



2025

朗詩綠色生活

環境、社會及管治(ESG)報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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報告編制說明

Reporting Instructions

本報告為朗詩綠色生活服務有限公司第6份《環境、社會及管治 (ESG) 報告》(以下簡稱「本報告」)，旨在向各利益相關方展示公司在運營中所秉持的 ESG 理念、建立的管理體系、實施的工作與取得的成效。

This report is the 6th *Environmental, Social and Governance (ESG) Report* (hereinafter referred to as "this Report") of Landsea Green Life Service Co., Ltd., aiming to demonstrate to all stakeholders the ESG concepts adopted by the Company, the management systems established, the work implemented, and the results achieved.

報告範圍

Reporting Scope



本報告範圍涵蓋朗詩綠色生活服務有限公司（「朗詩綠色生活」「本公司」「公司」「我們」）及其附屬公司安徽新地銳意物業服務有限公司（「朗詩新地銳意」）。除特別說明外，本報告與朗詩綠色生活（股票代碼：1965.HK）同期合併財務報表範圍一致。

This report covers Landsea Green Life Service Co., Ltd. ("Landsea Green Life", "the Company", "our Company", "we") and its subsidiary Anhui Regal Property Service Co., Ltd. ("Landsea Regal"). Unless otherwise specified, this report is consistent with the scope of the consolidated financial statements of Landsea Green Life (Stock Code: 1965. HK) for the same period.

報告時間

Report Time



本報告期間為 2025 年 1 月 1 日至 2025 年 12 月 31 日，本報告中的數據如無特別說明，均為此期間內數據。此外，部分內容適當追溯或延伸。

This report covers the period from January 1, 2025 to December 31, 2025. Unless otherwise specified, all data presented in this report are applicable to this period. In addition, certain content includes retroactive or extended coverage as appropriate.

編制依據

Basis of Preparation



本報告依據香港聯合交易所（「聯交所」）上市規則之附錄 C2《環境、社會與管治報告守則》編制，依據聯交所要求對全部適用指標作「強制披露」與「不披露就解釋」處理，同時遵守重要性、平衡性、量化及一致性原則，識別重要性議題並作回應，披露關鍵數據計算方法與係數，不偏不倚地披露正面及負面信息，保障讀者獲取的信息對稱與透明。本報告同時參考聯合國可持續發展目標（UN SDGs）等國際可持續發展標準，以促進公司實踐與國際接軌。

This report is prepared in accordance with Appendix C2 – *Environmental, Social and Governance Reporting Code* ("ESG Reporting Code") to the Rules Governing the Listing of Securities ("Listing Rules") on The Hong Kong Exchanges and Clearing Limited (HKEX). All applicable indicators are subject to "mandatory disclosure" and "comply or explain" as required by the HKEX. The report also adheres to the principles of materiality, balance, quantification, and consistency, identifying material topics and responding accordingly, disclosing calculation methods and coefficients for key data, and presenting positive and negative information impartially to ensure balanced and transparent information access for readers. This report also references international sustainability standards such as the United Nations Sustainable Development Goals (UN SDGs) to align the Company's practices with international norms.

數據說明

Data Declaration



本報告中數據和案例來自公司實際運行的正式記錄。除特別說明外，本報告中的財務數據均以人民幣為單位。如出現財務數據與公司年度財務報告不符，以年度財務報告為準。

The data and case studies in this report are derived from the Company's formal records of actual operations. Unless otherwise specified, all financial data in this report are presented in Renminbi (RMB). In the event of any inconsistency between the financial data in this report and the Company's annual financial report, the annual financial report shall prevail.

報告獲取與反饋

Accessibility and Feedback



本報告通過電子版形式發佈，發佈平台包括證券交易所指定的資訊披露平台 (<https://www.hkexnews.hk>)，亦可於公司官方網站 (<https://www.landseawy.com>) 在線瀏覽或下載。

This report is published in electronic format. The publishing platforms include the designated information disclosure platform of the stock exchange (<https://www.hkexnews.hk>). The report can also be viewed online or downloaded from the Company's official website (<https://www.landseawy.com>).

如對本報告中的內容有任何意見或建議，請參見附錄 2 讀者意見反饋表進行反饋。

For any opinions or suggestions regarding the content of this report, please refer to Appendix 2: Reader Feedback Form.

董事長致辭

Message from the Chairman



2025 年是朗詩綠色生活成立二十週年。二十年櫛風沐雨，我們始終以「責任」為核心，踐行可持續發展理念，用實際行動傳遞溫暖與希望，肩負起對社會的堅實承諾。站在新的起點上，我們回望來路，更堅定前行的方向。

2025 marks the 20th anniversary of the founding of Landsea Green Life. Over the past two decades of hardship and perseverance, we have consistently upheld "responsibility" as our core value, practiced the concept of sustainable development, spread warmth and hope through concrete actions, and shouldered our solid commitments to society. Standing at a new starting point, we look back on the path we have traveled and reaffirm our direction forward.



點滴公益，匯聚溫暖人心的力量。二十多年來，從援建四川五權希望小學、青海拉布朗詩希望小學，到設立「青禾助學」，再到發起「公益助考」「用衣份愛造一片林」等公益項目，我們持續開展社會公益活動，用持之以恆的愛心點亮社會的未來。

Small acts of kindness gather the power to warm hearts. Over the past twenty years, from supporting the construction of Wuquan Hope Primary School in Sichuan and Labrang Landsea Hope Primary School in Qinghai, to establishing the "Qinghe Scholarship Program," and initiating public welfare projects such as "Examination Support Initiative" and "Clothing Donation for Afforestation," we have continuously carried out social welfare activities, illuminating the future of society with enduring compassion.

治理精進，築牢企業發展的根基。我們以董事會為核心，持續完善治理架構，細化各層級職責，確保公司戰略與發展方向的正確把握；我們不斷優化三層級風險管理架構，識別重大風險並有效防控；我們將廉政建設延伸至整個價值鏈，與所有從業人員簽署《廉潔自律承諾書》，報告期內未發生任何貪污賄賂事件。穩健經營，源於對合規底線的堅守。

Governance excellence lays a solid foundation for corporate development. With the Board of Directors at the core, we continuously improve our governance structure, refine responsibilities at all levels, and ensure the correct alignment of the Company's strategy and development direction. We consistently optimize our three-tier risk management framework to identify major risks and implement effective prevention and control measures. We extend integrity-building efforts throughout the entire value chain, requiring all employees to sign the Commitment of Integrity and Self-Discipline. During the reporting period, no corruption or bribery incidents occurred. Steady operations stem from unwavering adherence to compliance standards.

服務深耕，構築溫暖人心的家園。「引領生活服務，共創美好未來」的使命驅動我們回歸「居住」本質，持續打磨 36.5° 社區星級管家客戶服務體系，確保服務的高標準與高品質。我們通過「物業 + 城市服務」模式深耕城市運營，以輕資產租賃滿足多元居住需求，讓每一位業主感受家的溫暖。

Deepening services to build homes that warm the heart. Driven by the mission to "Leading Green Services, Creating a Better Future Together," we return to the essence of "living," continuously refining the 36.5° community star-rated property butler customer service system to ensure high standards and high quality of service. Through the "property+urban services" model, we deepen urban operations and meet diverse living needs through asset-light leasing, ensuring that every homeowner feels the warmth of home.

綠色初心，守護可持續發展未來。作為綠色生活的踐行者，我們嚴格遵守環境相關法律法規，持續完善全方位綠色運營管理體系，ISO 14001 環境管理體系認證的有效運行確保運營活動符合環保要求。我們將「綠色」與「可持續」理念根植於社區建設，以完備的可持續社區綠色服務體系，為行業高質量發展貢獻力量。

Staying true to our green commitment to safeguard a sustainable future. As practitioners of green living, we strictly comply with environmental laws and regulations, continuously improving a comprehensive green operations management system. The effective operation of the ISO 14001 environmental management system certification ensures that operational activities meet environmental requirements. We embed the concepts of "green" and "sustainability" into community development, contributing to high-quality industry development through a complete sustainable community green management service system.

二十年風華正茂，時而勵新！站在新的起點上，我們深知肩上承載的不僅是服務的品質，更有社會責任的使命。我們願以綠色為底色，以責任為擔當，持續踐行可持續發展理念，為社區、為社會、為環境貢獻更多溫暖與力量。二十年不是終點，而是新的開始——我們將繼續堅守綠色生活理念、不懈追求服務品質、擔當社會責任、守護美好生活，以更加開放的姿態擁抱可持續發展的未來！

With twenty years of vitality, we constantly innovate! Standing at a new starting point, we are deeply aware that what we carry on our shoulders is not only the quality of service but also the mission of social responsibility. We are committed to taking green as our foundation and responsibility as our duty, continuously practicing the concept of sustainable development, and contributing more warmth and strength to our communities, society, and the environment. Twenty years is not an end, but a new beginning—we will continue to uphold the concept of green living, relentlessly pursue service quality, shoulder social responsibility, safeguard a better life, and embrace a sustainable future with greater openness!

關於朗詩綠色生活

Regarding Landsea Green Life

朗詩綠色生活成立於 2005 年，是一家深耕長三角、佈局全國、快速成長的綠色生活服務提供者。公司堅持「以客戶為中心」的服務理念，圍繞業主需求的痛點開展服務優化與創新，同時聚焦綠色低碳、可持續、有溫度的社區運營，不斷從傳統物業服務商向綠色生活服務商轉型，致力於為業主提供有溫度的服務，創造美好綠色生活。

依託二十年專業綠色社區運營服務經驗，以及行業領先的客戶滿意度，朗詩綠色生活堅持以客戶為導向，為廣大客戶提供多元化的物業管理服務、非業主增值服務、社區增值服務以及長租公寓諮詢管理服務，開展包括：全委服務、顧問諮詢、股權合作、單項委託等全價值鏈服務的市場合作，服務項目涵蓋：住宅、辦公大樓、租賃性公寓、公共設施、產業園區、醫院、銀行網點、交通樞紐、高校、文旅景區等多種業態。

Founded in 2005, Landsea Green Life is a fast-growing green lifestyle service provider deeply rooted in the Yangtze River Delta, with a nationwide footprint. The Company adheres to the "customer-centric" service philosophy, carrying out service optimization and innovation around the pain points of homeowners' needs. Meanwhile, it focuses on green, low-carbon, sustainable, and warm community operations, continuously transforming from a traditional property service provider to a green lifestyle service provider, committed to offering warm services to homeowners and creating a better green life.

Leveraging over two decades of professional experience in green community operation services and industry-leading customer satisfaction, Landsea Green Life insists on being customer-oriented, providing diversified property management services, non-owner value-added services, community value-added services, and long-term apartment consulting and management services to its customers. It carries out market cooperation across the full value chain, including full-commission services, advisory consulting, equity cooperation, and individual entrustment. The service projects cover various property types, including residential buildings, office buildings, rental apartments, public facilities, industrial parks, hospitals, bank branches, transportation hubs, universities, and cultural tourism scenic areas.

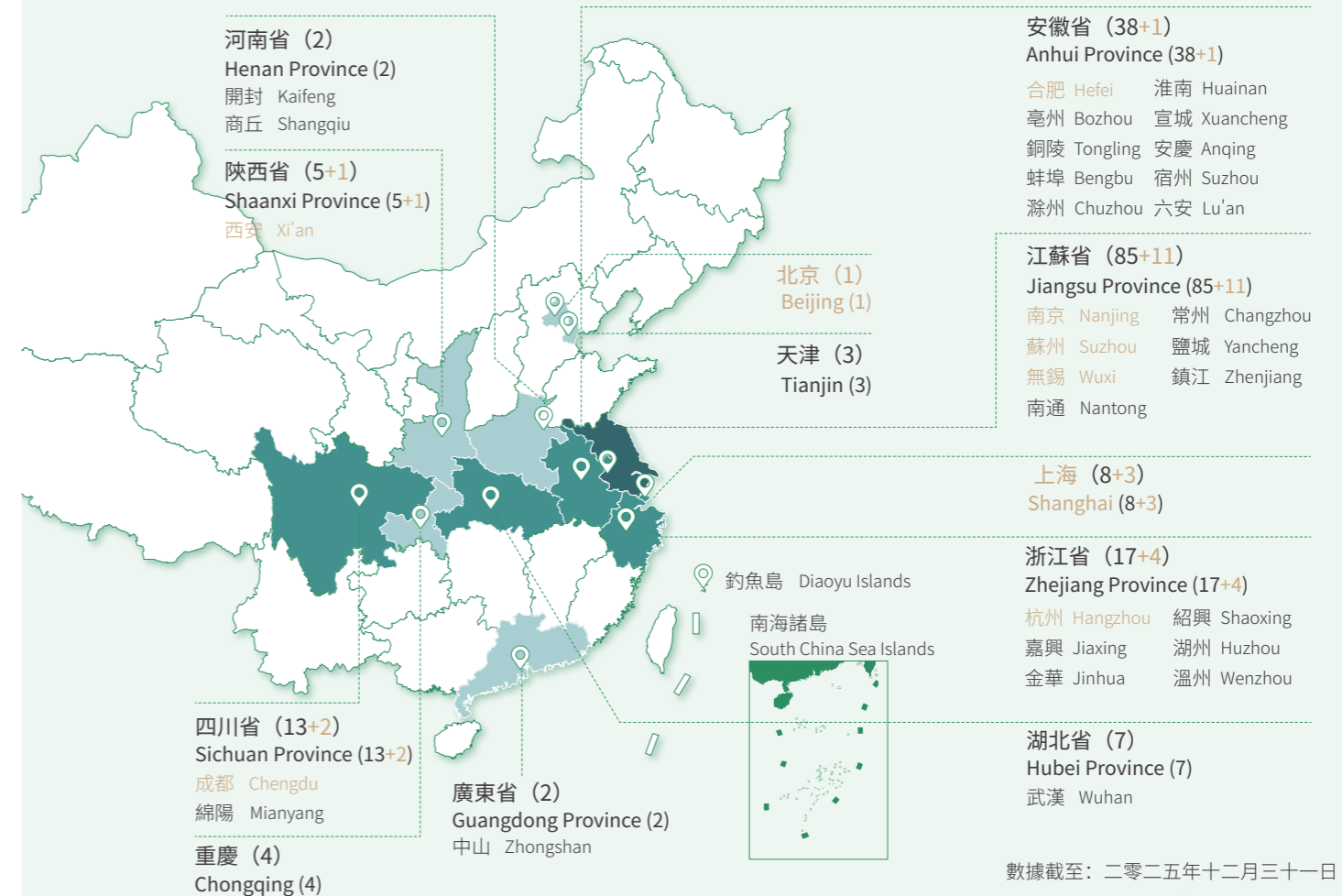
企業文化

Corporate Culture

企業定位 Corporate Positioning 綠色生活服務提供者 Green life service provider	願景 Vision 成為最受客戶信賴的美好生活服務商 Become a most trusted wonderful life service provider	使命 Mission 引領生活服務，共創美好未來 Lead life services, create a wonderful future	核心價值觀 Core Values 人本、陽光、綠色 People-oriented, positive and green	服務理念 Service Philosophy 打造有溫度的社區 Build warm communities
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規模健康發展，重點區域面積持續增長 Healthy business scale with sustained GFA growth in key regions.

從南京首個項目開始，我們在長江三角洲已建立廣泛的品牌影響力、美譽度及較高的市場拓展能力和經營能力
Starting from the first project in Nanjing, we have established extensive brand influence, reputation, and strong market expansion capabilities and operational capacity in the Yangtze River Delta region.



項目在管數 (個) Number of Projects Under Management (units) 1-5 6-50 >=50	城市顏色標記 City Color Markings 南京 (棕色: 含公寓運營及管理項目) Nanjing (brown: includes apartment operation and management projects) 重慶 (黑色: 僅朗詩綠色生活項目) Chongqing (black: Landsea Green Life projects only)
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- 朗詩綠色生活服務項目覆蓋的 34 個城市，其中有 24 個位於長三角
Among the 34 cities covered by Landsea Green Life's service projects, 24 are located in the Yangtze River Delta.
- 184 個朗詩綠色生活物業在管項目中，148 個位於長三角，佔在管面積 85.4%
Of the 184 property projects under Landsea Green Life's management, 148 are located in the Yangtze River Delta, accounting for 85.4% of the managed area.
- 其中，江蘇省在管面積同比增長約 2%；安徽省在管面積同比增長超 6%
Among them, the managed area in Jiangsu Province increased by approximately 2% year-on-year; the managed area in Anhui Province grew by over 6% year-on-year.
- 23 個朗詩寓運營項目覆蓋 9 個一二線城市
23 Landsea apartments operating projects cover 9 first-and second-tier cities.

獎項與榮譽 Awards and Honors

2017-2025 年，朗詩綠色生活連續九年獲評為「中國物業服務百強企業」，2025 年位列第 21 名。

From 2017 to 2025, Landsea Green Life has been recognized as a "Top 100 China Property Service Enterprise" for nine consecutive years, ranking 21st in 2025.



經營類 Business Operations Category

2025 中國物業服務百強企業 (第 21 名)
2025 China Top 100 Property Service Enterprises (Ranked 21st)

北京中指信息技術研究院
Beijing China Index Academy

2025 中國物業管理行業市場化運營領先企業
2025 China Property Management Industry Market-Oriented Operation Leading Enterprise

北京中指信息技術研究院
Beijing China Index Academy

2025 中國物業品牌影響力百強企業
2025 China Top 100 Property Brand Influence Enterprises

中物智庫·中物研究院
China Property Management Think Tank • China Institute of Property Research

2025 中國物業服務企業華東 30 強
2025 China Top 30 Property Service Enterprises in East China

中物智庫·中物研究院
China Property Management Think Tank • China Institute of Property Research

2025 年中國物業企業綜合實力 (第 20 名)
2025 China Property Enterprise Comprehensive Strength (Ranked 20th)

億翰物研
EH Property Research

2025 年中國物業服務特色物業樣本標杆企業 - 綠色物業
2025 China Property Service Benchmark Enterprise for Characteristic Projects-Green Property

億翰物研
EH Property Research

2025 年中國物業服務南京市競爭力領先企業
2025 China Property Service Competitiveness Leading Enterprise in Nanjing

億翰物研
EH Property Research

2025 中國物業服務蘇州市競爭力領先企業
2025 China Property Service Competitiveness Leading Enterprise in Suzhou

億翰物研
EH Property Research



2025 中國物業高品質服務力百強企業
2025 China Top 100 Property Service Quality Service Power Enterprises

中物智庫·中物研究院
China Property Management Think Tank • China Institute of Property Research

2025 年中國物業服務滿意度調查 100 強企業
2025 China Top 100 Property Service Satisfaction Survey Enterprises

樂居財經研究院
Leju Finance and Economics Research Institute

2025 南京住宅物業十大品牌物業服務企業
2025 Top 10 Brand Property Service Enterprises for Residential Properties in Nanjing

中物智庫·中物研究院
China Property Management Think Tank • China Institute of Property Research

重點省事物業服務時長地位領先企業 - 江蘇
Leading Enterprise in Key Provincial and Municipal Property Service Duration and Market Position - Jiangsu

北京中指信息技術研究院
Beijing China Index Academy

2025 品質物管「好小區」- 南京朗詩國際街區
2025 Quality Property Management "Good Community" - Nanjing Landsea International Community

北京中指信息技術研究院
Beijing China Index Academy

華東區域物業服務市場地位領先企業 (第 22 名)
Leading Enterprise in the East China Property Service Market (Ranked 22nd)

北京中指信息技術研究院
Beijing China Index Academy

可持續發展類 Sustainability Category

2025 中國上市物企最佳 ESG 實踐
2025 Best ESG Practice among China's Listed Property Companies

中物智庫·中物研究院
China Property Management Think Tank • China Institute of Property Research

2025 中國物業服務上市公司 ESG 實踐優秀企業
2025 Excellent ESG Practice Enterprise among China's Listed Property Service Companies

北京中指信息技術研究院
Beijing China Index Academy

2025 中國物業服務上市公司社會責任 (S) 優秀企業
2025 China's Listed Property Service Companies — Outstanding Enterprise in Social Responsibility (S)

北京中指信息技術研究院
Beijing China Index Academy

風華正茂二十年 Twenty Years of Vitality

從 2005 年首個社區起步，到如今服務覆蓋全國 34 個城市、21 萬戶家庭，二十年櫛風沐雨，朗詩綠色生活以綠色為底色、以服務為根基、以創新為動力，在物業管理領域走出了一條獨具特色的發展道路。回望來路，每一步都是對初心的堅守；展望未來，二十載積澱成為再出發的底氣。

Starting with the first residential community in 2005, Landsea Green Life now provides services covering 34 cities nationwide, serving 210,000 households. After two decades of hard work, with green as its foundation, service as its root, and innovation as its driving force, Landsea Green Life has forged a unique development path in the property management industry. Looking back, every step has been a commitment to its original aspirations; looking ahead, twenty years of accumulated experience provide the confidence for a new start.

歲月回響，步履鏗鏘 Echoes of the Past, Steady Steps Forward

2005

- 朗詩物業成立，開始提供物業管理服務
Landsea Property was established, beginning to provide property management services.

2007-2010

- 開始在長江三角洲擴展市場版圖，其中包括無錫市、常州市、蘇州市及杭州市
Expanded market presence in the Yangtze River Delta, including Wuxi, Changzhou, Suzhou, and Hangzhou.

2008-2009

- 2008 年獲得 ISO 9001 質量管理體系認證
Obtained ISO 9001 Quality Management System certification in 2008.
- 2009 年獲得 ISO 14001 環境管理體系認證
Obtained ISO 14001 Environmental Management System certification in 2009.

2015

- 獲克爾瑞研究中心及中國房地產測評中心共同評定，按物業管理能力排名第 16 位，並按社區運營創新計排名第 6 位
Ranked 16th in property management capability, and 6th in community operation innovation, jointly assessed by CRIC and China Real Estate Evaluation Center

2017

- 首度獲中指院評為中國物業服務百強企業、中國華東物業服務領先品牌及中國物業服務特色品牌企業
Was recognized by China Index Academy as one of China's Top 100 Property Service Enterprises, a Leading Brand in East China Property Services, and a Featured Brand Enterprise in China Property Services.

2018

- 獲得 OHSAS18001 職業健康管理體系認證
Obtained OHSAS 18001 Occupational Health and Safety Management System certification.

2019

- 獲中國物業管理協會認可為 2019 年物業服務成長性領先企業
Recognized by the China Property Management Institute as a 2019 Leading Enterprise in Property Service Growth.
- 就獨立第三方開發商所開發物業的在管總建築面積較 2018 年大幅增加約 500 萬平方米，增幅超過 300%
The total gross floor area managed for properties developed by independent third-party developers increased by approximately 5 million square meters compared to 2018, representing an increase of over 300%.

2020

- 獲中指院評為 2020 中國物業服務百強企業第 28 名
Recognized by China Index Academy as one of the Top 100 China Property Service Enterprises in 2020(Ranked 28th)
- 獲中指院評為 2020ESG 貢獻突出企業
Recognized by China Index Academy as a 2020 Outstanding Enterprise for ESG Contribution.
- 管理的一項物業上海朗詩虹橋綠郡成為全球首個獲得 BREEAM In-Use 認證的住宅項目
One of the managed properties, Shanghai Landsea Hongqiao Green County, became the world's first residential project to receive BREEAM In-Use certification.

2021

- 獲中指院評為 2021 中國物業服務百強企業第 24 名
Recognized by China Index Academy as one of the Top 100 China Property Service Enterprises in 2021(Ranked 24th)
- 與英國建築研究院在社區藍色運營領域開展戰略合作
Established a strategic cooperation with the Building Research Establishment (BRE) in the field of blue community operations.
- 提出「可持續社區」模型
Proposed the "Sustainable Community" model
- 7 月 8 日，成功在港交所主板掛牌上市，股票代碼：1965.HK
On July 8, the Company successfully listed on the main board of the Hong Kong Stock Exchange, stock code: 1965. HK

2022

- 獲中指院評為 2022 中國物業服務百強企業第 23 名
Recognized by China Index Academy as one of the Top 100 China Property Service Enterprises in 2022(Ranked 23rd)
- 提出「可持續低碳社區」理念
Proposed the "Sustainable Low-Carbon Community" concept

2023

- 獲中指院評為 2023 中國物業百強服務企業第 23 名
Recognized by China Index Academy as one of the Top 100 China Property Service Enterprises in 2023(Ranked 23rd)
- 提出「引領綠色服務，共創美好未來」可持續發展使命，探索可持續社區碳中和之道
Proposed the sustainable development mission of "Leading Green Services, Creating a Better Future Together" and explored the path to carbon neutrality for sustainable communities
- 2023 年 3 月成功收購朗詩寓輕資產業務
In March 2023, the Company successfully acquired the asset-light business of Landsea Apartments.

2024

- 獲中指院評為 2024 年中國物業服務百強企業第 22 名
Recognized by China Index Academy as one of the Top 100 China Property Service Enterprises in 2024(Ranked 22nd)

2025

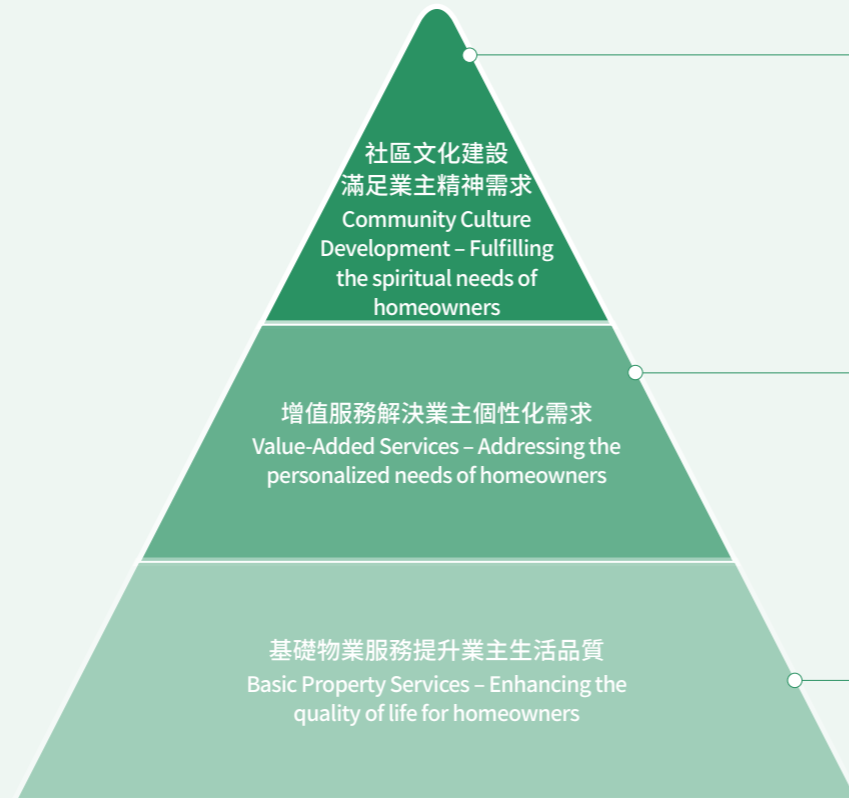
- 成立 20 週年，發佈年度主題「風華正茂 20 年」
Celebrated the 20th anniversary with the annual theme "Twenty Years of Vitality"
- 獲中指院評為 2025 年中國物業服務百強企業第 21 名
Recognized by China Index Academy as one of the Top 100 China Property Service Enterprises in 2025(Ranked 21st)

初心如磐，篤行致遠 Remaining True to Our Original Aspirations, Achieving Long-Term Success through Dedication

作為行業「長期主義」的踐行者，朗詩綠色生活以二十年如一日的堅守，持續打造「有溫度社區」實踐，以人文服務理念交出一份獨特答卷：始終堅持對品質的承諾，堅持對美好生活的永恆追求，致力成為值得信賴的生活夥伴，打造全生命週期服務體系，為行業高品質發展注入新動能。以品質築基、以創新謀勢，我們正加速向「城市服務商」戰略目標邁進。

As a practitioner of "long-termism" in the industry, Landsea Green Life has consistently refined its practice of "Warm Community" with unwavering commitment over two decades. Through its people-oriented service philosophy, it has delivered a unique achievement: always adhering to the commitment to quality, persistently pursuing a better life, striving to become a trustworthy life partner, building a full life-cycle service system, and injecting new momentum into the high-quality development of the industry. With quality as the foundation and innovation as the driving force, the company is accelerating its strategic progress toward becoming an "urban service provider."

金字塔價值體系 Pyramid Value System



- 打造人與環境、人與人之間的和諧關係
Creating harmonious relationships between people and the environment, and among people themselves
- 挖掘客戶需求，滿足精神與情感價值，激發參與感
Identifying customer needs, fulfilling spiritual and emotional value, and stimulating a sense of participation
- 以社區為載體，通過多元化活動，構建親密鄰裡關係
Using communities as a platform to build close neighborly relationships through diverse activities

- 站在客戶角度開發增值服務產品
Developing value-added service products from the customer's perspective
- 房屋置換服務及業主資產保值增值
Housing agency services and value preservation/appreciation of residential assets
- 房屋全生命週期管理
Full life-cycle property management
- 社區商業經營
Commercial operations within communities

- 高於行業平均水平的服務品質
Service quality above industry average
- 質量及標準化認證：ISO 9001、ISO 14001、ISO 50001、ISO 27001
Quality and standardization certifications: ISO 9001, ISO 14001, ISO 50001, ISO 27001
- 專業化、多元化、市場化的管理團隊
Professional, diversified, and market-oriented management team

可持續發展管治體系 Sustainable Development Management System

朗詩綠色生活始終以責任為基石，秉持「提供有溫度的服務，創造美好綠色生活」的核心理念，持續精進 ESG 管理體系，致力於打造可持續發展的社區生態，為城市的綠色未來貢獻力量。

Landsea Green Life has always been grounded in responsibility, adhering to the core philosophy of "providing warm services and creating a better green life." The Company continuously refines its ESG management system, striving to build a sustainable community ecosystem and contribute to a green future for cities.

公司以 UN SDGs 為指引，結合英國建築研究院 (BRE) 的綠色建築運營標準 (BREEAM In-Use, 簡稱 BIU)，制定了前瞻性、科學化的 2025 年 ESG 發展戰略。圍繞「溫暖包容」「安全健康」「綠色低碳」三大核心維度展開，旨在全面提升企業的 ESG 實踐水準，為全球可持續發展目標的實現注入動力。

Guided by the UN SDGs and combined with the Building Research Establishment (BRE)'s green building operation standards (BREEAM In-Use, or BIU), the Company has developed a forward-looking and scientific 2025 ESG development strategy. Centered around three core dimensions - "Warm and Inclusive," "Safe and Healthy," and "Green and Low-Carbon" - it aims to comprehensively enhance the Company's ESG practice level and contribute to the achievement of global sustainable development goals.

朗詩綠色生活可持續發展理念

Landsea Green Life Sustainable Development Philosophy

朗詩綠色生活作為負責任的物業服務提供商，積極回應聯合國可持續發展目標、ISO 37120 可持續城市與社區標準、SUC 可持續社區標準、ISC 可持續社區標準等相關國際標準，並結合以人為本、共守陽光、綠色運維的價值觀，將更包容、更安全、更健康，作為朗詩綠色生活可持續社區的三大維度，並以打造及營運溫情社區的能力和專業的綠色運維能力驅動可持續社區無限升級。

As a responsible property service provider, Landsea Green Life actively responds to the United Nations Sustainable Development Goals (UN SDGs) and relevant international standards such as ISO 37120 Sustainable Cities and Communities, SUC Sustainable Communities Standards, and ISC Sustainable Communities Standards. Integrating the company's values of green, people-oriented, sunshine, and environmental responsibility, Landsea Green Life adopts "more inclusive, safer, and healthier" as the three dimensions of its sustainable communities. Driven by its ability to create and operate warm communities and its professional green operation and maintenance capabilities, the company is committed to continuously upgrading its sustainable communities.

更包容 Inclusive

以人為本，讓每一種真實的需求在社區得到滿足
People-oriented, ensuring that every genuine need is met within the community.

更安全 Safer

共守陽光，讓每一名業主獲得足夠安全的社區生活
Shared sunshine, ensuring that every resident enjoys a sufficiently secure community life.

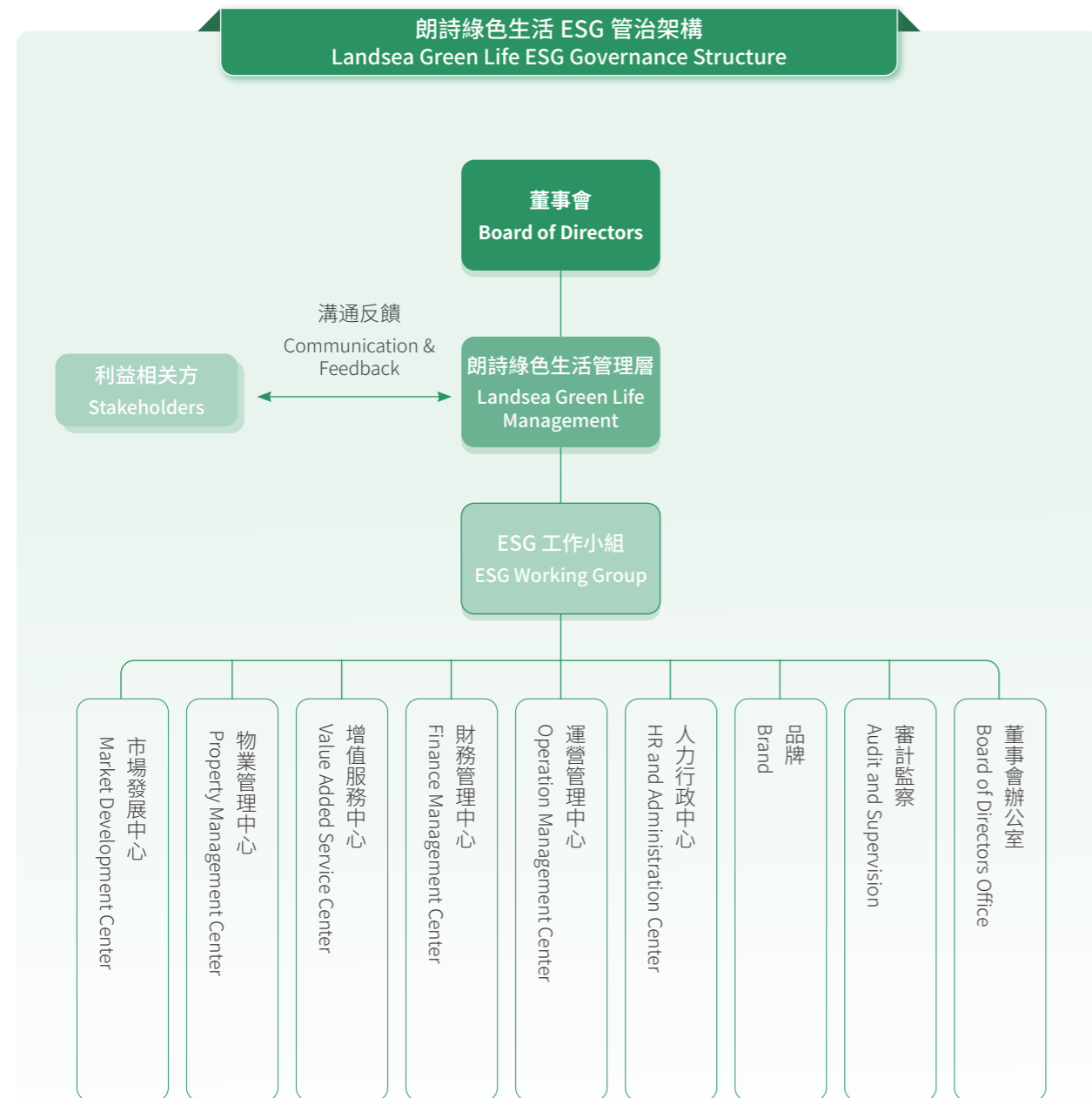
更健康 Healthier

綠色運維，讓可持續健康生活常伴每一名業主
Green operation and maintenance, bringing sustainable and healthy living to every resident.

ESG 管治架構 ESG Governance Structure

本公司將董事會作為公司 ESG 工作的最高責任與指揮機構；由管理層負責推進董事會決策的落實，並向董事會匯報 ESG 工作進展及成果；其下設 ESG 工作小組，負責開展利益相關方溝通、ESG 信息披露與報告編制等具體 ESG 工作的執行。

The Company has designated the Board of Directors as the highest responsible and directing body for the Company's ESG work. Management is responsible for advancing the implementation of Board decisions and reporting ESG work progress and results to the Board. An ESG Working Group has been established under management, responsible for carrying out specific ESG tasks such as stakeholder communication, ESG information disclosure, and report preparation.



管理層級 Governance Levels	職責 Responsibilities
 <p>ESG 工作小組與各部門、分子公司 ESG Working Group, Departments, and Subsidiaries/ Branches</p>	<ul style="list-style-type: none"> 根據朗詩綠色生活 ESG 管治方針和策略、目標，制定具體 ESG 工作計劃並執行； Develops and implements specific ESG work plans based on Landsea Green Life's ESG governance policies, strategies, and targets.
	<ul style="list-style-type: none"> 定期統計、分析 ESG 績效資料，並提交管理層審議以使其瞭解朗詩綠色生活 ESG 管治績效目標實現進度； Regularly compiles and analyzes ESG performance data, and submits it to Management for review to keep Management informed of progress toward Landsea Green Life's ESG governance performance targets.
	<ul style="list-style-type: none"> 定期檢索 ESG 負面信息，並提交管理層以使其知曉朗詩綠色生活 ESG 風險； Regularly searches for ESG-related negative information and submits it to Management to keep Management informed of Landsea Green Life's ESG risks.
	<ul style="list-style-type: none"> 協助編制年度 ESG 報告，並提交管理層和董事會審議及批准予以披露； Assists in the preparation of the annual ESG Report and submits it to Management and the Board for review and approval prior to disclosure.
	<ul style="list-style-type: none"> 提交管理層和董事會制定 ESG 決策所需用的其他資料； Submits other data required by Management and the Board for ESG-related decision-making.
	<ul style="list-style-type: none"> 管理層授予的其他職責。 Performs other duties assigned by Management.

利益相關方溝通與重要性議題評估 Stakeholder Communication and Materiality Assessment

本公司將傾聽與回應作為企業可持續發展的重要基石，建立了常態化的溝通機制。2025 年，我們通過定期調研、座談會、意見反饋平臺等多種形式，廣泛收集客戶、員工、合作夥伴及社區等 7 類主要利益相關方的訴求與期望；積極回應利益相關方的關切，將反饋融入 ESG 戰略與實踐，確保決策透明、行動有效，持續提升企業社會責任履行水平，推動與利益相關方的共同成長。

The Company regards listening and responding as a cornerstone of its corporate sustainability and has established a regular communication mechanism. In 2025, through various forms such as regular surveys, symposiums, and feedback platforms, the Company extensively collected the needs and expectations of seven major categories of stakeholders, including customers, employees, partners, and communities. The Company actively responds to stakeholder concerns, integrates feedback into its ESG strategy and practices, ensures transparent decision-making and effective action, continuously improves the level of corporate social responsibility performance, and promotes mutual growth with stakeholders.

主要利益相關方群體 Key Stakeholder Groups	溝通渠道 Communication Channels	關注議題 Topics of Concern
 <p>股東與投資者 Shareholders and Investors</p>	<ul style="list-style-type: none"> 股東大會 General Meeting of Shareholders 信息披露 Information Disclosure 路演 Roadshows 公司調研 Company Site Visits 	<ul style="list-style-type: none"> 合規運營 Compliance Operation 風險管理 Risk management 公司管治 Corporate Governance
 <p>政府及監管機構 Government and Regulatory Agencies</p>	<ul style="list-style-type: none"> 項目合作 Project Cooperation 會議交流 Meetings and Exchanges 監督檢查 Supervision and Inspection 	<ul style="list-style-type: none"> 客戶安全與健康 Customer Safety and Health 商業道德與反貪污 Business Ethics and Anti-Corruption 廢棄物與排放物管理 Waste and Emissions Management 適應與緩解氣候變化 Climate Change Adaptation and Mitigation 綠色運營 Green Operations
 <p>客戶 (業主、租戶) Customers (Homeowners, Tenants)</p>	<ul style="list-style-type: none"> 客戶滿意度調查 Customer Satisfaction Surveys 業主見面會 Homeowner Meetings 400 熱線 400 Hotline 其他社區活動 Other Community Activities 	<ul style="list-style-type: none"> 服務品質與滿意度 Service Quality and Satisfaction 客戶安全與健康 Customer Safety and Health 社區共建 Community Co-construction 綠色運營 Green Operations 智慧物業服務 Smart Property Services
 <p>供應商 Suppliers</p>	<ul style="list-style-type: none"> 供應商評估與審核 Supplier Evaluation and Assessment 招採平台 Procurement Platform 	<ul style="list-style-type: none"> 供應鏈管理 Supply Chain Management 合規運營 Compliance Operation
 <p>員工 Employees</p>	<ul style="list-style-type: none"> 定期會議 Regular Meetings 員工活動 Employee Activities 投訴與反饋 Complaints and Feedback 	<ul style="list-style-type: none"> 員工權益與福利 Employee Rights and Benefits 員工培訓與發展 Staff Training and Development
 <p>行業夥伴 Industry Partners</p>	<ul style="list-style-type: none"> 行業協會 Industry Associations 論壇與會議 Forums and Conferences 	<ul style="list-style-type: none"> 行業合作與發展 Industry Cooperation and Development 信息安全與私隱保護 Information Security and Privacy Protection
 <p>社區與環境 Community and Environment</p>	<ul style="list-style-type: none"> 社區活動 Community Activities 微信等媒體溝通平台 WeChat and other media communication platforms 環保活動 Environmental Protection Activities 	<ul style="list-style-type: none"> 社區共建 Community Co-construction 綠色運營 Green Operations 公益與慈善 Public Welfare and Charity 負責任營銷 Responsible Marketing

重要性議題評估 Materiality Assessment

本年度，本公司結合行業趨勢、政府監管重點及自身發展需求，動態更新年度重要性議題，調整 5 項議題，議題庫中共有 22 項議題，確保 ESG 戰略與內外部環境變化同步，持續提升可持續發展實踐。

This year, the Company dynamically updated its annual material topics based on industry trends, government regulatory priorities, and its own development needs, adjusting 5 topics. A total of 22 topics are included in the topics library, ensuring that the ESG strategy remains aligned with changes in the internal and external environment and continuously improving sustainable development practices.

重要性議題更新流程 Material Topics Update Process



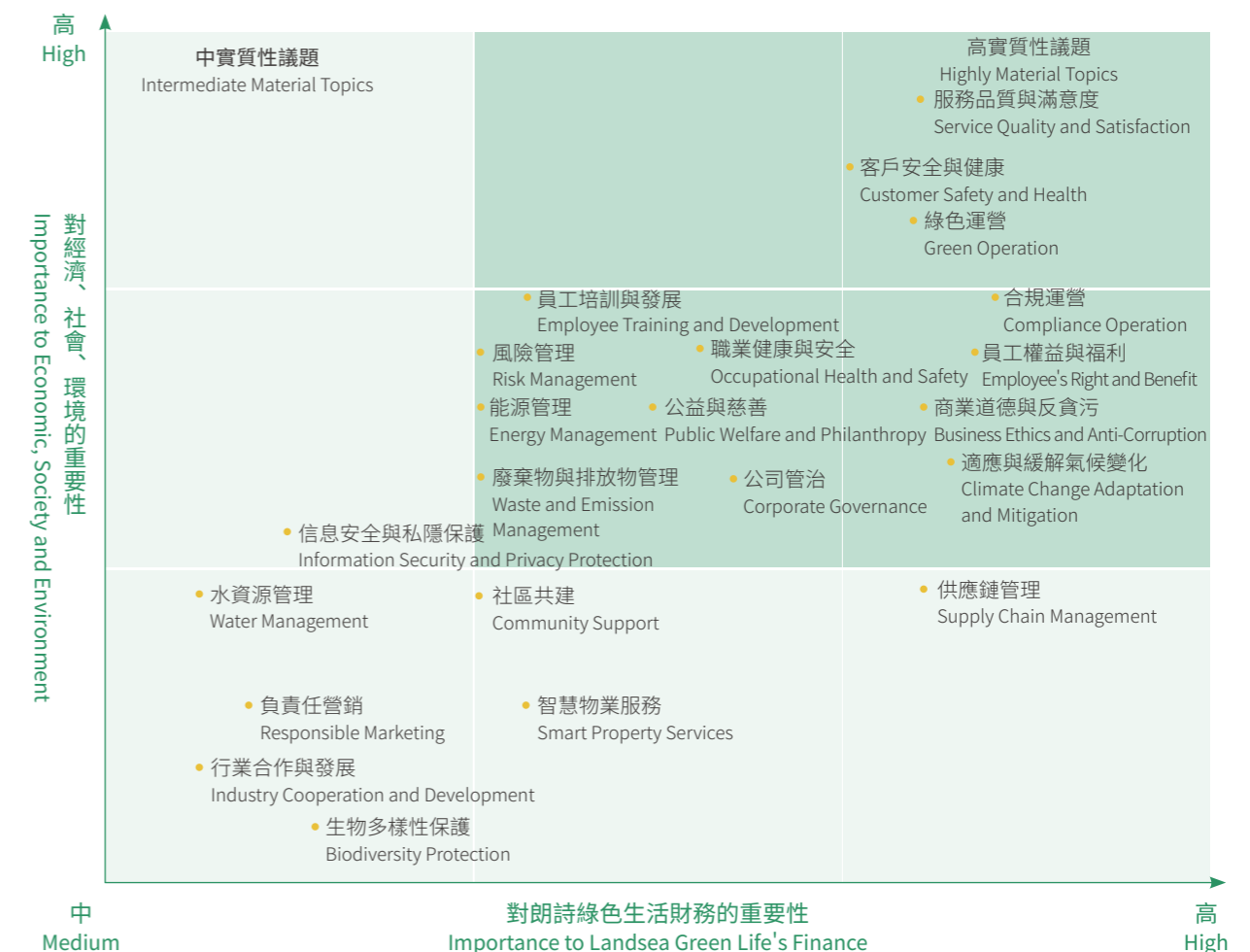
年度重要性議題變動情況說明

Explanation of Annual Adjustments in Materiality Topics

維度 Dimension	重要性議題變動情況 Annual Adjustments in Materiality Topics	重要性程度調整 Adjustment of Materiality Levels
管治 Governance	將「商業道德與反腐敗」更名為「商業道德與反貪污」，旨在擴大議題涵蓋範圍，本年度，我們將廉政建設擴大至整個價值鏈，提升遵守商業道德的重要性。 "Business Ethics and Anti-Corruption" was renamed to "Business Ethics and Anti-Bribery" to expand the scope of the issue. This year, we extended integrity building across the entire value chain, enhancing the importance of adhering to business ethics.	不變 Unchanged
	將「客戶信息與私隱保護」更名為「信息安全與私隱保護」，旨在擴大議題涵蓋範圍，本年度，我們將信息與數據安全建設擴大至全公司所有信息，提升信息安全重要性。 "Customer Information and Privacy Protection" was renamed to "Information Security and Privacy Protection" to expand the scope of the issue. This year, we extended information and data security construction to cover all information across the Company, enhancing the importance of information security.	上調 Upward Adjustment
社會 Society	將「全方位生活服務管理」更名為「智慧物業服務」，旨在順應數字化與智能化發展趨勢，進一步拓展服務內涵與外延，全面升級物業服務體系，推動服務模式由傳統管理向智慧化、精細化與平台化轉型，持續提升服務效率與客戶體驗，構建更加高效、便捷、可持續的現代物業服務新格局。 "Comprehensive Life Service Management" was renamed to "Smart Property Services" to align with the trend of digitalization and intelligent development, further expand service connotation and extension, comprehensively upgrade the property service system, promote the transformation of service models from traditional management to intelligent, refined, and platform-based operations, continuously improve service efficiency and customer experience, and build a more efficient, convenient, and sustainable modern property service framework.	上調 Upward Adjustment
	將「行業共建」改為「行業合作與發展」，旨在聚焦於朗詩綠色生活在行業中的地位與貢獻。 "Industry Co-construction" was renamed to "Industry Cooperation and Development" to focus on Landsea Green Life's position and contribution within the industry.	上調 Upward Adjustment
環境 Environment	將「綠色建築機遇捕捉」相關議題移除，旨在進一步聚焦公司核心環境管理與可持續運營實踐，持續提升環境管理工作的系統性與有效性。 Issues related to "Green Building Opportunity Capture" were removed to further focus on the Company's core environmental management and sustainable operations practices, continuously improving the systematic nature and effectiveness of environmental management efforts.	移除 Removed

朗詩綠色生活 2025 年度 ESG 重要性議題矩陣

Landsea Green Life 2025 ESG Materiality Matrix



專題 Special Feature



厚植責任底色，激發數智動能 Rooted in Responsible Values, Energized by Digital Intelligence

溫暖社區構建，點亮美好未來 Building Warm Communities, Illuminating a Better Future

為確保社會公益與服務的透明度與公信力，我們通過「朗詩綠色生活」「詩友公社」雙平臺，實時發佈援助動態，包括項目進展讓每一份愛心的進展、每一步努力的足跡都能得到及時的分享與見證，讓社會各界的善意得到充分的落實與回報。

To ensure the transparency and credibility of social welfare and services, we provide real-time updates on assistance activities through the dual platforms of "Landsea Green Life" and "The Landsea Friends," including project progress, so that every step of every charitable effort can be shared and witnessed in a timely manner, ensuring that the goodwill from all sectors of society is fully realized and reciprocated.

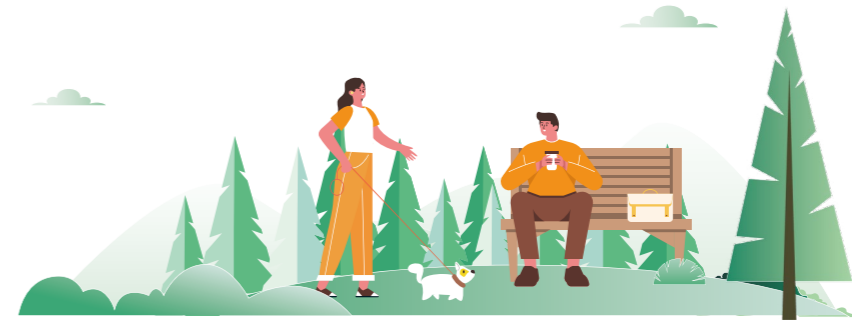
詩友公社，溫暖社區 The Landsea Friends, Warm Communities

朗詩綠色生活圍繞打造「有溫度社區」核心服務理念，持續通過社群品牌「詩友公社」輸出豐富的社區互動場景，深化客戶價值，凝聚多元共建力量，推動社區文化深入，激發居民參與的內生動力。

Centered on the core service philosophy of creating "Warm Communities," Landsea Green Life continuously uses the community brand "The Landsea Friends" to deliver rich community interaction scenarios, deepen customer value, consolidate diverse co-construction forces, promote the deepening of community culture, and stimulate homeowners' intrinsic motivation for participation.

截至報告期末，「詩友公社」小程序註冊用戶已超過 39,400 人，累計訪問量突破 57 萬次。

As of the end of the reporting period, the "The Landsea Friends" Mini-program had over 39,400 registered users, with cumulative visits exceeding 570,000.



期內累計開展超過 1,162 場活動，其中住戶自主策劃活動占比顯著超過 33.5%；社區內 220 個住戶社團保持日常活躍，社區內生共創動力勢頭強勁，開展全國詩友之夜、社區行走、萬聖節共創、全家福拍攝及其他多項社區活動。During the reporting period, a total of more than 1,162 activities were carried out, of which activities independently organized by residents accounted for significantly over 33.5%. A total of 220 resident clubs within communities remained actively engaged, demonstrating strong momentum for internal co-creation. Activities included the National Landsea Friends' Night, Community Walks, Halloween Co-creation, Family Photo Shoots, and various other community events.

我們秉持客戶至上的服務理念，通過豐富多元的社群活動匯聚共建共享的美好生活，讓每一份真誠互動與微小投入匯聚成提升社區活力與客戶價值的持續動能，共同營造有溫度、有品質的社區生活。

We uphold a customer-first service philosophy and foster a co-created, shared better life through diverse and engaging community activities. Every sincere interaction and small contribution comes together to generate sustained momentum in enhancing community vitality and customer value, jointly creating a community life defined by warmth and quality.



全家福拍攝
Family Photo Shoot



萬聖節共創
Halloween Co-creation

青禾助學，春分啟程

Qinghe Education Support, Setting Off at the Spring Equinox

我們延續朗詩集團股份有限公司（以下簡稱「集團」）2010 年的愛心傳承，持續面向青海玉樹拉布鄉朗詩希望小學開展精準幫扶。設立「青禾成長助學金」計畫，聯合員工與業主認捐 20 位學生為其提供助學支持、同時捐贈 14 箱衣物和 49 份微心願。

We continue the legacy of love from Landsea Group Co., Ltd. (hereinafter referred to as "the Group") dating back to 2010, continuously providing targeted support to the Landsea Hope Primary School in Labu Township, Yushu, Qinghai. We established the "Qinghe Growth Scholarship" program, mobilizing employees and homeowners to sponsor 20 students, providing them with educational support, while also donating 14 boxes of clothing and fulfilling 49 micro-wishes.



同時，我們為學校及孩子們帶去切實的關懷與溫暖。我們連續五年開展「健康運動 + 綠色公益——社區行走」活動，本年度通過「健康運動 + 綠色公益」的創新模式，聯動全國 28 城 102 個社區，動員 5,255 名詩友參與活動，累計行走 3,243 萬步，並將步數轉化為 22,323 枚營養雞蛋，1:1 定向捐贈至玉樹朗詩希望小學，保障全校師生 87 天營養供應。

Meanwhile, we bring tangible care and warmth to the school and the children. For five consecutive years, we have carried out the "Healthy Exercise + Green Public Welfare – Community Walking" initiative. This year, through the innovative "Healthy Exercise + Green Public Welfare" model, we mobilized 5,255 poetry friends across 102 communities in 28 cities nationwide. Together, they accumulated a total of 32.43 million steps, which were converted into 22,323 nutritious eggs and donated on a 1:1 basis to Yushu Langshi Hope Primary School, ensuring 87 days of nutritional supply for all teachers and students at the school.

朗詩綠色生活始終致力於通過點滴公益行動匯聚成大愛善舉。我們牢守初心，致力於以實際行動傳遞愛與希望，讓每一份微小的努力匯聚成推動社會進步的正能量，共同書寫美好未來的篇章。

Landsea Green Life is always committed to gathering small acts of public welfare into great deeds of kindness. We stay true to our original mission and are dedicated to conveying love and hope through practical actions, allowing every small effort to converge into positive energy that drives social progress, jointly writing a chapter for a better future.



數智系統築基，驅動精益發展

Digital Intelligence System Foundation, Driving Lean Development

朗詩綠色生活小程序

Landsea Green Life Mini-program

我們依託朗詩綠色生活小程序及後台管理系統，深度嫁接微信生態，打造集服務、溝通、營銷於一體的用戶入口，用戶無需下載，即用即走，打破傳統物業服務的時空限制，實現了報事報修、費用繳納、訪客邀請、社區公告等核心業務的線上化辦理，提升了用戶滿意度和忠誠度。

Relying on the Landsea Green Life Mini-program and backend management system, we deeply integrate with the WeChat ecosystem to create a user portal integrating service, communication, and marketing. Users can use it on demand without downloading, breaking the time and space limitations of traditional property services. Core business functions such as repair reporting, fee payment, visitor invitation, and community announcements are now handled online, improving user satisfaction and loyalty.

朗詩綠色生活小程序將分散的服務場景整合歸一，大幅縮短了客戶等待時間，提高了服務效率，同時，通過大數據分析客戶行為偏好，公司能夠更精準地推送個性化服務內容，提高了客戶體驗的貼合度，從而極大提升了品牌形象和客戶粘性，為未來挖掘社區經濟價值提供了核心平臺。

The Landsea Green Life Mini-program integrates fragmented service scenarios, significantly reducing customer waiting time and improving service efficiency. Meanwhile, through big data analysis of customer behavior preferences, the Company can more accurately push personalized service content, improving the relevance of customer experience, thereby greatly enhancing brand image and customer stickiness, providing a core platform for future exploration of community economic value.



水電分攤系統

Water and Electricity Apportionment System

通過技術手段實現線上數據可視化、歷史數據可追溯、分攤邏輯可管控、資源點位不遺漏。

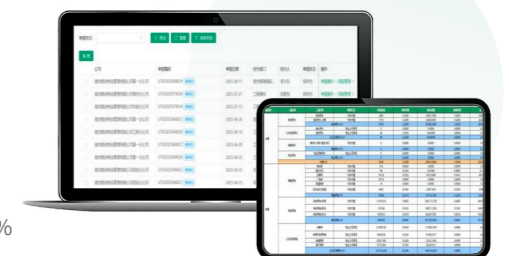
Through technical means, it achieves online data visualization, traceable historical data, controllable apportionment logic, and no omissions in resource metering points.

確保能耗成本的精準核算、公平分攤與透明化管理。它直接堵住了管理中的「跑冒滴漏」，將能耗成本管控從「制度化」推向「智能化」。

It ensures accurate calculation, fair apportionment, and transparent management of energy costs. It directly plugs "leaks and waste" in management, pushing energy cost control from a "system-based" to an "intelligent" approach.

報告期內，水電系統已完成 100% 的專案覆蓋。

During the reporting period, the water and electricity system achieved 100% project coverage.



01

恪守正道 奠定管治信任基石

Upholding Integrity – Building the Trust Cornerstone of Governance

本章回應的重要性議題：

The important issues addressed in this chapter:

公司管治
Corporate Governance

合規運營
Compliance Operation

風險管理
Risk Management

信息安全與私隱保護
Information Security and Privacy Protection

商業道德與反貪污
Business Ethics and Anti-Corruption

本章實踐目標：
The practical goals of this chapter:



公司管治

Corporate Governance

作為香港聯交所上市企業，朗詩綠色生活始終嚴格遵守《主板上市規則》相關規定，制定《組織章程細則》《審核委員會職權範圍》《薪酬委員會職權範圍》等多項制度，持續完善公司管治體系，提升管治水平，確保治理運作的規範性與透明度，切實保障股東及投資者權益，推動企業價值穩步提升。

As a company listed on the Hong Kong Exchanges and Clearing Limited, Landsea Green Life strictly complies with the relevant provisions of the *Main Board Listing Rules*, has formulated multiple policies including the *Articles of Association*, *Terms of Reference of the Audit Committee*, and *Terms of Reference of the Remuneration Committee*, continuously improves the corporate governance system, enhances governance standards, ensures the standardization and transparency of governance operations, effectively protects the rights and interests of shareholders and investors, and steadily enhances corporate value.

董事會效率

Board of Directors Effectiveness

董事會在公司管治中扮演著核心角色，負責監督公司的戰略規劃、決策執行、業務運營以及 ESG 等事務進展，有效地監督和評估公司的業務表現，確保公司的長期穩定發展。2025 年，公司共召開董事會 4 次，審議 119 件事項，涵蓋資訊披露、合規管理、風險管理、經營業績等內容。

The Board of Directors plays a core role in corporate governance, responsible for supervising the Company's strategic planning, decision implementation, business operations, and ESG progress, effectively supervising and evaluating the Company's business performance to ensure long-term stable development. In 2025, the Company held 4 Board meetings, deliberating 119 matters covering information disclosure, compliance management, risk management, operating performance, and other content.



董事會多元化

Board Diversity

公司深刻認識到董事會多元化是維持市場競爭力的關鍵要素，高度重視董事會成員多元化。為契合公司的戰略發展步伐，提名委員會定期檢視董事會的成員結構，並適時提出調整建議。在提名新任董事的過程中，委員會將性別、年齡、文化背景、教育經歷、專業資格以及綜合技能等多維度因素納入考量，藉此推動董事會的多元化建設，確保董事會能夠從不同角度為公司的長遠發展提供全面的指導和支援。截至 2025 年末，本公司董事會成員共計 6 人，其中獨立非執行董事 3 人，占比 50%，女性董事 2 人，占比 33.33%。公司董事會成員專業背景覆蓋金融、會計、工商管理、工程等領域，憑藉其各自深耕領域的豐富專業經驗，為董事會帶來了多元視角與創新思維，以綜合視角和觀念引領公司發展。

The Company deeply recognizes that Board diversity is a key factor in maintaining market competitiveness and places great emphasis on the diversity of Board members. To align with the Company's strategic development pace, the Nomination Committee regularly reviews the composition of the Board and proposes adjustment recommendations as appropriate. When nominating new directors, the Committee considers multiple dimensions including gender, age, cultural background, educational background, professional qualifications, and comprehensive skills, thereby promoting the diversified construction of the Board and ensuring that the Board can provide comprehensive guidance and support for the Company's long-term development from different perspectives. As of the end of 2025, the Company's Board of Directors comprised 6 members, including 3 independent non-executive directors, accounting for 50%, and 2 female directors, accounting for 33.33%. The professional backgrounds of the Board members cover finance, accounting, business administration, engineering, and other fields. Leveraging their rich professional experience in their respective fields of deep cultivation, they bring diverse perspectives and innovative thinking to the Board, leading the Company's development with a comprehensive vision.

信息披露

Information Disclosure

本公司嚴格遵守資訊披露制度，確保所有對外披露的資訊符合法律法規及相關規定要求，保障信息透明度。公司通過定期發佈財務報告、年報、ESG 報告等，向股東和投資者披露公司的經營狀況、財務表現及 ESG 實踐成果。公司設立香港辦公室，負責投資者溝通相關事宜。

The Company strictly complies with the information disclosure system, ensuring that all externally disclosed information complies with legal and regulatory requirements and maintains information transparency. The Company regularly publishes financial reports, annual reports, ESG reports, etc., to disclose the Company's operating conditions, financial performance, and ESG achievements to shareholders and investors. The Company has established a Hong Kong office responsible for investor communication matters.



商業道德與反貪污

Business Ethics and Anti-Corruption

本公司基於適用的法律法規及相關規定，制定多維度、多層面管理制度，以規範要求企業在運營過程中的合規行為。公司審計監察部定期開展適用法律法規及相關規定盤查和內部審計工作，識別與公司業務發展相關的條款，並聯合職能部門修訂、新增相應的管理制度。

公司嚴格遵守《中華人民共和國反不正當競爭法》《中華人民共和國反壟斷法》《中華人民共和國刑法》《關於禁止商業賄賂行為的暫行規定》等商業道德和反貪污相關法律法規，定期開展反貪污、反賄賂的管理工作，堅決執行朗詩「不行賄受賄、不偷稅漏稅、不做假賬、不欺騙客戶」的「四不鐵律」，並嚴格遵循集團《反腐敗條例》《朗詩控股廉潔從業規範手冊》《朗詩控股審計監察制度》，杜絕一切貪污腐敗與不真實營銷等行為。

我們致力於廉潔文化的宣導和滲透，與員工及供應商簽訂《廉潔自律承諾書》和《廉潔協議》，並通過集團陽光朗詩公眾號「陽光小課堂」「節日廉潔提示」等專題推送開展廉潔宣傳，持續提升公司反貪污水平。

Based on applicable laws, regulations, and related provisions, the Company has established multi-dimensional, multi-level management systems to standardize and regulate compliance behavior in the Company's operations. The Audit and Supervision Department regularly conducts reviews of applicable laws, regulations, and related provisions, as well as internal audits, identifying clauses related to the Company's business development, and jointly with functional departments, revises and develops corresponding management systems.

The Company strictly complies with laws and regulations related to business ethics and anti-corruption, including the *Anti-Unfair Competition Law of the People's Republic of China*, the *Anti-Monopoly Law of the People's Republic of China*, the *Criminal Law of the People's Republic of China*, and the *Interim Provisions on Prohibiting Commercial Bribery*. It regularly carries out anti-corruption and anti-bribery management work, resolutely implements Landsea's "Four Iron Rules" of "no bribery, no tax evasion, no false accounting, no customer deception," and strictly follows the Group's *Anti-Corruption Regulations*, *Landsea Holdings Integrity Compliance Practice Manual*, and *Landsea Audit and Supervision System*, putting an end to all corrupt practices and dishonest marketing activities.

We are committed to advocating and instilling a culture of integrity. We sign *Commitment of Integrity and Self-Discipline* and *Integrity Agreements* with employees and suppliers, and carry out integrity publicity through special postings on the Group's Sunshine Landsea public account, including "Sunshine Classroom" and "Holiday Integrity Reminders," continuously improving the Company's anti-corruption standards.



廉潔自律承諾書 The Commitment of Integrity and Self-Discipline

公司分別與常規物業從業人員、房屋租售從業人員簽署《廉潔自律承諾書（常規物業版）》和《廉潔自律承諾書（涉房版）》，提升員工反貪污腐敗意識。

The Company signs the *Commitment of Integrity and Self-Discipline (General Property Version)* and the *Commitment of Integrity and Self-Discipline (Real Estate-Related Version)* with general property management personnel and housing rental and sales personnel respectively, enhancing employee awareness of anti-corruption and anti-bribery.

《廉潔自律承諾書》原則 Principles for the Commitment of Integrity and Self-discipline

- 不索（獲）取個人勞動報酬以外任何利益；
Do not ask for (or take) any benefits other than personal labor remuneration;
- 與供應商、客戶保持必要的交往距離；
Keep necessary distance with suppliers and customers;
- 不使用私人賬戶收取公款；
Do not use private accounts to collect public funds;
- 收到公款及時上交，不挪用、不隱匿、不侵吞；
Public funds received should be submitted in time and should not be misappropriated, concealed or embezzled;
- 不將租房客源信息洩露給外部仲介；
Do not disclose any information of the rental and sale of houses to any external intermediaries;
- 不利用公司平台資源做私單，不飛單、不跳單；
Do not use the Company's platform resources to take any private order, transfer any order to other companies for personal gains or skip any order;
- 不洩露公司商業信息，不洩露業主個人和家庭信息；
Do not disclose the Company's business information, do not disclose any property owner's personal and family information;
- 不與業主、合作夥伴產生私人借貸及經濟往來；
Do not initiate private loans and economic exchanges with property owners and partners;
- 不向業主、合作夥伴做未經授權的承諾；
Do not make unauthorized commitments to property owners and partners;
- 不杜撰、不傳播公司負面信息，不詆毀公司，不毒害團隊文化；
Do not fabricate or disseminate negative information about the Company, slander the Company or harm the team culture.



2025 年，朗詩綠色生活常規物業從業人員、房屋租售從業人員《廉潔自律承諾書》簽署率達 100%；供應商《廉潔協議》簽訂率 100%；開展廉政宣貫活動 7 次，員工反貪污培訓覆蓋率為 100%，員工人均接受反貪污培訓 2 小時；全年發生 0 起貪污、賄賂、勒索及洗錢的事件，0 起上述事項引起的訴訟案件。

In 2025, the signing rate of the *Commitment of Integrity and Self-Discipline* for Landsea Green Life's general property management personnel and housing rental and sales personnel reached 100%; the signing rate of *Integrity Agreements* with suppliers reached 100%; 7 integrity publicity and education activities were carried out; the employee anti-corruption training coverage rate was 100%; the average anti-corruption training hours per employee were 2 hours; there were 0 incidents of corruption, bribery, extortion, and money laundering throughout the year, and 0 litigation cases arising from the above matters.



廉政宣貫
Integrity Promotion and Education

規範舉報 Standardized Reporting

公司持續強化對舞弊與貪污腐敗的監管和打擊，通過審計和舉報擴大線索來源，保證聞之必查，查必有果。並實行嚴格的廉潔監督與舉報人保護機制，由集團審計監察部統一管理，設置舉報熱線、舉報電子郵箱及微信公眾號等多種形式的舉報渠道，並將舉報管道向員工及其他利益相關方公示。

The Company continuously strengthens the supervision and crackdown on fraud and corruption, expands sources of leads through audits and reports, ensuring that every report is investigated and every investigation yields results. It implements a strict integrity supervision and whistleblower protection mechanism, uniformly managed by the Group's Audit and Supervision Department. Multiple reporting channels are established, including reporting hotlines, reporting email addresses, and WeChat official accounts, and these reporting channels are disclosed to employees and other stakeholders.



舉報渠道 Reporting Channels

- 郵寄地址:** 中國江蘇省南京市秦淮區建鄴路 108 號朗詩控股審計監察部;
Email Address: Landsea Holdings Audit and Supervision Department, No. 108 Jianye Road, Qinhuai District, Nanjing, Jiangsu Province, China
- 電子郵箱:** ygls@landsea.cn;
Email: ygls@landsea.cn;
- 舉報熱線:** 025 — 84221045;
Reporting Hotline: 025-84221045;
- 微信公眾號:** 「陽光朗詩」
WeChat Official Account: "Sunshine Landsea"



全面風險管控

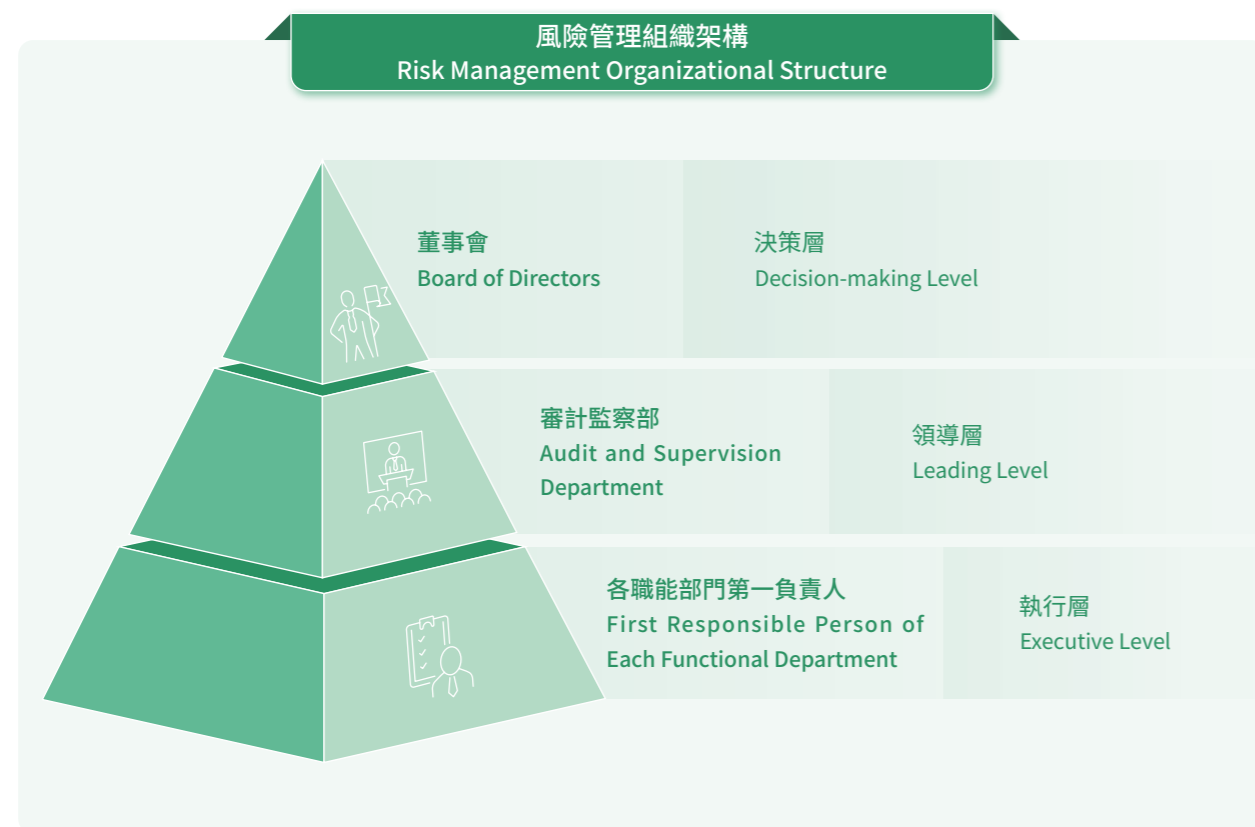
Comprehensive Risk Management and Control

公司將風險管控置於整個公司經營的大循環中，嚴格履行風控責任。將審計、監察、運營加法務的切實融入風控體系，對公司業務運營開展全面管控，並對其中的風險及時予以揭示。

我們始終堅持以「合規」為基本出發點，保留既往有效的方式方法下不斷堅持工作創新，進一步加強縱向與橫向交流，力求風險管控覆蓋更多業務板塊和經營領域，建立了系統化的風險管理組織體系，搭建三層級風險管理架構，以識別公司在系統規劃、企業宗旨、戰略、內外部環境、相關方的需求和期望等方面的變化所引發的風險。

The Company places risk management and control within the overall business cycle of the Company's operations and strictly fulfills its risk control responsibilities. It integrates audit, supervision, operations, and legal affairs into the risk control system, conducts comprehensive control over the Company's business operations, and promptly discloses risks therein.

We always adhere to "compliance" as the fundamental starting point, continuously pursue work innovation while retaining effective previous methods, further strengthen vertical and horizontal communication, and strive to extend risk control coverage to more business segments and operational areas. We have established a systematic risk management organizational system and built a three-tier risk management framework to identify risks arising from changes in the Company's system planning, corporate purpose, strategy, internal and external environment, and stakeholder needs and expectations.



風險管控體系

Risk Management and Control System

本公司通過系統化的管理、定期的審查和培訓，確保公司能夠有效地識別、評估和控制風險，從而保障公司的穩定運營和可持續發展。

2025 年，公司共計開展 18 個審計項目，完成 18 份審計報告，識別風險點 58 個，並積極改進，成功挽回 12 萬元損失。此外，我們還針對對外拓項目、退場項目等開展了多項專項調查，如對合肥 1912 公館、東陽城投、重慶熙樾府、成都片區、蘇州科技城等項目進行了審計調查，有效提升了公司項目的合規性和風險防控能力。

同時，報告期內公司向各城市公司發布包括《退場項目風險警示》《近期查處舞弊案件暴露出的管理問題》在內的管理建議書 5 份，發布《物業反舞弊工作案例指引》，以融合案例的方式將公司各種高發舞弊所隱藏的風險予以揭示，進一步完善了公司的風控體系。

Through systematic management, regular reviews, and training, the Company ensures that it can effectively identify, assess, and control risks, thereby safeguarding the Company's stable operations and sustainable development.

In 2025, the Company carried out a total of 18 audit projects, completed 18 audit reports, identified 58 risk points, and actively implemented improvements, successfully recovering losses of RMB 120,000. In addition, we also conducted several special investigations on externally expanded projects and exited projects, including audit investigations of Hefei 1912 Mansion, Dongyang City Investment, Chongqing Xiyue Mansion, Chengdu Area, and Suzhou Science and Technology City, effectively enhancing the compliance and risk prevention capabilities of the Company's projects.

During the reporting period, the Company also issued 5 management recommendation letters to various city companies, including *Risk Alerts for Exited Projects* and *Management Issues Revealed by Recently Investigated Fraud Cases*, and issued the *Property Anti-Fraud Case Work Guidelines*. By integrating case studies, we disclosed risks hidden behind various high-frequency frauds within the Company, further improving the Company's risk control system.

公司的主要運營風險

Main Operational Risks of the Company





經營風險 Operational Risk

原料供應 Raw Material Supply

- 原料價格、品質、送貨時間的變化、採購過程的欺詐行為、採購人員失誤導致的質量和數量不達標等
Changes in the price, quality and delivery time of raw material, fraud in the procurement process, noncompliance quality and quantity due to mistakes of the procurement staff, etc.

員工風險 Employee Risk

- 因工傷損失工作日數、高員工流動率及工作場所危害等
Lost workdays due to work-related injuries, high employee turnover rate and workplace hazards etc.

設備風險 Equipment Risk

- 生產設備損壞、故障風險
Damaged or malfunctioning production equipment

供應鏈風險 Supply Chain Risk

- 供應商、客戶違約風險
Suppliers or customers' breach of contract

法律糾紛 Legal Disputes

- 消費者投訴等潛在風險
Potential risks such as consumer complaints

廉政管理風險 Clean Governance Risk

- 利用職權之便，貪污、受賄
Corruption or bribery taking by abusing one's position and power

風險管理培訓 Risk Management Training

2025 年，我們共開展 7 場風險管理培訓，覆蓋公司管理層、全體員工、城市公司、合資公司等，通過案例教學提升員工的風險控制意識，累計培訓覆蓋 4,000 余人次。

In 2025, we conducted a total of 7 risk management training sessions, covering the Company's management, all employees, city companies, joint ventures, etc. Through case-based teaching, we enhanced employees' risk control awareness, with a cumulative training coverage of over 4,000 participants.

信息安全與私隱保護 Information Security and Privacy Protection

朗詩綠色生活始終高度重視信息安全管理與保護工作，在公司內部按專業條線搭建完備的制度體系與管理機制，並定期開展專項培訓，全力保障公司信息安全與客戶私隱權益。

Landsea Green Life has always placed great emphasis on information security management and protection. The Company has established a comprehensive system and management mechanism based on professional lines within the organization, and regularly conducts specialized training to fully safeguard the Company's information security and customer privacy rights.

信息安全 Information Security

公司嚴格遵守《中華人民共和國網路安全法》及各項資訊安全與私隱保護相關法令規範，並於內部建置線上線下整合式之資訊網路安全防護機制，確保各項數據安全無虞。針對所有資訊類合作供應商，公司均於合約中明確規範保密責任與義務，確保第三方合作過程之資訊安全受到完整保障。

The Company strictly complies with the *Cybersecurity Law of the People's Republic of China* and various laws and regulations related to information security and privacy protection. It has internally established an integrated online and offline information network security protection mechanism to ensure the security of all data. For all information-related cooperative suppliers, the Company clearly specifies confidentiality responsibilities and obligations in contracts to ensure that information security during third-party cooperation is fully protected.

報告期內，公司持續推動主動預防式之數據安全管理作為，採取主動和被動相結合的信息安全保護措施，透過定期執行內外部審計，檢視資訊安全政策之落實與合規情形，並透過定期的內外部審計核查確保信息安全政策的合規性，實現快速遏制並縮小數據信息洩露事件對公司及客戶權益的負面影響。同時，公司開展員工資訊安全意識教育訓練，有效降低數據安全事件發生風險，確保公司資訊系統與各項數據得以安全、穩定運作。

During the reporting period, the Company continued to promote proactive data security management practices, adopting a combination of active and passive information security protection measures. Through regular internal and external audits, the Company reviews the implementation and compliance of information security policies, and uses periodic internal and external audit checks to ensure compliance, achieving rapid containment and minimizing the negative impact of data information leakage incidents on the Company and customer rights. Meanwhile, the Company conducts employee information security awareness education and training, effectively reducing the risk of data security incidents and ensuring the safe and stable operation of the Company's information systems and various data.

客戶私隱保護 Customer Privacy Protection

為切實維護客戶私隱與資訊安全，本公司針對所有可接觸客戶個人身份、家庭成員、住址等敏感資訊的相關作業人員，實施定期專業培訓與管理。同時，依據 GB/T22080-2016/ISO/IEC27001:2013 物業管理服務資訊安全管理體系認證要求，制訂《客戶資料管理工作指導書》，嚴禁向任何外部單位及個人洩露或提供客戶資訊。

To effectively protect customer privacy and information security, the Company implements regular specialized training and management for all relevant personnel who have access to sensitive information such as customer personal identification, family members, and addresses. Meanwhile, in accordance with the requirements of the GB/T22080-2016/ISO/IEC27001: 2013 Information Security Management System certification for property management services, the Company has formulated the *Customer Data Management Work Guidelines*, which strictly prohibit the disclosure or provision of customer information to any external entities or individuals.

朗詩綠色生活客戶私隱保護措施

Landsea Green Life Customer Privacy Protection Measures



知識產權保護 Intellectual Property Protection

本公司嚴格遵守國家及行業智慧財產權相關法律、法規與規章制度，結合企業實際運作狀況，建立並規範智慧財產權管理體系，同時定期開展員工專項培訓，強化員工智慧財產權觀念與保護能力。公司在切實維護自身智慧財產權的同時，亦充分尊重他人之智慧勞動成果，堅持不侵害他人智慧財產權、不盜用或模仿他人專利技術、不侵犯他人註冊商標專用權之基本原則。

The Company strictly complies with national and industry laws, regulations, and rules related to intellectual property rights. Based on its actual operational situation, the Company has established and standardized its intellectual property management system, while regularly conducting specialized training for employees to strengthen their intellectual property awareness and protection capabilities. While effectively protecting its own intellectual property rights, the Company also fully respects the intellectual achievements of others, adhering to the fundamental principles of not infringing upon others' intellectual property rights, not misappropriating or imitating others' patented technologies, and not infringing upon others' registered trademark rights.

02

以心致誠 構建社區幸福同心圓

Sincere Dedication – Drawing the Concentric Circles of Community Well-being

本章回應的重要性議題：

The important issues addressed in this chapter:

服務品質與滿意度
Service Quality and Satisfaction

客戶安全與健康
Customer Safety and Health

合規僱傭
Compliant Employment

員工培訓與發展
Staff Training and Development

員工權益與福利
Employee Rights and Benefits

職業健康與安全
Occupational Health and Safety

社區共建
Community Co-construction

公益與慈善
Public Welfare and Charity

負責任營銷
Responsible Marketing

行業合作與發展
Industry Cooperation and Development

智慧物業服務
Smart Property Services

本章實踐目標：
The practical goals of this chapter:



共創美好社區

Co-creating Better Communities

朗詩綠色生活深知社區不僅是物理空間的集合，更是情感連接與價值共生的載體。2025 年，公司秉持「向善共創」的長期主義理念，依託數字化平台深化社區共建，並積極投身公益慈善，致力於構建有溫度、可持續的美好生活共同體。

Landsea Green Life deeply understands that communities are not only collections of physical space but also carriers of emotional connection and value symbiosis. In 2025, adhering to the long-term philosophy of "goodness and co-creation," the Company deepened community co-construction through digital platforms, actively engaged in charitable endeavors, and is committed to building a warm, sustainable, and beautiful life community.

社區活動

Community Activities

本公司通過精心策劃和組織的社區活動，讓「溫馨」成為我們社區的代名詞。2025 年，我們於全國各項目根據年度社區文化活動計劃，通過節日的環境佈置、活動創新及業主需求，共組織社文活動 5,879 小時，參與人次達 84,783 人次，大大提高了客戶感知度和歸屬感，感受朗詩綠色生活社區的人文氣息及色彩。

Through carefully planned and organized community activities, the Company has made "warmth" synonymous with our communities. In 2025, following the annual community cultural activity plan, we organized a total of 5,879 hours of social and cultural activities across various projects nationwide, including festive environmental decorations, activity innovations, and resident demand-based initiatives. These activities achieved 84,783 participant visits, greatly enhancing customer perception and sense of belonging, allowing homeowners to experience the humanistic atmosphere and vibrancy of Landsea Green Life communities.

「小獅行動隊」自然教育課程

"Little Lion Action Team" Nature Education Program

案例
Case Study

2025 年 7-8 月期間，共有 8 個社區開展 8 場帶領小朋友認識園區植物的自然教育課程，共有 9 個志願者帶領 136 個小朋友參與其中。通過此次活動，不僅培養了孩子們的健康生活習慣、豐富了自然教育知識，也加深了社區成員間的情感聯繫。

During July-August 2025, a total of 8 communities carried out 8 nature education courses introducing children to plants in the gardens, with 9 volunteers guiding 136 children to participate. Through these activities, not only were children's healthy living habits cultivated and their nature education knowledge enriched, but the emotional bonds among community members were also deepened.



「小獅行動隊」活動現場
"Little Lion Action Team" Event Site

「詩友之夜」夏季品牌活動

"Landsea Friends' Night" Summer Brand Event

案例
Case Study

2025 年 7 月至 8 月，第三屆「詩友之夜」在全國 104 個社區開展，累計舉辦 151 場活動，吸引逾 4 萬人次（大小詩友）參與。活動內容包括舊物交換市集、露天電影、親子手作等，由業主自主策劃與執行。其中，蘇州青春夢想家園三期的小業主自發組織公益市集，將售賣所得 4,327 元全額捐贈給「愛滿園區慈善行」項目，用於幫扶貧困家庭，展現了社區代際間的公益傳承。

From July to August 2025, the third "Landsea Friends' Night" was held across 104 communities nationwide, with a total of 151 events organized, attracting over 40,000 participants (both young and adult "Landsea Friends"). Activities included second-hand item exchange markets, open-air movies, and parent-child handicrafts, which were planned and executed independently by homeowners. Among them, young homeowners from Phase III of Suzhou Qingchun Mengxiang Jiayuan (Youth Dream Home) spontaneously organized a public welfare market, donating all proceeds of RMB 4,327 to the "Charity Walk in the Garden of Love" project to support impoverished families, demonstrating intergenerational tradition of public welfare within the community.



「詩友之夜」舊物交換市集
"Landsea Friends' Night" Second-hand Item Exchange Market



公益市集捐贈金額
Public Welfare Market Donation Amount



2025 年社區活動績效
2025 Community Activities Performance

社區文體活動小時數 5,879 小時 Community Cultural and Sports Activity 5,879 Hours	社區文體活動參與人次 84,783 人次 Community Cultural and Sports Activity Participation 84,783 (Person-times)
------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------



社區公益 Community Welfare

朗詩綠色生活始終堅守「從社區到遠山」的公益路徑，構建起由近及遠、層層遞進的責任生態：在深耕社區鄰里溫度的基礎上，將關愛觸角延伸至偏遠山區與弱勢群體；通過精準聚焦教育幫扶以阻斷貧困代際傳遞，並強化應急關懷機制以響應突發社會需求，切實推動公益資源向最需要的地方流動，致力於打造可持續、有深度且具實質影響力的社會價值共同體。

Landsea Green Life has always adhered to the public welfare path of "from communities to distant mountains," building a responsibility ecosystem that progresses from near to far, layer by layer. On the foundation of cultivating neighborhood warmth within communities, the Company extends its caring reach to remote mountainous areas and vulnerable groups. Through precise focus on education support to break the intergenerational transmission of poverty, and strengthening emergency care mechanisms to respond to sudden social needs, the Company effectively promotes the flow of public welfare resources to where they are most needed, committed to building a sustainable, deep, and substantially influential social value community.

「藍天下的至愛」公益項目
"Love Under the Blue Sky" Public Welfare Project

案例
Case Study

2025 年，公司參與上海市嘉定區南翔鎮「藍天下的至愛」慈善活動，支持南翔鎮社會互助幫困基金，助力困境群體幫扶工作。此次捐贈既是對政府公益號召的積極響應，也是項目團隊傳遞溫暖、回饋社區的自覺行動，充分展現了朗詩綠色生活的責任與擔當。

In 2025, the Company participated in the "Love Under the Blue Sky" charity event in Nanxiang Town, Jiading District, Shanghai, supporting the Nanxiang Town Social Mutual Assistance and Support Fund and assisting disadvantaged groups. This donation was not only a positive response to the government's public welfare call but also a voluntary action by the project team to deliver warmth and give back to the community, fully demonstrating Landsea Green Life's responsibility and commitment.



捐贈證書
Donation Certificate

走進家門讀懂堅韌，關愛學生成長
Entering Homes to Understand Resilience, Caring for Student Growth

案例
Case Study

公益的腳步，不止於校園。為了更深入地瞭解孩子們成長的環境，我們跨越 4,000+ 米海拔，克服高原缺氧困難，在玉樹拉布鄉朗詩希望小學校方的帶領下，從鄉村到牧場驅車數百公里，走訪學校貧困生家庭。聚焦於孩子們的家庭教育氛圍與具體支持需求，尋找解決方案，為孩子們排憂解難。

The footsteps of public welfare do not stop at the school gate. To gain a deeper understanding of the environment in which children grow up, we overcame the difficulties of high-altitude hypoxia at elevations exceeding 4,000 meters. Led by the school authorities of the Landsea Hope Primary School in Labu Township, Yushu, we traveled hundreds of kilometers by car from villages to pastures to visit the homes of impoverished students. We focused on the children's family education atmosphere and specific support needs, seeking solutions to help address their difficulties.




2025 年社區公益績效
2025 Community Welfare Performance

社區公益投入金額 4,410,000 元 Social Welfare Investment Amount 4,410,000 RMB	志願者活動小時數 1,124 小時 Hours of volunteering 1,124
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高質量客戶服務

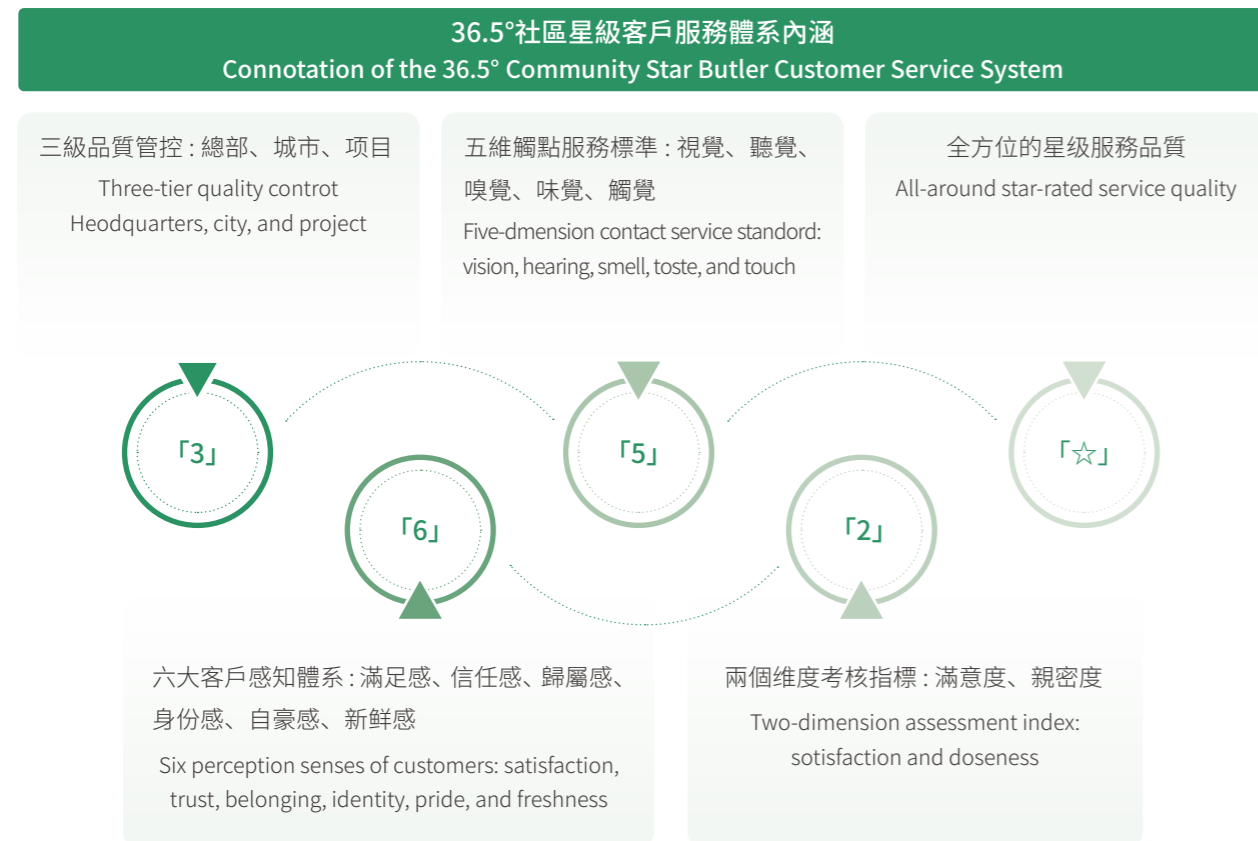
High-Quality Customer Service

朗詩綠色生活始終將客戶視為企業發展的核心基石，堅持「以客戶為中心」的服務理念。2025 年，公司通過構建標準化的服務保障體系、築牢社區安全健康防線以及深化數字化智慧應用，全方位提升服務品質與客戶體驗，致力於成為值得信賴的美好生活服務商。

Landsea Green Life has always regarded customers as the core foundation of corporate development, adhering to the "customer-centric" service philosophy. In 2025, the Company comprehensively improved service quality and customer experience by building a standardized service guarantee system, establishing a strong community safety and health defense line, and deepening digital intelligent applications, committed to becoming a trusted provider of a better life.

本公司秉承「引領生活服務，共創美好未來」的使命，旨在構建一個 36.5° 社區星級管家的客戶服務體系，確保客戶服務的高標準和高品質，全方位提升星級服務品質。

The Company upholds the mission of "Leading Green Services, Creating a Better Future Together," aiming to build a 36.5° community star butler customer service system, ensuring high standards and high quality of customer service, and comprehensively enhancing the quality of star-rated services.



客戶服務保障

Customer Service Guarantee

公司構建了全週期、多維度的客戶服務保障體系，通過制度引領、標準化運營機制、常態化滿意度監測及高效的投訴處理閉環，確保每一位客戶的聲音都能被傾聽、每一個需求都能被精準響應，從而持續鞏固客戶信任與品牌忠誠度。

The Company has built a full-cycle, multi-dimensional customer service guarantee system. Through system guidance, standardized operation mechanisms, normalized satisfaction monitoring, and an efficient complaint handling closed-loop system, we ensure that every customer's voice is heard and every need is accurately responded to, thereby continuously consolidating customer trust and brand loyalty.

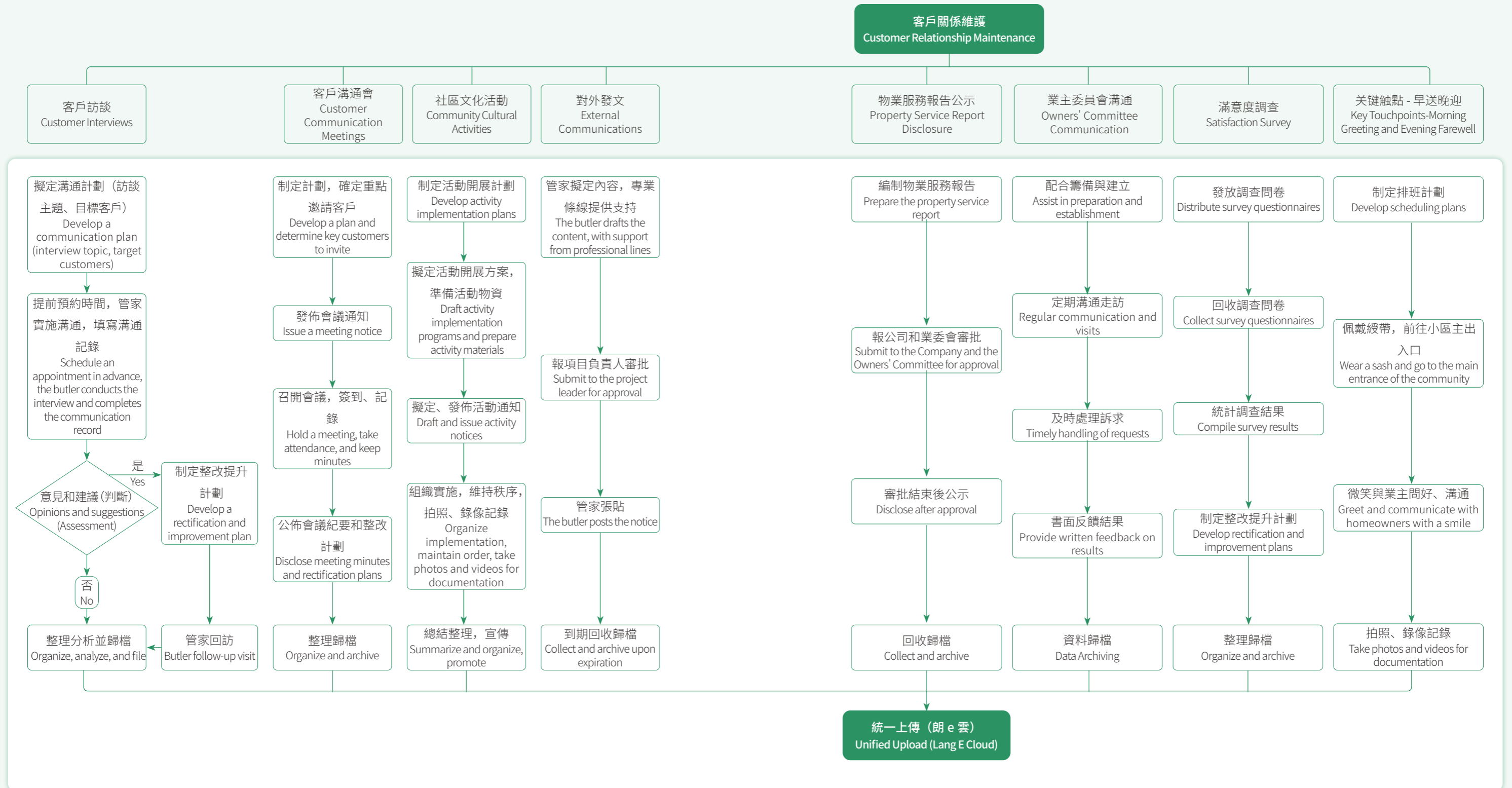
2025 年，朗詩綠色生活進一步優化了客戶服務管理流程，強化了從服務接觸點到問題解決的全鏈條管控，並致力於制度建設與標準落地。

In 2025, Landsea Green Life further optimized its customer service management processes, strengthened whole-chain control from service touchpoints to problem resolution, and focused on system development and standard implementation.



我們通過定期滿意度調查、客戶溝通會、物業服務報告、客戶訪談、通知公告以及業主懇談會等方式深入了解客戶需求，完善和提升自身服務水準。本年度，我們以半年為週期，通過線上線下的調研方式，全年共開展了 2 次調研工作，回收有效樣本量 19,418 個，整體綜合得分 87.6 分。

Through regular satisfaction surveys, customer communication meetings, property service reports, customer interviews, notice announcements, and owner symposiums, we gain an in-depth understanding of customer needs, continuously improving and enhancing our service levels. This year, on a semi-annual cycle, we conducted a total of 2 surveys through online and offline research methods, collecting 19,418 valid samples, with an overall comprehensive score of 87.6 points.



為了做好服務保障工作，本公司下發了《微信小程序操作手冊》，旨在指導客服人員通過微信小程序更好地服務業主。同時我們為客戶設有暢通的 400 服務熱線，要求所有客戶投訴事件均持續追蹤至處理閉環，本年度共接報物業類客戶訴求 1,257 起，保持客戶投訴處理率 100%。

To ensure effective service support, the Company issued the *WeChat Mini-program Operation Manual* to guide customer service personnel in better serving homeowners through the WeChat Mini-program. Meanwhile, we have established an unobstructed 400 service hotline for customers, requiring that all customer complaint events be continuously tracked until the closed-loop process is completed. During the reporting period, a total of 1,257 property-related customer requests were received, maintaining a 100% customer complaint handling rate.

客戶投訴處理程式 Customer Complaint Management Procedure



智慧物業服務 Smart Property Services

公司積極擁抱數字化轉型浪潮，以科技賦能重塑物業服務場景，通過搭建智能化管理平台、推廣便捷化線上服務工具及實施適老化數字關懷，打破傳統服務時空限制，為客戶創造更高效、便捷且充滿人文溫度的智慧生活體驗。本公司通過 24 小時緊急服務、貼心的改造與維護以及數字化工具，守護每一位社區業主的滿意度和幸福感。2025 年，朗詩綠色生活深化「智慧物業」戰略落地，推動技術與服務的深度融合。

The Company actively embraces the wave of digital transformation, reshaping property service scenarios through technology empowerment. By building intelligent management platforms, promoting convenient online service tools, and implementing age-friendly digital care, we break the time and space limitations of traditional services, creating a more efficient, convenient, and human-centered intelligent living experience for customers. Through 24-hour emergency services, thoughtful renovation and maintenance, and digital tools, the Company safeguards the satisfaction and happiness of every community homeowner. In 2025, Landsea Green Life deepened the implementation of its "Smart Property" strategy, promoting the deep integration of technology and services.

線上巡檢系統賦能品質管控 Online Inspection System Empowers Quality Control

朗 E 雲上線五年以來，已形成了成熟的線上線下聯動體系及執行流程，通過「朗 E 雲線上巡檢系統」實現了對物業管理流程的實時監控和管理，確保了物業服務的標準化和規範化，進而提升物業管理的效率和品質。

Since the launch of the Lang E Cloud system five years ago, it has formed a mature online-offline integrated system and execution process. By utilizing the "Lang E Cloud Online Inspection System," real-time monitoring and management of property management processes have been achieved, ensuring the standardization and normalization of property services, thereby improving the efficiency and quality of property management.

2025 年，我們通過線上化朗 E 雲系統，共完成項目總數 129 項，線上巡檢執行 426,160 次，年度執行率達 98.94%；通過朗 E 雲報事報修，完成 344,416 單，完成率達 99.96%，其中，武漢和深圳完成率均達到 100%。實現了對全國在管項目的遠程穿透式管理，顯著提升了隱患排查的及時性與整改落實的透明度，確保服務品質標準在終端執行不走樣。

In 2025, through the online Lang E Cloud system, we completed a total of 129 projects, with 426,160 online inspections executed, achieving an annual execution rate of 98.94%. Through Lang E Cloud for repair reporting, 344,416 work orders were completed, with a completion rate of 99.96%, among which Wuhan and Shenzhen both achieved a 100% completion rate. This has enabled remote, in-depth management of projects nationwide, significantly improving the timeliness of hazard identification and the transparency of rectification implementation, ensuring that service quality standards are consistently executed at the frontline without deviation.

The images illustrate various maintenance and repair activities:

- Engineering Inspection Site (工程巡檢現場)**:
 - 入戶插座面板檢查 (Inspection of Household Socket Panels)
 - 機房滅火器巡檢 (Fire extinguisher inspection in equipment rooms)
 - 管件法蘭螺栓緊固 (Tightening of Pipe Flange Bolts)
- 報事報修現場 (Repair Reporting Site)**:
 - 污水井清掏作業 (Sewage Well Cleaning Operation)
 - 獲得業主錦旗 (Receiving a banner of appreciation from an owner)
 - 入戶下水維修 (In-home Sewer Repair or Household Drainage Repair)

同時，公司持續推進智能化、無人化物業，完成保潔機器人試點落地，以科技手段賦能現場運營。

Meanwhile, the Company continues to promote intelligent and unmanned property management, completing the pilot implementation of cleaning robots to empower on-site operations through technology.

成都片區試點無人化保潔服務 Pilot Unmanned Cleaning Service in Chengdu Area

案例 Case Study

公司於成都片區率先試點社區無人保潔機應用，為社區服務數智化發展奠定實驗基礎，有利於社區環境保護，降低員工工作難度，為客戶營造健康生活環境。

The Company took the lead in piloting the application of unmanned cleaning machines in communities in the Chengdu area, laying an experimental foundation for the digital and intelligent development of community services. This is beneficial for community environmental protection, reducing the difficulty of employees' work, and creating a healthy living environment for customers.



此外，自 2025 年 1 月起，公司全面試運營《項目負責人工作清單》，明確規定了包括項目例會、經營覆盤、客戶拜訪及夜間巡查等在內的關鍵動作與頻次。通過 GPS 定位打卡、現場照片上傳及資料雲端存儲，系統實現了對項目負責人履職情況的實時監控與透明化管理。公司建立了嚴格的「抽查+考核」機制，對清單完成率或質量差的項目實施通報、內部考核乃至黃牌警告，確保管理動作不變形、服務標準不落空，從源頭保障項目運營質量。

Furthermore, since January 2025, the Company has fully piloted the *Project Leader Work List*, which clearly defines key actions and frequencies including project regular meetings, operational reviews, client visits, and night inspections. Through GPS location check-ins, on-site photo uploads, and cloud-based data storage, the system enables real-time monitoring and transparent management of project leaders' performance. The Company has established a strict "spot check+assessment" mechanism, implementing notifications, internal assessments, and even yellow card warnings for projects with low completion rates or poor quality, ensuring that management actions remain effective and service standards are upheld, thereby guaranteeing project operation quality at the source.

跨越數字鴻溝的溫情服務 Warm Services Bridging the Digital Divide

在推進智慧化的同時，公司高度關注老年群體的數字適應問題。延續「智慧助老」專項行動，2025 年各項目持續開展智能手機使用培訓與一對一幫扶指導，協助老年人熟練掌握線上服務功能。此外，保留並優化了傳統線下服務通道，確保不善使用智能設備的長者也能平等、便捷地享受高質量物業服務，體現了科技發展中的人文關懷。

While advancing smart transformation, the Company places great emphasis on the digital adaptation issues of the elderly population. Continuing the "Smart Assistance for the Elderly" special initiative, in 2025, various projects continued to provide smartphone usage training and one-on-one guidance to help elderly homeowners master online service functions. In addition, traditional offline service channels have been retained and optimized to ensure that seniors who are not adept at using smart devices can also enjoy high-quality property services equally and conveniently, reflecting humanistic care amid technological development.

客戶安全與健康 Customer Safety and Health

秉持「生命至上、安全第一」的原則，公司將客戶的安全與健康置於運營管理的首要位置，通過構建立體化的安全防護網絡、常態化的風險隱患排查機制以及綠色健康的社區環境營造，為業主築起堅實的生命財產安全防線。2025 年，朗詩綠色生活在社區安全管理與健康環境打造上持續發力，落實各項防護措施。

Adhering to the principle of "life first, safety foremost," the Company places customer safety and health at the top priority of its operations management. By building a multi-dimensional safety protection network, a normalized risk hazard identification mechanism, and a green and healthy community environment, the Company establishes a solid defense line for the life and property safety of homeowners. In 2025, Landsea Green Life continued to make efforts in community safety management and healthy environment creation, implementing various protective measures.

安全風險防控體系 Safety Risk Prevention and Control System

我們深知一個安全的居住環境是業主健康和幸福生活的前提。本公司不斷強化安全管理措施，制定《突發事件應急處置作業指導書》，指導一線人員就三個級別的客戶安全與健康突發事件發生時有序開展措施，同時建有完備的安全信息上報機制流程，旨在通過先進的技術和專業的團隊，確保每一位業主的居住安全。

We deeply understand that a safe living environment is a prerequisite for the health and happy life of homeowners. The Company continuously strengthens safety management measures, formulating the *Emergency Incident Response Work Instructions* to guide frontline personnel in orderly implementation of measures when customer safety and health emergencies of three levels occur. Meanwhile, a comprehensive safety information reporting mechanism and process have been established, aiming to ensure the residential safety of every resident through advanced technology and a professional team.





安全管理與宣導 Safety Management and Advocacy

我們定期於社區內開展全面的消防安全專項行動，包括設施的定期檢查和維護，組織消防演習和安全教育活動，以及加強日常的消防安全巡查等，確保在緊急情況下能夠迅速有效地回應。此外，我們針對電梯安全開展了社區應急演練及相關科普活動，發佈了詳細的安全指南，提醒業主注意電梯使用安全和規範。

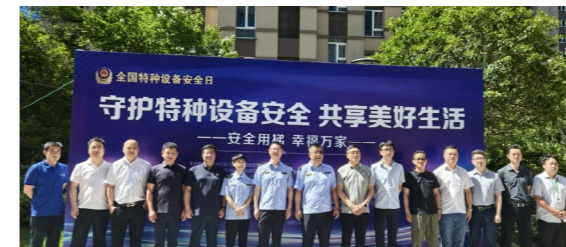
We regularly conduct comprehensive fire safety special initiatives within communities, including regular inspection and maintenance of facilities, organizing fire drills and safety education activities, and strengthening daily fire safety patrols to ensure rapid and effective response in emergency situations. In addition, we have carried out emergency drills and related science popularization activities for elevator safety in communities, and issued detailed safety guidelines to remind homeowners to pay attention to the safe and proper use of elevators.

安全用梯「大練兵」 "Drill Training" for Safe Elevator Use

案例
Case Study

朗詩綠色生活始終將社區安全置於首位，為響應「特種設備安全日」號召，於6月29-7月1日在成都、武漢、常州、無錫、蘇州、上海、杭州8大城市同步啟動了12場幹貨滿滿的電梯安全宣傳與應急演練行動，通過向住戶展示電梯模型與部件、互動體驗及答題活動、法律專家諮詢及應急演練等方式，讓每一位住戶都能「知安全、懂應急、會自救」，通過用心科普及實戰演練，掌握正確的使用與應急方法，增強自我保護意識，讓「人人講安全、個個會應急」理念深入人心。

Landsea Green Life has always prioritized community safety. In response to the "Special Equipment Safety Day" initiative, the Company launched 12 comprehensive elevator safety publicity and emergency drill campaigns simultaneously across 8 major cities — Chengdu, Wuhan, Changzhou, Wuxi, Suzhou, Shanghai, and Hangzhou — from June 29 to July 1. Through activities such as displaying elevator models and components, interactive experiences and quiz activities, legal expert consultations, and emergency drills, every resident was enabled to "understand safety, know emergency procedures, and master self-rescue techniques." Through thoughtful education and practical drills, homeowners learned proper usage and emergency response methods, enhanced their self-protection awareness, and embedded the concept that "everyone emphasizes safety, everyone knows emergency response" deeply into their hearts.



電梯安全巡檢
Elevator Safety Inspection



電梯安全應急演練宣傳
Elevator Safety Emergency Drill Publicity



消防安全演練
Fire Safety Drill



為營造和諧、衛生的居住環境，公司積極推進「文明養犬」專項行動。通過在小區顯著位置張貼養犬公約、發放牽引繩與撿便袋等宣傳物資，引導業主依法合規養犬。同時，加強保安巡邏力度，及時勸導不牽繩、不清理糞便等不文明行為，並設置寵物便利箱與專用糞便收集點。通過社區活動，促進養犬業主與非養犬業主之間的溝通理解，共同維護清新、舒適、友好的社區環境。

To create a harmonious and hygienic living environment, the Company actively promotes the "Civilized Dog Ownership" special initiative. By posting dog ownership conventions in prominent locations within the community and distributing promotional materials such as leashes and waste bags, we guide homeowners to legally and compliantly keep dogs. Meanwhile, we strengthen security patrols, promptly persuade and correct uncivilized behaviors such as failing to use a leash or clean up waste, and set up pet convenience boxes and dedicated waste collection points. Through community activities, we promote communication and understanding between dog-owning and non-dog-owning homeowners, jointly maintaining a clean, comfortable, and friendly community environment.

守護員工福祉

Safeguarding Employee Welfare

本公司嚴格遵守《中華人民共和國勞動法》等相關法律法規，並在此基礎上制定了《朗詩物業員工聘用相關規定》《人力資源管理制度》《員工關係管理辦法》《績效考核制度》及《考勤管理制度》等一系列內部規章，切實尊重和保障員工的合法權益。我們嚴禁任何僱傭童工與強制勞工的情況，一經發現將積極配合相關司法機構嚴查。2025 年，公司在員工招聘與解聘、工時與休假、晉陞與平等機會、反歧視及多元化、勞工準則等方面均未發生任何違法違規行為。

The Company strictly complies with the *Labor Law of the People's Republic of China* and other relevant laws and regulations. On this basis, it has formulated a series of internal rules and regulations, including the *Landsea Property Employee Recruitment Related Provisions, Human Resources Management System, Employee Relations Management Measures, Performance Appraisal System, and Attendance Management System*, effectively respecting and protecting the legitimate rights and interests of employees. We strictly prohibit child labor and forced labor in any form, and any such discovery will be seriously investigated in cooperation with relevant judicial authorities. In 2025, the Company had no violations of laws or regulations regarding employee recruitment and dismissal, working hours and holidays, promotion and equal opportunities, anti-discrimination and diversity, or labor standards.

合規僱傭

Compliant Employment

平等僱傭與反歧視

Equal Employment and Anti-Discrimination

我們謹遵平等招聘原則，堅決杜絕任何形式的歧視行為。在招聘過程中，我們嚴格遵循公平、公正、公開的原則，不因性別、年齡、種族、宗教信仰等因素對候選人進行區別對待，確保每位求職者都能獲得平等的機會；在職場工作中，尊重每位員工的個性與價值，反對任何形式的歧視與偏見。2025 年，公司員工總數為 2,711 人，其中女性員工佔比約 42.6%；在中級及以上管理層中，女性管理者佔比達 34.7%，展現公司在推動性別多元化方面的努力。

We adhere to the principle of equal recruitment and resolutely prohibit any form of discrimination. In the recruitment process, we strictly follow the principles of fairness, impartiality, and openness, without discriminating against candidates based on gender, age, race, religious beliefs, or other factors, ensuring that every job seeker receives equal opportunities. In the workplace, we respect the individuality and value of each employee and oppose any form of discrimination and prejudice. In 2025, the Company had a total of 2,711 employees, of whom approximately 42.6% were female. Among middle and senior management levels, female managers accounted for 34.7%, demonstrating the Company's efforts in promoting gender diversity.

規範用工管理

Standardized Employment Management

公司與員工依法簽訂勞動合同，規範用工形式。截至 2025 年底，全職勞動合同制員工為 2,500 人，其他僱傭形式（如退休返聘等）員工 211 人。公司嚴格執行國家關於工作時間、休息休假的規定，保障員工的休息權。

The Company enters into labor contracts with employees in accordance with the law to standardize employment forms. As of the end of 2025, there were 2,500 full-time employees under labor contracts, and 211 employees under other forms of employment (such as re-employed retirees). The Company strictly implements national regulations on working hours, rest, and leave, ensuring employees' right to rest.

和諧勞動關係

Harmonious Labor Relations

公司建立了暢通的溝通機制與勞動爭議調解機制，積極構建和諧穩定的勞動關係。2025 年，公司勞動糾紛事件僅發生 1 起，較往年顯著下降，且未發生任何違反員工僱傭及勞工法律法規的處罰案件，實現了合規經營零違規。

The Company has established smooth communication mechanisms and labor dispute mediation mechanisms, actively building harmonious and stable labor relations. In 2025, only one labor dispute incident occurred, a significant decrease from previous years, and there were no penalty cases for violations of employee employment or labor laws and regulations, achieving zero non-compliance in operations.

員工權益與福利

Employee Rights and Benefits

員工權益保障

Protection of Employees' Rights and Interests

公司全體員工依法享有五險一金等法定社會福利，並提供額外的商業保險作為補充保障，確保員工在工作與生活中無後顧之憂。此外，我們依法為員工提供合理的帶薪假期，同時針對加班員工實施補貼或調休政策，充分保障員工的休息權益。通過構建涵蓋法定福利與個人化關懷的完備福利體系，為員工創造安心、健康的工作環境。

All employees of the Company are entitled to statutory social welfare benefits such as five social insurances and one housing fund in accordance with the law, and additional commercial insurance is provided as supplementary protection to ensure employees have no worries in work and life. In addition, we provide reasonable paid leave for employees in accordance with the law, and implement subsidy or compensatory time-off policies for overtime work, fully protecting employees' right to rest. Through the establishment of a comprehensive welfare system covering statutory benefits and personalized care, we create a safe and healthy working environment for employees.



薪酬與激勵體系 Compensation and Incentive System

公司建立了與績效掛鉤的薪酬激勵機制，並根據業務轉型需求不斷優化。在《星級管理制度》《市場拓展激勵管理辦法》《房屋裝修業務激勵辦法》等制度文件基礎上，2025 年新增《租售業務考核及佣金管理辦法 (D2) 》，旨在有效評價員工工作業績，激發員工積極性，提升工作品質，激勵業績增長，共享企業發展成果。

The Company has established a performance-linked compensation and incentive mechanism, which is continuously optimized in response to business transformation needs. Building upon institutional documents such as the *Star-Rated Management System*, *Market Expansion Incentive Management Measures*, and *Home Renovation Business Incentive Measures*, the Company added the *Rental and Sales Business Assessment and Commission Management Measures (D2)* in 2025. These measures aim to effectively evaluate employee performance, stimulate employee motivation, improve work quality, incentivize performance growth, and enable employees to share in the company's development success.

關懷與活動 Care and Activities

我們充分關注員工的身心健康與團隊凝聚力，通過組織豐富多彩的活動，為員工創造輕鬆愉悅的工作氛圍，踐行公司「陽光，綠色，人文」的價值觀。

We fully attend to the physical and mental health of our employees as well as team cohesion. By organizing a variety of activities, we create a relaxed and pleasant working atmosphere for employees, putting into practice the company's values of "Sunshine, Green, and Humanity."

職業健康與安全 Occupational Health and Safety

職業健康與安全是朗詩綠色生活員工管理工作的重中之重。我們嚴格遵循《中華人民共和國職業病防治法》《中華人民共和國安全生產法》等法律法規，始終貫徹「以人為本、科學管理、關愛生命、安全至上、關愛員工、綠色發展」的理念，以公司總經理作為第一安全責任人，制定了《應急防護操作手冊》等一系列管理制度，並於 2025 年修訂更新了《職業健康安全運行程式》《危險源辨識、風險評價和控制程式》兩項制度，明確了具體操作規範及相關危險事件的應急預案與措施，共制定了 21 項安全應急預案，為員工的安全與健康構築了堅實的制度保障，確保每一位員工都能在安全、健康的環境中工作與成長。

Occupational health and safety is a top priority in Landsea Green Life's employee management. We strictly comply with the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases*, the *Work Safety Law of the People's Republic of China*, and other laws and regulations. We consistently uphold the philosophy of "people-oriented, scientific management, care for life, safety first, care for employees, green development." With the Company's General Manager as the first person responsible for safety, we have formulated a series of management systems including the *Emergency Protection Operation Manual*. In 2025, we revised and updated two systems: the *Occupational Health and Safety Operation Procedures* and the *Hazard Identification, Risk Assessment and Control Procedures*, clarifying specific operational standards and emergency response plans and measures for related hazardous events. A total of 21 safety emergency plans have been formulated, establishing a solid institutional safeguard for employee safety and health, ensuring that every employee can work and grow in a safe and healthy environment.

攀登是人生的常態，攀登亦是朗詩人的標籤 Climbing is a norm in life, and it is also a hallmark of Landsea people

案例 Case Study

2025 年 12 月 24 日，朗詩綠色生活本部組織員工攀登南京紫金山，一步一景，每一步都是新的起點，每一次攀登都是為了更高的目標，充分詮釋了「朗詩永遠在路上」的信念，堅定地走向更加光明的未來。

On December 24, 2025, the headquarters of Landsea Green Life organized employees to climb Nanjing's Purple Mountain (Zijin Mountain). With scenery at every step, each step represents a new starting point, and every climb is for a higher goal, fully interpreting the belief that "Landsea is always on the way" and firmly moving toward a brighter future.



本部攀登南京紫金山活動
Headquarters climbing activity at Nanjing Purple Mountain (Zijin Mountain)

12 月 14 日，蘇州片區組織團隊骨幹人員攀爬穹窿山。不忘初心、全力以赴是本次登山活動的主題。也是團隊始終踐行的諾言。通過此次登山活動，有效地提升了團隊的凝聚力和戰鬥力，團結一致，勇於攻堅克難，秉承堅定的信念攀登一座座高山，最終邁向成功。

On December 14, the Suzhou area organized core team members to climb Qionglong Mountain. "Stay true to the original aspiration, go all out" was the theme of this mountaineering activity, and it is also a promise consistently fulfilled by the team. Through this mountaineering activity, team cohesion and execution capability were effectively enhanced, uniting as one, bravely overcoming difficulties, upholding firm beliefs to climb one mountain after another, and ultimately marching toward success.



蘇州片區攀登穹窿山活動
Suzhou area climbing activity at Qionglong Mountain

安全管理架構和職責

Safety Management Structure and Responsibilities

管理架構 Management Structure	職責 Responsibilities
總經理 General Manager	安全管理第一負責人 Person of primary responsibility for safety management
人力資源部 HR Department	監督勞動防護用品配置和實施情況 Supervise the allocation and use of labour protection equipment 組織職業健康培訓 Organize training on occupational health 組織職業健康體檢 Organize physical examinations for occupational health 參與因公傷亡事故的調查和結果認定 Participate in the investigation and result determination of work-related casualties
其它部門 General Manager	負責該部門職業健康安全運行過程的具體實施 Responsible for the departmental operation based on occupational health and safety



朗詩綠色生活職業健康安全管理體系認證
Landsea Green Life Occupational Health and Safety Management System Certification

公司成立應急小組，負責緊急狀態下的應急準備與回應組織及監督工作，並編制和定期更新《應急防護手冊》，確保應急管理工作的規範性與實效性。2025 年，公司在 184 個項目組織了消防應急演練，累計開展 350 場，參與人數超過 4100 人，有效提升了員工的應急處理能力與安全意識。

The Company has established an emergency response team responsible for emergency preparedness and response organization and supervision under emergency conditions, and has prepared and regularly updates the *Emergency Protection Manual* to ensure the standardization and effectiveness of emergency management. In 2025, the Company organized fire emergency drills across 184 projects, carrying out a total of 350 drills with over 4,100 participants, effectively enhancing employees' emergency response capabilities and safety awareness.

公司積極開展職業健康與安全培訓，內容涵蓋危險源辨識與風險評價、突發事件處置、城市公司消防案例分析、物業責任險險種介紹及使用注意事項等，累計培訓達 2200 場次，確保每位員工都具備應對突發情況的能力。公司建立了安全月度報告機制，定期剖析重大風險點並落實整改措施，進一步夯實安全管理基礎。本報告期內，公司未發生工傷死亡事件。

The Company actively carries out occupational health and safety training, covering hazard identification and risk assessment, emergency incident response, fire case analysis of city companies, introduction to property liability insurance types and precautions for use, and other topics. A total of 2,200 training sessions have been conducted, ensuring that every employee possesses the ability to respond to emergency situations. The Company has established a monthly safety reporting mechanism, regularly analyzing major risk points and implementing rectification measures, further solidifying the foundation of safety management. During the reporting period, the Company experienced no work-related fatalities.

築牢安全防線，共建平安社區 Building a Strong Safety Defense Line, Co-creating a Safe Community

2025 年度錫常片區與社區聯動，開展「築牢安全防線，共建平安社區」消防演習活動。由朗詩物業與中海物業邀請業主參加社區義務消防演習和消防知識培訓，並邀請經開消防大隊一起參與演習與培訓。由朗詩物業員工擔任現場疏散引導志願者，在假設起火樓層進行疏散，在與社區消防大隊緊密的協作下順利完成本次活動。獲得了政府部門和業主的好評。

In 2025, the Wuxi-Changzhou region collaborated with the community to carry out a fire drill activity themed "Building a Strong Safety Defense Line, Co-creating a Safe Community." Landsea Property and China Overseas Property invited homeowners to participate in community volunteer fire drills and fire knowledge training, and also invited the Jingkai Fire Brigade to participate in the drills and training. Landsea Property employees served as on-site evacuation guidance volunteers, conducting evacuations in assumed fire-floor scenarios. The event was successfully completed through close collaboration with the community fire brigade, receiving positive feedback from government departments and homeowners.

案例 Case Study



消防演習現場
Fire Drill Site

發展與晉陞 Development and Promotion

我們以「能力驅動」的長期人才發展方式和「業務驅動」的短期業務發展需求為核心，打造了「講物堂」培訓體系。該體系圍繞關鍵人群、核心崗位和重點區域，採用差異化學習激勵、集約化資源管理和多樣化培訓手段，為員工提供滿足不同需求的針對性培訓，助力員工與公司共同成長。

We have established the "Lectures on Property" training system, centered on the long-term talent development approach of "capability-driven" and the short-term business development needs of "business-driven." This system focuses on key employee groups, core positions, and key regions, employing differentiated learning incentives, centralized resource management, and diversified training methods to provide targeted training that meets the different needs of employees, supporting the mutual growth of employees and the Company.

職業安全培訓內容 Contents of occupational safety training

安全體系及標準化培訓 Safety System and Standardized Training

- 培養安全生產意識
Cultivate the awareness of safety in production
- 提高安全知識水準
Enhance the level of knowledge on safety
- 提升安全管理能力
Improve the ability of safety management

職業健康與安全培訓 Training on Occupational Health and Safety

- 增強員工職業健康安全意識，規避勞動風險
Enhance employees' awareness of occupational health and safety and avoid labor risks
- 普及職業病防治法律、法規、規章和操作流程
Educate employees regarding the laws, regulations, rules and operating procedures of occupational disease prevention and control
- 教育正確使用職業病防護設備和個人防護用品
Instruct on the correct use of equipment for occupational disease prevention and personal protection

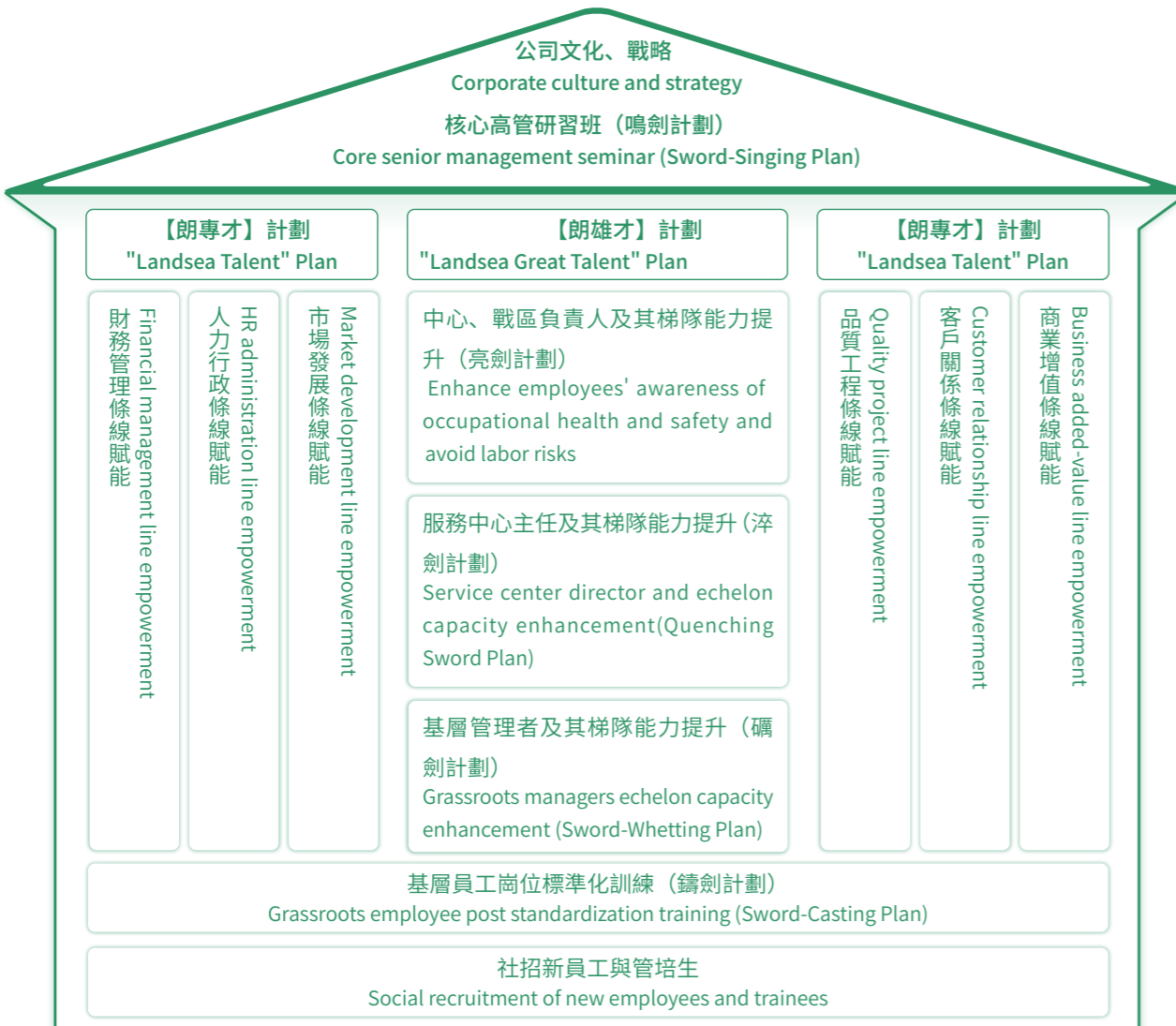
消防應急演練 Fire Control Emergency Drills

- 幫助員工瞭解消防安全知識，提升火災應急能力
Help employees understand knowledge on fire safety and improve their capabilities for fire emergency response
- 幫助員工掌握防火應急機制，熟悉防火緊急疏散程式和線路
Help employees master the fire control and related emergency mechanisms and be familiar with the evacuation procedures and routes



針對不同類型的員工，我們「量身裁定」，配套了不同的培訓體系與計劃：

For different types of employees, we have "tailored" corresponding training systems and plans:



朗詩綠色生活培訓體系
Landsea Green Life Training System

公司進一步優化培訓內容與形式，全面支援業務發展需求。對項目總經理素質模型進行了二次修訂，新增「經營意識」「商業思維」「有效溝通」「合作共贏」「團隊建設」「激勵人心」等核心素質項，以更精準地匹配管理崗位的能力要求。2025 年，我們開展了三期項目總經理訓練營，內容涵蓋市場拓展發展、對邊關係提升和全面經營提升等方面，顯著提升了項目總經理的綜合能力。

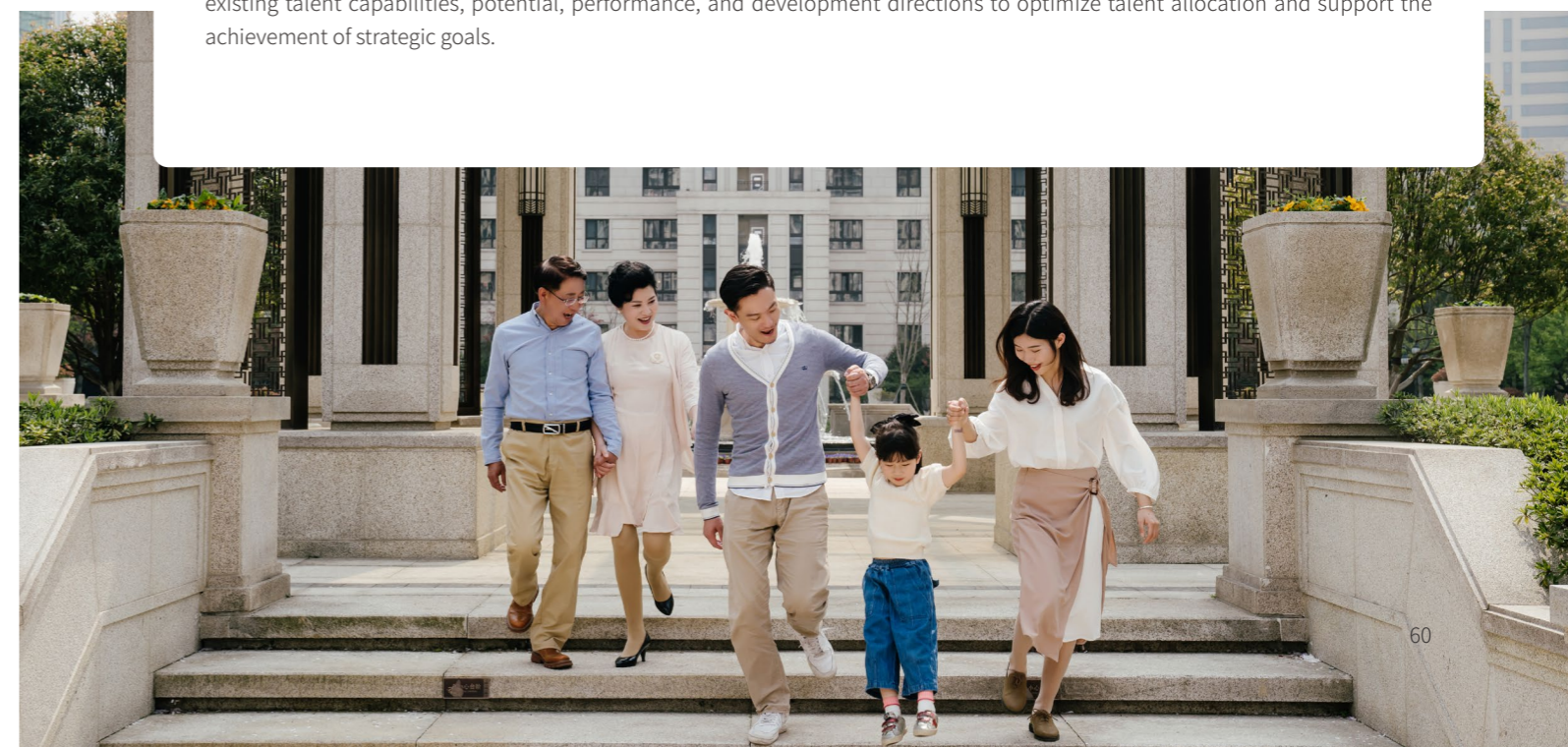
The Company has further optimized training content and formats to fully support business development needs. The competency model for Project General Managers has been revised for a second time, adding core competencies such as "Business Acumen," "Commercial Thinking," "Effective Communication," "Win-Win Cooperation," "Team Building," and "Motivating People" to more precisely match the capability requirements of management positions. In 2025, we conducted three sessions of the Project General Manager Training Camp, covering market expansion development, stakeholder relationship enhancement, and comprehensive operations improvement, significantly enhancing the overall capabilities of Project General Managers.



首期項目總訓練營
First Project General Manager Training Camp

同時，公司開展了項目總人才盤點工作，通過系統化評估現有人才能力、潛力、績效和發展方向，以優化人才配置、支撐戰略目標實現。

Meanwhile, the Company carried out a talent inventory assessment for Project General Managers, systematically evaluating existing talent capabilities, potential, performance, and development directions to optimize talent allocation and support the achievement of strategic goals.



在員工晉陞方面，我們為員工提供了清晰的職級劃分與晉陞通道，激發員工的積極性與創造力：

In terms of employee promotion, the Company provides employees with clear rank classifications and promotion pathways to stimulate employee motivation and creativity:

星級管理制度 The Star-Rated Management System

- 建立項目一線人員的人才梯隊，明確各星級的能力標準、角色定位、工作職責及評定標準，為員工提供清晰的職業發展路徑。

Establishes a talent pipeline for frontline project personnel, clarifying capability standards, role positioning, job responsibilities, and evaluation criteria for each star level, providing employees with a clear career development path.

職級序列管理 The Job Rank Sequence Management

- 設置「項目序列」，並根據星級管理制度拉通職級體系，規範崗位晉陞機制。

Establishes a "Project Sequence" and aligns the rank system with the star-rated management system, standardizing the position promotion mechanism.

星級梯隊人員評定與發展 The Star-Rated Echelon Personnel Evaluation and Development

- 針對項目各專業條線負責人進行評級與多維度工作任用，其中一星梯隊 397 人，二星梯隊 96 人，三星梯隊 16 人，較上年一星梯隊人數增長，為公司人才梯隊建設提供堅實支撐。針對項目各專業條線負責人進行評級與多維度工作任用，其中一星梯隊 397 人，二星梯隊 96 人，三星梯隊 16 人，較上年一星梯隊人數增長，為公司人才梯隊建設提供堅實支撐。

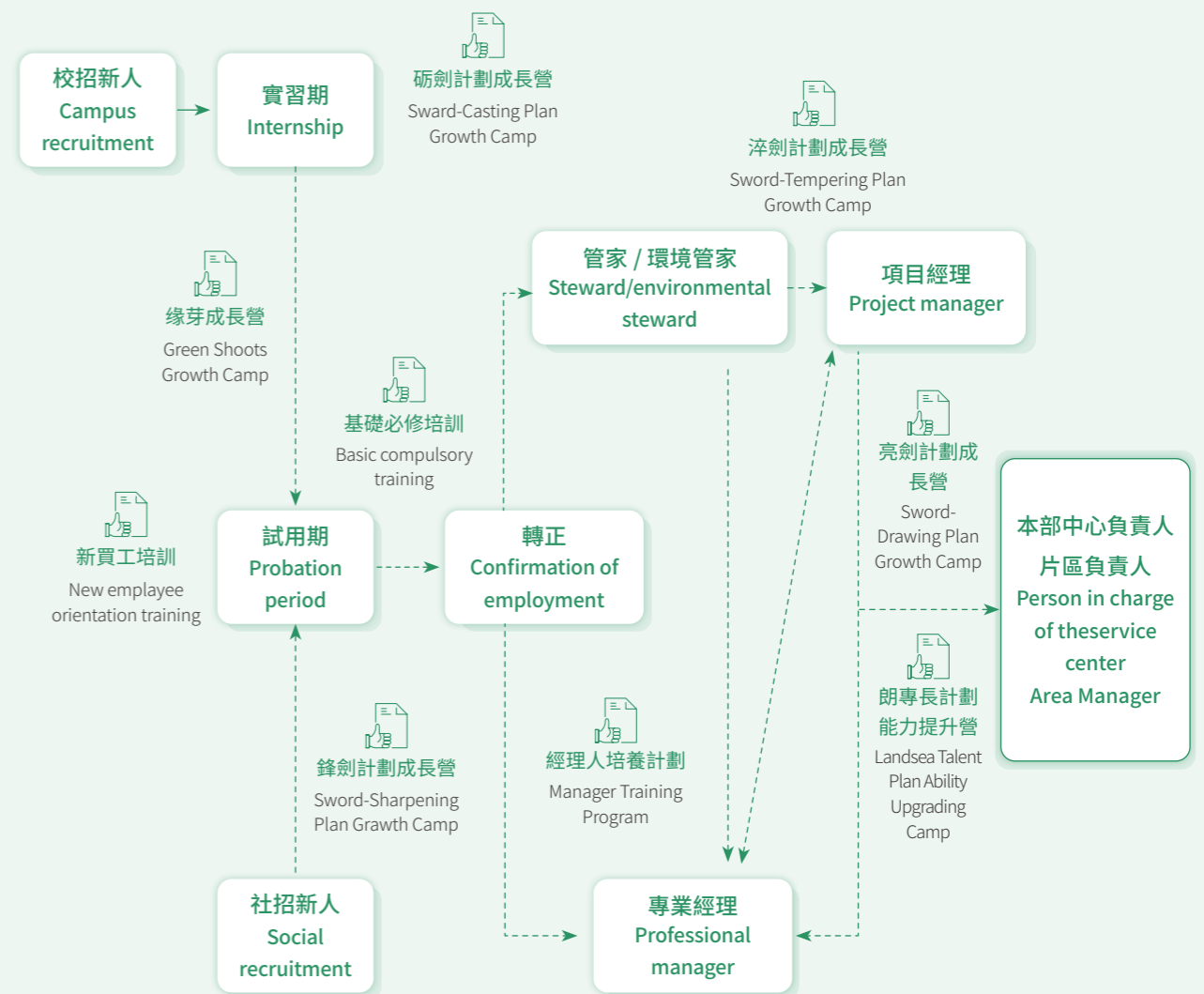
Involves rating and multi-dimensional job assignment for leaders of various professional lines within projects. This includes 397 personnel in the first-star echelon, 96 in the second-star echelon, and 16 in the third-star echelon. The first-star echelon saw growth compared to the previous year, providing solid support for the company's talent echelon development.

此外，公司還制定了多項激勵政策，包括《市場拓展激勵管理辦法 (D/4 版)》《房屋裝修業務激勵辦法 (D/0 版)》《物業費調價激勵辦法 (D/0 版)》等，並於 2025 年修訂了《租售業務考核及佣金管理辦法》，其中增加了皖南、皖北戰區人員激勵標準，形成覆蓋面更廣的制度保障，通過合理的激勵機制，調動員工積極性，促進業務高效開展。

In addition, the Company has formulated multiple incentive policies, including the *Market Expansion Incentive Management Measures (D/4 Version)*, *Home Renovation Business Incentive Measures (D/0 Version)*, and *Property Fee Adjustment Incentive Measures (D/0 Version)*. In 2025, the *Rental and Sales Business Assessment and Commission Management Measures* were revised to add incentive standards for personnel in the Southern Anhui and Northern Anhui War Zones, forming a broader system of institutional safeguards. Through reasonable incentive mechanisms, employee motivation is mobilized to promote efficient business operations.



員工個人職業晉升路徑 Employee's personal career and promotion path



可持續供應鏈管理

Sustainable Supply Chain Management

朗詩綠色生活深知供應鏈的穩定與可持續性是企業高質量發展的基石。2025 年，公司秉持「綠色、開放、共贏」的供應鏈管理理念，將環境、社會及管治 (ESG) 標準深度融入採購全流程，構建陽光透明的採購體系；堅持誠信經營與負責任營銷，保護客戶私隱與數據安全，致力於打造韌性強、綠色化且值得信賴的生態合作圈。

Landsea Green Life understands that the stability and sustainability of the supply chain are the cornerstones of high-quality corporate development. In 2025, the company adhered to the supply chain management philosophy of “Green, Open, Win-Win,” deeply integrating Environmental, Social and Governance (ESG) criteria into the entire procurement process, building a transparent and fair procurement system. It remains committed to integrity-driven operations and responsible marketing, protecting customer privacy and data security, and strives to build a resilient, green, and trustworthy ecosystem of cooperation.

供應鏈管理

Supply Chain Management

本公司嚴格遵守《中華人民共和國採購法》，並於本年度更新發布了《採購管理制度》和《供應商管理制度》，在投標時，我們要求所有供應商均簽訂《環境 / 職業安全衛生相關方管理協議》，並每年度依律對供應商的品質、環境、社會風險、售後服務等方面開展資質和 ESG 評估等核查，規範服務類外包供應商的屬地化採購管理流程，有效管理因降低環境風險而引起的財務風險。

The Company strictly complies with the *Procurement Law of the People's Republic of China* and updated and released the *Procurement Management System* and *Supplier Management System* during the year. When bidding, we require all suppliers to sign the *Environmental/Occupational Safety and Health Related Party Management Agreement*. Annually, we conduct qualification and ESG assessments on suppliers regarding quality, environment, social risks, after-sales service, and other aspects, standardizing the localized procurement management process for outsourced service suppliers and effectively managing financial risks arising from environmental risk reduction.

供應商劃分依據 Basis for Supplier Classification	供應商類別 Supplier Categories
根據業務口徑劃分 Classification by Business Scope	常規服務類、商業增值類、工程維保改造類、日常經營類 General service, commercial value-added, engineering maintenance and renovation, and daily operations.
根據具體內容劃分 Classification by specific content	秩序服務類、日常清潔類、綠化養護類、商業合作類、管理諮詢類、工程維保類、工程改造類 Order maintenance services, daily cleaning services, greening and maintenance services, commercial cooperation services, management consulting services, engineering maintenance services, and engineering renovation services.
根據合作方式劃分 Classification by Cooperation Method	戰略供應商、普通供應商 Strategic suppliers and general suppliers.

我們通過准入考察、日常考核、飛行檢查、年度履約評估等系統方式對已有供應商的辦公環境、設施設備功效、員工管理、企業責任等方面進行考核、評估，其中飛行檢查全年 2-3 次，日常考核每月一次，確保供應商符合公司要求。2025 年，我們共評估考核 288 家供應商，其中 279 家通過了環境、道德和勞工安全等方面的評估，及時淘汰沒有資質及不合格的供方。

We assess and evaluate existing suppliers through systematic methods including admission evaluation, routine assessments, unannounced inspections, and annual performance evaluations, covering aspects such as office environment, facility and equipment efficiency, employee management, and corporate responsibility. Unannounced inspections are conducted 2-3 times per year, and routine assessments are conducted once per month, ensuring that suppliers meet the Company's requirements. In 2025, we evaluated and assessed 288 suppliers, of which 279 passed assessments in areas including environment, ethics, and labor safety. Suppliers without qualifications or that were unqualified were promptly eliminated.

2025 年度開展供應商相關培訓活動 Supplier-Related Training Activities Conducted in 2025

案例 Case Study

為深化供應鏈可持續發展理念，提升上下游合作夥伴的合規意識與專業能力，2025 年朗詩綠色生活積極開展針對性的供應商賦能培訓行動。面向新地銳意，公司組織了專項《採購管理制度》宣貫培訓會，通過深度解讀公司陽光採購原則、招標流程規範、廉潔從業要求及供應商准入標準，協助新地銳意快速對接朗詩綠色生活標準化管理體系，確保其採購業務在合規軌道上高效運行，實現管理語言與操作規範的無縫融合。

To deepen the concept of sustainable development within the supply chain and enhance the compliance awareness and professional capabilities of upstream and downstream partners, Landsea Green Life actively carried out targeted supplier empowerment training initiatives in 2025. For Regal, the Company organized a special training session on the *Procurement Management System*. By providing an in-depth interpretation of the Company's transparent procurement principles, bidding process standards, integrity compliance requirements, and supplier admission criteria, the training helped Regal quickly integrate into Landsea Green Life's standardized management system, ensuring its procurement operations run efficiently on a compliant track and achieving seamless integration of management terminology and operational standards.

此外，聚焦社區安全核心物資，公司面向各區域片區採購及工程人員開展了滅火器產品知識和採購指導培訓，通過講解滅火器的分類標準、技術參數、適用場景及國家最新規範，並針對採購環節中的選型要點、驗收標準及常見風險點進行了實操指導，有效提升了各片區在消防物資採購商的專業辨識能力，從源頭把關產品質量，為構建堅實的社區消防安全防線提供了有力支撐。

In addition, focusing on core safety supplies for communities, the Company organized fire extinguisher product knowledge and procurement guidance training for procurement and engineering personnel across various areas. The training covered fire extinguisher classification standards, technical parameters, application scenarios, and the latest national regulations, as well as practical guidance on selection points, acceptance standards, and common risk points in the procurement process. This effectively enhanced the professional identification capability of various regions in the procurement of fire safety supplies, ensuring product quality from the source and providing strong support for building a solid community fire safety defense line.

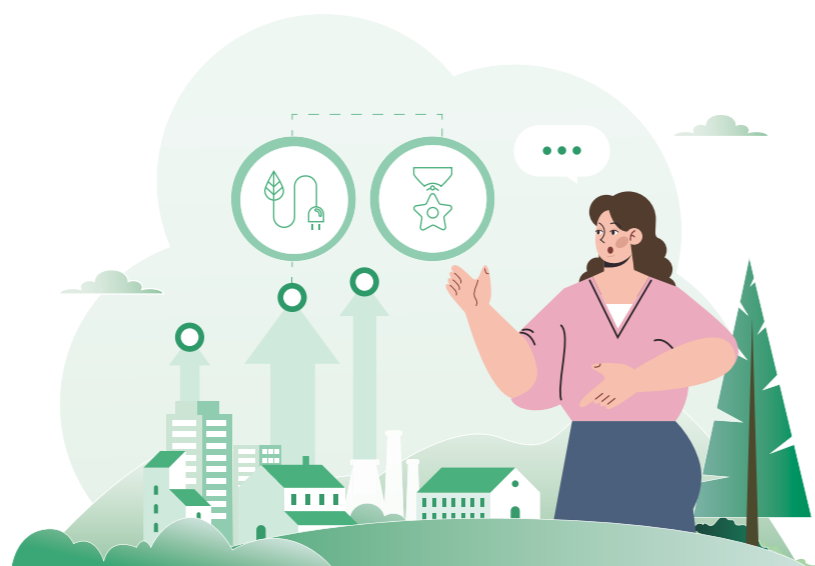
供應商全生命週期管理 Supplier Life-cycle Management

公司對供應商通過全生命週期管理的方式進行分級管理，包括從供應商准入資質、預審到現場對供應商環境、設備、服務品質、合作意願、合作項目的考察准入，再到合作中日常考核。對於環境、勞工、道德等方面表現不佳的供應商，採取約談整改、取消合作的手段進行管控，納入供應商黑灰名單進行管理。

The Company implements tiered management of suppliers through a full life-cycle management approach, including supplier admission qualification and pre-screening, on-site assessment of supplier environment, equipment, service quality, cooperation willingness, and cooperative projects for admission, as well as routine assessments during cooperation. For suppliers with poor performance in areas such as environment, labor, and ethics, control measures such as corrective interviews and termination of cooperation are adopted, and they are included in the supplier blacklist and graylist for management.

2025 年度，公司對供應商開展全生命週期評估，推動其取得 ISO 14001 認證，並持續監控能源與碳排放數據，協同提升整體碳管理水平。

In 2025, the Company conducted full life-cycle assessments for suppliers, promoting their attainment of ISO 14001 certification, and continuously monitored energy and carbon emission data, collaborating to enhance the overall carbon management level.



負責任營銷 Responsible Marketing

作為美好生活服務商，朗詩綠色生活始終將誠信視為營銷活動的底線，堅持真實、準確、規範的信息披露，杜絕虛假宣傳與誤導性銷售，切實保障客戶的知情權與選擇權。

As a provider of Better Life services, Landsea Green Life has always regarded integrity as the bottom line of its marketing activities, adhering to truthful, accurate, and standardized information disclosure, rejecting false advertising and misleading sales, and effectively protecting customers' right to know and right to choose.

AI 賦能智慧服務於精準匹配 AI-Empowered Smart Services for Precise Matching

公司積極探索人工智能技術在增值服務營銷中的合規應用，利用 AI 客服機器人實現即時響應，精準解答產品疑問，減少人為推銷帶來的干擾，提升服務體驗的溫度與效率。

The Company actively explores the compliant application of artificial intelligence technology in value-added service marketing, AI customer service robots are utilized to provide real-time responses, accurately answering product-related questions, reducing interference from intrusive sales pitches, and enhancing the warmth and efficiency of the service experience.

通過線上平台推廣和線下活動，提高房屋租售效率，聚焦人效，經營毛利增長 35%。

Through online platform promotion and offline activities, the efficiency of housing rental and sales has been improved, focusing on personnel efficiency, achieving a 35% growth in operating gross profit.

客戶運營分層分級管理 Customer Operations Tiered and Hierarchical Management

根據業主的居住年限、家庭結構、消費偏好及互動活躍度，將客戶劃分為不同層級。針對不同層級群體，制定差異化的服務觸達策略與產品組合方案。例如，針對新入住業主重點推送裝修與搬家服務，針對老年群體優先推薦健康護理與助老服務。

Based on homeowners' length of residence, family structure, consumption preferences, and interaction activity levels, customers are divided into different tiers. Differentiated service delivery strategies and product portfolio solutions are developed for each tier. For example, newly moved-in homeowners are targeted with renovation and moving services, while elderly groups are prioritized for health care and senior assistance services.

通過分級管理，公司能夠更精準地識別並滿足高潛力客戶的深度需求，同時避免對低相關性群體進行無效營銷，實現資源配置最優化與客戶滿意度的雙提升。

Through tiered management, the Company can more accurately identify and meet the in-depth needs of high-potential customers while avoiding ineffective marketing to low-relevance groups, achieving both optimized resource allocation and improved customer satisfaction.

03

綠色賦能 織就可持續發展畫卷

Green Empowerment – Weaving a Scroll of Sustainable Development

本章回應的重要性議題：

The important issues addressed in this chapter:

綠色運營
Green Operations

適應與緩解氣候變化
Climate Change Adaptation and Mitigation

能源管理
Energy Management

廢棄物與排放物管理
Waste and Emissions Management

水資源管理
Water Management

生物多樣性保護
Biodiversity Conservation

本章實踐目標：
The practical goals of this chapter:



應對氣候變化 Addressing Climate Change

朗詩綠色生活深知應對氣候變化的迫切性，已將氣候議題全面融入業務戰略與風險管理體系。我們主動識別氣候風險與機遇，持續提升服務的氣候韌性，保障社區資產與基礎設施的長期可靠運行，為持份者構築可持續發展的根基。

Landsea Green Life fully recognizes the urgency of addressing climate change and has fully integrated climate issues into its business strategy and risk management system. We proactively identify climate risks and opportunities, continuously enhance the climate resilience of our services, ensure the long-term reliable operation of community assets and infrastructure, and build a foundation for sustainable development for our stakeholders.

管治 Governance

本公司將氣候變化相關事宜納入可持續發展管理框架，構建自上而下的四級管治架構，並明確各層級職責。

The Company has incorporated climate change-related matters into its sustainable development management framework, establishing a top-down four-tier governance structure with clearly defined responsibilities at each level.

朗詩綠色生活氣候變化管治架構 Landsea Green Life Climate Change Governance Structure

董事會及總裁室 Board of Directors and President's Office

- 負責制定應對氣候變化策略；每年審閱涵蓋氣候變化議題的 ESG 報告；
Responsible for formulating climate change response strategies; annually reviewing the ESG Report covering climate change issues;
- 定期檢視氣候變化管理工作進度，確保策略及管理措施的有效性，並監督目標進度。
Regularly reviewing the progress of climate change management work to ensure the effectiveness of strategies and management measures, and monitoring progress toward targets.

物業管理中心 Property Management Center

- 執行應對氣候變化策略；
Implementing climate change response strategies;
- 評估、管理及監察氣候相關議題；
Assessing, managing, and monitoring climate-related issues;
- 定期向董事會匯報工作進展及績效；組織開展應對氣候變化專項培訓。
Regularly reporting work progress and performance to the Board of Directors; organizing and conducting special training on climate change response.

城市公司 City Companies

- 分解應對氣候變化的具體任務及目標，監督所轄項目落實情況。
Breaking down specific tasks and targets for climate change response; supervising the implementation status of projects under their jurisdiction.

項目 Item

- 執行應對氣候變化的具體任務及目標，落實極端天氣應急響應措施。
Executing specific tasks and targets for climate change response; implementing extreme weather emergency response measures.



策略 Strategy

為有效應對氣候變化帶來的風險與機遇，本公司定期識別與朗詩綠色生活相關的氣候風險（涵蓋物理風險與轉型風險）及機遇，並分析其對業務營運、在管社區及財務狀況的潛在影響，據以制定相應應對策略。

風險類別 Risk Category	風險描述 Risk Description	時間範圍 Time Scope	對業務營運的影響與機遇 Impact and Opportunities on Business Operations	潛在財務影響 Potential Financial Impact	應對措施 Countermeasures
物理風險 Physical Risks	<p>颱風、暴雨等極端天氣可能影響基礎設施安全，導致設施損壞及服務中斷</p> <p>Extreme weather events such as typhoons and heavy rainfall may affect infrastructure safety, leading to facility damage and service interruption.</p>	<p>短期 (S)</p> <p>中期 (M)</p>	<p>增加設施維修頻次，影響社區正常運營，可能引發客戶投訴</p> <p>Increases the frequency of facility maintenance, affects normal community operations, and may lead to customer complaints.</p>	<p>營運收入 ↓ Operating Revenue</p> <p>營運成本 ↑ Operating Cost</p>	<p>制定防颱防汛應急預案；定期巡查加固外立面及樹木；儲備防汛物資；組織應急演練</p> <p>Formulate typhoon and flood prevention emergency response plans; regularly inspect and reinforce building facades and trees; stockpile flood prevention materials; organize emergency drills.</p>
物理風險 Physical Risks	<p>極端高溫/低溫增加公共區域能耗，影響戶外作業安全，可能導致設備故障</p> <p>Extreme high/low temperatures increase energy consumption in public areas, affect outdoor work safety, and may lead to equipment failure.</p>	<p>中期 (M)</p> <p>長期 (L)</p>	<p>公共區域能耗上升，需調整作業時間及加強防署措施；設施故障率上升，需增加額外作業</p> <p>Energy consumption in public areas increases; work schedules need to be adjusted and heat prevention measures strengthened; equipment failure rate increases, requiring additional work.</p>	<p>營運成本 (能源、維修、勞工) ↑ Operating Cost (Energy, Maintenance, Labor)</p>	<p>加強供配電系統檢修；設置戶外作業預警；管道保溫改造；修剪易倒伏樹木</p> <p>Strengthen the inspection and maintenance of power supply and distribution systems; establish outdoor work warning systems; implement pipeline insulation retrofits; prune trees prone to toppling.</p>
轉型風險 Transition Risks	<p>未符合氣候相關政策或法律要求，可能被追究法律責任或面臨客戶投訴</p> <p>Failure to comply with climate-related policies or legal requirements may result in legal liability or customer complaints.</p>	<p>中期 (M)</p>	<p>需升級設備、建立碳排放監測平台以滿足合規要求。結合物聯網、人工智能和智能建築管理系統，可提升能源效率，降低碳排放</p> <p>Equipment upgrades and the establishment of a carbon emission monitoring platform are required to meet compliance requirements. By integrating the Internet of Things, artificial intelligence, and intelligent building management systems, energy efficiency can be improved and carbon emissions reduced.</p>	<p>營運成本 (合規成本) ↑ Operating Cost (Compliance Costs)</p> <p>資本支出 ↑ Capital Expenditure</p>	<p>密切關注政策動態；搭建能源及碳排放數據平台；實施節能改造計劃</p> <p>Closely monitor policy developments; build an energy and carbon emission data platform; implement energy-saving retrofit plans.</p>

To effectively respond to the risks and opportunities brought about by climate change, the Company regularly identifies climate-related risks (covering both physical risks and transition risks) and opportunities relevant to Landsea Green Life, analyzes their potential impact on business operations, managed communities, and financial condition, and formulates corresponding response strategies accordingly.

風險類別 Risk Category	風險描述 Risk Description	時間範圍 Time Scope	對業務營運的影響與機遇 Impact and Opportunities on Business Operations	潛在財務影響 Potential Financial Impact	應對措施 Countermeasures
轉型風險 Transition Risks	<p>公眾對綠色生活關注度提升，若未能提供綠色物業解決方案可能流失客戶</p> <p>Increasing public attention to green living may lead to customer loss if green property solutions are not provided.</p>	<p>中期 (M)</p> <p>長期 (L)</p>	<p>需開發綠色服務產品，提升服務的低碳屬性以保持競爭力。通過踐行可持續發展承諾，強化氣候管理，營造負責人企業形象，提升公眾信任與租戶粘性</p> <p>Green service products need to be developed, and the low-carbon attributes of services need to be enhanced to maintain competitiveness. By fulfilling sustainability commitments, strengthening climate management, and building a responsible corporate image, public trust and tenant loyalty can be enhanced.</p>	<p>營運收入 ↓ Operating Revenue</p> <p>研發投入 ↑ R&D Investment</p>	<p>推廣綠色物業服務；強化綠色運維能力宣傳；探索低碳運營模式</p> <p>Promote green property services; strengthen the promotion of green operation and maintenance capabilities; explore low-carbon operation models.</p>
轉型風險 Transition Risks	<p>若消極過渡至低碳經濟，可能影響客戶及社會對公司的看法</p> <p>If the transition to a low-carbon economy is handled passively, it may affect customers' and society's perception of the Company.</p>	<p>中期 (M)</p> <p>長期 (L)</p>	<p>影響市場拓展及投資者信心，可能導致融資成本上升。通過技術創新，提升物業能耗管理水平，努力實現降碳目標，彰顯氣候雄心</p> <p>This may impact market expansion and investor confidence, potentially leading to increased financing costs. Through technological innovation, enhance property energy consumption management levels, strive to achieve carbon reduction targets, and demonstrate climate ambition.</p>	<p>營運收入 ↓ Operating Revenue</p> <p>融資成本 ↑ Financing Cost</p>	<p>明確減碳目標；加強 ESG 信息披露；參與行業綠色倡議</p> <p>Establish clear carbon reduction targets; strengthen ESG information disclosure; participate in industry green initiatives.</p>

S 短期 Short-term
 M 中期 Medium-term
 L 長期 Long-term

風險管理 Risk management

我們將氣候相關風險納入公司全面風險管理體系，建立系統化的識別、評估及監控流程。

The Company integrates climate-related risks into its comprehensive risk management system, establishing a systematic process for identification, assessment, and monitoring.



風險識別 Risk Identification

每年通過內外部專家研討、行業對標、持份者溝通等方式，更新氣候風險清單。
Annually, the climate risk list is updated through internal and external expert discussions, industry benchmarking, stakeholder communication, and other methods.



風險評估 Risk Assessment

結合風險發生概率、影響程度及適應能力，對風險進行定性評估，確定優先級。
Combining the probability of risk occurrence, the degree of impact, and adaptive capacity, a qualitative assessment of risks is conducted to determine priorities.



風險監控 Risk Monitoring

建立極端天氣預警機制，實時跟蹤氣象信息；對重點風險制定專項應急預案，並定期組織演練。
Establish an extreme weather early warning mechanism to track meteorological information in real time; develop special emergency response plans for key risks and organize regular drills.

針對運營過程中面臨的主要氣象災害，我們制定專項應對措施，並定期組織演練。

For the major meteorological disasters faced during operations, we have developed specific response measures and organize regular drills.

氣象風險類型 Meteorological Risk Type	危險源 Hazard Source	風險等級 Risk Level Normal 異常 Emergency	潛在影響 Potential Impact	應對措施 Countermeasures
雷 / 暴雨天氣 Thunderstorm/ Heavy Rain Weather	外立面懸掛物 / 高大樹木 External hanging objects/tall trees	✓	墜落傷害 Falling injury	巡查加固 Inspections and reinforcement
	陽台或窗台上可移動物品 Movable items on balconies or windowsills	✓	墜落傷害 Falling injury	及時溝通提醒業主 Timely communication with homeowners to remind them
	排水設施 Drainage Facilities	✓	內澇、人身傷害 Waterlogging, personal injury	提前加大疏通頻率 Increase the frequency of dredging in advance
	避雷設施 Lightning protection facilities	✓	雷擊、火災 Lightning strike, fire	定期檢查 Regular inspections
	室外電線路 Outdoor electrical lines	✓	觸電、斷電 Electric shock, power outage	定期檢查 Regular inspections
	地下停車場 Underground parking lot	✓	內澇、財產損失 Waterlogging, property damage	沙袋加築 Sandbag reinforcement
天氣因素產生的垃圾 Weather-related waste	✓	劃傷、內澇、疫情 Cuts, waterlogging, epidemic	及時清理、消殺滅菌 Timely cleaning, disinfection and sterilization	

氣象風險類型 Meteorological Risk Type	危險源 Hazard Source	風險等級 Risk Level Normal 異常 Emergency	潛在影響 Potential Impact	應對措施 Countermeasures
雷 / 暴雨天氣 Thunderstorm/ Heavy Rain Weather	違法犯罪人員 Individuals engaged in illegal or criminal activities	✓	人身傷害、財產損失 Personal injury, property damage	加強各出入口控制 Strengthened access control at all entrances/exits
大風、沙塵 天氣 High Wind, Sandstorm Weather	外立面懸掛物 / 高大樹木 External hanging objects/tall trees	✓	墜落傷害 Falling injury	巡查加固 Inspections and reinforcement
	陽台或窗台上可移動物品 Movable items on balconies or windowsills	✓	墜落傷害 Falling injury	及時溝通提醒業主 Timely communication with homeowners to remind them
	公共設施設備 Public facilities and equipment	✓	設備損壞 Equipment damage	密切監視、及時處理 Close monitoring, timely treatment
大 (濃) 霧天氣 Heavy (Dense) Fog Weather	公共照明裝置 Public Lighting Devices	✓	人身傷害 Personal injury	及時開啟 Timely activation
	項目內車輛 Vehicles within the Project	✓	交通事故、財產損失 Traffic accidents, property damage	加強疏導、提醒慢行 Strengthen guidance, remind to drive slowly
	違法犯罪人員 Individuals engaged in illegal or criminal activities	✓	人身傷害、財產損失 Personal injury, property damage	加強各出入口控制 Strengthened access control at all entrances/exits
高溫 / 乾旱天氣 High Temperature/ Drought Weather	外牆玻璃、瓷磚等 Exterior Wall Glass, Ceramic Tiles, etc.	✓	爆裂脫落、人身傷害 Bursting and falling off, personal injury	加強檢查 Strengthen inspections
	供配電系統 Power Supply and Distribution System	✓	火災、觸電 Fire, electric shock	預先檢修 Advance maintenance
	體質、免疫力較差人群 Individuals with weak constitutions or compromised immunity	✓	高溫中暑 High Temperature Heatstroke	服務中心貯備藥物 Service center stocks medication
	綠化植物 Landscaped plants	✓	乾涸枯死 Drying and Wilting	加強澆灌養護 Strengthen watering and maintenance
雨雪冰凍天氣 Rain, Snow, and Freezing Weather	喜溫細菌 / 蚊蟲 Heat-Loving Bacteria/Mosquitoes	✓	疾病疫情 Disease outbreaks/pandemics	加強消殺 Strengthen disinfection and pest control
	體質 / 免疫力較差人群 Individuals with weak constitutions or compromised immunity	✓	疾病疫情 Disease outbreaks/pandemics	通知 / 提醒抗寒抗凍 / 貯備凍傷藥物 Notify/remind about cold and freeze resistance/stock medication for frostbite
	公共設施設備 Public facilities and equipment	✓	設備損壞 Equipment damage	加強檢查 / 採取保溫措施 Strengthen inspections/take insulation measures
	交通動線 Traffic Flow	✓	交通事故、人員摔傷 Traffic accidents, personnel falls	加強疏導、積極除冰除雪 Strengthen guidance, actively
綠化植物 Landscaped plants	✓	垮塌倒伏 Collapse and Toppling	積極修剪、除冰除雪 Actively prune, remove ice and snow	

指標及目標 Metrics and Targets



搭建能源及碳排放監控平台，持續收集運維項目及供應商碳排放數據。

Build an energy and carbon emission monitoring platform to continuously collect carbon emission data from operational projects and suppliers.



定期披露「範圍一溫室氣體排放量」「範圍二溫室氣體排放量」「單位面積碳排放」等指標。

Regularly disclose indicators such as "Scope 1 greenhouse gas emissions," "Scope 2 greenhouse gas emissions," and "carbon emissions per unit area."



基於業務模式及發展，制定合適的氣候管理目標，並在年度 ESG 報告披露。

Based on the business model and development, establish appropriate climate management targets and disclose them in the annual ESG report.

2025 年溫室氣排放績效

2025 Greenhouse Gas Emission Performance

指標 Indicators	單位 Unit	2025
範圍一溫室氣體排放量 Scope 1 Greenhouse Gas Emissions	噸二氧化碳當量 tCO ₂ e	347.88
範圍二溫室氣體排放量 Scope 2 Greenhouse Gas Emissions	噸二氧化碳當量 tCO ₂ e	14,061.33
溫室氣體排放總量 (範圍一、範圍二) Total Greenhouse Gas Emissions (Scope 1 and Scope 2)	噸二氧化碳當量 tCO ₂ e	14,409.21
單位面積溫室氣體排放量 (範圍一、範圍二) Greenhouse gas emissions per unit area (Scope 1 and Scope 2)	噸二氧化碳當量 / 平方米 tCO ₂ e/m ²	0.15

綠色運營管理 Green Operations Management

綠色運營管理體系 Green Operations Management System

本公司秉持「全員環保、預防污染、控制風險、保護家園、遵規守法、持續改進」的管理方針，構建「總部—片區—項目」三級聯動管理體系，將綠色目標逐級分解、貫徹落實，明確由人力行政中心、財務管理中心、物業管理中心分別負責規劃、跟蹤及管理綠色運營績效。

The Company adheres to the management policy of "all-employee environmental protection, pollution prevention, risk control, homeland protection, legal compliance, and continuous improvement," establishing a three-tier integrated management system of "Headquarters – Area – Project." Green targets are broken down and implemented at each level, with the Human Resources and Administration Center, Financial Management Center, and Property Management Center clearly responsible for planning, tracking, and managing green operations performance.

我們嚴格遵循《中華人民共和國環境保護法》《中華人民共和國節約能源法》《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，在此基礎上制定了《環境、職業健康安全運行控制程序》《環境運行控制程序》《環境因素識別與評價控制程序》等一系列管理制度，持續完善綠色運營管理體系，規範在用地、節水、節能、可再生能源綜合利用、噪聲管理及突發環境污染事件等方面的行為。本公司已通過 ISO 14001 環境管理體系認證，確保運營活動符合環保要求。2025 年，公司未發生任何違反環境保護相關法律法規的事件。

We strictly comply with the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, the *Solid Waste Pollution Prevention and Control Law of the People's Republic of China*, and other relevant laws and regulations. On this basis, we have formulated a series of management systems including the *Environmental, Occupational Health and Safety Operation Control Procedure*, the *Environmental Operation Control Procedure*, and the *Environmental Factor Identification and Evaluation Control Procedure*, continuously improving the green operations management system and standardizing behaviors in areas such as land use, water conservation, energy conservation, comprehensive utilization of renewable energy, noise management, and sudden environmental pollution incidents. The Company has obtained ISO 14001 environmental management system certification, ensuring that operational activities comply with environmental requirements. In 2025, the Company had no incidents of violation of environmental protection laws and regulations.



朗詩綠色生活環境管理體系認證證書
Landsea Green Life Environmental Management System Certification Certificate

可持續社區的建設是我們綠色運營理念的核心實踐。我們制定了涵蓋八大維度的綠色管理服務體系，多管齊下，致力打造人與自然和諧共生的可持續社區。

The construction of sustainable communities is the core practice of our green operations philosophy. We have established a green management service system covering eight dimensions, taking multiple approaches to create sustainable communities where people and nature coexist harmoniously.



可持續社區綠色管理服務體系 Sustainable Community Green Management Service System



綠色管理 Green Management

在業主的全生活場景與建築的全生命週期內採取可持續服務方式，使得服務目標到位、過程優化、反饋循環，最大程度地滿足業主需求。

Adopt sustainable service methods throughout the entire life scenarios of homeowners and the full life-cycle of buildings, ensuring that service objectives are achieved, processes are optimized, and feedback loops are established, maximizing the satisfaction of resident needs.

污染控制 Pollution Control

與社區運營有關的污染（光、聲、排水等）的預防和控制，提供一個健康的生活環境。

Prevent and control pollution related to community operations (light, noise, drainage, etc.) to provide a healthy living environment.

能耗管理 Energy consumption management

通過專業優秀的能源管理控制方式，管理社區內能源消耗的各個環節，使得社區的碳排放降到最低，保護環境。

Manage all aspects of energy consumption within communities through professional and excellent energy management control methods, minimizing community carbon emissions and protecting the environment.

生態環境 Ecological Environment

了解社區現有的環境狀況，通過設立對社區景觀的長期管理計劃和手段，使社區和它所處的環境產生更廣泛、更友好的融合，提升生物多樣性以及隨之而來的居住幸福感。

Understand the existing environmental conditions of communities. Through the establishment of long-term management plans and means for community landscapes, promote broader and friendlier integration between communities and their surrounding environments, enhance biodiversity, and thereby improve homeowners' sense of well-being in their living environment.

防災韌性 Disaster Resilience

對於自然災害，火災等突發災害、與氣候相關的風險以及突發安全事件等，進行積極主動的管理，確保在受到這些相關影響的情況下能夠迅速恢復。

Proactively manage natural disasters, sudden disasters such as fires, climate-related risks, and sudden safety incidents to ensure rapid recovery when affected by such events.

健康福祉 Health and Well-being

在建築內部和外部為業主和使用者提供健康、安全、舒適和無障礙的生活環境。

Provide a healthy, safe, comfortable, and accessible living environment for homeowners and users both inside and outside buildings.

水資源使用 Water Resource Consumption

在社區相關場地整個運營過程中可持續地使用水。減少在建築物的使用壽命內用水。

Use water sustainably throughout the operation of community-related sites. Reduce water use over the service life of buildings.

資源循環利用 Resource Recycling

鼓勵負責任和循環使用實物資源，以提高社區運營的可持續性。包括可持續性採購、垃圾分類與廢舊資源循環利用等。

Encourage responsible use and recycling of physical resources to improve the sustainability of community operations, including sustainable procurement, waste classification, and recycling of waste resources.

綠色運營管理實踐 Green Operations Management Practices

為將綠色理念落到實處，我們圍繞制度建設、影響識別、行動推行與能力提升四個維度，系統推進綠色運營工作：

To implement green concepts effectively, we systematically advance green operations across four dimensions: system development, impact identification, action implementation, and capability enhancement.



綠色運營社區實踐 Green Operations Community Practices

我們透過「跑進春天」低碳活動，將環保理念融入社區生活方式；公益淨山行動則巧妙連結城市居民與自然保護。我們將綠色低碳發展的理念融入社區日常，紮實推進生活垃圾分類，積極推廣綠色低碳生活方式，不斷強化社區的環境責任意識。

Through the "Running into Spring" low-carbon activity, we integrate environmental concepts into community lifestyles. The public welfare mountain cleanup activity meaningfully connects urban residents with nature conservation. We integrate the concept of green and low-carbon development into daily community life, solidly promote household waste classification, actively advocate green and low-carbon lifestyles, and continuously strengthen the sense of environmental responsibility within communities.

公益淨山，以行動實踐綠色承諾 Public Welfare Mountain Cleanup – Practicing Green Commitments through Action

案例
Case Study

朗詩綠色生活的成長軌跡，猶如登山者的穩健步伐。在成立二十週年之際，我們選址紫金山作為特別活動起點，象徵企業「拾級而上」的初心。活動中，我們號召員工及業主於登山途中踐行「無痕山林」理念，為每位參與者提供手套、垃圾袋等工具，以行動實踐綠色承諾。

The growth trajectory of Landsea Green Life resembles the steady steps of a mountaineer. On the occasion of the 20th anniversary of its establishment, we selected Zijin Mountain as the starting point for a special event, symbolizing the company's original aspiration of "climbing step by step." During the event, we called on employees and homeowners to practice the "Leave No Trace" concept while hiking, providing each participant with gloves, garbage bags, and other tools to fulfill the green commitment through action.



「碳循美好」社區堆肥活動 "Carbon Cycle for a Better Life" Community Composting Activity

案例
Case Study

我們多年來持續舉辦以「碳循美好」為主題的社區低碳活動，透過開展社區堆肥試點，將減碳技術融入社區日常，實現廚餘垃圾及綠化垃圾的資源化利用，有效改善園區土壤品質，同時減少碳排放。

For many years, we have continuously held community low-carbon activities under the theme "Carbon Cycle for a Better Life." Through community composting pilot programs, we integrate carbon reduction technologies into daily community life, achieve resource utilization of kitchen waste and green waste, effectively improve community soil quality, and reduce carbon emissions.



能源資源利用

Energy and Resource Utilization

能耗管理

Energy consumption management

本公司嚴格遵守《中華人民共和國節約能源法》，建立完善的能源管理體系，制定並實施《能源、資源綜合利用控制程序》《水、電、氣能源管理工作手冊》《能耗管理規範》等一系列內部制度，明確各層級職責。我們構建「總部—片區—項目」三級聯動的能源管理架構，由物業管理中心統籌節能降耗工作，運營管理中心透過能耗管理平台進行數據監測與分析，財務管理中心負責能耗費用的審核與監督，各項目具體落實節能措施。

The Company strictly complies with the *Energy Conservation Law of the People's Republic of China*, establishes a comprehensive energy management system, and formulates and implements a series of internal systems such as the *Energy and Resource Comprehensive Utilization Control Procedure*, the *Water, Electricity, and Gas Energy Management Work Manual*, and the *z*, clarifying responsibilities at all levels. We have established a three-tier integrated energy management structure of "Headquarters – Area – Project." The Property Management Center coordinates energy conservation and consumption reduction work, the Operations Management Center conducts data monitoring and analysis through the energy consumption management platform, the Financial Management Center is responsible for reviewing and supervising energy costs, and each project specifically implements energy-saving measures.

為實現能源使用的精細化管控，我們建立分級計量管理機制，確保計量精準、責任清晰；搭建能源消耗監控平台，應用朗綠碳管理系統收集總部及分子公司季度能源使用及碳排放數據，即時展現碳排放清單與企業碳全景，定期開展數據分析並追蹤管理目標進度；系統識別各類能源損耗，透過技術改造與管理優化持續降低損耗水平。

To achieve refined control over energy use, we have established a tiered metering management mechanism to ensure accurate measurement and clear responsibility. We have built an energy consumption monitoring platform, applied the Landleaf Carbon Management System to collect quarterly energy use and carbon emission data from headquarters and subsidiaries, real-time display carbon emission inventories and corporate carbon panoramas, regularly conduct data analysis and track progress toward management targets, and systematically identify various types of energy losses, continuously reducing loss levels through technological transformation and management optimization.

我們從多個維度持續推進節能降耗工作：

We continue to promote energy conservation and consumption reduction efforts across multiple dimensions:

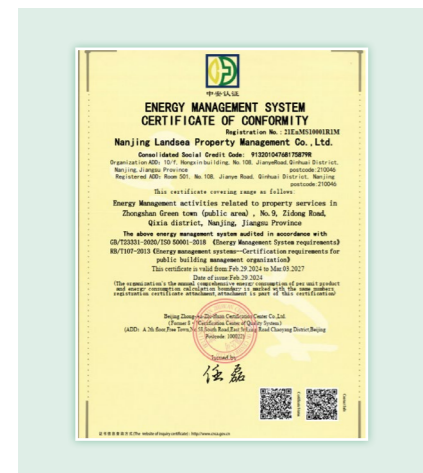


2025 年能源消耗績效:
2025 Energy Consumption Performance:

指標 Indicators	單位 Unit	2025
汽油用量 Gasoline consumption	升 Lite	4,786.00
柴油用量 Diesel consumption	升 Liter	2,100.00
天然氣消耗量 Natural gas consumption	立方米 m ³	2,200.00
耗電量 Electricity consumption	千瓦時 kWh	26,500,805.55
單位面積耗電量 Electricity consumption per unit area	千瓦時 / 平方米 kWh/m ²	275.92
綜合能耗 Energy Consumption	千瓦時 kWh	26,589,790.72
單位面積綜合能耗 Energy Consumption per unit area	千瓦時 / 平方米 kWh/m ²	276.85



空調溫度節能標識
Air Conditioning Temperature
Energy Saving Label



公司運維項目綠郡花園 (公共區域) 物業服務能源管理體系認證證書
Energy Management System
Certification Certificate for the
Company's operated project
Green County Garden (Public
Area) Property Service

水資源利用
Water Resource Utilization

水資源是社區運營的關鍵資源，本公司將節水管理納入綠色運營重要環節。我們依據《中華人民共和國水法》及相關法規，建立常態化用水監測機制。公司用水全部來自市政供水，營運區域不涉及缺水地區，取水方面不存在任何限制。

Water resources are a key resource for community operations, and the Company has incorporated water conservation management into its green operations as an important component. In accordance with the *Water Law of the People's Republic of China* and relevant regulations, we have established a normalized water use monitoring mechanism. The Company's water supply comes entirely from municipal water supply, and the operating areas do not involve water-scarce regions, with no restrictions on water intake.

我們從源頭控制、過程監測兩個層面落實日常用水管理，並透過績效考核確保執行成效：

We implement daily water management at two levels: source control and process monitoring, and ensure execution effectiveness through performance assessment:



• 我們從源頭控制、過程監測兩個層面落實日常用水管理，並透過績效考核確保執行成效：
We implement daily water management at two levels: source control and process monitoring, and ensure execution effectiveness through performance assessment:

• 辦公場所及公共區域全面採用節水龍頭、感應沖水裝置；
Water-saving faucets and sensor-activated flushing devices are fully adopted in office areas and public areas.

• 定期檢查維護用水設備，杜絕跑冒滴漏。
Water use equipment is regularly inspected and maintained to eliminate leaks and waste.



• 各項目每月統計分析公共區域及辦公區用水量，發現異常即時排查整改；
Each project conducts monthly statistical analysis of water consumption in public areas and office areas, identifying anomalies and implementing corrective measures in real time.

• 建立用水設備定期巡查制度，專人檢查管網及用水點，發現漏水即時報修；
A regular inspection system for water equipment has been established, with designated personnel checking pipe networks and water points, reporting any leaks for immediate repair.

• 透過需水量模型評估用水合理性，為節水管理提供數據支撐。
A water demand model is used to assess water use rationality, providing data support for water conservation management.



• 將用水效率納入項目考核指標，定期總結評估節水工作，推廣有效經驗，改進薄弱環節。
Water use efficiency is incorporated into project assessment indicators. Water conservation work is regularly summarized and evaluated, effective experiences are promoted, and weak links are improved.

在此基礎上，我們積極推動水資源循環利用，進一步減少對市政用水的依賴。公司在符合條件的項目建有中水處理及雨水回收系統，將收集的中水與雨水經處理後用於綠化灌溉、道路清洗及景觀水體補充等非飲用場景，有效提升水資源利用效率。

On this basis, we actively promote water resource recycling to further reduce dependence on municipal water. The Company has built reclaimed water treatment and rainwater harvesting systems at eligible projects. The collected reclaimed water and rainwater are treated and used for non-potable scenarios such as green space irrigation, road cleaning, and landscape water body replenishment, effectively improving water resource utilization efficiency.

2025 年水資源消耗績效:
2025 Water Resource Consumption Performance:

指標 Indicators	單位 Unit	2025
耗水量 Water consumption	立方米 m ³	169,614.35
單位面積耗水量 Water consumption per unit area	立方米 / 平方米 m ³ /m ²	1.77

廢棄與排放管理 Waste and Emissions Management

本公司嚴格遵守《中華人民共和國環境保護法》《大氣污染防治法》《固體廢物污染環境防治法》《水污染防治法》《循環經濟促進法》《城鎮污水排入排水管道許可管理辦法》等法律法規，制定完善的廢棄物、廢水及廢氣管理制度，對運營過程中產生的各類排放物進行有效管控。同時，由物業管理中心組織各類環保培訓，持續提升員工環境保護與廢物處理的意識。

The Company strictly complies with the *Environmental Protection Law of the People's Republic of China*, the *Air Pollution Prevention and Control Law*, the *Solid Waste Pollution Prevention and Control Law*, the *Water Pollution Prevention and Control Law*, the *Circular Economy Promotion Law*, the *Administrative Measures for Urban Sewage Discharge into Drainage Pipe Networks Permit*, and other laws and regulations. Comprehensive waste, wastewater, and exhaust gas management systems have been formulated to effectively control various emissions generated during operations. Meanwhile, the Property Management Center organizes various environmental protection training sessions to continuously enhance employees' awareness of environmental protection and waste management.

廢棄物管理 Waste Management

為確保廢棄物得到妥善處理，減少對服務現場及環境的污染，本公司嚴格執行國家垃圾分類條令，制定《廢棄物管理程序》《垃圾收集與處理作業指導書》等管理制度，並針對寫字樓業態制定《寫字樓垃圾收集與處理規程》及《寫字樓環境垃圾分類作業指導書》，以託管期內無環境污染事件為目標。

To ensure proper waste disposal and reduce pollution to service sites and the environment, the Company strictly implements national waste classification regulations and has formulated management systems such as the *Waste Management Procedure* and the *Waste Collection and Disposal Work Instruction*. For office building properties, the *Office Building Waste Collection and Disposal Procedure* and the *Office Building Environmental Waste Classification Work Instruction* have also been developed, with the goal of zero environmental pollution incidents during the management period.



我們以「減量化、資源化、無害化」為原則，建立覆蓋分類、收集、貯存、處置全過程的管理機制：

Adhering to the principles of "reduction, resource utilization, and harmlessness," we have established a management mechanism covering the entire process of classification, collection, storage, and disposal:

源頭分類 Source Classification

- 各項目設置分類垃圾桶及標識，對可回收、不可回收、有害廢棄物分類收集；
Sorted waste bins and labels are set up at each project to collect recyclable, non-recyclable, and hazardous waste separately.
- 生活垃圾袋裝化，建築垃圾與生活垃圾分開存放；
Household waste is bagged, and construction waste is stored separately from household waste.
- 危險廢棄物（如廢油漆桶、廢電池、廢燈管、廢硒鼓墨盒等）設專門存放點，不得混入非危險廢物。
Hazardous waste (such as waste paint buckets, waste batteries, waste fluorescent tubes, waste toner cartridges, etc.) is stored at designated points and shall not be mixed with non-hazardous waste.

回收利用 Recycling

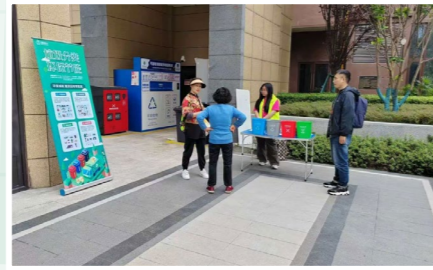
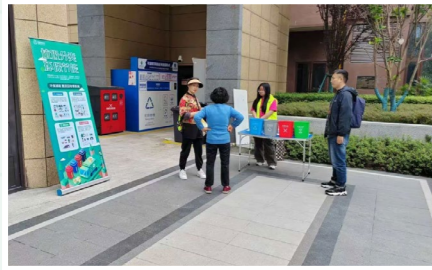
- 可回收廢棄物（如廢包裝袋、廢鐵、廢紙、廢塑料等）優先由供應商回收，其餘集中交廢品回收站處理；
Recyclable waste (such as waste packaging bags, scrap iron, waste paper, waste plastic, etc.) is preferentially recycled by suppliers, with the remainder sent to scrap collection stations for processing.
- 內部推動廢物利用，減少浪費。
Internal waste reuse is promoted to reduce waste.

合規處置 Compliant Disposal

- 生活垃圾每日定時清運，日產日清；垃圾收集點及中轉站每日沖洗、定期消毒；
Recyclable waste (such as waste packaging bags, scrap iron, waste paper, waste plastic, etc.) is preferentially recycled by suppliers, with the remainder sent to scrap collection stations for processing.
- 危險廢棄物委託持證專業機構處理，貯存不超過一年，運輸嚴格遵守國家規定。
Hazardous waste is entrusted to licensed professional institutions for disposal, stored for no more than one year, and transported in strict compliance with national regulations.

為讓垃圾分類理念深入社區，我們組織志願者在各小區設立宣傳點，向居民發放宣傳單張，講解分類知識，傳遞「垃圾分類，從我做起」的環保理念。

To deeply embed the concept of waste classification into communities, we organize volunteers to set up information booths in various communities, distribute leaflets to residents, explain classification knowledge, and convey the environmental philosophy of "Waste classification starts with me."



積極組織垃圾分類宣傳活動
Actively organize waste classification publicity activities



定期組織漂浮物挑揀活動
Regularly organize floating debris picking activities

透過上述措施的持續落實，本公司廢棄物管理規範有序。2025 年，未發生任何因違反廢棄物排放法規而受處罰或訴訟的事件。

Through the continuous implementation of the above measures, the Company's waste management is orderly and standardized. In 2025, there were no incidents of penalties or litigation due to violations of waste discharge regulations.

2025 年廢棄物管理績效：
2025 Waste Management Performance:

指標 Indicators	單位 Unit	2025
所產生的無害廢棄物總量 (辦公) Total amount of non-hazardous waste (office)	噸 Tonnes	16,685,486.90
所產生的有害廢棄物總量 (辦公) Total amount of hazardous waste (office)	噸 Tonnes	75.00
垃圾回收利用率 Recycle rate of waste	%	0.02


廢水管理 Wastewater Management

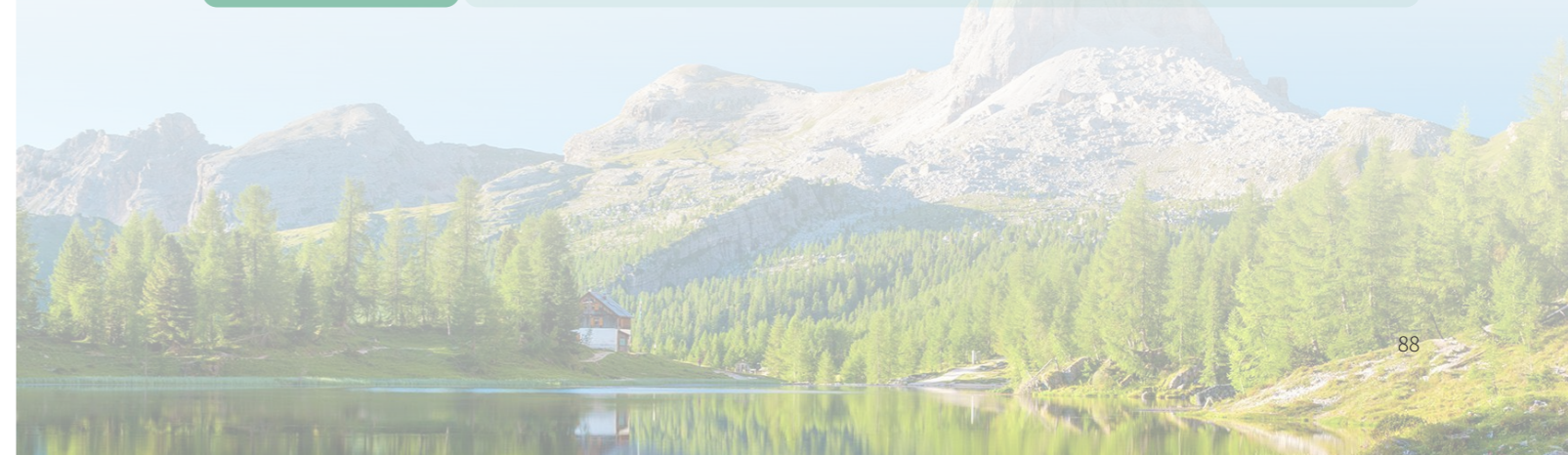
本公司的廢水主要來自施工過程及日常運營，包括施工廢水、生活污水以及空調循環水線和冷卻塔檢修排放廢水等。為此我們制定《廢水管理程序》，建立「預防為主、分類控制、達標排放」的管理原則，對所有活動產生的廢水進行有效控制，降低水體環境負荷。



The Company's wastewater mainly comes from construction processes and daily operations, including construction wastewater, domestic sewage, and wastewater discharged from air conditioning circulating water lines and cooling tower maintenance. For this purpose, we have formulated the Wastewater Management Procedure, establishing the management principle of "prevention first, classification control, and compliant discharge," effectively controlling wastewater generated from all activities to reduce the environmental burden on water bodies.

我們根據廢水來源採取針對性控制措施：

We adopt targeted control measures based on wastewater sources:

廢水類型 Wastewater Type	控制與預防措施 Control and Prevention Measures
 施工廢水 Construction Wastewater	<ul style="list-style-type: none"> • 施工現場設置排水地溝及沉澱池，施工廢水經沉澱後循環使用或排入市政管網； Drainage trenches and sedimentation tanks are set up at construction sites. Construction wastewater is recycled after sedimentation or discharged into the municipal pipe network. • 高濃度有機溶劑、化學廢液、油類等不得倒入排水系統，須用容器專門收集、統一處理； Highly concentrated organic solvents, chemical waste liquids, oils, etc., shall not be poured into the drainage system. They must be separately collected in containers and uniformly disposed of. • 滴落地面的油品及化學品用抹布擦拭，禁止用水沖洗； Oil and chemicals that drip onto the ground shall be wiped up with cloth rags; washing with water is prohibited. • 施工現場出入口設車輛沖洗站，防止帶泥上路及油污排入下水道。 Vehicle washing stations shall be set up at the entrances and exits of construction sites to prevent mud from being carried onto roads and oil stains from being discharged into sewers.



廢水類型 Wastewater Type	控制與預防措施 Control and Prevention Measures
 生活污水 Domestic Sewage	<ul style="list-style-type: none"> • 食堂污水排放口設隔油池或過濾網，定期清理；盥洗室、淋浴間下水管線設過濾網，接駁市政污水管線； Grease traps or filter screens shall be installed at the discharge outlets of canteen wastewater, and cleaned regularly. Filter screens shall be installed at the drainage pipes of washrooms and showers, connecting to municipal sewage pipelines. • 廁所污水經化糞池處理後排放，化糞池做抗滲處理並定期清理； Toilet sewage shall be discharged after treatment in septic tanks, which shall be treated with anti-seepage measures and cleaned regularly. • 施工現場必要時設臨時衛生間及化糞池。 At construction sites, temporary restrooms and septic tanks shall be installed when necessary.
 雨水 Rainwater	<ul style="list-style-type: none"> • 設專用雨水管道，禁止污水排入； Dedicated rainwater pipes shall be installed; discharge of sewage into them is prohibited. • 施工及生活垃圾不得露天堆放，防止雨水污染。 Construction and domestic waste shall not be stored in the open to prevent rainwater contamination.

2025 年，本公司未發生任何因違反廢水排放法規而受處罰或訴訟的事件。
In 2025, the Company had no incidents of penalties or litigation due to violations of wastewater discharge regulations.

廢氣管理 Waste Gas management

本公司涉及的主要廢氣排放場景為辦公車輛、餐飲商戶油煙排放等，不涉及任何重大廢氣排放活動。我們制定有《商鋪管理工作指導書》《商鋪管理服務協定書》等制度，對餐飲商戶油煙排放方面進行了嚴格的要求，保證無任何廢氣違規排放的情況發生。

The main exhaust gas emission scenarios for the Company are office vehicles and oil fume emissions from catering merchants, and there are no significant exhaust gas emission activities. We have formulated systems such as the *Shop Management Work Instructions* and the *Shop Management Service Agreement*, which impose strict requirements on oil fume emissions from catering merchants, ensuring no illegal exhaust gas emissions occur.

生物多樣性保護 Biodiversity Conservation

本公司深明物業管理在生態保護中的角色，透過園區綠化養護與生態管理，為城市生物提供棲息空間。我們嚴格遵守生態環境及生物多樣性相關法規，制定相關內部規範，對運營過程中土地、周邊生態環境及生物的影響進行有效管理，並從以下方面落實具體舉措：

The Company deeply understands the role of property management in ecological protection, providing habitat space for urban organisms through landscape greening and ecological management. We strictly comply with laws and regulations related to ecological environment and biodiversity, formulate relevant internal norms, effectively manage the impact on land, the surrounding ecological environment, and biology during operations, and implement specific measures in the following areas:

防治土壤污染 Prevention of Soil Contamination

規範殺蟲劑、除草劑、化肥、農藥等化學品的使用，優先選用環保產品，避免對土壤造成損害；
Standardize the use of chemicals such as pesticides, herbicides, fertilizers, and pesticides, prioritizing environmentally friendly products to avoid damage to soil.

同時開展社區堆肥項目，攜手業主推行有機施肥，共築綠色家園。
Meanwhile, carry out community composting projects, working with homeowners to implement organic fertilization and jointly build a green home.

推行生物防治 Promotion of Biological Control

採用生物防治與物理防治相結合的病蟲害治理技術，減少因綠植維護對生物多樣性的影響。
Adopt pest and disease management techniques that combine biological control and physical control to reduce the impact on biodiversity from green space maintenance.

保護自然資源 Protection of Natural Resources

建立綠植苗木台賬，梳理在管項目的綠植品種與數量。2025 年，我們已梳理出 69 種喬木、16 種灌木球、25 種灌木、3 種草坪及 5 種地被植物，為園區生態系統的穩定提供基礎數據支撐。

Establish a ledger of green plants and seedlings, sorting out the varieties and quantities of green plants in managed projects. In 2025, we sorted out 69 species of trees, 16 species of shrub balls, 25 species of shrubs, 3 species of lawn grass, and 5 species of ground cover plants, providing basic data support for the stability of the park's ecosystem.

ESG 關鍵績效表

ESG Key Performance

環境績效

Environmental Performance

指標 Indicators	單位 Unit	2023	2024	2025
在管項目數量 Number of projects undermanagement	個 Number	203	188	184
其中，獲得綠色建築相關認證的項目數量 Number of projects with relevant certification for green building	個 Number	60	63	60
獲得綠色建築相關認證項目的比率 The ratio of projects with relevant certification for green building	%	29.56	33.51	32.43
汽油用量 Gasoline consumption	升 Liter	4,245.00	4,935.00	4,786.00
柴油用量 Diesel consumption	升 Liter	2,079.11	2,175.00	2,100.00
耗電量 Electricity consumption	千瓦時 kWh	3,640,636.54	22,989,455.81	26,500,805.55
天然氣消耗量 Natural gas consumption	立方米 m ³	0	2,175.00	2,200.00
單位面積耗電量 Electricity consumption per unit area	千瓦時 / 平方米 kWh/m ²	43.44	2.73	275.92
綜合能耗 Energy Consumption	千瓦時 kWh	3,675,870.04	23,082,938.26	26,589,790.72
單位面積綜合能耗 Energy Consumption per unit area	千瓦時 / 平方米 kWh/m ²	43.86	2.74	276.85
耗水量 Water consumption	立方米 m ³	138,277.21	371,509.95	169,614.35
單位面積耗水量 Water consumption per unit area	立方米 / 平方米 m ³ /m ²	1.65	0.04	1.77
所產生的無害廢棄物總量 (辦公) Total amount of non-hazardous waste (office)	噸 Tonnes	482.60	16,705,478.20	16,685,486.90
所產生的有害廢棄物總量 (辦公) Total amount of hazardous waste (office)	噸 Tonnes	15.30	97.20	75.00
垃圾回收利用率 Recycle rate of waste	%	5.76	0.02	0.02
範圍一溫室氣體排放量 Greenhouse gas emissions in Scope 1	噸二氧化碳當量 tCO ₂ e	324.71	22.62	347.88
範圍二溫室氣體排放量 Greenhouse gas emissions in Scope 2	噸二氧化碳當量 tCO ₂ e	2,115.21	12,336.14	14,061.33
溫室氣體排放總量 (範圍一、範圍二) Greenhouse gas emissions (Scope 1 and Scope 2)	噸二氧化碳當量 tCO ₂ e	2,439.92	12,358.76	14,409.21
單位面積溫室氣體排放量 (範圍一、範圍二) Greenhouse gas emissions (Scope 1 and Scope 2) per unit area	噸二氧化碳當量 / 平方米 tCO ₂ e/m ²	0.03	0.00	0.15

社會績效

Social Performance

員工僱傭

Employee Employment

指標 Indicators	單位 Unit	2023	2024	2025	
員工總數 Total employees	人 Person	3,346	3,029	2,711	
按性別劃分 By gender	男性員工 Number of male employees	人 Person	2,047	1,804	1,557
	女性員工 Number of female employees	人 Person	1,299	1,225	1,154
按用工形式劃分 By employment type	全職勞動合同工 Number of full-time contract workers	人 Person	3,228	2,854	2,500
	全職勞務派遣工 Number of full-time dispatched workers	人 Person	18	0	0
	兼職員工 Number of Part-time employees	人 Person	0	0	0
按年齡劃分 By age	其他僱傭形式員工 Number of other forms of employment	人 Person	100	175	211
	50 歲以上的員工 Number of employees aged over 50	人 Person	538	606	648
	30 歲至 50 歲的員工 Number of employees aged between 30 and 50	人 Person	2,239	2,045	1,783
按工作地區劃分 By location	30 歲以下的員工 Number of employees aged below 30	人 Person	569	378	280
	在中國大陸工作的員工 Number of employees in Chinese mainland	人 Person	3,341	3,024	2,706
員工流失率 ¹ Employee turnover rate ²	在港澳台及海外工作的員工 Number of employees in Hongkong, Macau, Taiwan and overseas	人 Person	5	5	5
	男性員工流失率 Turnover rate of male employees	%	39.24	29.61	25.91
按性別劃分 By gender	女性員工流失率 Turnover rate of female employees	%	39.34	29.72	26.42
	女性員工流失率 Turnover rate of female employees	%	39.07	29.44	25.21

¹ 年度員工流失率 = 全年員工離職人數 / 報告期末員工人數；本年度，按類別劃分的員工流失率 = 該類別員工流失人數 / 報告期開始前該類別員工人數。

² The annual employee turnover rate is the number of employees leaving the company during the year divided by the number of employees at the end of the reporting period; the employee turnover rate by category for the current year is the number of employees leaving the category divided by the number of employees in the category before the reporting period.

指標 Indicators		單位 Unit	2023	2024	2025
按年齡劃分 By age	30 歲以下員工流失率 Turnover rate of employees under 30	%	52.48	48.15	40.93
	30 至 50 歲員工流失率 Turnover rate of employees aged between 30 and 50	%	36.74	26.33	25.21
	50 歲以上員工流失率 Turnover rate of employees aged over 50	%	30.16	48.15	19.10
按工作地區劃分 By location	中國大陸員工流失率 Turnover rate of employees in Chinese mainland	%	39.25	29.63	25.94
	港澳台及海外工作員工流失率 Turnover rate of employees in HongKong, Macau and Taiwanand Overseas	%	28.57	16.67	0
違反員工僱傭及勞工法律法規所受處罰的次數 Number of penalties for violation of employment and labour law and regulation		次 Number	0	0	0
因工作係而死亡的員工人數 Number of deaths due to work-related issues		人 Person	0	0	0
因工傷損失的工作日數 Workday loss due to work injury		日 Day	774	439.50	662.5
員工培訓覆蓋率 Percentage of employees trained		%	76.53	75.90	76.98
按性別劃分 By gender	培訓覆蓋的男性員工的比例 Percentage of male employees trained	%	63.96	47.24	81.25
按職級劃分 By title	培訓覆蓋的高級管理層員工的比例 Percentage of senior management trained	%	1.16	0.99	100
	培訓覆蓋的中級管理層員工的比例 Percentage of middle management trained	%	3.17	2.34	98.57
	培訓覆蓋的基層員工的比例 Percentage of junior management trained	%	95.67	72.57	76.16
員工接受培訓平均小時數 Average number of training hours completed by employees		小時 Hour	9.84	9.62	9.82
按性別劃分 By gender	男員工接受培訓平均小時數 Average number of training hours completed by male employees	小時 Hour	10.74	10.53	10.95
	女員工接受培訓平均小時數 Average number of training hours completed by female employees	小時 Hour	8.41	8.27	8.29
按職級劃分 By title	高級管理層接受培訓平均小時數 Average number of training hours completed by senior management	小時 Hour	7.50	7.23	7.32
	中級管理層接受培訓平均小時數 Average hours of training completed by middle management	小時 Hour	13.79	13.55	13.56
	基層員工接受培訓平均小時數 Average number of training hours completed by junior management	小時 Hour	11.81	9.54	9.74

產品責任 Product Responsibility

指標 Indicators	單位 Unit	2023	2024	2025
供應商總數 Total number of suppliers	家 One	382	472	533
大陸地區的供應商數 Number of suppliers in Chinese mainland	家 One	377	472	533
海外及港澳台地區的供應商數 Number of suppliers in overseas and Hong Kong, Macao and Taiwan	家 One	5	0	0
按公司的供應商評估制度執行環境、勞工、道德等方面表現評估的供應商數 Number of suppliers receiving environmental, labour, and ethical performance assessment according to the company's supplier evaluation system	家 One	205	227	288
通過環境、勞工、道德等方面評估的供應商數量 The number of suppliers that passed environmental, labour ethical evaluations	家 One	197	217	279
匯報期內對登行人或其員工提出並已審結的貪污訴訟案件數 Number of legal cases regarding corruption brought against the Company or its employees	件 Piece	0	0	0
反貪污培訓覆蓋的員工比例 Proportion of employees who received anti-corruption training	%	100	100	100
員工人均接受反貪污培訓小時數 Average number of anti-corruption training hours per employee	小時 Hour	1.00	2.00	2.00
開展審計項目數量 Number of audit project	個 Count	/	56	18
本年度提交內控改進建議及審計建議數量 Number of internal control improvement suggestions and audit suggestions submitted this year	個 Count	/	158	132

社區與公益 Community and Public Welfare

指標 Indicators	單位 Unit	2023	2024	2025
社區文體活動小時數 Hours of recreational and sports activities in the community	小時 Hour	4,293	5,919	5,879
社區文體活動參與人次 Number of participants in the recreational and sports activities in the community	人 Person	71,694	119,636	84,783
社區公益投入金額 Amount of community investment	元 Yuan	/	160,146	4,410,000
志願者活動小時數 Hours of volunteering	小時 Hour	1,585	1,897	1,124

附錄 1: 香港聯交所《環境、社會與管治報告守則》內容索引

Appendix 1: Hong Kong Exchanges and Clearing Limited *Environmental, Social and Governance Reporting Code* Content Index

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs:		內容所在章節 / 文件 Content Section/Document
A. 環境 A. Environmental		
<p>一般披露： 有關廢氣排放、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。 註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。有害廢棄物指國家規例所界定者。</p> <p>General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</p>		
層面 A1: 排放物 Aspect A1: Emissions	<p>關鍵績效指標 A1.1 KPI A1.1</p> <p>排放物種類及相關排放數據。 The types of emissions and respective emissions data.</p>	<p>第三章 綠色賦能 織就可持續發展畫卷 Chapter III: Green Empowerment – Weaving a Scroll of Sustainable Development</p> <p>ESG 關鍵績效表 ESG Quantitative Performance</p>
	<p>關鍵績效指標 A1.3 KPI A1.3</p> <p>所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	<p>ESG 關鍵績效表 ESG Quantitative Performance</p>
	<p>關鍵績效指標 A1.4 KPI A1.4</p> <p>所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	<p>ESG 關鍵績效表 ESG Quantitative Performance</p>
	<p>關鍵績效指標 A1.5 KPI A1.5</p> <p>描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emission target(s) set and steps taken to achieve them.</p>	<p>廢棄物與排放物管理 Waste and Emissions Management</p>
	<p>關鍵績效指標 A1.6 KPI A1.6</p> <p>描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.</p>	<p>廢棄物與排放物管理 Waste and Emissions Management</p>
主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		
<p>一般披露： 有效使用資源（包括能源、水及其他原材料）的政策。 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。 General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</p>		
層面 A2: 資源使用 Aspect A2: Use of Resources	<p>關鍵績效指標 A2.1 KPI A2.1</p> <p>按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).</p>	<p>ESG 關鍵績效表 ESG Quantitative Performance</p>
	<p>關鍵績效指標 A2.2 KPI A2.2</p> <p>總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).</p>	<p>ESG 關鍵績效表 ESG Quantitative Performance</p>
	<p>關鍵績效指標 A2.3 KPI A2.3</p> <p>描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) set and steps taken to achieve them.</p>	
	<p>關鍵績效指標 A2.4 KPI A2.4</p> <p>描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.</p>	<p>能源資源利用 Energy and Resource Utilization</p>
	<p>關鍵績效指標 A2.5 KPI A2.5</p> <p>制成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.</p>	<p>不涉及³ Not involved³</p>
B. 社會 B. Social		
僱傭及勞工常規 Employment and Labour Practices		
<p>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) 遵守對發行人有重大影響的相關法律及規例的資料。 General Disclosure: Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer that have a significant impact on the issuer.</p>		
層面 B1: 僱傭 Aspect B1: Employment	<p>關鍵績效指標 B1.1 KPI B1.1</p> <p>按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.</p>	<p>第二章：以心致誠，構建社區幸福同心圓 Chapter II: Sincere Dedication – Drawing the Concentric Circles of Community Well-being</p> <p>ESG 關鍵績效表 ESG Key Performance Table</p>
	<p>關鍵績效指標 B1.2 KPI B1.2</p> <p>按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.</p>	<p>ESG 關鍵績效表 ESG Key Performance Table</p>

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs:		內容所在章節 / 文件 Content Section/Document
B. 社會 B. Social		
僱傭及勞工常規 Employment and Labour Practices		
<p>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) 遵守對發行人有重大影響的相關法律及規例的資料。 General Disclosure: Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer that have a significant impact on the issuer.</p>		
層面 A3: 環境及天然資源 Aspect A3: The Environment and Natural Resources	<p>一般披露： 減低發行人對環境及天然資源造成重大影響的政策。 General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.</p>	<p>第三章：綠色賦能，織就可持續發展畫卷 Chapter III: Green Empowerment – Weaving a Scroll of Sustainable Development</p> <p>應對氣候變化 Addressing Climate Change 綠色運營管理 Green Operations Management 生物多樣性保護 Biodiversity Conservation</p>
	<p>關鍵績效指標 A3.1 KPI A3.1</p> <p>描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.</p>	
B. 社會 B. Social		
僱傭及勞工常規 Employment and Labour Practices		
<p>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) 遵守對發行人有重大影響的相關法律及規例的資料。 General Disclosure: Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer that have a significant impact on the issuer.</p>		
層面 B1: 僱傭 Aspect B1: Employment	<p>關鍵績效指標 B1.1 KPI B1.1</p> <p>按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.</p>	<p>第二章：以心致誠，構建社區幸福同心圓 Chapter II: Sincere Dedication – Drawing the Concentric Circles of Community Well-being</p> <p>ESG 關鍵績效表 ESG Key Performance Table</p>
	<p>關鍵績效指標 B1.2 KPI B1.2</p> <p>按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.</p>	<p>ESG 關鍵績效表 ESG Key Performance Table</p>

³ 本公司從事服務行業，不涉及任何制成品包裝材料問題。

³ Our company operates in the service industry and is not involved in any issues related to packaging materials for manufactured goods.

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs:		內容所在章節 / 文件 Content Section/Document
	<p>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。 General Disclosure: Relating to providing a safe working environment and protecting employees from occupational hazards: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer that have a significant impact on the issuer.</p>	第二章：以心致誠，構建社區幸福同心圓 Chapter II: Sincere Dedication – Drawing the Concentric Circles of Community Well-being
層面 B2：健康與安全 Aspect B2: Health and Safety	<p>關鍵績效指標 B2.1 KPI B2.1</p> <p>過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.</p>	ESG 關鍵績效表 ESG Key Performance Table
	<p>關鍵績效指標 B2.2 KPI B2.2</p> <p>因工傷損失工作日數。 Lost days due to work injury.</p>	ESG 關鍵績效表 ESG Key Performance Table
	<p>關鍵績效指標 B2.3 KPI B2.3</p> <p>描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.</p>	高質量客戶服務 High-Quality Customer Service 守護員工福祉 Safeguarding Employee Welfare
	<p>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。 註：培訓指職業培訓，可包括由僱主付費的內外課程。 General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</p>	第二章：以心致誠，構建社區幸福同心圓 Chapter II: Sincere Dedication – Drawing the Concentric Circles of Community Well-being
層面 B3：發展及培訓 Aspect B3: Development and Training	<p>關鍵績效指標 B3.1 KPI B3.1</p> <p>按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).</p>	ESG 關鍵績效表 ESG Key Performance Table
	<p>關鍵績效指標 B3.2 KPI B3.2</p> <p>按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.</p>	ESG 關鍵績效表 ESG Key Performance Table
	<p>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。 General Disclosure: Relating to preventing child and forced labour: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer that have a significant impact on the issuer.</p>	第二章：以心致誠，構建社區幸福同心圓 Chapter II: Sincere Dedication – Drawing the Concentric Circles of Community Well-being
層面 B4：勞工準則 Aspect B4: Labour Standards	<p>關鍵績效指標 B4.1 KPI B4.1</p> <p>描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.</p>	守護員工福祉 Safeguarding Employee Welfare
	<p>關鍵績效指標 B4.2 KPI B4.2</p> <p>描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.</p>	守護員工福祉 Safeguarding Employee Welfare
營運慣例 Operating Practices		
層面 B5：供應鏈管理 Aspect B5: Supply Chain Management	<p>一般披露： 管理供應鏈的環境及社會風險政策。 General Disclosure: Policies on managing environmental and social risks of the supply chain.</p>	第二章：以心致誠，構建社區幸福同心圓 Chapter II: Sincere Dedication – Drawing the Concentric Circles of Community Well-being

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs:		內容所在章節 / 文件 Content Section/Document
	<p>指標 B5.1 KPI B5.1</p> <p>關鍵績效按地區劃分的供應商數目。 Number of suppliers by geographical region.</p>	ESG 關鍵績效表 ESG Key Performance Table
層面 B5：供應鏈管理 Aspect B5: Supply Chain Management	<p>關鍵績效指標 B5.2 KPI B5.2</p> <p>描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.</p>	ESG 關鍵績效表 ESG Key Performance Table
	<p>關鍵績效指標 B5.3 KPI B5.3</p> <p>描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.</p>	可持續供應鏈管理 Sustainable Supply Chain Management
	<p>關鍵績效指標 B5.4 KPI B5.4</p> <p>描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.</p>	可持續供應鏈管理 Sustainable Supply Chain Management
	<p>一般披露： 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 General Disclosure: Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer that have a significant impact on the issuer.</p>	第一章：恪守正道，奠定管治信任基石 Chapter I: Upholding Integrity – Building the Trust Cornerstone of Governance 第二章：以心致誠，構建社區幸福同心圓 Chapter II: Sincere Dedication – Drawing the Concentric Circles of Community Well-being
層面 B6：產品責任 Aspect B6: Product Responsibility	<p>關鍵績效指標 B6.1 KPI B6.1</p> <p>已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons</p>	不涉及 ⁴ Not applicable ⁴
	<p>關鍵績效指標 B6.2 KPI B6.2</p> <p>接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.</p>	高質量客戶服務 High-Quality Customer Service
	<p>關鍵績效指標 B6.3 KPI B6.3</p> <p>描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.</p>	信息安全與私隱保護 Information Security and Privacy Protection
	<p>關鍵績效指標 B6.4 KPI B6.4</p> <p>描述質量檢定過程及產品回收程式。 Description of quality assurance process and recall procedures.</p>	高質量客戶服務 High-Quality Customer Service
	<p>關鍵績效指標 B6.5 KPI B6.5</p> <p>描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.</p>	商業道德與反貪污 Business Ethics and Anti-Corruption
層面 B7：反貪污 Aspect B7: Anti-Corruption	<p>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。 General Disclosure: Relating to bribery, extortion, fraud and money laundering: (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer that have a significant impact on the issuer.</p>	第一章：管治履責，築就穩健發展根基 Chapter I: Governance and Responsibility – Building a Solid Foundation for Stable Development

⁴ 本公司從事服務行業，不涉及任何已售或已運送產品總數中因安全與健康理由而須回收的情況。

⁴Our company operates in the service industry and is not involved in any situation where products sold or delivered are subject to recall due to safety or health reasons.

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs:		內容所在章節 / 文件 Content Section/Document	
層面 B7: 反貪污 Aspect B7: Anti-Corruption	關鍵績效指標 B7.1 KPI B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	商業道德與反貪污 Business Ethics and Anti-Corruption
	關鍵績效指標 B7.2 KPI B7.2	描述防範措施及舉報程式，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	商業道德與反貪污 Business Ethics and Anti-Corruption
	關鍵績效指標 B7.3 KPI B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	商業道德與反貪污 Business Ethics and Anti-Corruption
社區 Community			
一般披露： 有關以社區參與來瞭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。 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.		專題：厚植責任底色，激發數智動能 Special Feature: Rooted in Responsible Values, Energized by Digital Intelligence	
層面 B8: 社區投資 Aspect B8: Community Investment	關鍵績效指標 B8.1 KPI B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	專題：厚植責任底色，激發數智動能 Special Feature: Rooted in Responsible Values, Energized by Digital Intelligence 共創美好社區 Co-creating Better Communities
	關鍵績效指標 B8.2 KPI B8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	ESG 關鍵績效表 ESG Key Performance Table
D 部分：氣候相關披露 Part D: Climate-related Disclosures			
管治 Governance	(a) 負責監督氣候相關風險和機遇的治理機構（可包括董事會、委員會或其他同等治理機構）或個人 (b) 管理層在用以監察、管理及監督氣候相關風險和機遇的管治流程、監控措施及程序中的角色 (a) The governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate-related risks and opportunities. (b) Management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities.	應對氣候變化 Addressing Climate Change	
策略 Strategy	氣候相關風險和機遇 Climate-related Risks and Opportunities 業務模式和價值鏈 Business Model and Value Chain 策略和決策 Strategy and Decision-Making 財務狀況、財務表現及現金流量 Financial position, financial performance and cash flows 氣候韌性 Climate Resilience	應對氣候變化 Addressing Climate Change	

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs:		內容所在章節 / 文件 Content Section/Document
風險管理 Risk management	(a) 發行人用於識別、評估氣候相關風險，以及釐定當中輕重緩急並保持監察的流程及相關政策。 (b) 發行人用於識別、評估氣候相關機遇，以及釐定當中輕重緩急並保持監察的流程（包括發行人可有及如何使用氣候相關情景分析來確定氣候相關機遇的資訊）。 (c) 氣候相關風險和機遇的識別、評估、優次排列和監察流程，是如何融入發行人的整體風險管理流程，以及融入的程度如何。 (a) The processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks (b) The processes the issuer uses to identify, assess, prioritise and monitor climate-related opportunities (including information about whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related opportunities). (c) The extent to which, and how, the processes for identifying, assessing, prioritising and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.	應對氣候變化 Addressing Climate Change
	指標及目標 Metrics and Targets	溫室氣體排放 Greenhouse Gas Emissions 氣候相關轉型風險 Climate-Related Transition Risks 氣候相關物理風險 Climate-Related Physical Risks 氣候相關機遇 Climate-Related Opportunities 資本運用 Capital Deployment 內部碳定價 Internal Carbon Price 薪酬 Remuneration 行業指標 Industry-Based Metrics 氣候相關目標 Climate-Related Targets

⁵ 鑒於物業管理行業以服務及運營為主，碳排放規模對現階段業務決策影響較小。公司雖始終關注氣候變化相關風險與機遇，並參考《國際財務報告準則 S2 號—氣候相關披露》持續完善氣候管理體系，目前仍處於氣候管理體系建設初期階段，資本運用、內部碳定價、薪酬、行業指標及氣候相關目標等內容與指標仍在評估與完善中。

⁶ Given that the property management industry is primarily service- and operations-oriented, the scale of carbon emissions currently has a relatively limited impact on the Group's business decision-making. While the Company consistently pays attention to climate-related risks and opportunities and continues to enhance its climate management framework with reference to IFRS S2 Climate-related Disclosures, it is still at an early stage of developing its climate management system. Relevant policies, content, and metrics—including capital allocation, internal carbon pricing, remuneration linkage, industry-specific metrics, and climate-related targets—are currently under evaluation and development.

附錄 2：讀者意見反饋表 Appendix 2: Reader Feedback Form

尊敬的讀者：

您好！感謝您閱讀《朗詩綠色生活服務有限公司 2025 年度環境、社會及管治 (ESG) 報告》(以下簡稱「本報告」)，我們在此誠摯地邀請您對本報告提出寶貴的意見和建議，以進一步改善我們的工作。

Dear Readers:

Dear Readers, Thank you for reading the *Landsea Green Life Service Co., Ltd. 2025 Environmental, Social and Governance (ESG) Report* (hereinafter referred to as "this Report"). We sincerely invite you to provide valuable comments and suggestions on this Report to further improve our work.

針對下列問題，請在適當處勾選您的選擇

Please tick your choices appropriately for the following questions.

選項 Option	打分 Score				
1. 您對本報告的總體滿意度評價 1. Your overall satisfaction rating with this report	<input type="checkbox"/> 非常差 Very poor	<input type="checkbox"/> 較差 Poor	<input type="checkbox"/> 一般 Fine	<input type="checkbox"/> 較好 Good	<input type="checkbox"/> 非常好 Very good
2. 本報告完整地回應、披露了利益相關方的議題 2. This Report fully responds to and discloses stakeholder issues.	<input type="checkbox"/> 非常差 Very poor	<input type="checkbox"/> 較差 Poor	<input type="checkbox"/> 一般 Fine	<input type="checkbox"/> 較好 Good	<input type="checkbox"/> 非常好 Very good
3. 本報告披露的信息及資料清晰、準確、完整 3. The information and data disclosed in this Report are clear, accurate, and complete.	<input type="checkbox"/> 非常差 Very poor	<input type="checkbox"/> 較差 Poor	<input type="checkbox"/> 一般 Fine	<input type="checkbox"/> 較好 Good	<input type="checkbox"/> 非常好 Very good
4. 本報告全面、準確地反映了朗詩綠色生活對社會與環境的重大影響 4. This Report comprehensively and accurately reflects Landsea Green Life's significant impact on society and the environment.	<input type="checkbox"/> 非常差 Very poor	<input type="checkbox"/> 較差 Poor	<input type="checkbox"/> 一般 Fine	<input type="checkbox"/> 較好 Good	<input type="checkbox"/> 非常好 Very good
5. 本報告的邏輯主線、語言文字、版式設計條理清晰、可讀性強 5. The logical framework, language, and layout design of this report are clear, coherent, and highly readable.	<input type="checkbox"/> 非常差 Very poor	<input type="checkbox"/> 較差 Poor	<input type="checkbox"/> 一般 Fine	<input type="checkbox"/> 較好 Good	<input type="checkbox"/> 非常好 Very good

請您對以下問題作出簡要回答

Please provide brief answers to the following questions:

1. 在本報告披露的內容中，您最關心或最滿意的部分有哪些？

1. Among the contents disclosed in this report, which parts are you most concerned about or satisfied with?

2. 本報告是否存在您所關注卻尚未披露的內容？

2. Are there any concerns you have that are not yet disclosed in this report?

3. 針對本報告，您是否有其他意見或建議？

3. Do you have any other comments or suggestions regarding this report?

您可以通過郵寄、電子郵件或傳真的方式對問卷進行回饋，亦可直接來電說明，我們將充分考慮您的意見和建議。
You may provide feedback on this questionnaire by mail, email, or fax, or directly by phone. We will give full consideration to your comments and suggestions.



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