



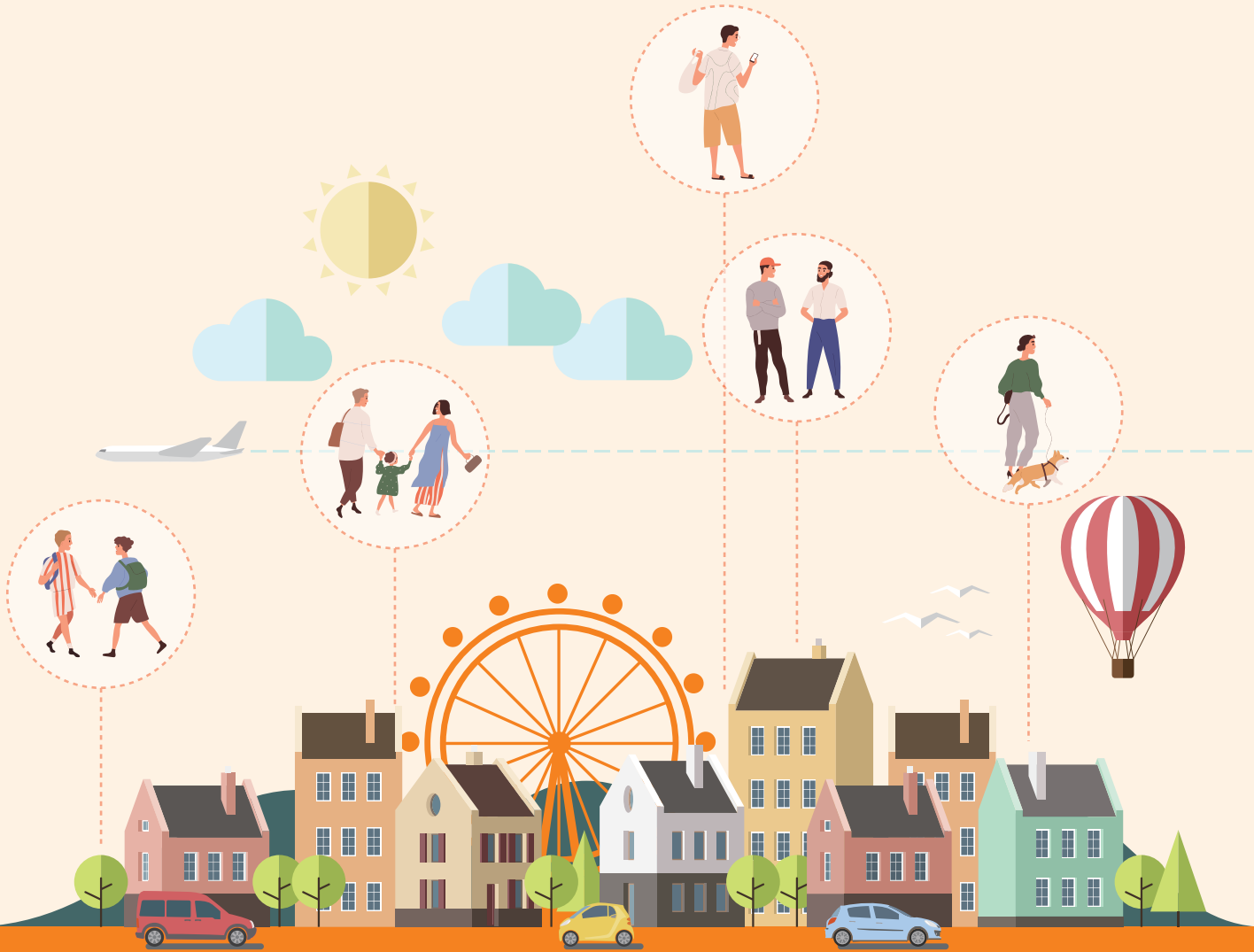
REDSUN SERVICES GROUP LIMITED

弘陽服務集團有限公司

(incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號：1971



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
環境、社會及管治報告 2025

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

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ABOUT THIS REPORT

Overview

This is the sixth “Environmental, Social and Governance Report” (“ESG” report or the “Report”) issued by Redsun Services Group Limited, which focuses on the management, practice and performance of the Group in economic, environmental, social and governance aspects for all stakeholders. This report is presented in part with reference to the parent company of the Group, Hong Yang Group Limited (“Hong Yang Group”).

Period Covered by the Report

The Report covers the period from 1 January 2025 to 31 December 2025 (the “Reporting Period”). Retrospective reference may be made where applicable.

Scope and Coverage of the Report

The Report covers Redsun Services Group Limited and its subsidiaries (the “Group”, “Redsun Services”, “we” or “us”).

Basis of Preparation

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

The scope of the ESG Report, the collection of relevant materials and data, its preparation based on available information and the review of information set out in the Report have been determined on the basis of the identification and priority of importance of stakeholders and the material issues relating to ESG, to ensure the completeness, truthfulness, materiality and balance of the Report.

Sources of Information and Warranty of Reliability

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

關於本報告

概覽

本報告是弘陽服務集團有限公司發佈的第六份《環境、社會及管治報告》(以下簡稱「ESG」報告或「本報告」)，面向各利益相關方，重點披露本集團在經濟、環境、社會及管治方面的管理、實踐與績效。本報告呈現內容部分涉及本集團母公司弘陽集團有限公司(以下簡稱「弘陽集團」)。

報告時間範圍

本報告覆蓋的週期為2025年1月1日至2025年12月31日(「報告期」)，部分內容追溯以往年份。

報告範圍及邊界

本報告覆蓋弘陽服務集團有限公司及其子公司(以下簡稱「本集團」「弘陽服務」或「我們」)。

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、社會及管治報告守則》進行編製。

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

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

Languages and Formats

The Report is available in electronic version, in Chinese language and English language. For more information regarding Redsun Services' background, business development and philosophy of its sustainable development, please refer to the official website of Redsun Services (<http://www.rsunservice.hk/>).

Confirmation and Approval

The Report was approved by the Board of Directors on 24 March 2026 after confirmation by the management.

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CHAIRMAN'S SPEECH

2025 marked the 22nd year of Redsun Services' steady and sustainable growth, and the fifth anniversary of its listing, a period brimming with hope and challenges. During this year, the property management industry embraced new opportunities amid profound transformation, as the market shifted from "scale expansion" to "value enhancement", and customer demands grew increasingly diversified and sophisticated. Firmly pursuing the strategic layout of "penetrating the Greater Jiangsu Region, strengthening foothold in the Yangtze River Delta Region and expanding into core cities" in the face of an external environment where both opportunities and challenges coexist, the Company consolidated its foothold in the residential property sector, and expanded into diverse business segments such as industrial parks, cultural tourism attractions and high-end office properties, continuously optimizing its business structure and enhancing its ability to develop sustainably across economic cycles. With stable operational excellence and strong brand influence, we were named among "Top 100 Property Management Companies in China" for the ninth consecutive year, ranking 16th. As we steadily advance on the path of high-quality development, we remain committed to our original aspiration of "making lives warmer", striving to build an integrated, technology-driven property services group encompassing six major business segments, with the goal of becoming a respected operator and service provider for a better life.

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。如想了解更多關於弘陽服務的背景、業務發展和可持續發展理念，歡迎瀏覽弘陽服務官方網站 (<http://www.rsunservice.hk/>)。

確認及批准

本報告經管理層確認後，於2026年3月24日獲董事會通過。

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董事長致辭

2025年，是弘陽服務邁入了行穩致遠的第二十二年，也是充滿希望與挑戰的上市第五週年。這一年，物業管理行業在深刻變革中迎來全新機遇，市場從「規模擴張」邁向「價值提升」，客戶需求日趨多元化、精細化。面對機遇與挑戰並存的外部環境，弘陽服務堅持「做透大江蘇、深耕長三角、做強中心城」的戰略佈局，在夯實住宅物業基本盤的同時，成功拓展產業園區、文旅景區、高端商寫等多元業態，持續優化業務結構，提升抗週期發展能力。我們憑藉穩健的經營質效和卓越的品牌影響力，連續第九年蟬聯「中國物業服務百強企業」，位列TOP16。我們在高質量發展的道路上穩步前行，踐行「讓生活更有溫度」的初心，全力打造集六大業務板塊於一體的綜合型、科技型物業服務集團，致力成為受人尊敬的美好生活運營服務商。

In 2025, Redsun Services remained consistently customer-centric, prioritizing service quality and experiential touchpoints while continuing to upgrade its Residential Operation System 2.0 and Non-Residential Operation System 1.0. We further enhanced multi-channel communication mechanisms, including the “Management to Listen” Program, “Zero Distance with Senior Executives” program, “Hong Life+ App” and “400 Customer Service Hotline”, directly addressed customer needs through homeowner visits, proactive follow-ups and other initiatives, ensuring that every issue is acknowledged and resolved. At the same time, capitalizing on the wave of digital transformation, we fully upgraded the six core systems: the “Hongtu Panorama Smart Data Platform”, “Full-dimensional Plan Control Platform”, “Hongzhi Cloud Monitor”, “Investment Expansion Online Control Platform”, “Project Operation Map” and “Hongxinhui Service Platform”, leveraging technology to enhance management efficiency and elevate service delivery. With improved customer satisfaction and professional, sincere and warm services, we are striving to create safe, comfortable and heartwarming spaces for a better life.

Redsun Services actively responds to the national “dual-carbon” strategy by integrating green development concepts throughout its entire operational process and establishing a systematic environmental management system. We promote green office practices, advocate for paperless operations, advance community greening renovations, implement refined waste sorting management, and strengthen the meticulous control of energy, water resources, and waste. We have incorporated climate risks into the Group’s risk management framework, and enhanced the climate resilience of our communities through scientific green space maintenance and the creation of eco-friendly parks, remaining committed to building green, livable and sustainable community environments and protecting our ecological homeland by concrete actions.

2025年，弘陽服務始終以客戶為中心，將品質服務與場景體驗放在首位，持續升級住宅運營體系2.0與非住運營體系1.0。我們不斷完善「聆聽行動」、「高管零距離」、「弘生活+APP」、「400客服熱線」等多維溝通渠道，通過業主家訪、主動回訪等方式直面客戶需求，確保凡事有交代、件件有著落。同時，我們緊抓數字化發展浪潮，全面迭代「弘圖全景智慧數據平台」、「全維度計劃管控平台」、「弘智雲眸系統」、「投資拓展在線管控平台」、「項目作戰地圖」和「弘心會服務平台」六大核心系統，以科技賦能管理提效、服務升級。我們持續提升客戶滿意度，用專業、真誠、有溫度的服務，全力打造安心、舒心、暖心的美好生活空間。

弘陽服務積極響應國家「雙碳」戰略號召，將綠色發展理念貫穿運營全流程，構建系統化的環境管理體系。我們推行綠色辦公、倡導無紙化作業，推進社區綠化煥新、垃圾分類精細化管理，強化能源、水資源與廢棄物的精細化管控。我們將氣候風險納入集團風險管理體系，通過科學綠植養護、生態園區營造提升社區氣候韌性，致力於打造綠色、宜居、可持續的社區環境，以實際行動守護生態家園。

Upholding the talent concept of “putting strivers and contributors first”, Redsun Services has been made consistent efforts to build a comprehensive talent development and care system. In 2025, we continued to advance the “Hong Stars Program” and the “six types of talents” cultivation system, improved promotion pathways and compensation benefits, and carried out diverse employee care initiatives and occupational health protections, fostering a fair, transparent and harmonious workplace atmosphere. Through well-established talent development, incentive and care mechanisms, we effectively reduced employee turnover, unlocked talent vitality and creativity, and enabled every Redsun member to grow together with the Company with shared commitment, injecting a continuous stream of internal momentum into the Group’s development.

Redsun Services actively fulfills its social responsibilities and fosters an ecosystem of shared growth and mutual benefit. We are building a responsible and sustainable supply chain system, encouraging our partners to jointly enhance their ESG management standards. We deepen government-enterprise collaborations and expand diverse service scenarios, including cultural tourism, schools and industrial parks, empowering urban governance and industry development with professional property management services. Additionally, we remain deeply engaged in community initiatives, promoting activities to deliver warmth and kindness to residents in winter season and to support agricultural development and poverty alleviation, contributing to rural revitalization and harmonious community development.

The achievements of 2025 would not have been possible without the hard work and dedication of all Redsun employees, as well as the trust and partnership of all our stakeholders. We will always uphold our core value of “professionalism and building credibility for the long term”, stay true to our original service aspiration, and work with customers, employees and partners across all sectors to foster an ecosystem of joint efforts, common prosperity and shared benefit. We will further strengthen our core competitiveness and brand influence, creating greater long-term value for industry progress and social development.

弘陽服務始終秉承「以拚搏者和貢獻者為本」的人才理念，構建全方位的人才發展與關懷體系。2025年，我們持續推進「弘星計劃」與「六類人才」培養體系，完善晉升通道與薪酬福利，開展多元員工關懷與職業健康保障，營造公平、陽光、和諧的職場氛圍。通過完善的人才培養、激勵與關懷機制，我們有效降低員工流失率，激發人才活力與創造力，讓每一位弘陽人都能與企業同心同行、共同成長，為集團發展注入源源不斷的內生動力。

弘陽服務積極履行社會責任，構建共生共贏的生態格局。我們打造負責任、可持續的供應鏈體系，推動合作夥伴共同提升ESG管理水平。我們深化政企共建，拓展文旅、校園、產業園區等多元服務場景，以專業物業服務賦能城市治理與行業發展。同時，我們深耕社區公益，開展暖冬便民、助農扶貧等活動，助力鄉村振興與社區和諧共建。

2025年的成績，離不開全體弘陽人的拚搏奉獻，也離不開各方夥伴的信任與同行。我們將始終秉持「在商言人，誠者致遠」的核心價值觀，堅守服務初心，與客戶、員工和各界夥伴共創共生共贏的生態格局，不斷增強核心競爭力與品牌影響力，為行業進步和社會發展創造更大的長期價值。

ABOUT US

Company Profile

Corporate Overview

Founded in 2003, Redsun Services Group Limited (stock code: 01971.HK) possesses the national first-class property management qualification and serves as one of the governing units of China Property Management Association. With business covers six major sectors, including residential property services, commercial property services, real estate services, asset management, technology development and life services, we are a comprehensive and technology-based property service provider, committed to providing customers with all-round and high-quality property services by leveraging our diversified business layouts and professional qualifications.

Since its listing, Redsun Services remains true to the original aspiration of “making lives warmer” and upholds the service philosophy of “treating customers with sincerity and delivering excellence”. Redsun Services has in-depth insight into customer needs, and makes every effort to create a warm, comfortable living environment for customers from all dimensions of daily life. We Treat every customer with a sincere attitude and excellent service quality, passing on the warm community humanistic life to customers, so that customers truly feel the warmth and beauty of home.

Since its establishment, Redsun Services has been deeply committed to the property services sector, accumulating years of experience, currently recognized as an industry-leading comprehensive community service provider in Jiangsu province. Additionally, we have established a regionally leading position in the property management market of Jiangsu province and are continuously expanding nationwide, earning widespread recognition. Going forward, we will maintain focus on the core goal of enhancing service quality, continuously strengthening our capabilities and bolstering our core competitiveness across all dimensions. We will further intensify our efforts in brand building to expand the reach of our brand influence, and steadily advance toward our goals by unswervingly pursuing the philosophy of high-quality service and the long-term development strategy.

關於我們

公司簡介

公司概况

弘陽服務集團有限公司(股票代碼：01971.HK)成立於2003年，具有國家一級物業管理資質，也是中國物業管理協會理事單位之一。公司業務涵蓋六大板塊，包括住宅物業服務、商業物業服務、地產服務、資產管理、科技開發以及生活服務，是一家綜合型、科技型物業服務供應商。我們憑藉多元化的業務佈局與專業資質，致力於為客戶提供全方位、高品質的物業服務。

上市以來，弘陽服務始終秉承「讓生活更有溫度」的初心，奉行「以誠待客，卓越服務」的服務理念。弘陽服務深入洞察客戶需求，從日常生活的各個維度出發，全力為客戶打造溫暖、安心且舒適的居住環境。我們以真誠的態度對待每一位客戶，憑藉卓越的服務品質，把充滿溫度的社區人文生活傳遞給客戶，讓客戶真切感受家的溫馨與美好。

弘陽服務自成立以來在物業服務的賽道上潛心耕耘，歷經數載沉澱，目前在行業內已成為江蘇省領先的綜合社區服務商。同時，我們已在江蘇省物業管理市場建立區域領先地位，並在全國範圍內不斷拓展，已獲得廣泛的認可。展望未來，我們錨定服務質量提升這一核心目標，不斷夯實自身實力，全方位增強核心競爭力。我們將在品牌建設上持續發力，拓展品牌影響力版圖，始終堅守高品質服務的理念，秉持長期主義發展策略，朝著目標穩步邁進。

Main Business

Guided by the philosophy of “treating customers with sincerity and delivering excellence”, Redsun Services has meticulously developed three core service segments, i.e. property management services, value-added services to non-property owners, and community value-added services, in close response to customer needs. All three business lines have now matured, operating in synergy and reinforcing mutually to create a powerful force that steadily drives Redsun Services toward sound and sustained development.

主營業務

弘陽服務始終秉持「以誠待客，卓越服務」的理念，緊密圍繞客戶需求，精心構建物業管理、非業主增值及社區增值三大核心服務板塊。目前，三條業務線均已發展成熟，彼此協同、相互賦能，形成強勁的發展合力，共同推動弘陽服務行穩致遠，持續向前。

Property management services 物業管理服務	<ul style="list-style-type: none">We provide a wide range of property management services to property owners, residents and tenants, which include security, cleaning, landscaping and gardening, facility management, repair and maintenance. Our property portfolio under management comprises residential, commercial and other properties. In addition to residential properties, we also provide property management services for various commercial properties, such as shopping malls, home decoration and furniture malls, hotels, and theme parks. We also offer property management services for other properties, including office buildings and schools.我們向業主、住戶及租戶提供廣泛的物業管理服務。其中包括安保、清潔、綠化及園藝、設施管理以及維修及保養服務。我們的在管物業組合包括住宅、商業及其他物業。除住宅物業外，我們亦為各類商業物業提供物業管理服務，例如購物中心、家居裝飾及傢俱商城、酒店及主題公園。我們亦為寫字樓及學校等其他物業提供物業管理服務。
Value-added services to non-property owners 非業主增值服務	<ul style="list-style-type: none">We also provide value-added services to non-property owners, including (i) consulting services to other property management companies, supporting them to deliver better services; (ii) preliminary planning and design consultancy services to property developers for property development projects; (iii) sales assistance services to property developers to assist with their sales and marketing activities at property sales venues and display units, including visitor reception, cleaning, security inspection and maintenance; and (iv) inspection services to property developers.我們亦向非業主提供增值服務，包括(i)向其他物業管理公司提供的顧問服務，幫助他們向客戶提供更好的服務；(ii)向房地產開發商提供的房地產開發項目的前期規劃及設計諮詢服務；(iii)向房地產開發商提供的協銷服務。以協助其物業銷售場地及展廳的銷售及營銷活動，包括訪客接待、清潔、安保檢查及維護；及(iv)向房地產開發商提供的驗收服務等其他增值服務。
Community value-added services 社區增值服務	<ul style="list-style-type: none">We provide community value-added services to owners and residents of residential properties, with the aim of enhancing their living experience and supporting property value preservation and appreciation. Community value-added services for residential properties mainly comprise (i) property brokerage services; (ii) property decoration services; (iii) community convenience services; (iv) common area value-added services; and (v) asset management services.我們向住宅物業業主及住戶提供社區增值服務，以改善其居住體驗，旨在實現其物業保值增值。住宅物業的社區增值服務主要包括(i)房產中介服務；(ii)美居服務；(iii)社區便民服務；(iv)公用區增值服務；及(v)資產管理服務等。

Business Structure of Redsun Services 弘陽服務業務架構

Strategic Development

In its deep market cultivation for years, Redsun Services remains committed to building a comprehensive property service system and constant upgrading high-end service solutions with focus on customer needs and firm faith in the philosophy of “Quality First and Customer First”. We meet the needs of customers from four aspects: order, environment, engineering and customer service, and provide personalized housing rental and trusteeship services to achieve the preservation and appreciation of housing value. In addition, we focus on customers of different ages, and through community co-construction and various activities throughout the year, we continuously deliver warmth and peace of mind, provide targeted, tailored, heartwarming, high-quality and extended services, further delivering on our promise of better-life operation services.

At the management seminar in 2025, Redsun Services further clarified the future development direction and fundamental principles of the Group.

戰略發展

弘陽服務在多年的市場深耕中，始終圍繞客戶需求，堅持「品質第一、客戶至上」的理念，致力於構建全面的物業服務體系，並不斷研發升級高端服務方案。我們從秩序、環境、工程和客服四個方面全方位滿足客戶需求，同時提供個性化的房屋租售與托管服務，以實現房屋的保值與增值。此外，我們聚焦全齡段客戶，通過社區共建、貫穿全年的各類社區活動等，持續傳遞溫暖與安心，精準定向提供有溫度、高品質、可持續的服務，深入踐行美好生活運營服務。

在2025年的管理層討論會中，弘陽服務進一步明確了本集團未來的發展方向和根本原則。

Investment-leading Strategy

投資牽引戰略

The Group has always been committed to the development strategy of “penetrating the Greater Jiangsu Region and strengthening foothold in the Yangtze River Delta Region (做透大江蘇，深耕長三角)”, focusing on the targeted development of other central cities with advantages, seeking new opportunities and new paths in development, constantly expanding the market and gaining customer trust. Through precise external expansion, diversified internal incubation and technological empowerment, the Group aims to achieve quality-driven scale growth and continuous enhancement of its comprehensive service capabilities. With residential properties as its foundational business, the Company will capture structural growth opportunities from emerging businesses such as commercial and office properties, industrial parks and city services, and actively build a diversified and synergistic full-spectrum service system. By increasing project density and collaborative efficiency within regions, strengthening economies of scale, enhancing operational quality and optimising costs, the Group will deepen customer stickiness and increase value per customer.

始終堅持「做透大江蘇，深耕長三角」的發展策略，在對其他有優勢領域的中心城進行有針對性的聚焦發展的同時尋求新機遇、新路徑，不斷拓寬市場，獲得客戶信任。通過精準的外延式擴張、多元化的內生性孵化及科技賦能，實現規模有品質增長與綜合服務能力的持續提升。公司深耕住宅基本盤，拓展商寫辦公、產業園區、城市服務等新興業態並從中捕捉結構性增量，積極構建多元、協同的全產品服務體系。通過提升區域專案密度與協同效率，強化規模效應，實現運營提質與成本優化，深化客戶黏性，提升單位客戶價值。

Finance-driven Operation

財務驅動經營

The Group adopts a two-pronged strategy, on the one hand, create new sources of income and cut down on expenses, and, on the other hand, focus on risk prevention and control. In terms of creating new sources of income and cutting down on expenses, we will promote the stable income and increasing income of principal businesses while diversifying the operation of community businesses. We will focus on the customer's living service scene to meet the needs and create demands, and help customers develop consumption habits, lead customers to form new consumption concepts so as to create greater value in the change of concepts. In terms of risk prevention and control, our governance combines rules of law and rules of morals, and the sword of law hangs high, so that employees are awed and know the bottom line. Moral education will be conducted regularly, so that employees are aware of honor and shame with high morality. By taking corporate culture as an effective way to guide employees to practice corporate values, we protect employees' passion for work to create better value for the Company.

採取兩手抓的策略，一手抓開源節流，一手抓風險防控。在開源節流方面，積極推進主營業務穩收、增收，同時拓展社區商業多元化經營，圍繞客戶生活服務場景，滿足需求、創造需求，從幫助客戶養成消費習慣，到引領客戶形成新的消費觀念，進而在觀念的變遷中創造更大的價值。在風險防控方面，堅持走法治與德治相結合的道路，高懸法律之劍，讓員工有敬畏、知底線。德育教育常推，讓員工知榮辱、尚品格。以企業文化作為引導員工踐行企業價值觀的有效方式，保護好員工的工作熱情，為公司更好的創造價值。

Enhancing Operational Quality and Efficiency

運營提質增效

The Group consistently regards operational capability as the core pillar of sustainable development. In response to rising cost pressures and intensified competition in the industry, the Group will build a full-chain quality and efficiency enhancement system guided by “governance optimisation, efficiency improvement and scientific decision-making”, injecting endogenous momentum into high-quality development.

Upgrading Service Systems and Quality Control: Aligned with changes in the market environment and iterations in business structure, the Group will continue to optimise its service systems, quality standards and institutional frameworks, and establish a full-cycle quality control system suited to industry development and customer needs. Through standardised service processes and dynamic quality supervision mechanisms, the Group will achieve sustained improvements in service quality, embedding the principle of “value for money” across all service scenarios and consolidating customer trust.

Talent Empowerment and Team Efficiency Enhancement: The Group will deepen its specialised training systems of “Hong Elite”, “Redsun Housekeeper” and “Hong Master”, focusing on the capability development of three core talent categories, namely management, service and technical personnel. Through scenario-based training, skills competitions and benchmarking empowerment, the Group will comprehensively enhance professional competence and service capabilities. We will drive the optimization of single-project profitability through talent efficiency enhancement, and forming a virtuous cycle of “role – talent alignment and efficiency multiplication”.

Efficiency Improvement through End-to-end Refined Management: The Group will implement systematic optimisation across core operational modules, rolling out targeted efficiency enhancement initiatives. On the resource management front, the Group will optimise parking system operations, strengthen the refined management of energy consumption and standardise procurement and tendering processes to maximise resource utilisation efficiency; On the organisational management front, the Group will streamline staffing structures, clarify responsibilities and authorities, and enhance organisational collaboration efficiency; On the process management front, the Group will promote business refinement, process streamlining and clear accountability to reduce redundancy and internal operational friction.

Technological Empowerment and Operational Model Innovation: Leveraging digital and intelligent transformation as a key driver, the Group will achieve a qualitative leap in operational efficiency. By replacing traditional manual management with smart systems, upgrading traditional operating models through mechanised equipment, and breaking down information silos via digital platforms, the Group will realise “intelligent management, mechanised efficiency enhancement and online collaboration”. Relying on digital intelligence technologies to enable real-time accumulation and analysis of operational data and provide scientific support for decision-making, the Group will shift from “experience-driven” to “data-driven” operations, and comprehensively enhancing overall profitability and risk resilience.

始終將運營能力視為穩固基業的核心支柱，面對行業成本壓力與競爭升級，以「治理優化、效率提升、決策科學」為導向，構建全鏈條提質增效體系，為高質量發展注入內生動力。

服務體系與質量管控升級：緊扣市場環境變化與業務結構迭代，持續優化服務體系、質量標準與制度建設，構建適配行業發展與客戶需求的全週期質量管控體系。通過建立標準化服務流程、動態化質量監督機制，實現服務品質的常態化提升，讓「質價相符」理念貫穿服務全場景，夯實客戶信任基礎。

人才賦能與團隊效能提升：深化「弘精英」「弘管家」「弘師傅」專項培訓體系，聚焦管理、服務、技術三類核心人才能力建設，通過場景化實訓、技能比武、標桿賦能等多元形式，全面增強團隊專業素養與服務能力。以人才效能提升帶動單項目盈利水平優化，實現「人崗適配、人效倍增」的良性循環。

全鏈條精細化管控提效：針對核心運營模塊開展系統性優化，逐一落地專項提效方案。在資源管理端，優化停車場系統運營、強化能源消耗精細化管控、規範成本招採流程，實現資源利用效率最大化。在組織管理端，梳理人員配置結構，明確權責邊界，提升組織協同效率。在流程管理端，推動業務精細化、流程暢通化、權責清晰化，減少冗餘環節，降低運營內耗。

科技賦能運營模式革新：以數字化、智能化轉型為抓手，推動運營效率質的飛躍。通過智慧化系統替代傳統人工管理，機械化設備升級傳統作業模式，數字化平台打通信息壁壘，實現「智慧化管理、機械化提效、線上化協同」。依托數智技術實現運營數據實時沉澱與分析，為決策提供科學支撐，推動運營從「經驗驅動」向「數據驅動」轉型，全面提升整體盈利能力與抗風險能力。

Organisational Development for Strategy Leadership

組織發展戰略引領

The Group will continue to deepen its flat organisational structure, and upgrade towards greater agility on the basis of streamlined efficiency. The Group will reinforce its talent deployment philosophy of “lean headquarters, strong regions and high-quality projects”, deepen dynamic matching mechanisms, enhance cross-functional collaboration and versatility, continue to cultivate four key talent categories, namely, “Hong Elite”, “Redsun Housekeeper”, “Hong Master” and “Hong Guardian”, and establish a systematic talent empowerment and development pathway. Meanwhile, the Group will further stimulate innovation, build an organisational collaboration model of “small front-end, strong back-end and shared ecosystem”, making innovation the core engine for driving continuous organisational evolution, vitality and execution capability.

持續深化扁平化的組織架構，在精簡高效的基礎上推動組織模式向敏捷化升級，強化「精總部、強區域、優項目」的人才配置理念並深化動態適配機制，通過提升跨條線分工的協同性與複合性，持續鍛造「弘精英」「弘管家」「弘師傅」和「弘衛士」四類關鍵人才，並搭建體系化的人才賦能與成長通道。同時，我們將進一步激活創新精神，打造「小前端、大後台、共生態」的組織協同模式，讓創新成為驅動組織持續進化、強化活力與戰鬥力的核心引擎。

Culture Safeguarding Healthy Development and Universal Care

文化守護健康大愛

The Group remains committed to its core values of “people-oriented business and integrity for long-term success”, regarding corporate culture development as a key foundation for cultivating competitiveness. Upholding the principle of “being talent-oriented, fighter-oriented and contributor-oriented”, the Group will upgrade its “Hong Elite”, “Redsun Housekeeper” and “Hong Master” training systems, adding modules such as “benchmarking best practices” and “in-depth interpretation of cultural values”, and integrating concepts such as “health, hard work, humanistic love and practicality” into skills assessment and performance evaluation. The Group will establish organisational communication mechanisms for “coordination and facing problems”, translating cultural philosophy into employees’ conscious actions through monthly quality review meetings and cross-departmental collaborative project teams. The Group will remain oriented towards the industry’s high-quality development, continuously refines itself through benchmarking and breaking through via innovation. With solid service capabilities to build trust, strong operational capabilities to achieve value growth, and distinctive brand strength to unite development consensus, the Group will steadfastly advance towards its vision of becoming “a respected service operator for a better life”, achieving value symbiosis with customers, employees and society.

堅守「在商言人，誠者致遠」的核心價值觀，將企業文化建設作為競爭力培育的重要根基。強化「以人才為本，以拚搏者、貢獻者為本」的用人原則，升級「弘精英」「弘管家」「弘師傅」培訓體系，新增「對標標桿實踐」「文化理念深度解讀」等課程模塊，將「健康、拚搏、大愛、務實簡單」等理念融入技能考核與績效評價。搭建「交圈協同、直面問題」的組織溝通機制，通過月度品質檢查復盤會、跨部門協作項目組等形式，推動文化理念轉化為員工自覺行動。我們將始終以行業高質量發展為導向，在對標中精進，在創新中突破，以紮實的服務力築牢信任根基，以強勁的經營力實現價值增長，以鮮明的品牌力凝聚發展共識，堅定不移地向「受人尊敬的美好生活運營服務商」願景邁進，與客戶、員工、社會實現價值共生。

Corporate Culture

With “customer centricity” as our guiding principle, “treating customers with sincerity and delivering excellence” as our brand mission, and “professionalism and building credibility for the long term” as our core value, Redsun Services has established the spiritual cornerstone that steers the Group toward long-term success. Having been honed through years of market presence and competition, we aspire to become a respected architect of a better life.

Looking to the future, Redsun Services remains committed to placing customer quality at its core while systematically driving the execution of its strategic objectives. We will continue to reduce costs, enhance efficiency, and optimize governance, deepen our focus on value-added services, explore innovation in elderly care, and leverage digital and information systems to empower organizational development, all guided by a clear strategy that leads us toward high-quality, steady growth.

Awards and Honors

Since its establishment, the Group has been committed to integrating its years of accumulated property management experience with deep insights into the living needs of property owners, continuously enhancing the convenience of daily living for our customers. In 2025, the Group demonstrated high-quality development momentum and stable operating performance. With its extensive management scale, outstanding profitability, and impressive performance across other comprehensive indicators, the Group earned widespread recognition from both the market and the industry, and received numerous honors.

公司文化

弘陽服務始終貫徹「以客戶為中心」的最高理念，將「以誠待客、卓越服務」作為品牌使命，秉持「在商言人，誠者致遠」的核心價值觀，構築起指引集團長遠發展的精神航標。歷經多年市場積澱與競爭淬煉，我們矢志成為受人尊敬的美好生活創造者。

展望未來，弘陽服務將繼續堅持以客戶品質為核心，系統推進戰略目標落地。我們將持續深化降本增效與治理優化，深耕增值服務領域，探索養老服務創新，依托數信提效系統賦能組織發展，以清晰的戰略引領企業高質量、穩健前行。

獎項榮譽

自創立以來，本集團始終致力於將多年積澱的物業管理經驗與對業主生活需求的深度洞察相融合，持續為客戶提升居住與生活的便捷體驗。在2025年本集團展現出高質量的發展態勢與穩健的經營狀況，憑藉龐大的管理規模、出色的盈利能力及其他綜合指標的亮眼表現，贏得了市場與行業的廣泛認可，並收穫了多項榮譽。

Time 時間	Awards 獎項名稱	Awarding Institution 頒獎機構	Awards Image 獎項圖片
April 2025 2025年4月	2025 China Service-Red Property Service Leading Company 2025中國紅色物業服務優秀企業	China Index Research Institute 北京中指信息技術研究院	
April 2025 2025年4月	2025 Top 100 Property Management Companies in China – Ranking 16th 2025中國物業服務百強企業TOP16	China Index Research Institute 北京中指信息技術研究院	
April 2025 2025年4月	2025 China Top 100 Property Management Companies - Satisfaction Leading Enterprise 2025中國物業服務百強滿意度領先企業	China Index Research Institute 北京中指信息技術研究院	
September 2025 2025年9月	2025 China Quality of Service Leading Brand of Property Service Companies 2025中國物業服務品質領先品牌	China Index Research Institute 北京中指信息技術研究院	

STRENGTHENING CORPORATE GOVERNANCE

Redsun Services has consistently embedded the philosophy of sustainable development across all its business activities, making sustainable operations and green development core components of its strategy. We continuously optimize our corporate operating mechanisms, and while pursuing economic returns, we actively explore sustainable development paths that align with the evolving needs of the times, striving to achieve a triple win among social value, industry progress and corporate growth. We will further enhance our governance standards, promote environmental innovation, and remain unwavering in our mission of “making lives warmer” while pursuing our vision of “becoming a respected architect of a better life”, building a brighter future for our customers, employees, and society at large.

ESG Governance Structure

In order to effectively implement and implement the ESG governance work of Redsun Services, we have formed a top-down three-level ESG management structure composed of the Board of Directors, ESG Taskforce and key functional departments, with clear division of responsibilities and coordination at all levels, so as to promote the orderly management and information disclosure of Redsun Services ESG.

1. Board of Directors: Top Decision-making Body

As the highest decision-making level of corporate governance, the board of directors plays a crucial role in the ESG management structure of Redsun Services. The Board is responsible for reviewing and approving ESG-related goal setting, strategic planning and implementation progress. Specifically, the Board will review and approve the formulation of sustainable development goals and monitor their implementation. In addition, the Board is responsible for reviewing and approving the annual ESG report, ensuring transparency and accuracy of information, and public disclosure to enhance the company's social responsibility and public trust.

加強公司治理

弘陽服務始終將可持續發展理念貫穿於各項業務活動中，把可持續運營和綠色發展作為核心戰略組成部分。我們持續優化企業運營機制，在追求經濟效益的同時，積極探索符合時代要求的可持續發展路徑，致力於實現社會價值、行業進步與企業成長的三方共贏。我們將繼續提升治理水平，推動環保創新，以「讓生活更有溫度」為使命，堅定不移地踐行「成為受人尊重的美好生活創造者」的願景，為客戶、員工及社會創造更為美好的未來。

ESG管治架構

為有效貫徹並落實弘陽服務的ESG管治工作，我們形成了由董事會、ESG工作小組、關鍵職能部門組成的自上而下三級ESG管理架構，各層級職責分工明確、協調統一，以推動弘陽服務ESG管理及信息披露工作的有序進行。

一、董事會：最高決策層

作為公司治理的最高決策層，董事會在弘陽服務的ESG管理架構中扮演著至關重要的角色。董事會負責審核、批准ESG相關的目標設定、戰略規劃及實施進度。具體來說，董事會將審定並通過各項可持續發展目標的制定，並監督其執行情況。此外，董事會還負責審閱和批准年度ESG報告，確保信息的透明度和準確性，並對外公開披露，增強公司的社會責任感和公眾信任。

2. *ESG Taskforce: Strategic Execution Hub*

As the executive center authorized by the board of directors, the ESG Taskforce undertakes the core function of transforming the company strategy into specific execution plans. Based on the strategic guidance of the Board of Directors, the taskforce is responsible for overall coordination and promotion of ESG related work of key functional departments to ensure that the Company's objectives in environmental protection, social responsibility and corporate governance are effectively implemented. With such basis, the taskforce regularly reports the progress and achievement of ESG work to the Board and provides support for the Board's decision-making.

3. *Key Functional Departments: Ensuring Execution-level Support*

Key functional departments, guided by the Group strategy, have responsibility for translating ESG objectives into concrete actions. Each sub-business department will formulate specific implementation plans according to the company's overall strategy and implement them into daily operation and management. By refining each indicator, each function department will ensure that sustainable development goals are fully and thoroughly implemented across the Company's business areas and operations.

The three-tier ESG governance structure established by Redsun Services ensures the seamless integration of ESG principles throughout the entire process from strategic decision-making and coordinated implementation to operational execution, forming a closed-loop ESG governance system with clearly defined roles and responsibilities, tight coordination and efficient operation. This structure not only provides robust support for the systematic implementation and transparent disclosure of the Company's sustainable development goals, but also continuously drives the Company to create long-term value across environmental, social and governance dimensions.

二、*ESG工作小組：戰略執行中樞*

ESG工作小組作為董事會授權的執行中樞，核心職責在於將ESG戰略轉化為具體執行方案。工作小組根據董事會的戰略指導，負責全面協調並推動各關鍵職能部門的ESG相關工作，確保公司在環境保護、社會責任和公司治理等方面的目標得到切實貫徹。在此基礎上，工作小組定期向董事會匯報ESG工作進展和成果，為董事會的相關決策提供持續支持。

三、*關鍵職能部門：執行層面保障*

各關鍵職能部門在集團戰略的指導下，承擔著將ESG目標轉化為具體行動的責任。各細分業務部門將根據公司總體戰略，制定具體的實施方案，落實到日常運營和管理中。通過細化各項指標，各職能部門將確保可持續發展目標能夠在公司的各個業務領域和運營層面得到全面、深入的貫徹和執行。

弘陽服務建立的三級ESG管理架構，確保了ESG理念從戰略決策到協調推進，再到業務執行的全流程貫通，構成了一個權責清晰、銜接緊密、運行高效的ESG治理閉環。該架構不僅有力保障了公司可持續發展目標的系統化落地與透明化披露，更將持續驅動公司在環境、社會與治理領域創造長期價值。

Board of Directors 董事會

- To pay attention to latest ESG development in the industry and within Redsun Services;
• 關注行業及弘陽服務的ESG發展動態；
- To assess the risks and opportunities highlighted by the ESG taskforce;
• 評估ESG工作小組提出的風險和機遇；
- To regularly review the status of attainment of pre-set ESG goals and propose direction for future development;
• 定期督查ESG目標完成情況並提出未來發展方向；
- To review and approve the ESG report.
• 審閱、批准ESG報告。



ESG Taskforce ESG工作小組

- To monitor ESG-related policies and practices on a regular basis and ensure that the Group complies with the relevant legal and regulatory requirements;
• 日常監察ESG有關的政策及常規，確保企業符合相關法律法規及監管要求；
- To identify, monitor and address the ESG issues related to Redsun Services and concerned by stakeholders;
• 識別、監察及應對弘陽服務及利益相關方關注的ESG議題；
- To report to the Board of Directors the effectiveness of ESG work and management on a regular basis.
• 定期向董事會匯報ESG工作和管理的有效性。



Functional Departments 各職能部門

- To implement tasks related to the strategies and goals of and management approaches to sustainable development, and incorporate the elements of sustainable development to daily operation.
• 落實可持續發展戰略、目標及管理方針等相關工作，將可持續發展元素融入日常運營中。

Statement of the Board of Directors

The Board of Directors is pleased to present the Group's 2025 Environmental, Social and Governance (ESG) Report, which sets out the Group's relevant philosophies and performance achievements on ESG matters for the period from 1 January 2025 to 31 December 2025. This report has been prepared based on the reporting principles of accuracy, reliability, materiality and balance.

As the highest leading body of Redsun Services for sustainable development, the Board of Directors is responsible for comprehensively supervising the company's ESG related work, assessing and reviewing the ESG management strategy of the Company, and ensuring that the Company establishes and implements effective sustainable development policies and management systems. The Board assumes ultimate responsibility for ESG management strategy, goal setting, goal progress review and ESG performance, and ensures that the Company's objectives in the areas of environmental protection, social responsibility and corporate governance are fully implemented and enforced.

We have built and operated an efficient ESG management structure in strict accordance with the requirements of Appendix C2 Environmental, Social and Governance Reporting Guidelines of the Stock Exchange of Hong Kong. We firmly believe that promoting sustainability is as strategically significant as achieving long-term business growth. Therefore, we remain committed to maintaining a high degree of sustainability in our business operations, promoting sustainable development plans in the areas of good corporate governance, environmental protection, labor rights and community development, and proactively maintaining transparent communication, and building lasting mutual trust, with customers, investors, governments, suppliers and public welfare organizations.

董事會聲明

董事會在此欣然提呈本集團2025年度《環境、社會及管治報告》，就本集團於2025年1月1日至2025年12月31日期間關於ESG事宜的相關理念及踐行成果進行匯報。本報告基於準確性、可靠性、實質性、平衡性等匯報原則進行編製。

作為弘陽服務可持續發展工作的最高領導機構，董事會負責全面監督公司ESG相關工作，評估和審議公司的ESG管理策略，確保公司建立並執行有效的可持續發展方針及管理體系。董事會對ESG管理策略、目標設定、目標進度審查以及ESG績效承擔最終責任，並確保公司在環境保護、社會責任和公司治理等領域的目標得到全面貫徹和執行。

我們嚴格按照香港聯合交易所附錄C2《環境、社會及管治報告指引》的相關要求，構建並運行高效的ESG管理架構。我們深信，推動可持續發展與實現長期業務增長具有同等重要的戰略意義。因此，我們持續致力於在業務運作中保持高度可持續發展，推動在良好企業管治、環境保護、勞工權益、社區發展等範疇的可持續發展計劃，並積極與客戶、投資者、政府、供應商以及公益組織等各持份者保持透明溝通、構建持久互信。

Stakeholder Communication

Good and effective communication with stakeholders is an important way for us to achieve sustainable development. Redsun Services has established a diversified stakeholder identification and communication mechanism, actively listening to the opinions and suggestions of all stakeholders on sustainable development, and reviewing its work performance on key issues to achieve co-creation of value and share the results of sustainable development, thus laying a solid foundation for ESG management and the Company's long-term growth.

Taking into account the Company's actual business and operational management characteristics, we have conducted a more detailed identification of ESG stakeholders during the Reporting Period, which is built upon the 2024 ESG Report. The table below presents the key issues of concern to each stakeholder group and the primary means of communication:

利益相關方溝通

與各利益相關方保持良好、有效的溝通，是我們實現可持續發展的重要途徑。弘陽服務建立了多元化的利益相關方識別和溝通機制，積極聆聽各持份者關於可持續發展的意見與建議，並就關鍵議題檢視自身工作表現，以實現價值共創，共享可持續發展成果，為ESG管治和公司長遠發展奠定基礎。

結合公司實際業務及運營管理特點，我們在2024年ESG報告的基礎上，於本報告期內對環境、社會及管治的利益相關方進行了更詳細地識別，下表呈列各利益相關方關注的主要議題以及主要溝通方式：

Stakeholders 利益相關方	Key Issues of Concerns 關注的主要議題	Communication Response 溝通回應方式	Frequency 頻率／次數
Shareholders/investors 股東／投資者	Economic performance Legal compliance Risk management 經濟績效 合法合規 風險管理	Shareholders' meetings/ periodic reports Investor meetings Results conference Press releases/ announcements On-site research Corporate website 股東大會／定期報告 投資者見面會 業績發佈會 新聞稿／公告 現場調研 公司網站	The shareholders' meeting shall be held at least once a year The investor meeting and on-site research are held irregularly 股東大會每年至少舉行一次 投資者見面會及現場調研不定期舉行
Government/regulatory authorities 政府／監管機構	Legal compliance Information security Anti-Corruption 合法合規 信息安全 反腐敗	On-site research Talks Correspondence 現場調研 會談 往來函件	Irregular 不定期

Stakeholders 利益相關方	Key Issues of Concerns 關注的主要議題	Communication Response 溝通回應方式	Frequency 頻率／次數
Cooperative partners	Intellectual property management Information security Industry exchange Business risk	Open tender On-site research Talks	Monthly visit
合作夥伴	知識產權管理 信息安全 行業交流 業務風險	公開招標 現場調研 會談	月度走訪
Customers	Information security Customer service quality Customer sensitive information management	Online promotion Phone/Email WeCom/Weibo Questionnaire Talks	Irregular
客戶	信息安全 客戶服務質量 客戶敏感信息管理	線上推廣 電話／電子郵件 企業微信／微博 問卷 會談	不定期
Staff	Compensation and benefits Employee health and safety Employee development and training	Professional training Employee interviews Internal email Internal WeChat official account	Irregular
員工	薪酬福利 員工健康與安全 員工發展與培訓	專業培訓 員工面談 內部電郵 內部微信公眾號	不定期
Media and the Public	Legal compliance Impact of business on society	Press releases/ announcements Interview Meeting	Irregular
媒體與公眾	合法合規 業務對社會的影響	新聞稿／公告 採訪 會議	不定期
Community Public	Community contribution Charity	Community events/ announcements On-site research Talks	Irregular
社區公眾	社區貢獻 公益慈善	社區活動／公告 現場調研 會談	不定期

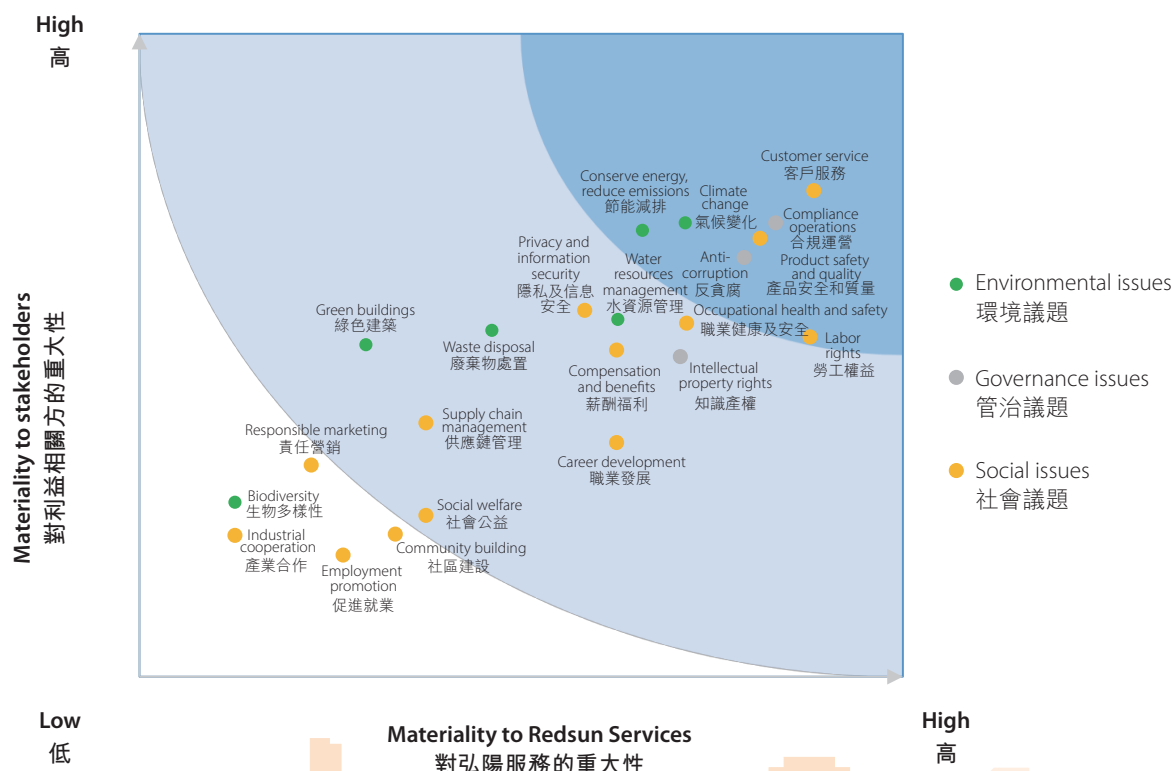
Material Issues

In the process of creating long-term value, Redsun Services has always paid great attention to key issues that have a significant impact on the economy, environment and society. In 2025, we further identified and updated ESG-related issues based on the results of our 2024 assessment of significant issues. In order to fully understand the relative importance and attention of each issue, we conducted a detailed comprehensive analysis and evaluation through in-depth internal interviews, combined with the Group's strategic development direction and the opinions of external stakeholders. Through this process, we have finally formed an updated matrix of major issues and identified 22 material issues of these issues, with 7 rated as highly important issues, 10 as moderately important issues and 5 as less important issues. This updated Issues Matrix provides a clear framework for us to focus and respond more effectively to key sustainability issues, helping us prioritize these issues that are critical to the company and society in our future operations, and advancing the company's sustainability goals.

重大性議題

弘陽服務在創造長期價值的過程中，始終注重對經濟、環境和社會產生重大影響的關鍵議題。2025年，我們基於2024年重要性議題評估的結果，進一步識別和更新了與ESG相關的議題。為了更加全面了解各議題的相對重要性和關注度，我們通過深入的內部訪談，並結合集團的戰略發展方向和外部利益相關方的意見，對各議題進行了詳細的綜合分析和評估。通過這一過程，我們最終形成了更新的重大性議題矩陣，共識別出22項重要議題，包括7項高度重要議題、10項中度重要議題、5項低度重要議題。此更新的議題矩陣為我們更有效地聚焦和應對關鍵可持續發展問題提供了清晰的框架，有助於我們在未來的運營中優先考慮這些對公司和社會發展至關重要的議題，推動公司可持續發展目標的實現。

MATERIALITY MATRIX OF REDSUN SERVICES GROUP LIMITED
弘陽服務集團有限公司重大性矩陣



Highly Significant Issues 高度重大性議題	
Customer service 客戶服務	Compliance operations 合規運營
Energy conservation and emission reduction 節能減排	Product safety and quality 產品安全和質量
Anti-corruption 反貪腐	Occupational health and safety 職業健康及安全
Climate change 氣候變化	
Moderately Significant Issues 中度重大性議題	
Privacy and information security 隱私及信息安全	Labor rights 勞工權益
Waste disposal 廢棄物處置	Water resources management 水資源管理
Green buildings 綠色建築	Compensation and benefits 薪酬福利
Intellectual property rights 知識產權	Supply chain management 供應鏈管理
Career development 職業發展	Social welfare 社會公益
General Significant Issues 一般重大性議題	
Responsible marketing 責任營銷	Biodiversity 生物多樣性
Industrial cooperation 產業合作	Community building 社區建設
Employment promotion 促進就業	

Healthy Operation

Consistently committed to the operating philosophy of “transparency, compliance and sustainability”, Redsun Services continuously optimizes its operational mechanisms and internal management systems, enhances risk identification and control capabilities, effectively safeguards shareholders’ rights and interests, increases corporate value, and drives the Company toward sustainable development. We have established a comprehensive compliance system that ensures our operations across the country comply with laws and regulations, industry standards, and social expectations, while dynamically responding to changes in the external environment, through regular reviews and updates of our internal control and compliance management mechanisms. In terms of transparent and compliant operations, Redsun Services places great emphasis on communication with stakeholders, including shareholders, customers and employees, maintaining consistent and transparent information disclosure to ensure operational visibility, thereby earning long-term trust.

Risk Control

Redsun Services understands that sound risk management is a core pillar of healthy business, especially in a rapidly changing market environment and an increasingly complex global economy. In order to effectively cope with potential risks, Redsun Services has established a comprehensive risk management system and implemented hierarchical management through a scientific organizational structure to ensure efficient operation in daily operation and major risk prevention and control. Our goal is to achieve zero significant risk in listing compliance control and ensure zero significant risk in daily operation management, so as to protect the interests of the company and enhance market competitiveness. In order to reduce the risk of huge economic losses caused to the company due to risk events, we have formulated internal systems such as Risk Control Information Management System of Redsun Group and Management Measures for Regional Risk Control and Post-holding Personnel (Trial), issued the List of Top Ten Operational Risks of Redsun Services Group on the OA Platform, and interpreted the handling and response mechanism of daily risks in detail, providing process guarantee for the identification and control of potential risk points in the operation process of the Group.

健康經營

弘陽服務始終秉持「透明、合規、可持續」的經營理念，持續優化運營機制與內部管理體系，提升風險識別與管控能力，切實保障股東權益、提升企業價值，推動公司實現可持續發展。我們建立了覆蓋全面的合規體系，通過定期審查與更新內控及合規管理機制，確保全國範圍內的運營活動符合法律法規、行業規範與社會期待，並對外部環境變化作出動態響應。在透明合規經營方面，弘陽服務高度重視與股東、客戶、員工等利益相關方的溝通，堅持以持續、透明的信息披露，確保運營的可見度，從而贏得長期信任。

風險管控

弘陽服務深知穩健的風險管理是企業健康經營的核心支柱，尤其是在快速變化的市場環境和日益複雜的全球經濟背景下。為了有效應對潛在風險，弘陽服務建立了全面的風險管理體系，並通過科學的組織架構實施分級管理，以確保在日常運營與重大風險防控方面的高效運作。我們的目標是實現上市合規管控零重大風險，並確保日常運營管理零重大風險，從而保護公司利益，增強市場競爭力。為降低因風險事件對公司造成巨大經濟損失風險，我們制定了《弘陽物業集團風控信息管理制度》、《區域風控兼崗人員管理辦法（試行）》等內部制度，在OA平台上發佈了《弘陽服務集團十大經營風險清單》並詳細解讀日常風險的處理應對機制，對本集團在經營過程中的潛在風險點的識別和管控工作提供流程保障。

• **Continuous Optimization of Risk Management System**

In 2025, Redsun Services continued to strengthen and optimize the risk control system, and further improved the “Top Ten Business Risk List”, which enhanced the ability to identify and respond to risks. We implement risk management processes through continuous monitoring and regular reporting and assign risk management and control to specific responsible units to ensure that the impact of mitigating risks can be reduced within a controllable range. Redsun Services attaches great importance to the professional skills training of risk control personnel and continuously improves the practical ability and emergency response ability of risk control personnel through regular risk management training and experience sharing. At the same time, we have also established a two-level risk control organizational system at the group and regional levels and formed a linkage mechanism between the group headquarters and various regions to ensure that risk management and control from the group level to regional projects can be effectively controlled.

• **Special Controls to Address the Unique Risks of the Real Estate Industry**

In the context of the real estate industry, Redsun Services has strengthened special measures to deal with investment and financing risks. In addition to strengthening the assessment of the payment ability of real estate background customers, we also ensure that we can fully understand their repayment ability through in-depth cooperation with customers and regular credit review, so as to take reasonable preventive measures to ensure the timely recovery and effective management of housing and property service fees, so as to avoid liquidity risks that real estate enterprises may encounter in the financing and investment links to the greatest extent, and ensure the smooth progress of the project and the long-term financial stability of the company.

• **持續優化風險管理體系**

2025年，弘陽服務持續加強和優化風控體系，進一步完善「十大經營風險清單」，提升風險識別和應對能力。我們通過持續監控和定期匯報等程序執行風險管理流程，將風險管控落實到具體責任單位，以確保能夠在可控範圍內降低減弱風險可能帶來的影響。弘陽服務特別重視風控人員的專業技能培訓，通過定期的風險管理培訓和經驗分享，不斷提高風控人員的实操能力和應急反應能力。同時，我們還建立了集團和區域二級風控組織體系，形成了集團總部與各區域之間的聯動機制，確保了從集團層面到區域項目的風險管控能得到有效控制。

• **專項管控應對房地產行業特有風險**

在房地產行業背景下，弘陽服務強化了應對投資融資風險的專項措施。除了加強對地產背景客戶的支付能力評估外，我們還通過與客戶的深入合作和定期的信用審核，確保能夠充分瞭解其還款能力，從而採取合理的預防措施，保障房屋及物業服務費用的及時收回和有效管理，從而最大程度地規避房地產企業在融資和投資環節中可能遇到的流動性風險，並確保項目的順利推進和公司長期的財務穩健。

• Risk Identification and Long-term Stable Development

Redsun Services has always believed that robust risk identification and control capabilities are fundamental to ensuring the smooth progress of projects. Through in-depth analysis and accurate forecasting of the market environment, we can promptly identify potential risks in the industry and market and mitigate them with a comprehensive risk management system and sound response strategies. By monitoring external conditions and conducting dynamic assessments of internal risks, Redsun Services is able to evaluate the effectiveness of its risk control system from multiple dimensions amid global economic fluctuations and market changes. We flexibly adjust relevant management strategies to address new challenges.

• 風險識別與長期穩定發展

弘陽服務一直認為，完善的風險識別與管控能力是有效保障項目的順利進行的基礎。通過對市場環境的深入分析與精準預判，我們能夠及時識別行業及市場的潛在風險，並通過完善的風險管理體系和合理的應對策略降低風險。通過對外部環境的監控和內部風險的動態評估，在全球經濟波動和市場變化的背景下，弘陽服務能夠多維度審視風險管控體系的有效性，並根據新的挑戰對相關管理策略進行靈活調整。

Continuously optimize the risk management system

持續優化風險管理體系

- Strengthen and improve the professional skills of risk control personnel
強化提升風控人員的專業技能
- Linkage with regional risk control team to form a two-level risk control organizational system of the group and the region
聯動區域風控小組，形成集團、區域二級風控組織體系

Risk control of special investment and financing

專項投資融資風險管控

- For real estate background customers, fully investigate their payment ability when obtaining such projects, and reduce the risk of non-recovery of property service fees such as vacant housing fees
針對地產背景客戶，在獲取該類項目時充分調研其支付能力，降低空置房費等物業服務費用無法收回風險

Long-term stable development of internal and external regulation

內外調控長期穩定發展

- Deeply analyze and accurately predict the market environment, and flexibly adjust the management strategy upon monitoring the external environment and dynamically assessing internal risks
對市場環境的深入分析與精準預判，通過監控外部環境和動態評估內部風險進行管理策略的靈活調整

Highlights of risk control measures in 2025
2025年風控亮點舉措

Four core measures

四項核心舉措

The completion rate of the four core measures has reached a new high of 99.5%
「四項核心舉措」完成率再創新高(99.5%)

Implement the "Four Core Measures"
落實「四項核心舉措」

<p>Stay true to the original aspiration 初心如磐</p> <ul style="list-style-type: none">• Sign integrity commitments 簽署廉正承諾 <p>Internalize the pledge of integrity in the heart and put it into action 讓廉潔誓言內化於心、外化於行</p>	<p>Build a strong transparent safeguard 築牢陽光防線</p> <ul style="list-style-type: none">• Declare conflicts of interest 申報利益衝突 <p>Ensure all decisions and business activities operate transparently 確保各項決策與業務行為在陽光下運行</p>	<p>Promote unity of knowledge and action 推動知行合一</p> <ul style="list-style-type: none">• Integrity knowledge assessments 廉正知識測試 <p>Use testing to promote learning, and earning to reinforce integrity 以考促學、以學促廉</p>	<p>Encourage open feedback 廣納諫言</p> <ul style="list-style-type: none">• Integrity surveys 廉正問卷調研 <p>Listen to employees' voices and continuously improve management mechanisms 傾聽員工心聲，持續優化管理機制</p>
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Business Ethics

Redsun Services always adheres to the core value of “professionalism and building credibility for the long term”, strictly abides by the business ethics, adheres to the “swan culture”, and is committed to creating a clean and transparent business atmosphere. The Group vigorously cracks down on any form of corruption and bribery, and strictly abides by the Anti-Money Laundering Law of the People’s Republic of China, the Anti-Unfair Competition Law of the People’s Republic of China and the Interim Regulations Concerning the Prohibition of Commercial Briberies and other laws and regulations, and concurrently, vigorously promoting the building of Redsun Integrity System. For systematic regulation of conflicts of interest and employees’ activities, Redsun Services has formulated and implemented a number of internal rules and regulations, including the Declaration System for Conflicts of Interest of Redsun Services Group and the List of Prohibited Acts and Behaviors of Corruption. With emphasis on fostering the integrity culture and building employees’ integrity awareness, and focus on the principle of fairness and impartiality, Redsun Services clarifies the handling methods of corruption, fraud, and further optimizes the corporate governance structure and create a clean culture atmosphere by strengthening the compliance awareness of employees. We also carried out a series of activities such as anti-corruption training, anti-corruption culture publicity month, and anti-corruption publicity and implementation at monthly meetings. During the Reporting Period, we conducted 1 anti-corruption training session for the Board of Directors and 1 session for staff members, ensuring the integrity culture is embedded in every aspect through training with the Board and employees. During the period, the Company did not have any corruption and bribery cases, demonstrating the firm commitment of Redsun Services in business ethics.

商業道德

弘陽服務始終秉承「在商言人，誠者致遠」的核心價值觀，恪守商業道德，並堅守「天鵝文化」，致力於打造廉潔、透明的商業氛圍。本集團強力打擊任何形式的貪污、腐敗和賄賂行為，並嚴格遵守《中華人民共和國反洗錢法》、《中華人民共和國反不正當競爭法》及《關於禁止商業賄賂行為的暫行規定》等法律法規，同時不斷完善弘陽廉政體系建設。為系統化管理利益衝突、規範員工行為，弘陽服務制定並實施了包括《弘陽物業集團利益衝突申報制度》、《員工禁止舞弊行為列示一覽表》等多項內部規章制度。弘陽服務重視廉潔文化的營造和員工廉潔意識的構建，堅持以公平、公正為原則，明確腐敗舞弊行為的處理方法，並通過強化員工合規意識，進一步優化公司治理結構，營造廉潔文化氛圍。我們還開展了反貪腐培訓、廉政文化宣傳月、月度會議廉政宣貫等系列活動，報告期內，我們向董事會開展1次反貪污培訓，對員工開展1次反貪污培訓。通過與董事會和員工的培訓，確保廉潔文化深入到每個環節。在此期間，公司未發生任何貪污賄賂案件，展現了弘陽服務在商業道德方面的堅定承諾。

The 7th Anti-Fraud and Integrity Awareness Month 第七屆反舞弊廉正宣傳月

In July 2025, Hong Yang Group successfully concluded the 7th “Integrity in Action (廉動四方·清風同行)” Integrity Promotion Month.

This year’s campaign closely focused on two key groups – senior management and employees – by organizing two well-structured and thematically focused outreach activities. The campaign centered on four core modules: interpretation of national anti-corruption policies and regulations, analysis of industry anti-fraud trends and risks, promotion of the Company’s “Swan” integrity culture, and in-depth review of typical warning cases. These efforts further strengthened the shared belief that “integrity is a core competitive advantage” and solidified the collective mindset of resisting corruption and preventing misconduct. More than just a month-long cultural initiative, this campaign also represents Hong Yang Group’s steadfast commitment over the past seven years to advancing integrity practices and reinforcing a strong ethical defense line.

2025年7月，弘陽集團第七屆「廉動四方·清風同行」廉正宣傳月系列活動圓滿落下帷幕。

本屆宣傳月緊密圍繞高管與員工兩大群體，組織開展了兩場主題鮮明、內容紮實的宣貫活動。聚焦國家反腐敗政策法規解讀、行業反舞弊形勢與風險分析、企業廉正「天鵝」文化理念宣導、典型警示案例剖析解讀四大核心模塊，進一步強化「廉正就是核心競爭力」的價值認同，夯實全員拒腐防變的思想根基。這不僅是一場歷時一個月的文化昇華，更是弘陽集團七年來持續深耕廉正建設、築牢廉潔防線的堅實足跡。





• **Complaints Report**

Redsun Services attaches great importance to the internal and external supervision and feedback mechanism. In order to ensure the smooth flow of complaints and reports, we have set a special Redsun Complaints and Whistle-blowing Management Policy and provided diversified reporting channels such as official complaints and whistle-blowing WeChat account, customer service hotline and whistle-blowing and supervision mailbox. Regarding the complaint and reporting process, whistleblowers may choose reporting channels according to the actual situation of reported incidents, or in special circumstances, report directly to the Risk Control Center. After investigation and verification, the report is processed and reported and rectified internally, forming a closed-loop management. The Company strictly keeps the information of whistle-blowers confidential, protects whistle-blowers from retaliation, and encourages employees and all sectors of society to actively report illegal acts through a sound protection and reward mechanism.

• **投訴舉報**

弘陽服務高度重視內外部的監督和反饋機制。為確保投訴舉報渠道暢通無阻，我們建立了專門的《弘陽投訴舉報管理辦法》，並提供了官方投訴舉報微信號、客服熱線、舉報監督郵箱等多元化舉報渠道。對於投訴舉報流程，舉報人根據實際舉報事件情況選擇舉報渠道，如有特殊狀況，可直接向風控中心舉報。舉報經調查核實後推進處理並在內部匯報、整改，形成管理閉環。公司對舉報人信息嚴格保密，保護舉報人免受打擊報復，並通過完善的保護與獎勵機制鼓勵員工和社會各界積極舉報違法違規行為。



Responsible Marketing

Redsun Services has always strictly complied with the Advertising Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and other relevant laws in marketing activities to ensure that all promotional activities initiated by the Company are true, compliant and appropriate. We strictly abide by the ethical standards of corporate marketing and always attach importance to consumer interests and corporate responsibilities while improving brand management. In terms of social responsibility, Redsun Services actively responded to the call of the state to fight poverty and launched a poverty alleviation plan for agriculture. While connecting directly with source merchants to promote and sell specialty agricultural products from poverty-alleviated regions, the Company has also introduced cost-effective daily necessities to meet practical needs and support rural development, which has effectively contributed to poverty alleviation efforts and further enhanced its corporate social responsibility image and brand influence. We develop and carry out all kinds of marketing activities in accordance with the Manuals for Managing Redsun Brands. In the marketing process, Redsun Services strictly follows the three-level business control mode to ensure the compliance of the content and form of each marketing activity and prevent exaggeration or false propaganda. During the Reporting Period, we have not been punished by regulators for violating laws and regulations in marketing activities.

負責任營銷

弘陽服務在營銷活動中始終嚴格遵守《中華人民共和國廣告法》、《中華人民共和國消費者權益保護法》等相關法律，確保公司開展的所有宣傳活動真實、合規、恰當。我們恪守企業營銷道德標準，在提升品牌管理水平的同時，始終重視消費者利益和企業責任。特別是在社會責任方面，弘陽服務積極響應國家脫貧攻堅號召，啟動了助農扶貧計劃。公司通過對接源頭商家推廣銷售脫貧地區特色農副產品，並引進高性價比日常生活必需品，在滿足實際需求的同時助力鄉村發展。這一舉措不僅切實支持了扶貧事業，也進一步提升了企業的社會責任形象與品牌影響力。我們制定並依據《弘陽集團品牌管理手冊》開展各類營銷活動，在營銷過程中，弘陽服務嚴格遵循三級業務管控模式，確保每一項營銷活動內容及形式的合規性，防止出現誇大或虛假宣傳的情況。報告期內，我們未發生因營銷活動違反法律法規而受到監管機構處罰的事件。

Information Security and Privacy Protection

Redsun Services attaches great importance to customer information security and privacy protection, strictly abides by the Personal Information Protection Law of the People's Republic of China and the System for Administering the Graded Protection of Information Security and other relevant laws and regulations, and has formulated and implemented the System for Controlling Risks Pertaining to Information Security to ensure that the information of customers and users is fully protected. During the Reporting Period, we organized and carried out online training on network information security for many times to improve the information security awareness of key users, with a cumulative number of 62 viewers per session.

In addition, we continue to improve and optimize the information security and privacy protection management system and comprehensively improve the management and control capabilities of network security, information platform security, password management, confidentiality management and software management. Further, the Company has issued the Operating Guide for E-commerce Platform System Administrators to regulate the workflow of system administrators of E-commerce Platform, effectively protect the privacy and security of customers, and improve the trust of customers on the platform and the Company.

信息安全及隱私保護

弘陽服務高度重視客戶信息安全和隱私保護，嚴格遵守《中華人民共和國個人信息保護法》、《信息安全等級保護管理制度》等相關法律法規，並制定實施了《信息安全風險管理制度》以確保客戶與用戶的信息得到充分保護。報告期內，我們多次組織開展網絡信息安全線上培訓，以提高關鍵用戶的信息安全意識，單次培訓累計觀看人數達62人。

此外，我們持續改進和優化信息安全及隱私保護管理體系，全面提升在網絡安全、信息平台安全、密碼管理、保密管理、軟件管理等方面的管控能力。公司還通過發佈《電商平台系統管理員作業指導書》，規範了電商平台系統管理員的工作流程，有效保障客戶隱私安全，提高客戶對平台和公司的信任度。

Network Security Management 網絡安全管理

- Installed firewalls, install antivirus software in all servers with regular update and testing
- 加強防火牆，伺服器均需安裝殺毒軟件且定期升級、進行檢測
- Strengthened management of suppliers; permission is required for suppliers to be connected to the internal information platform or database, and operation log is maintained
- 強化供應商管理，供應商經許可後才可連接內部信息平台或數據庫且保留操作日誌

Information Platform Security Management 信息平台安全管理

- System administrators conduct regular safety checks and system maintenance
- 系統管理員對系統進行定期安全檢查與維護
- System administrators set scope of authority; required application processes should be followed before obtaining user authority
- 系統管理員設置權限控制，用戶權限獲取必須履行規定申請的流程

Password Management 密碼管理

- Staff's awareness of safety management is strengthened, whereby password will not be divulged
- 加強員工安全管理意識，密碼不外洩
- Documents involving confidential information are all encrypted and stored separately
- 涉及公司的機密文件均需加密且單獨儲存
- Accounts of departing employees shall be closed immediately upon departure
- 離職員工脫崗後立即關停賬號

Confidentiality Management 保密管理

- All staff shall comply with rules of corporate confidentiality management, without divulgence of corporate data, information and so forth to external parties, if it is found and causes significant impact, relevant personnel will be accounted for legal responsibility
- 所有員工必須遵守企業保密管理的規定，不得向外洩漏企業的數據、資料等，如發現且造成重大影響，將追究法律責任

Software Management 軟件管理

- Software with lawful authorization shall be used
- 使用合法授權的軟件

Protection of Intellectual Property Rights

Redsun Services places great emphasis on the management and protection of intellectual property rights, recognizing it as a key component of the Company's sustainable development. The Company strictly abides by the Copyright Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China and other laws and regulations, and actively protects its innovative achievements through trademark registration, patent application and other ways.

Redsun Services has continuously strengthened its innovation and technology research and development efforts, developing and implementing internal policies such as the Intellectual Property Management Policy to steadily enhance its intellectual property management framework. We are committed to raising employees' awareness of intellectual property rights and actively promoting exchanges and collaboration in relevant fields, working with business partners to maintain a fair and orderly market competition environment, and thus laying a solid foundation for the Company's long-term and stable development.

DELIVER EXCEPTIONAL SERVICE

Throughout more than two decades of development, Redsun Services has remained true to its original aspiration of "making lives warmer" placing customers at the center and continuously enhancing its service quality. On the basis of ensuring the Group's safe operations, we treat customers with sincerity, strengthen communication with them, meet their full range of lifestyle needs through exceptional service, and actively leverage innovative technologies to elevate service delivery. The Company is committed to continuously improving customer satisfaction, creating a warm, secure and comfortable living environment for property owners, and striving to become a respected architect of a better life.

Quality Services

Redsun Services firmly believes that a better life stems from quality service, and that quality is the foundation of service. We strive for continuous improvement and higher standard, regarding the provision of meticulous, warm, high-quality and scenario-based services as the key to enhancing customers' quality of life, and make every endeavor to improve customers' living experience upon developing deep understanding of their needs.

知識產權保護

弘陽服務高度重視知識產權的管理與保護，並將其作為公司可持續發展的關鍵組成部分。公司嚴格遵守《中華人民共和國著作權法》、《中華人民共和國商標法》和《中華人民共和國專利法》等法律法規，並通過商標註冊、專利申請等多種方式積極保護自身的創新成果。

弘陽服務在創新和技術研發方面不斷加強，制定並落實了《知識產權管理制度》等內部制度，不斷優化知識產權管理體系。我們注重提升員工的知識產權意識，積極推動相關領域的交流與合作，與商業夥伴共同維護公平有序的市場競爭環境，從而為公司長期穩定發展奠定堅實基礎。

提供卓越服務

弘陽服務在二十餘年的發展歷程中，始終堅守「讓生活更有溫度」的初心，以客戶為中心，持續提升自身服務品質。我們在保障本集團安全運營的基礎上，堅持以誠待客，加強與客戶的溝通，通過卓越服務滿足客戶全方位的生活需求，並積極運用創新科技提升服務水準。公司致力於持續提高客戶滿意度，為業主創造溫暖、安心、舒適的居住環境，努力成為一家受人尊敬的美好生活創造者。

品質服務

弘陽服務深信，美好的生活源於優質的服務，而品質是服務的基石。我們堅持精益求精，將提供細緻有溫度的高品質、場景化服務視為提升客戶生活質量的關鍵，並基於對客戶需求的深刻理解，全力提升客戶的居住體驗。

With adjustments to detail-focused aspects and improvement of product operation system achieved from the perspectives of customer needs and customer experience feedback, we provide differentiated products and services for different types of customers. In 2025, the Company further refined and revised the existing service standards for its ABCD standard product line based on its business management model, and introduced the unannounced inspection standard for public construction projects.

我們注重從客戶需求角度、客戶體驗反饋角度做細節調整，優化產品運營體系，為不同類型的客戶提供差異化的產品和服務。2025年，公司結合業務管控模式對現有的ABCD標產品系服務標準進一步細化修訂，新增公建項目飛檢標準。

Honghui Service

- A Division

弘暉服務-A標

- Product Positioning: Smart community, "highly satisfied" customer base, service innovation, industry signpost and brand premium, delivering prestige service experience to customers, and convenience in experiencing high-tech smart community
- 產品定位：智慧社區、「高滿」客群、服務創新、行業標桿、品牌溢價，給客戶帶來尊享式服務體驗，體驗科技智慧社區的便捷
- Service Features: Focus on customer satisfaction; Service brings about satisfaction, and satisfaction brings about sales orders
- 服務特色：聚焦客戶滿意；服務轉換滿意，滿意贏得「買單」
- Subdividing Basis: A+ type of project, with property management fee of more than RMB4/square meter, managed area of more than 200,000 square meters, and plot ratio of more than 2.0; For A type projects, the property management fee is priced at more than RMB3/square meter (excluding public energy costs), villa projects, special projects (government landmarks, etc.), and those identified as Division A projects before 2025
- 細分依據：A+類項目，同時具備物業費定價在人民幣4元/平方米以上、接管面積20萬方以上、容積率2.0以上；A類項目，物業費定價在人民幣3元/平方米以上(不含公攤能耗)、別墅項目、特殊項目(政府地標等)、2025年以前已明確為A標的項目

Hongyue Service

- B Division

弘悅服務-B標

- Product Positioning: Attaining average standard, with suitable products and sustainable and healthy development
- 產品定位：指標均好，產品適配，持續健康
- Service Features: Mainstream service product line, with suitable and replicable service standards, and sustainable and healthy operation
- 服務特色：主流服務產品線，服務標準適配可複製，持續健康運營
- Subdividing Basis: B+ type projects, property management fees are priced at RMB2-2.9/square meter, special projects; For B type projects, the property management fee is priced at RMB1.4 -1.9/square meter, and the project has been closed for more than ten years
- 細分依據：B+類項目，物業費定位在人民幣2-2.9元/平米、特殊項目；B類項目，物業費定位在人民幣1.4-1.9元/平米、封園超過10年以上的項目

Hongxiang Service

- C Division

弘享福務-C標

- Product Positioning: Risk prevention and control, mainly for loss mitigation and operation enhancement
- 產品定位：風險防控、主營扭虧、經營提效
- Service Features: Bottom-line services with sharing, enhanced management, to avoid touching business bottom lines and to guard against risk-related events
- 服務特色：守底線，共享集約，管理提效、杜絕業務底線和風險類事件
- Subdividing Basis: For C+ type projects, the property management fee is priced at RMB0.85 -1.4/square meter; For C type projects, the property management fee is priced at RMB0.5 -0.85/square meter, and the government-entrusted projects
- 細分依據：C+類項目，物業費定位在人民幣0.85-1.4元/平米；C類項目，物業費定位在人民幣0.5-0.85元/平米、政府委託項目

Honghui Service

- D Division

弘匯服務-D標

- Subdividing Basis: For a single large customer's non-residential project, according to the service scenario and the entrusting unit's requirements, one discussion is made on one occasion; For example: hospitals, schools, offices, businesses, apartments, complexes, parking lots, factories, industrial parks, highways, airports, subways
- 細分依據：單一大客戶非住宅項目，根據服務場景與委託單位要求一事一議；例如：醫院、學校、寫字樓、商辦、公寓、綜合體、停車場、廠房、產業園、高速、機場、地鐵

Redsun Services strictly follows the Urban Real Estate Administration Law of the People's Republic of China, the Regulation on Realty Management and other laws and regulations, and attaches great importance to the improvement of service efficiency and the construction of service quality. We customize the property service standard system for different product lines, adhere to the principle of "customer first", and pursue the deep integration of quality and service. At the same time, in order to ensure the efficient operation of Residential Operation System 2.0 and Non-residential Operation System 1.0, the Company has formulated standardized documents corresponding to the two systems to clarify responsibilities of each relevant functional departments, guide and regulate all tasks related to business operation and management, therefore providing a solid guarantee for the smooth operation of the business.

弘陽服務嚴格遵循《中華人民共和國城市房地產管理法》、《物業管理條例》等法律法規，重視服務效能的提升和服務品質的建設。我們針對不同產品系定制物業服務標準體系，堅持「客戶至上」原則，追求品質與服務的深度融合。同時，為確保住宅運營體系2.0與非住宅運營體系1.0的高效運行，公司制定了與兩大體系相對應的標準化文件，以明確各職能部門職責，指導及規範各項運營管理工作，為業務的順利開展提供堅實保障。

<p>Residential Operation System 2.0 住宅運營體系2.0</p>	<ul style="list-style-type: none"> • Based on the common system standards, differentiation is demonstrated in contents, such as quality service differentiations, internal assessment requirements and personnel configuration standards • 在通用制度體系標準的基礎上，內容上體現差異化(如品質服務差異、內部考核要求、人員配置標準等) • In respect of property-related business, differentiated service menus are also formulated in aspects such as sales center, pre-referral and one-unit-one-inspection and continuously improves customer experience • 在地產關聯業務方面，同樣制定差異化服務菜單，在案場、前介、一戶一驗等環節提供不同產品等級的服務，不斷提升客戶體驗 • Based on the 13 red lines+red and black lists of operation, we detailed the implementation standards, assessment and verification standards and reporting of results of each key node • 以十三條紅線+運營紅黑榜，細化各個關鍵節點的執行標準、考核驗證標準和結果通報呈現 • Residential operation system 2.0: including 86 operation and management documents, 27 operation guides for posts and 225 quality records • 住宅運營體系2.0：包含運營管理文件86個、崗位操作指南27個、質量運行記錄225個
<p>Non-residential Operation System 1.0 非住運營體系1.0</p>	<ul style="list-style-type: none"> • Focus is put on improving the on-site business quality of key business processes and key touchpoints • 重點改善關鍵業務流程和關鍵觸點的現場業務品質 • Establish connection with customers quickly and gain trust and support of property owners to facilitate the retention and renewal of service contracts and realize the value of investment and cooperation • 快速與客戶建立鏈接，獲取業主的信任與支持，助力服務合同的保有與續簽，實現投資合作價值 • Non-residential operation system 1.0: including 121 operation and management documents and 187 quality records • 非住運營體系1.0：運營管理文件121個、質量運行記錄187個

2025 is the eighth year for Redsun Services to launch the “Rejuvenation with Heart and Love for Family Plan” program. During the year, the Company remained committed to building a community environment of “peace of mind, comfort and warmth” with customer perception as the guiding orientation, and effectively improved service experience for customers through adjusting and upgrading the environment of delivered projects. As of the end of the Reporting Period, Redsun Services has invested more than RMB10 million in the program, covering Nanjing, Eastern, Central, and Western region and focusing on the four themes of “Love for Home with Warmth”, “Love for Home with Children”, “Love for Home in Sports” and “Love for Home with Neighbors”.

2025年是弘陽服務啟動「以心煥新－愛家計劃」的第八年。本年度，公司持續以客戶感知為導向，致力於構築「安心、舒心、暖心」的社區環境，通過對已交付項目園區的優化升級，切實提升客戶的服務體驗。截至報告期末，弘陽服務在煥新計劃上已投入超千萬人民幣資金，涵蓋範圍包括南京、東部、中部、西部區域，圍繞「溫暖愛家、童夢愛家、運動愛家、鄰趣愛家」四大主題。

Love for Home with Warmth

溫暖愛家

- Continuously improved basic accessories in the community, intelligence and renewal of home accessories, etc. to create a continuous warmth and beauty in trivial details
- 持續改善社區基礎配件、智能化及居家配件煥新等，於瑣碎細微中構建一種持續的溫情和美好

Love for Home with Children

童夢愛家

- Upgraded and updated the children's parent-child activity space and facilities to create a happy and interesting growth space for small owners of all ages
- 升級更新兒童親子活動空間及設施，給各年齡段的小業主打造一個快樂有趣的成長空間

Love for Home in Sports

運動愛家

- Created a healthy sports space scene to provide owners with more space for sports and construct a healthy life
- 打造健康運動空間場景，為業主提供更多運動空間，構建健康生活

Love for Home with Neighbors

鄰趣愛家

- Increased the space for neighborhood activities and emotional interaction, enriched neighborhood life scenes for owners, and enhanced the cultural life atmosphere of the community
- 增加鄰里活動與情感交流空間，為業主創造更豐富的鄰里生活場景，提升社區文化生活氛圍

Redsun Services will continue to promote the delivered community renewal plan in 2025, and carry out a series of service quality improvement actions, covering community greening maintenance, equipment renewal, convenience activities, etc.

弘陽服務2025年持續推進已交付社區煥新計劃，開展一系列服務品質提升行動，涵蓋社區綠化養護、設備換新、便民活動等。

Equipment Refresh Plan

設備煥新行動

In 2025, Redsun Services carried out a home quality renewal initiative across its national footprint, covering six city companies and 161 community projects, completing a total of 641 quality enhancement items. Treating renewal as a normal part of service advancement, Redsun Services promoted the initiative from multiple dimensions including landscaping, equipment, roadways and living details. Moving forward, we will continue to carry out quality renewal and maintenance efforts, keeping our homes ever-fresh through meticulous service and creating a community life that thrives in beauty for our property owners.

2025年，弘陽服務在全國範圍內推進家園品質煥新行動，煥新工作覆蓋6個城市公司、161個社區項目，累計完成641項品質提升。弘陽服務將煥新作為服務進階的常態，此次煥新從綠化、設備、道路及生活細節多維度展開。未來我們將持續開展品質煥新與維護工作，以細緻的服務讓家園歷久彌新，為業主營造向美而生的社區生活。



The Warmth Initiative

弘暖行動

Despite the onslaught of cold weather, the warmth of our service is enough to fend off the chill. As winter set in, Redsun Services launched the Warmth Initiative with heartfelt care: preparing hot breakfasts and warming wellness drinks to bring comfort to property owners, and providing winter protection for facility equipment, door handles and trees across our communities, and organized a variety of activities such as the autumn garden party. Through engaging events, attentive care, and tangible conveniences, we dispel the winter chill for our property owners and keep warmth an everyday companion.

寒流侵襲，但服務的溫度足以抵禦嚴寒。入冬後，弘陽服務暖心啟幕「弘暖行動」，備好熱乎早餐與養生暖飲為業主添溫，給園區設備、門把手、樹木做好冬日防護，還開展秋日遊園會等多樣活動。我們以趣味活動、貼心守護與實在便利，為業主驅散冬日寒意，讓溫暖常伴日常。



Convenience Activities

便民活動

Focusing on the daily needs of property owners, Redsun Services thoughtfully launched a variety of convenience services, acting as a helpful life assistant to meticulously resolve all kinds of trivial household issues. The Redsun Housekeeper team formed a “delivery squad” to bring packages directly to residents’ doors, and provided thoughtful services such as duvet sunning, fan and doormat cleaning, and car spa treatments, solving all the little troubles in owners’ lives. This allows residents to enjoy convenient, heartwarming and personalized services without ever leaving their community, delivering thoughtfulness and ease straight to the hearts of every property owner.

弘陽服務聚焦業主日常所需，貼心上線各類便民服務，化身生活好幫手，細緻解決居家生活的各類瑣碎難題。弘管家組建快遞投喂隊送貨上門，提供曬被、風扇地墊清洗、汽車SPA等便民服務，將業主生活中的麻煩事悉數化解，讓大家足不出園即可享受便捷舒心的專屬服務，把貼心與便利送到每一位業主心坎上。



During the year, leveraging our high-quality service capabilities and brand influence, we successfully signed 40 projects. By targeting our “Strategic Ten Cities” to deepen our market penetration, expanding beyond residential boundaries to enter diverse business segments such as schools and cultural tourism attractions, and strengthening our competitive advantages in high-net-worth segments such as telecommunications operator facilities and premium office buildings, Redsun Services is continuously broadening its urban service arena to empower urban development with high-quality services and steadily advance toward becoming a respected architect of a better life.

本年度，我們憑藉高品質服務力及品牌影響力，成功簽約40個項目。錨定「戰略十城」深化深耕佈局，突破住宅邊界進駐學校、文旅景區等多元業態，築牢通信運營商、甲級寫字樓等高淨值業態競爭優勢，弘陽服務正持續拓寬城市服務賽道，以高品質服務賦能城市發展，向成為受人尊敬的美好生活創造者穩步邁進。

Industrial Park Services

產業園區服務

Redsun Services fully understands that industrial parks are the engines driving urban development and important carriers of regional economies. Leveraging our cross-sector service expertise and professional facility management capabilities, we have, for the first time, expanded into the telecommunications operator data center segment within the industrial park service sector. Drawing on our deep understanding of the industrial ecosystem, high-standard security and maintenance systems, and smart operation solutions, we execute every safeguard measure to the highest standard, creating a safe, efficient and green operating environment for our customers and empowering industrial upgrading through professional services.

弘陽服務深知，產業園區是城市發展的動力引擎，也是區域經濟的重要載體。我們依托全業態服務經驗與專業設施管理能力，首次開拓產業園區服務領域的通信運營商數據中心業態。憑藉對產業生態的深度理解、高標準的安全運維體系及智慧化運營方案，我們將每一項保障措施都做到極致，為客戶打造安全、高效、綠色的運營環境，以專業服務賦能產業升級。



Cultural Tourism Services

文旅服務

Redsun Services actively explores new drivers of diversified business growth, keeping pace with emerging trends in cultural tourism consumption, and showcasing its excellence in the field of scenic area operations. We are committed to maintaining a clean and beautiful park environment, safe and orderly visitor flows, and devoted to enabling scenic areas to enhance immersive experience by customized operation solutions covering efficient coordination of performances, rigorous maintenance of recreational facilities and standardized management of commercial operations. Redsun Services demonstrates its professionalism in cultural tourism settings, earning recognition by quality and setting benchmarks by service.

弘陽服務積極探索多元業務增長極，緊跟文旅消費新趨勢，在景區運營領域綻放弘陽精彩。我們致力於保障園區環境整潔優美、遊客動線安全有序，通過演藝活動的高效配合、遊樂設施的嚴謹維保及商業經營的規範管理，以定制化的運營解決方案賦能景區提升沉浸式體驗。弘陽服務在文旅場景中展現專業，以品質贏認可，用服務創標桿。

High-end Commercial & Office Services

高端商寫服務

Redsun Services continues to deepen its presence in the high-end commercial & office service sector, showcasing its excellence in core central business districts by internationally-aligned service standards, a rigorous and professional operation system, and intelligent management approaches. We are committed to delivering a distinguished concierge service experience, ensuring efficient operation and maintenance of building facilities, establishing a round-the-clock security defense, creating an elegant business environment, and providing flexible and efficient business support to corporate clients. Through our high-end commercial office services, we demonstrate Redsun's professionalism in every aspect, earning client trust by professional practices and reliable quality and setting benchmarks for the business service segment with exemplary services.

弘陽服務持續深耕高端商寫領域，憑藉接軌國際的服務標準、嚴謹專業的運營體系和智慧化的管理手段，在城市核心商務區綻放弘陽精彩。我們致力於打造尊崇的禮賓服務體驗、保障樓宇設施高效運維、築牢全天候安全防線、營造雅致的商務環境，並為企業提供靈活高效的商務支持。在高端商寫服務中全方位展現弘陽專業，以專業品質贏得客戶信賴，以標桿服務鑄就商務典範。

Safety Operations

Redsun Services always regards safeguarding the health and safety of stakeholders as the basis and premise for providing high-quality property services. We have established a sound internal safety management system and structure, regularly carried out safety risk identification, with corresponding measures developed subsequently, actively organized safety training and emergency drills for employees, and comprehensively and effectively guaranteed the safety of owners and employees' lives and property.

Safety Management

Redsun Services strictly abides by Production Safety Law of the People's Republic of China, Fire Prevention Law of the People's Republic of China and other laws and regulations, and continuously strengthens construction of the internal safety management system. We formulate and implement a series of internal policies and processes related to safety management, including Operation Instructions for Management of Order and Professional Sanitation Tasks, Operation Instructions for Safety Inspection, Operation Instructions for Fire Management and Operation Procedures for Emergency Disposal, consolidating the safety foundation at the institutional level. Additionally, the Company continuously optimizes the safety organizational structure, and regularly carries out safety risk inspection to provide safe and worry-free environment for property owners to live and reside in.

安全運營

弘陽服務始終將保障利益相關方的健康與安全，視為提供高品質物業服務的基礎與前提。我們構建了完善的內部安全管理體系和架構，定期開展安全風險識別並制定相應措施，積極組織開展員工安全培訓與應急演練活動，全方位、切實地保障業主及員工的生命財產安全。

安全管理

弘陽服務嚴格遵守《中華人民共和國安全生產法》《中華人民共和國消防法》等法律法規，不斷強化內部安全管理體系建設。我們制定並實施了一系列安全管理相關的內部政策和流程，包括《秩序專業內務管理作業指導書》《安全檢查作業指導書》《消防管理作業指導書》及《突發事件處置作業流程》等，從制度層面夯實安全基礎。同時，公司持續優化安全組織架構，定期開展安全風險巡查，致力於為業主營造一個安全放心的生活和居住環境。

Adhering to the safety control principle of tiered management and individual accountability, the Company has established a safety management organizational framework with clearly defined roles and responsibilities. Under this system, the Group's general-in-chief serves as the highest authority of the safety management organization, with regional safety chiefs, project safety management chiefs, and project safety professional chiefs reporting directly to the highest authority, ensuring that the accountability chain is refined at each level and assigned to specific individuals. Through standardized and project-based management approaches, we achieve comprehensive coverage across all Group projects, all employees, and all property owners, enabling us to systematically identify and mitigate various safety risks, thereby effectively safeguarding the safety and health of our customers and continuously improving the overall efficiency of safety risk management.

公司秉持分級管理、責任到人的安全管控方針，構建了權責清晰的安全管理組織架構。該體系由集團總負責人作為安全管理組織的最高負責人，其下設置區域安全負責人、項目安全管理負責人及項目安全專業負責人為最高責任人，確保責任鏈條層層細化、落實到人。通過規範化與項目化的管理方式，我們實現對集團各項目、全體員工及業主的全面覆蓋，能夠系統性地識別並化解各類安全風險，從而切實守護客戶的安全與健康，並持續提升安全風險管理的整體效率。



Safety Management Organizational Structure
安全管理組織架構圖

In 2025, Redsun Services continued to implement its online reporting and control mechanism, providing real-time feedback on patrol conditions and uploading on-site watermarked images to the online system to ensure high-quality patrols. At the same time, we developed targeted inspection requirements based on the distinct characteristics of day and night shifts, strengthened effective coverage of patrol blind spots, and comprehensively safeguarded customer safety.

2025年，弘陽服務持續推行線上報備管控機制，實時反饋巡邏現場情況並將現場水印圖片上傳至線上系統，保障高質量巡邏。同時，我們針對白班與夜班的不同特性制定了針對性的巡檢要求，加強對巡邏盲區的有效覆蓋，全面保障客戶安全。

Day Shift

白班

- Upload patrol routes (2 hours) and clocking in records once every week. The head of the project order department shall formulate patrol route plans and issue the plans after approval by the project manager. Use the Hong Life APP to sign for attendance patrol by scanning code. Conduct patrols and recording in accordance with the frequency and patrol routes required by the department during the patrol process
- Upload renovation inspection records once every week (including watermarked photos of closed renovation wastes, with consistent sign-in time, watermark time, and running account time)
- Give feedback on the status of the centralized dumping site for renovation waste two times every day (once in the morning and once in the evening). Inspect and fill out the "Renovation Inspection Record (safety profession)" according to the list of houses carrying out renovation provided by the customer center and inspect garbage dumping location to ensure that the centralized dumping site is clean, neat and orderly
- 每週上傳1次巡邏路線(2小時)、打卡記錄。由專案秩序部負責人制定巡邏路線方案，經項目負責人審批後下發。使用弘生活APP掃碼巡更簽到，巡查過程中按照部門要求的頻次及巡邏路線進行巡邏打點
- 每週上傳1次裝修巡檢記錄(含封閉裝修垃圾，水印照片，時間：簽到時間、水印時間、台賬時間一致)
- 每天回饋2次裝修垃圾集中堆放點狀態(早晚各一次)，按客戶中心提供的裝修房戶位表進行檢查並填寫安全專業《裝修巡查記錄》，及垃圾堆放位置，確保集中點周圍乾淨、整潔、有序

Night Shift

夜班

- Give feedback on patrol route (2 hours) once every week, and report the specific duty condition and work status of each position in 30 minutes
- 每週回饋1次巡邏路線(2小時)，30分鐘報告各崗位具體執勤情況及工作狀態

In this year, Redsun Services adopted systematic approaches to advance special inspections of safety risks upon considering the characteristics of seasonal periods such as typhoon prevention and flood control, cold protection and anti-freezing, with inspection scope covering several key aspects including fire management, public security management and emergency management. Tasks are issued through the group's internal operation platform, and each project is required to feedback specific lists of potential safety hazard inspections. The progress of eliminating items on the risk list is reported monthly. At the same time, the projects are inspected and verified according to the monthly dynamics of the third-party safety spot-check system and through irregular inspections.

本年度，弘陽服務結合防颱抗洪、防寒防凍等季節性節點，系統組織開展多次安全無事故專項檢查，檢查範圍涵蓋消防管理、治安管理及應急管理等重點領域。通過本集團的內部運營平台下發任務，由各項目反饋具體安全隱患排查清單，每月通報風險清單銷項進展，同時，通過第三方安全飛行檢查制度的每月動態、不定期對項目進行檢查核實。

In order to respond to all kinds of emergencies in a timely and effective manner, Redsun Services has formulated the Management Measures for Emergencies, which further clarifies response measures to be adopted in the face of emergencies. In addition, the Company has set up a special emergency response team headed by the president, with members including a general security receptor, a general media receptor, a regional receptor and a local police station receptor. All team members strictly follow the principle of quick response and unified command, and ensure that emergencies are addressed effectively in strict accordance with the emergency plans.

為及時有效地應對各類突發事件，弘陽服務制定了《應急突發事件管理辦法》，進一步明確了突發事件管控應急措施。同時，公司成立了由總裁擔任組長的應急突發事件專項小組，組內設有安保總對接人、媒體總對接人、區域對接人以及地方派出所對接人。所有小組成員嚴格恪守快速反應、統一指揮的原則，確保在突發事件發生時能夠嚴格按照應急預案高效處置。

Quick Response Principle 快速反應原則

- If the front-line staff acquire information in advance, they should report the specific situation to the industrial contact person at the first time, and the contact person should report to the special team immediately and make a plan in advance
- 一線工作人員提前得到信息應第一時間向產業對接人稟報具體情況，對接人立即向專項小組稟報，提前做好預案
- After the incident, the relevant head of each line of the industry involved should arrive at the scene at the first time and make relevant treatment plans in time according to the practical situation
- 事發後，涉及到的產業各條線有關負責人應第一時間到達現場，根據現場情況及時制定相關處理方案
- Immediately notify the relevant personnel to arrive at the scene as quickly as possible
- 立即通知相關人員以最快速度趕到現場

Unified Command Principle 統一指揮原則

- Normally, the team leader shall execute unified command of emergencies
- 一般情況下突發事件由組長統一指揮
- In the absence of the chief, the person with the highest-ranking position on site is responsible for arranging unified deployment
- 在主要負責人尚未到位的情況下，由現場最高職位者負責統一調度

Flood and Typhoon Prevention

防洪抗颶

During the 2025 rainy season, with frequent heavy rainfall events, Redsun Services Nanjing Company took multiple measures to effectively respond to various emergencies during the flood season, including summer rainstorms and typhoons, and to truly protect the life and property safety of property owners. These measures included pre-stocking flood prevention supplies, conducting practical flood control drills, and comprehensively inspecting the drainage systems within the communities, which built a robust “safety embankment” against floods and safeguarded property owners’ peace of mind as they safely navigated the flood season.

2025年梅雨季，強降雨天氣頻發，為有效應對汛期夏季暴雨、颶風等各類突發事件，切實保障業主生命財產安全，弘陽服務南京公司提前儲備防汛物資、開展防汛實戰演練、全面排查圍區排水系統，多措並舉築牢防汛「安全堤」，為業主安心度過汛期保駕護航。



Safety Training

In 2025, Redsun Services further intensified its efforts in fire safety work, and thoroughly implemented safety management policies by actively organizing fire-related publicity, training, drills, inspections and other activities, to enhance the safety risk prevention awareness of employees and property owners. We strived to create a safe and stable community environment, and delivered our service promises with concrete actions, enabling every property owner served by Redsun Services to live with peace of mind.

To effectively prevent potential fire safety risks and reduce the occurrence of fire accidents, Redsun Services actively organized multiple fire drills and safety training sessions, continuously enhancing employees’ capabilities to respond to fire safety incidents. At the same time, we leveraged various communication channels such as WeChat public account articles and community banners to extensively conduct fire safety knowledge promotion activities, continuously strengthening property owners’ safety awareness and minimizing the likelihood of safety incidents.

安全培訓

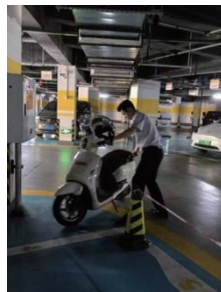
2025年，弘陽服務持續加大消防安全工作力度，通過積極組織開展消防宣傳、培訓、演習及檢測等系列工作，深入貫徹落實各項安全管理政策，全面強化員工與業主的安全風險防範意識。我們致力於打造安全穩定的社區環境，以實際行動踐行服務承諾，讓每一位弘陽業主都能住得安心、放心。

為有效預防消防安全風險隱患，減少火災事故發生，弘陽服務積極組織開展多場消防演練及安全教育培訓工作，持續提升員工應對消防安全事件的處置能力。同時，我們充分利用微信公眾號推文、社區橫幅等多種宣傳載體，廣泛開展消防安全知識普及活動，不斷增強業主的安全防範意識，最大限度降低安全事件發生的可能性。

Fire Safety Knowledge Promotion
消防知識宣傳

To strengthen community safety defenses, enhance property owners' safety awareness and emergency response capabilities, and establish a long-term mechanism for safety services, various projects under Redsun Services Nanjing Company and Western Company launched a series of safety initiatives through multiple measures. Projects of Redsun Services promoted fire safety knowledge through methods such as hanging banners, placing billboards, sharing information via property management staff's WeChat Moments and posting notices, encouraging property owners to consciously prevent fire accidents. In addition, following an electric bicycle fire incident in a residential community on Linxia Road, Jiading District, under management of the Western Company, Redsun Services organized property management centers across projects to strengthen guidance on the safe use of electric bicycles, thoroughly remove non-compliant vehicles, and enhance property owners' fire safety awareness.

為築牢社區安全防線，提升業主安全意識與應急處置能力，打造安全服務長效機制，弘陽服務南京公司、西部公司各項目多措並舉開展系列安全專項行動。弘陽服務各項目通過懸掛橫幅、放置廣告牌、物業管家朋友圈宣傳、張貼告示等方式進行消防知識的宣貫，推動業主有意識地預防火災事故發生。此外，由於西部公司嘉定區臨夏路某小區發生電動自行車火災事件，弘陽服務組織各項目物業服務中心加強電動車使用安全引導，全面清理違規車輛，提升廣大業主消防安全意識。



Emergency Fire Drill

應急消防演練

In June 2025, in active response to the Fire Safety Month initiative, Redsun Services Eastern Company conducted an emergency fire drill. The Eastern Company formulated a detailed plan in advance, clarified responsibilities of relevant personnel, and arranged fire safety knowledge training to lay a solid foundation for the drill. During the exercise, a simulated fire scene was created, with various working groups dividing tasks and collaborating to respond efficiently, completing key steps including evacuation, initial fire suppression and logistics support. After the drill, professional firefighters were invited to provide comments and a summary, and to demonstrate the use of fire extinguishers, fire hydrants and other equipment on site. Property owners and employees also participated in hands-on practice, further enhancing everyone's fire safety awareness and emergency response capabilities. The entire drill proceeded in an orderly and smooth manner, marked by a tense yet well-organized atmosphere.

2025年6月，為積極響應消防安全月號召，弘陽服務東部公司組織開展消防應急演練活動。公司提前制定詳細方案、明確人員職責，還組織消防安全知識培訓為演練築牢基礎；演習現場模擬火場險情，各工作組分工協作、高效處置，完成人員疏散、初期滅火、後勤保障等環節。演習後邀請專業消防人員點評總結，並現場演示滅火器、消火栓等器材使用方法，業主與員工也參與實操體驗，進一步提升了全員消防安全意識與應急處置能力，整場演練緊張有序、順利開展。



Customer Communication

Redsun Services, committed to the service concept of "customer first", attaches great importance to establishing transparent, efficient and regular communication channels with customers. We improve and optimize the customer complaint handling mechanism, and leverage intelligent and digital means to elevate customer service standards, further to improve customer satisfaction. This year, we continue to thoughtfully foster a harmonious and warm community environment, with meticulous service to create more value for customers.

客戶溝通

弘陽服務始終秉承「客戶第一」的服務理念，高度重視與客戶建立透明、高效、常態化的溝通渠道。我們持續完善和優化客訴處理機制，並借助智能化數字化手段提升客戶服務水平，提高客戶滿意度。本年度，我們繼續用心營造和諧溫馨的社區環境，以細緻入微的服務，為客戶創造更多價值。

Communication Channels

In 2025, Redsun Services continued to expand and optimize its customer communication channels, establishing a multi-dimensional communication system featuring integration of online and offline approaches and complementation of proactive and reactive mechanisms. On the online front, we retained the 400 national unified customer service hotline to ensure an open channel for customer phone complaints; upgraded the “Hong Life” WeChat mini-program to “Hong Life +” to facilitate customers in reporting issues directly via mobile devices; and added the WeCom communication channel, enabling housekeepers to directly convert customer reports into work orders for closed-loop follow-up. On the offline and proactive communication front, the call center conducted proactive outbound calls and satisfaction surveys on a monthly basis. At the same time, we deepened our “Management to Listen” Program, proactively listening to property owners’ voices, directly addressing pain points, and promptly understanding and responding to needs through various face-to-face methods such as property manager reception days, Redsun Housekeeper home visits, and executive zero-distance community visits. We have always upheld our service commitment of “every task should have an account, every item should have a result, and every matter should have a response”, solving problems for property owners through the most practical and effective actions.

溝通渠道

2025年，弘陽服務持續拓展與優化客戶溝通渠道，構建起線上線下融合、主動與被動互補的多維溝通體系。在線上渠道方面，我們保留了400全國統一客戶服務熱線，確保客戶電話投訴渠道暢通；升級「弘生活」微信小程序為「弘生活+」，方便客戶通過移動端直接反映問題；新增企業微信溝通渠道，管家可將客戶報事直接轉化為工單，實現跟進閉環。在線下與主動溝通方面，呼叫中心每月主動外呼回訪，開展滿意度調查；同時，我們深入開展「聆聽行動」，通過項目經理接待日、弘管家入戶拜訪、高管零距離探訪社區等多種面對面方式，主動傾聽業主心聲，直面痛點，及時了解並響應需求。我們始終堅持「凡事有交代，件件有著落，事事有回應」的服務承諾，以最切實有效的行動為業主排憂解難。

"Management to Listen" Program
聆聽行動

- One-to-one communication with all owners whose houses have been delivered. Visited the houses of owners who have moved in. Contacted who have not moved in through online means (WeChat, phone, etc.) to actively listen to owners' feelings about property services and collect relevant suggestions
- 對所有已交付業主實行一對一溝通。已入住的業主進行上門拜訪，未入住的業主通過線上渠道（如微信、電話等）進行對接，傾聽業主對物業服務的反饋，並收集相關建議

Zero Distance with Senior Executives
高管零距離

- Managers go to the service front-line to understand owners' demands, discover front-line service problems, and formulate targeted improvement plans
- 管理者走進服務一線，了解業主訴求，發現服務中存在的問題，針對性制定改進提升方案

Hong Life +
弘生活+

- Customer online repair requests/complaints are directly routed to the responsible personnel, with real-time visibility into the progress of issue resolution. Property owners can then provide online feedback to close the item or request further action
- 客戶在線報修／投訴等直通處理人員，問題處理進展可視，業主可在線評價關單或選擇繼續處理

"Management to Listen" Program
聆聽行動



Zero Distance with Senior Executives

高管零距離



Redsun Services 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, formulates and implements a number of internal systems such as the Measures for the Management of Customer Complaints, the Measures for the Management of Customer Complaints of Property Groups, and the Schedule of Complaints Grades of Redsun Services Responsibility, and establishes comprehensive communication channels with perfect processes to further improve the quality of customer service and meet the needs of owners.

In 2025, Redsun Services continued to enhance its customer complaint channel infrastructure. With the 400 service hotline and the "Hong Life +" mini-program as the core complaint entry points, and in response to customer needs, we fully launched WeCom as a unified customer communication channel, ensuring that all customer interaction records are fully documented, verifiable and traceable. The newly added capabilities of WeCom for work order processing and proxy ticket submission further ensured timely follow-up and efficient resolution of customer issues. Additionally, we unify the customer complaint management platform, and the customer complaints received by the service front desk, butler and other staff are uniformly entered into the "Hong Service" system for unified follow-up management, so as to ensure that 100% of the complaints are followed up until they are closed.

In response to customer complaints, we continue to strictly adhere to the 3611-response mechanism, that is, "30-minute response, 60-minute feedback, one-day rapid processing, one-day active return visit", which is combined with zero tolerance for attitude complaints and an escalation mechanism for overdue work orders, with issues pushed level by level under intensified supervision to be resolved properly. The Group assesses the handling of customer service tickets of city companies and projects on a monthly basis and incorporates them into the annual performance, so as to maintain smooth channels for customer complaints, actively respond to customer needs and better enhance customer experience.

弘陽服務嚴格遵守《中華人民共和國消費者權益保護法》等法律法規，制定並實施《客戶投訴管理辦法》《物業集團客戶投訴管理辦法》《弘陽服務責任投訴等級明細表》等多項內部制度，建立覆蓋全面、流程完善的溝通渠道，進一步提升客戶服務品質，滿足業主的各類需求。

2025年，弘陽服務持續完善客戶投訴渠道建設。我們以400服務熱線和「弘生活+」小程序為核心投訴入口，同時為順應客戶需求，全面啟用企業微信作為統一的對客溝通渠道，確保客戶溝通記錄全程留痕、可檢查、可追溯。新增的企業微信工單處理與代客錄單功能，進一步保障了客戶問題的及時跟進與高效處置。此外，我們統一客戶投訴管理平台，服務前台、管家等工作人員接到的客戶投訴均統一錄入「弘服務」系統，統一跟進管理，保證100%跟進投訴問題，直至關閉。

在響應客戶投訴方面，我們繼續嚴守3611響應機制，即「30分鐘響應，60分鐘反饋，1天快速處理，1天主動回訪」，態度類投訴0容忍，對於超時處理工單採取升級機制，層層升級督辦。集團對各公司、項目每月進行工單處理考核，且納入年度績效，以此來維持客戶投訴渠道暢通，積極回應客戶需求，更好地提升客戶體驗感。

Customer Satisfaction

Upholding the customer-centric service philosophy of “Quality First and Customer First”, Redsun Services prioritizes service quality and customer experience, and is committed to providing warm and thoughtful services to its customers. In 2025, Redsun Services extended the theme of “Customer Value Year”, listening to customer voices and continuously improving products and services based on customer pain points.

To truly reflect the voices of customers, we use the 400 service hotline of Hong Yang Group for return visits. In addition, we formulate, supervise, conduct quality inspections, and issue scores in accordance with the rules of third – party satisfaction research institutions, and continuously carry out customer satisfaction surveys. The survey is conducted by combining node survey and monthly survey:

客戶滿意度

弘陽服務堅持以客戶為中心，品質第一、客戶至上的服務理念，持續重視服務品質，重視客戶感受，致力於為客戶提供有溫度的服務。2025年弘陽服務延續「客戶價值年」主題，傾聽客戶心聲，從客戶敏感點出發持續改善產品和服務。

為真實反饋客戶心聲，我們採用弘陽集團400服務熱線回訪及按照第三方滿意度調研機構的規則制定、監督、質檢、出具得分的方式，持續開展客戶滿意度調查。調查採用節點調查和月度調查相結合的方式進行：

Node Survey 節點調查

- Carry out customer investigation of running-in period 1, running-in period 2 and stable period respectively at each node of 2, 8 and 16 months after customer delivery, and conduct satisfaction investigation on property services, maintenance services, complaint handling, etc.
- 在客戶交付後2個月、8個月、16個月的各節點分別開展磨合期1、磨合期2、穩定期客戶調查，對於物業服務、維修服務、投訴處理等方面進行滿意度調查

Monthly Survey 月度調查

- Conduct satisfaction surveys quarterly on property owners whose units have been delivered for over 2 years
- 每季度對交付2年以上的老業主進行滿意度調查

As at the end of the Reporting Period, for the tiered services of ABCD standards, Redsun Services recorded an actual achievement score of 83 in customer satisfaction, with reference to the target customer satisfaction of 80. Based on the customer satisfaction survey results, we implemented a series of initiatives to enhance satisfaction:

截至報告期末，按照服務等級弘陽服務ABCD標客戶綜合滿意度目標80分，實際達成83分。針對客戶滿意度調查結果，我們開展了一系列滿意度提升舉措：

Satisfaction enhancement initiatives
滿意度提升舉措

Unannounced inspections are combined with the Company's internal inspection, which will normalize the inspection of service quality from the perspective of customers and the Company's internal work standards

第三方飛檢與公司內部檢查相結合，從客戶角度和公司內部工作標準角度對服務質量常態化檢查

Upgrade security, cleaning, customer service and other line service manuals to improve customer service standards from various service ends

升級安保、保潔、客服等條線服務標準化手冊，從各個服務端口提升客戶服務標準

Develop customer activity plan, create good community atmosphere and raise service temperature

制定客戶活動計劃、活動實施方案，營造良好社區氛圍，提升服務溫度

Satisfaction achievement is incorporated into performance appraisal of the Group, each company, project section, project and individual, fostering the working atmosphere that all staff place emphasis on customer needs and customer satisfaction is closely related to every employee

滿意度成績納入集團，各公司、項目部、項目、個人績效考核，打造全員重視客戶，客戶滿意度與每個人都息息相關的工作氛圍

Provide feedback to the project through the system and email, and follow up on the formulation of corrective measures of projects and the completion status of the implementation of the measures

通過系統及郵件形式將客戶意見反饋項目，並跟進項目制定整改措施及落地完成情況

Quarterly organize satisfaction-focused review sessions for projects that failed to meet targets, analyze customer feedback verbatim, identify shortcomings, formulate special action plans for satisfaction improvement, and track implementation and execution

季度組織不達標項目開展滿意度專項復盤，分析客戶原聲，明確短板，制定專項滿意度提升行動計劃，並跟進落地執行

“Redsun Housekeeper” Service

弘管家服務

The Redsun Housekeeper of Redsun Services Companies wholeheartedly serves the owners, covering all aspects of life, from disputes among owners, to the owner’s careful pet care, the Redsun Housekeeper has always been meticulous and warm service, with original intention and sincere heart, to bring home warmth to the owners, and to interpret happy life for the owners with practical actions.

弘陽服務各公司的弘管家竭誠為業主服務，服務範圍涵蓋生活中的方方面面，上到業主間的糾紛，下到為業主精心照看寵物，弘管家一直以細緻入微、有溫度的服務，以初心，鑒真心，用心給業主帶來家一般的溫暖，用實際行動為業主詮釋幸福生活。



Technological Innovation

With the development of intelligence and digitalization in the whole industry, Redsun Services is increasingly aware of the importance of scientific and technological innovation to improve the level of property services. During the Reporting Period, we updated the “Hongtu Panorama Smart Data Platform”, “Full-dimensional Plan Control Platform”, “Hongzhi Cloud Monitor”, “Investment Expansion Online Control Platform”, “Project Operation Map” and “Hongxinhui Service Platform”, among which, “Project Operation Map” was integrated with the New Window System this year. This series of digital upgrade initiatives has significantly enhanced the Group’s management efficiency and employee productivity, providing strong support for high-quality service delivery and comprehensively improving the living experience of property owners.

科技創新

隨著全行業智能化、數字化發展，弘陽服務愈發意識到科技創新對提高物業服務水平的重要性。本報告期內，我們更新了「弘圖全景智慧數據平台」「全維度計劃管控平台」「弘智雲眸系統」「投資拓展在線管控平台」「項目作戰地圖」和「弘心會服務平台」，其中「項目作戰地圖」本年引入新視窗系統。這一系列數字化升級舉措顯著提升了本集團管理效率和員工工作效率，為高質量的服務品質提供強有力的支持，全面提升業主居住體驗。

Hongtu Panorama Smart Data Platform: Improve Redsun Data Analysis Platform, set various special analysis themes, view the operation of various projects across the country in real time, create a self-service analysis service mode, and provide data statistics and analysis capabilities for business changes in a timely manner.

弘圖全景智慧數據平台：優化弘陽數據分析平台，設置各種專項分析主題，實時查看全國各項目經營情況，打造自助式分析服務模式，為業務變化及時提供了數據統計分析能力。



Full-dimensional Plan Control Platform: Urge business operations to accelerate by tracking relevant plans, improve the quality of services by considering customer needs, and ensure smooth implementation of the Group's plans.

全維度計劃管控平台：通過對各類計劃的跟蹤督促各項業務工作提速，面向客戶各項服務提質，保障了集團各項計劃的落地實行。



Hongzhi Cloud Monitor: Improve the real-time control efficiency of each community by updating the deployment of cameras, strengthen internal management and improve service quality.

弘智雲眸系統：通過更新部署攝像頭，提高各小區項目現場實時管控效率，加強內部管理及服務品質。



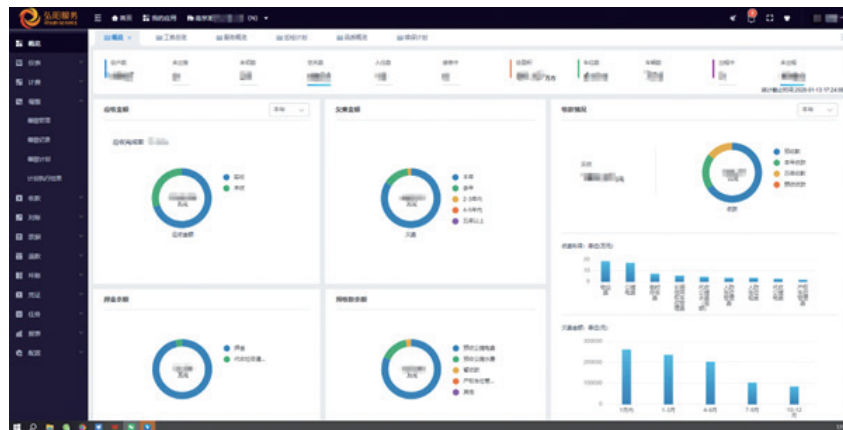
Investment Expansion Online Control Platform: Autonomously optimize the investment testing model, enhance the accuracy of investment return and cost estimates, and ensure the profitability of investment projects.

投資拓展在線管控平台：自主優化投資測試模型，增加了投資收益及成本測算的準確性，確保了投資項目的盈利水平。



Project Operation Map: Unify collection management, display real-time project collection status, keep timely insight into each company's operating performance for prompt strategy adjustment; track work order completion status in real time across dimensions such as satisfaction rate and timeliness rate, ensuring project service quality meets standards.

項目作戰地圖：統一收費管理，實時展現項目各項收費情況，及時了解各公司經營情況及時調整策略；通過工單實時統計完成情況，滿意率、及時率等維度，確保項目服務品質達標。





Hongxinhui Service Platform: Provide customers with warranty, consultation, complaints and other services, complete work orders according to the level and time limit, and improve service quality.

弘心會服務平台：提供客戶保修、諮詢、投訴等方面的服務，工單按級別限時完成，提升了對客服務的品質。

工单编号	客户名称	联系电话	产品分类	工单来源	工单状态	工单优先级	工单处理人	工单处理时间	工单处理结果	问题描述
1	S160617930 先生	15317019591	物业	400保修类	处理中	待处理	待处理	待处理	待处理	物业维修
2	S160617936 女士	15952099928	物业	报内维修-400	处理中	待处理	待处理	待处理	待处理	物业维修
3	S160617935 女士	18911848223	物业	400保修类	处理中	待处理	待处理	待处理	待处理	物业维修
4	S160617934 女士	13912908677	物业	400保修类	待处理	待处理	待处理	待处理	待处理	物业维修
5	S160617933 先生	13033064008	物业	400保修类	待处理	待处理	待处理	待处理	待处理	物业维修
6	S160617932 女士	15299639133	物业	400保修类	处理中	待处理	待处理	待处理	待处理	物业维修
7	S160617931 女士	13616149180	物业	400保修类	处理中	待处理	待处理	待处理	待处理	物业维修
8	S160617930 先生	15675512828	物业	400保修类	待处理	待处理	待处理	待处理	待处理	物业维修
9	S160617929 刘先生28077	13770855895	物业	弘心APP(物业一体化)	待处理	待处理	待处理	待处理	待处理	物业维修
10	S160617928 女士	18052067609	物业	代缴费单(物业一体化)	待处理	待处理	待处理	待处理	待处理	物业维修
11	S160617925 先生	13357200955	物业	400保修类	处理中	待处理	待处理	待处理	待处理	物业维修
12	S160617924 李	15951620337	物业	代缴费单(物业一体化)	待处理	待处理	待处理	待处理	待处理	物业维修
13	S160617921 先生	18755160157	物业	400保修类	待处理	待处理	待处理	待处理	待处理	物业维修
14	S160617918 杨	18052067602	物业	代缴费单(物业一体化)	待处理	待处理	待处理	待处理	待处理	物业维修
15	S160617913 女士	13813883639	物业	代缴费单(物业一体化)	待处理	待处理	待处理	待处理	待处理	物业维修

BUILDING A GREEN FUTURE

Upholding the philosophy of “making lives warmer”, Redsun Services has been fulfilling the promise of “treating customers with sincerity and delivering excellence”, and concurrently assumes social responsibilities, responding to the national “dual-carbon” policy initiative. We have made greenness and environmental protection one of the core goals in building happy communities and a better life, deeply integrating green and low-carbon concepts into every aspect of our daily services, remaining committed to creating a healthy, comfortable and livable green home, driving the green and sustainable development of both the Company itself and the communities we serve.

Green Culture

Adhering to the concept of green and low-carbon development, Redsun Services has made sustainable operations a key direction of its corporate development, working together with property owners to build a safe and comfortable green home. Through continuous green culture promotion and development activities, we have been steadily enhancing the environmental awareness of both employees and property owners, extending the concept of green lifestyle from within the Company to every corner of our communities, creating a strong green living atmosphere and laying a solid foundation for truly effective environmental protection efforts.

Green Office

Redsun Services is a strong supporter of the concept of “green office, low-carbon priority”, deeply embedding environmental awareness into every aspect of its daily operations. We advocate for paperless offices, strictly following the principle of “no printing unless necessary” to effectively conserve paper resources, and adhere to efficient meeting principles, promoting the approach of “no meetings unless necessary, and necessary meetings must be efficient” to reduce unnecessary consumption of energy and time. At the same time, the Company has fully implemented energy-saving retrofits for sockets in air-conditioning machine rooms, vigorously promoted the adoption of energy-saving and emission-reducing equipment, integrated environmental concepts into daily operations, and taken concrete actions to practice green and low-carbon development.

共築綠色未來

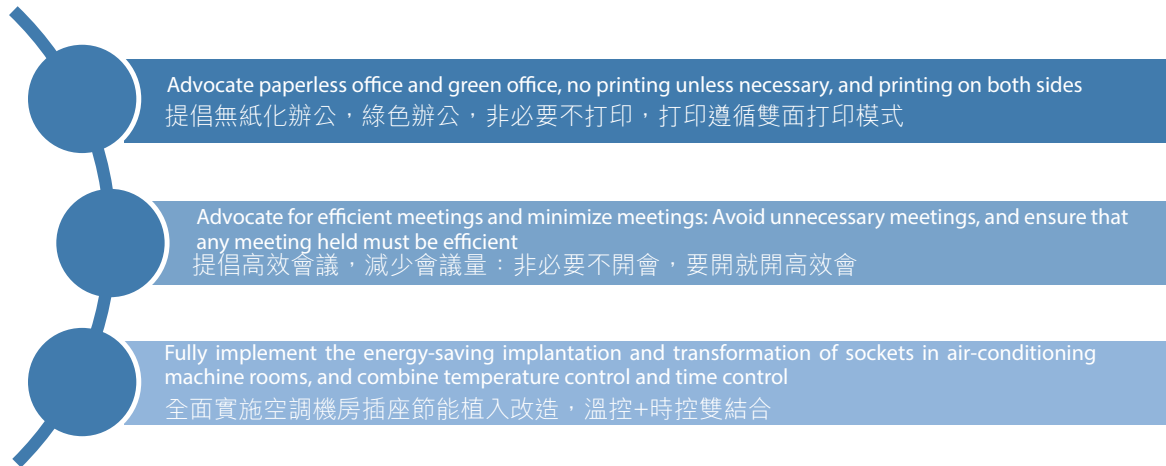
弘陽服務始終秉承「讓生活更有溫度」的理念，在踐行「以誠待客，卓越服務」承諾的同時，主動承擔社會責任，積極響應國家「雙碳」政策號召。我們將綠色環保作為營造幸福社區、美好生活的核心目標之一，把綠色低碳理念深度融入到日常服務的每一個環節，致力於打造健康、舒適、宜居的綠色家園，帶動企業自身及社區的綠色健康可持續發展。

綠色文化

秉持綠色低碳發展理念，弘陽服務將可持續運營作為企業發展的重要方向，攜手業主共同建設安全、舒適的綠色家園。我們通過持續開展綠色文化宣傳與建設活動，不斷提升員工及業主的環保意識，將綠色生活理念從企業內部延伸至社區每個角落，營造出濃厚的綠色生活氛圍，為切實有效的環境保護工作奠定堅實基礎。

綠色辦公

弘陽服務始終秉持「綠色辦公，低碳先行」的理念，將環保意識深度融入日常運營的每一個細節。我們倡導無紙化辦公，嚴格執行「非必要不打印」原則，有效節約紙張資源；堅持高效會議原則，倡導「非必要不開會，要開就開高效會」，以此減少能源與時間的無效佔用。同時，公司全面實施空調機房插座節能植入改造，大力推廣使用節能減排設備，將環保理念融入日常運營，以實際行動踐行綠色低碳發展。



Green Office Initiatives
綠色辦公舉措

Environmental Activities

As a practitioner of green community development, Redsun Services has deeply cultivated environmental protection efforts, comprehensively advocating the concept of green lifestyle across areas such as waste sorting, green travel, and energy conservation and emission reduction. During the Reporting Period, we organized a series of environmental awareness and training activities within our communities, aiming to enhance the environmental awareness of both property owners and employees and to jointly create a comfortable and clean living environment. We firmly believe that only by building consensus and working with shared determinations can we truly empower sustainable community development. Redsun Services will continue to take concrete actions, joining hands with property owners to build a comfortable, clean, and low-carbon beautiful home.

環保活動

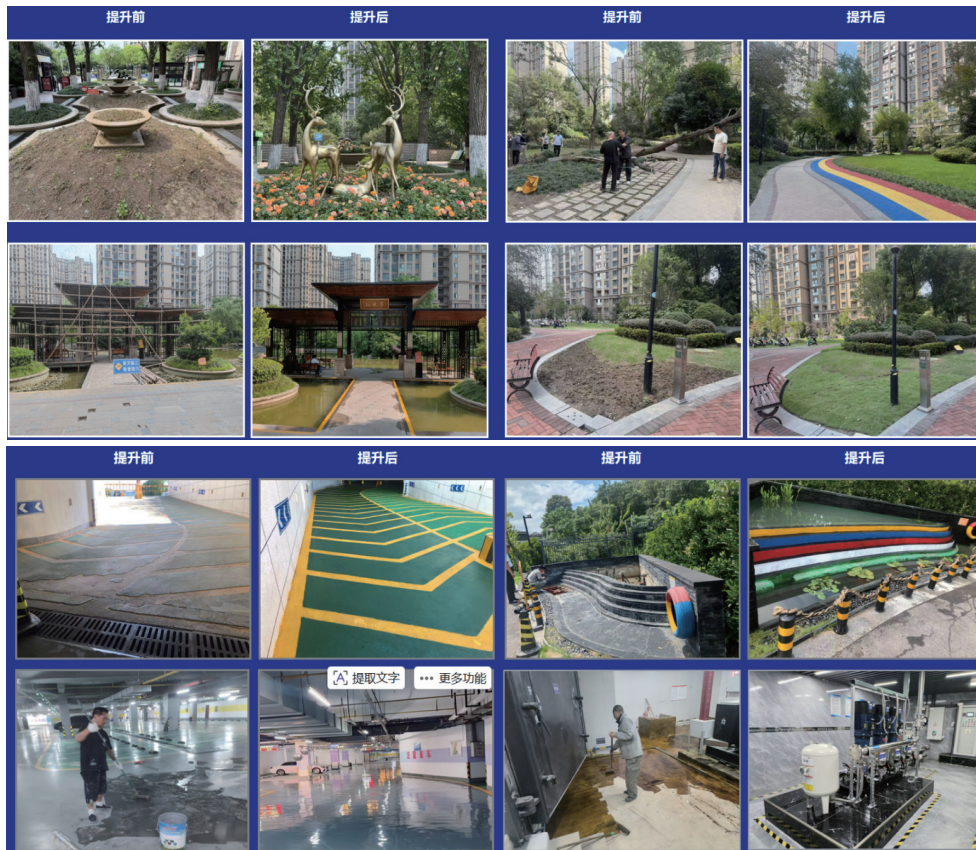
作為社區綠色發展的踐行者，弘陽服務深耕環保工作，從垃圾分類、綠色出行到節能減排，全方位倡導綠色生活理念。報告期內，我們在社區內組織開展了一系列環保宣傳與培訓活動，旨在提升業主和員工的環保意識，共同營造舒適、潔淨的生活環境。我們深信，唯有凝聚共識、齊心協力，方能真正賦能社區可持續發展。弘陽服務將繼續以實際行動，與業主攜手共建舒適、潔淨、低碳的美好家園。

Renovation Plan: More Pleasant Community Spaces and Expanded Green Areas

煥新計劃：優化社區空間，增加綠化面積

Redsun Services has always placed great emphasis on the renovation and improvement of community environments, setting aside a dedicated annual budget for environmental renewal projects across its various locations. While strengthening infrastructure, we implement a systematic greening evaluation mechanism to conduct targeted replanting and renewal of vegetation such as small shrubs, lilyturf, and turf grass, and we integrate landscape features to optimize scenery, continually improving the overall aesthetics of our communities and the quality of life for residents. As of the end of the Reporting Period, Redsun Services had invested over RMB10 million cumulatively in environmental renovation and renewal projects.

弘陽服務始終高度重視小區環境的改造與提升，每年制定專項預算，用於各地項目的環境換新工程。在夯實基礎設施的同時，我們通過系統的綠化評估機制，精準開展小灌木、麥冬、草皮等植被的補種與更新工作，並融入景觀優化，持續提升社區的整體美觀度與居民的生活品質。截至報告期末，弘陽服務在環境改造換新工程上已累計投入超過人民幣1,000萬元。



Renovation Plan: More Pleasant Community Spaces and Expanded Green Areas

煥新計劃：優化社區空間，增加綠化面積



Redsun Brings in New Greenery with Artisan Craftsmanship

弘陽添新綠，繁園藝匠心

Aimed for further perfection of the green and livable home with “greater attractiveness”, Redsun Services launched the spring landscaping program with all-round efforts in March 2025, during which, gardeners transformed every corner of the communities into springtime paintings with grass and trees as the brush and craftsmanship as the pigment. From pruning and maintaining plants to creative layout of landscape features, the Redsun Services team worked with meticulous care and brought spring colors and vitality to the doorstep of property owners, safeguarding the quality of beautiful home and making it warmer. 為進一步優化綠色宜居的家園環境，持續提升小區「顏值」，2025年3月，弘陽服務全面啟動了春季綠化工作。弘園丁們以草木為筆，以匠心為墨，在園區的每個角落精心描繪春日畫卷。從綠植修剪養護到景觀創意佈置，弘陽服務人用細緻的勞作，讓業主在家門口就能邂逅盎然春意與勃勃生機，共同守護並提升美好家園的品質與溫度。



Employees take care of the plants
 員工對綠植進行養護

Green Management

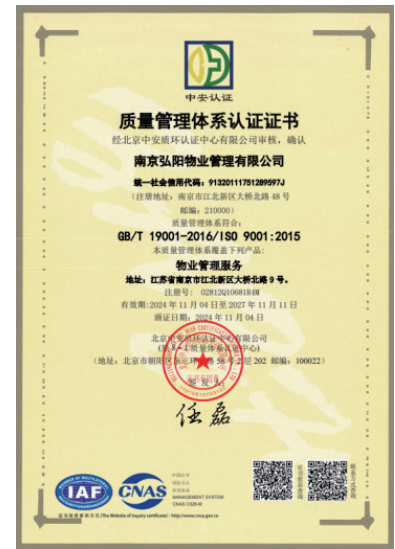
Redsun Services has established clear objectives, indicators and special management plans respectively by formulating detailed environmental and occupational health and safety management plans. The responsible department, control measures, implementation time and fund plan are specified in the plan, and the service center advances the implementation. Through the operation inspection records of the management plan, as well as the statistical table of the target indicators and the completion of the management plan, Redsun Services has carried out a comprehensive inspection and statistics of the operation. Upon verification, all control measures involved have been completed. At the same time, Redsun Services has always strictly complied with the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on Environmental Impact Assessment and the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes, and has continuously improved its internal management system, including further improvement of the Operating Guide for Environmental Supervisors/Managers and the Operating Guide for Environmental Experts, systematically standardizing environmental protection management. During the Reporting Period, Redsun Services was not subject to administrative penalties for violating environmental protection laws.

綠色管理

弘陽服務通過制定詳細的環境和職業健康安全方案，分別建立了明確的目標、指標及專項管理方案。方案中明確了責任部門、控制措施、實施時間及經費計劃，並由服務中心組織落地執行。通過管理方案的運行檢查記錄，以及目標指標和管理方案完成情況的統計表，弘陽服務對運行情況進行了全面檢查和統計。經核查，所有涉及的控制措施均已完成。同時，弘陽服務始終嚴格遵守《中華人民共和國環境保護法》《中華人民共和國環境影響評價法》及《中華人民共和國固體廢物污染環境防治法》等法律法規，並不斷完善內部管理制度，持續優化《環境監控／管理員操作指南》《環境專家操作指南》等文件，系統規範環境保護管理工作。報告期內，弘陽服務無因違反環境保護相關法律而被行政處罰的情形。

Redsun Services continues to strengthen its standardized management and promotes further improvement of the standardization management system. So far, the Company has successfully obtained certification for the Environmental Management System ISO14001:2015, the Occupational Health and Safety Management System ISO45001:2018, and the Quality Management System ISO9001:2015. During the Reporting Period, the Company passed the annual surveillance audits of these three management systems, confirming the effectiveness and continuity of management system operation. Going forward, Redsun Services plans to pursue further management system certifications in other areas, creating a better living environment for society through systematic and standardized management practices.

弘陽服務持續強化規範化管理，不斷完善標準化管理體系。目前，公司已順利通過環境管理體系ISO14001:2015、職業健康安全管理体系ISO45001:2018及質量管理體系ISO9001:2015認證。報告期內，三大管理體系均順利通過年度監督審核，印證了公司管理體系運行的有效性與持續性。未來，弘陽服務計劃持續推進其他領域的管理體系認證，以系統化、標準化的管理舉措，為社會創造更加美好的生活環境。



Management System Certification
管理體系認證證書



管理体系审核报告

受审核方：南京弘阳物业管理有限公司

审核组长：高作亮 报告填写日期：2025年11月11日

阅读提示：本报告基于现场抽样审核所获取的证据而编制。由于抽样审核的固有风险，报告内容可能与受审核方管理体系运行实际存在一定差异，但总体具有代表性，可提供信任。

Management System Audit Report
管理體系審核報告

Green Practice

Redsun Services actively builds a green and environmentally friendly operation system to minimize the environmental impact of its operations through systematic management. We strictly comply with the Environmental Protection Law of the People's Republic of China and other relevant laws and regulations, and continuously improve internal policies such as the Operating Guide for Environmental Supervisors/Managers and the Operating Guide for Environmental Experts, providing standardized guidance for promoting energy conservation and emission reduction, strengthening water resources and waste management, and ensuring the orderly and compliant execution of environmental management work. During the Reporting Period, Redsun Services maintained environmental compliance and did not experience any violations of environmental protection laws or regulations.

Environmental Objectives

With the mission of "protecting a beautiful home and jointly building a green future", Redsun Services is committed to achieving the carbon neutrality target of 2030 operation. During the Reporting Period, we have formulated clear environmental performance targets around energy management, water resources management, waste management and other fields, with reference to the characteristics of our own businesses, and implemented corresponding management measures.

Energy Management

Redsun Services actively responds to the national dual-carbon policy, makes energy management as a key priority in ordinary business operation, strictly abides by the Energy Conservation Law of the People's Republic of China and other laws and regulations, and carries out energy optimization management for all links in the operation process. To further improve the efficiency of energy use, we actively promote energy-saving transformation, set up annual key emission reduction projects in many parks, and accelerated the wide application of advanced energy-saving technologies.

綠色踐行

弘陽服務積極構建綠色環保運營體系，以系統化管理降低運營對環境的影響。我們嚴格遵循《中華人民共和國環境保護法》及相關法律法規，持續完善《環境監控／管理員操作指南》《環境專家操作指南》等內部政策，為推進節能減排、加強水資源及廢棄物管理提供規範化指引，確保環境管理工作的有序開展與合規運行。報告期內，弘陽服務始終保持環境合規，未發生違反環境保護相關法律法規的情形。

環境目標

弘陽服務以「守護美好家園，共建綠色未來」為使命，致力於實現2030年運營碳中和目標。報告期內，我們圍繞能源管理、水資源管理、廢棄物管理等領域，結合自身業務特點制定了明確的環境績效目標，並實施了相應的管理舉措。

能源管理

弘陽服務積極響應國家雙碳政策，將能源管理作為日常運營的核心關注點，嚴格遵守《中華人民共和國能源節約法》等法律法規，對運營各環節持續進行能源優化管理。為進一步提升能源使用效率，我們積極推進節能改造，在多個園區設立年度減排重點項目，加快先進節能技術的廣泛應用。

In daily operation, the energy consumption of Redsun Services is mainly composed of electricity use. In order to save energy more efficiently, we reduce unnecessary power consumption by improving the lighting system. With operational management and adoption of energy-saving technologies, the Company achieved significant energy efficiency gains, reducing total energy consumption by approximately 5% during the year.

在日常運營中，弘陽服務的能源消耗主要由電力使用構成。為了更有效地節省能源，我們通過改進照明系統來減少不必要的電力耗費。公司通過運營管理和節能技術應用雙重管理，節能降耗效果明顯，全年完成降耗約5%。

Energy Saving and Consumption Reduction Measures 節能降耗舉措

- Basement lighting: Replace traditional T8 fluorescent lamps with radar-sensor LED tubes
- 地庫照明：將傳統T8螢光燈具替換為雷達感應LED燈管
- Building lighting: Equip the lighting system in the lobby of the first floor with touch-activated time-delay switches, adopt sound and light sensor-activated lighting fixtures for the second floor and above, which remain off by default when no one is passing through
- 樓棟照明：樓棟一層大堂照明改為觸控延時開關；二層及以上普通照明均為聲光感應燈具，日常無人經過處於常熄狀態
- Park lighting: Control switching schedules by time period and circuit segmentation
- 園區照明：分時分回路控制開關時間
- Install thermostats and timers for air conditioning in equipment rooms, add limit switches in equipment rooms, and install energy feedback devices for super-high-rise elevators
- 設備機房空調設置溫控器、時控器，設備房行程開關加裝、超高層電梯能量回饋裝置安裝等

Water Resources Management

Redsun Services strictly abides by the Water Law of the People's Republic of China, the Regulations on Urban Water Conservation Management and other relevant laws and regulations and aims to reduce water consumption as much as possible while ensuring service quality. The water source of the Company is mainly municipal pipe network water, which is used for daily office and greening. In terms of sewage discharge, we strictly follow the Law of the People's Republic of China on Water Pollution Prevention and Control and the sewage discharge standards of the project site to ensure that all sewage has been treated in compliance before being discharged into the municipal pipe network. During the Reporting Period, the Company did not encounter any issues related to water usage or discharge, achieving a 100% compliance rate for sewage discharge.

We advocate and promote the efficient utilization and recycling of water resources. By upgrading water-saving technologies, improving water-saving equipment and promoting water recycling measures, we have significantly reduced unnecessary water consumption and significantly improved water utilization in our daily operations. In the future, we will continue to explore diverse and efficient water-saving solutions to contribute to building a resource-saving society.

水資源管理

弘陽服務嚴格遵守《中華人民共和國水法》和《城市節約用水管理規定》等相關法律法規，致力於在保證服務品質的同時盡可能減少對水資源的消耗。公司用水主要來源於市政管網，用於日常辦公及綠化養護。在污水排放方面，我們嚴格執行《中華人民共和國水污染防治法》及項目所在地的污水排放標準，確保所有污水經合規處理後排放到市政管網。報告期內，公司未發生水資源使用及排放問題，實現污水100%達標排放。

我們倡導並踐行水資源的高效利用與循環使用。通過升級節水技術、改造節水設備以及推廣水資源回收利用措施，我們在日常運營中有效降低了水資源消耗，大幅提升了水資源利用率。未來，我們將繼續探索更多元、高效的節水方案，為構建資源節約型社會貢獻力量。

Rainwater recycling system 雨水回收系統

- Design and install rainwater collection system to collect and reuse rainwater, which significantly improves water efficiency
- 設計安裝雨水收集系統，對雨水進行收集再利用，顯著提高了用水效率

Reuse of water from landscape pond 池塘景觀水再利用

- Water regularly replaced in landscape ponds is used for irrigation of trees and plants in the community for secondary use
- 景觀池塘定期更換的水用於社區內樹木和植物的灌溉，達到了二次利用的目的

Waste Management

Redsun Services regards waste management as an important driver of sustainable development, strictly abides by the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes and other relevant laws and regulations, and continuously optimizes a series of internal policies such as the Standard for the Configuration and Selection of Domestic Garbage Bins and the Practice Guidelines for Garbage Collection and Transfer Station Management, ensuring the standardization, efficiency and environmental friendliness of waste management. We have incorporated waste sorting management into the performance appraisal system, linking it to employees' performance, so as to motivate all employees to participate in waste sorting work and improve management effectiveness. Meanwhile, we regularly evaluate the effect of waste management, formulate improvement plans, and continuously enhance the level of waste management by data analysis and technological innovation, contributing to the construction of a green community.

廢棄物管理

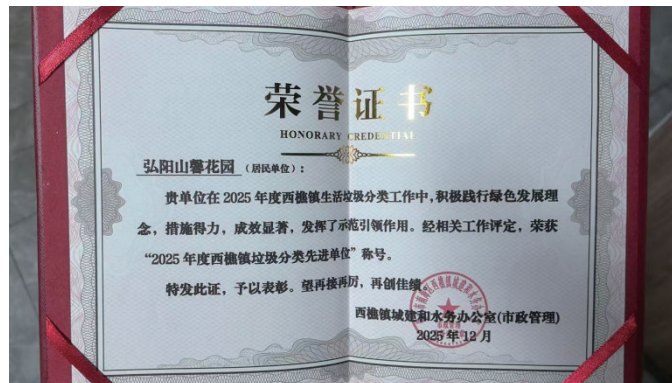
弘陽服務將廢棄物管理視為踐行可持續發展的重要抓手，嚴格遵守《中華人民共和國固體廢物污染環境防治法》等相關法律法規，持續優化《生活垃圾桶配置及選型標準》《垃圾清收及中轉站管理作業指引》等一系列內部制度，確保廢棄物管理的規範化、高效化和環保化。我們將垃圾分類管理納入績效考核體系，與員工績效掛鉤，激勵全員參與垃圾分類工作，提升管理效果。同時，我們定期評估廢棄物管理效果，制定改進計劃，通過數據分析和技術創新持續優化管理措施，不斷提升廢棄物管理水平，為綠色社區建設貢獻力量。

Foshan and Huzhou Projects Honored for Waste Sorting

佛山、湖州項目垃圾分類獲表彰

In active response to national and local waste sorting policies, Redsun Services has advanced the refined management of community waste sorting in its residential projects in Foshan, Eastern region, and other locations. Through a series of long-term measures, including regular community awareness campaigns, the placement of cleaning staff in supervisory roles, and interactive activities for property owners, residents' awareness of and engagement in waste sorting have been effectively enhanced. In 2025, the above-mentioned projects received public recognition from government authorities for their notable achievements in waste sorting, which not only makes community a more pleasant space but also injects forces into urban green and low-carbon development.

為積極響應國家及地方垃圾分類政策，弘陽服務在佛山、東部等地的住宅項目深入推進社區垃圾分類精細化管理。通過常態化開展社區宣傳引導、設置保潔人員督導崗位、舉辦業主互動活動等一系列長效舉措，有效提升了居民的垃圾分類意識與參與度。2025年，上述項目因垃圾分類工作成效顯著，榮獲政府主管部門公開表彰，不僅改善了社區環境面貌，也為城市綠色低碳發展貢獻了企業力量。



In 2025, Foshan Shanxin Garden under management of the Southern Company was awarded the title of Advanced Unit for Waste Sorting in Xiqiao Town
2025年度南部公司佛山山馨花園榮獲西樵鎮垃圾分類先進單位



In 2025, Yucui Bay and Yanlan Garden under management of the Eastern Company were awarded the title of “Zero-Waste Community” by the Huzhou Municipal Development and Reform Commission
2025年度東部公司玉翠灣、燕瀾花園榮獲湖州市市發展改革委頒發的無廢小區

Waste emission reduction targets: Redsun Services integrates waste emission reduction into every corner through various measures to ensure the compliance of waste disposal and strive to reduce the intensity of waste emission.

Addressing Climate Change

Against the backdrop of increasingly severe global climate change challenges, Redsun Services has developed a deep understanding of the profound impact of climate change on both business operations and social development. We actively respond to the national “dual-carbon” goals by formally incorporating climate change risks into the Group’s risk management system and daily operational decision-making. Through the establishment of robust risk identification, assessment and response mechanisms, we continuously monitor the impact of climate-related risks on our business, develop targeted mitigation and adaptation measures, and deeply integrate the concept of sustainable development into our management and service practices.

廢棄物減排目標：弘陽服務通過各種舉措將廢棄物減排工作融入到每一個角落，確保廢棄物合規處置，力求降低廢棄物排放強度。

應對氣候變化

在全球氣候變化挑戰日益嚴峻的背景下，弘陽服務深刻認識到氣候變化對企業經營及社會發展的深遠影響。我們積極響應國家「雙碳」目標，將氣候變化風險正式納入集團風險管理體系及日常運營決策之中。通過建立健全的風險識別、評估與應對機制，我們持續監控氣候相關風險對業務的影響，並制定針對性的減緩與適應措施，將可持續發展理念深度融入管理與服務實踐。

Strategy

During the Reporting Period, we conducted a climate scenario assessment of the Company's operational activities, referencing the authoritative data and scenario assumptions published by the Intergovernmental Panel on Climate Change (IPCC) and in accordance with the relevant requirements of Part D of the Environmental, Social and Governance Reporting Code issued by the Hong Kong Stock Exchange. The assessment aimed to measure the resilience and adaptive capacity of the Group's business under different future climate scenarios. We selected two representative climate scenarios and, in conjunction with different time horizon frameworks, systematically analyzed the physical risks that climate change may bring and the transition risks accompanying the low-carbon transformation of the economy. Although the assessment results reveal the Group's potential exposure to climate-related risks, we fully recognize that climate science is still evolving, available data have certain limitations, and the accuracy of predictions is constrained by factors such as model assumptions and data availability. Therefore, the results of this analysis are subject to a certain degree of uncertainty. The key parameters and assumptions used in this assessment are summarized in the table below:

策略

在本報告期內，我們參照聯合國政府間氣候變化專門委員會(IPCC)發佈的權威數據與情景假設，並依據香港聯交所《環境、社會及管治報告守則》D部分的相關要求，針對公司運營活動開展了氣候情景評估。本次評估旨在衡量在不同未來氣候情景下，本集團業務所具備的韌性與應對能力。我們選取了兩種具有代表性的氣候情景，結合不同時間維度框架，系統分析了氣候變化可能帶來的物理風險，以及經濟向低碳轉型過程中所伴隨的轉型風險。儘管評估結果揭示了集團在氣候相關風險方面的潛在暴露，我們也充分認識到，當前氣候科學仍在不斷發展，可用數據存在一定局限性，預測準確性亦受到模型假設、數據可得性等因素的制約。因此，本次分析結果存在一定程度的不確定性。本次評估所採用的主要參數及假設概要如下表所示：

Climate Scenario	High Emission/No Emission Reduction Scenario (3° C)	Low Emission/Net Zero Emission Scenario (1.5° C)
氣候情景	高排放／無減排情境(3° C)	低排放／淨零排放情境(1.5° C)
General Assumptions 一般假設	<p>Redsun Services adopts two contrasting scenarios to assess potential climate-related risks and opportunities under different future climate evolution pathways. Drawing on research from leading institutions such as the IPCC, we have constructed scenario models ranging from low-emission to high-emission pathways. This approach facilitates stress testing of corporate resilience while also supporting the development of evidence-based operational plans under both favorable and challenging climate futures.</p> <p>弘陽服務採用兩種對比鮮明的情境，用以評估在未來不同氣候演變路徑下，可能存在的氣候相關風險與機遇。我們透過聯合國政府間氣候變化專門委員會等頂尖研究機構的研究成果，構建從低排放到高排放的情境模型。此方法有利於對企業韌性進行壓力測試，同時也支持在有利及充滿挑戰的氣候未來情境中，制定有據可依的營運計劃。</p>	
Scenario Reference 情景參考	<ul style="list-style-type: none"> • IPCC RCP8.5 • IPCC RCP8.5 	<ul style="list-style-type: none"> • IPCC RCP2.6 • IPCC RCP2.6
Time Horizon 時間範圍	<ul style="list-style-type: none"> • Base year: 2025 • 基準年：2025年 • Short-term: 0-3 years • 短期：0-3年 • Medium-term: 4-10 years • 中期：4-10年 • Long-term: over 10 years • 長期：10年以上 	
Business Covered 涵蓋業務	<p>Daily operations, facility and equipment maintenance, energy consumption, supply chain management, value-added services, and other core business segments across residential communities, commercial properties, office buildings, parks, and other projects under management</p> <p>在管住宅社區、商業物業、寫字樓、公園等項目的日常運營、設施設備維護、能源消耗、供應鏈管理及增值服務等核心業務板塊</p>	

Climate-Related Risk Assessment and Management

Faced with the challenges posed by climate change, we actively respond to the national double carbon target, assume corporate social responsibility, and identify climate risks under the recommendations issued by the Taskforce on Climate-related Financial Disclosures (TCFD). Meanwhile, we seize the opportunities and formulate a series of countermeasures, continuously improving our work in addressing climate change risks and accelerating the advancement of sustainable development.

氣候相關風險評估與管理

面對氣候變化帶來的挑戰，我們積極響應國家的雙碳目標，承擔企業的社會責任，在氣候相關財務信息披露工作組(TCFD)發佈的建議下對氣候風險進行識別。同時，我們抓住機遇，制定了一系列的應對措施，不斷提高我們應對氣候變化風險的工作水平，加快推動企業的可持續發展。

Risk Type 風險類型	Risk Subtype 風險子類型	Time Horizon 時間範圍	Risk Parameters 風險參數	Countermeasures 應對舉措
Physical risks 實體風險	Acute 急性		Natural disasters such as typhoons, floods and droughts and extreme weather such as high temperatures 颱風、洪水、乾旱等自然災害和高溫等極端天氣	<ul style="list-style-type: none"> Develop contingency plans for natural disasters and extreme weather 制定自然災害和極端天氣應急預案 Conduct regular emergency drills 定期開展應急演練 Conduct regular inspection and maintenance of property facilities 定期檢查和維護物業設施
	Chronic 慢性		Sea level rise and changes in precipitation due to global warming 全球變暖導致的海平面上升及降水量變化	<ul style="list-style-type: none"> Pay close attention to weather forecasts and be fully prepared to protect the safety of employees and property owners 密切關注天氣預報，做好充分準備保障員工和業主的安全 Incorporate chronic risks into the risk management system and formulate special measure documents 將慢性風險納入風險管理體系，制定專項措施文件
Transition risks 轉型風險	Policy and Law 政策與法律		Launch of tighter carbon restrictions and carbon trading schemes 更嚴格的碳限制和碳交易計劃出台	<ul style="list-style-type: none"> Pay close attention to the latest policy changes and update internal documents in a timely manner 密切關注最新政策變動，及時更新內部文件

Risk Type 風險類型	Risk Subtype 風險子類型	Time Horizon 時間範圍	Risk Parameters 風險參數	Countermeasures 應對舉措
			Stricter requirements for carbon emissions disclosure 更嚴格的對碳排放披露要求	<ul style="list-style-type: none"> Continuous improvement of environmental management system and strengthening of corporate governance capability 持續完善環境管理體系，加強企業治理能力
			More stringent industry requirements from government and regulators 更嚴格的來自政府和監管機構對行業的要求	<ul style="list-style-type: none"> Take climate factors into account when planning new projects 在規劃新項目時將氣候因素納入考量 Incorporate the energy conservation and emission reduction concepts into service content planning and implementation 將節能減排理念納入服務內容規劃及實施過程
	Technology 技術		The success rate of equipment retrofit for energy saving and emission reduction 設備節能減排改造的成功率	<ul style="list-style-type: none"> Conduct feasibility analysis before project investment to reduce the probability of investment failure 在項目投入前進行可行性分析，降低投資失敗的概率 Establish long-term relationships with technology vendors to obtain timely technical support and updates 與技術供應商建立長期合作關係，以便及時獲取技術支持和更新

Risk Type 風險類型	Risk Subtype 風險子類型	Time Horizon 時間範圍	Risk Parameters 風險參數	Countermeasures 應對舉措
	Market 市場		Increase in purchase cost of raw materials 原材料採購成本上升	<ul style="list-style-type: none"> • Closely monitor raw material market trends • 密切關注原材料市場動向 • Enhance communication and deepen cooperation with suppliers • 與供應商加強交流，深入合作
			Customers increasingly value corporate performance in climate action 客戶越來越重視企業在氣候行動方面的表現	<ul style="list-style-type: none"> • Increase corporate investment in the environmental and climate aspects • 加大企業在環境和氣候方面的投入 • Actively carry out green public welfare activities in the community • 在社區積極開展綠色公益活動
	Reputation 聲譽		Investors increasingly value corporate performance in climate action 投資者越來越重視企業在氣候行動方面的表現	<ul style="list-style-type: none"> • Strengthen communication channels with investors to effectively communicate corporate social responsibility demonstrated by the enterprise • 加強與投資者的溝通渠道，有效傳遞企業展現的社會責任 • Actively respond to domestic and international environmental initiatives and participate in highly recognized domestic and international environmental activities • 積極響應國內外的環保倡議，參與認可度高的國內外環保活動

Redsun Services Enhances Community Climate Resilience Through Ecological Maintenance

弘陽服務以生態養護賦能社區氣候韌性提升

In active response to the national “dual-carbon” strategy and fulfillment of its corporate social responsibility, Redsun Services has deeply integrated the concepts of climate adaptation, green and low-carbon development into the daily maintenance of community landscaping. Through scientific vegetation management and ecological environment creation, we enhance the climate resilience of community ecosystems, build livable, low-carbon, and sustainable green communities, and foster a community co-governance atmosphere of “protecting the ecology and addressing climate risks with concerted efforts”.

為積極響應國家「雙碳目標」戰略要求，踐行企業社會責任，弘陽服務將氣候適應與綠色低碳發展理念深度融入社區園林養護的日常服務中，通過科學的植被管理、生態化的園區營造，提升社區生態系統的氣候韌性，打造宜居、低碳、可持續的綠色社區，推動形成「共護生態、共抗氣候風險」的社區共治氛圍。

In 2025, making spring landscaping maintenance as a key initiative, Redsun Services launched a series of ecological enhancement actions in response to climate change. For issues such as extreme weather and frequent pest and disease outbreaks triggered by climate change, the Redsun gardeners advanced scientific greening renewal and maintenance, turning over soil and replanting sparse shrubs, hedges and lawns, followed by ongoing maintenance, to enrich vegetation layers and enhance carbon sequestration capacity. They applied scientific watering and fertilization practices based on temperature and precipitation changes, including timely spring green-up watering to mitigate the impact of late spring cold snaps and other climate-related hazards, and adopted green fertilization methods such as organic fertilizers and slow-release nitrogen fertilizers to reduce carbon emissions, thereby strengthening the climate adaptability of community vegetation.

2025年，弘陽服務以春季園林養護為抓手，圍繞應對氣候變化開展系列生態提升行動。針對氣候變化引發的極端天氣、病蟲害頻發等問題，弘園丁們開展科學綠植煥新養護，對缺株的灌木、綠籬、草坪翻土補種並追蹤養護，豐富植被層次提升固碳能力；結合溫、降水變化科學澆灌施肥，適時澆返青水規避倒春寒等氣候災害影響，採用有機肥、緩釋氮肥等綠色施肥方式減少碳排放，增強園區植被的氣候適應能力。

Furthermore, capitalizing on the spring maintenance season as an opportunity, Redsun Services disseminated knowledge related to ecological protection, green maintenance and climate adaptation to property owners, embedding the concepts of green and low-carbon living and collective action against climate risks deep within the community, and encouraging property owners to become participants in and guardians of the community’s efforts to address climate change and build a green ecological home.

此外，弘陽服務以春日養護為契機，向業主普及生態護綠、氣候適應的相關知識，讓綠色低碳、共抗氣候風險的理念扎根社區，推動業主成為社區應對氣候變化、共建綠色生態家園的參與者與守護者。

Flood Prevention Measures

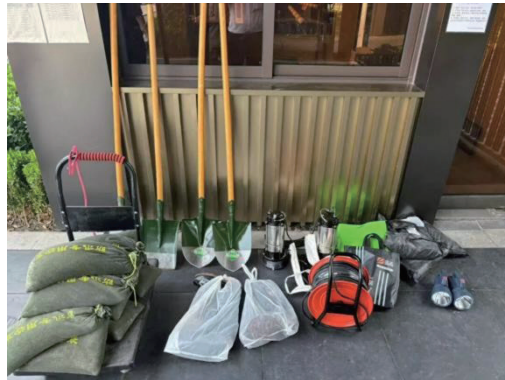
防汛措施

As the 2025 rainy season approached, with frequent heavy rainfall events and flood prevention efforts entering a critical phase, Redsun Services proactively planned and implemented multiple measures to effectively respond to various flood-related emergencies such as rainstorms and typhoons, and to truly protect the life and property safety of property owners, launching the special initiative for comprehensive flood prevention, building a solid safety defense line for communities and keeping our homes safe and sound.

2025年梅雨季來臨，強降雨天氣頻發，防汛工作進入關鍵階段，弘陽服務為有效應對暴雨、颱風等各類汛期突發事件，切實保障業主的生命財產安全，提前謀劃、多措並舉，全面啟動防汛專項行動，築牢社區防汛安全防線，守護家園安全。

With the principle of taking proactive precautions to prevent risks before they arise, Redsun Services made full efforts in stockpiling flood prevention materials such as sandbags, water barriers, portable water pumps and professional-grade rain gear, all strictly deployed in accordance with the standards set forth in the flood emergency response plan and ready for immediate deployment to respond to sudden flood conditions caused by extreme weather.

弘陽服務堅持未雨綢繆、防患於未然，全面落實防汛物資儲備工作。防汛沙袋、擋水板、便攜式抽水機、專業級防水雨衣等防汛專項物資，均嚴格按防汛應急預案標準配備到位，各類物資整裝待發，可隨時響應極端天氣引發的突發汛情。



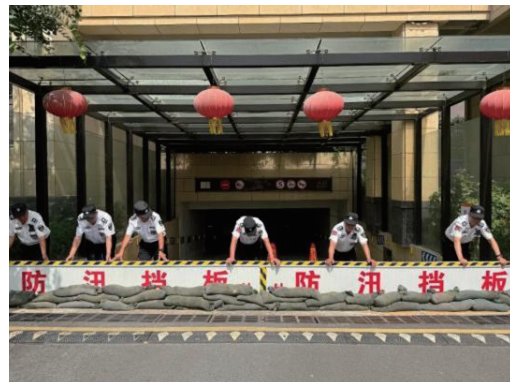
Each project focused on ensuring the smooth operation of drainage systems, a critical aspect of flood prevention, by promoting comprehensive inspections and dredging and repair work on key areas and facilities within the communities, including basement drainage systems, rooftop drainage outlets and building pipelines, with every detail meticulously examined to promptly eliminate any potential risks. Meanwhile, each project actively conducted flood prevention drills covering critical scenarios such as simulated rainstorms, emergency evacuations and urgent drainage repairs, preparing for real situations with lessons learned from drills and enhancing the team's emergency response capabilities.

各項目聚焦排水系統暢通這一防汛關鍵，對園區內的地庫排水系統、天台排水口、樓棟管道等重點區域和設施開展全面排查與清淤檢修，細緻排查每一處細節，及時消除排水隱患。同時各項目積極開展涵蓋模擬暴雨、緊急疏散、排水搶修等關鍵場景的防汛演練，以練備戰提升團隊應急處突能力。



When the flood season arrived, each project arranged dedicated personnel on 24-hour standby to continuously monitor rainwater drainage pipes for blockages, promptly clearing any obstructions to ensure timely rainwater discharge, prevent water accumulation in the community, and guarantee unimpeded travel for property owners and their families.

汛期來臨時，各項目安排24小時專人值守，隨時觀察雨水排放管道淤堵情況，及時對堵塞部位進行疏通，確保雨水及時排出，避免小區積水，保障業主家人們正常出行。



Redsun Services Nanjing Company also provided property owners with heartwarming safety tips for the rainy season, reminding them to closely track weather forecasts, close doors and windows, avoid unnecessary outdoor activities, secure items on balconies and use electrical devices properly, all key points for ensuring safety. With considerate reminders and solid flood prevention measures in all material aspects, Nanjing Company stood ready to meet the challenges of the rainy season, serving as the escort of property owners that held up the protective umbrella against floods.

弘陽服務南京公司還貼心為業主送上梅雨季安全提示，提醒業主密切關注天氣預報、關好門窗、減少外出、收好陽台物品、注意安全用電等防汛出行要點，用全方位的貼心提醒和紮實的防汛舉措，嚴陣以待應對梅雨季挑戰，為業主安心度過汛期保駕護航，為家園撐起防汛「安全傘」。

Metrics and Targets

In 2025, Redsun Services continued to enhance its climate and low-carbon performance, further strengthening its capacity to respond to and manage climate risks, and taking concrete actions to implement the national “dual-carbon” strategy. The Company has identified key metrics, including energy efficiency, carbon emissions and renewable energy usage, as the core tracking and management targets for climate-related information, for the purposes of regularly monitoring energy consumption and greenhouse gas emission indicators and systematically evaluating the effectiveness of various emission reduction measures. With the clear emission reduction targets, we are committed to making a positive contribution to mitigating global warming.

To effectively address climate-related risks and seize related opportunities, we have established greenhouse gas emission reduction targets. Going forward, we aim to assess the feasibility of completing our climate transition plan from the perspective of scientific carbon-based target, and to set more specific and diversified goals, driving the Company to achieve further in promoting green and low-carbon development.

指標和目標

2025年，弘陽服務持續提升自身氣候與低碳表現，進一步強化氣候風險應對及管理的能力，以實際行動踐行國家「雙碳」戰略。公司將能源效益、碳排放及可再生能源使用等關鍵指標作為氣候信息的核心追蹤與管理對象，定期監測能源消耗與溫室氣體排放指標，系統評估各項減排措施的成效。通過設定明確的減排目標，我們致力於為減緩全球變暖作出積極貢獻。

為有效應對氣候相關風險並抓住相關機遇，我們已確立了溫室氣體減排目標。展望未來，我們旨在以科學碳目標為導向的角度評估完成氣候轉型計劃的可行性，並訂立更具體和多元化的目標，推動公司綠色低碳發展不斷深化。

Dimension 維度	Target 目標	Period of Target 目標期限	Progress in 2025 2025年進展
Greenhouse Gas Emission Reduction 溫室氣體減排	Redsun Services will continuously strengthen its greenhouse gas emission management, actively advance emission reduction measures, and truly achieve the goal of year-on-year reduction in carbon emissions. 弘陽服務將不斷加強溫室氣體排放管理工作，積極開展各項溫室氣體減排，將實現碳排放逐年下降的目標落到實處。	Accounting system: Complete full-scope baseline accounting by 31 December 2025. Management system: Complete the initial framework setup in 2025, with ongoing long-term refinement. 核算體系：2025年12月31日前完成全範圍基礎核算。 管理體系：2025年內完成初步搭建，長期持續優化。	The Company has completed full-scope carbon emissions accounting in accordance with the ISO 14064-1 standard, and has established real-time monitoring and digital management of emissions data at key operational sites. The management system has been initially set up. 已按照ISO 14064-1標準完成全範圍碳排放核算，並實現重點運營點排放數據的實時監控與數字化管理，管理體系初步建成。

OVERVIEW OF ENVIRONMENTAL PERFORMANCE

環境績效總覽

As of 31 December 2025, the environmental performance of Redsun Services is as follows:

截至2025年12月31日，弘陽服務環境績效表現如下：

Category 類別	Unit 單位	Data in 2024 2024年數據	Data in 2025 2025年數據
Consumption of water resources 水資源消耗			
Use of municipal water 市政用水	Tonnes 公噸	3,429,144.59	3,189,104.47
Water consumption intensity 水資源消耗密度	Tonnes/ten thousand yuan revenue 公噸／萬元收入	30.55	28.41
Wastewater discharge 廢水排放			
Discharge of waste water 廢水排放量	Tonnes 公噸	2,464,037.14	2,291,588.02
Hazardous waste 有害廢棄物			
Disposed toners and ink cartridge 廢硒鼓墨盒	Kg 千克	12.1	11.25
Used batteries 廢電池	Kg 千克	12.1	11.25
Other wastes 其他廢棄物	Kg 千克	12.1	11.25
Total hazardous wastes 有害廢棄物總量	Kg 千克	36.3	33.76
Intensity of hazardous wastes 有害廢棄物密度	Kg/million yuan revenue 千克／百萬元收入	0.03	0.03

Category 類別	Unit 單位	Data in 2024 2024年數據	Data in 2025 2025年數據
Non-hazardous wastes 無害廢棄物			
Office waste 辦公室廢棄物	Kg 千克	45,006	41,856
Printing paper 打印用紙	Kg 千克	596	554
Other wastes 其他廢棄物	Kg 千克	4,499.0	4,184.1
Total non-hazardous wastes 無害廢棄物總量	Kg 千克	50,135.0	46,593.9
Intensity of non-hazardous wastes 無害廢棄物密度	Kg/ten thousand yuan revenue 千克／萬元收入	0.42	0.39
Consumption of energy¹ 能源消耗¹			
Diesel 柴油	Liter 公升	7,815	7,268
Direct consumption of energy 直接能源消耗量	Tonnes of standard coal 噸標煤	9.69	9.01
Electricity purchased 外購電力	kWh 千瓦時	108,146,013.33	100,575,792.40
Indirect consumption of energy 間接能源消耗量	Tonnes of standard coal 噸標煤	13,291.15	12,360.77
Consolidated energy consumption 綜合能耗	Tonnes of standard coal 噸標煤	13,300.47	12,369.44
Intensity of consolidated energy consumption 綜合能耗強度	Tonnes of standard coal/ten thousand yuan revenue 噸標煤／萬元收入	0.11	0.10

1 Energy consumption: calculated according to General Principles for Calculation of Comprehensive Energy Consumption (GB2589-2020).

能源消耗：依據《綜合能耗計算通則》(GB2589-2020)計算。

Category 類別	Unit 單位	Data in 2024 2024年數據	Data in 2025 2025年數據
Total greenhouse gas emission² 溫室氣體總排放量²			
Scope 1 greenhouse gas emission 範疇一溫室氣體排放量	Tonnes of CO ₂ equivalent 噸二氧化碳當量	21.28	19.79
Scope 2 greenhouse gas emission 範疇二溫室氣體排放量	Tonnes of CO ₂ equivalent 噸二氧化碳當量	65,172.35	60,610.29
Scope 3 greenhouse gas emission 範疇三溫室氣體排放量	Tonnes of CO ₂ equivalent 噸二氧化碳當量	-	-
Total greenhouse gas emission 溫室氣體排放總量	Tonnes of CO ₂ equivalent 噸二氧化碳當量	65,193.98	60,630.08
Intensity of greenhouse gas emission 溫室氣體排放密度	Tonnes of CO ₂ equivalent/ten thousand yuan revenue 噸二氧化碳當量／萬元收入	0.50	0.47

2 Greenhouse gas emissions: the Group does not involve Scope 1 greenhouse gas emissions; Scope 2 greenhouse gas emissions are indirect emissions from purchased electricity. The average carbon dioxide emission factors of China's regional power grid in 2011 and 2012 are adopted as the electric power emission factors; The calculation of greenhouse gas emissions shall refer to the Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions by Enterprises in Industry and Other Sectors (for Trial Implementation) issued by the National Development and Reform Commission of the People's Republic of China. Scope 3 greenhouse gas emissions primarily arise from upstream and downstream activities in the value chain, including product transportation, employee commuting, business travel and waste disposal. During the Reporting Period, core accounting information such as activity level data and emission factors of relevant upstream and downstream entities was not available, and the conditions for quantitative accounting of Scope 3 emissions were not yet met. Therefore, quantitative statistics and disclosure of Scope 3 greenhouse gas emissions were not conducted for the current period. The Company will subsequently and gradually improve its value chain carbon emission data management system, promote upstream and downstream data synergy, and complete the accounting and disclosure of Scope 3 emissions in subsequent reporting periods.

2 溫室氣體排放：本集團不涉及範疇一溫室氣體排放；範疇二溫室氣體排放來自外購電力產生間接排放。電力排放因子採用《2011年和2012年中國區域電網平均二氧化碳排放因子》；溫室氣體排放量計算參照中華人民共和國國家發展和改革委員會發佈的《工業其他行業企業溫室氣體排放核算方法與報告指南（試行）》。範疇三溫室氣體排放主要來自於產品運輸、員工通勤、商務差旅及廢棄物處理等價值鏈上下游環節。報告期內暫無法獲取上下游相關主體的活動水平數據、排放因子等核心核算資料，暫不具備範圍3排放的量化核算條件，本期未對範圍3溫室氣體排放進行量化統計與披露。後續公司將逐步完善價值鏈碳排放數據管理體系，推動上下游數據協同，在後續報告期內完成範圍3排放的核算與披露。

ATTRACTING TALENT

Redsun Services deeply recognizes the foundational role of a high-quality talent team and has always placed its talent strategy at the core of corporate development, striving to build a professional, efficient and cohesive service fleet. We remain committed to putting people first, closely integrating employees' personal growth with the Company's long-term development, and continuously injecting internal momentum into sustainable development by considering employees' needs and improving training mechanisms. At the same time, the Company is dedicated to creating a safe, healthy and equitable workplace, ensuring the physical and mental health and occupational well-being of employees in all aspects, and is determined to march with employees with shared values and goals towards stability and higher achievements, jointly embarking on the journey for greater prosperity and solidifying the foundation for further progress in high-quality development.

Employee Employment

Redsun Services regards talent as the Company's most core competitive strength. In the recruitment process, we follow the principles of fairness and justice, eliminating workplace discrimination through strict recruitment process management and robust institutional framework to ensure that every job seeker receives equal opportunities. Moreover, we have built a competitive compensation system to attract and retain outstanding talent, laying a solid foundation for building a high-caliber professional team for the Company.

吸納人才

弘陽服務深刻認識到高素質人才團隊的基石作用，始終將人才戰略置於企業發展的核心位置，全力打造專業、高效、富有凝聚力的服務艦隊。我們堅持以人為本，將員工的個人成長與企業長遠發展緊密結合，通過傾聽員工訴求、完善培養機制，持續為可持續發展注入內生動力。同時，公司致力於構建安全、健康、平等的工作場域，全方位保障員工的身心健康與職業福祉，矢志與員工同心同行、行穩致遠，在共創輝煌未來的征程中，不斷夯實企業高質量前行的根基。

員工僱傭

弘陽服務始終將人才視為企業最核心的競爭力。在僱傭環節，我們堅持公平公正原則，通過嚴格的招聘流程管理和完善的制度保障，杜絕職場歧視現象，確保每一位求職者獲得平等機會。同時，我們構建了富有競爭力的薪酬體系，以此吸引並留住優秀人才，為企業打造一支高素質的專業團隊奠定堅實基礎。

Compliant Employment

Redsun Services strictly complies with the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, and other relevant laws, regulations and rules at each business location. Taking into account the actual circumstances, it has established a series of internal policies, including the Employee Manual of Hong Yang Group, the Organizational Authority and Responsibility Manual of Rsun Services Group, the Recruitment Management System of Hong Yang Group, the Labor Relations Management System of Hong Yang Group, the Labor Contract Management System of Hong Yang Group, the Compensation Management System of Hong Yang Group, the Benefits Management System of Hong Yang Group, the Promotion and Demotion Management System of Redsun Service Group and the Key Position Internal Rotation System of Redsun Service Group, to provide clear guidelines on matters such as employee recruitment, termination, compensation and benefits, thereby effectively protecting employees' legitimate rights and interests. We firmly believe that talent is the Company's most valuable asset, treat every employee with the principles of fairness, equality, voluntariness, consensus through consultation and good faith, and respect the relationship between the Company and its employees as equal employment.

Furthermore, Redsun Services regards the protection of minors' rights and interests and the opposition to forced labor as inviolable red lines, and strictly complies with the Law of the People's Republic of China on the Protection of Minors and the Regulations on the Prohibition of Using Child Labor, resolutely prohibiting any form of child labor or forced labor. In recruitment practices, we rigorously verify age information and strengthen background checks to ensure that every new employee has reached the legal working age, thereby preventing non-compliant employment risks at the source. The Company maintains a zero-tolerance policy towards violations, and any responsible personnel found in breach will be severely penalized. During the Reporting Period, Redsun Services recorded no incidents of child labor or forced labor, consistently maintaining a strong record of compliant employment practices.

合規僱傭

弘陽服務嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國社會保險法》等法律法規及各業務所在地規章制度，結合集團實際情況，制定了《弘陽集團員工手冊》《弘陽服務集團組織權責手冊》《弘陽集團招聘管理制度》《弘陽集團勞動關係管理制度》《弘陽集團勞動合同管理制度》《弘陽集團薪酬管理制度》《弘陽集團福利管理制度》《弘陽服務集團組織升降級管理制度》及《弘陽服務集團關鍵崗位額內部輪崗制度》等一系列內部制度，對員工招聘、解僱、薪酬福利等事項做出明確規範，切實保障員工合法權益。我們堅信人才是公司最寶貴的資產，始終以公平、平等、自願、協商一致、誠實信用為原則對待每一位員工，尊重企業與員工之間平等的僱傭關係。

此外，弘陽服務將保護未成年人權益、反對強迫勞動作為不可逾越的底線，嚴格遵守《中華人民共和國未成年人保護法》和《禁止使用童工規定》，堅決杜絕任何形式的童工僱傭與強迫勞動行為。在招聘實踐中，我們通過嚴格核驗年齡信息、強化背景審查，確保每一位新員工均已達到法定就業年齡，從源頭上防範不合規用工風險。公司對違規行為採取「零容忍」態度，一經發現將嚴肅懲處相關責任人。報告期內，弘陽服務未發生僱傭童工及強迫勞動的情況，持續保持合規用工的良好記錄。

Redsun Services is committed to the systematic development and continuous iteration of its talent recruitment system, enhancing the quality and efficiency of talent acquisition through annual process optimization. In 2025, we prioritized optimizations and efficiency improvements in the six areas of internal referrals, re-employment, interview processes, offer management, background checks and interviewer management, to ensure that recruitment efforts precisely align with business development, thereby achieving optimal allocation and maximum value of talent resources.

Redsun Services is committed to building a diversified recruitment channel matrix, forming an internal and external integrated talent acquisition framework. Externally, we place equal emphasis on experienced hiring and campus recruitment. Guided by the concept of industry-university-research collaboration in talent development, we continue to deepen our university cooperation network, infusing the Company with fresh talent through systematic campus recruitment initiatives. Internally, we actively facilitate internal talent mobility, encouraging employees to pursue career development and capability enhancement through job rotations, thereby fully unlocking the potential of our existing workforce.

弘陽服務致力於人才招聘體系的體系化建設與持續迭代，通過年度性的流程優化，不斷提升人才引進的質量與效率。2025年，我們對內部推薦、二次入司、面試流程、錄用、背景調查及面試官管理六個環節實施重點優化與效能提升，確保招聘工作精準匹配業務發展需求，實現人才資源的優化配置與價值最大化。

弘陽服務著力構建多元化的招聘渠道矩陣，形成內外聯動的人才引進格局。對外，我們堅持社會招聘與校園招聘並重，以產學研協同育人理念為指引，持續深耕校企合作網絡，通過系統化校園招聘活動為企業發展注入新鮮血液。對內，我們積極暢通內部人才流動通道，鼓勵員工通過崗位轉換實現職業發展與能力提升，充分激活現有人力資源潛力。

Recruitment of “Hong Stars Program” Management Trainees

「弘星計劃」管培生招聘

Redsun Services regards campus recruitment as a key channel for talent pipeline development, launching the “Hong Stars Program” management trainee recruitment campaign for university graduates, with participants of the program referred to as “Hong Stars Students”. The program aims to attract high-potential young talent who are passionate about the service industry and committed to long-term development in the property management sector, injecting sustained momentum into the Company’s high-quality growth.

弘陽服務將校園招聘作為人才儲備的重要途徑，啟動面向高校畢業生的「弘星計劃」管培生招聘項目，並將參與到該計劃的人才稱為「弘星生」。該計劃旨在招募熱愛服務行業、有志於在物業管理領域長期深耕的高潛力年輕人，為企業高質量發展注入持續動力。

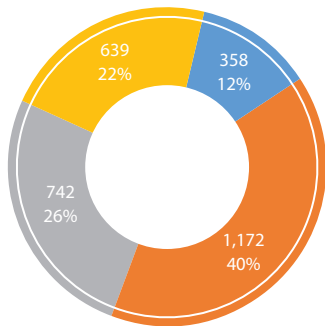
In 2025, we launched the “Journey with Redsun, Thriving Toward the Sun” campus recruitment campaign, inviting seasoned employees to serve as cultural ambassadors and lead the “Hong Stars Students” on an immersive experience of the working environment and corporate culture. The campaign systematically presented the Group’s growth framework, development direction and training model, fostering among the new recruits a deep sense of alignment with and strong confidence in the values and prospects of Redsun Services.

2025年，我們開展「一路弘途向陽而生」弘陽服務校園招聘活動，邀請資深員工擔任文化宣講官，帶領「弘星生」沉浸式體驗工作環境與企業文化，系統講解集團的成長體系、發展方向與培養模式，使新生力量對弘陽服務的價值理念與發展前景形成深刻認同與堅定信心。

As of 31 December 2025, the Group had a total of 2,911 employees. The employment of different categories of employees is as follows:

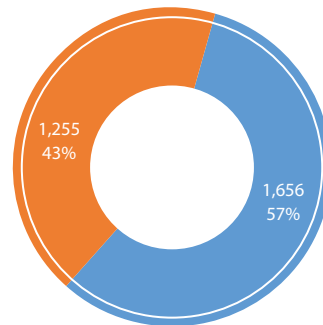
截至2025年12月31日，本集團現有員工共計2,911人，不同類別的員工僱傭情況如下所示：

Breakdown by age
 按年齡組別劃分的僱員總數



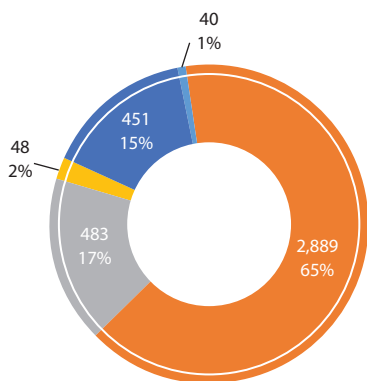
- Below 30 (exclusive) 30歲以下員工總數 (不包括30歲)
- 30-40 (exclusive) 30-40歲員工總數 (不包括40歲)
- 40-50 (exclusive) 40-50歲員工總數 (不包括50歲)
- 50 or above 50歲及以上員工總數

Breakdown by gender
 按性別劃分的僱員總數



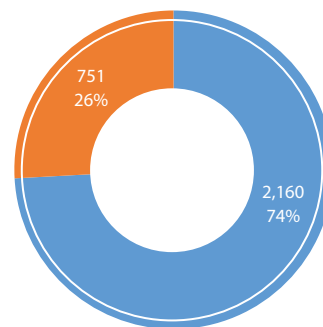
- Male 男性員工總數
- Female 女性員工總數

Breakdown by region
 按區域劃分的僱員總數

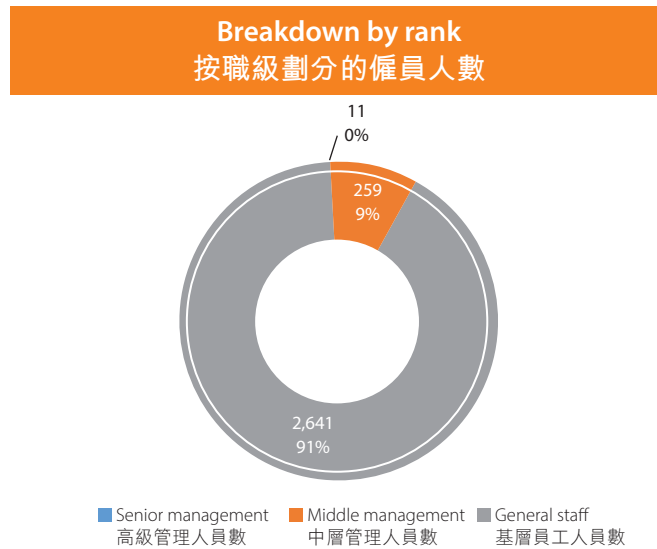


- Headquarters 總部
- Southwestern region 西南地區
- Central region 華中地區
- Yangtze River Delta region 長江三角洲地區
- Southern region 華南地區

Breakdown by city tier
 按城市類別劃分的僱員總數



- First-tier employees 一線員工
- Others 非一線員工



Remuneration and Benefits

Redsun Services is committed to building a scientific, equitable and transparent compensation and benefits system, and has established a series of internal policies based on its actual circumstances, including the Compensation Management System, the Benefits Management System and the Attendance and Leave Management System. We take into account employees' job value, performance and skill level to ensure that every employee receives compensation commensurate with their contributions, and offer a total compensation package that is more competitive than the market average. In addition to statutory benefits and leave, we also provide employees with a range of supplementary benefits, including rental subsidies, supplemental commercial insurance and wedding gifts, effectively enhancing employees' sense of identity, belonging and responsibility, and strengthening the emotional connection between employees and Redsun.

薪酬福利

弘陽服務致力於構建科學合理、公平透明的薪酬福利體系，結合集團實際情況，制定了《薪酬管理制度》《福利管理制度》《考勤及假期管理制度》等一系列內部制度。我們綜合考慮員工的崗位價值、工作績效與技能水平，確保每一位員工的付出都能獲得與之匹配的薪酬回報，並提供相對於市場平均水平更具競爭力的整體薪酬。除法定福利與假期外，我們還為員工提供租房補貼、補充商業保險及婚禮禮金等一系列額外福利，切實提升員工對企業的認同感、歸屬感與責任感，強化員工與弘陽之間的情感連接。

The Group's existing welfare items are as follows:

本集團現有福利項目如下表列示：

Benefits Required by Law 法律規定的福利項目	Additional Benefits Provided by Redsun Services 弘陽服務提供的額外福利項目
<ul style="list-style-type: none"> • Statutory holidays, annual leave, marriage leave, maternity leave, leave for prenatal check-ups, breastfeeding leave, paternity leave, funeral leave, work-related injury leave and sick leave • 法定節假日、年休假、婚假、產假、產檢假、哺乳假、陪产假、喪假、工傷假、病假 • High temperature allowance • 高溫補貼 • Social insurance and housing fund • 社會保險、住房公積金 	<ul style="list-style-type: none"> • Gifts of money for weddings, funerals, and other ceremonies, other cash gifts • 婚喪嫁娶禮金、其他禮金 • Meals, communications, transportation, private cars, self-purchasing computers, rental subsidies • 餐費、通訊、交通、私車公用、自購電腦、租房補貼 • Supplementary commercial insurance, new employee orientation medical examination, other special benefits • 補充商業保險、新員工入職體檢、其他專項福利

Additionally, we have established a Care Fund to strongly support employees facing unexpected risks. When employees, or their children, spouses or parents suffer from serious diseases, serious personal injury or death, or when the whole family incurs significant property losses due to force majeure events such as major natural disasters, they may apply for assistance from the Care Fund, effectively alleviating them from the hardships.

此外，我們設立關愛基金，為員工可能遭遇的意外風險提供堅實保障。當員工本人或其子女、配偶、父母患重大疾病或發生人身重大意外傷害、死亡時，以及當員工家庭因重大自然災害等不可抗力因素產生財產重大損失時，均可通過申請關愛基金獲得幫助，有效紓解當下困境。

Redsun Services deeply recognizes that a scientific employee incentive system is key to protecting employee rights and unlocking organizational vitality. To that end, we are committed to building a comprehensive and diversified incentive mechanism that fully unleashes the potential of each employee, enhances work motivation, and thereby drives continuous growth in service quality and Group performance. Our incentive system systematically covers three dimensions: results-oriented incentives, process-driven incentives, and business-specific incentives.

弘陽服務深刻認識到，科學的員工激勵體系是保障員工權益、激發組織活力的關鍵。為此，我們致力於構建全面且多樣化的激勵機制，充分激發每位員工的潛能，提升工作積極性，從而驅動服務品質與集團業績的持續增長。我們的激勵體系系統性地覆蓋了結果導向、過程驅動以及業務專項三大維度：

Results-oriented incentives 結果激勵方面

Drive performance achievement and growth by basic target bonuses, improve customer experience by relating customer satisfaction with performance review, and set excess profit bonuses to encourage and motivate departments of all levels to pursue higher-than-expected results.

通過基礎目標獎來推進業績的達成及成長，並關聯客戶滿意度來提升客戶滿意，通過超額利潤獎鼓勵和驅動各級組織創造超額。

Process-driven incentives 過程激勵方面

Launch "good start" incentives, competition-based incentives and phased sprint incentives to effectively drive the achievement of performance targets at each stage.

推出開門紅激勵、PK賽激勵及階段性衝刺激勵，有效推進各階段業績目標的實現。

Business-specific incentives 專項激勵方面

Set investment and expansion incentives for business expansion centered on the core requirements of development, and establish community commerce incentives and specialization incentives aimed for growth of key business segments.

圍繞業務發展核心需求，設置了推動業務擴張的投拓激勵，以及聚焦業務關鍵點增長的社商各項激勵和專業化公司激勵等。

Incentive Framework 激勵體系

Promotion and Development

Redsun Services places great emphasis on talent pipeline development, and comprehensively improves the talent cultivation, promotion and retention model by a series of initiatives. We advocate integrating theory with practice, and further enhance employees' professional capabilities through systematic theoretical training and productive on-the-job practice. In talent selection, we strictly follow the principles of fairness and justice, and provide employees with clear and transparent career development paths. Additionally, we foster a favorable environment that encourages aspiring employees to achieve higher land, which features generous rewards for regular ratings and appraisals and recognition of role models, thereby ensuring harmony and stability of the talent team and laying a solid foundation for the Company's long-term development.

Employee Development

Redsun Services attaches great importance to talent training. To better support the personal growth and career development of employees, we formulate training programs and plans based on the requirements of specific positions, fully mobilize internal lecturer resources, and strive to improve the professional ability of employees. In light of the business requirements of front-line work scenarios, we propose a talent training system of "six types of talents", which classifies employees into two categories, namely those at the group headquarters and those at the city companies, based on the working scenarios. Through comprehensive training methods such as online and offline training, visits and exchanges with industry companies, and performance presentation and Q&A, we make every effort to build a broad development platform for employees. During the Reporting Period, 2,575 people of Redsun Services participated in various trainings, with a total training time of 40,716 hours.

Considering the wishes and development potential of employees, we prepare a three-tier backup echelon training plan for them, including the Brigadier Scheme (準將計劃), Hongyang Elite Scheme (弘精英計劃) and Hongyang Yao Scheme (弘耀計劃). The Brigadier Scheme is specially prepared for the general management reserve personnel of small and medium-sized cities, while Hongyang Elite Scheme is set up to train a number of project managers. In terms of middle-level management, we set Hongyang Yao Scheme with the main goal of training project managers. Through the training of three-level backup echelon, we have consolidated the business ability of front-line employees and improved "service capability, business acumen and creativity". In 2025, the number of employees we trained reached 85, with a total of 210 attendances, training participation rate of 92%, and satisfaction level of 4.6. In 2025, the training of "six-types talents" of Redsun Services is as follows:

晉升發展

弘陽服務高度重視人才體系建設，通過一系列舉措對人才培養、晉升及保留模式進行全面優化。我們堅持理論與實踐相結合，以系統的理论培訓和紮實的崗位實踐，持續提升員工的專業能力。在人才選拔上，我們恪守公平公正原則，為員工提供清晰明確的職業發展通道。同時，通過常態化開展獎項評比、樹立先進模範榜樣，我們在全集團營造了積極向上的良好風尚，確保人才隊伍的和諧穩定，為企業長遠發展奠定堅實基礎。

員工培養

弘陽服務高度重視人才培養，為更好地支持員工的個人成長與職業生涯發展，我們根據崗位需求量身定制培養方案與計劃，充分調動內部講師資源，著力提升員工的專業能力。針對一線工作場景的業務要求，我們針對性地提出「六類人才」的人才培養體系，以工作場景為劃分依據，將員工分為集團總部與城市公司兩大類別。通過線上線下培訓、行業公司參觀交流、述職答辯等綜合性培養方式，我們竭力為員工搭建廣闊的發展平台。報告期內，弘陽服務共計2,575人參與各類培訓，總培訓時長達40,716小時。

公司基於員工個人意願與發展潛力，為他們準備三層後備梯隊的培養計劃，包括准將計劃、弘精英計劃和弘耀計劃。准將計劃專為中小型城市總後備管理人員準備，弘精英計劃則為培養一批項目管理人員設置，在中層管理幹部方面，我們設置弘耀計劃，以培養項目經理為主要目標。通過三層次後備梯隊的培養，我們夯實了一線員工的業務能力，提升了「服務力、經營力、創造力」。2025年，我們的培養人數達85人，參訓人次210人次、參訓率為92%，滿意度達4.6。本年度，弘陽服務「六類人才」培訓開展情況如下列示：

Category of "Six Types of Talents" 「六類人才」類別	Training Method 培養方式
Hongyang Elite 弘精英	Comprehensive training of on-the-job projects (Group) 在職項目總培養(集團)
Hongyang Housekeeper 弘管家	Training and certification of on-the-job/new customer service supervisors and stewards (city companies) 在職／新進客服主管、管家的訓練、認證(城市公司) Monthly coverage of regular training 常規類培訓每月覆蓋
Hongyang Master 弘師傅	Training and certification of on-the-job/new engineering supervisors and maintenance workers (city company) 在職／新進工程主管、維修工的訓練、認證(城市公司) Monthly coverage of regular training 常規類培訓每月覆蓋
Hongyang Guardian 弘衛士	Training and certification of on-the-job/new order supervisors and maintenance personnel (city company) 在職／新進秩序主管、維護員的訓練、認證(城市公司) Monthly coverage of regular training 常規類培訓每月覆蓋
Hongyang Gardener 弘園丁	Training and certification of on-the-job/new greening personnel (city company) 在職／新進綠化崗位的訓練、認證(城市公司) Monthly coverage of regular training 常規類培訓每月覆蓋
Hongyang Cleaner 弘保潔	Training and certification of on-the-job/new cleaning personnel (city company) 在職／新進保潔崗位的訓練、認證(城市公司) Monthly coverage of regular training 常規類培訓每月覆蓋

Three-Tier Talent Pipeline Offline Training Programs

三層梯隊開展線下培訓班

In 2025, the three-tier talent pipeline of Redsun Services engaged in a total of 3 offline training programs (cumulatively 7 sessions). Focused on enhancing business capabilities and professional skills, these programs systematically combined learning with practice, comprehensively strengthening the operational foundation of frontline employees and continuously reinforcing the team's "service capability, business acumen, and creativity", thereby injecting new momentum into the Company's high-quality development.

2025年，弘陽服務三層後備梯隊共組織開展3期(累計7次)線下培訓班。培訓以提升業務能力和職業技能為核心，通過系統化的學習與實踐，全面夯實了一線員工的業務基礎，持續強化團隊的「服務力、經營力、創造力」，為企業高質量發展注入新動能。

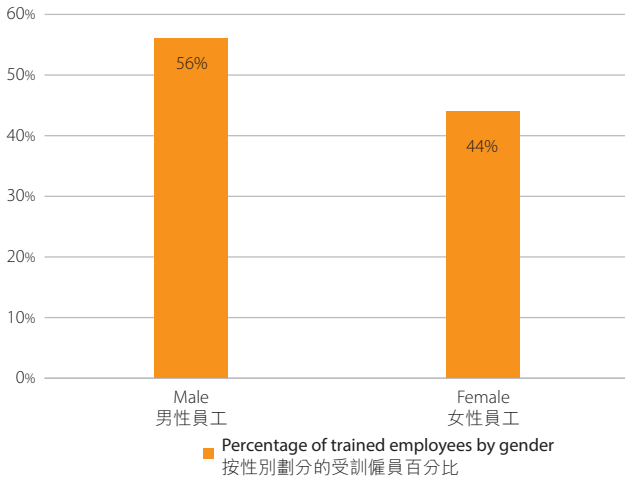


3 offline training programs
三期線下培訓

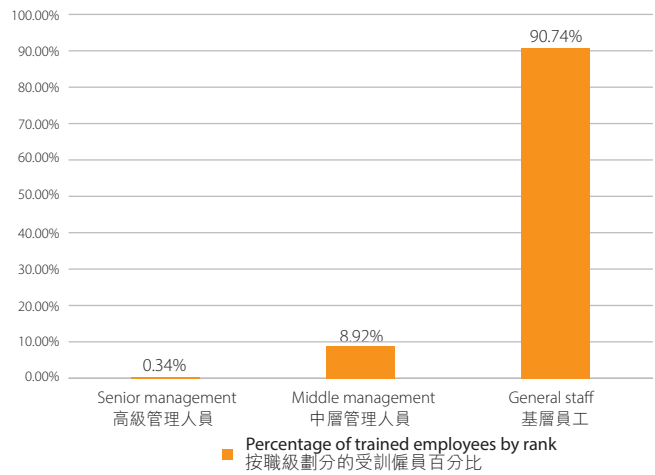
During the Reporting Period, the percentage and length of training of Redsun Services by gender and rank were as follows:

報告期內，弘陽服務按性別、職級劃分的受訓百分比及時長如下所示：

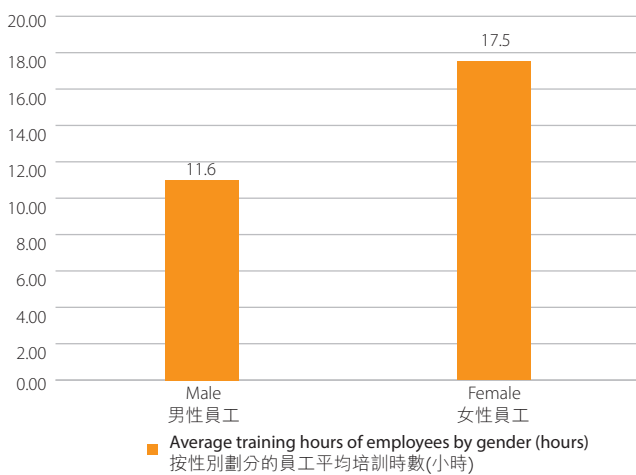
Percentage of trained employees by gender
按性別劃分的受訓僱員百分比



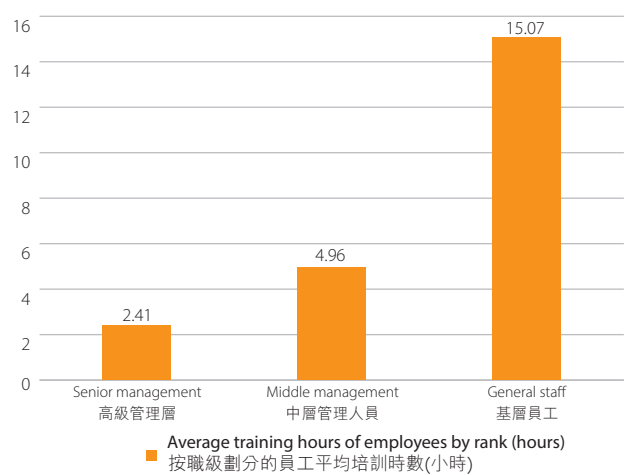
Percentage of trained employees by rank
按職級劃分的受訓僱員百分比



Average training hours of employees by gender (hours)
按性別劃分的員工平均培訓時數 (小時)



Average training hours of employees by rank (hours)
按職級劃分的員工平均培訓時數 (小時)



Promotion Mechanism

Redsun Services adheres to the principle of “open and transparent, fair and reasonable, equal competition”, and is committed to creating a satisfactory professional growth environment for employees. To that end, we have established a clear promotion pathway covering six levels across different functions and business lines, providing differentiated career development paths for various types of talent by applying specialized qualification standards. This framework not only helps the Company develop precise insights into talent needs and systematically advance talent pipeline development, but also serves a robust backup mechanism for attracting, motivating, and retaining core talent. We expect every employee to find their own career stage in Redsun Services and jointly promote the vigorous development of the Group.

Redsun Services continuously improves the internal talent deployment mechanism, carries out the internal competition for vacant positions of the whole group on a quarterly basis and organizes the internal competition for management positions and professional positions of the headquarters on a monthly basis, so as to achieve a reasonable flow of talents within the Group. In 2025, we opened more than 160 positions, including 59 management positions, and 104 employees successfully recruited through internal competition. Through an open and transparent competitive recruitment process, employees can actively strive for their favorite positions according to their personal capabilities and career plans, thus precisely aligning personal development goals with the Company’s requirements, achieving fulfillment of both personal value and enterprise development.

晉升機制

弘陽服務堅守「公開透明、公正合理、平等競爭」的原則，致力於為員工打造滿意的職業成長環境。為此，我們建立了覆蓋六個層級、貫通不同職能與業務條線的清晰晉升通道，通過專業化的任職資格標準，為各類人才提供差異化的職業發展路徑。這不僅助力企業精準把握人才需求脈絡、系統推進人才梯隊建設，更為吸引、激勵與保留核心人才構築了強有力的保障機制。我們期待每一位員工都能在弘陽服務找到屬於自己的職業舞台，共同推動集團的蓬勃發展。

弘陽服務持續優化內部人才配置機制，按季度推進全集團空缺崗位內部競聘工作，並以月度為劃分，精心組織管理崗和總部專業崗位的內部競聘活動，從而實現集團內部人才的合理流動。2025年，我們共計開放超過160個崗位，其中包括59個管理崗，通過內部競聘成功的員工共計104人。我們通過公開透明的競聘流程，讓員工能夠根據個人能力和職業規劃，積極爭取心儀的崗位，使個人成長與企業需求精準對接，實現員工價值與企業發展的同頻共振。

Employee Retention

To sustain the Company's long-term development, Redsun Services fully respects employees' career choices and has established an annual analysis mechanism for employee turnover data. Based on the results of data analysis, we implement targeted measures and launch a series of improvement initiatives aimed at enhancing employee retention. Upon continuous strengthening of employee rights protection and optimization of management practices, the Company's employee turnover rate in 2025 was 25.86%, representing a decrease of over 10% compared to the previous year.

員工保留

為保障企業長遠發展，弘陽服務充分尊重員工的職業選擇，並建立員工流失數據年度分析機制。基於數據分析結果，我們精準施策，推出一系列旨在提升員工留存率的改進舉措。通過持續強化員工權益保障與優化管理措施，2025年公司員工離職率為25.86%，較上年下降超過10%。

Conduct annual talent review, give priority to high-performing, high-potential talent for promotion and salary increases upon taking into account review results and personal performance, and include some Tier 3 and above talent in the talent pipeline cultivation; implement adjustments or optimization measures for Tier 4 and Tier 5 personnel, and promptly replace those who are not suited for key positions
開展年度全員人才盤點，依據盤點結果結合績效，雙高人才優先給予晉升加薪發展，部分3類及以上人才納入後備人才梯隊培養；同時給予4、5類人員進行調整、優化等舉措，對於不適應關鍵崗位的人員迅速替換

Entitle employees in the top 20% performance ranking to annual awards, prioritize resource allocation to major performance contributors and frontline employees
業績前20%員工可參與年度評優，資源會向業績貢獻較大者和一線員工傾斜

Promote internal competition for vacant positions on a quarterly/monthly basis, prioritize cultivation and promotion of internal talent
每季度/每月組織開展空崗內部競聘工作，優先內部人才的培養與提拔任用

Offer regular training programs to facilitate key talent pipeline development
定期開展關鍵人才梯隊建設的培養項目

Redsun Services Talents Retention Initiatives 弘陽服務人才保留舉措

During the Reporting Period, the employee turnover rate of Redsun Services by gender, age, region and job function is as follows:

報告期內，弘陽服務按性別、年齡、地區及崗位性質劃分的員工流失率如下所示：

Employee turnover rate 員工流失比率	25.86%
Turnover rate by gender 按性別劃分的員工流失比率	Data in 2025 2025年數據
Male 男性員工	25.31%
Female 女性員工	26.61%
Turnover rate by age 按年齡劃分的員工流失比率	Data in 2025 2025年數據
Below 30 (exclusive) 30歲以下員工(不包括30歲)	37.20%
30-40 (exclusive) 30-40歲員工(不包括40歲)	0.00%
40-50 (exclusive) 40-50歲員工(不包括50歲)	18.33%
50 or above 50歲及以上員工	18.17%
Turnover rate by region 按地區劃分的員工流失比率	Data in 2025 2025年數據
Headquarters 總部	14.00%
Yangtze River Delta region 長江三角洲地區	26.12%
Southwestern region 西南地區	25.60%
Southern China region 華南地區	29.23%
Central China region 華中地區	0.17%
Turnover rate by job function 按崗位性質劃分的員工流失比率	Data in 2025 2025年數據
Frontline employees 一線員工	22.40%
Other employees 非一線員工	51.88%

Employee Care

As persistently guided by the people-oriented philosophy, Redsun Services makes maintaining employees' physical and mental health and life quality an integral part of its corporate responsibility, establishing a comprehensive employee care and support system that ensures timely responses to employee concerns and effective assistance for those facing difficulties. We deeply recognize that harmonious relationships are rooted in smooth communication and exchange. To this end, we have built an open and fair two-way communication mechanism that fosters in-depth interaction and mutual understanding between the management and staff. During the Reporting Period, we focused on employees' physical and mental development needs, organized a diverse range of engaging activities to enrich their leisure time, cultivating a positive and aspiring work atmosphere, and effectively strengthening the cohesion and centripetal force within the Group.

員工關懷

弘陽服務堅持以人為本，將守護員工身心健康與生活狀況作為企業責任的重要組成部分，構建了完善的員工關愛保障體系，確保員工訴求及時響應、困難有效幫扶。我們深刻認識到，和諧的組織關係植根於暢通的信息交流。為此，我們建立了開放、公正的雙向溝通機制，促進管理層與員工之間的深度互動與理解。報告期內，我們聚焦員工身心發展需要，組織開展了形式多樣、內容豐富的員工活動，充實員工業餘生活，營造積極向上的工作氛圍，有效增強了集團內部的凝聚力與向心力。

Employee Communication

Redsun Services regards employees as vital partners in corporate development, and grounded in a culture of respect and care, actively builds an efficient and harmonious internal communication system. We advocate a simple and transparent communication culture, establishing an open, fair and systematic mechanism that enables employees to conveniently share work feedback and improvement suggestions with supervisors and the management, and to genuinely participate in the democratic decision-making of group affairs. We attach great importance to employees' emotional needs, listening carefully and responding promptly, transforming their insights and aspirations into a driving force for continuous improvement. These open communication channels not only deepen trust between employees and the Company, but also provide a solid foundation for Redsun's sustained innovation and efficient operations.

員工溝通

弘陽服務始終將員工視為企業發展的重要夥伴，以尊重與關愛為底色，積極構建高效、和諧的內部溝通體系。我們倡導簡單、陽光的溝通文化，建立開放、公正、系統的溝通機制，讓員工能夠便捷地向上級或管理層反饋工作意見、提出改進建議，切實參與到集團事務的民主決策中來。我們高度重視員工的情感訴求，認真傾聽並及時回應，將員工的智慧與期待轉化為持續改進的動力。開放的溝通渠道，不僅深化了員工與公司之間的信任，更為弘陽的持續創新與高效運營提供了堅實保障。



Employee Communication Channels
員工溝通渠道

Furthermore, Redsun Services has always attached great importance to employee concerns and established a multi-channel, standardized appeal mechanism. When employees encounter unfair treatment, suffer damage to their interests, hold differing opinions on business operation and management, or discover violations, they may choose an appropriate manner to file an appeal with the Company. Appeals may be submitted through hierarchical channels or directly to the Human Resources Department or responsible leaders. While the Company does not encourage bypassing immediate superiors for every matter, employees who firmly believe it necessary may also appeal directly to senior leadership. Appeals may be filed in two forms: face-to-face interviews or written submissions, with written appeals requiring real-name signatures. Upon receiving an appeal, the Company will promptly verify the facts, take appropriate measures, maintain ongoing communication with the appellant, and provide timely feedback on handling progress to ensure that employee concerns receive substantive responses.

Employee Activity

Redsun Services encourages employees to maintain a reasonable balance between work and life, preserving a healthy mindset and abundant vitality. We regularly organize a wide variety of team-building activities to foster a positive and uplifting cultural atmosphere, continuously enhancing employees' sense of happiness and belonging and enabling all Redsun people to naturally unite in the enjoyment, forming a powerful centripetal force that drives the enterprise forward collectively.

此外，弘陽服務始終重視員工訴求，建立了多渠道、規範化的員工申訴機制。員工遭遇不公正對待、利益受損，或對公司經營管理有不同意見，以及發現違規情形時，可選擇適當方式向公司申訴。申訴可通過逐級反映或直接向人力資源部門、分管領導提出。公司不提倡事事越級申訴，但員工若堅持認為有必要，亦可直接向上級領導申訴。申訴形式分為面談與書面兩種，書面申訴須實名署名。受理申訴後，公司將迅速開展情況核實，採取相應處置措施，並與申訴人保持動態溝通，及時反饋處理進展，確保員工訴求得到切實回應。

員工活動

弘陽服務鼓勵員工合理平衡工作與生活，以保持健康心態與充沛活力。我們通過定期舉辦豐富多彩的團建活動，營造積極向上的文化氛圍，不斷提升員工的幸福感與歸屬感，使全體弘陽人在活動中自然凝聚，形成強大的向心力，共同推動企業前行。



夏季送清凉活动，节点关怀



冬季送温暖行动，喜迎新年

Redsun Services Eastern Company Summer Themed
Activities

弘陽服務東部公司夏季主題活動

In August 2025, various projects under Redsun Services Eastern Company organized well-planned summer-themed activities, featuring open-air film festivals and dreamy bubble parties, bringing coolness and joy to employees amid the sweltering heat. These events not only allowed employees to feel the Company's considerate care, but also invited property owners to join in the experience, bridging the distance between employees and owners amidst laughter and cheer, and further fostering a warm and harmonious working and community atmosphere.

2025年8月，弘陽服務東部公司各項目精心策劃了以露天電影節、夢幻泡泡趴為代表的夏季主題活動，為員工在炎炎夏日送去清涼與歡樂。活動不僅讓員工感受到公司的貼心關懷，還邀請業主共同參與體驗，在歡聲笑語中拉近了員工與業主的距離，進一步營造出溫馨和諧的工作與社區氛圍。



Redsun Services Eastern Company Summer Themed Activities
弘陽服務東部公司夏季主題活動

Health and Safety

Redsun Services consistently upholds the core principle of “employee health and safety first”, strictly adhering to laws and regulations such as the Law of the People’s Republic of China on Work Safety and the Law of the People’s Republic of China on Prevention and Control of Occupational Diseases. Tailored to the Group’s business characteristics, we have formulated and implemented a series of institutional documents including the Operating Guide for Management of Order and Professional Sanitation Tasks, the Operating Guide for Safety Examination, the Operating Guide for Fire Safety Management, the Operating Procedures for Handling Emergencies, and the Hazard Identification and Risk Management Plans for Each Department and Each Project, establishing a comprehensive employee safety assurance system. To further solidify the foundation of safety management, we have instituted a three-tier inspection mechanism that clarifies responsibilities at all levels, standardizes safe production and operation norms, and strengthens the prevention of major safety risks, minimize the occurrence of various incidents to the greatest extent possible by systematic and normalized control measures, providing solid protection for employees’ occupational health and work safety.

Redsun Services has established stringent risk identification standards for major safety hazards that may arise during operational processes, systematically analyzing risk factors and potential consequences. By continuously refining response strategies and extending control measures to fully cover all aspects, we strive to implement safety risk management at every stage, adopting a “zero tolerance” approach to ensure zero occurrence of safety incidents and fulfilling our firm commitment to zero serious injuries or accidents during safe operations.

健康安全

弘陽服務始終恪守「員工健康與安全第一」的核心理念，嚴格遵循《中華人民共和國安全生產法》《中華人民共和國職業病防治法》等法律法規，結合集團業務特點，制定並實施《秩序專業內務管理作業指導書》《安全檢查作業指導書》《消防管理作業指導書》《突發事件處置作業流程》《各部門及各項目危險源辨識及風險管理方案》等制度文件，構建起完善的員工安全保障體系。為進一步夯實安全管理基礎，我們建立了三重檢查機制，明確各級單位職責，規範安全生產運營標準，強化重大安全風險預防，以系統化、常態化的管控舉措，最大限度減少各類事故發生，為員工職業健康與安全生產提供堅實保障。

弘陽服務針對運營流程中可能出現的重大安全隱患，制定了嚴格的風險識別標準，系統分析危險因素及可能後果。通過持續優化應對策略、全面覆蓋控制措施，我們力求將安全風險管控落實到每一個環節，以「零容忍」的態度確保各類安全事故零發生，實現安全作業重傷及事故為零的堅定承諾。

Significant Safety Risk Control Measures 重大安全風險控制措施	Establish safety objectives and safety management plan 制定安全目標及安全管理方案
	Develop safety management regulations 制定安全管理規定
	Establish safety emergency warning mechanism 制定安全應急預警機制
	Develop and improve security measures 制定並完善安全保障措施
	Configure appropriate personal security equipment 配置適當的個體安全防範設備
	Strengthen on-site safety supervision and inspection 加強現場安全監督檢查
	Conduct safety training and education 開展安全培訓與教育

Significant Safety Risk Control Measures of Redsun Services 弘陽服務重大安全風險控制措施

Occupational Health and Safety

Redsun Services consistently upholds the principle of “employee occupational health and safety first”, establishing a rigorous risk prevention and control system in daily operations. We have drawn “13 red lines for work safety” as control measures, bringing major risk areas such as fire, elevators, falling objects/object strikes, traffic accidents, pharmaceutical management, drowning, manholes, fire exit safety, heatstroke and sunburn and epidemic prevention under key control to achieve comprehensive and systematic protection of employee health and safety. On this basis, we conscientiously fulfill our safety management responsibilities by regularly conducting safety education and training, firefighting practical drills, and publishing safety science education columns to strengthen the popularization of safety knowledge. Meanwhile, we adhere to the “13 red lines” as fundamental criteria, carrying out normalized large-scale safety risk hazard inspections and rectifications, and organizing specialized drills for addressing major climate change issues in different business regions to ensure that employees and property owners share a safe working and living environment, safeguarding every employee’s physical health and life safety through concrete actions.

職業健康安全

弘陽服務始終恪守「員工職業健康安全第一」的理念，在日常運營中構建起嚴密的風險防控體系。我們劃定「安全生產十三條紅線」管控舉措，將火災、電梯、高空墜物／物體打擊、交通事故、藥品管理、淹溺、窰井、消防通道安全、中暑曬傷、疫情等重大風險領域納入重點管控範圍，實現對員工健康與安全的全方位、系統性保障。在此基礎上，我們認真履行安全管理職責，定期開展安全教育培訓、消防實戰演練，發佈安全科普教育專欄，強化安全常識普及。同時，我們堅持以「十三條紅線」為基本準則，常態化開展大規模安全風險隱患排查整改，並針對不同業務地區組織應對重大氣候變化的專項演練，確保員工與業主共享安全的工作和生活環境，以實際行動切實維護每一位員工的身體健康與生命安全。

Redsun Services Western Company Launched “Work Safety Month” Special Initiative

弘陽服務西部公司開展「安全生產月」專項行動

In June 2025, Redsun Services Western Company advanced a self-inspection and self-correction special initiative centered on the “Work Safety Month” theme, an important measure to address the challenges of summer heat and flood season while tightening the community safety protection network. During this campaign, Western Company focused on rectifying hazards such as irregular parking and charging of electric bicycles and blocked fire exits, and effectively enhanced the safety awareness and emergency response capabilities of both employees and property owners through real-case warnings.

2025年6月，弘陽服務西部公司圍繞「安全生產月」主題開展自查自糾專項行動，該行動是應對夏季高溫與汛期考驗、織密社區安全防護網的重要舉措。本次活動中，公司重點針對電動自行車違規停放充電、消防通道堵塞等隱患進行整治，並通過真實案例警示，有效提升了員工和業主的安全防範意識與應急能力。



Redsun Services Western Company Launched “Work Safety Month” Special Initiative
弘陽服務西部公司開展「安全生產月」專項行動

Redsun Services Eastern Company Conducted Fire Emergency Drill

弘陽服務東部公司開展消防應急演練

In June 2025, Redsun Services Eastern Company conducted a fire emergency drill, an important measure to enhance security capabilities and solidify the safety baseline. During this activity, employees operated firefighting equipment hands-on and simulated sudden fire scenarios, effectively strengthening everyone’s fire safety awareness and emergency response capabilities.

2025年6月，弘陽服務東部公司開展消防應急演練，該演練是提升安防能力、築牢安全底線的重要舉措。本次活動中員工實際操作消防器材，模擬演練火災突發場景，有效增強了大家的消防安全意識和應急處置能力。



Redsun Services Eastern Company Conducted Fire Emergency Drill
弘陽服務東部公司開展消防應急演練

Redsun Services has not had any deaths due to work in the past three years. During the Reporting Period, our employees lost 4,147 hours of work due to work injuries.

DRIVE WIN-WIN COOPERATION

Redsun Services deeply understands that stable and mutually beneficial partnerships are an inexhaustible source of sustained corporate progress. Upholding the philosophy of “customer-centricity and quality as the foundation”, we actively integrate high-quality resources, build a legal and compliant supply chain system, and join hands with numerous partners for mutual advancement and win-win outcomes. Meanwhile, we enthusiastically engage in industry exploration and social co-development, working with all sectors of society to pioneer new approaches for property service development and drive the industry toward higher-quality growth. Redsun Services will continue to fulfill its social responsibilities, participate in public construction, demonstrate corporate commitment through practical actions, and together with partners from all walks of life, forge ahead toward a more promising future.

弘陽服務過去三年內未發生因工作關係而死亡的事件。報告期內，我們的員工因工傷損失工作時數為4,147小時。

帶動合作共贏

弘陽服務深知穩固且共贏的合作夥伴關係是企業持續進步的不竭源泉。秉承「以客戶為中心、以品質為根基」的理念，我們積極整合優質資源，構建合法合規的供應鏈體系，與眾多合作夥伴攜手並進、互利共贏。同時，我們熱忱投身行業探索與社會共建，與社會各界共同開拓物業服務發展的新思路，推動行業邁向更高質量的發展。弘陽服務將持續履行社會責任，參與社會公共建設，以務實行動展現企業擔當，與各界夥伴共同奔赴更加長遠的未來。

Supply Responsibility

Redsun Services aims to build transparent and trustworthy partnerships, continuously refining its supplier management system and actively fostering a clean and fair business environment. We implement comprehensive optimization of supply chain management, from admission standards and assessment mechanisms to communication channels, to ensure supply chain stability and health, providing solid guarantee for high-quality customer service experience. Upholding the win-win cooperation philosophy, we regard regular supplier communication as the foundation of sound collaboration, establishing mutually beneficial and close ties with partners through supplier conferences, specialized training and other initiatives, effectively enhancing supplier management capabilities and service competencies. As of 31 December 2025, Redsun Services has 5,634 suppliers, which are divided by region as follows:

供應責任

弘陽服務以構建陽光透明、誠信可靠的合作夥伴關係為目標，持續完善供應商管理體系，積極營造廉潔公正的商業環境。我們從准入標準、考核機制到溝通渠道，對供應鏈管理實施全方位優化，確保供應鏈的穩定性與健康度，為客戶高品質服務體驗提供堅實保障。秉持合作共贏理念，我們將常態化供應商溝通作為良好合作的基礎，通過供應商大會、專項培訓等形式，與合作夥伴建立互利共贏的緊密聯繫，有效提升供應商管理水平與服務能力。截至2025年12月31日，弘陽服務共有5,634家供應商，各供應商按區域劃分如下：

Region 地區	Total Number of Suppliers by Region 按地區劃分的 供應商總數
North China 華北地區	181
Central China 華中地區	989
Northwest China 西北地區	143
Southern China 南方地區	854
East China 華東地區	3,462
Northeast China 東北地區	5

Redsun Services continuously optimizes its supplier management system and constantly standardizes supplier admission and management mechanisms. During the Reporting Period, we systematically revised and updated relevant institutional documents for community commerce. Specifically, we newly introduced the Community Commerce Leasing and Sales Control System & Guidelines and the Community Retail Business Operation Guidelines, and revised the Asset Operation Control System, the Community Resource Management Handbook – 2025 Edition, and the Hongsheng Technology Operation Management System 2.0. Meanwhile, we adjusted and optimized the authority allocation for community commerce centralization and decentralization, asset operation preferential discounts, and in-hand asset sales approvals. Through these measures, the Group's supplier management has become more scientific and efficient.

弘陽服務持續優化供應商管理體系，不斷規範供應商准入與管理機制。報告期內，我們圍繞社商相關制度文件進行了系統性的修訂與更新。具體新增了《社商租售條線管控制度&指引文件》及《社區零售業務運營操作指引》，並修訂了《資產運營條線管控制度》《社區資源經營手冊2025版》《弘昇科技運營管理制度2.0》。同時，我們對社商集分權、資產運營優惠折扣、在手資產銷售審批等權限進行了調整優化。通過上述舉措，本集團的供應商管理更加科學、高效。

Verify the qualification documents

- Check the power of attorney of the legal person, social security and labor contract of the company's senior executives and project managers

對資質文件進行核驗

- 檢查法人授權委託書、公司高管與項目經理的社保、勞動合同等情況

Verify the company's performance

- Review the original contracts of the resident project manager's performance over the past three years

對公司業績進行核驗

- 審查駐場項目經理三年內業績的合同原件

Verify the suppliers in the database

- Regard the original suppliers who have not cooperated in the past two years as new suppliers and conduct re-inspection for admission

對庫內供應商進行核驗

- 對兩年內未合作的原供應商視為新供應商，重新進行考察確認

Verify the financial documents

- The financial statements and operating income and other situations in the recent three years

對財務資料進行核驗

- 近三年的財務報表、營業收入等情況

Verify the benchmark property

- Examine the proportion of the company's benchmark properties and their award-winning record in the recent three years

對標桿物業進行核驗

- 審核公司近三年標桿物業的佔比以及獲獎情況

Supplier Admission Assessment Dimensions 供應商准入考核維度

Redsun Services optimizes supplier management processes. At the supplier admission stage, we have established a rigorous review mechanism: on one hand, we examine the valid qualifications and service capabilities of new suppliers; on the other hand, during on-site inspections, we place particular emphasis on understanding their actual performance in labor rights protection, employee health and safety, industry reputation, ISO certification requirements, with verification conducted through background checks. Regarding supplier process management, we have updated the supplier assessment mechanism, carrying out monthly, quarterly and semi-annual/annual performance evaluations for active suppliers. Moreover, with the comprehensive evaluation system composed of the Supplier Annual Evaluation Form and the Service Inspection/Assessment Score Sheet, we strictly assess and score the contract performance quality of suppliers based on four core criteria: owner satisfaction, mystery shopper inspections, daily inspections, and monthly evaluations. According to the performance evaluation scores of suppliers within the year, we divide them into five levels: excellent suppliers, good suppliers, qualified suppliers, restricted suppliers, and unqualified suppliers, effectively managing suppliers in a standardized manner.

弘陽服務優化供應商管理流程。在供應商准入環節，我們建立了嚴格的審核機制，一方面對新供方的有效資質及服務能力進行審核，另一方面在實地考察過程中也會重點了解其在勞工權益保障、員工健康與安全、行業聲譽ISO認證要求等方面的實際表現，並通過背景調查予以核實。在供應商過程管理方面，我們更新供應商考核機制，對在庫供應商開展月度、季度、半年度/年度履約評估。此外，我們借助《供貨商年度評估表》與《服務檢查/考核評分細則表》這一綜合評估體系，依據業主滿意度、神秘顧客檢查、日常巡查、月度評估這四大核心標準，對供應商的合同履行質量實施嚴格的考核與評分。根據供應商在年度內的履約評估得分，我們將其劃分為五個等級：優秀供應商、良好供應商、合格供應商、限用供應商以及不合格供應商，以規範化的方式對供應商進行有效管理。

Annual Assessment
年度評分

Supplier Management
供應商管理情況

90 ≤ Total score ≤ 100
90 ≤ 總分 ≤ 100

Excellent supplier: priority to renewal at original prices; priority to invitation for bidding; priority to direct engagement for new projects

優秀供應商：優先原價續簽；招標方面優先邀請、新項目優先直委

80 ≤ Total score < 90
80 ≤ 總分 < 90

Good supplier: one-year renewal upon expiration of bidding period; priority to invitation for bidding

良好供應商：招標期滿續簽1年；招標方面優先邀請

70 ≤ Total score < 80
70 ≤ 總分 < 80

Qualified supplier: no renewal upon expiration of bidding period; eligibility to participate in bidding

合格供應商：招標期滿不續簽；招標方面可參與

60 ≤ Total score < 70
60 ≤ 總分 < 70

Restricted Suppliers: no renewal upon contract expiration; ineligibility to participate in bidding for 2 years

限用供應商：合同期滿不續簽；招標方面，2年內不得參與

Below 60
60分以下

Unqualified Suppliers: early contract termination; inclusion into the bidding blacklist, no bidding or cooperation allowed in the future

不合格供應商：提前終止合同；招標方面，入黑名單，後續不得參與投標及合作

Redsun Services places great emphasis on supplier integrity management and is committed to building a clean and upright supply chain ecosystem. We require suppliers to align their business ethics standards with those of the Group and actively guide them to fulfill their responsibilities in environmental and social domains. All suppliers who reach cooperation intentions must sign the Integrity Cooperation Agreement, making formal commitments against corruption, bribery and other improper conduct. For suppliers violating the agreement, the Group will strictly enforce the exit mechanism and include them in the cooperation blacklist, ensuring the integrity and standardization of supply chain management through institutionalized measures.

In addition to integrity management, Redsun Services also focuses on the environmental and social performance of suppliers in terms of labor rights protection, employee health and safety, and industry reputation. We prefer to establish cooperative relationships with enterprises that have obtained ISO certification, whose factory areas have greening coverage rate reaching or exceeding 30%, and whose energy conservation and emission reduction meet the local government regulations. At the same time, we require our partners to provide work schedules and regular health reports of employees to ensure effective ESG risk control and sustainable development of the whole supply chain.

Supplier Communication

Redsun Services fosters win-win outcomes through communication, continuously deepening exchanges and interactions with suppliers to solidify the trust foundation for collaborative supply chain development. On a monthly basis, each project maintains regular consultations with partner suppliers to review issues from the previous month, produce consultation records, and formulate monthly rectification plans, with the response speed and completion rate of issue rectification incorporated into monthly assessments, to ensure closed-loop management of problems. For newly introduced suppliers, the respective city companies lead pre-coordination meetings before formal engagement to ensure early alignment of cooperation concepts and requirements, thereby laying a solid foundation for collaboration from the outset.

弘陽服務高度重視供應商廉潔管理，致力於構建風清氣正的供應鏈生態。我們要求供應商的商業道德標準與本集團標準保持一致，並積極引導其在環境及社會責任領域履行應有擔當。所有達成合作意向的供應商，均須簽署《廉政合作協議》，就反對貪污賄賂等不當行為做出正式承諾。對於違反協議約定的供應商，本集團將嚴格執行退出機制，並將其納入合作黑名單，以制度化手段確保供應鏈管理的廉潔性與規範性。

除廉潔管理外，弘陽服務還著重關注供應商在勞工權益保護、員工健康與安全、行業聲譽的環境與社會表現。我們傾向於與獲得ISO認證、企業廠區綠化覆蓋率達到或超過30%、且節能減排符合當地政府規定的企業建立合作關係。同時，我們要求合作方提供其職工的作業時間和定期的健康報告，以確保對ESG風險有效控制，從而保障全供應鏈的可持續發展。

供應商溝通

以溝通促共贏，弘陽服務持續深化與供應商的交流互動，築牢供應鏈協同發展的信任基石。在月度層面，各項目堅持與合作供應商進行定期約談，針對上月問題進行復盤，輸出約談記錄並制定月度整改計劃，同時將事項整改響應速度與整改完成率納入月度考核，確保問題閉環管理。對於新引進的供應商，由各城市公司主導開展正式合作前的交底會議，確保雙方合作理念與要求提前對齊，從源頭夯實合作基礎。

Redsun Services Held 2025 Supplier Consultation Meeting

弘陽服務召開2025年採供方約談會

In 2025, Redsun Services convened the 2025 Annual Centralized Procurement Supplier Consultation Meeting for order and cleaning services. By clarifying service requirements and quality standards, we enabled suppliers to better understand Redsun Services' expectations, thereby enhancing service quality in a targeted manner and ensuring the stability and reliability of relevant services.

2025年，弘陽服務召開2025年度秩序與保潔集中採購供應商約談會。我們通過明確服務要求和質量標準，使供應商能夠更好地理解弘陽服務的期望，從而有針對性地提升服務質量，保障相關服務的穩定性和可靠性。



Redsun Services Held 2025 Supplier Consultation Meeting
2025年弘陽服務召開採供方約談會

Supplier Training

Redsun Services regards supplier training as a crucial lever for enhancing service quality, driving partners toward standardized and customized service upgrades through a normalized training mechanism. On a semi-annual basis, the Company organizes quality and supplier conferences to systematically communicate corporate culture, management philosophy and service standards, and arranges for suppliers to conduct field visits to exemplary service cases, guiding them to identify gaps and pursue continuous improvement through benchmarking and learning. This series of measures effectively ensures the solid implementation of outsourced operations and faithfully upholds the core principle of “we outsource business operations, but not management quality”.

供應商培訓

弘陽服務將供應商培訓作為提升服務品質的重要抓手，通過常態化培訓機制推動合作夥伴實現服務標準化與定制化升級。每半年度，公司組織召開品質暨供方大會，系統宣貫企業文化、管理理念與服務標準，並組織供應商實地考察優秀服務案例，引導其在對標學習中識別不足、持續改進。這一系列舉措有力保障了外包業務的紮實落地，切實貫徹了「業務操作外包、管理品質不外包」的核心原則。

2025 Annual Quality and Supplier Conference

2025年度品質暨供方大會

In May and November of the year, Hong Yang Group held quality and supplier conferences. In May 2025, Hong Yang Group hosted the semi-annual quality and supplier conference in Wuxi. We organized benchmark project visits and learning tours, conducted thematic breakdowns of quality control and service standards, and invited outstanding employees, projects and partners to share their experiences. At the conference, we unveiled the new three-year strategic plan, identified ten key cities for deep cultivation, and launched the first batch of quality base development, while also announcing a partnership with a technology company to introduce intelligent robotics. Through this approach, we not only achieved deep collaboration and mutual empowerment with suppliers, but also clarified our long-term development path with quality as the lifeline.

在本年度的5月與11月，弘陽集團召開了品質暨供方大會。2025年5月，弘陽集團在無錫舉辦半年度品質暨供方大會。我們組織標桿項目走訪學習，對品質管控與服務標準進行專題拆解，並邀請優秀員工、項目及合作夥伴分享經驗。會上，我們發佈了新三年戰略規劃，確立十大深耕城市並啟動首批品質基地打造，同時宣佈與科技公司合作引入智能機器人技術。通過這一方式，我們不僅實現了與供方的深度協同與雙向賦能，更明確了以品質為生命線的長期發展路徑。



2025 Semi-annual Quality and Supplier Conference
2025年中品質暨供方大會

Win-Win Cooperation

Redsun Services consistently regards stable partnerships as the core driving force for sustainable corporate development. In 2025, the Company advanced joint development strategies with government agencies and enterprises in depth, achieving resource integration and mutual benefit through diversified business cooperation. Meanwhile, we actively participated in industry exchange activities, exploring property service development trends with industry peers and drawing momentum forward through the exchange of ideas. Leveraging efficient communication mechanisms and open, shared platforms, we continuously elevate service standards and enhance customer experience, honoring our commitment to win-win cooperation through practical actions.

Joint Construction Through the Cooperation between Redsun Services and the Government

Redsun Services is committed to deepening government-enterprise cooperation and actively participating in social public construction through diversified co-development models. During the Reporting Period, we integrated forces from community grid management, property services, property owner self-governance organizations, social welfare groups, and party member volunteer service teams to build an organic collaborative governance consortium, contributing to the improvement of diversified community governance structures. Leveraging our professional strengths in urban management, municipal maintenance, property services, parking lot management, citizen services, and public resource operation management, we continuously empower the enhancement of street-level service standards and management efficiency through advanced property service systems and refined governance mechanisms. Going forward, Redsun Services will continuously expand its business domains and strive to become an emerging core force in the field of comprehensive street governance services.

合作共贏

弘陽服務始終將穩固的合作關係視為企業可持續發展的核心驅動力。2025年，公司深入推進與政府機關及企業的聯合建設策略，通過多元化業務合作實現資源整合與互利共贏。同時，我們積極參與行業交流活動，與業內夥伴共同探討物業行業發展趨勢，在思想碰撞中汲取前行力量。借助高效的溝通機制與開放共享的平台，我們持續優化服務標準，不斷提升客戶體驗，以務實行動踐行合作共贏的承諾。

政企共建

弘陽服務致力於深化政企合作，以多元共建模式積極參與社會公共建設。報告期內，我們整合小區網格管理、物業服務、業主自治組織、社會公益團體及黨員志願服務團隊等多方力量，構建起協同共治的有機聯合體，助力社區多元化治理格局的完善。憑藉在城市管理、市政養護、物業服務、停車場管理、市民服務及公共資源經營管理等領域的專業優勢，我們以先進的物業服務體系和精細化治理機制，持續賦能街道服務水平與管理效率的提升。未來，弘陽服務將不斷拓展業務領域，奮力成為街道綜合治理服務領域的新興中堅力量。

Redsun Services Expanded into Cultural Tourism Services, Signing Two Major Scenic Areas and Ushering in a New Chapter
弘陽服務拓局文旅服務簽約兩大景區共譜新篇章

Closely following new trends in cultural tourism consumption and focusing on scenic area operation scenarios and service pain points, Redsun Services successfully signed contracts with Huzhou No. 9 Storm Scenic Area and Xuzhou Paradise projects this year. Through tailored operational solutions and refined services, we empowered the scenic areas to enhance visitor experience and management efficiency, adding significant practical achievements to the Company's service innovation and scenario-based development in the cultural tourism sector.

弘陽服務緊跟文旅消費新趨勢，聚焦景區運營場景與服務痛點。本年度，我們成功簽約湖州九號風暴景區與徐州樂園項目。通過量身定制的運營解決方案與精細化服務，賦能景區提升遊客體驗與管理效能，為公司在文旅業態領域的服務創新與場景深耕再添重要實踐。

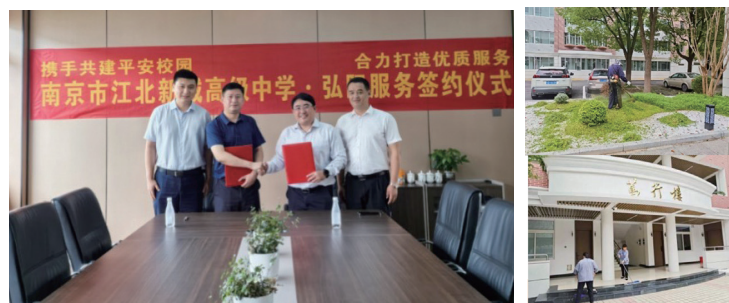


Redsun Services Expanded into Cultural Tourism Services, Signing Two Major Scenic Areas and Ushering in a New Chapter
弘陽服務拓局文旅服務簽約兩大景區共譜新篇章

Redsun Services Signed Contract with Nanjing Jiangbei Xincheng High School, Empowering Campus Logistics Services
弘陽服務簽約南京江北新城高級中學賦能校園後勤服務

In June 2025, Redsun Services formally signed a contract with Nanjing Jiangbei Xincheng High School, with service coverage encompassing comprehensive campus operations and logistics support. Through professional and human-centered service design, we create a safe, comfortable and efficient teaching and living environment for faculty and students, supporting the school's daily operations and sustainable development with high-quality services, thereby setting a new benchmark for campus services.

2025年6月，弘陽服務正式簽約南京江北新城高級中學，服務內容涵蓋校園全方位運營與後勤保障。通過專業化、人性化的服務設計，為師生營造安全、舒適、高效的教學與生活環境，以高品質服務支撐學校日常運轉與持續發展，樹立校園服務新標桿。



Redsun Services Signed Contract with Nanjing Jiangbei Xincheng High School, Empowering Campus Logistics Services
弘陽服務簽約南京江北新城高級中學賦能校園後勤服務

Industry Development

Redsun Services is deeply rooted in the property service industry, actively converging forces with industry partners to consolidate development momentum and jointly drive high-quality industry advancement through quality co-development, technology co-creation, and dynamic win-win cooperation ecosystem. Returning to the essence of service, Hong Yang Group has successfully hosted six consecutive quality conferences, bringing together functional departments from the Group, city companies, and outstanding supplier representatives to discuss strategies for industry quality enhancement and ecosystem co-development from diverse perspectives including business focus, service improvement, operational innovation, and mutual promotion for win-win outcomes. Meanwhile, we actively conduct study tours to industry benchmark projects, drawing on advanced management models from dimensions such as refined operations and standardized services to clarify the core essentials and practical pathways for quality development in the property service industry. We provide an in-depth interpretation of industry quality perspectives under the new circumstances, linking industry partners through the “fellow traveler” strategy of “mutual empowerment and symbiotic win-win architecture”, integrating technology and service innovation to evolve industry development models, and achieving deep strategic cooperation with technology enterprises to empower property industry upgrading through intelligent technology, working with industry partners to explore new pathways for high-quality development of the property service industry.

行業發展

弘陽服務深耕物業服務行業，積極聯動行業夥伴凝聚發展合力，通過品質共建、技術共創、生態共贏，共同推動行業高質量發展。回歸服務本源，弘揚集團已連續舉辦六屆品質大會，集結集團各職能部門、各城市公司及優秀供應商代表，圍繞聚焦經營、提升服務、運營創新、共促共贏等多元角度，共商行業品質提升與生態共建發展大計。同時，我們積極走進行業標桿項目交流學習，從精細化運營、標準化服務等維度借鑒先進管理模式，明晰物業服務行業品質發展的核心要點與實踐路徑。我們深度詮釋新形勢下的行業品質觀，以「雙向賦能，共贏共生」的同路人戰略鏈接行業夥伴，融合科技與服務創新行業發展模式，並與科技企業達成深度戰略合作，以智能技術賦能物業行業升級，攜手行業夥伴共同探索物業服務行業高質量發展的新路徑。



Quality Conferences
品質大會

Community Contribution

Redsun Services consistently upholds its original aspiration of “making lives warmer” and puts social responsibility into practice through concrete actions. We focus on community welfare, engaging in volunteer services, assistance for vulnerable groups, and convenient services for residents. Meanwhile, we have launched an agricultural support program to contribute to rural revitalization through consumer-driven assistance. We adhere to a customer-centric approach, delivering community humanistic warmth while maintaining service quality, and are committed to becoming a supplier of beautiful lives, working with all stakeholders to build a harmonious future.

社區貢獻

弘陽服務始終以「讓生活更有溫度」為初心，用實際行動踐行社會責任。我們聚焦社區公益，開展志願服務、弱勢群體救助及便民服務；同時推出助農計劃，通過消費幫扶助力鄉村振興。我們堅持以客戶為中心，在堅守服務品質的同時，傳遞社區人文溫度，致力於成為美好生活的供應商，與各利益相關方共建和諧未來。

Redsun Services Warmed Communities Through Winter Public Welfare Initiatives

弘陽服務以暖冬公益繪就社區人文溫度

Redsun Services focuses on community welfare development, delivering humanistic warmth to neighborhoods through heartwarming volunteer services and convenient amenities. During the winter season, we launched a series of winter warming public welfare activities, offering property owners considerate services such as serving tangyuan, making dumplings, providing ginger tea, and delivering lamb soup. We also thoughtfully distributed foot soak kits, cabbages, radishes and other supplies, bringing sincere care and heartfelt blessings to property owners' doorsteps. Meanwhile, we created diverse public welfare experience scenarios including fun interactive events and artistic creative activities, leveraging warm community services to build bridges for neighborly emotional connections. Through practical actions, we fulfill our responsibility as guardians of home warmth, allowing the gentle warmth of community welfare to permeate every detail of daily life.

弘陽服務聚焦社區公益建設，以暖心志願服務與便民服務傳遞社區人文溫度，在冬日時節開展系列暖冬公益活動，為業主送上煮湯圓、包餃子、遞薑茶、送羊湯等暖心便民服務，還貼心贈送足浴包、白菜蘿蔔等物資，將樸實的關懷與美好祝福送到業主身邊；同時打造趣味互動、藝術創想等多元公益體驗場景，以有溫度的社區服務搭建鄰里情感聯結的橋樑，用實際行動踐行家園溫度守護者的責任，讓社區公益的暖意浸潤生活的每個細節。



Redsun Services Warmed Communities Through Winter Public Welfare Initiatives

弘陽服務以暖冬公益繪就社區人文溫度

Building sense of happiness for property owners through considerate and warm service is Redsun Services' unwavering pursuit. We remain true to our original aspiration, continuously refining our offerings from the perspective of customer needs, and are committed to becoming a respected architect of a better life.

以貼心溫暖的服務，構築業主的幸福感，是弘陽服務始終不變的追求。我們秉承初心，從客戶需求出發，不斷精進，矢志成為受人尊敬的美好生活創造者。

Deliver Warmth with Original Aspiration – Redsun Services' Action Report

以初心，致溫暖——弘陽服務的行動答卷

Staying true to our original aspiration and upholding rigorous self-discipline, Redsun Services fulfills its promise of “making lives warmer” through concrete actions. Putting customers first, we continuously refine quality products and create excellent services; with society in mind, we actively engage in public welfare undertakings, delivering extraordinary fulfillment on ordinary posts. From Redsun People to Redsun Benchmarks, we capture every ordinary Redsun member through our lens and words: they warm hearts with sincere service and light up thousands of homes with quiet dedication.

堅守初心，嚴苛自律——弘陽服務以行動兌現「讓生活更有溫度」的承諾。以客戶為本，我們不斷打磨好產品、創造好服務；心懷社會，我們積極投身公益，在平凡的崗位上書寫不平凡的責任擔當。從《弘人物》到《弘標桿》，我們用鏡頭與文字記錄下每一個平凡的弘陽人：他們以真誠服務溫暖人心，以默默付出點亮萬家燈火。



Customers Present Banners of Appreciation to Redsun People
客戶為弘陽人送錦旗

**APPENDIX 1: CONTENTS INDEX OF ENVIRONMENTAL,
SOCIAL AND GOVERNANCE REPORTING GUIDELINES OF
THE HONG KONG STOCK EXCHANGE**

**附錄一：香港聯交所《環境、社會及管治報
告指引》內容索引**

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
Environmental		
環境		
Aspect A1	Emissions	
層面A1	排放物	
General Disclosures	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Green Practice
一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	綠色踐行
KPI A1.1	The types of emissions and respective emissions data.	Overview of Environmental Performance
關鍵績效指標A1.1	排放物種類及相關排放數據。	環境績效總覽
KPI A1.2	Greenhouse gas emissions (in tonnes) and, where appropriate intensity (e.g. per unit of production volume, per facility).	Overview of Environmental Performance
關鍵績效指標A1.2	溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	環境績效總覽
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Overview of Environmental Performance
關鍵績效指標A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	環境績效總覽
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Overview of Environmental Performance
關鍵績效指標A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	環境績效總覽

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Green Practice
關鍵績效指標A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	綠色踐行
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Green Practice
關鍵績效指標A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	綠色踐行
Aspect A2	Use of Resources	
層面A2	資源使用	
General Disclosures	Policies on the efficient use of resources, including energy, water and other raw materials.	
一般披露	有效使用資源(包括能源、水及其他原材料)的政策。	
	Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	Green Practice
	資源可用於生產、儲存、運輸、樓宇、電子設備等。	綠色踐行
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Overview of Environmental Performance
關鍵績效指標A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	環境績效總覽
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Overview of Environmental Performance
關鍵績效指標A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	環境績效總覽
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Green Practice
關鍵績效指標A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	綠色踐行
KPI A2.4	Describe any problems that may arise in obtaining the applicable water source and the water use efficiency targets set, and the steps taken to achieve them.	Green Practice
關鍵績效指標A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	綠色踐行

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators 環境、社會及管制範疇與一般披露及關鍵績效指標		Section 所在章節
KPI A2.5	Total packaging material used for finished products and with reference to per unit produced.	The Group's business operation uses less packaging materials, and disposal of these materials complies with the laws and regulations of the place where the business operates.
關鍵績效指標A2.5	製成品所用包材料的總量及每生產單位佔量。	本集團在業務運營過程涉及包裝材料的使用量小，均根據業務運營所在地法律法規進行合規處置。
Aspect A3 層面A3	The Environment and Natural Resources 環境及天然資源	
General Disclosures 一般披露	Policies on minimizing the issuer's significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Green Practice 綠色踐行
KPI A3.1	Describe the significant impacts of business activities on the environment and natural resources and the actions taken to manage the impacts.	Green Practice
關鍵績效指標A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	綠色踐行
Aspect A4 層面A4	Climate Change 氣候變化	
General Disclosures 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Climate Change Response 應對氣候變化
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Climate Change Response
關鍵績效指標A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	應對氣候變化

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
Social 社會		
Aspect B1	Employment	
層面B1	僱傭	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Attracting Talent
一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 對發行人有重大影響的相關法律及規例的資料。	吸納人才
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Employee Employment
關鍵績效指標B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	員工僱傭
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Promotion and Development
關鍵績效指標B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	晉升發展
Aspect B2	Health and Safety	
層面B2	健康與安全	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	健康安全

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
KPI B2.1	Number and rate of work-related fatalities.	Health and Safety
關鍵績效指標B2.1	因工作關係而死亡的人數及比率。	健康安全
KPI B2.2	Lost days due to work injury.	Health and Safety
關鍵績效指標B2.2	因工傷損失工作日數。	健康安全
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Health and Safety, Employee Care
關鍵績效指標B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。	健康安全、員工關懷
Aspect B3	Development and Training	
層面B3	發展及培訓	
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	
一般披露	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	
	Training refers to vocational training. It may include internal and external courses paid by the employer.	Promotion and Development
	培訓指職業培訓，可包括由僱主付費的內外部課程。	晉升發展
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Promotion and Development
關鍵績效指標B3.1	按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	晉升發展
KPI B3.2	The average training hours completed per employee by gender and employee category.	Promotion and Development
關鍵績效指標B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	晉升發展

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
Aspect B4	Labour Standards	
層面B4	勞工準則	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Employee Employment
一般披露	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	員工僱傭
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Employee Employment
關鍵績效指標B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	員工僱傭
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Promotion and Development
關鍵績效指標B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	晉升發展
Aspect B5	Supply Chain Management	
層面B5	供應鏈管理	
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Responsibility
一般披露	管理供應鏈的環境及社會風險政策。	供應責任
KPI B5.1	Number of suppliers by geographical region.	Supply Responsibility
關鍵績效指標B5.1	按地區劃分的供應商數目。	供應責任
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Supply Responsibility
關鍵績效指標B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	供應責任
KPI B5.3	Description of practices relating to identifying environmental and social risks at each stage of the supply chain, and how they are implemented and monitored.	Supply Responsibility
關鍵績效指標B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	供應責任

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
KPI B5.4	Description of practices for promoting the greater use of environmentally friendly products and services when selecting suppliers, and how they are implemented and monitored.	Supply Responsibility
關鍵績效指標B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	供應責任
Aspect B6	Product Responsibility	
層面B6	產品責任	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Deliver Exceptional Service
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤、私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	提供卓越服務
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	The Group does not involve product recall in the process of business operation.
關鍵績效指標B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。	本集團在業務運營過程中不涉及產品召回。
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Customer Communication
關鍵績效指標B6.2	接獲關於產品及服務的投訴數目以及應對方法。	客戶溝通
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Healthy Operation
關鍵績效指標B6.3	描述與維護及保障知識產權有關的慣例。	健康經營
KPI B6.4	Description of quality assurance process and recall procedures.	The Group does not involve product recall in the process of business operation.
關鍵績效指標B6.4	描述質量檢定過程及產品回收程序。	本集團在業務運營過程中不涉及產品召回。
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Healthy Operation
關鍵績效指標B6.5	描述消費者數據保障及私隱政策，以及相關執行及監察方法。	健康經營

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
Aspect B7	Anti-corruption	
層面B7	反貪污	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Healthy Operation
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	健康經營
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	Healthy Operation
關鍵績效指標B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	健康經營
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Healthy Operation
關鍵績效指標B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	健康經營
KPI B7.3	Description of anti-corruption trainings provided to directors and employees.	Healthy Operation
關鍵績效指標B7.3	描述向董事及員工提供的反貪污培訓。	健康經營
Aspect B8	Community Investment	
層面B8	社區投資	
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community Contribution
一般披露	有關以參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	社區貢獻
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	Community Contribution
關鍵績效指標B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	社區貢獻
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Contribution
關鍵績效指標B8.2	在專注範疇所動用資源(如金錢或時間)。	社區貢獻



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