



瑞森生活服務有限公司

RUISEN LIFE SERVICE CO, LIMITED

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股票代號: 1922

Environmental, Social and Governance Report

環境、社會及管治報告

2024



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

TABLE OF CONTENTS

About this Report

About Ruisen Lilfe

Awards and Recognitions

1 Compliance Operation and Strengthening Corporate Governance

- 1.1 ESG Governance
 - 1.1.1 ESG Governance System
 - 1.1.2 Communication and Stakeholders
- 1.2 Risk Management and Control
- 1.3 Business Ethics
 - 1.3.1 Whistleblowing System and Channels
 - 1.3.2 Anti-corruption Culture Building

2 Making A Life and Providing Quality Services

- 2.1 Quality Assurance
 - 2.1.1 Property Management
 - 2.1.2 Community Value-added Service
- 2.2 Customer Protection
 - 2.2.1 Customer Communication
 - 2.2.2 Privacy and Data Security
 - 2.2.3 Responsible Marketing

3 Low-Carbon Development to Build a Green Home

- 3.1 Green Management
 - 3.1.1 Environmental Targets
 - 3.1.2 Climate Change Risk Identification
- 3.2 Green Practise
 - 3.2.1 Energy Conservation and Carbon Reduction
 - 3.2.2 Water Conservation
 - 3.2.3 Pollution Control

4 Joining Hands to Build a Talent Team

- 4.1 Employment Compliance
- 4.2 Communication and Care
 - 4.2.1 Remuneration and Welfare
 - 4.2.2 Health and Safety
 - 4.2.3 Employee Communication
 - 4.2.4 Employee Care
- 4.3 Employee Development
 - 4.3.1 Talent Cultivation
 - 4.3.2 Promotion Assessment

5 Co-construction and Sharing to Promote Industry Development

- 5.1 Supplier Management
 - 5.1.1 Sunshine Procurement
 - 5.1.2 Green Procurement
 - 5.1.3 Localised Procurement
- 5.2 Win-win Cooperation
- 5.3 Community Contribution

Appendix I: List of Laws, Regulations and Internal Policies

目錄

關於本報告

走進瑞森生活

獎項榮譽

1 合規運營，強化企業管治

- 1.1 ESG治理
 - 1.1.1 ESG治理體系
 - 1.1.2 利益相關方溝通
- 1.2 風險管控
- 1.3 商業道德
 - 1.3.1 舉報制度和渠道
 - 1.3.2 反貪腐文化建設

2 創享生活，提供優質服務

- 2.1 品質保障
 - 2.1.1 物業管理
 - 2.1.2 社區增值
- 2.2 客戶保障
 - 2.2.1 客戶溝通
 - 2.2.2 隱私和數據安全
 - 2.2.3 責任營銷

3 低碳發展，共建綠色家園

- 3.1 綠色管理
 - 3.1.1 環境目標
 - 3.1.2 氣候變化風險識別
- 3.2 綠色踐行
 - 3.2.1 節能降碳
 - 3.2.2 節約用水
 - 3.2.3 污染控制

4 攜手同行，打造人才梯隊

- 4.1 合規僱傭
- 4.2 溝通關懷
 - 4.2.1 薪酬福利
 - 4.2.2 健康安全
 - 4.2.3 員工溝通
 - 4.2.4 員工關懷
- 4.3 員工發展
 - 4.3.1 人才培養
 - 4.3.2 晉升考核

5 共建共享，助力行業發展

- 5.1 供應商管理
 - 5.1.1 陽光採購
 - 5.1.2 綠色採購
 - 5.1.3 本土化採購
- 5.2 合作共贏
- 5.3 社區貢獻

附錄一：法律法規及內部政策清單

ABOUT THIS REPORT

Overview

This report is the sixth Environmental, Social and Governance (hereinafter referred to as “**ESG**”) Report (hereinafter referred to as the “**Report**”) issued by Ruisen Life Service Co, Limited (the “**Company**”, “**Ruisen Life**” together with its subsidiaries, hereafter referred to as the “**Group**” or “**We**”), which focuses on the disclosure of the Company’s management, practice and performance in economic, environmental, social and governance aspects for all stakeholders of the Company.

Reporting Period

This report covers the period from 1 January 2024 to 31 December 2024 (the “**Reporting Period**” or the year “**2024**”), with some contents dating back to previous years.

Reporting Scope and Boundary

This report takes into account the operations directly controlled by the Group, primarily covering the key projects and office operations of the Group.

Basis of Preparation

This report is prepared with reference to the Environmental, Social and Governance Reporting Guide (hereinafter referred to as “**ESG Reporting Guide**”) set out in Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”). This Report was prepared in accordance with all the mandatory disclosure requirements and “comply or explain” provisions set out in the ESG Reporting Guide. This Report was prepared based on the four reporting principles, namely materiality, quantitative, balance and consistency, as set out in the ESG Reporting Guide:

Materiality: the Group determines material issues through a materiality assessment. For more information on the materiality assessment process and results, please refer to the section “Communication with Stakeholders” of this Report.

Quantitative: in order to fully assess the Group’s ESG performance during the Reporting Period, the Group disclosed the applicable quantitative key performance indicators (“**KPIs**”) in the ESG Reporting Guide and set out the criteria, methods, assumptions and references used in the calculation of the quantitative KPIs.

Consistency: the methodologies used in this Report are consistent with those used in the reporting period for the year ended 31 December 2023 (the year “**2023**”) to allow readers to make meaningful comparisons of the Group’s ESG data.

Balance: this Report discloses the Group’s ESG performance in an objective manner, the application of this principle is reflected in various sections of this Report.

關於本報告

概覽

本報告是瑞森生活服務有限公司（以下簡稱「**本公司**」、「**瑞森生活**」或「**我們**」）發佈的第六份《環境、社會及管治（以下簡稱「**ESG**」）報告》（以下簡稱「**本報告**」），面向本公司各利益相關方，重點披露本公司在經濟、環境、社會及管治方面的管理、實踐與績效。

報告時間範圍

本報告覆蓋的週期為2024年1月1日至2024年12月31日（即「**報告期內**」或「**2024年**」），部分內容追溯以往年份。

報告範圍及界限

本報告均考慮到本集團直接控制下的營運，主要覆蓋本集團重點在管項目以及辦公室的營運。

編製依據

本報告編製參考香港聯合交易所有限公司（以下簡稱「**聯交所**」）上市規則附錄C2《環境、社會及管治報告指引》（以下簡稱「**ESG報告指引**」），遵循當中的強制披露規定和「不遵守就解釋」條文進行編製，並以ESG報告指引所載之重要性、量化、平衡及一致性四項匯報原則為編製基礎：

重要性：本集團透過重要性評估釐定其重要性議題。關於重要性評估的流程及結果，請參閱本報告中的「利益相關方溝通」章節。

量化：為全面評估本集團於本報告期內的ESG績效，本集團披露了ESG報告指引內適用的量化關鍵績效指標（「**關鍵績效指標**」），並列明瞭量化關鍵績效指標所採用的標準、方法、假設及計算的參考依據。

一致性：本報告採用與截至2023年12月31日止年度（「**2023年**」）之報告期一致的編製方法，以供讀者對本報告的ESG信息進行有意義的對比。

平衡：本報告客觀地呈報本集團的ESG表現，相關原則的應用在本報告各章節中體現。



ABOUT THIS REPORT (continued)

Basis of Preparation (continued)

This report is determined in accordance with the steps of identifying and ranking important interested parties and ESG-related important issues, determining the scope of the ESG report, collecting relevant materials and information, preparing the report based on the information and reviewing the information in the report to ensure the completeness, materiality, authenticity and balance of the content of the report.

Source of Information and Reliability Assurance

The information and data disclosed in this report are derived from the Company's statistical reports and official documents, and have been reviewed by relevant departments. The Company undertakes that there is no false record or misleading statement in this report, and is responsible for the authenticity, accuracy and completeness of the content.

Language and Form of the Report

This report is available in both Chinese and English and in electronic format. For more information about the background, business development and sustainable development concept of Ruisen Life, please visit the official website of Ruisen Life at www.ruisenlife.hk.

Report Preparation Process

This report has been prepared through the establishment of the working group, data collection, stakeholder interviews, stakeholder questionnaire survey, framework determination, report preparation, report design, department and senior management review.

Confirmation and Approval

This report was approved by the Board of Directors of the Company (hereinafter referred to as the "**Board**") upon confirmation by the management of the Company.

關於本報告 (續)

編製依據 (續)

本報告按照識別和排列重要的權益人，以及 ESG 相關重要議題、決定 ESG 報告的界限、收集相關材料和數據、根據資料編製報告和對報告中的資料進行檢視等步驟進行釐定，以確保報告內容的完整性、實質性、真實性和平衡性。

資料來源及可靠性保證

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

報告語言及形式

本報告設有中文和英文版，並以電子版形式供參閱。如想了解更多關於瑞森生活的背景、業務發展和可持續發展理念，歡迎瀏覽瑞森生活官方網站 www.ruisenlife.hk。

報告編製流程

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

確認及批准

本報告經本公司管理層確認後，已獲本公司董事會（以下簡稱「**董事會**」）通過。

ABOUT RUISEN LIFE

Company Profile

Ruisen Life, formerly known as Yincheng Life Service CO., Ltd before July 2024, was established in 1997 and listed on the Stock Exchange in 2019. With over 27 years of experience in the property management industry, Ruisen Life adheres to its business motto of "Operation is the Key, Reputation Comes First" for its business operation, provides its customers with high-quality and diversified property management services and value-added services. In 2024, Ruisen Life was honored with the titles of "2024 China's Top 100 Property Service Enterprises" and "2024 China's Leading Market-Oriented Property Management Enterprise" by the China Index Academy, in recognition of its service quality, development potential, and performance. Ruisen Life has also long been a leading provider in Nanjing's property management industry. Our business covers a variety of property projects, involving two business types of residential properties and non-residential properties at a total of "1 + 11" service product lines. On the basis of the existing projects, we have also continuously improved the brand matrix of "clothing-food-housing-travel-health-learning-entertainment-purchase-financing-elderly care", striving to provide customers with full life cycle scenario services.

走進瑞森生活

公司概況

瑞森生活，2024年7月前稱為銀城生活服務有限公司，成立於1997年，於2019年在聯交所上市，具有逾27年深耕於物業管理的行業經驗，堅持「運營為王，口碑至上」之道進行業務營運，為我們的客戶提供優質且多元的物業管理服務及增值服務。於2024年，瑞森生活憑藉着我們的服務質量、發展潛力以及經驗績效，榮獲了北京中指信息技術研究院頒佈的「2024中國物業服務百強企業」和「2024中國物業管理行業市場化運營領先企業」。瑞森生活更是多年雄踞南京市物業管理行業供應商中的翹楚。我們的業務囊括多種物業類型，涉及住宅物業及非住宅物業兩類業態「1+11」條服務產品。在原有項目的基礎上，我們亦不斷完善「衣—食—住—行—健—學—娛—購—金—養」的品牌矩陣，爭取為客戶提供全生命週期全場景服務。



ABOUT RUISEN LIFE (continued)

Corporate Culture

Based on the business philosophy of "Surpassing Customers' Expectation and Creating Values with Quality Services", the Company takes "Serve the Better, Love the Community" as its corporate mission, strives to bridge the gap between the Company and its customers, and strives to provide professional and considerate services while safeguarding customers' pursuit of a better life.

走進瑞森生活 (續)

企業文化

本公司以「超越客戶期待，服務創造價值」的經營理念為基礎，以「服務美好，善愛生活」作為企業使命，努力打造本公司與客戶之間的聯繫橋梁，爭取在提供專業貼心服務的同時，為客戶追求美好生活保駕護航。

Corporate Culture of Ruisen Life 瑞森生活企業文化

BUSINESS PHILOSOPHY 經營理念

Surpassing Customers' Expectation and
Creating Values with Quality Services

超越客戶期待、服務創造價值

CORPORATE MISSION 企業使命

Serve the Better,
Love the Community

服務美好 善愛生活

CORE VALUES 核心價值觀

- Virtue
- Creativity
- Integrity
- Kind-heartedness
- 厚·道
- 容·創
- 誠·信
- 善·愛

BUSINESS VISION 企業願景

Become a Respectable Organisation

成為受人尊敬的組織

ABOUT RUISEN LIFE (continued)**Strategic Direction**

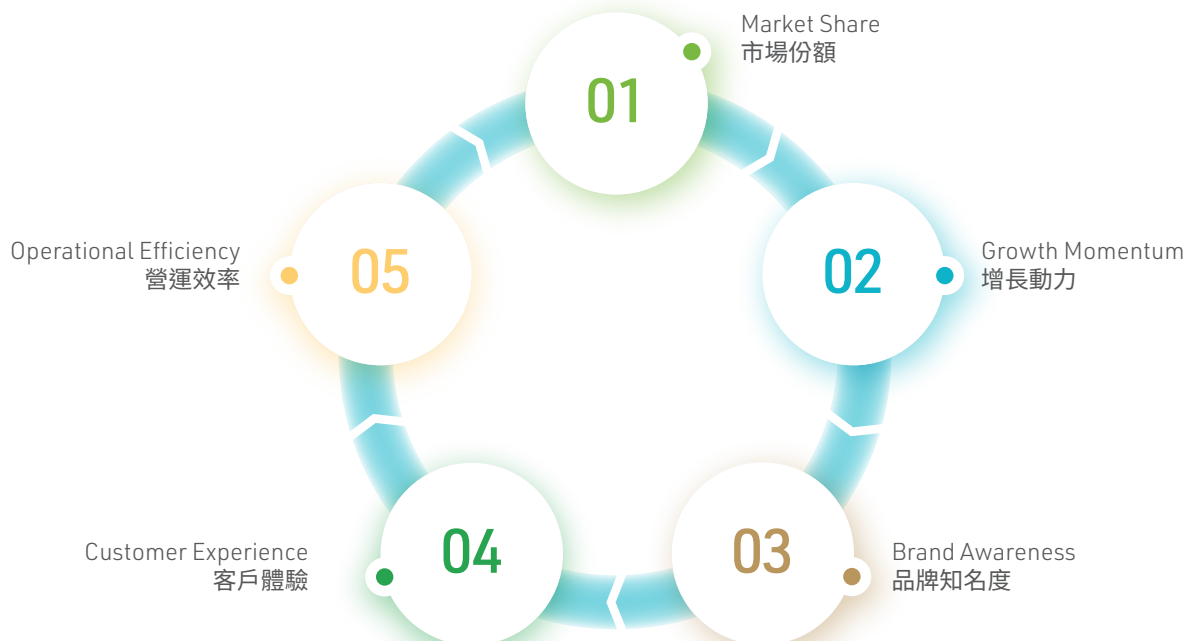
Ruisen Life always takes the “five corporate strategies” as the guiding direction for its development. In the past few years, through our “3 + 6” market expansion strategy (3 metropolitan area service networks + 6 urban layout), we have basically completed the initial market expansion goal of “increase density in Nanjing, expand our presence in southern Jiangsu, and deploy in Huaihai”. We will continue to adhere to our highly intensive market strategy, and obtain more outstanding projects outside Nanjing on a quality-first basis, and establish scale effect and brand effect in the indigenous area.

After years of exploration, Ruisen Life has developed the business model of “property management service + professional service + life service” through flexible combination, with the property management service that the Company has been deeply engaged in for many years as the cornerstone to acquire customers, in the operation of professional service and life service, the Company has further increased customer loyalty through diversified and considerate services, and finally achieved a win-win situation among customers, employees, investors, partners, society and other stakeholders.

走進瑞森生活 (續)**戰略方向**

瑞森生活始終以「5大企業戰略」作為其發展的指引方向，過去幾年中，通過我們的「3+6」市場擴張戰略（3個環城大都市圈服務網+6大城市佈局），已基本完成了「加密南京，做大蘇南，佈局淮海」的初步市場拓展目標。我們將繼續堅持高度密集化的市場戰略，南京以外地區擇優取得更多優質項目，並在當地建立起規模效應和品牌效應。

瑞森生活經過多年探索，靈活組合出了「物業服務+專業服務+生活服務」的商業模式，以本公司深耕多年的物業管理服務作為獲取客戶的基石，在專業服務和生活服務的運營中，通過多元且貼心的服務進一步增加客戶粘度，最終達成客戶、員工、投資人、合作夥伴、社會等利益相關方的多方共贏。

5 Corporate Strategies of Ruisen Life**瑞森生活5大企業戰略**

ABOUT RUISEN LIFE (continued)

Awards and Recognitions

Following the long-term value orientation of "Operation is The Key, Reputation Comes First", Ruisen Life continues to provide customers with high-quality property services, professional services and life services, and strives to create more value for customers and partners. Over the years, we were widely recognised by regulatory authorities and other organisations inside and outside the industry. Awards and recognitions received by the Company include but are not limited to:

走進瑞森生活 (續)

獎項榮譽

遵循着「運營為王，口碑至上」的長期價值導向，瑞森生活持續地向客戶們輸出優質的物業服務、專業服務和生活服務，並爭取為客戶與合作夥伴們創造更多的價值。多年來，我們獲得了來自監管部門和其他行業內外組織的廣泛認可。本公司取得的獎項及認可包括：

Award Name 獎項名稱	Awarded By 頒獎機構
Ranked 14th among the China's Top 100 Property Management Companies in 2024 2024中國物業服務百強企業第14位	China Index Academy, China Real Estate TOP10 Research Team 中國指數研究院、中國房地產TOP10研究組
2024 China's Leading Market-Oriented Property Management Enterprise 2024中國物業管理行業市場化運營領先企業	China Index Academy 中國指數研究院
Ranked 16th among the China Top 100 Property Management Companies in 2023 2023年中國物業服務百強企業第16位	China Index Academy, China Real Estate TOP10 Research Team 中國指數研究院、中國房地產TOP10研究組
Ranked 17th among the Top 100 Property Management Companies in China in 2022 2022年中國物業服務百強企業第17位	China Index Academy, China Real Estate TOP10 Research Team 中國指數研究院、中國房地產TOP10研究組
Ranked 2nd among the Top 50 Property Management Companies in terms of Comprehensive Strength in Jiangsu Province in 2023 2023年江蘇省物業服務行業綜合實力排名50強企業榜單第2位	Jiangsu Real Estate Association 江蘇省房地產協會
Ranked 2nd among the Top 50 Property Management Companies in terms of Comprehensive Strength in Jiangsu Province in 2022 2022年江蘇省物業服務行業綜合實力排名50強企業榜單第2位	Jiangsu Real Estate Association 江蘇省房地產協會
2023 Leading Enterprise in Market-oriented Operation of Property Management Industry in China 2023年中國物業管理行業市場化運營領先企業	China Index Academy 中國指數研究院
2022 Leading Enterprise in Market-oriented Operation of Property Management Industry in China 2022年中國物業管理行業市場化運營領先企業	China Index Academy 中國指數研究院
Nanjing Water-saving Community 2023 2023年南京市節水型小區	Nanjing Municipal Water Affairs Bureau 南京市水務局
Nanjing Garden-Style Units (Residential Area) 2023 2023年南京市園林式單位 (居住區)	Nanjing Municipal Greening and Landscape Bureau and Nanjing Municipal Greening Committee Office 南京市綠化園林局
Municipal Garden-Style Units (Residential Area) 2022 2022年市級園林式單位 (居住區)	Nanjing Municipal Greening and Landscape Bureau and Nanjing Municipal Greening Committee Office 南京市綠化園林局和南京市綠化委員會辦公室
Provincial Demonstration Site - Party Building Led Property Management Services 2022 2022年度黨建引領物業管理服務工作省級示範點	Organisation Department of Jiangsu Provincial Committee of the CPC 中共江蘇省委組織部
Jiangsu Provincial Demonstration Property Management Project 2022 2022年度江蘇省省級示範物業管理項目	Department of Housing and Urban-Rural Development of Jiangsu Province 江蘇省住房和城鄉建設廳

1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE

Ruisen Life always regards legal compliance as the bottom line of its operation. In strict accordance with the requirements of the Company Law of the People's Republic of China, the Code of Corporate Governance for Listed Companies and other relevant laws and regulations, we effectively manage potential risks through continuous improvement of operation mechanism and internal management system, ensure the stable operation of the Company, continue to create value for all stakeholders, and achieve sustainable development of the Company.

1.1 ESG Governance

Ruisen Life integrates the concept of sustainable development into all aspects of corporate operation, continuously deepens the level of ESG governance, and actively fulfils corporate social responsibility. We have passed the SA8000 Corporate Social Responsibility Management System Certification and established a sound ESG governance system on this basis to promote the sustainable development of the Group and achieve triple wins situation in society, industry and enterprise value.

1. 合規運營，強化企業管治

瑞森生活始終以依法合規作為本公司運營的底線。我們嚴格按照《中華人民共和國公司法》、《上市公司治理準則》等相關法律法規的要求，通過運營機制和內部管理體系的持續完善，有效管理潛在風險，保障本公司經營穩健運行，持續為各利益相關方創造價值，實現企業的可持續發展。

1.1 ESG治理

瑞森生活將可持續發展理念貫穿到企業運營的各個環節，不斷深化ESG治理水平，積極踐行企業社會責任。我們已通過SA8000企業社會責任管理體系認證證書，並以此為基礎建立了完善的ESG治理體系，推動企業可持續發展，在社會、行業、企業價值上實現三贏。

SA8000 Corporate Social Responsibility Management System Certification SA8000企業社會責任管理體系認證證書



1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.1 ESG Governance (continued)

1.1.1 ESG Governance System

ESG Working Mechanism

The ESG governance structure of Ruisen Life can be divided from top to bottom into three levels: the Board, the Environmental, Social and Governance working group (hereinafter referred to as the “**ESG Working Group**”) and the representatives of various functional departments. The Board, as the leader and decision-maker, is responsible for proposing ESG governance objectives, reviewing and approving ESG-related strategies and policies, while the specific work plan is proposed, coordinated and improved by the ESG Working Group, and finally submitted to the representatives of various functional departments to organise the implementation and performance of work in the responsible departments.

At the same time, Ruisen Life also actively created a bottom-up reporting channel, and the feedback from functional departments in the practise process was also paid attention to by the Board to effectively avoid the inconsistency between the guidance of the Board and the current situation faced by the functional departments. The top-down management structure is combined with bottom-up information exchange, which is a solid foundation for the Company to carry out ESG related work efficiently.

1. 合規運營，強化企業管治 (續)

1.1 ESG治理 (續)

1.1.1 ESG治理體系

ESG工作機制

瑞森生活的ESG管治架構從上至下可分為董事會，環境、社會及管治工作小組(以下簡稱「**ESG工作小組**」)和各職能部門代表三個層級。由董事會作為牽頭人與決策人，負責提出ESG治理目標、審核和批准ESG相關戰略、政策，而具體的工作方案由ESG工作小組提出、協調、完善，最終交由各職能部門代表在各負責部門組織執行與落實工作。

同時，瑞森生活也積極打造由下至上的匯報途徑，職能部門在實踐過程中的反饋也受到董事會的關注，以有效避免董事會的指導意見與職能部門面臨的現狀發生脫節。由上而下的管理架構與由下向上的信息互通相結合，是本公司能夠高效開展ESG相關工作的堅實基礎。

1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.1 ESG Governance (continued)

1.1.1 ESG Governance System (continued)

ESG Working Mechanism (continued)

ESG Management Structure ESG管理架構

The Board 董事會

- Keep abreast with the latest ESG developments at Ruisen Life and in the broader market;
 - Confirm ESG issues related to ESG risks and opportunities proposed by the ESG Working Group, and approve ESG-related targets;
 - Define and refine ESG-related policies; and
 - Approve the ESG Report.
-
- 了解市場及瑞森生活最新的ESG發展進程；
 - 確認ESG工作小組提出的ESG風險、機遇相關的ESG議題，以及審批ESG相關目標；
 - 制定並完善本公司的ESG相關政策；及
 - 審批ESG報告。

The ESG Working Group ESG工作小組

- Pay close attention to the updates and application of ESG-related policies and practises to ensure that the Company complies with legal and regulatory requirements;
 - Identify, supervise and address those ESG issues Ruisen Life is concerned with and the stakeholders are interested in;
 - Identify ESG-related risks, formulate risk response measures, and determine ESG-related goals and implementation paths;
 - Brief the Executive Committee and the Board on the effectiveness of relevant work and management at least once every year; and
 - Regularly confirm the progress of ESG-related work of various functional departments and provide guidance opinions.
-
- 時刻關注ESG相關政策及常規的更新和適用情況，確保企業符合法律及監管要求；
 - 識別、監察及應對與瑞森生活相關及利益相關方關注的ESG議題；
 - 識別ESG相關風險並制定風險應對舉措，確定ESG相關目標及實施路徑；
 - 每年至少一次向執行委員會及董事會匯報相關工作和管理的有效性；及
 - 定期確認各職能部門ESG相關工作的進展，給予指導意見。

Representatives of various functional departments 各職能部門代表

- Implement ESG risk response plans and ESG target implementation measures;
 - Timely report practical issues to the ESG Working Group and put forward relevant suggestions to improve ESG performance; and
 - Strengthen engagement and awareness of the staff regarding sustainable development.
-
- 執行ESG風險應對方案及ESG目標實施舉措；
 - 適時向ESG工作小組反饋實際問題，提出相關建議，以提升ESG表現；及
 - 加強員工在可持續發展範疇上的參與及意識。



1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.1 ESG Governance (continued)

1.1.1 ESG Governance System (continued)

Board Statement

With the rapid leap in technological advancements, the property management industry has felt the urge but also saw opportunities under the tide of technological innovation. The application of artificial intelligence, big data, Internet of Things ("IoT") and other technologies has made more efficient, precise and intelligent services for property management companies. We had continually invested a lot more in technology and carried out digital transformation campaign, covering a spectrum of internal management, parking and other systems alike, to improve service quality and efficiency.

As regards ESG-related issues, as the highest leader of ESG work of Ruisen Life, the Board is responsible for supervising ESG matters, evaluating and reviewing the Company's risks related to sustainable development at least once every year, ensuring that the Company has established an appropriate and effective sustainable development policy and management system, and taking the ultimate responsibility for ESG management strategy, related target formulation, target progress review and ESG performance.

The Board regularly reviews and manages ESG risks in the process of determining the importance and priority of ESG issues every year, and conducts materiality analysis on the identified risks in combination with the importance to stakeholders. The materiality analysis is based on the questionnaire responses from stakeholders, and the numerical representation of the importance of each topic is presented in detail in the "Communication with Stakeholders" section below. In addition, suggestions and opinions are put forward on ESG issues that may affect the long-term sustainable development of the Company. At the same time, the progress of ESG goals is reviewed and the future ESG development direction is proposed based on the completion status.

1. 合規運營，強化企業管治 (續)

1.1 ESG治理 (續)

1.1.1 ESG治理體系 (續)

董事會聲明

隨着科技的迅速發展，物業管理行業也面臨着技術革新的壓力和機遇。人工智能、大數據、物聯網等技術的應用，為物業管理公司提供了更高效、精確和智能化的服務。我們持續加大技術投入，進行內部管理系統、停車系統等數字化轉型和升級，以提升服務質量和效率。

對於處理ESG相關事宜，作為瑞森生活ESG工作的最高領導者，董事會負責監督ESG事宜，每年至少一次評估和審閱本公司有關可持續發展的風險，確保本公司設立合適及有效的可持續發展方針及管理體系，對ESG管理策略、相關目標制定、目標進度檢討以及ESG表現肩負最終責任。

董事會每年在參與ESG議題的重要性以及優先級判定的過程中，定期對ESG風險進行回顧與管理，並結合對於利益相關方的重要性對識別的風險進行重大性分析。重大性分析以利益相關方的問卷回答，作為基礎，對各議題的重要性程度進行數值化表示，在下文「利益相關方溝通」一節進行詳細展示。此外，對可能影響本公司長期可持續發展的ESG議題提出建議與觀點。同時，對ESG目標的進度進行檢討並基於完成情況提出未來ESG發展方向。

1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.1 ESG Governance (continued)

1.1.1 ESG Governance System (continued)

Board Statement (continued)

We will continue to draw on our experience in daily work to lay a solid foundation for future work. The Board, as the promoter, continuously evaluates the ESG-related risks and opportunities proposed by the ESG Working Group, and updates the management strategies and measures in a timely and appropriate manner according to the operating conditions of the enterprise.

In addition to the above matters which are based on the operation, Ruisen Life also regularly collects the recent performance of outstanding peers in terms of sustainable development, so as to analyse and review its own shortcomings, and continuously improve the Company's sustainable development performance. Ruisen Life continues to step up its efforts in providing services with higher quality and efficiency, and become one that customers and shareholders can trust and also a respected one that encourages a culture of mutual growth at work.

1.1.2 Communication with Stakeholders

The Company conducts various forms of communication with internal and external stakeholders to understand their expectations on ESG-related issues. Our core stakeholders include but are not limited to shareholders/investors, customers, employees, business partners, suppliers, media, community/nongovernmental organisations ("NGOs"), the public, regulatory authorities, etc. We have established a normalised communication mechanism to understand their expectations and feedback on the ESG performance of Ruisen Life, making targeted response and strategic implementation, so as to improve the sustainable development ability of the enterprise and promote high-quality development.

1. 合規運營，強化企業管治(續)

1.1 ESG治理(續)

1.1.1 ESG治理體系(續)

董事會聲明(續)

我們在日常工作中不斷總結經驗，為日後開展相關工作打下堅實的基礎。董事會作為發起人，持續評估ESG工作小組提出的ESG相關風險與機遇，根據企業經營狀況，因時制宜地更新管理戰略與措施。

除了以上基於瑞森生活本身運營的事項外，瑞森生活也會定期收集優秀同行近期在可持續發展方面的表現，用以分析和檢討自身的不足，以不斷完善本公司的可持續發展表現。瑞森生活將繼續致力於提升其服務質量和效率，以成為值得客戶信賴、值得股東託付、值得員工攜手成長、值得社會尊敬的企業。

1.1.2 利益相關方溝通

本公司開展多種形式的內外部利益相關方溝通，以期了解他們對ESG相關議題的期望。我們的核心利益相關方包括但不限於股東／投資者、客戶、員工、業務夥伴、供應商、傳媒、社區／非政府團體（「非政府團體」）、公眾、監管機構等類別。我們已建立常態化溝通機制，通過了解他們對瑞森生活ESG表現的期望與反饋，從而進行針對性的回應和戰略性的落實，以提升企業可持續發展的能力，助力高質量發展。



1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.1 ESG Governance (continued)

1.1.2 Communication with Stakeholders (continued)

1. 合規運營，強化企業管治 (續)

1.1 ESG治理 (續)

1.1.2 利益相關方溝通 (續)

Stakeholders 利益相關方	Communication Channels 溝通渠道
Shareholders/Investors 股東／投資者	<ul style="list-style-type: none"> Annual general meetings and other general meetings 股東周年大會與其他股東大會 Interim reports and annual reports 中期報告與年報 Results announcements 業績公佈 Senior management meetings 高級管理人員會議 ESG Meetings ESG會議
Customers 客戶	<ul style="list-style-type: none"> Customer satisfaction survey and feedback forms 客戶滿意度調查和意見表 Customer Service Centre 客戶服務中心 Daily operation/communication and telephone calls 日常運營／交流和電話
Employees 員工	<ul style="list-style-type: none"> Employee surveys 員工意見調查 Meetings 會議面談 Performance interviews 工作表現會談 Special advisory committees/panel discussions 特別諮詢委員會／專題討論小組
Business Partners 業務夥伴	<ul style="list-style-type: none"> Reports and meetings 報告和會議
Suppliers 供應商	<ul style="list-style-type: none"> Meetings 日常會議 Communication with suppliers/contractors 與供應商／承辦商溝通 Site visits 實地視察
Media 傳媒	<ul style="list-style-type: none"> Press releases 新聞稿 Interviews with senior management 高級管理人員訪問 Results announcements 業績公佈
Community/NGOs 社區／非政府團體	<ul style="list-style-type: none"> Volunteer activities, donations 義工活動、捐贈 Community activities 社區活動
Public 公眾	<ul style="list-style-type: none"> Media information 媒體信息 Website of the Group 本集團網站 Events of the Group 本集團活動
Regulatory authorities 監管機構	<ul style="list-style-type: none"> Meetings and submission of required documents from the regulatory side 會議、監管要求資料的報送 Accept inspections 接受檢查

1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.1 ESG Governance (continued)

1.1.2 Communication with Stakeholders (continued)

The assessment of material ESG issues is an important task to assess the materiality of the report. During the Reporting Period, we formed an updated matrix of material issues based on the Company's strategic development direction and the concerns of internal and external stakeholders. In 2024, we summarised a total of 22 material issues, including 7 issues of high importance, 13 issues of moderate importance and 2 issues of low importance.

1. 合規運營，強化企業管治 (續)

1.1 ESG治理 (續)

1.1.2 利益相關方溝通 (續)

ESG重要性議題的評估是評估報告實質性的重要工作。於報告期內，我們結合本公司戰略發展方向和內外部利益相關方的關注重點，形成了更新的重大性議題矩陣。2024年，我們共總結出22項重要議題，包括7項高度重要議題，13項中度重要議題及2項低度重要議題。

2024 Materiality Matrix
2024年重要性議題矩陣



1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.1 ESG Governance (continued)

1.1.2 Communication with Stakeholders (continued)

No. 議題號	Highly important 高度重要	No. 議題號	Moderate important 中度重要	No. 議題號	Moderate important 低度重要
2	Market competitiveness 市場競爭力	1	Economic performance 經濟表現	20	Employees' environmental awareness 員工的環保意識
3	Compliance with laws and regulations 遵守法律法規	4	Responsible procurement 負責任採購	21	Climate change 氣候變化
5	Service quality control 服務質量控制	6	Technology development and application 技術發展及應用		
7	Customer privacy protection 客戶隱私保障	11	Protection of intellectual property rights 保護知識產權		
8	Health and safety of products/services 產品／服務的健康及安全	12	Promotion and labeling of products and services 宣傳及產品服務標籤		
9	Anti-fraud and anticorruption 反欺詐和反貪污	13	Equal employment 平等僱傭		
10	Complaint handling and corresponding mechanism 處理投訴和對應機制	14	Employee diversity 員工多元化		
		15	Occupational Health and Safety 職業健康與安全		
		16	Staff training and development 員工培訓和發展		
		17	Energy consumption and efficiency 能源消耗及效益		
		18	Water consumption and efficiency 水資源消耗及效益		
		19	Use of materials/resources 材料／資源使用		
		22	Community investment and participation 社區投資和參與		

During the Reporting Period, we have disclosed the relevant performance of the above identified material issues. For details, please refer to the relevant sections of this report.

於報告期內，對於以上識別出的重要性議題，我們均對相關表現和績效進行了披露，詳見本報告各章節。

1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.2 Risk Management and Control

We attach great importance to corporate risk management and control, and have established a closed-loop risk management mechanism with prior guidance, active supervision during the process, and clear rewards and punishments after the event, so as to ensure effective control of operational risks in the process of flexibly exploring new paths for corporate operation and development. After reviewing the Company's business situation, we have identified possible risks in our finance, procurement, anticorruption and other aspects. We have formulated and improved the Total Risk Management Measures, the Internal Control Management Measures and other policies and systems covering risks, as well as the governance structure of internal control risks and the internal control system documentation system which have been continuously improved in the past few years, to provide guarantee for the orderly and effective implementation of relevant processes.

Ruisen Life has established a comprehensive risk management system, mainly through the three lines of defence consisting of the Board, the Audit Committee and each major department (including but not limited to business department, Functional control department and audit and supervision department), to comprehensively manage and monitor risks in the course of business operation. Through a standardised system and a standardised internal control and supervision mechanism, we have basically achieved comprehensive management and control of internal risks before, during and after the event.

1. 合規運營，強化企業管治(續)

1.2 風險管控

我們高度重視企業風險管控工作，建立了事前提供指引、事中積極督導、事後賞罰分明的風險閉環管理機制，在靈活探索企業運營發展新道路的過程中確保運營風險得到有效控制。經過對本公司業務情況的梳理，我們識別了我們在財務、採購、反貪腐等方面可能出現的風險點，通過建立健全《全面風險管理辦法》、《內部控制管理辦法》等涵蓋風險點的政策與制度，以及在過去幾年中不斷完善的內控風險的管治架構與內部控制制度文件體系，為相關流程的有序、有效進行提供保障。

瑞森生活內已建立完善的風險管理體系，主要通過由董事會、審核委員會和各主要部門(包括但不限於業務部門、職能管控部門、審計監察部門)組成的三道防線，全面管理和監控企業運營過程中的風險。通過標準化的制度、規範化的內控監察機制，我們基本實現了內部風險的事前、事中、事後全面管控。

Internal Risk Control Structure System of Ruisen Life

瑞森生活風險內控架構體系



1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.2 Risk Management and Control (continued)

At the same time, we have established an internal risk control process with internal audit as an important control measure. The process covers four aspects, namely risk point assessment, audit plan formulation, audit implementation and supervision and rectification, ensuring the closed-loop management of risks.

1. 合規運營，強化企業管治 (續)

1.2 風險管控 (續)

同時，我們構建了以內部審計為重要控制手段的內部風險控制流程，流程涵蓋了風險點評估、審計計劃制定、審計實施和督促整改四個環節，保障了風險的閉環管理。

Risk Control Process 風險控制流程



1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.2 Risk Management and Control (continued)

Based on the mature governance system, internal control document system and risk control process, Ruisen Life has basically controlled most of the project risks in the daily operation process. In addition to the on-going special audits, we have also established the "Parking Fee Management and Incentive-Disciplinary Policy" during the reporting period to regulate fee collection practices and mitigate potential adverse impacts on our company.

Standardising Electricity Transmission Fees 規範轉供電收費

To promote implementation of the national "non-additional electricity transmission fee" policy, electricity transmitting entities, including commercial complexes, industrial parks, retail tenants, office buildings, bazaars, and storefronts under the umbrella of our property services, and end users are subject to screening, such that project owners get hold of information such as the number of these entities and end users. Project owners are required to strictly comply with the national tariff standards, and are prohibited from raising such standards without prior approval. They are also not allowed to withhold any dividends arising out of relevant preferential tariff policies promulgated by the state. As regards projects under management, they are required to properly address any issues relating to electricity consumption and deterioration of shared facilities. Project owners are also obliged to make public any shared electricity bills for the avoidance of doubt.

為了更好地落實國家轉供電不加價收取的政策，要求項目對物業服務內商業綜合體、產業園區、物業底商、寫字樓、集貿市場、門面房等轉供電主體及終端用戶進行排查，摸清主體及終端用戶數量等信息。要求項目嚴格按照國家電費收費標準，不得擅自提高價格標準，對國家出臺的有關電價優惠政策，不得截留政策紅利；對在管項目妥善處理共用設施用電及損耗問題，要求項目對公攤電費做好電費收費公示工作，減少業主的疑問。

Special Audit of Parking Lots 停車場專項審計

With respect to the daily operation of the parking lot, Ruisen Life has issued two internal regulations, namely Parking Management Standard Operating Guidelines and the Parking System Authority Management Regulations, which set out detailed requirements for the parking spaces with ownership rights, leased parking spaces and temporary parking spaces in the parking lot. With strong guidance, the standardisation of management and fees can be effectively improved. In light of the issues resulting from the lack of parking spaces and illegal parking behaviors, Ruisen Life provides for standardised and enhanced parking management measures in hope of creating a safe, orderly, and harmonious parking literacy. Ruisen Life has also prepared an internal "Measures for the Management of Motor Vehicle Parking". During the Reporting Period, we issued the "Parking Lot Fee Management and Reward and Punishment System" to standardize charging practices and enhance the work motivation of frontline personnel.

對於停車場的日常運營，瑞森生活已出臺了《停車場管理規範操作指引》和《停車場系統權限管理規範》兩項內部規範，對停車場內產權車位、租賃車位、臨時停車位的不同要求進行了詳細規定，指導性強，可以有效提高管理和收費的規範性。為緩解停車難、治理停車亂等現象，規範和完善停車管理舉措，創建安全有序、和諧共生的停車秩序，瑞森生活亦制定了《機動車停放管理辦法》一項內部規範。於報告期內，我們發佈了《停車場收費管理及獎懲制度》，規範收費行為，增強一線人員的工作積極性。

1. 合規運營，強化企業管治(續)

1.2 風險管控(續)

基於成熟的管治體系、內控文件體系和風險控制流程，瑞森生活已經基本控制日常運營過程中的大部分項目風險。除了已經進行的專項審計，我們也在報告期內對已識別的停車場收費風險制定了相應的《停車場收費管理及獎懲制度》，以規範收費行為和減低其對本公司可能產生的不利影響。



1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.2 Risk Management and Control (continued) Special audit of cleaning services

Special audit of cleaning services 清潔服務專項審計

For cleaning services, in order to better ensure the quality of on-site cleaning work, improve customer satisfaction and protect the Company's interests, the Company has issued the Notice on the Management and Control Requirements for Outsourcing Cleaning Personnel, and issued the Operation Guidelines for Cleaning Photo Library to strengthen the supervision of outsourcing cleaning services by introducing the cleaning photo library system. The Company has also issued the "Notice on Standardised Employee Attendance Management Requirements" applicable to all departments, management centers and other personnel. For internal and external attendance management purposes, employees of the Company are required to produce a complete set of rosters, employee punch-in records, and attendance summaries, which shall mirror each other. At the same time, to ensure strict performance of contracts by third-party suppliers, they are required to implement enhanced attendance management over their employees. For example, a group photo is taken every morning with a camera that adds a watermark to the photo and uploaded to the photo gallery.

針對保潔服務，為更好地保證現場保潔的工作品質，提升客戶滿意度，保障本公司利益，本公司已出臺了《關於外包保潔人員管控要求的通知》，並配套發佈了《保潔照片庫操作指引》，以期通過引入保潔照片庫系統加強對外包保潔服務的監管力度。本公司也向各部門、管理中心等人員發出了《關於規範員工考勤管理要求的通知》，結合內外部考勤管理，要求本公司員工考勤需有完整的考勤排班表、員工打卡記錄、考勤匯總表，三者均需保持一致。同時，為確保外包供應商嚴格按照合同履約，要求外包供方加強對其員工的考勤管理，每天晨會通過水印相機對人員進行集體拍照，並上傳至照片庫系統。

In terms of intellectual property protection, since the Company's business does not involve patent registration, in terms of trademark and domain name registration, we legally register our important trademarks in accordance with the Trademark Law of the People's Republic of China and Trade Marks Ordinance of Hong Kong, and apply for renewal in a timely manner to effectively protect the legitimate rights and interests of the Company. The total number of trademarks acquired by Ruisen Life is 5.

1. 合規運營，強化企業管治 (續)

1.2 風險管控 (續) 清潔服務專項審計

在知識產權保護方面，由於本公司業務暫未涉及到專利的註冊，在商標和域名註冊層面，我們根據《中華人民共和國商標法》以及香港的《商標條例》合法地為我們重要的商標進行註冊，並及時申請續期，有效保障本公司合法權益。瑞森生活累計獲得的商標總量為5件。

1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.3 Business Ethics

Ruisen Life always regards business ethics as the bottom line of its business operation, and strictly complies with the Company Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China, the Anti-Corruption Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, the Criminal Law of the People's Republic of China, the Interim Provisions on Banning Commercial Bribery and other relevant laws and regulatory requirements promulgated by the state. We have formulated internal regulations such as the Anti-corruption and Anti-bribery Code of Conduct, the Antifraud System, the Prevention of Fraud and Encouragement of Reporting System and the Employee Handbook-Code of Conduct for Employees. We have established a sound business ethics maintenance standard system, actively carry out anti-corruption and anti-fraud work, effectively uphold the ethical business image of the enterprise.

In addition, we have obtained the Enterprise Integrity Management System Certification Credential, representing that the enterprise has established good performance ability and bidding reputation, and is a trustworthy business partner.

1. 合規運營，強化企業管治(續)

1.3 商業道德

瑞森生活始終將商業道德作為企業運營的底線，嚴格遵守《中華人民共和國公司法》、《中華人民共和國反洗錢法》、《中華人民共和國反貪污法》、《中華人民共和國不正當競爭法》、《中華人民共和國刑法》及《關於禁止商業賄賂行為的暫行規定》等國家頒佈的相關法律及規範要求，相應制定內部規範《反腐敗反賄賂行為守則》、《反舞弊制度》、《防止舞弊與鼓勵舉報制度》及《員工手冊-職員職務行為準則》等內部規範，建立起完善的商業道德維護規範體系，積極開展反腐敗、反舞弊工作，切實地維護企業的商業道德形象。

此外，我們已獲得企業誠信管理體系認證證書，代表企業已建立起良好的履約能力與投標信譽，是值得合作的商業夥伴。

GB/T 31950 Enterprise Integrity Management System Certification GB/T 31950企業誠信管理體系認證證書



1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.3 Business Ethics (continued)

During the Reporting Period, the Company measured employees' daily work behaviours in strict accordance with the "System of Red and Yellow Lines", encouraged employees to report their work behaviours, and continued to promote the "Three-positive Culture" that emphasises justice, integrity and the right way.

1. 合規運營，強化企業管治 (續)

1.3 商業道德 (續)

於報告期內，本企業嚴格按照「紅黃線制度」衡量員工日常職務行為，鼓勵員工對職務行為申報，持續宣揚講正氣、辦正事、走正道的「三正文化」。

Standard for the System of Red and Yellow Lines 紅黃線制度標準

Red Line Standard 紅線標準

- No alcohol abuse and gambling
- No physical conflicts with customers
- No leakage of customer information or privacy
- No charge without receipt, etc.
- 禁止酗酒、賭博
- 禁止與客戶發生肢體衝突
- 禁止洩露客戶資料或隱私
- 禁止收費不給票據等

Yellow Line Standard 黃線標準

- No private acceptance of gifts from customers
- No disregarding the needs of customers or breaking any promise made to customers
- No speech conflicts with customers
- No gathering at work, hanging about or leaving one's post without authorisation, etc.
- No unrelated activities during working hours
- 禁止私自接受客戶贈送的物品
- 禁止輕視客戶需求或對客戶言而無信
- 禁止與客戶發生言語衝突
- 禁止聚崗、串崗、擅自脫崗等
- 禁止上班期間從事與工作無關的活動等

1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.3 Business Ethics (continued)

1.3.1 Whistleblowing System and Channels

We voluntarily accept the supervision of the Company's behaviour from all walks of life and set up various reporting channels. Whistle-blowers can report any improper behaviours through multiple channels such as telephone, email to whistle_blowing@ruisenlife.hk, Ruisen Life Supervision and Reporting applet, mail and on-site reporting. At the same time, we have adopted strict confidentiality measures for the information of the whistle-blowers. Only a few investigating members have access rights to protect the privacy and security of the whistle-blowers as much as possible.

After receiving a report, we will immediately set up a special investigation team to conduct a secret investigation on site based on the information provided by the whistleblower, and report the verification results to the superior leader to determine the level of punishment; in order to prevent senior management from being involved in the incident and that early reporting may hinder the follow-up investigation and disposal, the report of the inspection results will always be later than the final investigation results of the incident. For incidents involving criminal offences, we will hand them over to the judicial authorities with zero tolerance.

1. 合規運營，強化企業管治(續)

1.3 商業道德(續)

1.3.1 舉報制度和渠道

我們自願接受社會各界對本公司行為的監督，並開設了多種舉報途徑。舉報人可以通過固定電話、電郵至 whistle_blowing@ruisenlife.hk、瑞森生活監察舉報小程序、信件郵寄和現場舉報等多種渠道舉報任何不正當行為。同時，我們對舉報人的信息採取了嚴格的保密措施，只有少數調查成員具有查閱權限，盡最大可能保護舉報人的隱私安全。

在接到舉報後，我們將立即成立專項調查小組，依據舉報人提供的信息前往現場進行隱秘調查，並將核查結果向上級領導匯報，以確定處罰力度；為防止因事件涉及高層管理人員，過早匯報對後續調查與處置工作造成阻礙，核查結果的匯報一定晚於事件最終調查結果的得出。對於涉及刑事犯罪的事件，我們會移交司法機關，絕不姑息。

Ruisen Life Whistle-blowing and Handling Process 瑞森生活舉報處理流程



1. COMPLIANCE OPERATION AND STRENGTHENING CORPORATE GOVERNANCE (continued)

1.3 Business Ethics (continued)

1.3.2 Anti-corruption Culture Building

We attach great importance to the construction of anti-corruption culture and strive to create a culture of integrity and honesty. During the Reporting Period, we carried out internal anti-corruption publicity and training on a regular and irregular basis, to strengthen employees' anti-corruption awareness and eliminate corruption from the source. During the Reporting Period, Ruisen Life and its employees were not involved in any litigation cases of corruption.

We strengthened the coverage of internal anticorruption training. Our anti-corruption training is divided into directors and employees, covering the headquarters of Ruisen Life and all subsidiaries. During the Reporting Period, the Company provided 3 anti-corruption trainings to the directors on (including but not limited to) codes on securities trading, antifraud systems, conflicts of interest, etc.; with 18 accumulated directors participants; and provided 3 anti-corruption trainings to the employees on (including but not limited to) fraud prevention system, audit and supervision system, codes of conduct for employees, etc., with 2,150 accumulated employees participants.

1. 合規運營，強化企業管治 (續)

1.3 商業道德 (續)

1.3.2 反貪腐文化建設

我們高度重視反貪腐文化建設，致力於營造廉潔誠信的文化氛圍。於報告期內，我們定期或不定期開展內部的反貪腐宣傳與培訓，強化員工的反貪腐意識，從源頭杜絕貪腐事件的發生。於報告期內，瑞森生活及其員工們未涉及任何貪污腐敗的訴訟案件。

我們強化內部的反貪腐培訓工作的覆蓋範圍。我們的反貪污培訓分為面向董事與面向員工兩類，範圍覆蓋瑞森生活總部及所有附屬公司。於報告期內，本公司向董事提供了反貪污培訓3次，累積參與的董事達18人次，內容則包括但不限於證券交易守則、反舞弊制度、利益衝突等；以及向員工提供了反貪污培訓3次，累積參與的員工達2,150人次，內容則包括但不限於防止舞弊制度、審計監察制度、職員職務行為準則等。

2. MAKING A LIFE AND PROVIDING QUALITY SERVICES

No matter in spring, summer, autumn or winter, our original intention of "Serve the Better, Love the Community" remains unchanged. Adhering to the principle of "customer-oriented and customer first", Ruisen Life strives to provide every customer with considerate, diversified and personalised services through quality assurance and professional customer service.

2.1 Quality Assurance

Based on the needs of property owners, Ruisen Life has designed a comprehensive service platform consisting of two major business lines, namely property management services and value-added services, to provide customers with high-quality and caring service experience in all aspects by leveraging the complementary advantages of the two major business lines.

We continuously strengthened the construction of the quality management system, passed and obtained the ISO9001 Quality Management System Certification in 2023, to ensure that our service assurance level and the construction and operation of the quality relationship system are recognised by professional qualifications, and further strengthen the trust and reputation of customers.

2. 創享生活，提供優質服務

春生夏長，秋收冬藏，不變的是我們「服務生活，善愛美好」的一片初心。瑞森生活秉承着「以客為本、顧客至上」的宗旨，通過品質保障和專業的客戶服務，力求為每一位客戶提供貼心、多元、個性化的服務。

2.1 品質保障

瑞森生活以業主的需求為主要出發點，設計了由兩大業務線（即物業管理服務及增值服務）組成的綜合服務平台，利用兩大業務線間的互補優勢，為客戶帶來優質貼心的全方面服務體驗。

我們不斷強化質量管理體系建設工作，於2023年通過並獲得了ISO9001質量管理體系認證證書，以確保我們的服務保障水平、質量關係體系的構建與運行情況獲得專業資質認可，進一步強化客戶信賴和口碑。



2. MAKING A LIFE AND PROVIDING QUALITY SERVICES (continued)

2.1 Quality Assurance (continued)

2.1.1 Property Management

In accordance with the requirements of laws and regulations such as the Real Estate Management Law of the People's Republic of China and the Property Management Regulations, we adhere to the business philosophy of "Surpassing Customers' Expectation and Creating Values with Quality Services", and adopt the business model of "grid of services, modularisation of businesses, professionalisation of modules and digitisation of management" to manage traditional residential properties and other non-residential property projects. Ruisen Life's existing property management services can be divided into five modules, providing customers with various high-quality professional services through close cooperation with internal service providers.

2. 創享生活，提供優質服務 (續)

2.1 品質保障 (續)

2.1.1 物業管理

我們遵循《中華人民共和國房地產管理法》及《物業管理條例》等法規規定，秉承着「超越顧客期待，服務創造價值」的經營理念，採用「服務網格化、業務模塊化、模塊專業化、管理數據化」的業務模式對傳統的住宅物業及其他非住宅物業項目進行管理。瑞森生活現有的物業服務內容可分為五個模塊，通過與內部服務供應商的緊密協作，向客戶提供各類優質的專業化服務。

Ruisen Life Property Services Matrix

瑞森生活物業服務矩陣

Gardening and Landscaping Module 園林綠化模塊



- Based on the project area and layout, the species and number of flowers, grass and trees planted are reasonably arranged in the prescribed greening area, and the species and number of flowers, grass and trees are trimmed and maintained according to the characteristics of green plants.
根據項目面積及佈局，在規定的綠化區域內合理安排種植的花草樹木的品種和數量，並根據綠植特性進行修剪、養護工作。

Special Equipment Module 特種設備模塊



- Mainly involves the repair and maintenance of specialised elevators, escalators and mechanical car parking equipment in each project.
主要涉及各項目內特種電梯、自動扶梯及機械車位設備維修和保養。

Environmental Cleaning Module 環境保潔模塊



- Mainly responsible for cleaning the public areas of each project; and
主要負責各項目內公共區域的清掃工作；及
- Significantly improving the operational efficiency through means such as replace posts with machines and tools and platform operation, and effectively optimising the quality of cleaning services through the cleaning photo library system.
通過機具抵崗、平台化運營等手段大幅提升了運營效率，並通過保潔圖片庫系統切實加大管理力度，有效優化了保潔服務質量。

Safety and Order Module 安全秩序模塊



- Focusing on the gate guard post service, supplemented by the "integration of guard posts" and the "E-control inspection of first-level and second-level inspection and unannounced visits", we effectively controlled the safety order of the park.
以門崗服務為主，輔以「門崗一體化」與「一級、二級的明查暗訪E控檢查」，切實把好園區安全秩序關。

General Facilities and Equipment Module 普通設施設備模塊



- Responsible for the repair and maintenance of facilities and equipment other than special equipment in each project.
負責各項目內除特種設備外，其他設施設備的維修保養工作。

2. MAKING A LIFE AND PROVIDING QUALITY SERVICES (continued)

2.1 Quality Assurance (continued)

2.1.1 Property Management (continued)

In particular, for services that are of concern to our customers, such as gate guard post services and cleaning services, we continue to promote property standardisation management measures to regulate property work in a systematic and standardised manner to ensure service quality from the source.

2. 創享生活，提供優質服務 (續)

2.1 品質保障 (續)

2.1.1 物業管理 (續)

特別對於門崗服務、保潔服務等客戶關注的服務內容，我們持續推進物業標準化管理舉措，以體系化、標準化來規範物業工作，從源頭保障服務質量。

Standard Measures for Residential Properties of Ruisen Life 瑞森生活住宅物業標準化措施

Cleaning works 保潔工作

- Cooperate with outsourcing parties to improve cleaning quality through outsourcing party training, industry innovation measures and other actions; and
與外包方聯動，通過外包方培訓、採取行業創新舉措等行動提升保潔質量；及
- Ruisen Life organises online and offline training on its own initiative. For the promotion of internal regulations such as the "Special SOP for Entry-level Cleaning of Life Consultants", "SOP for Common Cleaning Chemicals and Utilisation" and "Pet Management & Cat Infestation in the Park", the three types of cleaning work-related personnel of life consultants, project managers and cleaning supervisors are all within the scope of the training.
瑞森生活自行組織線上線下培訓，針對《生活顧問入門保潔專項SOP》、《保潔常用清潔藥劑及使用SOP》、《園區寵物管理&貓患》等內部規範的推廣，生活顧問、項目經理和保潔主管三類保潔工作相關職責人員均在培訓範圍內。

Gate guard post works 門崗工作

- Issued a safety order manual, formulated ten scenario-based training videos, improved the quality of internal post service, and provided information including the background and objectives of various works, the results and active role of standardised work, and user feedback;
發佈安全秩序工作手冊，制定了十條場景化的培訓視頻，提升內崗服務質量並提供包括各項工作開展的背景與目的、標準化工作的成果與積極作用、用戶的反饋等信息；
- Daily assistance and testing of gate guard post works are conducted through "mobile stations" and "mystery visitors"; and
日常通過「移動驛站」與「神秘訪客」，對門崗工作進行輔助與測試；及
- On-site acceptance and online examinations were carried out to test the implementation of standardisation of gate guard post works.
進行現場驗收和線上考試，以檢測門崗工作標準化的推行效果。



2. MAKING A LIFE AND PROVIDING QUALITY SERVICES (continued)

2.1 Quality Assurance (continued)

2.1.2 Community Value-added Service

In addition to high-quality property services, providing property owners with caring value-added services is also a highlight of our work. Based on the multi-level living needs of property owners of different age groups, we have built a high-quality service ecosystem integrating life, entertainment, culture and sports, and residence. During the Reporting Period, we organised a series of community value-added projects, such as the Escort for High School and College Entrance Examination, festival celebration and convenience activities, to enrich the lives of property owners.

In addition, in terms of optimising customer service experience, we continued to promote service informatisation and digital transformation. Various online service platforms, including but not limited to the "Nice Neighbors" applet and "Four Beauties" applet to create efficient, convenient and intelligent life service experience for customers.

2. 創享生活，提供優質服務 (續)

2.1 品質保障 (續)

2.1.2 社區增值

除了高品質的物業服務，為業主們提供貼心的增值服務也是我們的一大工作亮點。我們從不同年齡段業主的多層次生活需求出發，構建集生活、娛樂、文體、居住一體化的優質服務生態。於報告期內，我們組織開展了護航中高考、節日盛會、便民活動等一系列社區增值項目，為業主們的生活增添了豐富的色彩。

此外，在優化客戶服務體驗方面，我們持續推進服務信息化和數字化轉型工作，已上線包括但不限於「美鄰」小程序及「四小花旦」小程序在內的多種線上服務平台，為客戶創造高效、便捷和智能的生活化服務體驗。

2. MAKING A LIFE AND PROVIDING QUALITY SERVICES (continued)

2.2 Customer Protection

Ruisen Life 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, actively builds and maintains the channels for normal customer complaints and feedback, focuses on protecting customer privacy, and effectively protects the basic rights and interests of customers.

2.2.1 Customer Communication

Based on customers' perception, Ruisen Life Property Services always adheres to the 2° service principle (service attitude and response speed), regards customers' reputation as the lifeline of the enterprise, and always respects the customers. At the same time, we have a customer-specific feedback channel. While ensuring customer information security, we timely adjust the operational details in existing operations based on customer feedback to maintain a positive interaction with property owners.

Complaint and Feedback Channels

In order to achieve the purpose of maintaining good customer relationship, we have prepared the Customer Communication Operation Guidelines and the Customer Complaint Handling Operation Guidelines to standardise the customer feedback handling process and personnel permission, and urge relevant functional personnel to take every feedback from customers seriously; through the feedback management model that initially classifies customer feedback and followed up, we improved the efficiency of follow-up and related operational improvement. In addition, we have formulated three practical guidelines, namely the "Operation Guidelines for Basic Setting and Adding Friends", the "Operation Guidelines for Suggestions and Management Requirements of Moments, Public Broadcast Assistant and Enterprise WeChat Group", and the optimised "Work Requirements and Guidelines for Life Consulting Service Network Enterprise WeChat Group".

2. 創享生活，提供優質服務(續)

2.2 客戶保障

瑞森生活嚴格遵守《中華人民共和國消費者權益保護法》等法律法規，積極建設並維護客戶正常投訴、反饋的渠道，注重保護客戶隱私，切實保護客戶的基本權益。

2.2.1 客戶溝通

面向客戶感知，瑞森生活物業服務始終堅持2°服務原則（服務態度、響應速度），視客戶口碑為企業的生命線，對客戶永存敬畏之心。同時，我們設有客戶專用的反饋通道，在保證客戶信息安全的同時，及時根據客戶的反饋調整現有運營中的操作細節，保持與業主的良性互動關係。

投訴與反饋渠道

為了達成維護良好客戶關係的目的，我們制定了《客戶溝通作業指引》和《客戶訴求處理作業指引》，對客戶反饋處理流程及人員權限等內容進行規範，督促相關職能人員認真對待客戶的每一條反饋內容；並通過對客戶反饋初步分類後再跟進的反饋管理模式，提高後續跟進與相關運營操作改善的效率。此外，我們還制定了《基礎設置、添加好友的操作指引》、《朋友圈、群發助手、企微群建議與管理要求的操作指引》及已優化的《生活顧問服務網格企業微信群相關工作要求及指引》三項實操指引。



2. MAKING A LIFE AND PROVIDING QUALITY SERVICES
(continued)

2.2 Customer Protection (continued)

2.2.1 Customer Communication (continued)

Complaint and Feedback Channels (continued)

Ruisen Life has put in place various channels for customers to provide feedback so we can understand customers' needs and expectations more accurately and in more details. By integrating the grid service groups into the customer enterprise WeChat groups, we have improved the timeliness and standardisation of our life consultants' WeChat Moments push notifications, and conducted real-time observation and sampling at the Company's back office to improve internal work efficiency. In accordance with the above customer service operation guidelines, the Company's main customer communication methods and complaint handling procedures are as follows:

2. 創享生活，提供優質服務 (續)

2.2 客戶保障 (續)

2.2.1 客戶溝通 (續)

投訴與反饋渠道 (續)

瑞森生活針對不同顧客建立不同的客戶反饋渠道，以求能夠更加準確、全面地把握顧客需求和期望特徵。我們通過將網格服務群遷移整合到客戶企業微信群，提高了生活顧問的朋友圈推送及時性和規範度，便於本公司後臺實時觀測工作並進行抽檢，提升內部工作效率。依照以上客服操作指引，本公司主要的客戶溝通方式和投訴處理流程如下：

Customer Feedback Channels and Methods

客戶反饋的渠道與形式

Feedback Channels
反饋渠道

Customer Groups
客戶群體

Feedback
反饋內容

400 Hotlines
400服務熱線

All customers
所有客戶

Residential information
居住信息

WeChat public account
微信公眾號

All customers
所有客戶

Service demand
服務需求

WeChat corporate communication
groups with life consultants
生活顧問企業微信溝通群

In-grid owners
網格內業主

Reporting for repair
報事報修

Satisfaction survey
滿意度調研

Participating customers
參調客戶

Opinions and suggestions
意見建議

Re-visit
融冰回訪

Trauma customers¹
創傷客戶¹

Special age
特殊年齡

Household interview
入戶訪談

Key customers²
重點客戶²

Property Service Evaluation
物業服務評價

Notes:

1. Trauma customers: through customer satisfaction surveys, customers with low satisfaction scores in return visits.
2. Key customers: customers of major existing projects with high brand recognition.

備註：

1. 創傷客戶：通過客戶滿意度調查，對回訪評價結果滿意度低分的客戶。
2. 重點客戶：對品牌高度認可的重大存量項目的客戶。

2. MAKING A LIFE AND PROVIDING QUALITY SERVICES (continued)

2.2 Customer Protection (continued)

2.2.1 Customer Communication (continued)

Complaint and Feedback Channels (continued)

2. 創享生活，提供優質服務(續)

2.2 客戶保障(續)

2.2.1 客戶溝通(續)

投訴與反饋渠道(續)

Complaint Acceptance 投訴接收

- We receive complaints through different channels to ensure that all cases are systematically recorded and followed up
我們通過不同途徑接收投訴，確保所有個案都有系統地記錄及跟進

Complaint Acceptance 投訴接收

- Based on the type and nature of the complaints, they are assigned to different departments for further handling. The responsible department is required to carry out in-depth communication to understand the requirements of the property owners
按投訴類別及性質分派至不同部門作進一步的處理。主責部門需開展深入溝通瞭解業主的要求

Follow-up of Rectification 整改更進

- Provide targeted and satisfactory solutions in a timely manner
及時提供針對性和滿意的解決方案
- The living consultant will arrange return visit and follow-up after the case is resolved, and 100% return visit will be made for all work orders
由生活顧問在個案解決後安排回訪跟進，所有工單100%回訪

During the Reporting Period, the average number of complaints received from customers in the communities under the management of the Company was approximately 40.50, representing a decrease as compared with last year. Among them, the average number of complaints due to service issues such as response speed was approximately 8.42, and the average number of complaints due to product quality was approximately 5.17. During the Reporting Period, 86% of the complaints were handled at the end of the year, fully demonstrating the effectiveness of our complaint resolution and follow-up rectification.

於報告期內，本公司各在管小區全年平均接到客戶投訴量約為40.50個，較去年數量有所下降。其中因為反應速度等服務問題的投訴平均約為8.42件，因產品質量問題的投訴平均約為5.17件。於報告期內產生的投訴有86%於年末已處理完成，充分展現了我們的投訴解決和後續整改工作的有效性。



2. MAKING A LIFE AND PROVIDING QUALITY SERVICES (continued)

2.2 Customer Protection (continued)

2.2.1 Customer Communication (continued)

Satisfaction Survey

In order to further understand the satisfaction of property owners on services, we conduct satisfaction return visits and surveys through the Group's call centre on a monthly basis, and engage third party professional institutions to conduct customer satisfaction surveys every year, aiming to supplement the perspective of supervision and assessment of the work of each project and improve the service level of the park in a targeted manner. According to the satisfaction survey results, we will carry out targeted improvement work to respond to customer needs. In addition, we monitor areas most frequently accessed by customers using quality supervision platforms and mobile E-control applications, promptly provide instructions on any response and how to deal with the situations with status alert and safety risk monitoring. The Group responded to all customer feedbacks and obtained customers evaluation through call centers. The Group regularly adjusted the key focus areas for management and control purposes based on its management priorities and key areas to improve. We have implemented a management mechanism characterised by regular reporting, analysis, sharing and improvement, followed by subsequent actions to monitor any improvement witnessed on the relevant business processes.

Re-visit Action

In addition, Ruisen Life also carried out ice melting action based on owners' feedback, paying return visits to owners at three levels of project, business department and the Group, and giving feedback to the project to understand customer needs more accurately and enhance customer stickiness. During the Reporting Period, Ruisen Life effectively communicated with 10,523 households, of which 9,274 were satisfied. Thanks to the excellent customer service level, Ruisen Life received 88.13% customer satisfaction and 5-star after-sales service certification.

2. 創享生活，提供優質服務 (續)

2.2 客戶保障 (續)

2.2.1 客戶溝通 (續)

滿意度調查

為了進一步了解業主對服務的滿意度情況，我們每月通過本集團的呼叫中心進行滿意度回訪和調研，每年均聘請第三方專業機構開展客戶滿意度調研活動，旨在補充對各項目工作情況監督與考核的視角，便於項目針對性提升園區服務水平。根據滿意度調查結果，我們將針對性開展改進提升工作，回應客戶需求。此外，我們每月通過品質督導平台和移動E控重點觀測客戶高頻接觸區域，通過觀察崗位服務狀態和安全風險監控及時提醒現場做出響應與處理。本集團通過呼叫中心部門，對在管服務項目所有客戶的反饋內容進行回訪、獲取客戶評價，依據管理重點、管理短板定期調整管控關鍵點，形成定期通報、分析、分享和改善的管理機制，關注相關業務流程的改善效果。

融冰回訪行動

瑞森生活基於業主反饋開展融冰行動，按項目、事業部、本集團三個層級對業主進行回訪，並將回訪原聲反饋項目，以求更精準的把握客戶需求，增強客戶黏性。於報告期內，瑞森生活與10,523戶有效地溝通，其中9,274戶表示滿意。得益於優秀的客戶服務水平，瑞森生活的客戶滿意度約為88.13%，並獲得了售後服務5星認證。

2. MAKING A LIFE AND PROVIDING QUALITY SERVICES (continued)

2.2 Customer Protection (continued)

2.2.2 Privacy and Data Security

We strictly abide by the Cybersecurity Law of the People's Republic of China, the Provisions on the Protection of Personal Information of Telecommunication and Internet Users, the Regulations on the Security Protection of Computer Information Systems, the Administrative Measures for the Graded Protection of Information Security and other relevant laws and regulations. We have set up information management measures such as the Information Security Management Measures and the Information Service Management Standards for customer privacy protection, and strictly require relevant functional personnel to desensitise data before exporting customer data.

We have passed ISO27001 information security management system verification, obtaining the information security management system certification which has ensured that our standard of service, establishment and operation of our quality relationship system are recognised with professional qualifications, which in turn helped build customer trust and reputation. We conduct regular reviews over such certification every year. The system covers information technology assets and management activities involved in the management of the office tower of Yincheng Plaza.

2. 創享生活，提供優質服務(續)

2.2 客戶保障(續)

2.2.2 隱私和數據安全

我們嚴格遵守《中華人民共和國網絡安全法》、《電信和互聯網用戶個人信息保護規定》、《電腦信息系統安全保護條例》及《信息安全等級保護管理辦法》等相關法規，就客戶隱私保護事項特別設立了《信息安全管理辦法》及《信息服務管理規範》等信息管理辦法，嚴格要求相關職能人員在客戶數據對外輸出前對數據進行信息脫敏處理。

我們已通過ISO27001信息安全管理体系認證，獲得了信息安全管理体系認證證書，以確保服務保障水平、質量關係體系的構建與運行情況獲得專業資質認可，進一步強化客戶信賴和口碑。我們每年定期開展此認證的複審。體系則覆蓋銀城廣場寫字樓物業管理所涉及的信息資產及其管理活動。



2. MAKING A LIFE AND PROVIDING QUALITY SERVICES (continued)

2.2 Customer Protection (continued)

2.2.2 Privacy and Data Security (continued)

2. 創享生活，提供優質服務 (續)

2.2 客戶保障 (續)

2.2.2 隱私和數據安全 (續)

System Support 系統保障



- **Data backup:** Daily backup of core data, strictly managed and properly kept the data
數據備份：針對核心數據進行每日備份，嚴格管理並妥善保管
- **Cyber security:** Access security is assured by the presence of an enterprise-grade firewall and login via the fortress machine without direct access to the server
網路安全：應用專業的企業級防火牆保障訪問安全，且通過堡壘機登錄，不直接訪問服務器

Authority Control 權限控制



- **Access rights:** A hierarchy of database accounts is created. To access a database, an application for system access must be submitted to and approved by IT
訪問權限：資料庫設置多級帳號。數據訪問需通過系統權限申請流程，流程通過後才能由信息部門根據申請內容開通權限
- **Software monitoring:** The AliCloud application monitoring software is used to monitor any exceptions happening to the applications on real-time basis
軟件監控：通過阿里雲應用監控軟件，實時監控應用異常

Security Patrol 安全巡查



- **Frequency:** Daily inspection of core network; weekly inspection of non-core network
頻次：核心網路每天巡檢；非核心網路每週巡檢
- **Feedback on the results:** Output inspection reports on a monthly basis based on customer opinions and inspection results
結果回饋：根據客戶意見和巡檢結果每月輸出巡檢報告

At the same time, we also actively carry out data and privacy training for employees to enhance their awareness of cyber security and emergency response capabilities. In addition to the information security related contents that must be provided in the induction training for all employees, Ruisen Life also has special information security training covering all business departments and project CRM owner information change operation training for life consultants to ensure that life consultants and other employees at all levels can correctly and standardise the owner information involved in the project.

同時，我們也積極開展面向員工的數據和隱私培訓，以提升員工的網絡安全意識及應急處理能力。除了所有員工入職培訓中的必修的信息安全相關內容，瑞森生活還覆蓋所有業務部門的信息安全專項培訓和針對生活顧問的項目CRM業主信息更改操作培訓，多管齊下保證生活顧問及其他各級員工能夠正確、規範地處理項目中涉及到的業主信息。

2. MAKING A LIFE AND PROVIDING QUALITY SERVICES (continued)

2.2 Customer Protection (continued)

2.2.3 Responsible Marketing

The Company strictly abides by the Advertising Law of the People's Republic of China and other laws and regulations related to publicity and marketing, so as to measure the materials and external information, and strictly abide by the quality of true and accurate content.

At the same time, we provide compliance marketing training for customer service personnel and housekeepers, especially for the public information on new media such as WeChat public account, Douyin account and Xiaohongshu. The relevant responsible person of Ruisen Life will conduct a number of strict reviews before the content is officially released to ensure that it does not contain any false advertising or inappropriate values, and maintain a good brand image of Ruisen Life.

3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME

Ruisen Life adheres to the concept of caring for nature and protecting the environment, and actively explores new opportunities for green development based on the environment. We integrate the concept of green operation into the whole process of customer service, reduce environmental impact, give full play to corporate responsibility, promote green integration and build a better future through continuous innovation and improve the efficiency of resource utilisation. The Group does not pose significant impacts on the environment or natural resources in its daily operations. The Group is committed to utilising and allocating resources efficiently. We prioritise optimising energy, water and resources use efficiency in our operations, actively working to reduce the consumption of energy, water and natural resources. Additionally, we promote environmental awareness among employees to the extent feasible.

2. 創享生活，提供優質服務(續)

2.2 客戶保障(續)

2.2.3 責任營銷

本公司嚴格遵守《中華人民共和國廣告法》等宣傳營銷相關的法律法規，以此為我們宣傳物料和對外信息的衡量底線，嚴守內容真實、準確的質量。

同時，我們為客服和管家提供合規營銷相關培訓，特別是對微信公眾號、抖音號、小紅書等新媒體上的公開信息，瑞森生活相關負責人在內容正式發佈前會進行多次嚴格審核，確保其中不含有任何虛假宣傳或不恰當價值觀，維持瑞森生活良好的品牌形象。

3. 低碳發展，共建綠色家園

瑞森生活秉持呵護自然，保護環境的理念，以環境為本，積極探索綠色發展的新機遇。我們將綠色經營理念貫穿於整個客戶服務的環節中，通過不斷創新和提高資源利用效率，降低環境影響、發揮企業責任效應，推動綠色共融，共建美好未來。本集團的日常營運對環境或天然資源並無造成重大影響。本集團致力於有效利用和分配資源。在我們的營運中，我們優先考慮優化能源、水資源和其他資源的使用效率，積極致力於減少能源、水和自然資源的消耗。此外，我們還在可行的情況下提高員工的環保意識。



3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.1 Green Management

Ruisen Life strictly abides by the Environmental Protection Law of the People's Republic of China and other laws and regulations. In accordance with the requirements of ISO14001 environmental management system, we have internally formulated the Office Area Management Regulations and the Notice on Strengthening Office Order Management to strengthen the environmental management system, continuously improve the normalised environmental management, and improve the performance of comprehensive environmental management. Ruisen Life has passed and obtained the ISO14001 Environmental Management System Certification and ISO50001 Energy Management System Certification, and there were no environmental-related violations and major accidents during its operation.

Ruisen Life continuously optimises environmental management to improve its environmental performance. First of all, the Company adheres to the "5S" system³ to carry out daily environmental management, including organising daily inspections, random inspections and other forms of environmental inspections, and maintaining and inspecting the use of fixed assets and public facilities of the Company to reduce waste of resources. Secondly, we will report the inspection results and impose corresponding penalties on the person in charge of the department who fails to implement the same punishment.

3. 低碳發展，共建綠色家園 (續)

3.1 綠色管理

瑞森生活嚴格遵守《中華人民共和國環境保護法》等法律法規，按照ISO14001環境管理體系的要求，內部制定《辦公區域管理規範》及《關於加強辦公秩序管理的通知》強化環境管理體系，不斷完善環境的常態化管理，提升綜合環境管理的表現。瑞森生活已通過並獲得了ISO14001環境管理體系認證、ISO50001能源管理體系認證，且運營期間沒有發生與環境相關的違規情況及重大事故。

瑞森生活不斷優化環境管理，以提升我們的環境表現。首先，本公司堅持用「5S」體系³開展日常的環境管理工作，包括組織每日巡檢，不定期抽查等形式在內的環境巡查，對本公司的固定資產、公共設施的使用情況進行維護與檢查，減少資源浪費。其次，我們對巡查的結果進行通報，對落實不到位的部門負責人給予相應的處罰。

Note:

³ The "5S" system is the basic method for on-site (including workshops, offices, etc.) management of enterprises, namely organising (Seiri), tidying (Seiton), sweeping (Seiso), cleaning (Seiketsu), literacy (Shitsuke).

備註：

³ 「5S」體系是企業現場(包括車間、辦公室等)管理的基本方法，即整理(SEIRI)、整頓(SEITON)、清掃(SEISO)、清潔(SEIKETSU)、素養(SHITSUKE)。

3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.1 Green Management (continued)

3.1.1 Environmental Targets

Ruisen Life attaches great importance to the impact of service operation on the environment. Through the establishment of environmental objectives, the top-level design of resource use and emission management system has been established, which has mobilised the Company's enthusiasm for promoting sustainable development. The Company has clarified the implementation path of the objectives based on its own situation, and implemented effective targeted management in greenhouse gas ("GHG") emissions, energy consumption, water resources use, waste reduction and other aspects to further improve the Company's environmental performance. Our four targets and implementation paths are as follows:

Environmental Targets of Ruisen Life

瑞森生活環境目標



Emission Targets 排放量目標

- Gradually establish a carbon emission management system and strive to reduce carbon emissions year by year
逐步建立碳排放管理體系，力爭實現碳排放量逐年降低
- Improve the environmental management and data collection process for the property projects under management
完善對在管物業項目的環境管理和數據收集流程
- Carry out low-carbon related publicity and training for property owners, partners and employees
對業主、合作夥伴和員工開展低碳相關的宣貫及培訓
- Explore opportunities for renewable energy and carbon reduction technologies
探索可再生能源和減碳技術機遇



Energy Use Efficiency Targets 能源使用效益目標

- Accelerating the construction of energy consumption management system to improve energy efficiency
加快用能管理體系建設，提升能源使用效率
- Gradually phase out high energy-consuming property service facilities
逐步淘汰高能耗的物業服務設施
- Strengthen the publicity and implementation of energy conservation awareness of stakeholders of property projects under management
加強對在管物業項目相關方的節能意識宣貫
- Gradually explore opportunities for the development of renewable resources
逐步探索可再生資源發展機遇



Water Use Efficiency Targets 用水效益目標

- Gradually increase investment in water-saving processes and technologies to improve water efficiency
逐步加大節水工藝及技術的投入，提高用水效益
- Actively explore water-saving facilities and water treatment technologies
積極探索節水型設施及水處理技術
- Strengthen the awareness of water conservation among employees, partners and property owners
加強對員工、合作夥伴及業主的節水意識宣貫



Waste Reduction Targets 減廢目標

- Further strengthen waste management and increase the proportion of waste recycling
進一步加強廢棄物管理力度，加大廢棄回收比例
- Strengthen internal and external waste reduction publicity
加強對內對外的減廢宣傳
- Actively explore the iteration of recyclable materials
積極探索可循環材料進行迭代

瑞森生活重視服務運營環節對於環境的影響，通過設立環境目標，構建了資源使用和排放管理體系的頂層設計，調動了本公司推進可持續發展的積極性。本公司結合自身情況明確了目標的實施路徑，在溫室氣體（「溫室氣體」）排放、能源消耗、水資源使用、廢棄物減少等方面實行有效的定向管理，進一步提升本公司在環境方面的績效表現水平，我們的四大目標及實現路徑如下所示：

3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.1 Green Management (continued)

3.1.2 Climate Change Risk Identification

While promoting green development, Ruisen Life actively responds to the national dual-carbon goals and incorporates climate change risk identification as an important part of corporate management. We have divided the risks caused by climate change into transition risks and physical risks in accordance with the guidance of Task Force on Climate-related Financial Disclosures ("TCFD"). Transition risks arise from the global transition to a climate-resilient low carbon economy, including policy and legal risks, technology, market and reputational risks. Physical risks arise from extreme weather events and rising global average temperatures, including acute risks (typhoons, floods), chronic risks (rising average temperatures and rising sea levels).

The Company completed the identification of climate change risks according to the geographical location of its operating locations, with reference to national policies and regional plans, and combined with historical extreme weather events, and formulated targeted response measures by assessing the relevance and impact of a series of risks on the Company's business, so as to actively explore the direction of green transformation while reducing future risks, and continuously improve our green development capabilities. During the Reporting Period, we identified the following climate change risks:

3. 低碳發展，共建綠色家園 (續)

3.1 綠色管理 (續)

3.1.2 氣候變化風險識別

在推進綠色發展的同時，瑞森生活積極響應國家雙碳目標，將氣候變化風險識別工作納入企業管理的重要部分，我們依據氣候相關財務披露工作小組 (即「TCFD」) 指南，將氣候變化造成的風險分為轉型風險和實體風險。轉型風險來自全球向氣候適應性強的低碳經濟過渡，包括政策與法律風險、技術、市場、聲譽等風險。實體風險則來自極端天氣事件及全球平均溫度升高，包括急性風險 (颱風、洪水)、慢性風險 (平均氣溫上升、海平面上升) 等風險。

本公司根據自身運營地的地理位置，參考國家政策與地區規劃、和結合歷史極端天氣事件，完成了氣候變化風險識別工作，並通過評估一系列風險與本公司的業務相關性與影響程度，制定了針對性的應對舉措，在降低未來風險的同時主動探索綠色轉型方向，持續提升我們的綠色發展能力。報告期內，我們識別出的氣候變化風險如下：

3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.1 Green Management (continued)

3.1.2 Climate Change Risk Identification (continued)

3. 低碳發展，共建綠色家園 (續)

3.1 綠色管理 (續)

3.1.2 氣候變化風險識別 (續)

Risk Type 風險類型		Risk Parameters 風險參數	Response Measures 應對措施
Physical risks 實體風險	Acute 急性	Extreme weather events such as typhoons, floods, droughts, extreme high temperature and cold climate 颱風、洪水、乾旱、極端高溫 and 寒冷氣候等極端天氣事件	<ul style="list-style-type: none"> Pay close attention to weather forecast to ensure the safety of workers and make adequate preparations; 緊密關注天氣預報以確保工作人員安全及做出充足準備； Formulate emergency plans to respond to the impact of sudden weather events on services; and 制定應急預案以應對突發天氣事件對服務的影響；及 Conduct forward-looking risk identification and assessment for chronic climate risks, and incorporate considerations into service content planning. 對慢性氣候風險進行前瞻性風險識別及評估，並納入服務內容規劃的考量因素。
	Chronic 慢性	Changes in temperature and rainfall, rising sea levels, etc 氣溫與降雨量的變化，海平面上升等影響	
Transition risks 過渡風險	Policies and laws 政策和法律	Introduction of policies related to energy conservation and emission reduction 節能減排相關政策出臺	<ul style="list-style-type: none"> Timely understanding and complying with relevant regulatory laws and regulations; 及時了解和遵守相關監管法律法規； Formulate relevant environmental objectives and implementation paths; 制定相關的環境目標及實施路徑； Consideration of environmental factors in service content planning and project management; and 在服務內容規劃及項目管理的過程中將環保因素納入考量；及 Continuously update and improve the Company's service standards and raw material procurement standards. 持續更新和完善企業的服務標準和原材料採購標準。
		More stringent emission reporting obligations and compliance requirements 更嚴格的排放量報告義務及合規要求	
		Changes in regulatory requirements and standards for properties 物業監管要求及標準變化	
	Technology 技術	Transformation of low-emission services 低排放服務轉型	
		Renovation, maintenance and management of low emission facilities 低排放設施的改造、維護及管理	<ul style="list-style-type: none"> Keep abreast of the government's incentive policies for low-carbon technologies; 及時了解政府對低碳技術的激勵政策； Continuously incorporate the concept of energy conservation and emission reduction into the process of service content planning and implementation; and 持續將節能減排理念納入服務內容規劃及實施的過程中；及 Strengthen the feasibility analysis of projects to reduce risks such as investment failure and unstable effects. 加強對項目可行性分析，減少投資失敗及效果不穩定等風險。



3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.1 Green Management (continued)

3.1.2 Climate Change Risk Identification (continued)

3. 低碳發展，共建綠色家園 (續)

3.1 綠色管理 (續)

3.1.2 氣候變化風險識別 (續)

Risk Type 風險類型		Risk Parameters 風險參數	Response Measures 應對措施
Transition risks 過渡風險	Marketplace 市場	Property owners' preference for green services 業主對綠色服務的傾向	<ul style="list-style-type: none">Continue to pay attention to and participate in government support projects for green services; 持續關注並參與政府對綠色服務的扶持項目；Increasing investment in research and development of green services; 逐步增加對綠色服務的研發投入；Develop green service models to meet customers' needs for green consumption; and 開發綠色服務模式以迎合客戶對綠色消費的需求；及Analyse the trend of raw material prices and effectively manage the risk of rising procurement costs through communication with suppliers and resource integration. 分析原材料價格變化趨勢，通過與供應商交流及資源整合，有效管理採購成本上漲風險。
		Increase in procurement costs 採購成本上漲	
	Reputation 聲譽	Property owners' emphasis on corporate responsibility 業主對企業責任的重視	<ul style="list-style-type: none">Gradually transform green services to meet customers' needs; 逐步進行綠色服務轉型以迎合客戶的需求；Strengthen the disclosure requirements related to sustainable development and climate change, and optimise the external communication channels of corporate social responsibility while ensuring compliance; and 加強關注可持續發展及氣候變化相關披露要求，在確保合規的同時，優化企業社會責任對外傳播渠道；及Continue to pay attention to and participate in international and domestic green environmental protection activities with high recognition or high applicability to enhance industry competitiveness. 持續關注並參與認可度高或適用性強的國際和國內綠色環保活動，提升行業競爭力。
		Stakeholders' concern about negative news 利益相關方對負面消息的關注	

3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.1 Green Management (continued)

3.1.2 Climate Change Risk Identification (continued)

Based on the climate change risks identified by the Company, all departments have formulated relevant measures and strictly implemented measures to cope with climate change, so as to reduce the impact of climate risks on enterprises and improve the sustainability of our services. To avoid the impact of disastrous weather and respond to disastrous events in a swift, active, orderly and efficient manner, in addition to anti - typhoon and flood measures, we have formulated the "Specific Guidelines on Anti - Freezing and Snow" and "Common Alert on Work Safety - Provision of Fundamental Property Services During Rainy and Summer Seasons", strengthening measures addressing business risks in rainy and summer seasons. In response to different climate conditions, we have taken corresponding measures to ensure the normal operation of our business.

3. 低碳發展，共建綠色家園 (續)

3.1 綠色管理 (續)

3.1.2 氣候變化風險識別 (續)

基於本公司所識別出的氣候變化風險，各部門制定相關的措施，並嚴格落實應對氣候變化的舉措，降低氣候風險對企業造成的影響，提高我們服務的可持續性。為防範災害性天氣帶來的影響，做到迅速、積極、有序、高效地處置災害事件，除了防颱防汛措施外，我們也訂立了《防凍防雪專項工作指引》及《關於做好梅雨、高溫季節基礎物業服務—常見業務風險項安全作業提醒》，加強了在梅雨和高溫季節的業務風險措施。針對不同的氣候條件，我們採取了相應的措施以確保業務的正常運行。



3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.1 Green Management (continued)

3.1.2 Climate Change Risk Identification (continued)

3. 低碳發展，共建綠色家園 (續)

3.1 綠色管理 (續)

3.1.2 氣候變化風險識別 (續)

Ruisen Life's Response to Climate Change 瑞森生活應對氣候變化舉措

Before natural disasters (such as typhoons and rainstorms), we notify residents in advance by text messages, WeChat Moments and other means. At the same time, we send exclusive housekeepers to check whether the doors and windows are closed and whether the power is cut off to ensure safety;
在自然災害情況 (如颱風、暴雨等) 發生前，我們提前用短信、微信朋友圈等形式提前告知住客，同時針對空置房源，我們派出專屬管家上門查看門窗是否關閉、電源是否斷電，確保安全；

In response to different changes in external environment and weather, we adjusted work arrangements in a timely manner, notified employees in advance and prepared for response. For example, in hot weather, we will remind the staff in advance to prevent the risk of service interruption due to heat stroke;
針對不同的外部環境、天氣變化，我們及時調整工作的安排，提前通知員工，做好應對準備。例如，高溫天氣我們會提醒員工以防止員工中暑而產生服務中斷的風險；

In light of water seepage in elevator pits, we have strengthened the waterproofing measures in elevator pits, made advance preparations for drainage and water blocking issues, and checked the automatic water pumping device to ensure that it operates automatically and normally. Secondly, we closely monitor weather forecasts, especially heavy rainfall, notify customers in advance, deactivate escalators and park elevators at the highest floor, and deactivate equipment to prevent water intrusion, thereby reducing losses. We shut down any elevators that have been intruded with water. After removing the accumulated water and drying, we inspect and repair together with the elevator maintenance unit to ensure smooth operation before it can be put into use again upon confirmation by both parties; and
針對電梯底坑滲水問題，我們加強了電梯底坑的防水措施，提前做好排水和擋水準備，並檢查自動抽水裝置，確保其能夠自動正常運行。其次，我們密切關注天氣預報，特別是強降雨天氣，提前對客戶進行公示，停用扶梯並將垂直電梯停在最高層，同時停用設備以防止進水，從而減少損失。對於已經涉水的電梯，我們會停止運行，在排除積水並進行乾燥處理後，與電梯維保單位一起認真檢查和維護設備，確保運行平穩後經雙方確認後方可投入使用；及

As regards leakage issues on the roof of the basement, we conduct regular inspections to ensure that the situation is identified in time. Issues such as leakage are attended to once identified. For areas with serious leakage, we reasonably assign another space for owners to park their vehicles. At the same time, if mildew or hanging beads are found in relatively closed parts such as ceilings and walls, we clean them in time and restore them to their original state after the rainy season.
對於地庫頂面滲漏問題，我們將定期巡查，確保地庫頂面的情況得到及時發現。一旦發生滲漏等問題，我們會立即進行維修。對於滲漏嚴重的區域，我們會合理調整業主停放車輛的位置。同時，對於天花板、牆面等較封閉的部位，如發現有黴變或掛珠等情況，我們會及時清理，並在梅雨季節結束後恢復原狀。

3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.2 Green Practise

Ruisen Life actively explores opportunities for green development. While practising green operation, we expand the construction of green business and urban new energy supporting infrastructure, and actively promote the deep integration and development of business and green industry.

3.2.1 Energy Conservation and Carbon Reduction

Ruisen Life strictly abides by the Energy Conservation Law of the People's Republic of China and other relevant laws, regulations and standards in the places where it operates, and has established an internal energy management system to efficiently manage the energy consumption in the Company's operation. We have standardised the management structure, strengthened energy supervision, and enhanced the awareness and publicity mode to continuously improve the energy management system.

Ruisen Life Energy Management System 瑞森生活能源管理體系

Management Structure 管理架構

- Established a leading group for energy conservation and consumption reduction to coordinate energy use, management, supervision and training in the office area
成立節能降耗領導小組，統籌辦公區的能源使用、管理、監督與培訓工作

Energy Monitoring 能源監察

- Carry out closed-loop inspection on the implementation of the plan
對方案落實情況進行閉環式檢查
- Incorporate energy performance into the performance evaluation of department managers
將能源表現納入部門經理績效的考核內容

Awareness Promotion 意識宣導

- Improve the enthusiasm of employees to participate through evaluation and rewards
通過評比、獎勵等方式提升員工參與積極性
- Improve employees' awareness of energy conservation through daily culture promotion, such as posting signs
通過日常文化宣導，例如張貼標識，提高員工節能意識

In the course of operation, Ruisen Life actively implemented various energy-saving measures to effectively promote the Company's energy-saving and carbon reduction work with practical actions. We actively popularised the use of solar photovoltaic panels in our projects. For example, the housing department of Yincheng Kangyang Hospital applied the solar heating function, which effectively improved the energy efficiency in the water supply process.

在運營過程中，瑞森生活積極落實各項節能舉措，以實際行動切實推進本公司的節能降碳工作。我們在項目中積極普及太陽能光伏板使用。例如，銀城康養醫院住房部應用了太陽能加熱功能，有效提高了供水過程中的能源使用效率。

3. 低碳發展，共建綠色家園(續)

3.2 綠色踐行

瑞森生活積極探索綠色發展機遇，我們在踐行企業綠色運營的同時，擴展綠色業務和城市新能源配套基礎設施的建設，積極帶動業務與綠色產業的深度融合發展。

3.2.1 節能降碳

瑞森生活嚴格遵守《中華人民共和國節約能源法》等所在運營地的相關法律法規與標準，內部建立能源管理體系，高效管理本公司運營過程中的能源消耗。我們規範管理架構、強化能源監察、增強意識宣導的模式，不斷完善能源管理體系。



3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.2 Green Practise (continued)

3.2.1 Energy Conservation and Carbon Reduction (continued)

Energy Saving Initiatives of Ruisen Life 瑞森生活節約能源舉措

- Vigorously promoting the use of LED energy-saving lamps. During the Reporting Period, 8,206 units were replaced, saving about 60% of energy consumption;
大力推廣普及LED節能燈的使用，報告期內共替換8,206盞節能燈具，節約能耗約60%；
- Prohibit the use of high-power electrical appliances and increase inspection efforts;
禁止使用大功率電器，並且加大巡檢力度；
- Regulate the conditions for starting air conditioners to avoid turning on when not necessary;
規定空調的開啟條件，避免在不必要的時候開啟；
- Post signs of "Saving Electricity" and "Corresponding Area of Switches";
張貼「節約用電」及「開關對應區域」標識；
- Arrange special personnel to check and confirm the shut down of public electrical appliances before leaving work every day; and
安排專人，每天在下班前檢查確認公用電器關閉情況；及
- Actively promotes the use of solar photovoltaic panels to convert heat energy into electricity.
積極普及太陽能光伏板的使用率，將熱能轉化電能。

In the context of the national new energy wave, how to meet the charging needs of property owners and online car-hailing drivers has become a social issue of debate. In this context, Ruisen Life gave full play to the advantages of the innovation platform, actively expanded new models of business development, carried out urban charging and battery exchange businesses, and continued to promote the transformation of business towards low-carbon and green development. At the same time, the Company regularly reviews and optimises the "Guidelines for the Installation and Operation of New Energy Charging Piles" and other systems to provide standardised service guarantee for new energy vehicle charging and battery swap for electric bicycles, and further promote the construction of green transportation.

在國家新能源浪潮的背景
下，如何滿足業主和廣大網
約車司機充電難的需求成
為社會議題。在此背景下，
瑞森生活發揮創新平台優
勢，積極拓展業務發展的新
模式，開展城市充電、換電
業務，持續推動業務朝低碳
綠色方向轉型。同時，本公
司定期審閱及優化《新能源
充電樁安裝操作指引》等制
度，為新能源汽車充電、電
動自行車換電提供標準化服
務保障，進一步助力綠色交
通的建設。

3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.2 Green Practise (continued)

3.2.1 Energy Conservation and Carbon Reduction (continued)

During the Reporting Period, the energy consumption and GHG emissions of Ruisen Life were as follows:

Energy Consumption Data 能耗使用數據	Unit 單位	2023 2023年	2024 2024年
Total consumption of purchased electricity 外購電力消耗總量	kWh 千瓦時	9,304,495	11,924,464
Intensity of electricity consumption ⁴ 耗電量密度 ⁴	kWh/m ² 千瓦時／平方米	4.45	5.71
Total diesel consumption 柴油消耗總量	Litre 公升	300	0
Total gasoline consumption 汽油消耗總量	Litre 公升	1,214	1,144
Total direct energy consumption ⁵ 直接能源消耗總量 ⁵	kWh 千瓦時	14,977	11,088
Total indirect energy consumption 間接能源消耗總量	kWh 千瓦時	9,304,495	11,924,464
Total comprehensive energy consumption 綜合能源消耗總量	kWh 千瓦時	9,319,472	11,935,552
Comprehensive energy consumption intensity 綜合能源消耗密度	kWh/m ² 千瓦時／平方米	4.46	5.71

Notes:

4. During the Reporting Period, the energy consumption, GHG and other environmental indicators were calculated based on the management area under the statistical calibre as the denominator for intensity data.
5. The calculation of energy consumption in this report for 2023 has been updated. Relevant standards include but are not limited to the General Principles for Calculation of Comprehensive Energy Consumption (GB2589-2020) issued by the State Administration for Market Regulation and Standardisation Administration of China and the conversion factors in "Energy Statistics Manual" issued by the International Energy Agency were referenced.

3. 低碳發展，共建綠色家園 (續)

3.2 綠色踐行 (續)

3.2.1 節能降碳 (續)

於報告期內，瑞森生活的能源消耗和溫室氣體排放情況如下所示：

備註：

4. 報告期內的能耗使用及溫室氣體等環境指標以數據統計口徑下的在管面積為分母進行密度數據計算。
5. 本報告能耗核算所參考的依據包括但不限於國家市場監督管理總局和國家標準化管理委員會發佈的《綜合能耗計算通則》(GB2589-2020)以及國際能源署所頒佈的《能源統計說明》內的轉換係數。



3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.2 Green Practise (continued)

3.2.1 Energy Conservation and Carbon Reduction (continued)

GHG Emission Data 溫室氣體排放數據	Unit 單位	2023 2023年	2024 2024年
GHG emissions (Scope 1) ⁶ 溫室氣體排放量 (範疇一) ⁶	tCO ₂ e 噸二氧化碳當量	3.66	2.73
GHG emissions (Scope 2) ⁷ 溫室氣體排放量 (範疇二) ⁷	tCO ₂ e 噸二氧化碳當量	5,306	7,399
Total GHG emissions (Scope 1 + Scope 2) 溫室氣體排放總量 (範疇一及範疇二)	tCO ₂ e 噸二氧化碳當量	5,310	7,402
GHG emissions intensity (Scope 1 + Scope 2) 溫室氣體排放密度 (範疇一及範疇二)	tCO ₂ e/000m ² 噸二氧化碳當量／千平方米	2.54	3.54

Notes:

- ⁶ GHG emissions in this report are presented in carbon dioxide equivalent and the calculation for 2023 has been updated. Relevant standards include but are not limited to the Accounting Methods and Reporting Guidelines for GHG Emissions of Public Building Operators issued by the National Development and Reform Commission and the "How to Prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange were referenced.
- ⁷ GHG emissions (Scope 2): GHG emissions generated by the Company's actual operating entities through the use of purchased electricity. GHG emissions are presented in carbon dioxide equivalent and calculated and prepared in accordance with the Guidelines for Accounting and Reporting Greenhouse Gas Emissions of Enterprises (Revised in 2022) (Huan Ban Qi Hou [2021] No. 111) issued by the National Development and Reform Commission. The calculation of electricity emission factor refers to the 2023 National Power Carbon Footprint Factor jointly released by the Ministry of Ecology and Environment of the People's Republic of China, the National Bureau of Statistics, and the National Energy Administration, in which the grid emission factor was adjusted to 0.6205 tCO₂/MWh.

3.2.2 Water Conservation

Ruisen Life strictly abides by the Water Law of the People's Republic of China and other laws, regulations and relevant systems of the places where it operates, and continuously optimises the Water Management Plan and Implementation Plan for the Office Area. At the same time, the Company actively identifies and manages the water resource usage risks of the Company, and rationally plans and uses water resources. We reduce the use of water resources from the source, promote the reuse of water resources from the recycling end, and continuously improve the utilisation efficiency of water resources of the Company by upgrading water-saving equipment, applying water saving technologies and promoting recycling.

3. 低碳發展，共建綠色家園 (續)

3.2 綠色踐行 (續)

3.2.1 節能降碳 (續)

備註：

- ⁶ 本報告溫室氣體核算按二氧化碳當量呈列，並依據國家發展改革委員會發佈的《公共建築運營企業溫室氣體排放核算方法與報告指南》以及聯交所發佈的《如何準備環境、社會及管治報告附錄二：環境關鍵績效指標匯報指引》進行核算。
- ⁷ 溫室氣體排放量 (範疇二)：本公司實際運營的主體通過使用外購電力使用所產生的溫室氣體排放。溫室氣體核算按二氧化碳當量呈列，並依據國家發展改革委員會發佈的《企業溫室氣體排放核算方法與報告指南發電設施 (2022年修訂版)》(環辦氣候[2021]111號) 進行核算與編製。電力排放因子計算參照中華人民共和國生態環境部、國家統計局和國家能源局聯合發佈的《2023年全國電力碳足跡因子》，其中電網排放因子調整為0.6205tCO₂/MWh。

3.2.2 節約用水

瑞森生活嚴格遵守《中華人民共和國水法》等所在運營地的法律法規及相關制度，內部持續優化《辦公區域用水管理計劃及實施方案》。同時，本公司積極識別和管理企業的水資源使用風險，並合理規劃與利用水資源。我們從源頭端減少水資源使用、從回收端推動水資源回用，通過升級節水設備、應用節水技術、推進循環利用等方式，持續提升本公司的水資源利用效率。

3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.2 Green Practise (continued)

3.2.2 Water Conservation (continued)

During the Reporting Period, the water consumption of Ruisen Life was mainly from the municipal pipe network, and the water consumption was mainly for domestic on water usage in the office area. The Company has no issue sourcing water that is fit for daily operation. The total water consumption was 193,201 tonnes, and the water consumption intensity was approximately 0.09 tonnes/m², which is in a stalemate with the level of 2023.

3.2.3 Pollution Control

Ruisen Life attaches great importance to the management of pollutant emissions. Based on the implementation of national regulations and focusing on "deepening the struggle of pollution prevention and control", we continue to explore innovative management methods, improve the ability of green operation, and minimise the impact of production and operation on the environment.

3. 低碳發展，共建綠色家園 (續)

3.2 綠色踐行 (續)

3.2.2 節約用水 (續)

於報告期內，瑞森生活的用水主要來自於市政管網用水，水資源消耗主要用於辦公區生活用水。瑞森生活在運營過程中沒有面臨取水困難的問題。水資源使用總量為193,201噸，用水量密度約為0.09噸／平方米，與2023年相持。

3.2.3 污染控制

瑞森生活十分重視污染物排放管理工作，我們以貫徹國家法規為基礎，以「深化污染防治攻堅戰」為重點，持續探索創新管理方法、提升綠色運營的能力，盡可能減少生產運營對環境的影響。



3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.2 Green Practise (continued)

3.2.3 Pollution Control (continued)

Air Emissions

In terms of exhaust gas emissions, we strictly abide by the laws, regulations and relevant standards of the places where we operate, such as the Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution. The main types of exhaust gas generated by Ruisen Life are nitrogen oxides, sulphur oxides and particulate matter, which are mainly from the use of self-owned vehicles.

In order to reduce environmental pollution caused by vehicles, we vigorously advocate green travel. During the Reporting Period, we advocated employees to take subway, public transport and other modes of transportation in the city, preferred high-speed rail travel across the city, and not to provide aircraft travel without necessity, so as to advocate the concept of green travel. When it is necessary to use official vehicles, we will reasonably optimise the type of vehicles according to the number of people, avoid excessive use of vehicles, reduce costs and reduce pollution. During the Reporting Period, the air pollution emissions data of Ruisen Life are as follows:

Air Pollution Emissions 廢氣排放量	Unit 單位	2023 2023年	2024 2024年
Nitrogen oxides ⁸ 氮氧化物 ⁸	kg 千克	25.85	17.03
Sulphur oxides ⁹ 硫氧化物 ⁹	kg 千克	0.02	0.02
Particulate matter 顆粒物	kg 千克	2.37	3.06

Notes:

- ⁸ The emission of nitrogen oxides during the Reporting Period was estimated based on the actual use of vehicles during the Reporting Period.
- ⁹ The emission of sulphur oxides and particulate matter was estimated based on the emission data and vehicle configuration during the Reporting Period.

3. 低碳發展，共建綠色家園 (續)

3.2 綠色踐行 (續)

3.2.3 污染控制 (續)

廢氣排放

在廢氣排放方面，我們嚴格遵守《中華人民共和國大氣污染防治法》等運營所在地的法律法規與相關標準。瑞森生活主要產生的廢氣類型為氮氧化物、硫氧化物與顆粒物，源頭均來自於自有車輛使用。

為了降低車輛形式造成的環境污染，我們大力提倡綠色出行。於報告期內，我們倡導員工在市區內多乘坐地鐵、公交等交通方式，跨市首選高鐵出行，非必要不提供飛機差旅，以倡導綠色出行的理念。對於必要使用公車的情況，我們會根據人數合理優化用車類型，避免過度使用車輛，減少成本，降低污染。報告期內，本公司廢氣排放數據如下：

備註：

- ⁸ 報告期內氮氧化物排放量基於報告期內車輛實際使用情況進行估算得出。
- ⁹ 報告期內硫氧化物及顆粒物排放量基於排放數據與車輛配置情況進行估算得到出。

3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.2 Green Practise (continued)

3.2.3 Pollution Control (continued)

Waste Water Discharge

In terms of wastewater discharge, the Company strictly abides by the relevant laws and regulations such as the Regulation of Pollutant Discharge Permits, the Law of the People's Republic of China on the Prevention and Control of Water Pollution and other laws and regulations, and strictly regulates the management of wastewater discharge internally. We reduce the generation of sewage through rainwater and sewage diversion, recycling irrigation, and advocating water conservation. The wastewater discharge of the Company comes from domestic water. During the Reporting Period, Yincheng Life's total wastewater discharge volume was approximately 154,561 tonnes, and the wastewater discharge density was approximately 73.95 tonnes/thousand square metres, representing a decrease of approximately 2% as compared with 2023.

Waste Discharge

In terms of waste discharge, the Company has always complied with relevant legal and compliance requirements such as the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste and the Guidelines for Domestic Waste Classification. The Company has established the Waste Management System to strengthen waste management. The hazardous wastes generated by us mainly come from waste electronic products and ink cartridges in the office, and the non-hazardous wastes mainly come from waste paper and domestic waste in the office.

Office Waste Management 辦公廢棄物管理

Hazardous Waste 有害廢棄物

- Hazardous wastes such as ink cartridges and toners are handed over to the lessor for treatment, and hazardous wastes are handled safely and rationally
將墨盒碳粉等有害廢棄物交由出租方處理，安全合理化地處理有害廢棄物
- In order to reduce the use of toner cartridges and other consumables, we add toner to the used toner cartridges to reduce waste
減少硒鼓等耗材的使用，我們對用完後的硒鼓添加碳粉以減少廢棄物產生

3. 低碳發展，共建綠色家園(續)

3.2 綠色踐行(續)

3.2.3 污染控制(續)

廢水排放

在廢水排放方面，本公司嚴格遵守《排污許可管理條例》及《中華人民共和國水污染防治法》等法律法規，內部嚴格規範污水排放管理。我們通過雨污分流、循環灌溉、倡導節水等方式，降低污水的產生量。本公司的廢水排放均來自於生活用水。於報告期內，瑞森生活的廢水排放量共計約154,561噸，廢水排放密度約為73.95噸／千平方米，較2023年降低了約2%。

廢棄物排放

在廢棄物排放方面，本公司始終遵守《中華人民共和國固體廢物污染環境防治法》及《生活垃圾分類工作指引》等相關合法合規要求，內部建立《廢棄物管理制度》以強化廢棄物管理。我們產生的有害廢棄物主要來自辦公端產生的廢舊電子產品、墨盒，無害廢棄物主要來自於辦公端的廢舊紙張和生活垃圾。

Non-hazardous Waste 無害廢棄物

- Encourage double-sided printing
鼓勵雙面列印
- Purchase of environmentally friendly paper
採購環保紙張
- Encourage adopting electronic means to reduce paper printing
鼓勵採用電子方式以減少紙張打印
- Encourage adopting electronic means to reduce paper printing
加強對垃圾分類的管理
- Relevant non-hazardous wastes are handed over to the certified waste-disposal companies engaged by the Group
將相關無害廢棄物交由本集團認證的廢棄物處理公司處理

3. LOW-CARBON DEVELOPMENT TO BUILD A GREEN HOME (continued)

3.2 Green Practise (continued)

3.2.3 Pollution Control (continued)

Waste Discharge (continued)

Based on our service segments, we also start from the cleaning service end to actively convey waste classification knowledge to property owners, and guide property owners to form a good habit of waste classification and environmental protection. During the Reporting Period, we carried out the following highlights of waste classification measures:

Promotion of Waste Classification by Ruisen Life 瑞森生活推進垃圾分類工作

Popularisation of Waste Sorting

垃圾分類科普

By carrying out a fun waste sorting activity plan, we set up quizzes with awards, scientific small classes, using interesting teaching forms to guide customer groups to "willing to sort" and "clear distinction" of waste sorting. 我們通過開展趣味垃圾分類活動方案，設立有獎競猜問答、科學小課堂，風趣的授課形式引導客戶群體對垃圾分類「願意分」、「分得清」。

Planning Point Layout

規劃點位佈置

Under the guidance of the sub-district and community, we reasonably set the location and number of garbage booths, disperse the concentration of household garbage of residents, and facilitate the disposal of household garbage by residents.

在街道、社區的指導下，我們合理性設置垃圾亭房的位置和數量，分散了居民生活垃圾的集中，便於居民進行生活垃圾投放。

Optimising Site Environment

優化站點環境

We have equipped some waste collection points with LCD televisions and incense disposal machines to broadcast promotional videos of waste sorting on a daily basis. At the same time, we also use green plants to create a good waste sorting atmosphere.

我們為部分垃圾收集點配備液晶電視機、香薰機，每天循環播放垃圾分類宣傳片，同時還用綠植進行點綴佈置，營造出良好的垃圾分類氛圍。

During the Reporting Period, Ruisen Life generated a total of 0.44 tonnes of hazardous waste, which was the same as that in 2023, with an emission intensity of 0.04 kg/employee. The total amount of non-hazardous waste generated was 24.17 tonnes, representing an approximately 3% decrease as compared to 2023, and the emission intensity was 2.26 kg/employee.

於報告期內，瑞森生活的有害廢棄物產生共計0.44噸，與2023年持平，排放密度約為0.04千克／員工。無害廢棄物量共計24.17噸，較2023年降低了約3%，排放密度約為2.26千克／員工。

4. JOINING HANDS TO BUILD A TALENT TEAM

Ruisen Life regards talents as the foundation of development, continuously optimises the selection and employment system and system construction, and is committed to building a fair, impartial, diversified, inclusive and promising career stage for employees and talents.

4.1 Employment Compliance

Ruisen Life strictly abides by the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China and the Law of the People's Republic of China on the Protection of Minors and other relevant laws and regulations as well as the core labour standards of the International Labour Organisation, continuously including but not limited to the "Yincheng Property Services Internal Recommendation System (2022 Revision)", improves the internal recruitment management system, standardises labour and employment management, and ensures that employment behaviours comply with relevant laws, regulations and standards.

The Company adheres to the principles of openness, fairness, justice and equality in recruitment, attaches great importance to the diversity of talents, strictly prohibits any form of discrimination, treats employees of different genders, ages, races, nationalities, religious beliefs, political stance and cultural backgrounds equally, prohibits the employment of employees who have not reached the legal working age, resists all forms of forced labour and coercive labour, and provides employees with legal and equal work opportunities. The Company holds the responsibility of verifying the identity and eligibility of work of the applicants during the recruitment process, ensuring that the applicants have reached the legal working age before officially employed. In the event of identifying child labour in violation of the recruitment process, the Group will promptly halt the application and address the case in accordance with relevant regulations or policies.

In addition, the overtime work of the Group's employees is based on the voluntary principle, so as to avoid violating the labor standards and earnestly safeguard the rights and interests of employees. The Group also prohibits punitive measures, management methods and behaviors such as abuse, corporal punishment, violence, mental oppression and sexual harassment (including inappropriate language, posture and physical contact) against employees for any reason. Through the formulation of "Regulations on Employment of Female Security Guards", we encourage the recruitment of female security guards and increase the employment opportunities for women.

4. 攜手同行，打造人才後備梯隊

瑞森生活視人才為發展之本，不斷優化選人用人制度及體系建設，致力為員工和人才搭建公平公正、多元包容、前景廣闊的職業舞台。

4.1 合規僱傭

瑞森生活嚴格遵循《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國未成年人保護法》等相關法律法規以及國際勞工組織的核心勞工標準，不斷完善內部招聘管理制度，包括但不限於《銀城物業內部推薦制度2022修訂版》，規範勞動用工管理，確保僱傭行為符合相關法律法規及標準。

本司堅持以公開、公平、公正、平等的原則開展招聘，重視人才的多樣性，嚴禁任何形式的歧視，堅持對不同性別、年齡、種族、國籍、宗教信仰、政治立場和文化背景的員工一視同仁，嚴禁僱傭未到法定工作年齡的員工，抵制一切形式的強迫勞動和強制勞動，為員工提供合法、平等的工作機會。在招聘過程中，本公司負責核實應聘者的身份和工作資格，在正式聘用前確保申請者均達到法定工作年齡。如果在招聘過程中發現違規使用童工的情況，本集團將立即中止其申請，並會根據相關法例法規或政策處理。

此外，本集團員工的加班是基於自願原則，以避免違反勞工準則，並且切實維護員工權益。本集團也嚴禁以任何理由對員工進行辱罵、體罰、暴力、精神壓迫、性騷擾（包括不恰當的語言、動作和身體接觸）等懲罰性措施、管理方法和行為。通過制定《關於女性安全員的用工規範》，我們鼓勵招聘女性安全員，增加女性的就業機會。



4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.1 Employment Compliance (continued)

In order to accurately attract targeted talents, we constantly reform the recruitment forms and channels according to the recruitment needs of the Group, actively expand the recruitment cooperation channels, carry out various targeted recruitment activities and interviewer empowerment courses, improve the quality of talent recruitment, and seek high-quality talents that match the business needs of Ruisen Life.

Our Employee Handbook sets out the details on remuneration, benefits, welfare, compensation, dismissal, recruitment, promotion, working hours, rest periods, equal opportunities, diversity and anti-discrimination. All employees are entitled to public or statutory holidays each year, as well as reasonable working hours and rest periods. In additions, employees are entitled to annual leave, sick leave, compensation leave, maternity/paternity leave, etc.

The Group generally recruits its employees from the open market and by referrals. We intend to use our best effort to attract and retain appropriate and suitable personnel to work with us. We assess the availability of human resources continuously and will determine whether additional personnel are required to cope with our business development. The dismissal or voluntary termination of employees' contracts are enforced in accordance with the employment laws and regulations in Hong Kong and the People's Republic of China.

4. 攜手同行，打造人才後備梯隊 (續)

4.1 合規僱傭 (續)

為精準吸納對口人才，我們根據本集團的招聘需求，不斷在招聘形式、招聘渠道上革故鼎新，積極拓寬招聘合作渠道、開展多種精準化招聘活動及面試官賦能課程，提高人才招聘質量，為瑞森生活尋求與業務需求相匹配的高質量人才。

我們的《員工手冊》載有薪酬、待遇、福利、補償、解僱、招聘、晉升、工時、休息、平等機會、多化及反歧視之詳情。所有員工每年均享有公眾或法定假期、合理的工時及休息日。除該等假期外，員工亦享有年假、病假、補假、產假／陪產假等。

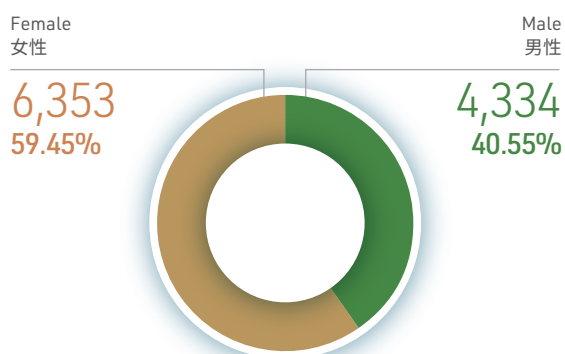
本集團一般會結合市場及通過引薦方式招聘員工。我們盡力吸引及挽留合適人員與我們共事。我們會定期評估可用人力資源，確定是否須就業務發展招聘新人。解僱或自願終止僱員合約乃根據香港及中國的僱傭法律及法規強制生效。

4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.1 Employment Compliance (continued)

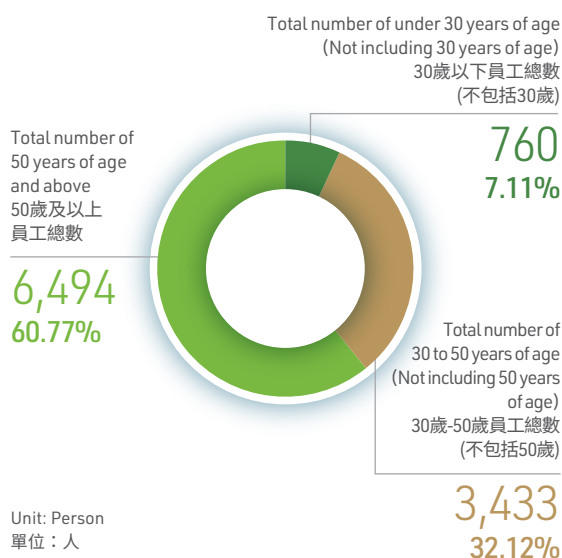
As at 31 December 2024, the total number of employees of the Company was 10,687, representing a decrease of approximately 5.17% as compared with last year. The breakdown by gender, age, region and employment type is as follows:

Total Number of Employees by Gender
按性別劃分的員工總數



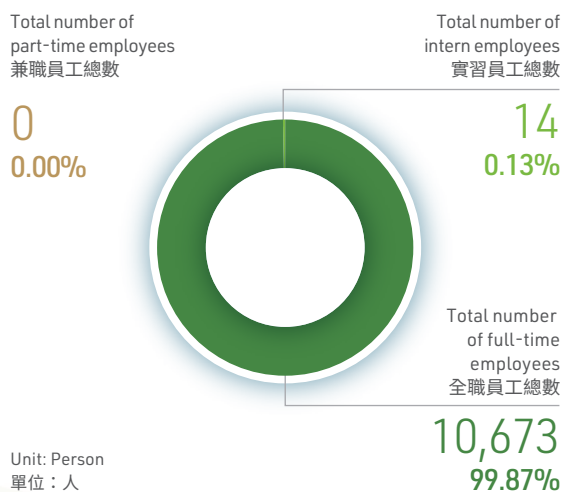
Unit: Person
單位：人

Total Number of Employees by Age
按年齡組別劃分的員工總數



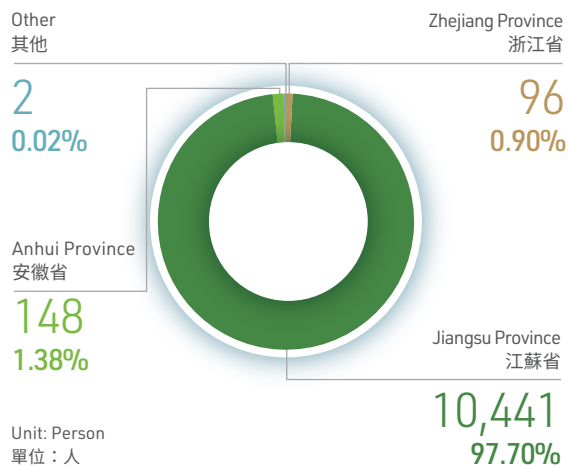
Unit: Person
單位：人

Total Number of Employees by Employment Type
按員工類型劃分的僱員總數



Unit: Person
單位：人

Total Number of Employees by Region
按區域劃分的員工總數



Unit: Person
單位：人



4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.2 Communication and Care

Employees are the most important resources of an enterprise. Caring for employees is the foundation for the sustainable development of an enterprise. It is a powerful measure to enhance the centripetal force of an enterprise and an important way to pass on the warmth of an enterprise. Ruisen Life adheres to the people-oriented principle. On the basis of effectively protecting the rights and interests of employees. We care for employees with sincerity, listens to the voices of employees with heart, continuously improves the human resource management system, enriches employees' life, and makes employees feel the care and warmth of the Company.

4.2.1 Remuneration and Welfare

Ruisen Life follows the principles of fairness, competitiveness, incentives and strategic orientation, and determines employee compensation and benefits based on factors such as employee qualifications, position salary standards, and market talent supply and demand. In order to stimulate employees' enthusiasm for work and improve talent retention, we continue to follow the Employee Remuneration and Welfare Management Measures, and manage employees' remuneration and benefits in the two dimensions of "salary grade" and "salary level" based on comprehensive factors such as position value, ability value, performance value and market value.

The salary of the Company's employees comprises basic salary, social security, performance-based salary, year-end bonus, allowances and benefits, and employees' salary is flexibly adjusted according to the Company's operating conditions, employee assessment results, development potential, etc. In addition, in order to protect the safety of employees, we have paid accident insurance for employees who have signed labour contracts.

4. 攜手同行，打造人才後備梯隊 (續)

4.2 溝通關懷

員工是企业最重要的资源，关心员工是企业持续发展的根基，是提升企业向心力的有力举措，是传递企业温暖的重要途径。瑞森生活坚持以人为本，在切实保障员工权益的基础上，我们用真诚关怀员工，用心聆听员工心声，不断健全人力管理体系，丰富员工生活，让员工感受到本公司的关爱和温度。

4.2.1 薪酬福利

瑞森生活以公平性、竞争性、激励性以及战略导向性为原则，结合员工资历、岗位薪酬标准、市场人才供需等因素确立员工薪酬福利。为激发员工工作热情、提高人才保留度，我们继续沿用《员工薪酬福利管理办法》，依据岗位价值、能力价值、绩效价值以及市场价值等综合因素，以「薪等」与「薪级」两个维度管理员工的薪酬福利。

本公司员工的薪资由基本工资、社保、绩效工资、年终奖金、津贴和福利组成，并根据本公司的经营状况、员工考核结果、发展潜力等灵活调整员工薪资。此外，为保障员工安全，我们已为签订劳动合同的员工缴纳意外伤害保险。

4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.2 Communication and Care (continued)

4.2.1 Remuneration and Welfare (continued)

While protecting the basic rights and interests of employees, we are also committed to seeking benefits for employees, continuously increasing the types of benefits based on actual conditions, and improving employees' sense of identity and belonging. We are committed to creating a relaxed and pleasant workplace atmosphere to help employees achieve a work-life balance.

4. 攜手同行，打造人才後備梯隊 (續)

4.2 溝通關懷 (續)

4.2.1 薪酬福利 (續)

在保障員工基本權益的同時，我們還致力於為員工謀福利，根據實際情況不斷增加福利種類，提升員工認同感和歸屬感。我們致力於打造輕鬆愉悅的職場氛圍，助力員工實現工作和生活的平衡。

Employee Benefits of Ruisen Life

瑞森生活員工福利

Work meal benefits 工作餐福利

The Company provides lunch or meal subsidies to employees according to the project situation
本公司根據項目情況，為員工提供午餐或餐費補助

Birthday benefits 生日福利

Holding birthday parties from time to time to celebrate the birthday of employees
不定期舉辦生日會，為員工慶生

Uniform benefits 工裝福利

Provide free working uniforms according to the job nature of employees
根據員工崗位性質免費提供工裝

Health examination benefits 體檢福利

Organise regular health proceed checkup for employees
定期組織員工進行健康體檢

Festival benefits 節日福利

Distribute gifts to all employees during traditional festivals
傳統佳節，向全體員工發放節日禮品

High temperature subsidies 高溫補貼

High temperature subsidies for front-line employees under high temperature
高溫天氣下，為一線員工發放高溫補貼

Duty allowance 值班津貼

Allowances and subsidies are provided to employees on duty during weekends outside standard working hours
向在標準工作時間外的週末值班員工提供津貼補助

Assisting settlement 助力安家

Assisting employees start Yincheng Real Estate Home Action and enjoy Yincheng's service business
助力員工開啟銀城置業安家行動，享受銀城服務業務



4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.2 Communication and Care (continued)

4.2.2 Health and Safety

The physical and mental health of employees is of paramount importance to Ruisen Life. We strictly implement the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases and other relevant laws and regulations, and improve the Employee Handbook-Occupational Health and Safety Notification Agreement, Occupational Health and Safety Management System, Occupational Safety Training Guidelines and Emergency Safety Rules and other systems and guidelines. We have also passed and obtained the ISO45001 Occupational Health and Safety Management System Certification.

At the same time, we carry out a variety of training courses and safety knowledge activities around the cultivation of employees' safety awareness to improve employees' occupational safety quality and enhance employees' safety awareness, so as to ensure the health and safety of employees and achieve the sustainable development of the Company and employees.

4. 攜手同行，打造人才後備梯隊 (續)

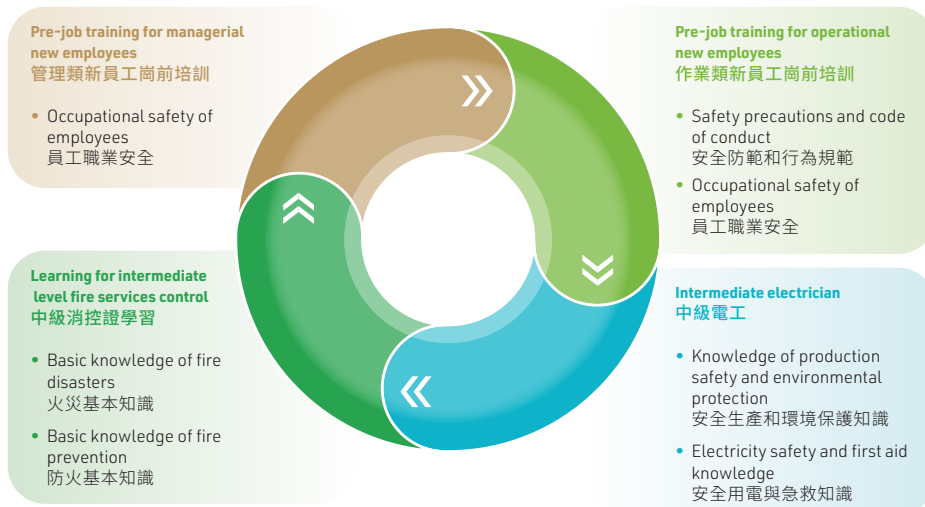
4.2 溝通關懷 (續)

4.2.2 健康安全

員工的身心健康對瑞森生活而言至關重要。我們嚴格貫徹《中華人民共和國職業病防治法》及其他相關法律法規，完善《員工手冊-職業健康安全告知協議書》、《職業健康安全管理制度》、《職業安全培訓指引》及《應急安全細則》等制度及指引。我們亦通過並獲得了ISO45001職業健康安全管理體系認證證書。

同時，我們圍繞員工安全意識培養開展多種培訓課程及安全知識活動，提高員工職業安全素養，增強員工安全意識，以此保障員工健康安全，實現企業與員工的可持續發展。

Health and Safety Training System 健康安全培訓體系



During the Reporting Period, the Group lost 8,050 working days due to work-related injuries, and there were no work-related fatalities from 2022 to 2024 (0% work-related fatalities rate). In response to the existing work-related injury cases, we timely analyse and rectify the process and potential risks of the cases to avoid the recurrence of similar cases.

於報告期內，本集團因工傷損失工作日8,050天，在2022至2024年期間未出現因工死亡事件（因工亡故比率為0%）。針對已經出現的工傷案件，我們及時針對案件發生過程及存在的潛在風險點進行分析和整改，避免類似的情況再次出現。

4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.2 Communication and Care (continued)

4.2.3 Employee Communication

Ruisen Life attaches great importance to hearing the voices of employees, actively communicates with employees through various channels, and seeks common development between the enterprise and employees. During the Reporting Period, the Company kept abreast of employees' thoughts and dynamics through 400 hotlines, interviews with resigned employees, and work reports of management employees, and continued to improve the Company's internal management and improve the stability of the workforce based on the feedback from employees.

In order to reduce the turnover rate of employees, Ruisen Life continued to expand the coverage of interviews with resigned employees, deeply analysed the feedback of resigned employees, summarised the main reasons for resignation of employees in various regions and business categories, and took corresponding countermeasures. We formulated the Life Consultant Retention Plan, which was sorted out from the perspectives of salary matching, reduction of work load, employee care, teacher-apprentice profit sharing and incentive policies, which enhanced the Company's attention to life consultants, improved the sense of happiness of life consultants, and effectively reduced the average turnover rate of life consultants.

4. 攜手同行，打造人才後備梯隊 (續)

4.2 溝通關懷(續)

4.2.3 員工溝通

瑞森生活注重聆聽員工心聲，積極通過多種渠道與員工溝通，共謀企業與員工的共同發展。於報告期內，本公司通過400熱線、與離職員工進行訪談、管理層員工述職等方式近距離了解員工想法與動態，並根據員工反饋的信息，不斷改進本公司內部管理，提高員工隊伍穩定性。

為降低員工離職率，瑞森生活持續擴大離職員工訪談覆蓋面，深度剖析離職員工反饋信息，總結各地區及業務類別員工離職的主要原因，採取相應的應對措施。我們制定的《生活顧問保有方案》從薪酬適配、工作減負、員工關懷、師徒利潤分享、激勵政策等維度進行了方案梳理，提升了本公司對生活顧問的關注，提高了生活顧問的幸福度，有效降低了生活顧問平均離職率。



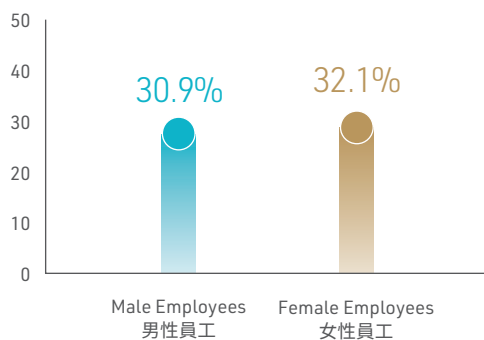
4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.2 Communication and Care (continued)

4.2.3 Employee Communication (continued)

During the Reporting Period, the employee turnover rate¹⁰ of the Company was 31.6%. The detailed turnover rate is as follows:

Employee Turnover Rate by Gender¹¹
按性別劃分的員工流失率¹¹



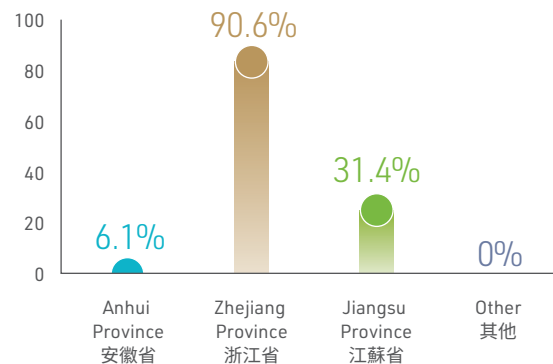
4. 攜手同行，打造人才後備梯隊 (續)

4.2 溝通關懷 (續)

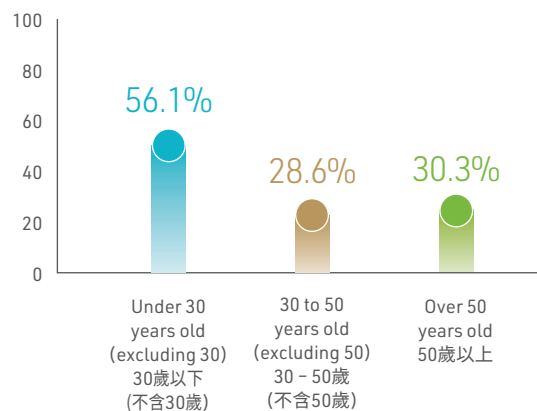
4.2.3 員工溝通 (續)

於報告期內，本公司的員工流失率¹⁰為31.6%，詳細流失率情況如下：

Employee Turnover Rate by Region¹¹
按地區劃分的員工流失率¹¹



Employee Turnover Rate by Age¹¹
按年齡劃分的員工流失率¹¹



Notes:

10. The calculation method of employee turnover rate: (Total number of employees who left within the Reporting Period ÷ Total number of employees at the end of the Reporting Period) × 100%.
11. The calculation method of employee turnover rate by category: (Total number of employees who left in specific category within the Reporting Period ÷ Total number of employees in specific category at the end of the Reporting Period) × 100%.

備註：

10. 員工流失率的計算方式：(報告期內離職員工總人數 ÷ 報告期末員工總人數) × 100%。
11. 按類別劃分的員工流失率的計算方式：(報告期內特定類別的離職員工總人數 ÷ 報告期末特定類別的員工總人數) × 100%。

4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.2 Communication and Care (continued)

4.2.4 Employee Care

We also pay attention to employee care, and strive to create a harmonious and loving workplace environment for employees, so that Yincheng Life's culture of kindness and love could warm every family member of Ruisen.

4.3 Employee Development

Yincheng Life is committed to building a high-quality employee team, creating professional and standardised customer service, and continuously optimising the talent training system, performance evaluation system and promotion system according to the training needs of employees at different positions and ranks, so as to help the common development of the enterprise and employees, and achieve a win-win situation between organisational development and employee growth.

4.3.1 Talent Cultivation

In order to improve the competency of employees, Ruisen Life has formulated corresponding training plans based on employees' level, performance and position requirements, combined with offline centralised empowerment, online course review and on-the-job practise, constantly recharging employees and unlocking their potential. Our training system covers different types of graduates, new employees, life consultants, junior management staff, project managers, management level, supervisory level and above personnel to meet the personalised development needs of different types of employees.

4. 攜手同行，打造人才後備梯隊 (續)

4.2 溝通關懷(續)

4.2.4 員工關懷

我們亦注重員工關懷工作，力所能及地為員工營造和諧、有愛的職場環境，讓瑞森生活的善·愛文化溫暖每一位瑞森家人。

4.3 員工發展

瑞森生活致力於建設高質量的員工隊伍，打造專業化、標準化的對客服務，依據不同崗位、不同職級員工的培訓需求，不斷優化人才的培養體系、績效考核體系及晉升體系，助力企業和員工的共同發展，實現組織發展與員工成長的雙贏。

4.3.1 人才培養

為提高員工崗位勝任能力，瑞森生活根據員工層級、績效表現、崗位要求等制定相應的培養計劃，結合線下集中賦能、線上課程複盤及在崗實踐的方式，不斷為員工充電，挖掘員工潛能。我們的培訓體系涵蓋應屆畢業生、新入職員工、生活顧問、基層管理類員工、項目負責人、管理層、總監及以上職級人員等不同類別，滿足不同類型員工的個性化發展需求。



4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.3 Employee Development (continued)

4.3.1 Talent Cultivation (continued)

4. 攜手同行，打造人才後備梯隊 (續)

4.3 員工發展 (續)

4.3.1 人才培養 (續)

Employee Training System of Ruisen Life 瑞森生活員工培訓體系

Pre-job Training for Management Type New Employees

管理類新員工崗前培訓

To enable new employees to integrate into the corporate culture as soon as possible, understand the Company's profile and rules and regulations, and enhance their sense of corporate identity, we also provide monthly training for new employees. The contents of the training include corporate culture, BI norms and company system, the service model, financial management, IT process utilisation, introduction of subsidiary business, employee occupational safety, operation management, procurement management and administrative management of Ruisen Life.

為使新入職員工能儘快融入企業文化、了解本公司概況和規章制度，並增強他們的企業認同感，我們每月也會為新員工提供培訓。培訓內容包括企業文化、BI規範和公司制度、瑞森生活的服務模式、財務管理、IT流程運用、子公司業務介紹、員工職業安全、運營管理、招採管理、行政管理。

Pre-job Training for Operational Type New Employees

作業類新員工崗前培訓

To standardise the training standards for operational type new employees, optimise the training process, help them integrate into the corporate culture as soon as possible and deepen their understanding of job duties and skill specification requirements of the operation category positions. Each project will organise a monthly pre-job training for new employees. The training content includes general (corporate culture, BI norms and company system, service model, occupational safety of employees of Ruisen Life) and professional (standard operating procedures and norms of each position), aiming to enhance the skill level of new employees to provide quality services to customers.

為統一作業類新員工的培訓標準，優化培訓流程，幫助他們儘快融入企業文化，深入了作業類崗位的崗位職責及技能規範要求。各項目將每月一次組織新入職的作業類員工進行崗前培訓。培訓內容包括通用類（企業文化、BI規範和公司制度、瑞森生活的服務模式、員工職業安全）和專業類（各崗位的標準作業流程和規範），旨在提升新員工的技能水平，為客戶提供優質服務。

4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.3 Employee Development (continued)

4.3.1 Talent Cultivation (continued)

4. 攜手同行，打造人才後備梯隊 (續)

4.3 員工發展(續)

4.3.1 人才培養(續)

Employee Training System of Ruisen Life

瑞森生活員工培訓體系

Ruisen Talent Lectures

銀才講堂

To enhance the professional knowledge and management ability of project staff, we have organised a series of online training courses, starting from contract review and policy analysis, and based on the guided training for solving practical issues, aiming at creating a good learning atmosphere through the guided training for solving practical issues, enhancing the professional skills and comprehensive management level of the project staff, and facilitating the development of our business. Participants of the training include regional directors, program managers, life consultants, expert consultants and staff of various functional departments.

為提升項目人員的專業知識和管理能力，我們組織了一系列線上培訓課程，從合同審核和政策分析出發，基於解決實際問題的引導式培訓，旨在通過解決實際問題的引導式培訓，營造良好的學習氛圍，提升項目人員的專業技能和綜合管理水平，助力業務發展。培訓對象包括各事業部區域總監、項目負責人、生活顧問、專家顧問以及各職能部門人員。

New Manager Training Camp

新經理訓練營

Managerial level is the core management level of corporate development, the training content of the New Manager Training Camp includes professional and business empowerment training, which aims to help new managers to clarify their role positioning, establish systematic management concepts and enhance their management skills.

經理級是企業發展的核心管理層級，新經理訓練營的培訓內容包括專業類和業務類賦能培訓，旨在幫助新經理明確角色定位，樹立系統化的管理理念，提升其管理技能。

Job Review and Presentation Upon Promotion

轉正述職

In order to open up communication channels to practice the desktop culture, to release the development potential and vitality of talents and to continuously optimise the talent system, assist in the development of talents, establish a learning platform and create a positive and progressive learning atmosphere, we have organised job review and presentation activities to strengthen the assessment and management of the staff to be promoted.

為暢通溝通渠道踐行桌面文化，為釋放人才發展潛力和活力不斷優化人才體系，助理人才發展，搭建學習平台，營造積極進取的學習氛圍，我們通過組織述職，以加強對晉升人員的考核管理。



4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.3 Employee Development (continued)

4.3.1 Talent Cultivation (continued)

4. 攜手同行，打造人才後備梯隊 (續)

4.3 員工發展 (續)

4.3.1 人才培養 (續)

Employee Training System of Ruisen Life

瑞森生活員工培訓體系

Project Leader Workshop

項目負責人工作坊

Improve management capabilities such as strengthening time management and task practise, and created outstanding professional project leaders of Ruisen Life through online + offline multi-dimensional empowerment.

強化時間管理、任務實踐等管理能力提升，通過線上+線下多維度賦能，打瑞森生活出色職業化的項目負責人。

EDP Business School

EDP商學院

The senior manager seminars carried out by Ruisen Life in cooperation with Nanjing University and Nanjing Normal University to carry out is equipped with a set of targeted short-term intensive courses, covering comprehensive management skills, management knowledge and management skills, and selected personnel at the level of director or above for empowerment.

瑞森生活與南京大學、南京師範大學合作進行的高級經理研修班，具有一套針對性的短期強化課程，內容覆蓋綜合管理技能、管理知識與管理技巧，篩選總監及以上職級人員進行賦能。

In addition to the above training programmes, we also focus on improving the professional skills of employees, encourage employees to actively obtain property-related grade certificates, participate in academic upgrading and re-education, and improve their personal profile. In order to improve the education level and comprehensive quality of employees, Ruisen Life selects 10 outstanding talents from management and operational employees respectively on every August to receive education from higher education institutions.

除以上培訓計劃外，我們亦專注於提升員工的專業技能，鼓勵員工積極考取物業相關等級證書，參與學歷提升和再教育，提升個人履歷。為提升員工學歷水平及自身綜合素質，瑞森生活每年8月從管理類員工和作業類員工中各選拔出10名優秀人才輸送到高等院校接受學歷提升教育。

4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.3 Employee Development (continued)

4.3.1 Talent Cultivation (continued)

4. 攜手同行，打造人才後備梯隊 (續)

4.3 員工發展(續)

4.3.1 人才培養(續)

Encourage Employees to Improve Skills and Qualifications

鼓勵員工技能和資質提升

Skill level training and certificate obtaining 技能等級培訓與考證	Ruisen Life arranges for management staff to participate in individual skill level training, such as marketing and e-commerce, in order to cultivate professional talents and enhance the comprehensive vocational ability of the staff. 瑞森生活安排管理類員工參加營銷師、電子商務師等個人技能等級培訓，以培養專業人才和提升員工的職業綜合能力。
Training for intermediate fire control certificate 中級消控證培訓	Ruisen Life fully implements the related policies in relation to enterprise new apprenticeship system, to ensure the operation safety and standardisation of the firefighting module. We actively cooperate with enterprises to launch a new apprenticeship system – intermediate fire control certificate learning. 瑞森生活全面推行企業新型學徒制相關政策，為保證消防模塊的作業安全和規範，積極與企業合作開展新型學徒制—中級消控證學習。
Training of professional knowledge on intermediate electrician 中級電工專業知識培訓	To improve the comprehensive knowledge and skills of electricians of project personnel, ensure the safety of electricity use in the project, and support the new enterprise apprenticeship policy comprehensively promoted by the Ministry of Human Resources and Social Security and the Ministry of Finance, employees who meet the corresponding qualifications are arranged to participate in intermediate electrician professional knowledge training. 為了提升項目人員的電工綜合學識和技能水平，保障項目的用電安全，並支持人力資源社會保障部和財政部全面推行的企業新型學徒制政策，安排符合相應資質的員工參加中級電工專業知識培訓。
Sit for property management related examinations 物業證書報考	Ruisen Life regularly organises attendance of various property management certificate examinations, and it would bear the corresponding expenses. 瑞森生活定期組織各類物業用證書報考，並由其承擔相應費用。
Independent evaluation examination by enterprises 企業自主評價考試	To ensure that property management personnel are properly licensed for their job post, Ruisen Life has organised examinations for property managers and intelligent building managers. 為了確保物業管理人員持證上崗，瑞森生活組織了物業管理師和智能樓宇管理員考試。



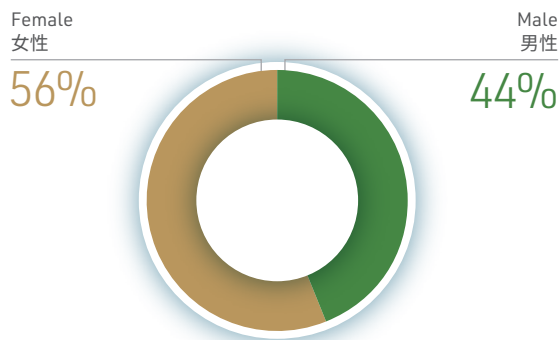
4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.3 Employee Development (continued)

4.3.1 Talent Cultivation (continued)

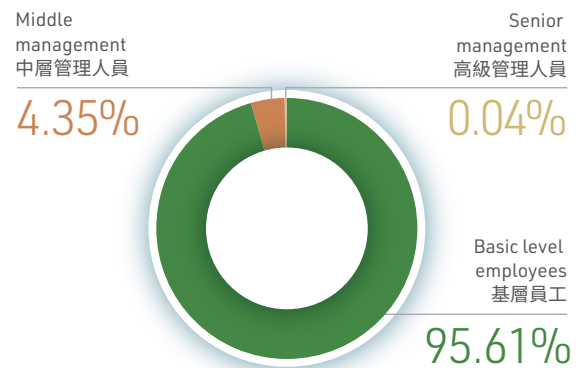
During the Reporting Period, our employee training is as follows:

Percentage of Employees trained by Gender¹²
按性別劃分的受訓僱員百分比¹²



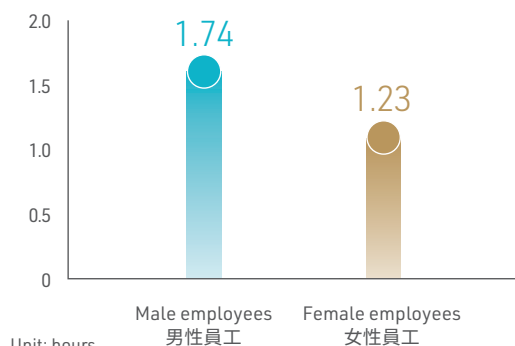
Unit: Percentage
單位：百分比

Percentage of Employees trained by Level¹²
按職級劃分的受訓僱員百分比¹²



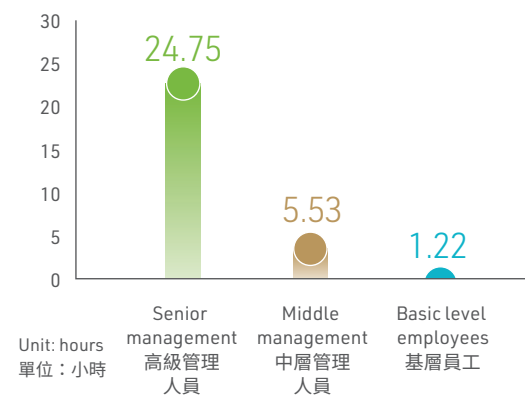
Unit: Percentage
單位：百分比

Average Training Hours per Employee by Gender¹³
按性別劃分的員工平均培訓時數¹³



Unit: hours
單位：小時

Average Training Hours per Employee by Level¹³
按職級劃分的員工平均培訓時數¹³



Unit: hours
單位：小時

Notes:

- Percentage of employees trained by category: (number of employees trained in the specified category during the Reporting Period ÷ total number of employees trained during the Reporting Period) x 100%.
- Average training hours per employee by category: (training hours of employees in the specified category during the Reporting Period ÷ number of employees in the specified category at the end of the Reporting Period).

備註：

- 該類別的受訓員工百分比：(報告期內該類別受訓員工人數 ÷ 報告期內受訓員工總人數) × 100%。
- 該類別的員工平均培訓時數：(報告期內該類別員工培訓時數 ÷ 報告期末該類別員工人數)。

4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.3 Employee Development (continued)

4.3.2 Promotion Assessment

To ensure the orderly operation of the internal management mechanism, Ruisen Life continuously optimises the employee performance appraisal mechanism, adapts to the nature of different positions, establishes the external restraint mechanism and self-incentive mechanism for employees, and encourages employees to continuously surpass themselves and realise the integration of personal value and enterprise value.

4. 攜手同行，打造人才後備梯隊 (續)

4.3 員工發展(續)

4.3.2 晉升考核

為保障本公司內部管理機制有序運轉，瑞森生活不斷優化員工績效考核機制，適配不同崗位的性質，建立員工外部約束機制及自我激勵機制，鼓勵員工不斷超越自我，實現個人價值與企業價值的融合。

Promotion System and Performance Appraisal Plan of Ruisen Life

瑞森生活晉升制度及績效考核方案

Incentive Plan for the Implementation and Operation of Direct Drinking Water Cabinet
《直飲水櫃落地及運營激勵方案》

Big Zebra Charging Performance Incentive Plan
《大斑馬充電績效激勵方案》

Incentive Measures for Distribution Products, and Other Businesses
《經銷類商品等業務激勵辦法》

Evaluation and Incentive Measures for the Income of Group Purchase of Goods
《商品團購收入考核及激勵辦法》

Appraisal and Incentive Measures for New Media Panels
《新媒體小組考核及激勵辦法》



4. JOINING HANDS TO BUILD A TALENT TEAM (continued)

4.3 Employee Development (continued)

4.3.2 Promotion Assessment (continued)

In order to help talent training and build a solid talent team, Ruisen Life broke the management-based approach, continuously improving the talent promotion system and talent evaluation system based on the original foundation, and increased the exchange and rotation mechanism before the promotion of the reserve controllers and above, so as to promote the cross-regional, cross-department, cross-ranking and cross-position communication of managers.

4. 攜手同行，打造人才後備梯隊 (續)

4.3 員工發展 (續)

4.3.2 晉升考核 (續)

為助力人才培養，建設夯實的人才梯隊，瑞森生活打破管理本位主義，不斷在原有基礎上完善人才晉升體系及人才評價體系，在試點儲備總監及以上人員晉升前增加交流輪崗機制，促進管理者跨地區、跨部門、跨職級、跨崗位交流。

Talent Promotion Process of Ruisen Life
瑞森生活人才晉升流程



5. CO-CONSTRUCTION AND SHARING TO PROMOTE INDUSTRY DEVELOPMENT

Ruisen Life is committed to the common prosperity of the industry and looking forward to grow together with the society and creating sustainable development value together. We actively cooperate with business partners to create a mutually beneficial supply chain system and promote local economic development; we always insists on giving back to the society through public welfare actions and strives to create a happy and warm community.

5.1 Supplier Management

Ruisen Life attaches great importance to the cooperation relationship with suppliers, continuously optimises the supplier management system and system, strengthens the construction of the bidding and procurement platform, and strives to build a sustainable supply chain management system to achieve mutual benefit and win-win. We continue to follow the management systems such as the "Procurement Management System" and the "Supplier Selection, Evaluation and Management Control Procedures", continued to improve the supplier access, evaluation and assessment mechanism, and at the same time, we have continued to review the service procurement approval process outside the business scope of professional companies and the supplier rating mechanism, so as to ensure that they meet our quality standards and sustainability requirements.

During the Reporting Period, the Company had a total of 732 registered suppliers, all from Eastern China.

5. 共建共享，助力行業發展

瑞森生活以行業共榮為己任，期待與社會共同成長、共創可持續發展價值。我們積極與商業夥伴合作，打造互惠的供應鏈體系，助推本土經濟發展；始終堅持以公益回饋社會，努力創建幸福溫暖的社區。

5.1 供應商管理

瑞森生活十分珍視與供應商的合作關係，不斷優化供應商管理制度和體系，強化招採平台的建設，同時致力於打造可持續發展的供應鏈管理體系，以期實現互惠共贏。我們繼續遵循《採購管理制度》及《供方選擇、評價與管理控制程序》等管理制度，持續完善對供應商的准入、評價和考核機制。同時，我們也繼續對專業公司業務範疇外的服務採購審批流程以及供應商評分等級機制進行了審視，以確保他們符合我們的質量標準和可持續發展要求。

於報告期內，本公司在冊供應商共計732家，均來自華東地區。



5. CO-CONSTRUCTION AND SHARING TO PROMOTE INDUSTRY DEVELOPMENT (continued)

5.1 Supplier Management (continued)

Evaluation method 評審辦法

- The assessment targets are suppliers in all segments of Ruisen life, and the responsible persons of the projects/departments/companies shall be the assessors
以瑞森生活各板塊年度內有合作的供應商為評審對象，合作的項目／部門／公司的負責人為評審評委
- Review the supplier management module on the bidding and procurement platform, the suppliers are divided into two dimensions: material suppliers and service suppliers
通過招採平臺供應商管理模塊進行評審，分為物資類供應商與服務類供應商兩個維度

Assessment criteria 評審標準

- The average score of the assessors is taken as the evaluation score of the supplier
以各評委打分均分作為該供應商的評審得分
- According to the assessment scores, suppliers are divided into four levels: A (excellent), B (good), C (medium) and D (disqualified). Class A, B and C are qualified suppliers, which are included in the list of qualified material suppliers, and Class D suppliers are eliminated
根據評審得分將供方分為A (優秀)、B (良好)、C (中等)、D (不合格) 四個等級。A、B、C類為合格供應商，列入合格物資供方名錄，D類淘汰
- The supply distribution rate for the following year will be determined based on the assessment level
評審等級決定次年供貨分配率

Supplier selection 供應商選擇

- Suppliers that are included in the "List of Qualified Suppliers" and cannot perform product supply and service supply as required due to various reasons, and are unable to improve or cooperate actively, will be disqualified as qualified suppliers
已納入《合格供方名錄》的供方，由於各種原因不能按要求履行產品供應和服務供應的供方，且沒能力改進或配合不積極的，取消合格供方資格
- In principle, suppliers are selected from the List of Qualified Suppliers, and new suppliers may be introduced where the procurement needs cannot be met. The procurement team would conduct internal evaluation based on suppliers' service capabilities, price advantages and cooperation advantages, and the cooperation relationship will be determined after price comparison against three parties or bidding
原則上供應商從《合格供方名錄》中選擇，不能滿足採購需求的可引進新供方。採供組結合供應商的服務能力、價格優勢、合作優勢做內部評估，經三方比價或招投標後確定合作關係

In terms of service procurement, we adopt the management policy of "strengthen internal sourcing and refine control of outsourcing": in the business areas involving professional companies, we will strengthen the creation of internal sourcing and expand the scope of internal sourcing; in order to ensure the quality of operations and customer satisfaction, the selection of external contractors and process management are refined and strictly controlled. While effectively improving the efficiency of procurement, it also reduces the risk of service procurement.

在服務採購方面，我們採取「強化內包、精控外包」的管理方針：在涉及專業公司業務領域，強勢打造內包並擴大內包範圍；為確保作業品質和客戶滿意，對外包方選擇及過程管理進行精密和嚴格控制，有效提高採購時效的同時，也降低了服務採購風險。

5. CO-CONSTRUCTION AND SHARING TO PROMOTE INDUSTRY DEVELOPMENT (continued)

5.1 Supplier Management (continued)

During the Reporting Period, we continued to integrate the management of material consumption with our business objectives by setting up assessment indicators for our business divisions to ensure that the ratio of the actual total purchasing expenses to the total estimated expenses on materials is maintained at less than 100%, so as to control the purchasing expenses within the budgeted range. In addition, we have taken the following specific measures to better implement material consumption management:

Material Consumption Management Measures

- Based on the previous year's procurement expenditure, accurately set the material procurement budget for 2024;
- Utilising the procurement platform system to carry out management, relying on the shopping cart page of the procurement platform to set up budget reminders to ensure purchasing behaviours are in line with budgetary constraints;
- Ensuring the accuracy of material procurement data, the procurement platform has set up the function of 7+3 mandatory warehousing after suppliers' shipment;
- Setting up dedicated procurement management personnel in the project to better coordinate and manage procurement activities and coordinate procurement and inventory deployment in the region;
- Utilising the budget implementation report function and the material consumption data report function of the procurement platform system to manage the material consumption data; and
- The management center shall regularly output quarterly reports on material consumption data to provide a comprehensive assessment of the material consumption situation.

5. 共建共享，助力行業發展 (續)

5.1 供應商管理 (續)

於報告期內，我們繼續將物耗管理與經營目標相結合，設定了事業部考核指標，確保實際總採購費用與物資總預算費用的比例保持在100%以下，以控制採購開支在預算範圍內。此外，為了更好地實施物耗管理，我們採取了以下具體措施：

物耗管理舉措

- 參考上一年度的採購額，精準設定2024年的物資採購預算；
- 運用招採平台系統管理，依託招採平台的購物車頁面設置了預算提醒，以確保採購行為符合預算限制；
- 確保物資採購數據的精確性，招採平台設置了供應商發貨後7+3的強制入庫功能；
- 項目中設定了專職採購管理人員，且區域統籌採購和調劑庫存，更好地協調和管理採購活動；
- 運用招採平台系統的預算執行報表功能和物耗數據報表功能管理物耗數據；及
- 管理中心定期輸出季度物耗數據報告，以提供對物耗情況的綜合評估。



5. CO-CONSTRUCTION AND SHARING TO PROMOTE INDUSTRY DEVELOPMENT (continued)

5.1 Supplier Management (continued)

5.1.1 Sunshine Procurement

We are committed to maintaining a clean, fair and transparent supply chain system. We established and implemented a range of mechanisms and initiatives to effectively help the Company identify and mitigate environmental and social risks. In the bidding and procurement process, we require enterprises to provide relevant qualification certificates according to the professional types, including the person-in-charge post certificate, the practising skills certificate, company financial proof, the performance contract, etc. At the same time, a "Sunshine Agreement" must be attached to each expenditure contract to resist corruption, monopoly and other unfair competition behaviours. In addition, through the monitoring and reporting applet, we would create an open and transparent cooperation environment for suppliers and customers.

5.1.2 Green Procurement

We are committed to building a green supply chain. We give priority to suppliers with excellent environmental performance and environmental protection certifications, to ensure that our products and services comply with environmental protection standards. We also actively introduce environmentally friendly, energy-saving and emission-reducing equipment, and work with suppliers to create a clean and green home. In line with our commitment to environmental sustainability, we have also implemented a number of initiatives:

Introduce a cleaning and transportation platform company to operate all non-domestic waste removal and transportation business online, and realise whole-process visualisation
引進清運平臺公司，所有非生活垃圾清運業務上線運營，清運流程及路線實現了全程視覺化

Unified procurement of green batteries to meet the environmental needs of battery swapping stations
統一採購綠色電池，滿足換電站的環保需求

In the Gardening and Landscaping Module, we purchased and introduced a new sprinkler irrigation system to save water resources
在園林綠化模塊中，我們採購和引入新型噴灌系統，節約水資源

5. 共建共享，助力行業發展 (續)

5.1 供應商管理 (續)

5.1.1 陽光採購

我們始終以維護廉潔、公平、透明的供應鏈體系為己任。我們建立並實施一系列完善的機制和舉措，有效地幫助本公司識別和應對各項環境和社會風險。在招採環節中，我們要求企業根據專業類型提供相關資質證明文件，包括負責人崗位證書、執業技能證書、公司財務證明、業績合同等。同時，在每一份支出合同簽署時，都必須附帶一份「陽光協議」，以抵制貪污腐敗、壟斷等不正當競爭行為。此外，透過我們已開發的監察舉報小程序，為供應商及客戶營造出公開透明的合作環境。

5.1.2 綠色採購

我們致力於打造綠色供應鏈，優先與環保表現優良且具備環保認證的供應商合作，以確保我們的產品和服務符合環境保護標準，我們亦積極引入環境友好、節能減排的設備，與供應商攜手創建清潔綠色家園。秉持對環境可持續性的承諾，我們亦實施了多項舉措：

5. CO-CONSTRUCTION AND SHARING TO PROMOTE INDUSTRY DEVELOPMENT (continued)

5.1 Supplier Management (continued)

5.1.2 Green Procurement (continued)

Smart IoT Lighting 智能物聯網燈

Case Sharing 案例分享

introducing Smart IoT lighting as an innovative solution for lighting equipment. Through wireless interconnection, IoT lighting connect previously independent LED tubes to form an intelligent lighting network that can be automatically controlled by a unified programme. Such technology allows us to automatically distribute and adjust the brightness of the entire area in a dynamic manner. By sensing the paths of people and vehicles in advance, we can achieve accompanying, progressive brightness enhancement, and at the same time control the intensity of the light according to the needs of near and far areas, thereby enhancing the user experience and avoiding the waste of excess lighting resources. This year, a total of 14 projects have been modified and 8,206 lamps have been replaced, which is expected to save energy consumption by 60%.

作為我們綠色供應鏈的一部分，我們積極引入智能物聯網燈作為照明設備的創新解決方案。智能物聯網燈通過無線互聯的方式，將以往獨立的LED燈管串聯起來，形成可以統一用程序進行自動化控制的智能照明網絡。這項技術使得我們能夠自動對整個區域的亮度進行動態化的分配和調整。通過提前感應人、車行徑，我們可以實現伴隨式、漸進式的亮度提升，同時根據遠近區域的需要控制燈光的強弱，從而提升使用者的體驗，並避免浪費多餘的燈光資源。2024年共改造了14個項目，更換了8,206盞燈具，預計能夠節約能耗60%。

5.1.3 Localised Procurement

We cooperated with local brands in Jiangsu, the localised procurement that has been carried out has strong flexibility, which could enable us to allocate suitable suppliers in the region where the project is located, which effectively controlled the delivery time, distribution costs, after-sales and risks whereby ensuring the flexibility and uniformity of the Group's management. By the end of 2024, the proportion of local suppliers of Ruisen Life reached 90%.

5.1.3 本土化採購

我們與江蘇本土品牌合作，已開展的本土化採購具有較強的靈活性，利用項目所屬區域分配合適供方，有效控制了配送時效、配送成本、售後及風險。同時又能保證本集團在管理上的靈活性與統一性。截至2024年年末，本土供應商採購佔比已達90%，充分彰顯本土化採購策略的實踐成效。



5. CO-CONSTRUCTION AND SHARING TO PROMOTE INDUSTRY DEVELOPMENT (continued)

5.2 Win-win Cooperation

Ruisen Life actively carried out diversified cooperation with business partners to form resource sharing and complementary advantages, smooth economic circulation, promote industry development and industry ecosystem construction, and form a good pattern of win-win cooperation.

5.3 Community Contribution

As a property management service provider with years of experience in the industry, Ruisen Life adheres to the original intention of "improving residents' sense of happiness", optimises community services, actively participates in public welfare, and contributes to the construction of a better community and a better life.

Ruisen Life continues to devote itself to charity, and has built a platform for employees and customers to participate in public welfare activities, gathering love into the flame, lighting the warmth of the community, injecting the power of Ruisen into the society, and creating a harmonious and beautiful home.

During the Reporting Period, we actively cooperated with the Jiangsu Youth Development Foundation to launch "2024 Warm Winter Campaign" for young people. On September 8, 2024, under the guidance of the Provincial Committee of the Communist Youth League, the Lishui District Committee of the Communist Youth League and the Lishui District Education Bureau, the Jiangsu Youth Development Foundation's "Yincheng Life Charity Fund" carried out "Education Aid on Campus" program, visiting 15 families of academically gifted but financially disadvantaged students from three junior high schools (Baima Town, Jingqiao Town, and Hefeng Town) in Lishui District. Donations were distributed as follows: "Charity Progress Awards" to 184 students and "Top-student Scholarships" to 46 students. In addition to targeted financial aid of RMB230,000 for 230 students, the donation ceremony also donated 1,000 books valued at over RMB24,500, bringing the total donation to approximately RMB242,870.

5. 共建共享，助力行業發展 (續)

5.2 合作共贏

瑞森生活積極與商業夥伴開展多樣化合作，形成資源共享與優勢互補，暢通經濟循環，促進行業發展與行業生態圈建設，形成了合作共贏的良好格局。

5.3 社區貢獻

作為擁有多年行業經驗的物業管理服務供應商，瑞森生活秉持著「提高居民幸福感」的初心，優化社區服務，熱心投身公益，為建設美好社區、助力美好生活貢獻力量。

瑞森生活持續投身慈善事業，為員工和客戶打造了參與公益活動的平台，將愛心凝聚成火焰，照亮社區的溫暖，將瑞森力量注入社會，共創和諧美好的家園。

於報告期內，我們積極與江蘇省青少年發展基金會合作，針對青少年群體開展了2024年暖冬助學行動。2024年9月8日，在團省委、溧水團區委、區教育局的指導下，江蘇省青少年發展基金會銀城物業善愛基金助學進校園活動走訪了白馬鎮、晶橋鎮、和鳳鎮三所初級中學15位溧水困境尖子生家庭；並且作出了捐助：善愛進步金184人及尖子生獎學金46人。本次捐助儀式除230位學生定向捐助23萬元外，還捐贈1,000冊圖書，圖書基金總價值超24,500元，累計捐助242,870元。

APPENDIX I: LIST OF LAWS, REGULATIONS AND INTERNAL POLICIES

附錄一：法律法規及內部政策清單

Classification 分類	Type 類型	Name 名稱
Environmental 環境類	National laws and regulations 國家法律法規	<ul style="list-style-type: none"> Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》 Energy Conservation Law of the People's Republic of China 《中華人民共和國節約能源法》 Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution 《中華人民共和國固體廢物污染防治法》 Regulations on Domestic Waste Management 《生活垃圾管理條例》
	Internal policies 內部政策	<ul style="list-style-type: none"> Office Area Management Regulations 《辦公室區域管理規範》 Notice on Strengthening Office Order Management 《關於加強辦公秩序管理的通知》 Operation Guidelines for Installation of New Energy Charging Piles 《新能源充電樁安裝操作指引》 Water Management Plan and Implementation Plan for Service and Office Areas 《服務辦公區域用水管理計劃及實施方案》 Service Waste Management System 《服務廢棄物管理制度》 Guidelines for Domestic Waste Classification 《生活垃圾分類工作指引》 Specific Guidelines on Anti-Freezing and Snow 《防凍防雪專項指引》 Common Alert on Work Safety-Provision of Fundamental Property Services During Rainy and Summer Seasons 《關於做好梅雨、高溫季節基礎物業服務—常見業務風險項安全作業提醒》
Labour 勞工類	National laws and regulations 國家法律法規	<ul style="list-style-type: none"> Labor Contract Law of the People's Republic of China 《中華人民共和國勞動合同法》 Labor Law of the People's Republic of China 《中華人民共和國勞動法》 Law of the People's Republic of China on the Protection of Minors 《中華人民共和國未成年人保護法》 Law of the People's Republic of China on the Prevention and Control of Occupational Diseases 《中華人民共和國職業病防治法》 Interim Measures for the Supervision and Administration of Work Safety of Central State-owned Enterprises 《中央企業安全生產監督管理暫行辦法》



APPENDIX I: LIST OF LAWS, REGULATIONS AND
INTERNAL POLICIES (continued)附錄一：法律法規及內部政策清單
(續)

Classification 分類	Type 類型	Name 名稱
	Internal policies 內部政策	<ul style="list-style-type: none"> Recruitment Management System 《招聘管理制度》 Employee Handbook 《員工手冊》 Management Measures for Employee Compensation and Benefits 《員工薪酬福利管理辦法》 Management Measures for Promotion of Managers 《管理者職級晉升管理辦法》 Group Occupational Health and Safety Management System 《集團職業健康安全管理制度》 Occupational Safety Operation Guidelines 《職業安全作業指引》 Emergency Safety Rules 《應急安全細則》
Anti-corruption and corporate governance 反貪污和 公司治理類	National laws and regulations 國家法律法規	<ul style="list-style-type: none"> Company Law of the People's Republic of China 《中華人民共和國公司法》 Code of Corporate Governance for Listed Companies 《上市公司治理準則》 Anti-money Laundering Law of the People's Republic of China 《中華人民共和國反洗錢法》 Anti-corruption Law of the People's Republic of China 《中華人民共和國反貪污法》 Criminal Law of the People's Republic of China 《中華人民共和國刑法》 Interim Provisions on Banning Commercial Bribery 《關於禁止商業賄賂行為的暫行規定》 Anti-Unfair Competition Law of the People's Republic of China 《中華人民共和國反不正當競爭法》
	Internal policies 內部政策	<ul style="list-style-type: none"> Total Risk Management Measures 《全面風險管理辦法》 Management Measures for Internal Control 《內部控制管理辦法》 Guidelines for Standardised Operation of Car Park Management 《停車場管理規範操作指引》 Anti-corruption and Anti-bribery Code of Conduct 《反腐敗反賄賂行為守則》 Anti-fraud System 《反舞弊制度》 Anti-fraud and Whistle-blowing Policy 《防止舞弊與鼓勵舉報制度》

**APPENDIX I: LIST OF LAWS, REGULATIONS AND
INTERNAL POLICIES (continued)**

**附錄一：法律法規及內部政策清單
(續)**

Classification 分類	Type 類型	Name 名稱
Intellectual property 知識產權類	National laws and regulations 國家法律法規	<ul style="list-style-type: none"> Trademark Law of the People's Republic of China 《中華人民共和國商標法》
Product responsibility and services 產品責任及服務類	Internal policies 內部政策	<ul style="list-style-type: none"> Guidelines on the Construction of Customer Service Micro stations at Gate Posts 《關於門崗建設客戶服務微站指引》 Guidelines on the Standardisation of Identification of Life Consultants for Entering Gate Posts 《生活顧問進門崗標識標準指引》 Guidelines for Cleaning Standardisation 《保潔標準化工作指導書》 Customer Communication Operation Guidelines 《客戶溝通作業指引》 Customer Complaint Handling Guidelines 《客戶訴求處理作業指引》
Information security 信息安全類	Internal policies 內部政策	<ul style="list-style-type: none"> Information Security Management Measures 《信息安全管理辦法》 Information Service Management Standards 《信息服務管理規範》
Responsible marketing 責任營銷類	National laws and regulations 國家法律法規	<ul style="list-style-type: none"> Advertising Law of the People's Republic of China 《中華人民共和國廣告法》
Supplier management 供應商管理類	Internal policies 內部政策	<ul style="list-style-type: none"> Procurement Management System 《採購管理制度》 Supplier Selection, Evaluation and Management Control Procedures 《供方選擇、評價與管理控制程序》



