休閒閱讀、自我提升提供了一個好去處。書吧內除了日常閱覽區域，還專門開闢了幼兒閱讀角，讓社區的孩子們擁有一處和朋友共同學習成長的小天地。

To promote national reading and create an atmosphere of respecting learning, the Group actively builds a “Common book bar downstairs in the community” which integrates digital, self-service and modern concepts, providing a good place for residents to read for leisure and improve themselves. There is also a special reading corner for children in the book bar, so that children in the community can have a small world to learn and grow together with their friends.



多方共治成就“裏仁為美” Multi-party Governance to Achieve “Beautiful community”

2023年7月1日，在建黨102周年之際，中共德信盛全黨支部在全國10餘座城市15個專案聯動舉行“4大紅色黨建示範陣地”揭牌活動，黨建引領共治共管成就“裏仁為美”紅色服務品牌。黨建引領下的多方協同由“社區、物業、業委會”傳統鐵三角在做更多的演進。社區志願者以及綜管、轄區派出所等執法部門的相關角色也融入到共管模式中來。從“樓棟小切口”出發，能助推治理效能大提升。實現“小事不出格、難事不出網、大事不出居”，推動社區治理工作橫向到邊、縱向到底，以治理成效提升居民幸福成色，真正實現“裏仁為美”。

On 1 July, 2023, the 102nd anniversary of the founding of the Communist Party of China, the party branch of Dexin Quansheng held the activity of “Four Red Party Building Demonstration Bases” in 15 projects in more than 10 cities nationwide. The Party building led to the achievement of the “Beautiful community” in common governance and co-management. The combination of “community, property, and property committee” was evolving under the leadership of party building. Community volunteers and law-enforcement agencies such as the comprehensive management unit and local police stations were also integrated into the co-management model. Starting from a “small cut in the building”, the effectiveness of governance is boosted. The realization of “small things be handled appropriately, difficult things do not go out of the network, big things do not go out of the residence” helps to promote community governance work in all aspects, which enhances residents’ happiness through effective governance, and realizes the goal of “Beautiful community”.



德清展示館 Deqing Exhibition Hall

德清縣自然資源和規劃局的重要部分，展示館自2015年7月開館以來一直由我們精心管理和運營。截至目前，我們已經接待了一千八百多個團隊，總接待人數約達四十萬人次。接待對象主要涵蓋政府官員、學生、遊客以及學術交流團體等。

As an important part of Deqing County Natural Resources and Planning Bureau, the Exhibition Hall has been carefully managed and operated by us since its opening in July 2015. Up to now, we have received more than 1,800 groups, with a total of 400,000 visitors. The target audiences mainly include government officials, students, tourists and academic exchange organizations.



上城區體育中心 Shangcheng District Sports Center

2023年10月08日，第19屆亞運會圓滿結束。作為亞運官方物業服務供應商的德信服務，亞運期間，近百位德信服務體育中心服務人員奮戰在上城體育中心各處，在平凡的崗位上，全力以赴參與好、服務好、保障好此次亞運盛會。在此次亞運場館上城區體育中心的賽場保障工作中得到了場館運行方、亞組委、各級政府的認可與肯定。並成功榮獲亞運保障工作“先進集體”榮譽稱號。

On October 8, 2023, the 19th Asian Games closed successfully. As the official property service provider of the Asian Games, nearly 100 Dexin Services Sports Center service staff worked hard in various places of the Shangcheng Sports Center during the Asian Games. They made every effort to participate in, serve, and protect the Asian Games. Their work in the venue, the Shangcheng Sports Center, is recognized by the venue operator, the Asian Games Organizing Committee, and governments at all levels. Shangcheng successfully won the honorary title “advanced group” for the protective work in the Asian Games.



Common Prosperity

The Group actively responds to the call of the CPC Central Committee to help rural revitalization and promote shared prosperity. During the Year, we support the development of the cause of co-rich through love to help farmers, fund donations, wish pairing, and other ways. In the future, we will spare no effort to promote and participate in more charitable activities in many provinces and regions of China and continue to spread the warmth of morality, trust, and confidence to every corner of China.

紓困共富

集團積極相應黨中央號召，助力鄉村振興，促進共同共富。本年度，我們通過愛心助農、基金捐贈、心願結對等多種方式助力共富創建事業的發展。未來，我們仍將不遺餘力大力推廣，將在中國多個省份及地區參與更多慈善活動，繼續傳遞德信知己溫暖到中國每一個角落。

童享藍天計畫 Children enjoy the blue sky program

德信服務與浙江省婦女兒童基金會、德信藍公益基金會一起，開展“童享藍天”計畫，長期幫扶杭州淳安縣的困境兒童，踐行暖心善舉。今年的公益活動德信服務捐贈9.8萬元愛心資金，與德信藍公益一起在2022年8月走進淳安縣富文鄉、千島湖鎮、文昌鎮、左口鄉等地，與當地的60名孩子組成了結對幫扶，將為每位小學生提供900元/年、初中生1350元/年、高中生2700元/年的資助標準，德信藍公益的志願者們實地走訪了部分淳安縣困境留守兒童，在孩子們家中志願者們深入瞭解他們的家庭情況，為每個孩子送上了一份築夢禮包。星星之火，可以燎原，今年8月，作為杭州亞運供應商的德信服務還發起“童享藍天”計畫「捐步行動」，推動公益與運動融入每個人的日常生活，成為一種生活方式。

Together with Zhejiang Women's and Children's Foundation and Dexinlan Public Welfare Foundation, Dexinlan Charity carries out the "Children enjoy the Blue Sky" plan to help needy children in Chun'an County of Hangzhou for a long time and practice heart-warm kindness. In this year's public welfare activities, Dexin Services Group donated 98,000 yuan of charity funds. Together with Dexinlan Charity, they went to Fuwen Township, Qiandaohu Town, Wenchang Town, Zuokou Township, and other places in Chun'an County in August 2022 and formed a pair to help with 60 local children. The fund will provided 900 yuan per year for primary school students, 1,350 yuan for junior high school students, and 2,700 yuan for senior high school students. The volunteers of Dexinlan Charity visited some left-behind children in Chun'an County, learned more about their family conditions at their homes and gave each child a gift package for building dreams. A single spark can start a prairie fire. In August During the Year, as the supplier of the Asian Games in Hangzhou, Dexin Services Group also launched the "Children Enjoy The Blue Sky" plan "Donation Step Action", promoting the integration of public welfare and sports into everyone's daily life and becoming a way of life.



Bosom Friend Community

As a committed property service provider, we have always been caring and considerate of residents' feelings in the past 20 years. In constructing the friendly community, the Group made scene presets for life in advance and injected friendly temperature into the community regarding facility use, service experience, and interpersonal communication. Besides meeting the owners' living needs, the Company would constantly foster community culture and neighborhood emotions, bringing more warm memories to the community.

知己社區

作為一家有承擔的物業服務商，我們在過去二十餘載的時光裏始終關懷並體貼居者的感受，在知己社區的構築中，本集團提前為生活做好場景預設，並於設施使用、服務體驗、人際交往的細節裏為社區注入知己溫度，在滿足業主的生活需求之餘，不斷催生社區文化和鄰里情感，給社區帶來更多的溫情記憶。

德鄰知己節 The day of Germany's neighbors and Friends

為了回饋在前行路上為德信服務不斷提供支持與幫助的廣大業主朋友，德信服務聯動德信旗下城市建設、現代服務、美好生活、智能科技、中外投資五大產業群，開展715心意節活動，為全國知己老友奉上誠摯心意。

The Group would give back to the vast number of business owners who continue to provide support and help for Dexin Service Group on the way forward. The Company links with its five industrial clusters: the urban construction department, modern service department, better life department, intelligent technology department, foreign investment department. It carries out 715 Greeting Festival activities, offering sincere greetings to our community resident friends.



知己樂跑團 Friends Running Team

我們鼓勵住戶參與運動，沉浸於奔跑的快樂，享受人與人之間的互動，學會更健康的生活。業主們因“運動”結緣，通過組織“業主興趣跑團”、“暑期兒童跑團”以及“莫幹山竹海馬拉松”，一同將健康的力量傳遞給更多的人。本集團會以更多元化的方式詮釋健康生活的主張，營造陽光、健康的生活價值。

We encourage residents to participate in sports, enjoy running, enjoy human interaction, and learn to live healthier lives. The owners bond over "Sports" through "Owners' Interest Running Group", "Summer Children's Running Group" and "Moganshan Bamboo Marathon", and pass the power of health to more people. The Group will advocate healthy living in a more diversified way to create the values of sunshine and healthy living.



附錄一：
關鍵績效指標總結

APPENDICES

Appendix I: Summary of key performance Indicators

附錄

附錄一：關鍵績效指標總結

Key Performance Indicators 關鍵績效指標		2023年
Emissions 排放物		
廢氣¹ Exhaust gas¹		
氮氧化物(千克) Nitrogen oxide (kg)	1.76	
硫化物(千克) Sulfur oxide (kg)	0.03	
顆粒物(千克) Particulate matter (kg)	0.13	
Greenhouse gases 溫室氣體		
溫室氣體排放總量(噸二氧化碳當量) ² Total greenhouse gas emissions (tonnes of CO2e) ²	61.60	
範圍1直接溫室氣體排放總量 (噸二氧化碳當量) ³ Scope 1 Total direct GHG emissions (tonnes of CO2e) ³	5.18	
範圍2能源間接溫室氣體排放總量 (噸二氧化碳當量) ⁴ Scope 2 Total indirect GHG emissions from energy sources (tonnes of CO2e) ⁴	52.08	
範圍3其他間接溫室氣體排放總量 (噸二氧化碳當量) ⁵ Scope 3 Total other indirect GHG emissions (tonnes of CO2e) ⁵	4.35	
溫室氣體排放密度(噸二氧化碳當量/僱員) ⁶ Greenhouse gas emission intensity (tonnes of CO2e /employee) ⁶	0.56	
Waste 廢棄物		
無害廢棄物 Non-hazardous waste		
所產生無害廢棄物總量(噸) ⁷ Total amount of non-hazardous waste generated (tonnes) ⁷	47.74	
無害廢棄物密度(噸/僱員) ⁶ Discharge intensity of non-hazardous waste(tonnes/employee) ⁶	0.43	
有害廢棄物 Hazardous waste		
所產生有害廢棄物總量(千克) ⁸ Total amount of hazardous waste generated (kg) ⁸	137.40	
有害廢棄物密度(千克/僱員) ⁶ Discharge intensity of Hazardous waste(kg/employee) ⁶	1.24	
Resource use 資源使用		
能源 Energy		
能源消耗總量(兆瓦時) Total energy consumption (MWh)	99.57	
車輛燃料耗用(兆瓦時) ⁹ Vehicle fuel consumption (MWh) ⁹	19.68	
外購電力(兆瓦時) Purchased electricity (MWh)	79.89	
能源消耗密度(兆瓦時/僱員) ⁶ Energy consumption intensity (MWh/employee) ⁶	0.89	
Use of water 用水		
用水總量(立方米) Total water consumption (m ³)	466	
用水密度(立方米/僱員) ⁶ Density of water used (m ³ /employee) ⁶	4.21	

Appendix I: Summary of key performance Indicators

Notes:

1. Air pollutants are calculated by referring to the emission factors in the "Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.
2. The Group's greenhouse gases include carbon dioxide, methane and nitrous oxide. Greenhouse gas emission data are expressed in carbon dioxide equivalent.
3. The data includes GHG emissions from vehicle fuels and is calculated based on the emission factors in the "Guidelines for Accounting and Reporting of Greenhouse Gas Emissions of Road Transport Corporation (Trial)" issued by the National Development and Reform Commission of the PRC and the "Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.
4. The data includes GHG emissions from the use of purchased electricity and is calculated based on emission factors provided by the National Development and Reform Commission of the PRC.
5. Data includes GHG emissions from employee business travel and electricity for water and wastewater treatment. They are calculated based on the Carbon Emissions Calculator of the International Civil Aviation Organization and the "Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.
6. The intensity is based on the total number of employees in the headquarters office, not the total number of employees within the Group.
7. The data of non-hazardous waste is calculated based on the actual weight and the "inquiry on the charging standard for volume measurement of non-residential daily waste and food waste" issued by Beijing Municipal Commission of Urban Management.
8. Hazardous waste data are calculated based on actual weight.
9. The data is calculated based on the "Guidelines for Accounting and Reporting of Greenhouse Gas Emissions of Road Transport Corporation (Trial)" issued by the National Development and Reform Commission of the PRC and the "Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.

附注:

1. 空氣污染物乃經參考聯交所發佈的《環境關鍵績效指標報告指引》的排放因數後計算得出。
2. 本集團的溫室氣體包括二氧化碳、甲烷及氧化亞氮。溫室氣體排放數據以二氧化碳當量表示。
3. 數據包括車輛燃料所產生的溫室氣體排放，並根據中國國家發改委發佈的《陸上交通運輸企業——溫室氣體排放核算方法與報告指南（試行）》及聯交所發佈的《環境關鍵績效指標彙報指引》中的排放因數計算。
4. 數據包括使用外購電力所產生的溫室氣體排放，並根據中國國家發改委提供的排放因數計算。
5. 數據包括員工的商務差旅以及用於水和污水處理的電力所產生的溫室氣體排放，並根據國際民航組織碳排放計算器及聯交所發佈的《環境關鍵績效指標報告指引》中的排放因數計算。
6. 密度乃根據總部辦公室之總人數計算，而非集團總人數。
7. 無害廢棄物數據是根據實際重量及北京市城市管理委員會發佈的《非居民生活垃圾和餐廚垃圾容積計量收費標準查詢》計算所得。
8. 有害廢棄物數據是根據實際重量計算所得。
9. 數據根據中國國家發改委發佈的《陸上交通運輸企業——溫室氣體排放核算方法與報告指南（試行）》及聯交所發佈的《環境關鍵績效指標彙報指引》計算所得。

附錄一： 關鍵績效指標總結

Key performance indicators 關鍵績效指標		2023年	
Total number of employees 員工總人數		Employee turnover rate (%)¹ 員工流失比率(%)¹	
86			
按性別 By gender		按性別 By gender	
男 Male	47	男 male	29
女 Female	39	女 female	39
按年齡 By Age		按年齡 By Age	
<30歲 <30 years old	31	<30歲 The < 30 years old,	39
30–50歲 30–50 years old	53	30–50歲 30 to 50 years old	29
>50歲 >50 years old	2	>50歲 > 50	60
按地區 By Region		按地區 By Region	
中國 China	86	中國 China	34
按僱傭類型 By Employment Type		Average training hours per employee (hours) and percentage of trained employees (%) 僱員平均受訓時數(小時)及受訓僱員百分比(%)	
全職 Full-time	86	按性別 By gender	
兼職 Part-time	0	男 male	8.1(100)
		女 female	8.2 (100)
		按僱員級別 By Employee Level	
		高級管理層 Senior Management	8.5 (100)
		中級管理層 Middle Management	9.4(100)
		一般員工 General Employees	8.1 (100)

Annotations:

1. Employee turnover ratio (%) = Total number of employees turnover in this category / (total number of employees in this category at the end of the reporting period + total number of employees turnover in this category) x 100%

附注：

1.員工流失比率(%)=該類別流失僱員總數/(匯報期末該類別僱員總數+該類別流失僱員總數)x100%

Appendix I: Summary of key performance Indicators

Key performance indicators 關鍵績效指標	2023年	2022年	2021年
Health and Safety 健康與安全			
因工亡故人數 Number of work-related fatality	0	0	0
因工亡故比率(%) Work-related fatality rate (%)	0	0	0
因工傷損失工作日數 Number of lost days due to work injury	0	0	0

附錄二：
香港聯交所《環境、社會及管治報告指引》索引

APPENDICES

Appendix 2:
Index to the Hong Kong Stock Exchange guidelines
on Environmental, Social and Governance Reporting

附錄

附錄二：
香港聯交所《環境、社會及管治報告指引》索引

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
A. Environment A. 環境		
A1: 排放物 A1.Emissions	一般披露 General Disclosure	6.2 排放物管理 6.2 Emissions Management
		6.4 助力碳中和 6.4 Boosting carbon neutrality
	KPI A1.1 排放物種類及相關排放資料 KPI A1.1 The types of emissions and respective emissions data.	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI A1.2 直接（範圍1）及能源間接（範圍2）溫室氣體排放量及密度 KPI A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity.	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI A1.3 所產生有害廢棄物總量及密度 KPI A1.3 Total hazardous waste produced and intensity.	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI A1.4 所產生無害廢棄物總量及密度 KPI A1.4 Total non-hazardous waste produced and intensity.	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI 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 KPI A1.5 Description of emissions target(s) set and steps taken to achieve them.	6.2 排放物管理 6.2 Emissions Management
		6.4 助力碳中和 6.4 Boosting carbon neutrality
	KPI 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 KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	6.2 排放物管理 6.2 Emissions Management

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ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
A. Environment A. 環境		
A2: 資源使用 A2.Use of Resources	一般披露 General Disclosure	6.3 資源使用管理 6.3 Resource Usage Management
	KPI A2.1 按類型劃分的直接及/或間接能源總耗量及密度 KPI A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000) and intensity (e.g. per unit of production volume, per facility).	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI A2.2 總耗水量及密度 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI 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 KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	6.3 資源使用管理 6.3 Resource Usage Management
	KPI 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 KPI A2.4 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.	6.3 資源使用管理 6.3 Resource Usage Management
KPI A2.5 製成品所用包裝材料的總量及每生產單位占量 KPI A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	不適用（本集團業務不牽涉任何包裝物料的使用。） Not applicable (The Group's business does not involve the use of any packaging materials.)	
A3: 環境及天然資源 A3.The Environment and Natural Resources	一般披露 General Disclosure	6. 保護環境 打造低碳社區 6. Protect the environment and build a low-carbon community
	KPI 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 KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	6. 保護環境 打造低碳社區 6. Protect the environment and build a low-carbon community
A4: 氣候變化 A4.Climate Change	一般披露 General Disclosure	6.4 助力碳中和 6.4 Boosting carbon neutrality
	KPI 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 KPI A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	6.4 助力碳中和 6.4 Boosting carbon neutrality

附錄二： 香港聯交所《環境、社會及管治報告指引》索引

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
B. Society B. 社會		
僱傭及勞工常規 Employment and Labor Practices		
B1: 僱傭 B1:Employment	一般披露 General Disclosure	5. 以人為本 關愛員工 5. People-oriented and caring for employees
	KPI B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數 KPI B1.1 Total workforce by gender, employment type (for example, full or part-time), age group and geographical region.	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI B1.2 按性別、年齡組別及地區劃分的僱員流失比率 KPI B1.2 Employee turnover rate by gender, age group and geographical region.	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
B2: 健康與安全 B2:Health and Safety	一般披露 General disclosure	5.5 職業健康與安全 5.5 Occupational Health and Safety
	KPI B2.1 過去三年（包括匯報年度）每年因工亡故的人數及比率 KPI B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI B2.2 因工傷損失工作日數 KPI B2.2 Lost workdays due to work injury.	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI 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 KPI B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	5.5 職業健康與安全 5.5 Occupational Health and Safety
B3: 發展及培訓 B3:Development and Training	一般披露 General Disclosure	5.4 培訓與發展 5.4 Training and Development
	KPI B3.1 按性別及僱員類別劃分的受訓僱員百分比 KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI 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 KPI B3.2 The average training hours completed per employee by gender and employee category.	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators

Appendix 2: Index to the Hong Kong Stock Exchange guidelines on Environmental Social and Governance Reporting

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
B. Society B. 社會		
僱傭及勞工常規 Employment and Labor Practices		
B4: 勞工準則 B4.Labor Standards	一般披露 General Disclosure	5.1 人才招聘及僱傭合規 5.1 Talent Recruitment and Employment Compliance
	KPI B4.1 描述檢討招聘慣例的措施以避免童工及強制勞工 KPI B4.1 Description of measures to review employment practices to avoid child and forced labour.	5.1 人才招聘及僱傭合規 5.1 Talent Acquisition and Employment Compliance
	KPI B4.2 描述在發現違規情況時消除有關情況所採取的步驟 KPI B4.2 Description of steps taken to eliminate such practices when discovered.	5.1 人才招聘及僱傭合規 5.1 Talent Acquisition and Employment Compliance
營運慣例 Operating Practices		
B5: 供應鏈管理 B5.Supply Chain Management	一般披露 General Disclosure	7. 供應管控 合作共贏 7. Supply Chain Management and Win-Win Cooperation
	KPI B5.1 按地區劃分的供應商數目 KPI B5.1 Number of suppliers by geographical region.	附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators
	KPI 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、以及有關慣例的執行及監察方法 KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	7.2 供應商篩選及評估 7.2 Supplier selection and evaluation
	KPI 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 KPI B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	7.2 供應商篩選及評估 7.2 Supplier selection and evaluation
KPI 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 KPI B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	7.3 綠色採購 7.3 Green Procurement	

附錄二： 香港聯交所《環境、社會及管治報告指引》索引

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
B. Society B. 社會		
營運慣例 Operating Practices		
B6: 產品責任 B6.Product Responsibility	一般披露 General Disclosure	4. 精益求精 服務品質為上 4. Excellence in service quality
	KPI 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 KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 (本集團業務不牽涉產品) Not applicable (The Group's business does not involve products.)
	KPI B6.2 接獲關於產品及服務的投訴數目以及應對方法 KPI B6.2 Number of products and service related complaints received and how they are dealt with.	4.2 客戶意見回饋 4.2 Customer feedback
	KPI B6.3 描述與維護及保障知識產權有關的慣例 KPI B6.3 Description of practices relating to observing and protecting intellectual property rights.	4.5 保護知識產權 4.5 Protect intellectual property
	KPI B6.4 描述質量檢定過程及產品回收程序 KPI B6.4 Description of quality assurance process and recall procedures.	不適用(本集團業務不牽涉產品) Not applicable (The Group's business does not involve products.)
	KPI 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 KPI B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	4.4 維護客戶權益 4.4 Maintain customer rights and interests
B7: 反貪污 B7.Anti-Corruption	一般披露 General Disclosure	8. 廉潔經營 誠信致遠 8. Integrity and honesty in business
	KPI B7.1 於匯報期內對發行人或其雇員提出並已審結的貪污訴訟案件的數目及訴訟結果 KPI B7.1 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.	8.1 防貪管理 8.1 Anti-corruption management
	KPI B7.2 描述防範措施及舉報程序，以及相關執行及監察方法 KPI B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	8.1 防貪管理 8.1 Anti-corruption management 8.3 貪污舞弊舉報 8.3 Corruption and fraud reporting
	KPI B7.3 描述向董事及員工提供的反貪污培訓 KPI B7.3 Description of anti-corruption training provided to directors and staff.	8.2 反貪培訓 8.2 Anti-corruption training

Appendix 2:

Index to the Hong Kong Stock Exchange guidelines on Environmental Social and Governance Reporting

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
B. Society B. 社會		

社區 Community

B8: 社區投資

B8.Community Investment 一般披露
General Disclosure

9. 熱心公益 回饋社會

9. Passionate about public welfare and giving back to society

KPI B8.1 專注貢獻範疇

KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).

9. 熱心公益 回饋社會

9. Passionate about public welfare and giving back to society

KPI B8.2 在專注範疇所動用資源

KPI B8.2 Resources contributed (e.g. money or time) to the focus area.

9. 熱心公益 回饋社會

9. Passionate about public welfare and giving back to society

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