时代邻里
TIMES NEIGHBORHOOD

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

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

Stock Code 股份代號：9928

CREATE SERVICE
創 造 服 務



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

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1. 關於本報告
ABOUT THE REPORT

本報告是時代鄰里控股有限公司(以下簡稱「時代鄰里」「公司」或「我們」)發佈的第七份環境、社會及管治(ESG)報告(以下簡稱「ESG報告」)。本報告依據客觀、規範、透明和全面的原則,詳細披露了公司2025年度在環境、社會和公司治理的實踐及績效。

This report is the seventh environmental, social and governance (ESG) report (hereinafter referred to as the "ESG Report") published by Times Neighborhood Holdings Limited (hereinafter referred to as "Times Neighborhood", the "Company" or "we"). Prepared in accordance with the principles of objectivity, standardisation, transparency and comprehensiveness, this report sets out in detail the Company's practices and performance in environmental, social and governance aspects in 2025.

1.1 報告範圍

本報告以「時代鄰里」為主體,包括下屬子公司,除特別說明外,本報告範圍與本公司年報範圍保持一致。

1.1 REPORTING SCOPE

This report takes "Times Neighborhood" as the main entity, including its subsidiaries. Unless otherwise specified, the scope of this report is consistent with that of the Company's annual report.

1.2 時間範圍

本報告的時間範圍為2025年1月1日至2025年12月31日(簡稱「報告期」)。為增強報告的可比性和完整性,部分內容適當追溯以往年份或具有前瞻性描述。

1.2 TIME RANGE

The time range of this report is from 1 January 2025 to 31 December 2025 (the "Reporting Period"). To enhance comparability and completeness, certain contents appropriately trace back to previous years or contain forward-looking descriptions.

1.3 編制依據

- 香港聯合交易所有限公司《香港聯合交易所有限公司證券上市規則》(上市規則)附錄C2《環境、社會及管治報告守則》(《ESG報告守則》)
- 全球報告倡議組織《GRI可持續發展報告標準(GRI Standards)》
- 氣候相關財務信息披露(TCFD)框架
- 聯合國可持續發展目標(SDGs)
- 可持續發展會計準則委員會SASB準則

1.3 BASIS OF PREPARATION

- Appendix C2 "Environmental, Social and Governance Reporting Code" (the "ESG Reporting Code") to the "Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited" (the "Listing Rules") issued by The Stock Exchange of Hong Kong Limited
- Global Reporting Initiative's "GRI Sustainability Reporting Standards (GRI Standards)"
- Task Force on Climate-related Financial Disclosures (TCFD) framework
- United Nations Sustainable Development Goals (SDGs)
- Sustainability Accounting Standards Board (SASB) Standards



1.4 數據說明

本報告引用的全部信息數據均來自時代鄰里正式文件、統計報告及財務報告，以及經由公司統計、匯總與審核的各職能部門、各經營單位的可持續發展實踐信息。

公司承諾本報告內容不存在任何虛假記載、誤導性陳述或重大遺漏。同時，本報告涉及的貨幣種類及金額，如無特殊說明，均以人民幣為計量單位。

1.4 DATA DESCRIPTION

All information and data cited in this report are derived from Times Neighborhood's official documents, statistical reports and financial reports, as well as the sustainable development practice information of various functional departments and operating units that have been collected, summarised and reviewed by the Company.

The Company undertakes that the contents of this report do not contain any false records, misleading statements or material omissions. Meanwhile, unless otherwise specified, the currency and amounts mentioned in this report are presented in Renminbi (RMB).

1.5 稱謂說明

在本報告書中，為便於表述和閱讀，時代鄰里控股有限公司及其下屬子公司簡稱為「本集團」、「集團」或「我們」；根據行文具體情況，時代鄰里控股有限公司簡稱為「時代鄰里」「公司」或「本公司」，具體表述參考時代鄰里控股有限公司2025年年度報告。

1.5 TERMS AND SHORT NAMES

For the convenience of presentation and reading in this report, Times Neighborhood Holdings Limited and its subsidiaries are collectively referred to as "The Group", "Group" or "we". Depending on the context, Times Neighborhood Holdings Limited is referred to as "Times Neighborhood", the "Company" or "our Company". Please refer to the 2025 Annual Report of Times Neighborhood Holdings Limited for specific references.

1.6 確認及批准

本報告於2026年3月30日獲本公司董事會批准發佈。本公司董事會承諾對報告內容進行監督，並確保其不存在任何虛假記載或誤導性陳述，並對其內容的真實性、準確性和完整性負責。

1.6 ACKNOWLEDGEMENT AND APPROVAL

This report was approved for release by the Company's Board of Directors on 30 March 2026. The Board of Directors of the Company undertakes to supervise the contents of the report and to ensure that it does not contain any false records or misleading statements, and is responsible for the truthfulness, accuracy and completeness of its contents.

1.7 報告獲取

本報告可以在公司網站（www.timesneighborhood.cn）、香港聯合交易所網站（www.hkexnews.hk）查閱和下載。本報告以中文和英文發佈，英文版系根據中文版翻譯，若與中文版有任何分歧，以中文版為準。

1.7 ACCESS TO THE REPORT

This report can be accessed and downloaded on the Company's website (www.timesneighborhood.cn) and the Hong Kong Stock Exchange's website (www.hkexnews.hk). This report is published in both Chinese and English. The English version is translated from the Chinese version. In case of any discrepancy between the English version and the Chinese version, the Chinese version shall prevail.

2. 主席寄語
A MESSAGE FROM CHAIRMAN

2025年，時代鄰里步入高質量發展的關鍵階段。面對房地產市場深度調整、行業競爭加劇以及監管趨嚴，我們堅持合規經營、主動求變，持續優化運營與管理。在全體同仁的努力下，公司實現業績穩健增長，客戶滿意度和品牌影響力穩步提升，並榮獲「2025中國物業服務綜合實力百強企業TOP11」等權威榮譽，體現了社會各界對我們的高度認可。

In 2025, Times Neighborhood entered a critical stage of high-quality development. Facing a deep adjustment in the real estate market, intensified industry competition and stricter regulations, we remained committed to compliant operations, proactively sought change, and continuously optimized our operations and management. With the concerted efforts of all our staff, the Company achieved steady performance growth, steadily improved customer satisfaction and brand influence, and received authoritative honours such as "Top 11 in 2025 Top 100 of Property Services Enterprises in Comprehensive Strength in China", reflecting the high recognition from various sectors of society.

我們深知，可持續發展不僅是企業的責任，更是未來發展的必由之路。2025年，我們繼續深化綠色低碳發展理念，將ESG管理全面融入公司治理和日常運營。報告期內，我們榮獲「2025中國物業服務ESG發展優秀企業」「2025中國上市物企最佳ESG實踐」等獎項。

We deeply understand that sustainable development is not only a corporate responsibility but also the only way forward for future growth. In 2025, we continued to deepen our green and low-carbon development philosophy, fully integrating ESG management into corporate governance and daily operations. During the Reporting Period, we received awards including "2025 China Excellent Property Management Companies by ESG Development" and "2025 ESG Best Practice of China Listed Property Management Service Companies".

客戶服務始終是時代鄰里最核心的使命。我們不斷迭代服務標準，提升服務體驗。2025年，我們推出了「初心計劃5.0」，聚焦「安心、煥新、美顏、賦能」四大板塊，全面升級服務流程。我們持續優化「社區生活圈」服務體系，圍繞居民衣食住行、教育醫療、文化娛樂等多元需求，打造「一站式」生活服務平台。我們還加強了與第三方優質服務商的合作，引入更多高品質服務資源，滿足不同年齡層、不同家庭結構的個性化需求。我們堅信，唯有真正理解並回應客戶的期待，才能贏得長久的信任與支持。

Customer service has always been the core mission of Times Neighborhood. We continuously upgrade our service standards and enhance the service experience. In 2025, we launched the "Initial Plan 5.0", focusing on the four pillars of "Safety, Renovation, Beautification and Empowerment", to comprehensively upgrade our service processes. We continued to refine the "Community Life Circle" service system, building a "one-stop" lifestyle service platform that addresses the diverse needs of residents, including clothing, food, housing, transportation, education, healthcare, culture and entertainment. We also strengthened cooperation with third-party quality service providers, introducing more high-quality service resources to meet the personalised needs of different age groups and family structures. We firmly believe that only by truly understanding and responding to customers' expectations can we win long-term trust and support.



綠色發展是我們踐行社會責任的重要體現。2025年，我們將繼續加大在環保領域的投入，通過舉辦「鄰里減碳官」等主題宣傳活動，提升公眾環保意識，推動綠色社區建設從「理念」走向「實踐」。在物業服務與社區運營過程中，我們積極推行綠色運營管理，強化節能降耗舉措，優化資源循環利用，切實降低社區運營過程中的資源消耗，助力綠色低碳社區持續發展。

Green development is an important manifestation of our fulfilment of social responsibility. In 2025, we will continue to increase our investment in environmental protection, and through thematic promotional activities such as the “Carbon Reduction Officer in Neighborhood”, we will raise public awareness of environmental protection and promote the transition of green community building from “concept” to “practice”. In the process of property services and community operations, we actively implement green operation management, strengthen energy-saving and consumption-reduction measures, optimize resource recycling, effectively reduce resource consumption during community operations, and contribute to the sustainable development of green and low-carbon communities.

人才是企業創新發展的根本動力。我們秉持「德才兼備務實創新」的人才理念，將人才培養作為企業戰略的核心組成部分。2025年，我們進一步完善人才發展體系，構建更具吸引力的激勵機制和職業發展通道。我們推行四大序列晉升發展通道，為員工提供清晰的成長路徑，鼓勵員工在專業領域深耕細作，注重跨部門輪崗與複合型能力培養。同時，我們持續優化績效考核與薪酬體系，確保公平、透明、激勵有效。我們還特別重視員工的身心健康，推行健康管理服務，營造尊重、包容、充滿活力的工作氛圍。致力於讓每一位員工都能在時代鄰里實現自我價值，使企業持續煥發創新活力，實現員工成長和企業發展的雙向進步。

Talent is the fundamental driving force for the Company’s innovation and development. We adhere to the talent philosophy of “Pursue talent and morality, be pragmatic and innovative”, making talent cultivation a core component of our corporate strategy. In 2025, we further improved our talent development system and built more attractive incentive mechanisms and career development pathways. We implemented four-sequence promotion and development pathways, providing employees with clear growth paths, encouraging them to cultivate expertise in their professional fields, and focusing on cross-departmental rotations and the development of versatile skills. At the same time, we continuously optimized our performance appraisal and remuneration system to ensure fairness, transparency and effective incentives. We also place special emphasis on employees’ physical and mental health, promoting health management services and fostering a respectful, inclusive and vibrant working atmosphere. We are committed to enabling every employee to realise their self-worth at Times Neighborhood, so that the Company continues to radiate innovative vitality and achieve mutual progress between employee growth and corporate development.

未來，時代鄰里將繼續秉持「讓更多人享受更美好的生活」的使命，以更高的標準要求自己，以更強的責任回饋社會，讓更多人享受更美好的生活。

Looking ahead, Times Neighborhood will continue to uphold its mission of “let more people enjoy a better life”, hold itself to higher standards, give back to society with greater responsibility, and enable more people to enjoy a better life.

3. 走進時代鄰里
ABOUT TIMES NEIGHBORHOOD

3.1 公司簡介

時代鄰里控股有限公司(9928.HK)於2019年12月在香港聯交所(以下簡稱「聯交所」)掛牌上市,位列中國物業服務百強企業TOP11,是中國領先且穩健發展的現代服務企業。公司以資產價值運營管理為核心,依托數智化技術與應用賦能服務能力,打造卓越的全生命周期「科技+服務」平台,持續為客戶與社會創造價值,致力實現「讓更多人享受更美好的生活」的企業使命。

3.2 業務介紹

時代鄰里核心業務涵蓋三大板塊:基礎服務聚焦住宅、商企、城市公共空間及公建項目,獨創「花[4]服務體系」與「SHOW城服務模式」,提供差異化品質服務;資產運營通過鄰里美居、鄰里置業、鄰里美家等品牌,實現裝修、租賃、家政等資產增值服務閉環;創新服務包括智慧空間運營、專業電梯服務及營銷資源整合,賦能服務升級。依托數智化技術,公司打造鄰里邦線上平台,實現服務100%線上化,並通過AI管控、智能人機協同等系統提升服務效率。

3.1 COMPANY PROFILE

Times Neighborhood Holdings Limited (9928.HK) was listed on The Stock Exchange of Hong Kong (the "Stock Exchange") in December 2019 and ranks among the Top 11 of the Top 100 Property Management Companies in China. It is a leading and steadily developing modern service enterprise in China. Focusing on asset value operation management and empowering service capabilities with intelligent technology and applications, the Company has created an excellent full lifecycle "Technology + Service" platform, continuously creating value for customers and society, and is committed to fulfilling its corporate mission of "let more people enjoy a better life".

3.2 INTRODUCTION TO THE BUSINESS

Times Neighborhood's core business covers three major segments: Basic Services focus on residential properties, commercial properties, urban public spaces and public construction projects, and have developed the unique "Flower[4] Service System" and the "SHOW City Service Model" to provide differentiated quality services; Asset Operation, through brands such as Neighborhood Beauty Home, Neighborhood Real Estate, and Neighborhood Home Services, forms a closed loop of value-added services for decoration, leasing and housekeeping; Innovative Services include smart space operation, professional elevator services and integrated marketing resources, empowering service upgrades. Leveraging intelligent technology, the Company has built the Neighborhood Services online platform, achieving 100% online service delivery, and enhancing service efficiency through AI control, intelligent human-machine collaboration and other systems.



3.3 企業文化 3.3 CORPORATE CULTURE

綱領層 Creed Level	企業使命 Corporate Mission 企業願景 Corporate Vision	讓更多人享受更美好的生活 Let More People Enjoy a Better Life 成為中國最卓越的生活服務平台 To be the Most Excellent Life Service Platform in China
核心層 Core Level	企業定位 Corporate Position 品牌主張 Brand Appeals	現代服務創造者 Modern service creator 讓美好　更美好 Best For the Best
思想層 Ideological Level	企業精神 Corporate Spirit 核心價值觀 Core Value 經營理念 Operational Philosophy 人才理念 Talent Philosophy 服務理念 Service Philosophy	追求卓越勇於創新 Pursue the extraordinary, dare to innovate 愛　專注創造 Love, Devotion, Creation 品質讓客戶驚喜　服務讓客戶感動 Surprise customers with quality and move customers with service 德才兼備　務實創新 Pursue talent and morality, be pragmatic and innovative 創造服務 Create Service
行為層 Behavior Level	五項原則 Five Principles	長期主義 長期利益重於短期利益，要有所為、有所不為 Long-termism Long-term interests are more important than short-term interests, and it is necessary to do something and not to do something 變革創新 大膽構思，持續變革，唯一不變的是改變 Change and Innovation Bold ideas, continuous change, the only constant is change 客戶至上 一切以客戶為中心，我們要提供有價值的服務 Customer First Customers are the most important, we want to provide valuable services 廉潔自律 遵守法律法規，自覺抵制各種不良風氣 Integrity and Self-discipline Comply with laws and regulations, and consciously resist all kinds of undesirable trends 合作共贏 實現客戶、員工、股東、社會多方共贏 Win-Win Co-operation Realise a win-win situation for customers, employees, shareholders and society



	創造者公約 Creator Convention	主動思考，永遠想在客戶前面 Think proactively, always think ahead of customers 多用心，辦法總比困難多 Be more attentive, there are always more solutions than difficulties 認真負責，問題結束在我手上 Seriously responsible, the problem ends in my hands 專業贏得信賴，提供有價值的服務 Professionalism wins trust, provide valuable services 少找領導，多問客戶需求 Look for leaders less, ask for customer needs more 高調表揚，低調批評，多給員工鼓勵 High-profile praise, low criticism, give more encouragement to staff 合理授權，讓員工實現個人價值 Reasonable authorization, so that staff can realize their personal value 溝通要有方法，簡單直接不等於簡單粗暴 Communication should be methodical, simple and direct is not equal to simply rude 抵制一切官僚主義，倡導簡單透明人際關係 Resist all bureaucracy, advocate simple and transparent interpersonal relations 用業績論英雄，以實力說話 Performance determines who is better, speak with strength 嚴禁逃避責任、遇事甩鍋、互相抱怨 Strictly prohibit evasion of responsibility, shifting the blame in case of trouble, and complaining to each other 不懂就問，有意見就說，敢於質疑 Ask questions if you don't understand, speak up if you have any suggestion, dare to question 不要只針對別人的問題，更要發現自己的問題 Don't just focus on other people's problems, but also discover your own 樂觀面對生活，熱情對待工作 Be optimistic about life and enthusiastic about work 熱愛運動，身體是創造的本錢 Love sports, the body is the capital of creation



3.4 2025年ESG績效 3.4 ESG PERFORMANCE OF 2025

財務表現	**Financial Performance**	
資產總額（人民幣千元）	Total assets (RMB'000)	2,661,279
權益總額（人民幣千元）	Total equity (RMB'000)	1,420,232
收入（人民幣千元）	Revenue (RMB'000)	2,495,853
母公司擁有人佔核心淨利潤（人民幣千元）	Core net profit attributable to owners of the parent (RMB'000)	187,703
業務表現	**Business Performance**	
合約建築面積（百萬平方米）	Contracted GFA (million m^2)	130.3
合約項目（個）	Contracted projects	991
在管建築面積（百萬平方米）	GFA under management (million m^2)	124.0
在管項目（個）	Projects under management	943
環境數據	**Environmental Data**	
溫室氣體排放量（噸CO_2e）	Greenhouse gas emissions (tonnes CO_2e)	16,332.46
溫室氣體排放密度（噸CO_2e／人民幣百萬元收入）	Greenhouse gas emissions intensity (tonnes CO_2e per revenue in RMB (million))	6.54
綜合能耗量（兆瓦時）	Total energy consumption (MWh)	28,578.53
總耗水量（立方米）	Total water consumption (m^3)	679,672.26
安全與健康	**Safety and Health**	
項目安全培訓覆蓋率（%）	Project safety training coverage rate (%)	60.3
應急演練次數（次）	Number of emergency drills (times)	16
員工發展	**Employee Development**	
員工人數（人）	Number of employees	5,116
受訓員工覆蓋率（%）	Coverage rate of employees trained (%)	100
員工受訓平均時長（小時）	Training hours completed per employee (hours)	37.59

3.5 2025年重要榮譽 3.5 MAJOR HONORS IN 2025

榮譽 Honors	頒獎單位 Awarding Units
2025中國物業服務百強企業TOP11 Ranked 11th among the 2025 Top 100 Property Management Companies in China	北京中指信息技術研究院（「中指院」） Beijing China Index Information Technology Academy ("CIA")
2025中國物業服務綜合實力百強企業TOP11 Ranked 11th among the 2025 Top 100 Property Services Enterprises in Comprehensive Strength in China	中物智庫 China Property Management Think Tank
中國物業服務專業化運營領先品牌企業（品牌價值103億元） China Leading Brand Enterprises in Terms of Professional Operation of Property Management (Valued at RMB10.3 billion)	中指院 CIA
2025中國物業品牌影響力百強企業 TOP 100 Chinese Property Service Companies in Brand Influence in 2025	中物智庫 China Property Management Think Tank
中國物業服務企業品牌價值100強 Top 100 of Most Valuable Brand of China Property Management Services	克而瑞物管及中物研協 CCRIC Property Management and CPMRI
2025中國上市物業服務投資價值優秀企業 2025 Outstanding Property Management Listed Companies in Investment Value in China	中指院 CIA
2025中國物業管理行業上市物企20強 TOP 20 of 2025 Listed Property Management Companies in China's Property Management Industry	中物智庫 China Property Management Think Tank
2025中國物業服務ESG發展優秀企業 2025 China Excellent Property Management Companies by ESG Development	中指院 CIA
2025中國上市物企最佳ESG實踐 2025 ESG Best Practice of China Listed Property Management Service Companies	中物智庫 China Property Management Think Tank
2025中國物業科技賦能領先企業 2025 China's Leading Property Technology Empowerment Companies	中指院 CIA
2025中國物業服務上市公司市場拓展能力TOP8 2025 China Top 8 Listed Property Management Companies in terms of Market Expansion Ability	中指院 CIA
2025中國物業管理行業市場化運營領先企業TOP3 2025 Top 3 Leading Property Management Companies in China in terms of Marketisation of Business	中指院 CIA
2025中國物業市場化拓展領軍企業 2025 Independent Operative Leading Companies in Property Service in China	中物智庫 China Property Management Think Tank
2025中國住宅物業服務力優秀企業TOP6 2025 Top 6 in the Outstanding Companies in Residential Property Management in China	中指院 CIA



榮譽 Honors	頒獎單位 Awarding Units
2025中國住宅物業服務企業TOP20 2025 Top 20 China Residential Property Service Capability Companies	中物智庫 China Property Management Think Tank
中國住宅物業服務力TOP30企業 Top 30 China Residential Property Service Capability Companies	克而瑞物管及中物研協 CCRIC Property Management and CPMRI
2025中國辦公物業服務力優秀企業 2025 Companies of China Office Property Service Excellence	中指院 CIA
2025中國IFM服務優秀企業TOP5 2025 Top 5 China IFM Service Excellent Companies	中指院 CIA
2025中國IFM設施管理企業TOP10 2025 Top 10 China IFM Facility Management Companies	中物智庫 China Property Management Think Tank
2025中國FM設施管理領軍企業 2025 China FM Facility Management Leading Companies	中物智庫 China Property Management Think Tank
2025中國物業服務上市公司非住宅物業服務TOP10 2025 China Top 10 Listed Property Management Companies in terms of Non-residential Property Services	中指院 CIA
2025中國物業服務上市公司社區增值服務能力TOP9 TOP 9 in the 2025 China Listed Property Management Companies in terms of Community Value-added Service Capabilities	中指院 CIA
2025年中國物業服務滿意度20強企業 2025 Top 20 Chinese Property Service Providers by Customer Satisfaction	樂居財經 Leju Finance
2025中國物業高品質服務力百強企業 2025 Top 100 Chinese Property Companies for High-Quality Service	中物智庫 China Property Management Think Tank
2025中國物業服務百強服務質量領先企業TOP7 Ranked 7th among the 2025 Top 100 Property Management Companies in China for Leading Service Quality	中指院 CIA
2025年物業服務力品牌企業 2025 Property Service Excellence Brand Companies	樂居財經 Leju Finance
中國物業服務標準化運營領先品牌企業 China Leading Brand Enterprise for Standardized Operation of Property Services	中指院 CIA
中國物業服務特色品牌企業－網格化管理 China's Distinctive Brand Enterprise in Property Services – Grid – Based Management	中指院 CIA
2025中國特色物業服務領先企業（花[4]服務體系）TOP4 2025 Top 4 China's Leading Property Service Enterprises (Flower[4] Service System)	中指院 CIA
中國物業服務品牌特色企業（友好社區） China's Distinctive Property Service Brand Enterprise (Friendly Community)	克而瑞物管及中物研協 CCRIC Property Management and CPMRI

4. 完善ESG治理
ENHANCE ESG GOVERNANCE

4.1 董事會ESG聲明

時代鄰里董事會深知ESG工作對企業發展的關鍵價值，因此高度重視ESG管理工作。依據聯交所的相關規範，公司逐步健全ESG管治機制，提升董事會在ESG事務中的參與度與監督力度，主動踐行企業社會責任，助力公司實現長期穩健的發展。

ESG管治

作為公司的最高決策主體，董事會肩負ESG工作的主體責任，同時授權ESG委員會協助其管理與決策ESG相關事務。ESG委員會主要負責配合董事會制定ESG發展戰略，並指導ESG工作組評估、優先處置對公司有重大影響的ESG相關問題。

ESG委員會需至少每年向董事會彙報一次重大ESG事項，以便董事會定期審視公司ESG工作的推進狀態，並針對待改進之處提出相應的行動建議。

ESG風險管理

時代鄰里對可能給公司造成重大影響的ESG風險予以高度關注。結合行業ESG風險特點、監管要求與宏觀政策導向，公司定期更新ESG問題數據庫，同時通過利益相關者調研、專家評估及董事會研討等方式，對重大ESG問題進行研判。目前董事會已審核並確認了本年度重大問題的分析結論。

4.1 BOARD ESG STATEMENT

The Board of Times Neighborhood understands the critical value of ESG work to the Company's development and therefore attaches great importance to ESG management. In accordance with the relevant rules of the Stock Exchange, the Company has gradually improved its ESG governance mechanism, enhanced the Board's participation and oversight in ESG matters, proactively fulfilled its corporate social responsibility, and supported the Company in achieving long-term and stable development.

ESG Governance

As the highest decision-making body of the Company, the Board assumes primary responsibility for ESG work and authorises the ESG Committee to assist it in managing and deciding on ESG-related matters. The ESG Committee is primarily responsible for assisting the Board in formulating the ESG development strategy and guiding the ESG Task Force to evaluate and prioritise ESG-related issues that have a significant impact on the Company.

The ESG Committee shall report at least once a year to the Board on material ESG matters, so that the Board can regularly review the progress of the Company's ESG work and propose corresponding actions for areas requiring improvement.

ESG Risk Management

Times Neighborhood gives high priority to ESG risks that may have a significant impact on the Company. Taking into account industry ESG risk characteristics, regulatory requirements and macro policy directions, the Company regularly updates its ESG issue database and evaluates material ESG issues through stakeholder surveys, expert assessments and Board discussions. The Board has reviewed and confirmed the analysis results of the material issues for the current year.



ESG目標管理

時代鄰里嚴格遵循聯交所的ESG報告指引，結合公司實際狀況制定核心ESG目標，並持續跟進目標的推進進度。董事會會定期審閱、研討ESG目標，同時依據外部環境與公司業務的最新動態，對目標的達成情況進行階段性核查，以此保障ESG目標的可持續性與適配性。

ESG Target Management

Times Neighborhood has strictly followed the ESG Reporting Guide of the Stock Exchange, formulated key ESG targets based on the actual situation of the Company, and continuously followed up on the progress of the targets. The Board regularly reviews and discusses the ESG targets and periodically reviews the achievement of targets in light of the latest development of the external environment and the Company's business to ensure the sustainability and adaptability of the ESG targets.

4.2 ESG合規管理

時代鄰里立足於「現代服務創造者」的企業定位，堅持以創造者「五項原則」（長期主義、變革創新、客戶至上、廉潔自律、合作共贏）作為ESG管理的行動原則，並把ESG責任履行深度融入戰略決策與日常運營。公司持續提升ESG合規管理與實踐水平，在保障服務品質的同時，為各持份者創造長期價值。

4.2 ESG COMPLIANCE MANAGEMENT

Based on the corporate identity of "Modern Service Creator", Times Neighborhood adheres to the "Five Principles" (Long-termism, Reform and Innovation, Client priority, Integrity, Self-discipline, and Win-win Cooperation) as the action principle of ESG management, and deeply integrates ESG responsibility into strategic decision-making and daily management. The Company continues to improve the level and practices of ESG compliance management to ensure service quality while creating long-term value for all stakeholders.

時代鄰里創造者「五項原則」
The Creators of Times Neighborhood "Five Principles"

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

4. 完善ESG治理
ENHANCE ESG GOVERNANCE



4.2.1 ESG合規架構

時代鄰里已構建起完善的ESG管治架構，由「董事會－ESG委員會－ESG工作組－公司各職能部門、子公司及城市分公司」組成，明確了決策、監督、實施三個層面的具體職責，保障ESG工作有序高效推進。關於董事會參與監督ESG事項的詳細內容，可參見本報告中「董事會聲明」章節。

4.2.1 ESG Compliance Structure

Times Neighborhood has established a sound ESG governance structure composed of a "Board – ESG Committee – ESG Task Force – functional departments, subsidiaries, and branches in cities of the Company", which clarifies the specific responsibilities of the three levels from decision-making, supervision to implementation, and ensures that the ESG efforts are carried out in an orderly and efficient manner. For details of the Board's participation in the supervision of ESG matters, please refer to the section headed "BOARD STATEMENT" in this report.

ESG管治結構 / ESG Governance Structure

架構 Frameworks	角色 Roles	成員 Members	具體職責 Specific Responsibilities
董事會 The Board	最高決策層 Top decision-making organization	董事會成員 Members of the Board	確定ESG管理方針、策略及目標； Determine ESG management approaches, strategies and targets; 審批ESG報告披露信息及監管要求 Approve the disclosure information of the ESG report and regulatory requirements;
ESG委員會 ESG Committee	決策層 Decision-making organization	董事會主席：岑釗雄先生 Chairman of the Board: Mr. Shum Chiu Hung 執行董事： 委員包括：王萌女士、謝嬈女士及陳小樂女士 Executive Directors: Member: Ms. Wang Meng, Ms. Xie Rao and Ms. Chen Xiaole 獨立非執行董事：雷勝明先生 Independent non-executive Director: Mr. Lui Shing Ming, Brian	對董事會負責，向董事會彙報關於ESG工作的重大事宜； Be accountable to the Board and report to the Board on material matters relating to ESG work; 審視ESG策略，包括識別、評估及管理ESG風險和重大性議題，以及氣候相關的績效指針和目標的制定和實施，並向董事會提供依據； Review ESG strategies, including the identification, assessment and management of ESG risks and material issues, as well as the formulation and implementation of climate-related performance indicators and targets, and provide a basis to the Board; 審視和監督ESG政策、管理及目標進度，及審視氣候相關風險和機遇，向董事會彙報並提出建議； Review and monitor ESG policies, management and progress towards targets, and review climate-related risks and opportunities, and report to the Board and make recommendations; 審閱ESG報告，並向董事會提出建議。 Review the ESG report and make recommendations to the Board.

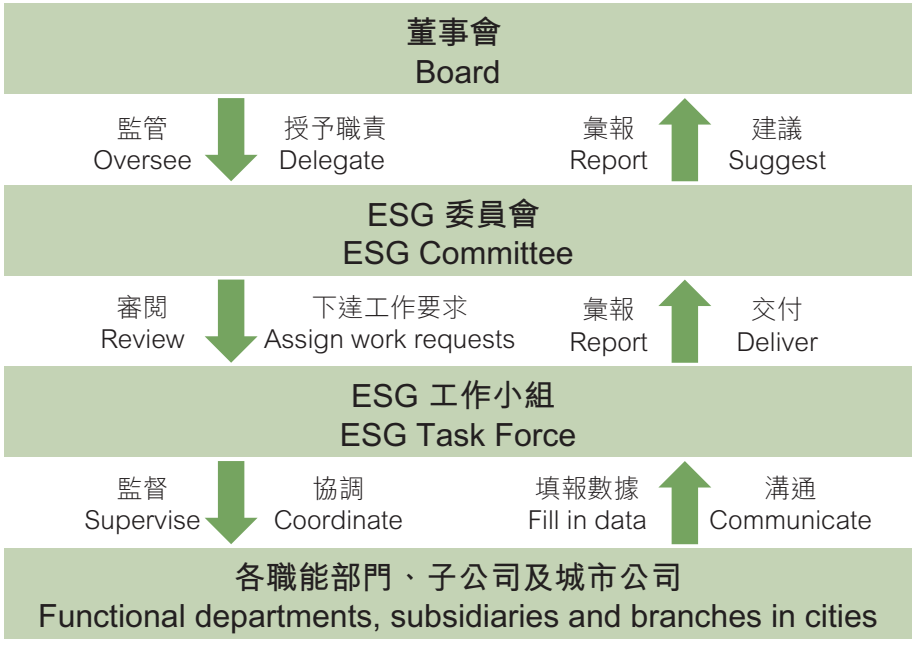


架構 Frameworks	角色 Roles	成員 Members	具體職責 Specific Responsibilities
ESG工作小組 ESG Task Force	監督協調層 Supervision and coordination organization	組長：執行董事謝嬈女士 Leader: Executive Director – Ms. Xie Rao 由相關部門指派成員組成，並設置專人負責統籌 The ESG Task Force is composed of members appointed by relevant departments, and a dedicated person is responsible for the coordination	履行執行層面的職責，籌備ESG管理委員會會議，並執行ESG管理委員會的有關決議； Perform responsibilities at the execution level, prepare for meetings of the ESG Committee, and implement relevant resolutions of the ESG Committee; 起草ESG政策及目標，落實ESG工作，並定期向ESG委員會彙報工作進展； Draft ESG policies and targets, implement ESG work, and regularly report work progress to the ESG Committee; 召開ESG專題會議。 Conduct ESG thematic meetings.
各職能部門、子公司及城市公司 Functional departments, subsidiaries and branches in cities	執行層 Executive organization	各職能部門、子公司及城市公司所有人員 All personnel of each functional department, subsidiary and city branch	落實集團可持續發展理念、策略及管理措施； Implement the Group's sustainable development concepts, strategies and management measures; 為ESG工作小組提供輸入和反饋 Provide input and feedback to the ESG Task Force

為了有效落實ESG策略和目標，不斷提升ESG工作效率，我們建立多層次雙向溝通機制，有序推進ESG管理工作。

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

4. 完善ESG治理
ENHANCE ESG GOVERNANCE



ESG管治架構圖

ESG Governance Framework



4.2.2 持份者溝通

時代鄰里一直把各持份者的反饋置於首要位置。我們借助信息披露、專題調研以及多元溝通途徑，和員工、客戶／業主、投資者／股東、供應商與合作夥伴、政府及監管部門、媒體等持份者保持常態化交流。通過搭建雙向溝通機制，我們持續關注各方在可持續發展領域的核心關切，進而制定針對性的回應方案，保障關鍵訴求能被有效傳遞並妥善解決。

4.2.2 Communication with Stakeholders

Times Neighborhood always prioritizes the feedback of its stakeholders. We rely on information disclosure, thematic research, and diversified communication channels to maintain regular dialogue with stakeholders such as employees, clients/property owners, investors/shareholders, suppliers and partners, governments and regulators, and the media. By establishing a two-way dialogue mechanism, we continuously track the key concerns of all parties in the field of sustainable development and formulate targeted response strategies to ensure that key demands are effectively communicated and properly addressed.

持份者 Stakeholders	溝通方式 Methods of Communication	主要訴求 Main Demands
政府與監管機構 Governments and regulators	定期走訪 Regular visits 政策溝通 Policy communication 舉辦或參加會議 Hosting or attending meetings 公開活動 Public events	滿足監管合規要求 Meeting regulatory and compliance requirements 按時依法足額納稅 Paying taxes on time and in full 響應國家政策號召 Responding to national policies 促進地方經濟發展 Facilitating local economic development
投資者／股東 Investors/shareholders	股東大會 General meeting 財務報告 Financial report 官方網站 Official website 分析員簡報 Analyst briefing 公開報道 Public report	維持穩定的投資回報 Maintaining stable returns on investment 提升公司商業價值 Enhancing the commercial value of the Company 保障企業信息透明 Ensuring corporate information transparency 確保公司信息合規 Ensuring compliance of corporate information 保護股東投資權益 Protecting investment rights of shareholders

4. 完善ESG治理
ENHANCE ESG GOVERNANCE



持份者 **Stakeholders**	溝通方式 **Methods of Communication**	主要訴求 **Main Demands**
客戶／業主／租戶 Customers/property owners/ tenants	物業服務中心 Property service center 客戶服務熱線 Customer service hotline 官方網站 Official website 客戶滿意度調查 Customer satisfaction survey 官方微博和微信 Official Weibo and WeChat accounts 客戶訪談 Customer interview 鄰里邦APP Neighborhood Services APP 常規巡查 Routine inspections	提升客戶服務質量 Improving the quality of customer service 保護客戶信息與隱私 Protecting customers' information and privacy 促進客戶福祉與健康 Facilitating the well-being and health of customers 積極推進社區建設 Promoting community building actively 確保合規和負責任的營銷 Ensuring compliance and responsible marketing 開展綠色物業實踐 Initiating green development philosophy
員工 Employees	公司內部互聯網 Intranet 員工會議 Employees' meetings 僱員電子郵箱 Employees' email 僱員訪談 Employees' interview 僱員活動、僱員培訓 Employees' activities and training 線上意見調查 Online opinion surveys	保障職業健康與安全 Ensuring occupational health and safety 落實僱員培訓與發展 Implementing employees' training and development 保護多元平等的職場文化 Protecting a diverse and equal workplace culture 保障僱員權益 Protecting employees' rights 有競爭力的薪酬與福利 Providing competitive remuneration and benefits



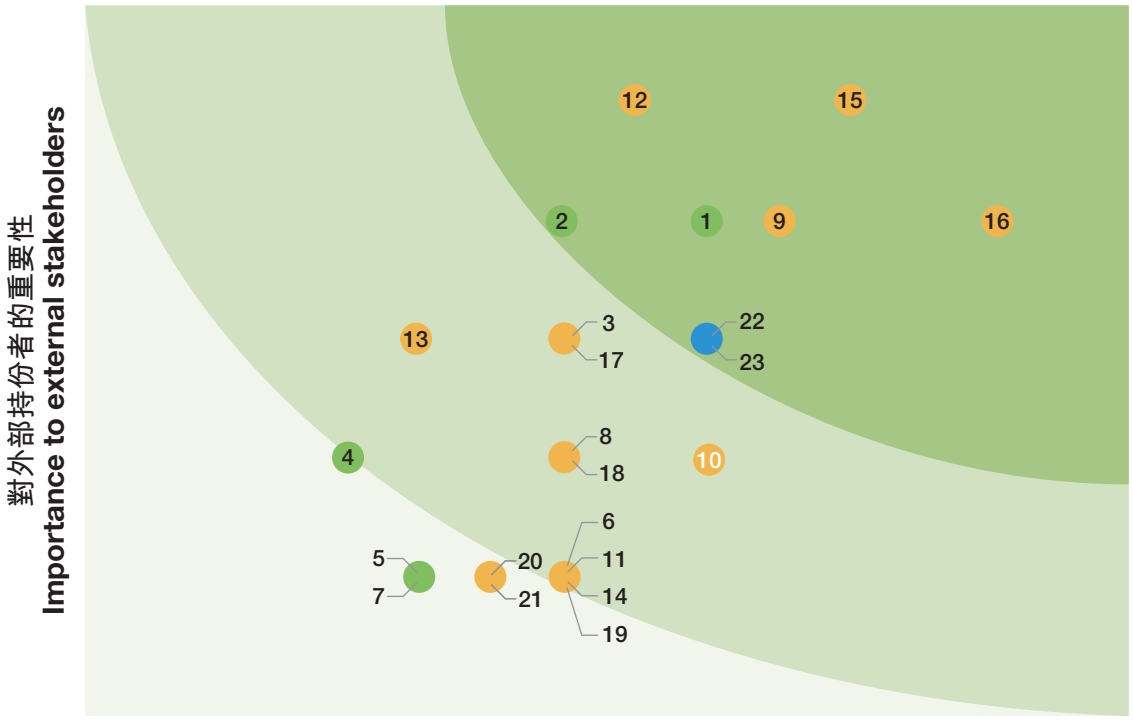
持份者 **Stakeholders**	溝通方式 **Methods of Communication**	主要訴求 **Main Demands**
供應商及業務夥伴 Suppliers and business partners	直接溝通訪問 Direct communication and visit 網上意見調查 Online opinion survey 供應商會議 Suppliers' meetings 年度審核及評估 Annual review and assessment 承包商會議 Contractors' meetings 招標投標活動 Bid invitation and bidding	加強日常溝通交流 Strengthening daily communication 依法履行合同約定 Performing contractual agreements 踐行誠實守信經營 Conducting business with honesty and integrity 打造負責任的供應鏈 Creating a responsible supply chain
媒體 Media	媒體發佈會 Press conferences 媒體採訪 Media interview 媒體拜訪 Media visits	提升企業透明度 Improving corporate transparency 履行企業社會責任 Fulfilling corporate social responsibility
公益組織／社會組織 Non-profit organizations/social organizations	公益活動合作 Engaging in social welfare activities 訪問與調查 Interviews and surveys	投入公益慈善事業 Investing in social welfare and charity activities 堅持綠色低碳運營 Upholding green and low-carbon operations 促進社區文化發展 Promoting cultural development in the community



4.2.3 實質性議題分析 4.2.3 Materiality Assessment

議題評估流程 Issue Assessment Process	分析方法 Analysis Methodology
步驟一：了解公司背景 Step 1: Understanding the Company's Background	• 基於全球大趨勢分析，中國產業發展趨勢的宏觀環境分析 • Macro-environmental analysis based on global mega-trends and China's industrial development trends • 基於行業分析 • Based on industry analysis • 基於公司的商業模式分析 • Based on the Company's business model analysis • 識別公司的持份者與公司面臨的影響、風險與機遇 • Identify the Company's stakeholders and the impacts, risks and opportunities faced by the Company
步驟二：議題初步篩選 Step 2: Initial Screening of Issues	參考全球報告倡議組織GRI、聯合國可持續發展目標SDGs、SASB、MSCI，以及國內外同行業相關議題，我們建立2025年的23個ESG重要議題清單。 With reference to the Global Reporting Initiative (GRI), the United Nations Sustainable Development Goals (SDGs), SASB, MSCI, and issues related to the same industry both domestically and internationally, we have established a list of 23 material ESG issues for 2025.
步驟三：議題重要性評估 Step 3: Assessment of Issue Materiality	3-1：對持份者的重要性評估 3-1: Assessment of materiality to stakeholders 梳理各議題對外部環境、社會和經濟的潛在或實際的正面或負面影響，通過問卷的形式對持份者開展調研分析，回收了109份問卷。 Identify the potential or actual positive or negative impacts of each issue on the external environment, society and economy, conduct stakeholder research and analysis through questionnaires, and collect 109 valid responses. 3-2：對企業發展的重要性評估 3-2: Assessment of materiality to corporate development 通過影響、依賴性和其他因素分析，結合專家判斷，以及公司各部門風險識別和評估清單，識別和評估相關議題下的風險和機遇，評估出對企業發展具有重要性的議題。 Through analysis of impacts, dependencies and other factors, combined with expert judgement and the risk identification and assessment lists of various departments of the Company, identify and assess the risks and opportunities under relevant issues, and determine the issues that are material to corporate development.
步驟四：議題確認 Step 4: Confirmation of Issues	形成企業發展重要性和持份者重要性議題清單，並確保相關議題透明、平衡且完整地披露於報告中。 Develop a list of issues material to corporate development and material to stakeholders, and ensure that relevant issues are disclosed transparently, balanced and completely in the report. 因此，我們得到了一個重要性議題矩陣和列表，其中包括8個高度重要議題，10個中度重要議題和5個輕度重要議題。 As a result, we have obtained a materiality matrix and a list of material issues, which include 8 issues of high materiality, 10 issues of medium materiality and 5 issues of low materiality.

時代鄰里2025年ESG重要性議題矩陣
Times Neighborhood 2025 ESG Materiality Matrix



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

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議題分類 Classification of Issues	排名 Rank	序號 No.	範疇 Category	議題 Issues
高度重要議題 Issues of high materiality	1	15	社會 Social	服務質量與客戶滿意度 Service quality and customer satisfaction
	2	16	社會 Social	客戶信息與私隱保護 Customer information and privacy protection
	3	12	社會 Social	職業健康與安全 Occupational health and safety
	4	9	社會 Social	員工培訓與發展 Employees' training and development
	5	1	環境 Environmental	能源管理 Energy management
	6	2	環境 Environmental	應對氣候變化 Climate change response
	7	22	治理 Governance	企業管治 Corporate governance
	8	23	治理 Governance	反貪腐 Anti-corruption



議題分類 Classification of Issues	排名 Rank	序號 No.	範疇 Category	議題 Issues
中度重要性議題 **Issues of moderate materiality**	9	10	社會 Social	員工多元化 Employee diversity
	10	3	環境 Environmental	溫室氣體排放管理 Management of greenhouse gas emissions
	11	17	社會 Social	客戶福祉與健康安全 Well-being, health, and safety of customers
	12	13	社會 Social	創新服務與智慧物業 Innovative services and intelligent property
	13	8	社會 Social	員工權益與福利 Interests and benefits of employees
	14	18	社會 Social	負責任的供應鏈管理 Responsible supply chain management
	15	6	環境 Environmental	水資源管理 Water resources management
	16	11	社會 Social	防止僱傭童工及強制勞工 Prevention of child labor and forced labor
	17	14	社會 Social	知識產權保護 Protection for intellectual property rights
	18	19	社會 Social	參與社區建設 Participation in community construction
輕度重要性議題 **Issues of general materiality**	19	4	環境 Environmental	綠色物業管理及運營 Green property management and operation
	20	20	社會 Social	參與公益慈善及志願活動 Participation in charity and voluntary activities
	21	21	社會 Social	政策回應及行業交流 Response to policies and industry interaction
	22	5	環境 Environmental	綠色辦公 Green Office
	23	7	環境 Environmental	廢棄物管理 Waste management

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2025年議題排序變動情況及解釋說明：

Changes in issue ranking in 2025 and explanation:

序號 No.	議題範疇 Category of the issues	議題 Issues	25年排序 Rank of 2025	24年排序 Rank of 2024	同比變動 Year-on-year change	議題變動解釋說明 Explanation of changes in issues
1	環境 Environmental	能源管理 Energy management	5	11	6	監管合規驅動：契合《香港聯合交易所有限公司證券上市規則》附錄C2《環境、社會及管治報告守則》（2025年修訂版）對能源利用效率披露的明確要求，作為港股上市公司需滿足合規披露義務； Regulatory compliance driven: Aligns with the express disclosure requirements on energy efficiency under Appendix C2 *"Environmental, Social and Governance Reporting Code"* (2025 Revision) of the *"Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited"*; as a Hong Kong listed company, we must meet the compliance disclosure obligations; 戰略實踐支撐：公司推進物聯網節能改造（如智能照明等），該議題直接關聯運營成本優化與綠色運營目標，符合GRI準則等標準對能源管理的重大主題界定； Strategic practice support: The Company advances IoT-based energy-saving retrofits (e.g., smart lighting, etc.). This issue is directly related to operational cost optimisation and green operation targets, and conforms to the definition of material topics on energy management under standards such as the GRI Standards; 持份者關註：投資者、業主等持份者對綠色節能運營的關注度提升，該議題的落地能夠同步提升品牌認可度與可持續發展形象。 Stakeholder concern: Stakeholders including investors and property owners have increased their focus on green and energy-saving operations. Implementation of this issue can simultaneously enhance brand recognition and the sustainable development image.
2	環境 Environmental	應對氣候變化 Climate change response	6	17	11	政策與監管導向：響應全球氣候治理趨勢及國內「雙碳」政策要求，聯交所2025年修訂版ESG守則強化了氣候相關風險與機遇的披露要求，作為上市企業需重點響應； Policy and regulatory orientation: Responding to global climate governance trends and domestic "Carbon peak and carbon neutrality" policy requirements, the Stock Exchange's 2025 revised ESG Code has strengthened the disclosure requirements on climate-related risks and opportunities, which listed companies are required to prioritise; 運營風險防控：氣候變化引發的極端天氣等風險直接影響物業設施穩定性與服務連續性，對企業運營構成實質影響； Operational risk prevention and control: Extreme weather events triggered by climate change directly affect the stability of property facilities and service continuity, materially impacting business operations; 行業標準契合：符合《歐洲可持續報告準則》（ESRS）、《GRI準則：重大主題》對氣候議題的核心關注，是ESG報告不可或缺的關鍵內容，因此優先級大幅提升。 Industry standard alignment: Conforms to the core focus on climate issues under the European Sustainability Reporting Standards (ESRS) and the "GRI Standards: Material Topics", making it indispensable key content for the ESG report. As a result, its priority has been significantly increased;



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3	環境 Environmental	溫室氣體排放管理 Management of greenhouse gas emissions	10	21	11	披露標準要求：滿足《國際財務報告可持續披露準則第1號－可持續相關財務信息披露一般要求》（IFRS S1）及聯交所ESG守則對溫室氣體排放數據量化披露的硬性要求，保障上市合規性； Disclosure standard requirements: Meet the mandatory requirements for quantitative disclosure of greenhouse gas emission data under the "*General Requirements for Disclosure of Sustainability-related Financial Information (IFRS S1)*" and the Stock Exchange's ESG Code, ensuring listing compliance; 戰略落地配套：公司節能改造、綠色運營等舉措的成效需通過排放數據體現，該議題是可持續發展成果的核心量化載體； Strategic implementation support: The effectiveness of the Company's energy-saving retrofits, green operations and other initiatives needs to be demonstrated through emission data; this issue serves as the core quantitative carrier for sustainable development achievements; 市場預期響應：投資者及行業機構將溫室氣體管理能力作為評估企業ESG表現的重要指標，提升該議題優先級有助於增強市場信心。 Market expectation response: Investors and industry institutions regard greenhouse gas management capability as an important indicator for assessing corporate ESG performance; raising the priority of this issue helps enhance market confidence.
4	環境 Environmental	綠色物業管理及營運 Green property management and operation	19	18	–1	公司已搭建基礎綠色運營框架，當前階段該議題的核心舉措與能源管理、應對氣候變化等優先級議題存在實踐重疊；基於議題評估的「避免重覆、聚焦核心」原則，排序小幅調整，並非重要性下降，後續將結合綠色運營深化逐步優化優先級。 The Company has established a foundational green operation framework. At the current stage, the core measures of this issue overlap in practice with priority issues such as energy management and climate change response. Based on the principle of "avoiding duplication, focusing on the core" in issue assessment, the ranking has been slightly adjusted, which does not indicate a decrease in materiality. The priority will be gradually optimized as green operations are further deepened.
5	環境 Environmental	綠色辦公 Green Office	22	19	–3	公司已落實基礎綠色辦公舉措（如無紙化辦公、節能設備配置），且該議題對企業核心運營及合規披露的影響程度低於環境維度其他核心議題；結合資源聚焦戰略，將優先級向能源管理、氣候相關議題傾斜，故排序小幅下降。 The Company has implemented basic green office initiatives (e.g., paperless office, energy-efficient equipment configuration), and the impact of this issue on the Company's core operations and compliance disclosure is lower than that of other core issues in the environmental dimension. In line with the strategy of resource concentration, priority has been shifted towards energy management and climate-related issues, resulting in a slight decrease in ranking.

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6	環境 Environmental	水資源管理 Water resources management	15	15	0	該議題符合SASB等行業標準關注範疇，公司已建立穩定的水資源節約與管理機制，且聯交所ESG披露要求中對其無新增硬性規範，因此保持排序穩定，後續將持續維持基礎管理水平並根據政策變化動態調整。 This issue aligns with the areas of focus under industry standards such as SASB. The Company has established a stable water conservation and management mechanism, and the Stock Exchange's ESG disclosure requirements impose no new mandatory rules in this regard. Therefore, its ranking remains stable, and the Company will continue to maintain its basic management level and make dynamic adjustments in response to policy changes.
7	環境 Environmental	廢棄物管理 Waste management	23	14	–9	基礎工作落地：公司已完善廢棄物分類、回收處理等基礎運營機制，該議題的日常保障功能已基本實現； Basic work implementation: The Company has improved its basic operational mechanisms for waste classification, recycling and disposal; the routine safeguarding function of this issue has been largely achieved; 戰略資源傾斜：2025年公司資源重點聚焦於與上市合規、戰略轉型（智能物業、綠色節能）強相關的核心議題，該議題與當前戰略適配性相對較低； Strategic resource allocation: In 2025, the Company's resources are primarily focused on core issues strongly related to listing compliance and strategic transformation (intelligent property, green energy saving), while the alignment of this issue with the current strategy is relatively low; 平衡披露原則：基於議題評估的「核心聚焦與全面覆蓋」平衡要求，在保障基礎披露的前提下調整優先級，並非否定其重要性。 Principle of balanced disclosure: Based on the requirement for a balance between "core focus and comprehensive coverage" in issue assessment, the priority has been adjusted while ensuring basic disclosure, which does not negate its materiality.
8	社會 Social	員工權益與福利 Interests and benefits of employees	13	10	–3	公司已建立完善的員工權益保障體系，相關制度與實踐符合行業標準；當前階段，員工相關資源更加聚焦於與戰略轉型相匹配的「員工培訓與發展」（如技能培訓），因此該議題排序小幅下降，核心保障舉措持續落地。 The Company has established a comprehensive employee rights protection system, and the relevant policies and practices are in line with industry standards. At the current stage, employee-related resources are more concentrated on "employee training and development" (e.g., skills training) that matches the strategic transformation. As a result, the ranking of this issue has slightly decreased, while core safeguard measures continue to be implemented.



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9	社會 Social	員工培訓與發展 Employees' training and development	4	3	–1	該議題始終為公司核心關注範疇，排序小幅下降僅因「創新服務與智慧物業」等戰略性議題優先級提升；隨著智能物業轉型推進，員工數字化、智能化技能培訓需求持續增加，後續仍將維持高重要性水平。 This issue has always been a core area of focus for the Company. The slight decrease in ranking is merely due to the increased priority of strategic issues such as "innovative services and intelligent property". As the intelligent property transformation advances, the demand for employee training in digital and intelligent skills continues to grow, so this issue will maintain a high level of materiality in the future.
10	社會 Social	員工多元化 Employee diversity	9	5	–4	公司已落實基礎的員工多元化保障措施，且該議題暫無聯交所新增合規要求；結合當前戰略重點，資源向與業務轉型直接相關的議題傾斜，排序適度調整，多元化相關舉措將在現有框架下持續推進。 The Company has implemented basic employee diversity safeguard measures, and there are currently no new compliance requirements from the Stock Exchange on this issue. In light of the current strategic priorities, resources are being directed towards issues directly related to business transformation, and the ranking has been moderately adjusted. Diversity-related initiatives will continue to be advanced under the existing framework.
11	社會 Social	防止僱傭童工及強制勞工 Prevention of child labor and forced labor	16	12	–4	該議題屬於企業合規底線要求，公司已建立完善的防控機制（入職身份核查），且無相關風險暴露；由於其屬於「基礎合規類」議題，在無新增監管要求的情況下，優先級低於與戰略發展、核心服務相關的議題，故排序小幅下降。 This issue constitutes a baseline compliance requirement for the Company. The Company has established a comprehensive prevention and control mechanism (e.g., identity verification upon employment) and has no relevant risk exposure. As a "basic compliance" issue, its priority is lower than issues related to strategic development and core services in the absence of new regulatory requirements, resulting in a slight decrease in ranking.
12	社會 Social	職業健康與安全 Occupational health and safety	3	2	–1	作為高重要性議題，公司已構建成熟的安全管理體系；排序小幅下降僅因環境維度氣候、能源相關議題受監管驅動優先級提升，公司對員工職業健康與安全的保障力度未減弱，核心制度持續執行。 As an issue of high materiality, the Company has established a mature safety management system. The slight decrease in ranking is merely due to the increased priority, driven by regulatory requirements, of climate and energy-related issues in the environmental dimension. The Company's commitment to employee occupational health and safety remains undiminished, and core systems continue to be implemented.

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13	社會 Social	創新服務與智慧物業 Innovative services and intelligent property	12	20	8	戰略核心導向：公司聚焦智能物業（AI、物聯網等）發展，該議題直接關聯業務轉型與核心競爭力提升，「科技賦能服務」的關鍵載體； Strategic core orientation: The Company is focused on the development of intelligent property (AI, IoT, etc.). This issue is directly related to business transformation and the enhancement of core competitiveness, serving as a key vehicle for "technology-empowered services". 持份者需求：業主對智能服務（如AI安防、智能響應）的需求持續提升，投資者也關注創新業務對企業增長的帶動作用，因此排序大幅上升。 Stakeholder needs: Property owners' demand for smart services (e.g., AI security, smart response) continues to increase, and investors are also focused on the role of innovative business in driving corporate growth. As a result, its ranking has significantly increased.
14	社會 Social	知識產權保護 Protection for intellectual property rights	17	16	–1	公司已建立基礎的知識產權保護機制，且當前階段智能物業相關知識產權佈局仍在推進中，暫無重大披露壓力；排序小幅調整是基於議題重要性的動態平衡，後續將隨創新業務深化逐步提升優先級。 The Company has established a basic intellectual property rights protection mechanism. At the current stage, the layout of intellectual property related to intelligent property is still in progress, and there is no significant disclosure pressure. The slight adjustment in ranking is based on the dynamic balancing of issue materiality, and its priority will be gradually increased as innovative businesses are further developed.
15	社會 Social	服務質量與客戶滿意度 Service quality and customer satisfaction	1	1	0	該議題是公司核心價值主張，且直接關聯客戶留存與品牌口碑；作為「基礎核心類」議題，無新增監管或戰略調整導致排序變動，將持續維持最高優先級。 This issue represents the Company's core value proposition and is directly related to customer retention and brand reputation. As a "foundational core" issue, there are no new regulatory or strategic adjustments leading to a change in ranking, and it will continue to maintain the highest priority.
16	社會 Social	客戶信息與私隱保護 Protecting customers' information and privacy	2	4	2	智能物業轉型中AI、物聯網的應用涉及大量客戶數據，數據安全風險防控成為業務落地的前提；客戶對個人信息保護的關注度持續提升，該議題直接影響客戶信任度，因此排序上升。 The application of AI and IoT in the intelligent property transformation involves a large amount of customer data, making data security risk prevention and control a prerequisite for business implementation. Customers' concern for personal information protection continues to grow, and this issue directly affects customer trust, resulting in a rise in its ranking.



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17	社會 Social	客戶福祉與健康安全 Well-being, health, and safety of customers	11	7	–4	公司已將該議題融入日常服務保障（如社區安全巡查、健康服務配套），且其核心要求與「服務質量與客戶滿意度」存在實踐重疊；基於議題精簡與聚焦原則，排序適度調整，保障舉措持續嵌入現有服務體系。 The Company has integrated this issue into its daily service guarantees (e.g., community safety patrols, health service provisions), and its core requirements overlap in practice with "service quality and customer satisfaction". Based on the principles of issue refinement and focus, the ranking has been moderately adjusted, while safeguard measures continue to be embedded in the existing service system.
18	社會 Social	負責任的供應鏈管理 Responsible supply chain management	14	13	–1	公司已搭建基礎供應鏈責任管理框架，當前階段暫無聯交所新增合規要求；排序小幅調整是基於戰略資源的合理分配，後續將隨著供應鏈規模擴大與行業標準升級逐步優化。 The Company has established a foundational supply chain responsibility management framework. At the current stage, there are no new compliance requirements from the Stock Exchange. The slight adjustment in ranking is based on the reasonable allocation of strategic resources, and its priority will be gradually optimized as the supply chain expands and industry standards evolve.
19	社會 Social	參與社區建設 Participation in community construction	18	9	–9	基礎實踐完善：公司已開展常態化社區共建活動，基礎功能已實現； Basic practices are well-established: The Company has carried out regular community co-construction activities, and the basic functions have been achieved; 戰略重點轉移：2025年資源聚焦於上市合規、智能物業轉型、綠色節能等核心議題，該議題與當前戰略核心適配性相對較低； Strategic focus shift: In 2025, resources are concentrated on core issues such as listing compliance, intelligent property transformation, and green energy saving, while the alignment of this issue with the current strategic core is relatively low; 披露平衡要求：在保障基礎披露的前提下，優先滿足監管與戰略強相關議題的資源需求，排序調整為動態優化，非重要性下降。 Disclosure balance requirement: Under the premise of ensuring basic disclosure, priority is given to meeting the resource needs of issues strongly related to regulation and strategy. The ranking adjustment is a dynamic optimisation and does not indicate a decrease in materiality.
20	社會 Social	參與公益慈善及志願活動 Participation in charity and voluntary activities	20	22	2	響應ESG報告「社會價值」披露要求，公司持續推進公益慈善與志願活動；隨著持份者對企業社會價值的關注度提升，在保障核心議題資源的前提下適度提升優先級，體現可持續發展的全面性。 Responding to the "social value" disclosure requirements of the ESG report, the Company continues to promote charitable and voluntary activities. As stakeholders' attention to corporate social value increases, priority has been moderately raised while ensuring resources for core issues, reflecting the comprehensiveness of sustainable development.

4. 完善ESG治理
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序號 No.	議題範疇 Category of the issues	議題 Issues	25年排序 Rank of 2025	24年排序 Rank of 2024	同比變動 Year-on-year change	議題變動解釋說明 Explanation of changes in issues
21	社會 Social	政策回應及行業交流 Response to policies and industry interaction	21	23	2	作為港股上市公司，需強化與監管機構、行業協會的溝通聯動，及時響應政策變化；該議題優先級小幅提升，是為了更好地滿足上市合規對政策響應能力的披露要求，助力行業協同發展。 As a Hong Kong listed company, it is necessary to strengthen communication and collaboration with regulatory authorities and industry associations to respond promptly to policy changes. The slight increase in the priority of this issue is to better meet the listing compliance disclosure requirements regarding policy responsiveness and to promote collaborative industry development.
22	治理 Governance	企業管治 Corporate governance	7	6	–1	公司已建立符合聯交所上市規則要求的企業管治體系；排序小幅下降僅因環境、社會維度等部分核心議題受監管驅動優先級提升，公司管治架構與機制將持續優化以適配上市要求。 The Company has established a corporate governance system that complies with the listing rules of the Stock Exchange. The slight decrease in ranking is merely due to the increased priority, driven by regulatory requirements, of certain core issues in the environmental and social dimensions. The Company's governance structure and mechanisms will continue to be optimized to adapt to listing requirements.
23	治理 Governance	反貪腐 Anti-corruption	8	8	0	該議題是上市企業治理的核心底線，公司已建立完善的反貪腐制度與防控機制，且無新增監管要求，因此保持排序穩定，持續保障治理合規性。 This issue is the core bottom line of governance for a listed company. The Company has established a sound anti-corruption system and prevention and control mechanism, and there are no new regulatory requirements. Therefore, its ranking remains stable, ensuring continued governance compliance.

4.3 有序合規管治

時代鄰里積極踐行社會責任，堅守誠信經營準則、恪守商業道德底線，健全完善內部控制體系，全面推進企業合規化運營，為企業穩健可持續發展築牢合規根基。

4.3.1 完善管治體系

時代鄰里嚴格遵循《中華人民共和國公司法》《香港聯合交易所有限公司證券上市規則》以及國家相關法律法規的要求，結合自身發展實際，持續優化公司治理結構，不斷提升公司管治水平。

同時，公司已構建責權明晰的法人治理結構，嚴格按照由股東大會、董事會及高級管理層組成的合規架構進行規范運作，各負其責、協調合作、有效制衡，共同確保公司治理的科學規范和高效運作。

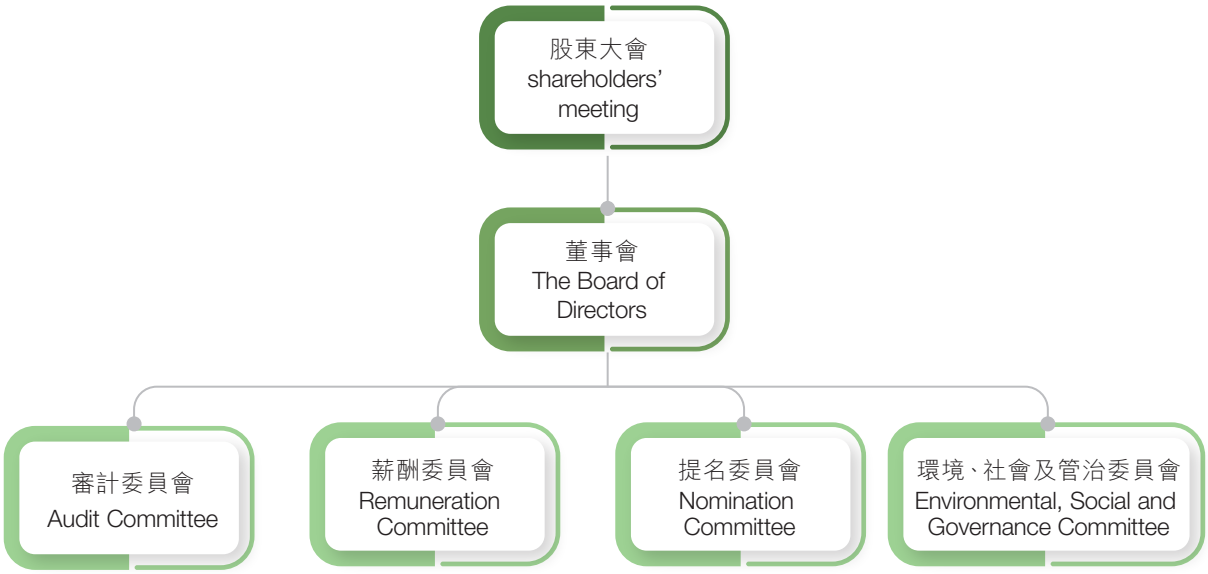
4.3 ORDERLY COMPLIANCE GOVERNANCE

Times Neighborhood actively fulfils its social responsibilities, adheres to the principle of integrity in business operations, upholds the bottom line of business ethics, improves its internal control system, and comprehensively promotes compliant corporate operations, laying a solid compliance foundation for the Company's stable and sustainable development.

4.3.1 Improving the Governance System

Times Neighborhood strictly complies with the requirements of the *"Company Law of the People's Republic of China"*, the *"Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited"* and other relevant national laws and regulations, and continuously optimizes its corporate governance structure and enhances its governance standards based on its own development realities.

At the same time, the Company has established a corporate governance structure with clear responsibilities and powers, and operates in a standardised manner in strict accordance with the compliance framework composed of the shareholders' general meeting, the Board and senior management, with each party performing its own duties, coordinating and cooperating, and maintaining effective checks and balances, to jointly ensure the scientific, standardised and efficient operation of corporate governance.



時代鄰里組織架構
Organizational Structure of Times Neighborhood

4. 完善ESG治理
ENHANCE ESG GOVERNANCE



股東大會

時代鄰里嚴格按《股東通訊政策》及股東大會議事規則召集召開股東大會。董事會統籌股東對話機制，董事、高管及外部審計師出席股東大會回應股東問詢，保障股東平等獲取信息及行使參與公司治理的權利。

Shareholders' General Meeting

Times Neighborhood convenes and holds the shareholders' general meeting in strict accordance with the *"Shareholder Communication Policy"* and the rules of procedure of the shareholders' general meeting. The Board of Directors oversees the shareholder engagement mechanism, with directors, senior management and external auditors attending the shareholders' general meetings to address shareholders' enquiries, to safeguard shareholders' equal access to information and their exercise of rights to participate in corporate governance.

關鍵績效

報告期內，公司共召開股東大會一次，審議通過議案共計五項。

Key Performance

During the Reporting Period, the Company convened one shareholders' general meeting and approved a total of five proposals.

董事會

公司依據企業管治守則構建完善董事會治理體系，董事會保留重大事宜決策權，將日常管理交由高級管理層負責。下設審計、薪酬、提名、環境、社會及管治四個專門委員會，各有明確職權範圍，共同監督指導公司決策管理，推動董事會規範運作與科學決策。

Board of Directors

The Company has established a sound board governance system in accordance with the Corporate Governance Code. The Board retains the decision-making power over major matters and delegates daily management to senior management. The Board has established four special committees: Audit, Remuneration, Nomination, and Environmental, Social and Governance (ESG), each with clear terms of reference, which together supervise and guide the Company's decision-making and management, promoting the standardised operation and scientific decision-making of the Board.



董事會多元化

公司推行董事會多元化政策，制定《董事會成員多元化政策》政策，董事會由9名董事組成，含3名女性執行董事（佔比約33%）及3名獨立非執行董事。董事專業背景涵蓋物業、財務、審計、法律等領域，與公司發展需求高度契合，可充分發揮專業特長，謹慎決策以維護公司及股東利益。

Board Diversity

The Company implements a board diversity policy and has established the *"Board Diversity Policy"*. The Board comprises 9 directors, including 3 female executive directors (accounting for approximately 33%) and 3 independent non-executive directors. The professional backgrounds of the directors cover areas such as property, finance, auditing and law, which are highly aligned with the Company's development needs, enabling them to fully leverage their professional expertise and exercise prudent decision-making to safeguard the interests of the Company and its shareholders.

	9 人	**董事會成員 Board Members**
職務 Position	3 人	獨立非執行董事 Independent Non-executive Director
	3 人	執行董事 Executive Director
	3 人	非執行董事 Non-executive Director
性別 Gender	6 人	男性 Male
	3 人	女性 Female

4.3.2 風險管理

時代鄰里高度重視風險合規管理，圍繞風險可控、合規遵循、經營高效等目標，制定《風險管理制度》制度，構建「董事會－審計委員會－高級管理層－內部審計部門」四級管控體系，涵蓋風險識別評估、預警監控、應急處置等核心措施，搭配內部審計與法務支撐，形成全流程風險防控管理機制。

4.3.2 Risk Management

Times Neighborhood attaches great importance to risk and compliance management. Focusing on objectives such as controllable risks, compliance adherence and operational efficiency, it has established the *"Risk Management System"* and built a four-tier control system consisting of "Board – Audit Committee – Senior Management – Internal Audit Department", covering core measures including risk identification and assessment, early warning and monitoring, and emergency response, supported by internal audit and legal support, forming a full-process risk prevention and control management mechanism.

控制程序 Control Procedures	具體措施 Specific Measures
風險識別與評估 Risk Identification and Assessment	採用動態評估流程，結合宏觀數據等多維度分析，運用風險矩陣量化戰略、市場等風險，按發生概率與影響程度分級；識別內外部風險，關注高管操守、經濟形勢等因素。 Adopt a dynamic assessment process, combining multi-dimensional analysis such as macro data, and use a risk matrix to quantify risks including strategy and market, grading them by probability of occurrence and impact level; identify internal and external risks, focusing on factors such as executive conduct and economic conditions.
風險緩釋 Risk Mitigation	高風險（如物業市場下行）通過業務多元化（拓展城市服務等）分散；運營風險（如設備故障）採用保險覆蓋及備用方案降低損失。 High risks (e.g., property market downturn) are mitigated through business diversification (e.g., expanding into city services); operational risks (e.g., equipment failure) are covered by insurance and backup plans to reduce losses.
風險監控與預警 Risk Monitoring and Early Warning	設立財務、經營管理預警系統；各職能部門每年書面評估業務風險，風險管理委員會報董事會；客戶助理中心監督消防、應急管理等並跟蹤整改。 Establish early warning systems for finance and operational management; each functional department conducts an annual written assessment of business risks, and the Risk Management Committee reports to the Board; the Customer Assistant Centre supervises fire safety, emergency management, etc., and tracks corrective actions.
風險處理 Risk Handling	建立危機處理機制，風險發生後成立以董事長／總經理為組長的小組，制訂計劃並處理；事後總結報告，追究失職責任人責任。 Establish a crisis handling mechanism. When a risk occurs, a task force headed by the Chairman/General Manager is set up to formulate and implement a plan; after the event, a summary report is prepared and responsible parties are held accountable for dereliction of duty.
內部審計監督 Internal Audit Supervision	2025年全年開展12項審計，提出279條風險點及建議：處置8宗違規案件，受理65宗投訴舉報，98.5%已閉環。 For the year 2025, 12 audits were initiated with 279 risk points and recommendations: 8 cases of non-compliance were handled, 65 complaint reports were received, and 98.5% were closed.

關鍵績效

報告期內，公司對內部控制的有效性進行了評價，並聘請第三方機構出具獨立審計報告，未發現內部控制重大風險和缺陷。

Key Performance

During the Reporting Period, the Company evaluated the effectiveness of its internal control and engaged a third-party institution to issue an independent audit report. No material risks or deficiencies in internal control were identified.



關聯交易管理

為確保關聯交易合規透明、維護股東整體利益，時代鄰里依據《香港聯合交易所有限公司證券上市規則》及《公司章程》，制定《關聯方管理制度》，明確關聯方範圍、交易識別統計、決策流程、信息披露及豁免條款。公司建立分層審批機制，嚴格執行關聯董事、股東回避表決規則，關聯交易定價以市場公允為核心，每月更新關聯方名單並監控交易額度，實現關聯交易規范管理與有效監督，切實保障公司及全體股東合法權益。

Management of Connected Transactions

To ensure the compliance and transparency of connected transactions and safeguard the overall interests of shareholders, Times Neighborhood has formulated the *"Management System for Connected Parties"* in accordance with the *"Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited"* and the *"Company's Articles of Association"*, specifying the scope of connected parties, transaction identification and statistics, decision-making processes, information disclosure and exemption clauses. The Company has established a tiered approval mechanism, strictly implements the rules of voting abstention by connected directors and shareholders, and bases the pricing of connected transactions on fair market value. The list of connected parties is updated monthly and transaction amounts are monitored, enabling the standardised management and effective supervision of connected transactions, thereby effectively safeguarding the legitimate rights and interests of the Company and all shareholders.

4.3.3 商業道德與反腐

時代鄰里高度重視商業道德建設與反貪腐工作，嚴格依據《中華人民共和國公司法》《中華人民共和國反壟斷法》《中華人民共和國反不正當競爭法》《中華人民共和國反洗錢法》等法律法規，以「制度先行、多層防控、閉環管理」的模式推行廉潔治理工作。公司構建了「董事會領導、法務與審計監察中心統籌、各部門協同、全體員工參與」的反貪腐架構，通過「三道防線」管理體系、舉報機制、審計監督與獎懲考核聯動，保障公司經營活動合規透明，維護股東及相關方合法權益。

4.3.3 Business Ethics and Anti-corruption

Times Neighborhood attaches great importance to business ethics and anti-corruption work. In strict compliance with laws and regulations such as the *"Company Law of the People's Republic of China"*, the *"Anti-Monopoly Law of the People's Republic of China"*, the *"Anti-Unfair Competition Law of the People's Republic of China"* and the *"Anti-Money Laundering Law of the People's Republic of China"*, the Company implements integrity governance under a model of "policies first, multi-layered prevention and control, and closed-loop management". The Company has established an anti-corruption framework of "Board leadership, coordination by the Legal and Audit and Supervision Centre, collaboration among departments, and participation by all employees", ensuring the compliance and transparency of the Company's business activities and safeguarding the legitimate rights and interests of shareholders and relevant parties through the "three lines of defence" management system, reporting mechanism, audit supervision and linked reward and punishment assessments.

4. 完善ESG治理
ENHANCE ESG GOVERNANCE

廉潔治理機制

公司反貪腐與商業道德建設工作由董事會統一領導，法務與審計監察中心作為核心統籌部門，各部門、子公司負責人為第一責任人，承擔屬地管理責任。公司制定了涵蓋反舞弊、反商業賄賂、廉潔自律、利益衝突申報等全維度制度體系，通過定期審計、專項檢查、員工培訓、舉報受理等方式，形成「預防－識別－調查－整改－追責」的閉環治理機制，從源頭防範廉潔風險。

Integrity Governance Mechanism

The Company's anti-corruption and business ethics efforts are led by the Board, with the Legal and Audit and Supervision Centre serving as the core coordinating department. The heads of each department and subsidiary are the primary responsible persons, bearing responsibility for territorial management. The Company has established a comprehensive system covering anti-fraud, anti-commercial bribery, integrity and self-discipline, conflict of interest declaration, and other dimensions. Through regular audits, special inspections, employee training, and complaint handling, a closed-loop governance mechanism of "prevention-identification-investigation-rectification-accountability" has been formed, preventing integrity risks at the source.

管理流程 Control Procedures	具體措施 Specific Measures
預防 Prevention	制定反舞弊、反商業賄賂等系列制度，開展反洗錢及廉潔從業培訓且將其納入新員工入職必訓，推行管理層及關鍵崗位員工利益衝突定期申報，重要合作合同簽訂《廉潔合作協議》，倡導誠信企業文化並宣傳舉報渠道及保護措施。 Formulate a series of policies on anti-fraud and anti-commercial bribery, conduct anti-money laundering and integrity-based employment training and include such training as mandatory for new employees, implement regular declaration of conflicts of interest for management and employees in key positions, sign the *"Integrity Cooperation Agreement* (廉潔合作協議)" for important cooperative contracts, advocate an honest corporate culture and publicise reporting channels and protection measures.
識別 Identification	設立舉報電話、郵箱等多元舉報渠道，審計監察部開展日常檢查、專項審計及明察暗訪，業務部門履行客戶身份識別與大額／可疑交易監測義務，定期開展洗錢風險自評估及內部控制自我評估，規範禮金禮品上繳登記以防範利益輸送苗頭。 Establish multiple reporting channels such as reporting hotlines and email addresses. The Audit and Supervision Department carries out routine inspections, special audits and overt and covert investigations. Business departments perform customer identity verification and monitoring of large-sum/suspicious transactions, conduct regular self-assessments of money laundering risks and internal control self-assessments, and regulate the declaration and surrender of gifts and cash gifts to prevent the emergence of interest transfers.



管理流程 Control Procedures	具體措施 Specific Measures
調查	審計監察部按層級報批受理舉報並成立調查小組，必要時聘請外部專業機構參與，調查過程中查閱資料、實地核查收集證據且相關部門需配合，對舉報信息嚴格保密以保護舉報人合法權益，調查完成後形成書面報告及處理意見並向舉報人反饋結果。
Investigation	The Audit and Supervision Department, upon approval by the relevant level, accepts reports and sets up an investigation team. Where necessary, external professional institutions are engaged to participate. During the investigation, the team reviews documents, conducts on-site verifications and collects evidence, with relevant departments required to cooperate. Reporting information is kept strictly confidential to protect the legitimate rights and interests of whistleblowers. Upon completion of the investigation, a written report and handling recommendations are prepared, and the results are reported back to the whistleblower.
整改	被審計單位在5個工作日內出具具體可衡量的整改方案，審計監察部跟蹤整改進度並開展後續審計，對高、中、低風險問題分類推進整改，針對漏洞完善內部控制制度，整改完成後驗收存檔形成閉環管理。
Rectification	The audited unit issues a specific and measurable rectification plan within five working days. The Audit and Supervision Department tracks the progress of rectification and conducts follow-up audits. High, medium and low risk issues are categorised and addressed. Internal control policies are improved to address identified loopholes. Upon completion of rectification, the results are accepted and archived, forming a closed-loop management.
追責	對違規行為按情節給予警告、降職、解僱等處分，造成經濟損失的由責任人賠償，涉嫌犯罪的移送司法機關，落實廉政案件連帶責任制追究相關管理人員責任，對舉報有功者給予獎勵並追責打擊報復舉報人行為。
Accountability	Disciplinary actions such as warnings, demotions and dismissals are imposed on violators depending on the severity of the violation. Where economic losses are caused, the responsible person shall compensate. Where a violation is suspected of constituting a crime, the case shall be transferred to the judicial authorities. A joint liability system for integrity-related cases is implemented, holding relevant management personnel accountable. Whistleblowers who provide valuable information are rewarded, and any act of retaliation against whistleblowers is pursued for accountability.

4. 完善ESG治理
ENHANCE ESG GOVERNANCE



廉潔文化倡導

時代鄰里積極倡導誠信正直的廉潔文化，通過制度約束、審計監督與宣傳教育並舉持續築牢廉潔防線。公司與供應商簽署《廉潔協議》明確陽光交易準則，要求全員遵守廉潔守則並主動申報利益衝突；將反洗錢、廉潔從業培訓納入新員工入職必訓，通過多種形式宣傳反舞弊、反商業賄賂制度及舉報渠道，倡導全員監督。管理層以身作則嚴守職業操守，公司將審計整改與廉潔事件納入績效考核，對舞弊行為堅持「零容忍」，嚴肅查處違規問題並推動體系整改。公司通過獎懲分明的機制鼓勵合規行為，嚴懲違規舉動，全力營造公開透明、風清氣正的經營環境，守護企業健康發展與業主信賴。

Integrity Culture Advocacy

Times Neighborhood actively advocates for an honest and upright integrity culture, continuously strengthening its integrity defences through a combination of policy constraints, audit supervision and publicity and education. The Company signs the *"Integrity Agreement"* with suppliers to establish transparent transaction guidelines, requiring all employees to comply with the code of conduct and proactively declare conflicts of interest; anti-money laundering and integrity-based employment training are incorporated into mandatory training for new employees, and anti-fraud and anti-commercial bribery policies and reporting channels are promoted through various means, encouraging oversight by all employees. Management leads by example and strictly adheres to professional ethics. The Company incorporates audit rectification and integrity-related incidents into performance assessments, maintains a "zero tolerance" stance towards fraudulent behaviour, strictly investigates and handles violations, and promotes systemic rectification. Through a clear mechanism of rewards and penalties, the Company encourages compliant behaviour and severely punishes misconduct, striving to create an open, transparent and upright business environment, safeguarding the healthy development of the enterprise and the trust of property owners.



舉報渠道與檢舉人保護

公司設立多元舉報渠道受理廉潔違規行為投訴，同時嚴格保障檢舉人合法權益。審計監察部對舉報人身份及舉報材料嚴格保密，嚴禁泄露相關信息，切實保護舉報人不受打擊報復；舉報事項經查證屬實且為公司挽回損失的，將對舉報人酌情給予獎勵，對打擊報復者依法依規追究責任。

Reporting Channels and Whistleblower Protection

The Company has established multiple reporting channels to receive complaints regarding integrity violations, while strictly safeguarding the legitimate rights and interests of whistleblowers. The Audit and Supervision Department maintains strict confidentiality over the identity of whistleblowers and reporting materials, prohibits the disclosure of relevant information, and effectively protects whistleblowers from retaliation. Where a reported matter is verified to be true and results in the recovery of losses for the Company, the whistleblower may be given a reward at the Company's discretion. Those who engage in retaliation shall be held accountable in accordance with relevant laws and regulations.

舉報渠道
Reporting Channels

舉報電話： Report hotline:	18617306853
舉報郵箱： Report email:	sdlljtjc@timesgroup.cn
其他渠道： Other channels:	廣東省廣州市越秀區東風中路410號時代地產中心11樓時代鄰里審計監察中心 Times Neighborhood Audit and Supervision Center, 11th Floor, Times Property Center, 410 Dongfeng Middle Road, Yuexiu District, Guangzhou, Guangdong Province

反壟斷與反不正當競爭

時代鄰里嚴格遵守《中華人民共和國反壟斷法》《中華人民共和國反不正當競爭法》等相關法律法規，秉持公平競爭原則，堅決抵制不正當競爭行為。公司通過反商業賄賂、反舞弊等制度規範經營活動，禁止暗箱操作、利益輸送等違規行為，在合作中簽訂《廉潔合作協議》，依托利益衝突申報機制防範合規風險，切實維護市場競爭秩序及公司、股東與相關方合法權益。

Anti-monopoly and Anti-unfair Competition

Times Neighborhood strictly complies with the *"Anti-Monopoly Law of the People's Republic of China"*, the *"Anti-Unfair Competition Law of the People's Republic of China"* and other relevant laws and regulations, adheres to the principle of fair competition, and resolutely opposes unfair competition practices. The Company regulates its business activities through policies such as anti-commercial bribery and anti-fraud, prohibiting improper practices such as backdoor dealings and interest transfers. The *"Integrity Cooperation Agreement"* is signed in the course of cooperation, and compliance risks are prevented through the conflict of interest declaration mechanism, thereby effectively safeguarding the market competition order and the legitimate rights and interests of the Company, its shareholders and relevant parties.

5. 卓越品質服務
EXCELLENT QUALITY SERVICE

時代鄰里追求卓越品質服務，秉持「品質讓客戶驚喜，服務讓客戶感動」的經營理念，持續完善服務管理體系，全方位保障客戶權益，不斷提升客戶滿意度。

Times Neighborhood pursues excellent quality service, adhering to the operation philosophy of "Surprise Customers with Quality and Move Customers with Service", continuously improving its service management system, protecting customer rights and interests in all aspects, and constantly enhancing customer satisfaction.

5.1 專題

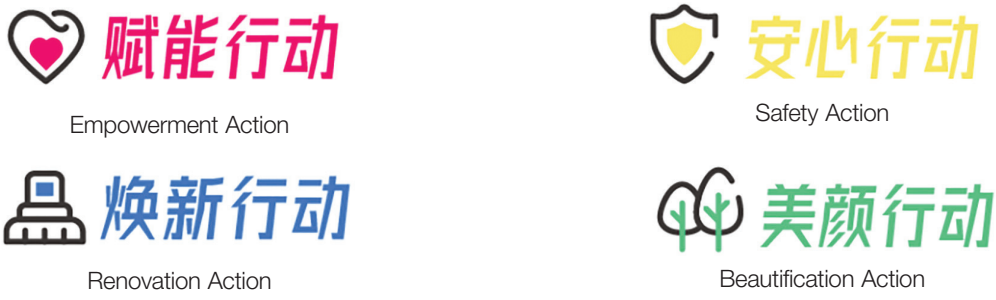
5.1.1 初心計劃5.0

時代鄰里初心計劃自2021年啟動，至2025年迭代至5.0版本，始終堅守「為業主創造美好生活」的核心初心。該計劃聚焦「安心、煥新、美顏、賦能」四大行動，以科技為筆、服務為墨，動態響應業主需求，通過細節把控與系統升級，持續提升物業服務品質，構建安全、舒適、潔淨且兼具低碳屬性的社區生態，成為推動社區可持續發展的重要載體。

5.1 FEATURE

5.1.1 Initial Plan 5.0

Since its launch in 2021, the Times Neighborhood Initial Plan has been iterated to version 5.0 in 2025, always adhering to the core initial intention of "creating a better life for property owners". The plan focuses on the four major actions of "Safety, Renovation, Beautification and Empowerment", using technology as a pen and service as ink to dynamically respond to the needs of property owners. Through meticulous attention to detail and systematic upgrades, it continuously improves the quality of property services, builds a safe, comfortable, clean and low-carbon community ecosystem, and serves as an important vehicle for promoting sustainable community development.



初心計劃5.0
Initial Plan 5.0



安心行動：科技守護，築牢社區安全屏障

時代鄰里通過「AI智能監測+人工核驗」雙軌模式，構建全天候社區安防體系與應急救援體系。公司依托人工智能（AI）「安心雷達」監測系統，實時捕捉到電梯門異常常開信號後，立即觸發預警機制，智能調度就近巡邏人員趕赴核查處置，有效規避電梯停運、人員被困等風險。針對火情、盜竊等情況，聯動消防系統管理標準及相關應急預案，全年撲滅初期火情起過40次、攔截盜竊超過10次。同時，該行動還實現車輛違停15分鐘消除，實時預警水域危險，聯動防洪、燃氣洩漏等各類預案，全方位覆蓋風險，實現社區人財安全「零事故」，大幅提升業主安全感。

Safety Action: Technology as a Guardian, Building a Robust Community Safety Barrier

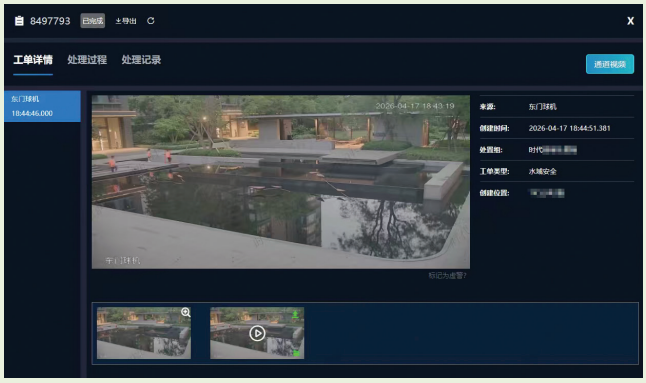
Times Neighborhood has established a round-the-clock community security and emergency response system through a dual-track model combining “AI intelligent monitoring + manual verification”. Leveraging its AI-powered “Assurance Radar” monitoring system, the Company can instantly detect abnormal signals such as elevator doors failing to close properly. Once detected, an early warning mechanism is triggered, intelligently dispatching nearby patrol personnel to investigate and address the issue, effectively mitigating risks such as elevator shutdowns or passengers being trapped. In the event of fire hazards, theft, or similar incidents, the system integrates with fire safety management standards and relevant emergency plans. Over the course of the year, the Company extinguished over 40 incipient fires and intercepted more than 10 theft attempts. In addition, this initiative has enabled the resolution of vehicle parking violations within 15 minutes, provided real-time alerts for water-related hazards, and coordinated responses to various scenarios, including flood control and gas leaks. By covering risks comprehensively, the Company has achieved “zero accidents” concerning the safety of people and property within the community, significantly enhancing residents’ sense of security.

案例：時代鄰里在水域裝上「智能哨兵」

2025年，時代鄰里針對配備泳池及景觀水池的社區項目，建立AI數字鏡像水域安全防護體系。通過在虛擬空間構建社區水池實時數字孿生鏡像，搭載AI智能行為分析算法，對池邊越界、攀爬、落水、溺水姿態等高危行為進行不間斷監測。系統一旦識別異常，將向客助終端精準推送報警信息，同步定位險情位置與風險等級。客服與安防人員攜帶終端快速趕赴現場，開展隱患排查、應急勸阻與救援處置，形成「AI感知－自動預警－快速響應－閉環處置」的全流程水域安全防護機制。以科技賦能築牢社區親水場景安全底線，讓居民在享受景觀與休閑樂趣的同時，安全感與舒適度同步提升，實現愜意休憩與安全守護兩不誤。

Case: Times Neighborhood Deploys “Smart Sentinels” for Water Areas

In 2025, Times Neighborhood introduced an AI digital mirroring safety protection system for water areas in community projects featuring swimming pools and decorative ponds. By creating a real-time digital twin of the community’s water features in a virtual space and equipping it with AI intelligent behavior analysis algorithms, the system continuously monitors high-risk behaviors such as boundary crossing, climbing, falling into the water, and drowning postures near the pools. Once an anomaly is identified, the system accurately pushes alarm information to customer service and security terminals, simultaneously pinpointing the location and risk level of the incident. Customer service and security personnel, carrying the terminals, quickly arrive at the scene to conduct hazard inspections, issue emergency warnings, and carry out rescue operations. This creates a full-process water area safety protection mechanism of “AI perception – automatic alert – rapid response – closed-loop resolution”. By leveraging technology to fortify the safety baseline of water-adjacent community spaces, residents can enjoy the aesthetic and recreational benefits of these areas. At the same time, their sense of security and comfort are simultaneously enhanced–achieving a seamless blend of pleasant relaxation and reliable protection.



煥新行動：系統維保，煥活社區空間

時代鄰里在2025年針對全國多個服務社區，開展破損路面修復1,120次，總面積超2.6萬平方米，檢修換新樓棟門、防火門2,539扇，更換井口防墜網271批並為3,922個井蓋增設警示，解決路面顛簸、設施老化等痛點。公司通過網格化管理與預防性維保，不僅讓業主「歸家路平順、出入門安全」，更以空間煥新間接提升房產價值，實現「好心情一小步，好房價一大步」。

Renovation Action: Systematic Maintenance to Revitalize Community Spaces

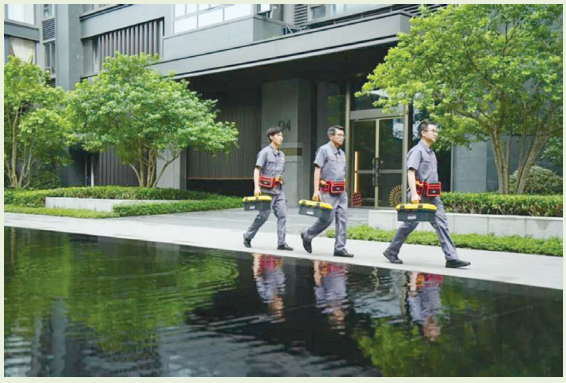
In 2025, Times Neighborhood carried out 1,120 repairs of damaged road surfaces across multiple serviced communities nationwide, covering a total area of over 26,000 square meters. The Company inspected, repaired, and replaced 2,539 building entrance doors and fire doors, replaced 271 batches of manhole anti-fall nets, and added warning signs to 3,922 manhole covers, addressing pain points such as uneven roads and aging facilities. Through grid-based management and preventive maintenance, Times Neighborhood not only ensures a "smooth journey home and safe entry and exit" for residents, but also indirectly enhances property value through spatial revitalization–achieving "a small step for a better mood, and a giant leap for higher property value".

案例：時代鄰里「網格化」自愈社區

2025年，時代鄰里在旗下時代社區全面推行「網格化管理系統」，將社區分解為精細單元格，利用物聯網、數字孿生與社區全息數據庫，實現對設備狀態的實時監控和預測性維護。系統能在燈泡、電梯、管道等設備發生故障前自動生成工單，由物業人員主動修復，變被動響應為主動預防。這不僅保障了業主生活的連續性與房產價值，也讓物業工作更聚焦於現場問題，打造出可自我修復、不斷優化的智慧「自愈系」社區生態。

Case: Times Neighborhood's "Grid-Based" Self-Healing Community

In 2025, Times Neighborhood fully implemented a Grid-Based Management System across its Times communities. The system breaks down each community into fine, detailed grids and leverages the Internet of Things (IoT), digital twins, and a community holographic database to enable real-time equipment monitoring and predictive maintenance. Before a device such as a light bulb, elevator, or pipe fails, the system automatically generates a work order, allowing property staff to proactively carry out repairs–shifting from reactive response to proactive prevention. This approach not only ensures continuity of daily life for residents and preserves property values, but also enables property management to focus more effectively on on-site issues, creating an intelligent, "self-healing" community ecosystem that continuously optimizes itself.



美顏行動：全域潔淨，營造綠色健康環境

2025年，時代鄰里在各服務社區，啟用24小時清掃機器人巡回清潔，搭配自研「干作業」模式，網格員攜專業工具「即巡即清」，30分鐘響應清潔需求，同步完成草坪打孔、苗木補種等綠化養護，實現清潔率100%、綠地率100%。從地面到空中、從明處到暗處，全方位消除衛生死角，為業主打造可「森呼吸」的潔淨社區。

Beautification Action: Whole-Area Cleanliness to Create a Green and Healthy Environment

In 2025, Times Neighborhood deployed 24-hour cleaning robots for patrol cleaning across its serviced communities, combined with a self-developed “dry operation” mode. Grid members, equipped with professional tools, carried out “inspect and clean immediately” routines, responding to cleaning requests within 30 minutes while simultaneously performing lawn aeration, seedling replanting, and other green maintenance activities. This approach achieved a 100% cleaning rate and 100% green space coverage. From ground to sky, and from visible to hidden areas, the Company eliminated sanitation blind spots in all directions, creating a clean community where residents can enjoy a “forest breath” of fresh air.

案例：時代鄰里打造家園美學新范本

時代鄰里綠化團隊在2025年春季，全面啟動園區「美顏行動」計劃。他們借鑒美發工藝，針對不同植被施行「外密內疏」「弧形修剪」等定製造型，並嚴格遵循「一邊順、二面平、三線清」標準養護草坪。通過「模塊化移植」修復斑禿，科學調配藥劑防治病蟲害，實現了從「季節煥新」到「長效美顏」的品質進階。該計劃以專業與溫情，將園區草木轉化為家園的無聲守護者，顯著提升了社區環境品質與業主居住體驗。

Case: Times Neighborhood Creates a New Paradigm of Home Aesthetics

In the spring of 2025, the landscaping team of Times Neighborhood fully launched the “Beautification Action” plan across its communities. Drawing inspiration from hairdressing techniques, they applied customized shaping methods such as “dense on the outside, sparse on the inside” and “arc-shaped pruning” to different types of vegetation, and strictly followed the “one smooth side, two flat surfaces, three clean lines” standard for lawn maintenance. By using “modular transplantation” to restore bald patches and scientifically mixing and applying pesticides to prevent and control diseases and pests, the team achieved a quality upgrade from “seasonal renewal” to “long-lasting beautification”. With professionalism and a caring touch, this plan transformed the community’s plants and greenery into silent guardians of the home, significantly enhancing the quality of the community environment and the living experience of residents.



賦能行動：技能升級，培育全能服務團隊

時代鄰里在2025年組織客助、管家、工程線全體員工，100%參與AI應用、綠化、工程、保潔等一專多能培訓，全技能測評通過率≥90%，涌現了「會修智能設備的安全衛士」「精通病蟲害防治的工程師傅」，打造業內認可的「六邊形戰士」團隊。時代鄰里通過科技賦能，讓每一位物業人員成為多面手，直接提升服務響應效率與業主滿意度。

Empowerment Action: Skill Upgrading to Cultivate Versatile Service Teams

In 2025, Times Neighborhood organized all employees in customer service, security, property management, and engineering functions to participate in 100% cross-training covering AI applications, landscaping, engineering, cleaning, and other areas, enabling each staff member to master multiple skills. The overall pass rate for comprehensive skill assessments exceeded 90%. As a result, the Company has seen the emergence of "security guards who can repair smart devices" and "maintenance technicians proficient in pest and disease control", building a team of "all-round warriors" recognized across the industry. By empowering its people through technology, Times Neighborhood ensures that every property staff member becomes a versatile professional, directly improving service response efficiency and resident satisfaction.

案例：時代鄰里品質官訓練營

2025年，時代鄰里為推進「品質驅動型增長」戰略，成功舉辦了「品質官訓練營」。培訓由國際導師授課，面向集團高管及各區域、項目骨干數百人，系統覆蓋了從服務認知重構、溝通技巧到具體場景規范的全方位內容，旨在鍛造一支高素質、強執行的品質服務團隊。王萌總裁強調要以嚴要求鑄就硬實力，讓服務標準從「紙上要求」變為「行動自覺」，從而為「好房子」注入有溫度、有品質的「好服務」。

Case: Times Neighborhood Quality Officer Training Camp

In 2025, to advance its "Quality-driven Growth" strategy, Times Neighborhood successfully held the "Quality Officer Training Camp". The training was delivered by international instructors and targeted hundreds of participants, including group executives, as well as regional and project leaders. The curriculum systematically covered a comprehensive range of topics, from the reconstruction of service mindset and communication techniques to specific scenario-based standards. The goal was to forge a high-quality, highly executable service team. Our CEO Wang Meng emphasized the need to build core capabilities through rigorous standards, transforming service standards from "Paper Requirements" into "Unconscious Action", thereby infusing "Good Housing" with warm, high-quality "Good Service".



5.2 優質客戶服務

時代鄰里秉持「4°（尺度、溫度、速度、深度）服務美學」及創造者文化「客戶至上」原則，通過精細化網格化管理、科技賦能、「初心計劃5.0」及矩陣式對客服務，為客戶提供覆蓋日常維護、應急響應、環境煥新的優質服務。

5.2.1 保障客戶權益

時代鄰里依據相關法律法規，制定《產業園區工作指導手冊》《住宅工作指導手冊》等標準體系手冊，由項目負責人統籌，客戶管家部、工程服務部等多部門協同。同時，時代鄰里結合不同類型住宅的實際需求與客戶特點，針對性規劃差異化服務內容，銜接各類服務場景。公司通過人工智能（AI）精準識別客戶需求、智能派單、過程追蹤、質量評估的閉環流程，落實交倉收倉、投訴處理、應急響應等舉措，確保服務響應及時、流程規范，全面匹配各類住宅及客戶的服務訴求。

5.2 QUALITY CUSTOMER SERVICE

Times Neighborhood adheres to the "4° Service Aesthetics" (Scale, Warmth, Speed, Depth) and the "Customer First" principle of its Creator Culture. Through refined grid-based management, technology empowerment, the "Initial Plan 5.0", and matrix-based customer-facing services, the Company provides clients with high-quality services covering routine maintenance, emergency response, and environmental revitalization.

5.2.1 Protecting Customer Rights and Interests

In accordance with relevant laws and regulations, Times Neighborhood has developed standard system manuals such as the *Industrial Park Work Guidance Manual*（《產業園區工作指導手冊》）and the *Residential Work Guidance Manual*（《住宅工作指導手冊》）. These are coordinated by project leaders and implemented collaboratively across multiple departments, including the Customer Care Department and the Engineering Services Department. Additionally, Times Neighborhood tailors differentiated service content based on the actual needs of different types of residential properties and customer characteristics, ensuring alignment with various service scenarios. Through a closed-loop process powered by AI–including precise identification of customer needs, intelligent work order dispatching, progress tracking, and quality assessment–the Company implements measures such as handover and acceptance of storage units, complaint handling, and emergency response. This ensures timely service response and standardized procedures, fully matching the service demands of diverse residential properties and customers.



服務類型 Service Type	服務內容 Service Content
產業園區服務	聚焦產業園區運營剛需，以企業服務為核心，涵蓋交倉、收倉全流程管理，包括客戶入駐登記、模擬驗收、退租提示函發送及場地復原對接等，同步提供園區設備維保、水電能耗管控等工程服務，以及「三車」管理、消防巡檢等安全保障，貼合企業生產辦公場景需求。
Industrial Park Services	Focusing on the core operational needs of industrial parks and placing enterprise services at the center, the Company covers the full-process management of warehouse handover and acceptance, including customer move-in registration, mock inspections, issuance of lease termination notices, and coordination of site restoration. In parallel, it provides engineering services such as equipment maintenance in the park, utility and energy consumption control, as well as safety measures, including “three-vehicle” management and fire safety inspections, fully aligning with the production and office needs of enterprises.
住宅社區服務	圍繞居民日常生活與全齡關懷，側重社區精細化運營，開展綠化定制修剪、斑禿修復等環境養護，舉辦美好創造節、鄰里運動會等社區文化活動，部署智慧安防系統，實現電梯困人AI識別、電動車入梯管控，兼顧居住舒適度與安全性。
Residential Community Services	Focusing on residents’ daily lives and all-age care, with an emphasis on refined community operations, the Company carries out environmental maintenance such as customized pruning of greenery and restoration of bald patches, organizes community cultural activities including the “Wonderful Creation Festival” and neighborhood sports events, and deploys smart security systems to achieve AI-based detection of elevator entrapments and control over electric bicycles entering elevators–balancing both living comfort and safety.
商業寫字樓服務	面向商務辦公場景，以高效便捷服務為核心，提供寫字樓公共區域精細化保潔、24小時商務接待、訪客登記引導等基礎服務，同步配套電梯運維、中央空調調控、商務快遞代收等增值服務，保障企業辦公高效有序。
Commercial Office Building Services	Aiming at business office scenarios, with efficient and convenient service as the core, the Company provides basic services such as refined cleaning of public areas in office buildings, 24 hour business reception, and visitor registration and guidance. In parallel, it offers value added services including elevator operation and maintenance, central air conditioning regulation, and collection of business courier shipments, ensuring efficient and orderly office operations for enterprises.
綜合客戶服務	覆蓋各類服務場景，構建全流程客戶保障體系，實現投訴24小時內響應，推行一級至四級分級接待模式，搭建鄰里邦APP、小程序、管家企微與400熱線矩陣式服務渠道，實現線上線下全觸達，為各類客戶提供統一標準化的售後與諮詢服務。
Integrated Customer Services	Covering various service scenarios, the Company has established a full-process customer assurance system, achieving a response to complaints within 24 hours. It implements a four-tier (Level 1 to Level 4) reception model and has built a matrix of service channels, including the Neighborhood Services APP, mini-programs, WeCom Butler, and the 400 hotline, enabling full online and offline reach. This provides unified, standardized after-sales and consulting services to all types of customers.

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案例：精準防控，溫情守護：時代鄰里開展滅蚊行動

2025年，時代鄰里為應對伊蚊傳播的登革熱、基孔肯雅熱風險，主動開展「滅蚊副本」行動。物業通過「線上線下」雙線宣傳，普及疾病知識與居家防蚊妙招對園區進行專業化消殺，並上門協助業主清理積水。此次行動不僅是環境治理，更是一次以客戶健康為核心，通過專業、主動、協同的服務贏得信任的深度實踐。

Case: Precision Prevention, Warm Protection: Times Neighborhood Launches Mosquito Control Campaign

In 2025, in response to the risks of dengue fever and chikungunya fever transmitted by Aedes mosquitoes, Times Neighborhood proactively launched a “Mosquito Control Mission”. Through dual online and offline publicity, the property management team disseminated knowledge about the diseases and home mosquito prevention tips, carried out professional disinfection and vector control in the parks, and visited residents’ homes to assist in eliminating standing water. This campaign was not merely an environmental management effort, but also a deep practice of winning trust through professional, proactive, and collaborative service, with customer health at its core.





5.2.2 客戶滿意度

時代鄰里高度重視客戶體驗與服務感知，始終以客戶需求為服務核心導向，將客戶滿意度作為服務品質的核心衡量標準。公司持續跟進客戶滿意度反饋情況，搭建並完善標準化的客戶滿意度調研指標體系，精準識別服務全流程中的客戶痛點與服務難點，針對問題及時制定並落地針對性改進措施，持續優化服務體驗，切實推動客戶滿意度穩步提升。

5.2.2 Customer Satisfaction

Times Neighborhood places great emphasis on customer experience and service perception, consistently taking customer needs as the core orientation of its services and using customer satisfaction as the key metric for service quality. The Company continuously tracks customer satisfaction feedback, establishes and refines a standardized customer satisfaction survey indicator system, accurately identifies customer pain points and service difficulties throughout the entire service process, promptly formulates and implements targeted improvement measures to address issues, continuously optimizes the service experience, and effectively drives steady improvement in customer satisfaction.

項目類別 Project Category	時代鄰里客戶滿意度調研指標體系 Customer Satisfaction Survey Index System of Times Neighborhood	
自有項目 Self-owned Projects	• 物業服務滿意度 • Satisfaction with property services • 小區安全管理滿意度 • Satisfaction with community safety management • 小區清潔衛生滿意度 • Satisfaction with community cleanliness and hygiene • 小區綠化養護滿意度 • Satisfaction with community greening and maintenance	• 公共設施維護滿意度 • Satisfaction with public facility maintenance • 物業服務人員表現滿意度 • Satisfaction with the performance of property service personnel • 交付服務滿意度 • Satisfaction with delivery service
外拓項目 External Projects	• 物業服務滿意度 • Satisfaction with property services • 小區安全管理滿意度 • Satisfaction with community safety management • 小區清潔衛生滿意度 • Satisfaction with community cleanliness and hygiene	• 小區綠化養護滿意度 • Satisfaction with community greening and maintenance • 公共設施維護滿意度 • Satisfaction with public facility maintenance • 物業服務人員表現滿意度 • Satisfaction with the performance of property service personnel

結合滿意度調研結果與業主反饋建議，我們針對服務中的共性問題開展專項優化行動，依托滿意度評估指數，對整改優化效果進行量化評估；針對業主提出的個性化問題，安排專人一對一跟進解決，並完成事後回訪閉環，全方位推動服務體驗提升。

Based on the results of customer satisfaction surveys and feedback from residents, we carry out targeted optimization actions for common issues identified in service delivery. Using the satisfaction assessment index, we quantitatively evaluate the effectiveness of rectification and improvement efforts. For personalized issues raised by residents, we assign dedicated personnel to provide one-on-one follow-up and resolution, and complete a post-resolution follow-up to close the loop, comprehensively driving the enhancement of the service experience.

報告期內，時代鄰里通過多渠道，圍繞物業服務等核心維度，面向旗下所有住宅項目業主開展季度客戶滿意度調研，本年度調研整體好評率達88%。

During the Reporting Period, Times Neighborhood conducted quarterly customer satisfaction surveys through multiple channels, focusing on core dimensions such as property services, targeting owners across all of its residential projects. The overall positive feedback rate for the year's surveys reached 88%.

時代鄰里與專業第三方機構建立長期戰略合作，持續落地神秘訪客專項評估行動。第三方機構以普通業主的身份，每半年對各項目現場進行沉浸式服務體驗與全維度評估，精準定位服務流程中的薄弱環節，以此推動各項目針對性改進服務質量，保障所有客戶均能體驗到標準化、高品質的物業服務。報告期內，神秘訪客評估行動覆蓋旗下多個已交付社區及銷售案場，年度綜合評估得分為84分。

Times Neighborhood has established a long-term strategic partnership with a professional third-party agency to continuously implement a dedicated mysterious visitors evaluation initiative. Acting as ordinary residents, the third-party agency conducts immersive service experience and multi-dimensional assessments of each project site on a semi-annual basis, precisely identifying weak links in the service process. This enables each project to make targeted improvements to service quality, ensuring that all customers experience standardized, high-quality property services. During the Reporting Period, the mystery shopper evaluation initiative covered multiple delivered communities and sales sites, achieving an annual comprehensive assessment score of 84 points.

5.2.3 應對客戶投訴

時代鄰里高度重視客戶投訴處理工作，堅守「快速響應、公正處置、及時復盤、持續優化」的原則，依托矩陣式服務渠道與閉環管理機制，規范投訴處理全流程，主動傾聽客戶訴求、化解服務矛盾，將投訴處理轉化為服務提升的契機，切實保障各類客戶合法權益。

5.2.3 Handling Customer Complaints

Times Neighborhood places great emphasis on handling customer complaints, adhering to the principles of "Quick Response, Fair Handling, Timely Review, And Continuous Improvement". Leveraging matrix-based service channels and a closed-loop management mechanism, the Company standardizes the entire complaint handling process, proactively listens to customer demands, resolves service conflicts, and turns complaint handling into an opportunity for service enhancement, thereby effectively protecting the legitimate rights and interests of all types of customers.



客戶溝通與反饋

時代鄰里搭建多元化、全渠道溝通平台，打通線上線下溝通壁壘，主動收集客戶各類訴求與建議，建立常態化溝通機制，確保客戶聲音能夠及時傳遞、精準落地，為投訴處理及服務優化提供有力支撐。

Customer Communication and Feedback

Times Neighborhood has built diversified, omnichannel communication platforms that break down online and offline communication barriers, proactively collecting various customer demands and suggestions. The Company has established a regular communication mechanism to ensure that customer voices are transmitted in a timely manner and accurately acted upon, providing strong support for complaint handling and service optimization.

溝通渠道 Communication Channel	具體措施 Specific Measures
線上渠道 Online Channels	通過鄰里邦APP、小程序、管家企微、400熱線等，接受客戶實時諮詢、建議及投訴反饋，實現訴求24小時在線接收。 Through the Neighborhood Services APP, mini-programs, WeCom Butler, and the 400 hotline, the Company receives real-time customer inquiries, suggestions, and complaints, enabling 24/7 online reception of requests.
線下渠道 Offline Channels	在各服務項目設立服務接待點，安排專屬客戶管家坐班，主動上門走訪、開展客戶座談，面對面收集客戶意見。 Service reception points are established at each service project, with dedicated customer care butlers on duty. The Company also conducts proactive door-to-door visits and customer symposiums to collect opinions face-to-face.
常態化機制 Normalized Mechanisms	定期開展客戶滿意度調研，分類梳理客戶反饋，建立訴求臺賬，對可優化問題提前整改，減少投訴發生。 Regular customer satisfaction surveys are conducted. Customer feedback is categorized and organized, a request tracking ledger is established, and issues that can be improved are addressed in advance to reduce the occurrence of complaints.

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客戶投訴響應

時代鄰里堅持「及時高效、分級處置、全程可控」的原則，依托標準化流程規范投訴處置各環節，明確各崗位職責，確保投訴接收後快速啟動處置程序，不拖延、不推諉，全力保障客戶訴求得到及時回應。

Customer Complaint Response

Times Neighborhood adheres to the principles of "timely and efficient, tiered handling, and fully controllable throughout". Relying on standardized procedures, the Company standardizes each step of complaint handling, clarifies the responsibilities of each role, and ensures that the handling process is initiated quickly after a complaint is received–without delays or shifting of responsibility–striving to guarantee that customer demands receive a timely response.

處理流程 Handling Process	具體措施 Specific Measures
投訴接收 Complaint Receipt	全渠道接收客戶投訴後，立即錄入系統，標注投訴類型、訴求要點、緊急程度，確保信息完整無誤。 Upon receiving a complaint through all channels, it is immediately entered into the system, with the complaint type, key demands, and urgency level labeled to ensure complete and accurate information.
分級派單 Tiered Dispatching	根據投訴嚴重程度實行一級至四級分級派單，普通投訴派至客戶管家，復雜投訴由項目負責人統籌、多部門協同處置。 Based on the severity of the complaint, a four tier (Level 1 to Level 4) dispatching system is implemented. Routine complaints are assigned to the customer care butler; complex complaints are coordinated by the project leader with multi department collaboration.
全程處置 Full Process Handling	處置人員接到派單後，按規范與客戶溝通，明確處置方案及時限，全程跟進處置進度，及時向客戶同步情況。 After receiving the dispatch order, the handling personnel communicate with the customer in accordance with standards, clarify the resolution plan and timeline, follow up on the handling progress throughout, and provide timely updates to the customer.



客戶回訪

時代鄰里建立全覆蓋、多層次回訪機制，在投訴處置完畢後及時開展回訪，全面了解客戶滿意度，對未解決到位的問題持續跟進，確保投訴處置閉環，同時收集客戶後續建議。

Customer Follow-up

Times Neighborhood has established a comprehensive, multi-level follow-up mechanism. After a complaint has been fully handled, timely follow-up is conducted to thoroughly understand customer satisfaction. For issues that have not been adequately resolved, continuous follow-up is carried out to ensure a closed-loop complaint handling process. At the same time, subsequent suggestions from customers are collected.

回訪流程 Follow-up Process	具體措施 Specific Measures
回訪時限 Follow up Timeline	普通投訴處置完畢後24小時內完成首次回訪，復雜投訴處置完畢後48小時內回訪，確保時效。 For routine complaints, the first follow-up is completed within 24 hours after the complaint has been fully handled. For complex complaints, the follow-up is conducted within 48 hours after handling, ensuring timeliness.
回訪方式 Follow up Method	結合客戶偏好，採用電話、微信、上門走訪等方式回訪，全程做好記錄，準確掌握客戶滿意度及後續訴求。 Based on customer preferences, follow-ups are conducted by phone, WeChat, door-to-door visits, or other methods. Full records are kept to accurately understand customer satisfaction and any subsequent requests.
跟進整改 Follow up Rectification	對回訪中客戶仍有異議的，立即啟動二次處置流程，直至客戶認可，同時更新投訴處置臺賬。 If a customer still has objections during the follow-up, a secondary handling process is initiated immediately until the customer acknowledges resolution. The complaint handling ledger is updated accordingly.

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數字化管理

時代鄰里依托智慧服務系統，實現投訴處理全流程數字化管控，打破部門信息壁壘，提升處置效率與規范性，同時通過數據復盤優化服務，從源頭減少投訴發生。

Digital Management

Leveraging its intelligent service system, Times Neighborhood has achieved digital management and control over the entire complaint handling process, breaking down departmental information silos and improving handling efficiency and standardization. At the same time, through data review and analysis, the Company optimizes its services, reducing the occurrence of complaints at the source.

管理流程 Management Process	具體措施 Specific Measures
全流程數字化 Full Process Digitalization	投訴接收、派單、處置、回訪等環節均通過系統管控，實時更新進度，實現全程可追溯、可監督。 Complaint receipt, dispatching, handling, follow-up, and other steps are all controlled through the system, with real-time progress updates, achieving full traceability and oversight.
數據化復盤 Data-Driven Review	定期對投訴數據進行分類統計、分析，梳理高頻投訴類型及核心原因，形成復盤報告。 Complaint data is periodically categorized, counted, and analyzed to identify high-frequency complaint types and root causes, forming a review report.
智能化優化 Intelligent Optimization	結合AI客戶畫像與投訴數據，針對性優化服務流程、完善服務標準，提前規避同類投訴風險。 By combining AI-based customer profiling with complaint data, the Company optimizes service processes and improves service standards in a targeted manner, proactively avoiding risks of similar complaints.

5.2.4 服務質量與安全管理

服務質量管理

時代鄰里的服務質量管理體系以「創造服務」為核心理念，旨在超越基礎物業服務范疇，通過對客戶需求的深度洞察與前瞻性規劃，系統性提升服務品質與社區價值。公司強調在保障標準化服務品質的基礎上，尊重不同業主群體的差異化需求，推動構建和諧、可持續的社區生態。

報告期內，公司已通過GB/T 19001-2016/ISO 9001:2015質量管理體系認證。

5.2.4 SERVICE QUALITY AND SAFETY MANAGEMENT

Service Quality Management

Times Neighborhood's service quality management system is centered on the core concept of "creating service", aiming to go beyond basic property services by deeply understanding customer needs and engaging in forward-looking planning, thereby systematically enhancing service quality and community value. The Company emphasizes that, on the basis of ensuring standardized service quality, it respects the differentiated needs of different resident groups, promoting the development of a harmonious and sustainable community ecosystem.

During the Reporting Period, the Company obtained certification under GB/T 19001-2016/ISO 9001:2015 for its quality management system.



質量管理體系認證
Quality Management System Certification

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為實現服務質量的精細化與標準化管理，時代鄰里建立了「花[4]服務體系」。該體系將住宅服務劃分為四個專業化子品牌，分別對應不同的客群定位與服務場景，通過清晰的服務邊界與目標設定，實現有針對性的質量管理與效能提升。

To achieve refined and standardized service quality management, Times Neighborhood has established the "Flower[4] Service System". This system divides residential services into four specialized sub-brands, each corresponding to different customer group positioning and service scenarios. Through clear service boundaries and goal setting, the Company achieves targeted quality management and efficiency improvement.

服務產品 Service Product	服務內容 Service Content
紫荊花服務 Bauhinia Service	面向高端客群的個性化定制服務。整合領先智慧科技，提供尊崇、專屬的生活體驗與高效響應。 Personalized, customized services for high-end customer groups. Integrates leading smart technologies to provide a distinguished, exclusive living experience and efficient response.
金百合服務 Golden Lily Service	提供一站式管家服務。注重溫情細節與人文關懷，著力打造長者、兒童、寵物「三友好」的溫暖社區。 One-stop butler services. Focuses on warm details and humanistic care, striving to create a warm community that is friendly to the elderly, children, and pets (the "Three-friendly" community).
郁金香服務 Tulip Service	強調價值共創的社區服務。以社群活動與共建機制（如項目經理接待日）鏈接居民，營造「共建共治共享」的樂活氛圍。 Community services emphasizing value co-creation. Engages residents through community activities and co-creation mechanisms (e.g., project manager reception days), fostering a "Co-construction, Co-governance, and Co-sharing" lively and happy atmosphere.
向日葵服務 Sunflower Service	保障社區規范運行的陽光標準服務。通過量化管理、一專多能的團隊，提供井然有序的公共服務，提升歸屬感。 Transparent standard services ensuring standardized community operations. Through quantitative management and a versatile team with multiple skills, provides orderly public services and enhances the sense of belonging.



時代鄰里社區服務體系
Times Neighborhood Community Service System



客戶健康與安全

時代鄰里始終將客戶的健康與安全置於首位，系統構建了覆蓋消防、設施設備、泳池運營及電動汽車防火等多維度的安全管理制度體系。公司通過《消防安全管理制度》《電動汽車防火管理標準（2025版）》等規范性文件，明確各級責任，在泳池等危險區域配備救生圈、急救藥品等裝備，完善溺水搶救操作規程，並依托線上系統實現隱患排查、整改、驗收的全流程閉環管理，確保安全措施有效落地。

為全面提升安全防控水平，時代鄰里於2025年底啟動「百日安全無事故」專項行動，聚焦消防、治安與設備設施三大核心領域。行動期間，各項目嚴格進行安全風險隱患檢查，開展高頻次網格化巡查，並結合「每月一練」應急演練計劃，強化對泳池溺水、電動車火災、防盜防搶等場景的實戰處置能力，全方位築牢業主生命財產安全防線。

Customer Health and Safety

Times Neighborhood always places customer health and safety first, having systematically established a multi dimensional safety management system covering fire protection, facilities and equipment, swimming pool operations, and electric vehicle fire prevention. Through normative documents such as the *Fire Safety Management System*（消防安全管理制度）and the *Electric Vehicle Fire Prevention Management Standard (2025 Edition)*（電動汽車防火管理標準（2025版））, the Company clarifies responsibilities at all levels. In hazardous areas such as swimming pools, it equips life rings, first aid supplies, and other gear, and improves drowning rescue operating procedures. Leveraging its online system, the Company achieves closed loop management of hazard identification, rectification, and acceptance inspection, ensuring effective implementation of safety measures.

To comprehensively enhance safety prevention and control, Times Neighborhood launched a “100 Day Safety No Accident” special campaign at the end of 2025, focusing on three core areas: fire safety, security, and facilities and equipment. During the campaign, each project strictly conducted safety risk and hazard inspections, carried out high frequency grid based patrols, and combined these with a “Monthly Drill” emergency exercise plan to strengthen real scenario response capabilities for incidents such as pool drowning, electric vehicle fires, and theft prevention. Through these efforts, the Company has built a comprehensive safety line to protect residents’ lives and property.

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案例：築牢安全防線－時代鄰里百日安全專項行動

2025年，時代鄰里為強化安全管理，於11月至次年3月在全國各區域公司及項目開展「百日安全無事故」專項行動。行動圍繞「全民消防、安全用電」主題，組織員工學習消防與治安法規，開展滅火器使用、應急疏散等實操演練，並對業主、商戶進行安全知識宣講。通過分層培訓、場景演練與隱患整改相結合，全面提升安全防控能力，築牢社區安全防線。



Case: Building a Strong Safety Line – Times Neighborhood's 100-Day Safety Special Campaign

In 2025, to strengthen safety management, Times Neighborhood launched a "100-Day Safety No Accident" special campaign across its regional companies and projects from November to March of the following year. Centered on the theme of "Fire Safety for All, Safe Electricity Use", the campaign organized employees to study fire and security regulations, conducted hands-on drills such as fire extinguisher use and emergency evacuation, and provided safety knowledge briefings to residents and merchants. By combining tiered training, scenario-based drills, and hazard rectification, the campaign comprehensively enhanced safety prevention and control capabilities, reinforcing the community safety line.



案例：聯動實戰，防患未「燃」－時代鄰里2025年消防演練

2025年，時代鄰里在長沙望城區等多個在管項目聯合消防、街道等單位，開展了一場「以演代練」的沉浸式消防演習。此次活動旨在秋冬季火災高發期，通過高度模擬真實的應急響應、人員疏散及滅火救援全過程，提升團隊實戰能力並增強業主的安全意識與自救技能，將「全民消防，生命至上」的理念落到實處。

Case: Coordinated Real-Life Drills to Prevent Fire Before It Starts – Times Neighborhood 2025 Fire Drill

In 2025, Times Neighborhood, together with fire departments, sub-district offices, and other units, conducted an immersive "drill-based" fire drill at several managed projects, including the Wangcheng District location in Changsha. The activity was designed to enhance the team's practical response capabilities and strengthen residents' safety awareness and self-rescue skills, putting the principle of "Fire Safety For All, Life Above All" into tangible practice in the high-risk autumn and winter fire season, by realistically simulating the entire process of emergency response, personnel evacuation, and firefighting and rescue.







電動自行車棚均配備消防裝置
All Electric Bicycle Sheds Are Equipped with Fire Protection Devices

5.2.5 數智化物業

時代鄰里以「科技+服務」為核心打造數智化物業服務體系，依托智慧城市CIM+智慧社區BIM三維管控模型，落地AI+物業、5G+智慧生活等應用。公司搭建智能人機協同平台，實現服務線上化100%，通過AI識別、智能調度、智慧管控等技術，覆蓋出行、安防、設備運維、抄表計費等場景，以數智化升級提效服務品質，打造極致客戶體驗。

5.2.5 Digital-Intelligent Property

Times Neighborhood has built a digital-intelligent property service system centered on the "Technology + Service" concept. Leveraging Smart City CIM + Smart Community BIM 3D management and control models, the Company has deployed applications such as AI + property management and 5G + smart living. It has established an intelligent human-machine collaboration platform, achieving 100% online service coverage. Through technologies including AI recognition, intelligent dispatch, and smart control, the platform covers scenarios such as mobility, security, equipment operation and maintenance, and meter reading and billing. By upgrading services through digital-intelligent enhancements, the Company improves efficiency and service quality, delivering an ultimate customer experience.



「智慧城市CIM+智慧社區BIM」三維一體化智能管控模型
"Smart City CIM + Smart Community BIM" 3D Integrated Intelligent Management and Control Model



5.3 守衛信息安全

1、 信息安全管理

時代鄰里嚴格遵守《中華人民共和國網絡安全法》《中華人民共和國數據安全法》《中華人民共和國個人信息保護法》等相關法律法規及行業規范，結合企業物業服務運營特點，制定並完善了《信息安全管理制度》《數據分級分類管理辦法》《個人信息保護細則》等制度，明確信息安全管理標準、流程及責任邊界，通過定期宣貫、考核落地、動態更新，確保制度有效運行。

公司建立了「決策－管理－執行」三級信息安全組織架構，明確信息安全工作由高層管理層統籌決策，指定專項管理部門負責整體統籌協調，各業務部門、項目站點指定信息安全聯絡員，形成全覆蓋的管理網絡。管理部門牽頭制定策略、組織培訓及監督檢查，各執行崗位嚴格落實制度要求，協同推進信息安全各項工作，確保責任到人、層層落實。

5.3 SAFEGUARDING INFORMATION SECURITY

1. Information Security Management

Times Neighborhood strictly complies with relevant laws, regulations, and industry standards, including the *Cybersecurity Law of the People's Republic of China*（中華人民共和國網絡安全法）, the *Data Security Law of the People's Republic of China*（中華人民共和國數據安全法）, and the *Personal Information Protection Law of the People's Republic of China*（中華人民共和國個人信息保護法）. Taking into account the operational characteristics of its property services, the Company has formulated and refined policies such as the *Information Security Management System*（信息安全管理制度）, the *Data Classification and Grading Management Measures*（數據分級分類管理辦法）, and the *Personal Information Protection Details*（個人信息保護細則）. These policies define information security management standards, processes, and responsibility boundaries. Through regular publicity and training, assessment implementation, and dynamic updates, the Company ensures the effective operation of these systems.

The Company has established a three-level information security organizational structure of "decision-making – management – execution". Under this structure, information security work is coordinated and decided by senior management. A designated specialized management department is responsible for overall coordination, while each business department and project site appoints an information security liaison, forming a comprehensive management network. The management department leads strategy formulation, organizes training, and conducts supervision and inspections. All execution roles strictly implement the requirements of the system, collaboratively advancing various information security tasks, ensuring that responsibilities are assigned to specific individuals and implemented at every level.

部門類別 Department Category	具體職責 Specific Responsibilities
信息安全專項管理部門	統籌信息安全工作，制定管理制度及策略，組織安全培訓、監督檢查與風險評估，協調處理各類信息安全相關事宜，推動制度落地與動態優化。
Information Security Specialized Management Department	Coordinates information security work, formulates management systems and strategies, organizes security training, supervision, inspections, and risk assessments, coordinates handling of various information security-related matters, and drives policy implementation and dynamic optimization.
各業務部門及項目站點	落實信息安全管理制度，指定聯絡員對接安全工作，規范本部門信息使用、存儲及傳輸流程，開展內部安全宣導，及時上報安全隱患。
Various Business Departments and Project Sites	Implements information security management systems, designates liaisons to coordinate security efforts, standardizes the use, storage, and transmission of information within the department, conducts internal security awareness briefings, and promptly reports security risks.

2、 常態安全治理

為持續築牢信息安全防線，時代鄰里立足物業服務場景，圍繞數據安全、網絡安全、終端安全等核心領域，建立常態化安全治理機制，通過多樣化、規范化的安全措施，實現信息安全全方位、全過程管控，防范各類常規及潛在安全風險，保障公司經營數據、業主個人信息及網絡系統安全穩定運行。

2. Routine Security Governance

To continuously strengthen the information security line, Times Neighborhood, based on its property service scenarios, has established a routine security governance mechanism focusing on core areas such as data security, network security, and endpoint security. Through diverse and standardized security measures, the Company achieves comprehensive, end-to-end information security control, guards against various routine and potential security risks, and ensures the safe and stable operation of corporate operational data, residents' personal information, and network systems.



措施類型 Measure Type	具體內容 Specific Content
數據安全管控 Data Security Control	對公司的經營數據、業主個人信息實行分級分類管理，明確數據採集、存儲、使用、傳輸、銷毀全流程規范，定期開展數據安全排查，杜絕數據泄露、濫用。 Implements classified and graded management of corporate operational data and residents' personal information, defines full-process standards for data collection, storage, use, transmission, and destruction, and conducts regular data security inspections to prevent data leakage and misuse.
網絡安全防護 Network Security Protection	部署防火墻、入侵檢測、數據加密等網絡安全設備，定期更新安全補丁，規范網絡接入權限管理，嚴禁未授權設備接入內部網絡，防范網絡攻擊、病毒入侵等風險。 Deploys network security devices such as firewalls, intrusion detection, and data encryption; regularly updates security patches; standardizes network access rights management; strictly prohibits unauthorized devices from connecting to the internal network; and guards against risks such as cyberattacks and virus intrusions.
終端安全管理 Endpoint Security Management	規范辦公終端（電腦、手機等）使用管理，安裝終端安全軟件，定期進行終端安全掃描與升級，明確終端信息存儲規范，離職人員及時回收終端及訪問權限。 Standardizes the use and management of office endpoints (computers, mobile phones); installs endpoint security software; regularly performs endpoint security scans and upgrades; defines endpoint information storage standards; and promptly reclaims endpoints and access rights from departing employees.
人員信息安全管理 Personnel Information Security Management	定期開展信息安全培訓及考核，提升員工安全意識及操作規范，新員工入職須完成信息安全培訓方可上崗，明確員工信息安全崗位職責及違規處罰標準。 Conducts regular information security training and assessments to enhance employee security awareness and operational compliance. New employees must complete information security training before starting work. Clearly defines employee information security responsibilities and disciplinary standards for violations.
常態化監督檢查 Routine Supervision and Inspection	建立定期安全檢查機制，每月開展終端及網絡安全抽查，每季度開展全面安全排查，對發現的隱患建立臺賬，明確整改責任人及期限，閉環管理確保隱患清零。 Establishes a regular security inspection mechanism: conducts monthly spot checks on endpoints and network security, and quarterly comprehensive security inspections. Maintains a ledger for identified risks, assigns responsible persons and deadlines for rectification, and uses closed-loop management to ensure risks are eliminated.

3、 應急事件管理

時代鄰里高度重視信息安全應急處置工作，制定《信息安全應急管理制度》，明確應急組織架構、應急響應流程、處置原則及各部門職責，針對網絡攻擊、數據泄露、系統癱瘓等各類潛在安全突發事件，制定專項應急處置預案。

公司定期組織信息安全應急演練，模擬各類典型安全場景，提升應急團隊的快速響應、協同配合及應急處置能力，確保突發安全事件發生時，能夠快速啟動預案、科學處置，最大限度降低事件造成的損失，保障信息系統及數據安全。

案例：時代鄰里關於業主信息泄露應急演練

2025年第三季度，時代鄰里的信息安全管控中心及相關業務部門，開展模擬業主個人信息疑似泄露事件的應急演練，為檢驗應急管理制度及預案的可行性，提升各部門協同處置信息安全突發事件的能力，強化員工應急防范意識，防范個人信息泄露風險，保障業主權益及公司的聲譽。

3. Emergency Incident Management

Times Neighborhood places great emphasis on information security emergency response. The Company has formulated the *Information Security Emergency Management System*（信息安全應急管理制度）, which defines the emergency organizational structure, emergency response procedures, handling principles, and the responsibilities of each department. Specific emergency response plans have been developed for various potential security incidents, including cyberattacks, data breaches, and system outages.

The Company regularly organizes information security emergency drills, simulating various typical security scenarios to enhance the rapid response, coordination, and emergency handling capabilities of the emergency team. This ensures that when a security incident occurs, the emergency plan can be quickly activated and scientifically executed, minimizing losses and safeguarding information systems and data security.

Case: Times Neighborhood Emergency Drill Simulating Resident Information Leak

In the third quarter of 2025, Times Neighborhood's Information Security Management Center and relevant business departments conducted an emergency drill simulating a suspected leak of residents' personal information. The purpose was to test the feasibility of the emergency management system and response plans, enhance the ability of various departments to collaboratively handle information security emergencies, strengthen employees' awareness of emergency prevention, mitigate the risk of personal information leakage, and protect residents' rights and the Company's reputation.

6. 以人為本築基
BUILD A FOUNDATION WITH A PEOPLE-ORIENTED APPROACH

6.1 平等合規用人

6.1.1 人才團隊建設

時代鄰里重視人才發展與梯隊建設，制定了《招聘管理制度》等管理制度，將人才招聘與選拔管理程序標準化、全流程化。公司秉持「公開、公平、公正，平等競爭、擇優錄用、先內後外」的原則，規範招聘流程，保障人崗精準匹配。公司通過官方網站招聘專區、內部推薦渠道，聯動線上第三方招聘平台等專業平台，結合校園宣講會與行業人才交流會，多維度招募各類優秀人才，為企業高質量發展注入核心動力。

校園招聘

時代鄰里與多家高校合作，積極參加校園雙選會和開展校園專場宣講會，與畢業生展開面對面交流和招聘。

社會招聘

時代鄰里通過第三方主流網絡招聘平台發佈社會招聘信息，聯合獵頭尋訪中高層及稀缺專業人才，開展現場招聘會吸納基層人才，同時通過媒體廣告發佈招聘信息，多渠道吸納社會各類專業人才。

6.1 EQUAL AND COMPLIANT EMPLOYMENT

6.1.1 Talent Team Building

Times Neighborhood places great emphasis on talent development and succession planning. The Company has formulated management policies such as the *Recruitment Management System* (招聘管理制度), standardizing and systematizing the entire process of talent recruitment and selection. Adhering to the principles of "openness, fairness, justice, equal competition, merit-based selection, and prioritizing internal candidates before external", the Company standardizes recruitment procedures to ensure precise matching of candidates to positions. Through its official website recruitment section, internal referral channels, professional platforms such as third-party online recruitment platforms, as well as campus information sessions and industry talent exchange events, the Company recruits outstanding talent from multiple dimensions, injecting core momentum into its high-quality development.

Campus Recruitment

Times Neighborhood collaborates with multiple universities, actively participates in campus job fairs and holds dedicated campus information sessions, engaging in face-to-face interactions and recruitment with graduating students.





校園招聘
Campus Recruitment

Social Recruitment

Times Neighborhood publishes social recruitment information through third-party mainstream online recruitment platforms, collaborates with headhunters to source mid-to-senior level and scarce professional talents, organizes on-site job fairs to attract grassroots-level talent, and issues recruitment notices via media advertisements–leveraging multiple channels to bring in a wide range of professional talent from the society.

6.1.2 維護員工權益

員工權益是驅動企業發展的第一生產力，時代鄰里切實維護每一位員工的勞動權益。公司嚴格遵循《中華人民共和國勞動法》《中華人民共和國勞動合同法》等相關法律法規，結合企業發展實際制定《員工手冊》，秉持公平公正的人力資源管理理念，致力於為員工打造平等、安全、包容、多元的工作環境，保障員工合法權益，助力員工與企業共同成長。

6.1.2 Protecting Employee Rights

Employee rights are the primary driver of corporate development. Times Neighborhood effectively protects the labor rights of every employee. The Company strictly complies with relevant laws and regulations, including the *Labor Law of the People's Republic of China*（中華人民共和國勞動法）and the *Labor Contract Law of the People's Republic of China*（中華人民共和國勞動合同法）, and has formulated an *Employee Handbook*（員工手冊）based on its actual business development. Adhering to a fair and just human resources management philosophy, the Company is committed to fostering an equal, safe, inclusive, and diverse working environment for its employees, safeguarding their legitimate rights and interests, and supporting the mutual growth of employees and the Company.

關鍵績效：
Key Performance:

報告期內，勞動合同簽訂率為100%。
During the Reporting Period, the labor contract signing rate was 100%.

多元化與反歧視

時代鄰里堅定擁護《世界人權宣言》、國際勞工組織的國際勞工標準及《安全和人權自願原則》等國際人權準則，恪守平等與非歧視用工原則，杜絕基於性別、年齡、種族等各類因素的歧視行為，嚴禁任何形式的騷擾與侮辱，秉持公平公正理念，打造平等、包容、多元的工作環境，保障每一位員工的合法權益與人格平等。

Diversity and Anti-Discrimination

Times Neighborhood firmly upholds international human rights principles, including the *Universal Declaration of Human Rights*（世界人權宣言）, the international labor standards of the International Labour Organization, and the *Voluntary Principles on Security and Human Rights*（安全和人權自願原則）. The Company adheres to the principles of equal and non-discriminatory employment, prohibits discrimination based on any factors such as gender, age, or ethnicity, and strictly forbids any form of harassment or abuse. Upholding the values of fairness and justice, the Company strives to create an equal, inclusive, and diverse working environment, safeguarding the legitimate rights and interests and the equal dignity of every employee.

關鍵績效：
Key Performance:

報告期內，公司發生勞工歧視事件數為0。
During the Reporting Period, the number of labor discrimination incidents occurring in the Company was 0.

禁止強迫勞動和僱傭童工

時代鄰里制定了《員工手冊》《招聘管理制度》等制度，確保僱傭關係建立在雙方自願、平等的基礎上，嚴禁任何形式的強迫勞動。員工依法享有國家規定假期、各類福利假期及制度約定的其他休假權益，公司保障員工休息休假權利。

公司嚴格執行《禁止使用童工規定》等法規，嚴禁在任何崗位使用童工，招聘及入職環節會對求職者身份證件進行嚴格核查核驗，同時嚴格執行年齡滿足法定用工要求的錄用管理規定，通過多維度信息核驗確保招聘用工的合規性。

Prohibition of Forced Labor and Child Labor

Times Neighborhood has established policies such as the *Employee Handbook*（員工手冊）and the *Recruitment Management System*（招聘管理制度）to ensure that employment relationships are based on mutual consent and equality, and strictly prohibits any form of forced labor. Employees are entitled to statutory holidays, various types of welfare leave, and other leave rights as stipulated by company policies, and the Company protects employees' rights to rest and leave.

The Company strictly complies with regulations including the Provisions on the *Prohibition of Using Child Labor*（禁止使用童工規定）, and strictly prohibits the use of child labor in any position. During recruitment and onboarding, the Company rigorously checks and verifies job applicants' identity documents, strictly enforces employment management rules requiring that age meets statutory labor requirements, and uses multi dimensional information verification to ensure compliance in hiring and employment.

關注女性權益與福利

時代鄰里重視女性員工權益保障，在招聘與用工中堅守平等非歧視原則，為女性員工提供公平的職業發展機會與晉升通道。公司注重人文關懷，每年3月開展「3.8女神節」慰問活動，通過贈送伴手禮品、組織聚餐及下午茶等形式致以關懷；針對管理層女性生育等，會在特殊節日送上禮金或禮品表達祝福。公司通過一系列舉措切實增強女性員工的歸屬感與幸福感，彰顯企業對女性員工的尊重與關愛。

Attention to Women's Rights and Welfare

Times Neighborhood places importance on protecting the rights and interests of female employees, adheres to the principles of equality and non discrimination in recruitment and employment, and provides female employees with fair career development opportunities and promotion pathways. The Company emphasizes humanistic care, and each year in March holds the "March 8th Goddess Festival" appreciation activities, extending care through gifts, organizing group meals, and providing afternoon tea. For female managers giving birth, the Company offers monetary gifts or presents on special occasions to express good wishes. Through these initiatives, the Company effectively enhances female employees' sense of belonging and well being, demonstrating the enterprise's respect and care for its female employees.





婦女節活動
Women's Day Activities



6.1.3 員工薪酬福利

薪酬績效

時代鄰里薪酬制定以崗位、職級、工作能力及績效表現為核心，結合公司支付能力，提供行業內具有競爭力的薪酬福利，助力人才吸引與留存，讓員工共享經營成果。公司採用多元化考核方式，構建規範的績效考核與反饋流程，依據外部市場動態及公司經營狀況動態調整薪酬水平，確保薪酬與績效聯動、公平合理。

6.1.3 Employee Compensation and Benefits

Compensation and Performance

Times Neighborhood determines compensation based on job role, position grade, work capability, and performance results as core factors, while also considering the Company's financial capacity. It offers competitive compensation and benefits within the industry to attract and retain talent, allowing employees to share in the business's success. The Company adopts diversified assessment methods and has established a standardized performance evaluation and feedback process. Compensation levels are dynamically adjusted in response to external market trends and the Company's operating conditions, ensuring that pay is linked to performance in a fair and reasonable manner.

管理流程 Management Process	具體操作 Specific Operations
績效指標制定 Performance Indicator Development	以平衡計分卡分解公司戰略目標，轉化為可衡量的部門及個人指標。 Use the balanced scorecard to break down the Company's strategic objectives and translate them into measurable departmental and individual targets.
績效目標達成 Performance Goal Achievement	圍繞關鍵績效指標（KPI）制定月度工作計劃，推進目標落地。 Formulate monthly work plans based on Key Performance Indicators (KPIs) to drive goal achievement.
績效考核實施 Performance Assessment Implementation	按季度、年度開展考評，結合工作業績、態度、能力等綜合評價。 Conduct performance assessments on a quarterly and annual basis, incorporating comprehensive evaluations of work results, attitude, capability, and other factors.
績效反饋溝通 Performance Feedback and Communication	管理人員與下屬同步考評結果，提供針對性輔導與改進建議。 Managers discuss assessment results with subordinates and provide targeted coaching and improvement suggestions.

績效申訴反饋

時代鄰里保障員工績效申訴權益，員工若對績效考核結果有異議，或認為遭受不公平待遇，可通過上級、主管領導、人事部門乃至總經理溝通申訴。相關受理方需及時響應，不得拒絕申訴，將以公平公正原則核實情況並給出處理結果，申訴過程嚴格保密，不影響員工正常工作與職業發展。

Performance Appeal Feedback

Times Neighborhood protects employees' rights to appeal performance evaluations. If an employee disagrees with a performance assessment result or believes they have been treated unfairly, they may file an appeal through their direct supervisor, the responsible manager, the human resources department, or even the general manager. The relevant recipient must respond in a timely manner and may not reject the appeal. The matter will be investigated and resolved based on the principles of fairness and justice. The appeal process is strictly confidential and does not affect the employee's normal work or career development.



福利休假

時代鄰里高度重視員工福利保障，嚴格遵守國家法律法規，依法為員工繳納社會保險及住房公積金，構建完善的法定福利保障基礎。同時，圍繞員工工作與生活需求，提供節日關懷、健康體檢、慰問幫扶、培訓發展等多元化補充福利，切實減輕員工生活負擔，提升員工工作滿意度、忠誠度與整體幸福感，助力員工與企業共同成長。

Welfare and Leave

Times Neighborhood attaches great importance to employee welfare protection, strictly complies with national laws and regulations, pays social insurance and housing provident fund for employees in accordance with the law, and has established a sound statutory welfare protection foundation. At the same time, focusing on employees' work and living needs, the Company provides diversified supplementary benefits such as festival care, health check-ups, sympathy and assistance, and training and development, effectively reducing employees' living burdens, enhancing their job satisfaction, loyalty and overall sense of well-being, and supporting the shared growth of employees and the Company.

福利類別 Welfare Category	具體內容 Specific Content
法定福利 Statutory Welfare	社會保險（養老、醫療、工傷、失業、生育保險）、住房公積金、法定假期。 Social insurance (pension, medical, work-related injury, unemployment, maternity insurance), housing provident fund, statutory holidays.
補充福利 Supplementary Welfare	節日關懷（春節、婦女節、端午節等）、生日會、健康體檢、高溫補貼、冬夏關懷、住院慰問、管理層專項賀禮、離職祝福、培訓學習、團建拓展、入職周年紀念。 Festival care (Spring Festival, Women's Day, Dragon Boat Festival), birthday parties, health check-ups, high-temperature subsidies, winter and summer care, hospital visit sympathy, special management gifts, farewell wishes for departing employees, training and learning, team-building outings, work anniversaries.

6.1.4 關愛員工生活

員工活動

時代鄰里構建多維度員工關愛體系。公司圍繞節日、健康、成長等維度開展豐富活動，涵蓋婦女節、端午節等節日關懷，季度生日會、入職周年紀念等人文禮遇，以及健康體檢、戶外崗位冬暖夏凉關懷、住院慰問等健康保障。同時，公司還通過團建拓展、悅動計劃等增強團隊凝聚力，以多元化關愛舉措傳遞企業溫度，提升員工歸屬感與幸福感。

6.1.4 Caring for Employees' Lives

Employee Activities

Times Neighborhood has established a multi-dimensional employee care system. The Company organises a variety of activities centred around festivals, health, growth and other dimensions, including festival care for Women's Day, Dragon Boat Festival and other occasions, humanistic gestures such as quarterly birthday parties and work anniversaries, as well as health protections such as health check-ups, care for outdoor posts in winter and summer, and hospital visit sympathy. At the same time, the Company also enhances team cohesion through team-building outings and the "Joyful Movement" initiative, conveying corporate warmth through diverse care measures and enhancing employees' sense of belonging and well-being.





員工生日會
Employee Birthday Party





端午節節日活動
Dragon Boat Festival activities





中秋節節日活動
Mid-Autumn Festival activities





感恩節節日活動
Thanksgiving activities







員工周年活動
Employee Work Anniversary Event

6. 以人為本築基
BUILD A FOUNDATION WITH A PEOPLE-ORIENTED APPROACH

員工關懷

時代鄰里深耕員工關懷，除緊急幫扶困境同事外，更構建多元人文關懷體系。公司針對退伍軍人開展八一建軍節紅色學習與禮品慰問，冬至組織員工共品湯圓、餃子傳遞暖意，以貼心舉措築牢員工歸屬感。

Employee Care

Times Neighborhood is deeply committed to employee care. In addition to providing emergency assistance to colleagues in difficult situations, the Company has also established a diverse humanistic care system. For retired military personnel, the Company organises red-themed learning activities and presents gifts on Army Day (1 August). During the Winter Solstice, the Company organises employees to enjoy tangyuan and dumplings together, conveying warmth. Through these considerate initiatives, the Company strengthens employees' sense of belonging.

案例：時代鄰里發起「愛心捐款」倡議

時代鄰里一員工此前突發疾病，緊急送醫後仍未脱離生命危險。治療至今，已產生高額醫療費用，後續手術及長期康復治療還需持續投入，這給其家庭帶來了沉重的經濟負擔。公司隨即發起「愛心捐款」倡議，員工可通過微信收款碼自願捐贈，以點滴愛心彙聚幫扶力量，為患病同事傳遞溫暖與支持。

Case: Times Neighborhood Launches "Love Donation" Initiative

An employee of Times Neighborhood suddenly fell ill and, despite being rushed to the hospital, remained in critical condition. To date, the treatment has incurred substantial medical expenses, and subsequent surgeries and long-term rehabilitation will require continued financial input, placing a heavy economic burden on the employee's family. The Company immediately launched a "Love Donation" initiative, allowing employees to voluntarily donate via a WeChat payment code, pooling small acts of kindness to provide assistance and delivering warmth and support to their ailing colleague.





「八一建軍節退伍軍人關懷」活動
"Army Day (1 August) Care for Retired Military Personnel" Activity





冬至員工關懷活動
Winter Solstice Employee Care Activity

6.2 員工民主生活

時代鄰里始終堅守員工民主管理理念，充分尊重員工的結社自由與集體談判權利，切實保障員工依法享有言論及表達自由，全力為員工搭建公平、暢通的民主參與渠道。

6.2.1 民主管理

在民主管理方面，員工有權依據當地法律法規及公司相關規定，自主、自願選擇是否加入工會、職工代表會等各類職工民主管理組織，公司始終堅持不干預、不限制的原則，全力支持各類職工組織依法履行職能、發揮作用，推動職工參與公司民主決策、民主管理、民主監督。

6.2.2 民主溝通

時代鄰里高度重視員工溝通交流，搭建多層次、全渠道溝通體系。工作中員工有疑問或困難，可優先與直屬上司溝通，疑難問題可諮詢人事部門獲取指導。績效評估期間，公司鼓勵員工與管理層坦誠溝通，助力個人成長。同時，時代鄰里保障員工申訴權利，明確申訴渠道，堅持保密原則，確保員工訴求得到公正、及時處理，營造開放包容的溝通氛圍。

6.2 DEMOCRATIC LIFE OF EMPLOYEES

Times Neighborhood consistently adheres to the concept of democratic management of employees, fully respects employees' freedom of association and collective bargaining rights, effectively safeguards employees' rights to freedom of speech and expression in accordance with the law, and strives to build fair and smooth channels for democratic participation for its employees.

6.2.1 Democratic Management

In terms of democratic management, employees have the right to independently and voluntarily choose whether to join various democratic management organisations for employees, such as trade unions and employees' representative congresses, in accordance with local laws and regulations and the Company's relevant provisions. The Company consistently adheres to the principle of non-intervention and non-restriction, fully supports various employee organisations in performing their functions and playing their roles in accordance with the law, and promotes employee participation in the Company's democratic decision-making, democratic management and democratic supervision.

6.2.2 Democratic Communication

Times Neighborhood attaches great importance to employee communication and has established a multi-level, all-channel communication system. If employees have questions or difficulties at work, they may first communicate with their immediate supervisor. For complex issues, they may consult the human resources department for guidance. During the performance appraisal period, the Company encourages employees to communicate openly with management to support personal growth. At the same time, Times Neighborhood safeguards employees' right to appeal, establishes clear appeal channels, adheres to the principle of confidentiality, ensures that employees' concerns are handled fairly and promptly, and fosters an open and inclusive communication atmosphere.



6.3 共築員工成長

6.3.1 完善培訓體系

時代鄰里高度重視員工成長與能力提升，制定了完善的員工培訓與發展體系，由時代鄰里學院統籌人才培育工作。體系涵蓋多類型培訓，實行學分管理與紀律要求，將培訓學分與評優、晉升掛鈎。同時，公司配套晉升管理制度，以培訓賦能員工職業發展。此外，公司還制定《員工外訓及進修管理制度》《員工職業資格證書津貼管理制度》，積極支持員工參與外部培訓與進修，考取職稱或職業資格證書後可申請相應津貼，實現組織與個人雙向成長，助力企業人才梯隊建設。

6.3 JOINTLY BUILD EMPLOYEE GROWTH

6.3.1 Improving the Training System

Times Neighborhood attaches great importance to employee growth and capability enhancement, and has established a comprehensive employee training and development system, with the Times Neighborhood Academy coordinating talent development efforts. The system covers multiple types of training, implements credit management and disciplinary requirements, and links training credits to performance awards and promotions. At the same time, the Company has supporting promotion management systems, using training to empower employees' career development. In addition, the Company has formulated the *Employee External Training and Further Education Management System* (員工外訓及進修管理制度) and the *Employee Professional Qualification Certificate Allowance Management System* (員工職業資格證書津貼管理制度), actively supporting employees to participate in external training and further education, and allowing them to apply for corresponding allowances after obtaining professional titles or professional qualification certificates, thereby achieving two-way growth for the organisation and individuals and contributing to the construction of the Company's talent pipeline.

培訓類型 Training Type	具體內容 Specific Content
新員工入職培訓 New Employee Induction Training	新員工14天內完成線上課程，同時參與短期線下入職培訓，了解企業文化、管理制度與業務知識。 New employees complete online courses within 14 days, while also participating in short-term offline induction training to learn about corporate culture, management systems and business knowledge.
通用技能類培訓 General Skills Training	覆蓋員工持續成長所需通用能力，全面提升員工綜合素養。 Covers the general competencies required for the continuous growth of employees, comprehensively enhancing their overall quality.
專業技能類培訓 Professional Skills Training	結合公司業務發展，開展專業知識、技能及管理實務課程，貼合業務發展需求。 In line with the Company's business development, provides courses on professional knowledge, skills and management practices tailored to business development needs.
管理技能類培訓 Management Skills Training	針對管理人員，提升其運營管理與業務能力，覆蓋管理所需知識、技能與能力。 For management personnel, enhances their operational management and business capabilities, covering the knowledge, skills and abilities required for management.
外訓進修 External Training and Further Education	員工可申請外部培訓／進修、職業資格證書學習，考取證書後可申請相應證書津貼。 Employees may apply for external training/further education and professional qualification certificate studies. Upon obtaining a certificate, they may apply for the corresponding certificate allowance.

案例：匠心鑄就 技領未來| 2025年職業技能大賽拓展賽道決賽成功舉辦

2025年，時代鄰里成功舉辦的職業技能大賽拓展賽道決賽。大賽以「匠心鑄就 • 技領未來」為主題，通過模擬實戰競賽，旨在構建「以賽育將、以戰提能」的人才培養體系，其核心價值在於有效打破了地域壁壘，推動一線員工從業務執行者向價值創造者進行戰略轉型，為公司市場拓展戰略落地提供了關鍵的人才支撐與持續動能。

Case: Craftsmanship Forges the Future, Skills Lead the Way | 2025 Vocational Skills Competition Expanded Track Finals Successfully Held

In 2025, Times Neighborhood successfully held the finals of the expanded track of its Vocational Skills Competition. With the theme "Craftsmanship Forges the Future, Skills Lead the Way", the competition, through simulated practical contests, aimed to establish a talent cultivation system of "nurturing leaders through competition and enhancing capabilities through practice". Its core value lies in effectively breaking down geographical barriers and promoting the strategic transformation of frontline employees from task executors to value creators, providing key talent support and sustained momentum for the implementation of the Company's market expansion strategy.



6.3.2 加強人才培養

公司搭建線上線下一體化的培訓學習支持體系，以「時代學堂」為核心線上載體，公開非加密培訓教材供全員檢索學習。各專業線配套專屬培訓內容，為跨崗員工設置月度專業限定培訓，同時出臺專項管理制度支持外訓進修，為持證上崗崗位提供考證、管理協會學習的資金支持，為已持證員工發放崗位補貼，全方位保障員工學習提升需求。

6.3.2 Strengthening Talent Development

The Company has established an integrated online and offline training and learning support system, with the "Times Academy" as the core online platform, making non-confidential training materials available for all employees to search and learn from. Each professional function has its own dedicated training content, with monthly mandatory professional training for cross-functional employees. At the same time, a special management system has been introduced to support external training and further education, providing financial support for certification and association learning for positions requiring licences, and granting post allowances to employees who have obtained relevant certificates, thereby comprehensively supporting employees' learning and development needs.





時代鄰里積極開展相關培訓賦能員工
Times Neighborhood actively carries out relevant training to empower employees

6.3.3 拓展發展通道

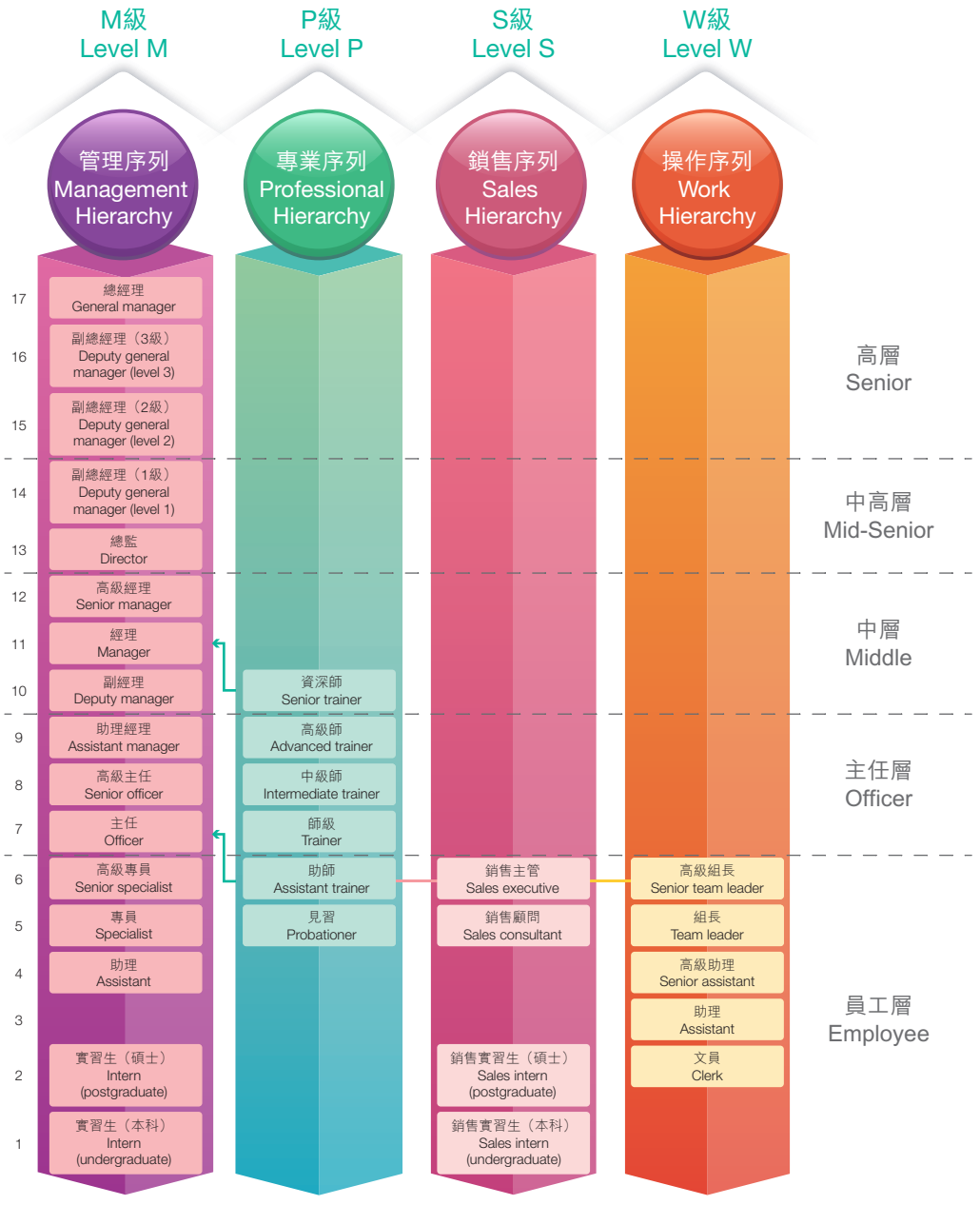
公司為員工搭建管理、專業、銷售、操作四大序列晉升發展通道，適配不同崗位員工的職業成長需求。同時，公司開放內部競聘與崗位調動通道，員工可依據自身發展意願，經審批參與內部空缺崗位競聘；也可結合公司經營需要，按流程申請崗位調動，公司亦會依據員工能力與表現統籌調配，為員工提供多元職業發展可能。

6.3.3 Expanding Development Pathways

The Company has established four sequences of promotion and development pathways for employees: management, professional, sales and operations, catering to the career growth needs of employees in different positions. At the same time, the Company has opened up internal job bidding and job transfer channels. Employees may, based on their own development aspirations and subject to approval, participate in internal job bidding for vacant positions. They may also, in light of the Company's operational needs, apply for job transfers in accordance with established procedures. The Company will also make overall arrangements based on employees' capabilities and performance, providing employees with diverse career development possibilities.

晉升序列 ***Promotion Sequences***

員工晉升發展通道
Employee promotion and development channels



員工晉升發展通道
Employee Promotion and Development Pathways

6.4 安全健康並行

6.4.1 員工安全管理

時代鄰里嚴格遵守《中華人民共和國安全生產法》《中華人民共和國職業病防治法》等相關法律法規，秉持「安全為基、健康為本、全員共治、持續精進」核心理念，成立職業健康管理領導小組，由總經理擔任組長，分管運營副總經理擔任副組長，成員包括經營管理部、運營管理部、財務部、綜合管理部及各業務部門負責人。領導小組下設辦公室於綜合管理部，負責日常職業健康管理工作的統籌協調。

報告期內，公司已通過ISO45001職業健康安全管理體系認證。

6.4 SAFETY AND HEALTH IN PARALLEL

6.4.1 Employee Safety Management

Times Neighborhood strictly complies with the "*Work Safety Law of the People's Republic of China*" (《中華人民共和國安全生產法》), the "*Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*" (《中華人民共和國職業病防治法》) and other relevant laws and regulations, adhering to the core concept of "safety as the foundation, health as the basis, joint governance by all employees, and continuous improvement". The Company has established an Occupational Health Management Leading Group, with the General Manager serving as the group leader, the Deputy General Manager responsible for operations serving as the deputy group leader, and members including the heads of the Business Management Department, the Operations Management Department, the Finance Department, the General Management Department and various business departments. The Leading Group has an office located in the General Management Department, which is responsible for the overall coordination of daily occupational health management work.

During the Reporting Period, the Company obtained ISO45001 Occupational Health and Safety Management System certification.



職業健康安全管理體系認證
Occupational Health and Safety Management System Certification



目標規劃

公司立足物業行業特性，以「健康優先、合規管控、風險防控、持續提升」為職業健康管理方針，確立職業健康安全管理目標，致力於為員工打造健康安全的工作環境。

Objective Planning

Based on the characteristics of the property management industry, the Company has adopted "Health First, Compliance Management, Risk Prevention and Control, Continuous Improvement" as its occupational health management policy, established occupational health and safety management objectives, and is committed to creating a healthy and safe working environment for its employees.

安全管理長期目標 Long-term Safety Management Objectives	建立完善的職業健康管理體系，實現職業健康危害因素全面辨識、風險有效管控，職業病發生率為0，員工職業健康知曉率100%，防護用品配備及使用率100%。 Establish a comprehensive occupational health management system, achieve comprehensive identification of occupational health hazards and effective risk control, maintain a zero incidence of occupational diseases, achieve 100% employee awareness of occupational health, and achieve 100% provision and utilisation of protective equipment.
安全管理年度目標 Annual Safety Management Targets	每年完成全員職業健康體檢，體檢覆蓋率100%；職業健康培訓覆蓋率100%；作業場所危害因素檢測合格率100%；隱患整改閉環率100%；應急演練不少於2次／年。 Conduct an annual occupational health examination for all employees with 100% coverage; achieve 100% coverage of occupational health training; achieve a 100% pass rate for hazard factor testing in the workplace; achieve a 100% closed-loop rate for hazard rectification; conduct no fewer than 2 emergency drills per year.

6.4.2 安全風險管理

時代鄰里圍繞物業服務全場景開展安全風險管控，精準辨識清潔、工程、綠化、安保等崗位的化學、物理、生物類危害因素，建立風險動態管理台賬，通過分級管控、隱患閉環整改、定期監測評價，形成「辨識－評價－控制－優化」的全流程風險管理機制，實現風險早發現、早處置。

6.4.2 Safety Risk Management

Times Neighborhood carries out safety risk control across all property service scenarios, accurately identifying chemical, physical and biological hazard factors in positions such as cleaning, engineering, landscaping and security. It establishes a dynamic risk management register and, through hierarchical control, closed-loop rectification of hazards, and regular monitoring and evaluation, forms a full-process risk management mechanism of "identification – evaluation – control – optimisation", achieving early detection and early handling of risks.

管理程序 Management Procedure	具體內容 Specific Content
風險辨識 Risk Identification	覆蓋所有作業場所與崗位，常規辨識每年1次，新增業務／設備調整後15日內完成專項辨識。 Covers all workplaces and positions. Routine identification is conducted once a year; special identification for new businesses/equipment adjustments is completed within 15 days.
風險評價 Risk Assessment	採用風險矩陣法劃分高中低風險等級，高風險制定專項管控方案，中低風險定期監控覆核。 Uses the risk matrix method to classify high, medium and low risk levels. Special control plans are developed for high risks; medium and low risks are subject to regular monitoring and review.
風險控制 Risk Control	優先採用工程技術措施，輔以管理措施與個體防護，明確管控責任部門與完成時限。 Priority is given to engineering and technical measures, supplemented by management measures and personal protection. Responsible departments and completion deadlines are clearly defined.
動態優化 Dynamic Optimisation	每月更新風險台賬，每季度分析管控有效性，結合管理評審持續優化管控措施。 The risk register is updated monthly, the effectiveness of controls is analysed quarterly, and control measures are continuously optimized in conjunction with management reviews.

6.4.3 安全教育培訓

時代鄰里將應急管理作為安全教育培訓的核心內容，定期組織全員開展應急知識培訓、應急救援演練，覆蓋火災、職業健康突發事件等多類場景，組建專職應急救援隊伍，配套完善應急物資與處置流程，提升員工應急處置與自救互救能力，築牢應急安全防線。

6.4.3 Safety Education and Training

Times Neighborhood takes emergency management as the core content of safety education and training, regularly organising all employees to participate in emergency knowledge training and emergency rescue drills covering various scenarios such as fires and occupational health emergencies. The Company has established a dedicated emergency rescue team, equipped with supporting emergency supplies and handling procedures, to enhance employees' emergency response and self-rescue and mutual rescue capabilities, thereby building a strong emergency safety defence line.

案例：物業服務項目火災事故應急演練

2025年7月12日，時代鄰里運營管理部組織全體員工及義務消防隊隊員共150人，在物業服務項目開展火災應急演練。本次演練模擬小區供電電路短路引發火情，現場員工發現火情後立即上報，管理人員迅速啓動應急程序並同步通知停電，隨後召集義務消防隊隊員携帶乾粉滅火器開展滅火作業，疏散組有序引導人員分組撤離，救護組則按照應急預案對模擬傷員實施規範救治。整場演練全程有序推進，員工熟練掌握了滅火器材使用方法與應急處置流程，應急響應與協同配合能力得到顯著提升，達到了預期演練效果。

Case: Fire Emergency Drill at a Property Service Project

On 12 July 2025, the Operations Management Department of Times Neighborhood organised a fire emergency drill at a property service project, involving a total of 150 employees and voluntary fire brigade members. The drill simulated a fire caused by a short circuit in the community's power supply circuit. Upon discovering the fire, on-site employees immediately reported it. Management personnel quickly activated the emergency procedures and simultaneously arranged for a power outage. The voluntary fire brigade members were then assembled to carry out firefighting operations using dry powder fire extinguishers. The evacuation team guided personnel to evacuate in an orderly manner, while the first aid team provided standardised treatment to simulated casualties in accordance with the emergency plan. The entire drill proceeded smoothly in an orderly manner. Employees became proficient in the use of firefighting equipment and emergency handling procedures, and their emergency response and coordination capabilities were significantly enhanced, achieving the expected results of the drill.





6.4.4 職業健康管理

時代鄰里構建完善職業健康管理體系，以全員體檢為核心，提供基礎套餐、心血管特色套餐等多樣化選擇，覆蓋臨床檢查、影像檢測、腫瘤篩查等項目，普通崗位每年體檢1次，高危崗位每半年1次。同時，公司配套健康檔案管理、分層分類職業健康培訓、防護用品配置及作業環境風險管控，通過多部門協同，保障員工職業健康權益，實現職業病發生率為0的目標。

員工健康管理

時代鄰里推出「鄰里總部悅動活動方案－體重管理季」，線上通過公眾號等渠道宣傳健康生活理念與體重管理知識，線下打造豐富運動場景，開展跑步、健身打卡、趣味運動會等活動。活動聚焦員工體重與健康提升，以線上線下聯動形式，營造全員參與的健康氛圍，助力員工養成良好生活習慣，全方位守護員工身心健康。

6.4.4 Occupational Health Management

Times Neighborhood has established a comprehensive occupational health management system, with company-wide health check-ups as the core, offering diversified options such as basic packages and cardiovascular-focused packages, covering clinical examinations, imaging tests, tumour screenings and other items. Employees in general positions receive a health check-up once a year, while those in high-risk positions receive one every six months. At the same time, the Company supports this with health record management, tiered and categorised occupational health training, the provision of protective equipment, and workplace environmental risk control. Through multi-departmental collaboration, the Company safeguards employees' occupational health rights and interests and achieves the goal of a zero incidence of occupational diseases.

Employee Health Management

Times Neighborhood has launched the "Neighborhood Headquarters Joyful Movement Activity Plan – Weight Management Season". Online, it promotes healthy lifestyle concepts and weight management knowledge through channels such as official accounts. Offline, it creates diverse sports scenarios, organising activities such as running, fitness check-ins and fun sports meets. The activity focuses on employees' weight and health improvement, adopting an integrated online and offline approach to create a health-focused atmosphere with full employee participation, helping employees develop good living habits and comprehensively safeguarding their physical and mental health.

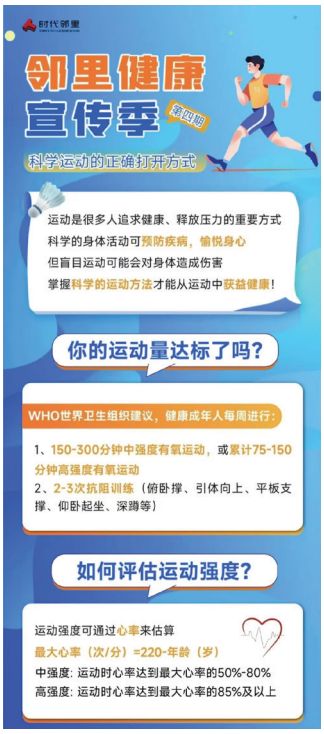


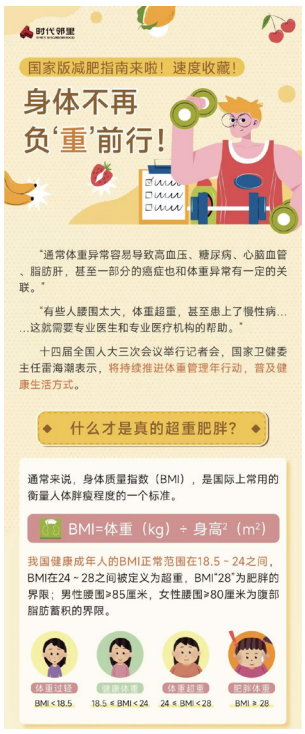






舉辦各類運動活動
Organizing various sports activities





綫上健康宣傳
Online health promotion

7. 環境友好管理
ENVIRONMENTALLY FRIENDLY MANAGEMENT

7.1 應對氣候變化

面對日漸趨嚴的政策監管調整，時代鄰里深刻意識到自身應對環境的責任。公司依據聯交所《上市規則》附錄C2《ESG報告守則》的氣候信息披露D部分要求，結合國際可持續準則理事會（ISSB）《國際財務報告可持續披露準則第2號－氣候相關披露（IFRS S2）》，精準識別氣候變化給公司帶來的風險與機遇，以管治、策略、風險管理、指標與目標四大維度為抓手，將氣候議題融入日常運營與業務佈局，通過多元舉措防範氣候風險、挖掘低碳機遇，踐行企業環境責任。

7.1.1 應對氣候變化管治

時代鄰里持續優化ESG管治體系，構建層次清晰、職責明確、協同高效的四級ESG管治架構，涵蓋董事會、ESG委員會、ESG工作小組，以及各職能部門、下屬子公司和城市公司。其中，董事會作為最高決策層，全面統籌ESG相關決策，重點推進氣候變化相關事宜，保障氣候風險管理體系有序落地；ESG委員會在董事會領導下，負責指導、監督氣候相關管理方針、策略及目標的制定，精準識別、評估氣候風險與機遇並提出應對方案；ESG工作小組協同各執行主體，推動氣候相關ESG舉措落地實施；各執行單元結合自身業務特點，將氣候理念融入日常營運，助力綠色低碳發展。各層級職責分工詳情，請查閱本報告ESG合規架構章節。

7.1 RESPONDING TO CLIMATE CHANGE

In the face of increasingly stringent policy and regulatory adjustments, Times Neighborhood is deeply aware of its responsibility to address the environment. In accordance with the climate disclosure requirements of Part D of Appendix C2 "*ESG Reporting Code*" to the *Listing Rules* of the Stock Exchange, and taking into account the "*Climate-related Disclosures (IFRS S2)*" issued by the International Sustainability Standards Board (ISSB), the Company has accurately identified the risks and opportunities brought by climate change. Focusing on the four dimensions of governance, strategy, risk management, and metrics and targets, the Company integrates climate issues into its daily operations and business layout, adopts various measures to prevent climate risks and explore low-carbon opportunities, and fulfils its corporate environmental responsibilities.

7.1.1 Governance for Responding to Climate Change

Times Neighborhood continuously optimizes its ESG governance system, establishing a four-tier ESG governance structure with clear levels, well-defined responsibilities and efficient coordination, covering the Board, the ESG Committee, the ESG Task Force, and various functional departments, subsidiaries and city branches. Among these, the Board, as the highest decision-making level, comprehensively coordinates ESG-related decisions, with a focus on advancing climate change-related matters, ensuring the orderly implementation of the climate risk management system. Under the leadership of the Board, the ESG Committee is responsible for guiding and supervising the formulation of climate-related management policies, strategies and targets, accurately identifying and assessing climate risks and opportunities, and proposing response plans. The ESG Task Force collaborates with various executing entities to promote the implementation of climate-related ESG measures. Each executing unit, based on its own business characteristics, integrates climate concepts into daily operations, contributing to green and low-carbon development. For details on the division of responsibilities at each level, please refer to the ESG Compliance Governance Structure section of this Report.



7.1.2 應對氣候變化策略

時代鄰里以創造者「五項原則」為ESG管理行動準則，貫穿氣候應對與節能降耗全流程。2025年，公司結合外部政策與行業趨勢重新評估ESG管理，提升氣候變化議題重要性並優化管理策略。同時，公司以「智能化覆蓋」與「精益化運營」為雙輪驅動，推進物聯網節能改造及智能照明部署，實現能耗管理從「被動節能」向「主動優化」升級。

7.1.2 Strategies for Responding to Climate Change

Times Neighborhood takes the “Five Principles” for creators as its code of conduct for ESG management, which runs through the entire process of climate response and energy saving and consumption reduction. In 2025, the Company reassessed its ESG management in light of external policies and industry trends, raising the materiality of climate change issues and optimizing its management strategies. At the same time, driven by the twin engines of “intelligent coverage” and “lean operations”, the Company promotes IoT-based energy-saving retrofits and smart lighting deployment, upgrading energy consumption management from “passive energy saving” to “proactive optimisation”.

7.1.3 應對氣候變化影響、風險和機遇管理

時代鄰里持續將氣候風險識別與評估全面融入集團風險管理體系，結合2025年外部政策與運營場景變化，進一步完善氣候相關風險與機遇的識別、分析及研判機制。在此基礎上，集團持續優化氣候風險減緩、適應與應對策略，強化全流程風險管控能力，保障公司在氣候變化背景下穩健運營與可持續發展。

7.1.3 Management of the Impacts, Risks and Opportunities of Climate Change

Times Neighborhood continues to fully integrate climate risk identification and assessment into the Group’s risk management system. Taking into account changes in external policies and operational scenarios in 2025, the Company has further improved its mechanisms for identifying, analysing and assessing climate-related risks and opportunities. On this basis, the Group continuously optimizes its climate risk mitigation, adaptation and response strategies, strengthens its risk management capabilities throughout the entire process, and ensures the Company’s stable operation and sustainable development against the backdrop of climate change.

風險類型 Risk Type		風險參數 Risk Parameter	風險描述 Risk Description	影響週期 Time Horizon	應對舉措 Response Measures
實體風險	急性風險	颱風、洪水、高溫等極端天氣事件嚴重程度提高	極端天氣事件對公司旗下在管物業運轉、客戶及人員安全構成威脅。暴雨洪澇易致地下車庫積水，高溫可能引發電力故障、員工中暑等，既加大營運管理難度，也提升了安全風險，對公司穩健運營形成挑戰。	長期（5年以上）	集團已建立極端天氣風險應急機制，優化應急管理流程並積極開展應急演練。同時，推進項目園區排水系統升級改造，為戶外工作人員發放高溫補貼、開展「清凉一夏」活動，全方位防範極端天氣影響。
Physical risks	Acute risks	Increasing severity of extreme weather events such as typhoons, floods, heat waves	Extreme weather events pose a threat to the operation of the properties under the Company's management, as well as the safety of its customers and personnel. Heavy rain and flooding may lead to water accumulation in underground garages, while high temperatures may cause power failures and employee heatstroke, which not only increase the difficulty of operational management but also elevate safety risks, posing challenges to the Company's stable operation.	Long term (5 years and above)	The Group has established an emergency response mechanism for extreme weather risks, optimized its emergency management procedures and actively conducted emergency drills. At the same time, the Group has promoted the upgrading and renovation of drainage systems in its project parks, provided high-temperature subsidies to outdoor workers, and launched a "Cool Summer" campaign, taking comprehensive measures to prevent the impact of extreme weather.



風險類型 Risk Type		風險參數 Risk Parameter	風險描述 Risk Description	影響週期 Time Horizon	應對舉措 Response Measures
轉型風險	政策和法律	日漸趨嚴的溫室氣體披露要求及合規要求	全球碳減排進程持續推進，碳排放核算與報告標準日趨細化。2025年，聯交所《ESG報告守則》生效，強制披露範圍1、2溫室氣體數據；全球報告倡議組織（GRI）發佈新版標準，要求細化減排目標進度等量化指標，	長期（5年以上）	集團對環境數據的管理，統一統計口徑，定期收集並審查環境數據，並按照要求披露數據。同時，本集團依據實際情況，結合所制定的排放目標和排放計劃，納入營運計劃中。
Transition risks	Policies and laws	Increasingly stringent greenhouse gas disclosure requirements and compliance requirements	The global carbon reduction process continues to advance, and the standards for carbon emission accounting and reporting are becoming increasingly detailed. In 2025, the Stock Exchange's ESG Reporting Code has taken effect, mandating disclosure of Scope 1 and Scope 2 greenhouse gas data; the Global Reporting Initiative (GRI) releases a new version of the standards, requiring refinement of quantitative indicators such as progress towards emission reduction targets,	Long term (5 years and above)	The Group manages environmental data, unifies statistical approaches, regularly collects and reviews environmental data, and discloses the data as required. At the same time, the Group, in accordance with actual circumstances, incorporates the established emission targets and plans into its operation plans.

7. 環境友好管理
ENVIRONMENTALLY FRIENDLY MANAGEMENT

風險類型 Risk Type	風險參數 Risk Parameter	風險描述 Risk Description	影響週期 Time Horizon	應對舉措 Response Measures
市場	客戶對綠色服務的傾向	隨著消費者環保意識與科技認知的提升，對物業管理的綠色智能服務需求大幅增長，涵蓋智能能耗調控、垃圾分類、新能源充電樁等配套。傳統物業服務模式已難以適配，若不及時升級，將直接影響客戶滿意度，甚至導致市場份額流失。	中期（3-4年）	集團持續提升能源管理效率，推進設施設備升級改造與社區智慧節能，加大綠色服務研發投入，關注並參與政府綠色扶持項目。2025年，以「智能化覆蓋」與「精益化運營」為雙輪驅動，推進物聯網節能改造及智能照明部署，結合數據管控，實現能耗管理從「被動節能」向「主動優化」升級。
Market	Customer preference for green services	With the enhancement of consumers' environmental awareness and technological knowledge, the demand for green and intelligent services in property management has grown significantly, covering intelligent energy regulation, waste sorting, new energy charging stations and other facilities. The traditional property service model can no longer easily adapt to these demands; failure to upgrade in a timely manner will directly affect customer satisfaction and may even lead to loss of market share.	Medium term (3-4 years)	The Group continues to improve energy management efficiency, promote the upgrading and transformation of facilities and equipment, and advance smart energy saving in the community, increase investment in research and development of green services, and pay attention to and participate in government support projects for green services. In 2025, driven by the twin engines of "intelligent coverage" and "lean operations", the Group promotes IoT-based energy-saving retrofits and smart lighting deployment, combined with data control, to upgrade energy consumption management from "passive energy saving" to "proactive optimisation".



風險類型 Risk Type	風險參數 Risk Parameter	風險描述 Risk Description	影響週期 Time Horizon	應對舉措 Response Measures
	採購成本上漲	受全球綠色供應鏈發展趨勢影響，供應商綠色生產標準提升可能導致綠色原材料及產品價格上漲；同時，物流運輸環節碳排放監管趨嚴，或將推高運輸成本，進而使本集團在採購綠色物資與相關服務時面臨成本上升的風險。	中期（3-4年）	集團積極響應環保政策，踐行綠色採購理念，逐步推進綠色供應鏈管理，推動供應鏈上下游企業協同實現綠色發展。同時，公司主動分析採購價格變化趨勢，通過加強與供應商溝通、整合各類資源，有效管控採購成本上升風險。
	Increasing procurement costs	Influenced by the global green supply chain development trend, suppliers raising green production standards may lead to an increase in the prices of green raw materials and products. At the same time, carbon emission regulations in the logistics and transportation sector are becoming stricter, which may push up transportation costs, thereby exposing the Group to the risk of rising costs when procuring green materials and related services.	Medium term (3-4 years)	The Group actively responds to environmental protection policies, implements the concept of green procurement, gradually promotes green supply chain management, and drives upstream and downstream enterprises in the supply chain to jointly achieve green development. At the same time, the Company proactively analyses trends in procurement price changes, strengthens communication with suppliers and integrates various resources to effectively manage the risk of rising procurement costs.

7.1.4 應對氣候變化的指標與目標

時代鄰里結合自身經營情況，回顧上一階段（2022－2025年）節能工作，以2022年為基準設定的「三年內能耗強度降低5%」短期目標已基本達成。下一階段（2025－2027年），公司將以「智能化覆蓋」與「精益化運營」為雙輪驅動，推進物聯網節能改造，實現能耗管理從「被動節能」向「主動優化」升級。

7.1.4 Metrics and Targets for Responding to Climate Change

Taking into account its own operational circumstances, Times Neighborhood has reviewed its energy-saving work in the previous phase (2022-2025). The short-term target of "reducing energy consumption intensity by 5% within three years", set with 2022 as the baseline, has been largely achieved. In the next phase (2025-2027), the Company will be driven by the twin engines of "intelligent coverage" and "lean operations" to promote IoT-based energy-saving retrofits, upgrading energy consumption management from "passive energy saving" to "proactive optimization".

指標 Indicators	截至2025年的目標 Targets as of 2025
能源消耗強度 Energy consumption intensity	以2022年為基準，2023-2025年實現能源使用強度降低5%。 Using 2022 as the baseline, achieve the 5% reduction in energy use intensity from 2023-2025.
溫室氣體排放密度 Greenhouse gas emission intensity	以2022年為基準，2023-2025年實現三年溫室氣體排放密度降低3%。 Using 2022 as the baseline, achieve the 3% reduction in three-year GHG emissions intensity from 2023-2025.

7.1.5 溫室氣體減排措施

公司依托時代鄰里智慧建築物聯網平台，以物聯網技術為核心，搭建覆蓋社區安全、設施運維、能耗管控的一體化智能管理體系。平台通過部署多維度傳感器，實時採集供配電、給排水、消防等設備運行數據及能耗動態，結合智能沙盤與綜合態勢分析功能，實現設備運行狀態的精準監控與異常告警。基於數據驅動的精細化管理，公司可及時優化設備運行策略、降低無效能耗，從運營端減少能源消耗及溫室氣體排放，持續提升社區綠色低碳運營效能。

7.1.5 Greenhouse Gas Emission Reduction Measures

Leveraging the Times Neighborhood Smart Building IoT Platform and with IoT technology at its core, the Company has established an integrated intelligent management system covering community safety, facility operation and maintenance, and energy consumption control. By deploying multi-dimensional sensors, the platform collects real-time operational data and energy consumption dynamics from equipment such as power supply and distribution, water supply and drainage, and fire protection systems. Combined with intelligent sand table and comprehensive situation analysis functions, it enables precise monitoring of equipment operation status and abnormal alerts. Through data-driven refined management, the Company can optimize equipment operation strategies in a timely manner, reduce unnecessary energy consumption, and lower energy consumption and greenhouse gas emissions from the operational end, continuously improving the green and low-carbon operational efficiency of the community.



設備監控平台
Equipment Monitoring Platform

7.2 優化環境治理

7.2.1 環境管理體系

時代鄰里始終堅守「長期主義」理念，積極推動綠色物業管理體系的構建與完善。制度建設方面，公司嚴格遵循《中華人民共和國環境保護法》《中華人民共和國節約能源法》等國家法律法規，制定《環境監測合規性評價控制程序》《節能監測管理規定》等管理制度，全面貫穿業務全流程，通過明確環境目標、制定可操作控制措施，跟踪識別並高效管控經營活動中潛在的環境影響。

報告期內，公司已通過GB/T24001-2016/ISO14001:2015環境管理體系認證工作。

7.2 OPTIMIZING ENVIRONMENTAL GOVERNANCE

7.2.1 Environmental Management System

Times Neighborhood consistently adheres to the concept of "long-termism" and actively promotes the establishment and improvement of a green property management system. In terms of policy development, the Company strictly complies with national laws and regulations such as the "*Environmental Protection Law of the People's Republic of China*" and the "*Energy Conservation Law of the People's Republic of China*", and has formulated management systems including the "*Control Procedure for Environmental Monitoring Compliance Evaluation*" and the "*Energy Saving Monitoring Management Regulations*", which are fully integrated throughout the entire business process. By defining environmental objectives and formulating actionable control measures, the Company tracks, identifies and efficiently manages potential environmental impacts arising from its business activities.

During the Reporting Period, the Company obtained certification for the GB/T24001-2016/ISO14001:2015 Environmental Management System.

7. 環境友好管理
ENVIRONMENTALLY FRIENDLY MANAGEMENT



環境管理體系認證證書
Environmental Management System Certification Certificate

7.2.2 倡導綠色理念

時代鄰里積極響應綠色發展號召，從自身運營著手，全面推行綠色低碳辦公模式。通過制定《辦公環境與節能降耗管理制度》等管理制度，聚焦節能降耗、資源節約等關鍵領域，實施精細化管理。公司推行辦公室5S管理（整理Seiri、整頓Seiton、清掃Seiso、清潔Seiketsu、素養Shitsuke），鼓勵員工從點滴小事做起，營造清新有序的辦公氛圍，共同打造低碳環保的營運新生態。

7.2.2 Promoting Green Concepts

Times Neighborhood actively responds to the call for green development by focusing on its own operations, comprehensively promoting a green and low-carbon office model. By formulating management systems such as the "*Management System for the Office Environment and Energy Conservation and Consumption Reduction*（辦公環境與節能降耗管理制度）", the Company focuses on key areas such as energy conservation, consumption reduction and resource saving, and implements meticulous management. The Company promotes the 5S management system in the office (Seiri, Seiton, Seiso, Seiketsu, Shitsuke), encourages employees to start with small actions, creates a fresh and orderly office atmosphere, and jointly builds a new low-carbon and environmentally friendly operational ecosystem



綠色辦公類別 Green office category	具體舉措 Specific measures
辦公設備管理 Office equipment management	1. 電腦短暫離開時設置屏保／睡眠模式，下班關機並拔下電源插頭，定期清理磁盤； Set screen saver/sleep mode when away from computer for a short time; shut down and unplug when leaving work; clean up disks regularly. 2. 會議室會後及時關閉燈光、空調及投影設備，盡量集中使用設備； Turn off lights, air conditioners and projection equipment promptly after meetings; use equipment collectively as much as possible. 3. 燒水壺夜間關閉電源，電子產品充滿後及時拔掉插頭； Turn off the power of electric kettles at night; unplug electronic devices promptly when fully charged. 4. 行政人員加強日常巡檢，做到人走斷電。 Administrative staff conduct regular patrols to ensure power is turned off when people leave.
紙張節約 Paper conservation	1. 推行無紙化辦公，充分利用電子文檔傳閱修改，內部文件雙面打印； Promote paperless office; make full use of electronic documents for circulation and revision; print internal documents double-sided. 2. 單面打印紙張二次利用，用作內部非正式文件或草稿紙； Reuse single-sided printed paper for internal informal documents or draft paper. 3. 合理排版打印，縮小字體、調整頁邊距，預覽無誤後再打印。 Format printing appropriately by reducing font size and adjusting margins; preview before printing to ensure no errors.
能源節約 Energy conservation	1. 空調溫度控制在26℃，視氣溫調節開啓數量； Set air conditioner temperature to 26° C; adjust the number of units in operation according to the ambient temperature. 2. 下班關閉電腦、風扇等電器，避免待機，最後下班同事檢查並關閉所有電源； Turn off computers, fans and other electrical appliances after work to avoid standby mode; the last person leaving checks and turns off all power sources. 3. 隨手關閉水龍頭，杜絕跑冒滴漏，發現漏水及時報修； Turn off taps promptly, prevent leaks and drips; report any leaks immediately. 4. 白天充分利用自然光，減少開燈數量。 Make full use of natural light during the day to reduce the number of lights turned on.
資源共享 Resource sharing	1. 合理利用辦公用品共享區物資，共享工具類用品，減少重覆採購； Make reasonable use of supplies in the office supplies sharing area; share tool-type supplies to reduce duplicate purchases. 2. 非緊急物資合併郵寄或由員工携帶轉送； Consolidate non-urgent supplies for mailing or have them delivered by employees. 3. 倡導空瓶行動，拒絕「半瓶水」浪費。 Advocate the “empty bottle” action to refuse the waste of “half-full bottles”.

7.3 能源管理

時代鄰里高度重視能源節約與高效利用，持續完善能源管理體系建設，制定《節能監測管理規定》《物業公共能耗計量和考核辦法》《物業水電能耗管理及考核辦法》等多項內部制度，搭建標準化、規範化的能耗管控流程。

公司落地多元化節能措施，對在管項目配備設施設備智能巡檢系統，對供配電、供水、排污等重點系統機房設備開展自動巡檢，自動記錄數據並形成運行趨勢，精準診斷能耗異常，實現社區運營數字化管控，從源頭規避能源浪費，提升能源利用效率。

公司大力推進車庫物聯網智慧照明改造，2024年落地相關改造工作，2025年持續深化改造佈局，完成第二批約30%在管項目的物聯網照明改造，重點聚焦公區照明耗能大戶推進落地，進一步擴大智慧照明改造覆蓋範圍，提升整體能源利用效率。公司規劃2026年全力推進項目施工與系統調試工作，確保截至2026年底，實現60%以上在管項目的物聯網照明改造覆蓋，且所有改造項目全部接入能源管理平台，實現照明能耗的集中化、智能化管控，以數字化手段築牢綠色運營基礎。

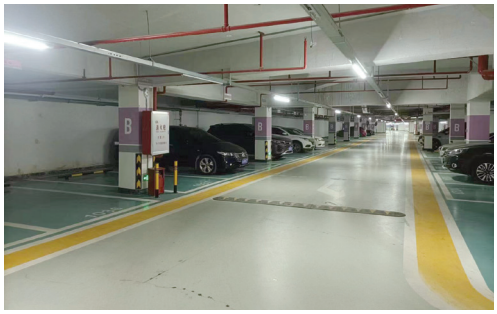
7.3 ENERGY MANAGEMENT

Times Neighborhood attaches great importance to energy conservation and efficient utilisation, continuously improving the construction of its energy management system. The Company has formulated multiple internal systems such as the "*Regulations on the Management of Energy Conservation and Monitoring*（節能監測管理規定）", the "*Measures for the Measurement and Assessment of Public Energy Consumption of Properties*（物業公共能耗計量和考核辦法）" and the "*Measures on Managing and Assessing Water and Electricity Energy Consumption of Properties*（物業水電能耗管理及考核辦法）", establishing standardised and regulated energy consumption control procedures.

The Company implements diversified energy-saving measures, equipping its managed projects with an intelligent inspection system for facilities and equipment. This system conducts automatic inspections of machine room equipment in key systems such as power supply and distribution, water supply and sewage discharge, automatically records data to form operation trends, accurately diagnoses energy consumption anomalies, and achieves digital control of community operations, preventing energy waste at the source and improving energy utilisation efficiency.

The Company vigorously promotes the IoT smart lighting renovation of garages. Renovation work was implemented in 2024, and in 2025 the Company continued to deepen the renovation layout, completing the IoT lighting renovation of approximately 30% of its managed projects in the second phase, focusing on areas with high lighting energy consumption in public areas, further expanding the coverage of smart lighting renovation and improving overall energy utilisation efficiency. The Company plans to fully promote project construction and system commissioning in 2026, ensuring that by the end of 2026, IoT lighting renovation will cover more than 60% of its managed projects, and all renovated projects will be connected to the energy management platform, achieving centralised and intelligent control of lighting energy consumption and building a solid foundation for green operations through digital means.





時代鄰里車庫物聯網改造項目
Times Neighborhood Garage IoT Renovation Project

7.4 水資源管理

時代鄰里建立精細化、地域化、季節化的末端設備用水管控體系，基於不同區域氣候特徵、季節降雨差異及設備用水屬性，制定標準化用水測算與管理規範。公司針對綠化、清潔、物業中心等全類型用水場景，按廣州、長沙、成都等不同區域劃定降雨係數，結合四季降雨天數動態調整綠化灌溉用水頻次與用量；依據項目分級、入住率設定清潔用水係數，並結合項目園區、樓棟及停車場的清潔面積，核算出清潔用水標準量，實現用水消耗的科學測算與精準管控。

時代鄰里落地多維度水資源管理措施，構建全場景節水體系。公司在綠化用水端，按草坪、地被、喬木佔比計算植被係數，結合降雨係數動態調節灌溉量，推廣智慧園林灌溉系統，實現隱蔽式噴淋與遠程精準養護，節省30%水費與30%－50%人工成本；在非傳統水源利用端，在順德時代傾城、廣州時代南灣等項目上打造雨水、河涌水、景觀地表水收集處理機制，經沉澱過濾後用於綠化、清潔等非飲用水場景，單項目每月最高可節約水費超9,000元。

7.4 WATER RESOURCES MANAGEMENT

Times Neighborhood has established a refined, regionalised and seasonal water consumption control system for end-use equipment. Based on the climatic characteristics of different regions, seasonal rainfall variations and the water usage attributes of equipment, the Company has developed standardised water consumption calculation and management norms. For all types of water usage scenarios such as greening, cleaning and property centres, the Company determines rainfall coefficients for different regions including Guangzhou, Changsha and Chengdu, and dynamically adjusts the frequency and volume of irrigation water for greening based on the number of rainy days in each season. Cleaning water coefficients are set according to project classification and occupancy rates, and calculate standard cleaning water consumption by factoring in the cleaning areas of the project site, buildings, and parking lots, achieving scientific calculation and precise control of water consumption.

Times Neighborhood implements multi-dimensional water resources management measures and has built a full-scenario water-saving system. In terms of greening water use, the Company calculates vegetation coefficients based on the proportion of lawns, ground cover and trees, dynamically adjusts irrigation volumes in combination with rainfall coefficients, and promotes smart landscaping irrigation systems to achieve concealed sprinkler irrigation and remote precision maintenance, saving 30% of water costs and 30%-50% of labour costs. In terms of non-traditional water source utilisation, the Company has established collection and treatment mechanisms for rainwater, river water and surface landscape water in projects such as Shunde Times Qingcheng and Guangzhou Times Nanwan. After sedimentation and filtration, the water is used for non-potable purposes such as greening and cleaning, with a single project saving up to over RMB9,000 in water costs per month.

7. 環境友好管理
ENVIRONMENTALLY FRIENDLY MANAGEMENT

同時，公司完善全品類用水設備的標準化管理規範，針對消防用水明確季度／月度管道測試與年度演練的用水頻次標準，對物業中心、員工食堂／宿舍按人均用水定額核定用量，對泳池、商鋪供水損耗等第三方用水按區域與業態設定計費規則；並在三水時代南灣等項目落地精準灌溉模式，結合天氣、土壤含水量通過自動化技術控制噴灌系統，配套建立水平衡分析機制，每月排查修復管網漏損，從測算、使用、損耗全流程實現水資源的高效利用與閉環管理。

At the same time, the Company has improved the standardised management norms for all categories of water-using equipment. For firefighting water use, it has established quarterly/monthly pipeline testing and annual drill water usage frequency standards. For property centres and staff canteens/dormitories, water consumption is verified based on per capita water usage quotas. For third-party water use such as swimming pools and commercial shop water supply losses, billing rules are set according to region and business type. In addition, the Company has implemented precision irrigation models in projects such as Sanshui Times Nanwan (三水時代南灣), using automated technology to control the sprinkler system based on weather and soil moisture content, and has established a supporting water balance analysis mechanism, conducting monthly inspections and repairs of pipeline leakage. Through the entire process of calculation, usage and loss, the Company has achieved efficient utilisation and closed-loop management of water resources.





智能噴淋澆灌改造
Smart Sprinkler Irrigation Renovation

公司設立了節水目標，且採取系列節水措施，報告期內水電費績效總額5,559萬元，較於2024年5,706萬元，節約147萬元。

The Company has established water conservation targets and implemented a series of water-saving measures. During the Reporting Period, the total water and electricity expenses were RMB55.59 million, representing a saving of RMB1.47 million compared to RMB57.06 million in 2024.

指標 Indicators	截至2025年的目標 Targets as of 2025
水資源目標 Water Resources Target	以2022年為基準，2023-2025年實現水資源使用密度累計降低5%。 Using 2022 as the baseline, achieve the cumulative 5% reduction in water use intensity from 2023-2025.



7.5 廢棄污染物管理

減少廢棄物產生並實現合理處置，是時代鄰里降低環境影響的重要舉措。公司嚴格遵守《中華人民共和國固體廢物污染環境防治法》及各運營所在地的廢棄物管理相關法律法規，全面推行垃圾分類制度，對各類廢棄物實施嚴格的分類儲存與規範處理，切實落實減量化、無害化原則，有效降低廢棄物對環境的負面影響。

在廢棄物管理實踐中，公司積極運用智能分類投放與清運模式，通過布設智能分類投放箱，借助先進識別技術精準識別垃圾類型，顯著提升垃圾分類的準確性與效率。針對居民生活垃圾，採用「定時定點投放+專業清運」模式，從源頭實現分類管理，既減輕了後期處理負擔，也為廢棄物回收利用創造了有利條件。針對二次裝修垃圾，公司制定了《時代業主裝修指引手冊》，鼓勵業主優先自行處理，避免垃圾在小區內滯留造成環境影響。對於有害廢棄物，公司嚴格委托具備資質的第三方機構進行安全處置，確保全過程合規可控。

7.5 WASTE AND POLLUTANT MANAGEMENT

Reducing waste generation and achieving proper disposal are important measures for Times Neighborhood to reduce its environmental impact. The Company strictly complies with the "Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste" and relevant laws and regulations on waste management in each operating location, fully implements the waste classification system, implements strict classified storage and standardised treatment of various types of waste, effectively implements the principles of reduction and harmlessness, and effectively reduces the negative impact of waste on the environment.

In waste management practices, the Company actively adopts intelligent sorting and collection models. By deploying intelligent sorting bins and leveraging advanced recognition technology to accurately identify waste types, it significantly improves the accuracy and efficiency of waste sorting. For household waste generated by residents, the "fixed-time and fixed-point placement + professional collection" model is adopted to achieve source separation, which not only reduces the burden of subsequent treatment but also creates favourable conditions for waste recycling. For waste generated from secondary decoration, the Company has formulated the "Times Owner Decoration Guide Manual（時代業主裝修指引手冊）", encouraging owners to prioritise self-treatment to avoid environmental impacts caused by waste remaining in the community. For hazardous waste, the Company strictly entrusts qualified third-party institutions for safe disposal, ensuring compliance and controllability throughout the process.

指標 Indicators	截至2025年的目標 Targets as of 2025
廢棄物目標 Waste Target	以2022年為基準，2023-2025年實現廢棄物產生密度降低3%。 Using 2022 as the base year, achieve the 3% reduction in waste generation intensity from 2023-2025.

8. 携手合作共贏
COOPERATION FOR WIN-WIN

8.1 創新服務與智慧物業

8.1.1 大力創新佈局

時代鄰里秉持科技賦能可持續發展理念，深化「數字底座+智能中樞」戰略佈局。公司融合AI大模型、物聯網、雲計算及大數據技術，構建全鏈路智慧社區解決方案。通過落地無人機巡檢、智能機器人等前沿應用，搭建「監測－預警－處置」的智能運營閉環，有效提升管理效率與應急響應能力。依托數字化手段，公司持續優化社區服務體驗，以技術創新助力實現高效運營與社區價值提升的雙重目標。

8.1 INNOVATIVE SERVICES AND INTELLIGENT PROPERTY

8.1.1 Committed to Innovation-Driven Development

Times Neighborhood adheres to the concept of technology-empowered sustainable development and deepens its strategic layout of "Digital Foundation + Intelligent Hub". The Company integrates AI large language models, the Internet of Things (IoT), cloud computing and big data technologies to build a full-chain smart community solution. By implementing cutting-edge applications such as drone inspections and intelligent robots, it establishes an intelligent operation closed loop of "monitoring – early warning – response", effectively enhancing management efficiency and emergency response capabilities. Leveraging digital means, the Company continuously optimizes the community service experience, using technological innovation to achieve the dual goals of efficient operation and enhanced community value.

業務模塊 Business Module	業務介紹 Business Introduction
AI大模型深度賦能體系	報告期內，公司將DeepSeek大模型深度集成至服務生態，升級AI數字人助手小邦，配備20萬+標準化素材庫，支持200+工作場景，3秒生成專業文檔，實現知識檢索、內容生成等功能，提升員工工作效率與服務響應時效。
AI Large Model Deep Empowerment System	During the Reporting Period, the Company deeply integrated the DeepSeek large language model into its service ecosystem, upgraded the AI digital human assistant Xiao Bang（小邦）, equipped it with a standardised material library of over 200,000 items, supporting over 200 work scenarios, generating professional documents within 3 seconds, enabling functions such as knowledge retrieval and content generation, thereby improving employee work efficiency and service response timeliness.
全渠道數字化服務矩陣	構建「鄰里邦APP／小程序+管家企微+400熱線」三位一體對客服務體系，融合AI客戶畫像、知識圖譜技術，形成「訴求感知－智能派單－過程追踪－質量評估」數據閉環，會話及時回復佔比達99%。
Omni-channel Digital Service Matrix	An integrated customer service system of "Neighborhood Services APP/ mini-program + Wecom Butler + 400 hotline" was established, incorporating AI customer profiling and knowledge graph technologies to form a data closed loop of "demand perception – intelligent dispatch – process tracking – quality assessment", achieving a 99% real-time response rate for conversations.



業務模塊 Business Module	業務介紹 Business Introduction
AI智能安全防控體系	搭建「前端智能感知+雲端AI分析+終端聯動處置」三層架構，部署多維度智能算法矩陣，覆蓋電梯安全、水域防護、人員行為管理等場景，實現十數秒應急響應，告警誤報率控制在3%以下。
AI Intelligent Safety and Security Prevention and Control System	A three-tier architecture of "front-end intelligent perception + cloud-based AI analysis + end-to-end coordination and response" was built, deploying a multi-dimensional intelligent algorithm matrix covering scenarios such as elevator safety, water area protection and personnel behaviour management, achieving emergency response within ten seconds and controlling the false alarm rate to below 3%.
多維度AI自動化調度體系	依托計算機視覺技術對接園區智能攝像頭，實時識別設施損壞、環境異常等問題，雲端自動生成工單並完成智能分類、委派，形成「監測－派單－處置－驗證」閉環，降低人力成本與設備故障率。
Multi-dimensional AI Automated Dispatching System	Leveraging computer vision technology to interface with smart cameras in the park, real-time identification of facility damage, environmental anomalies and other issues is achieved. Work orders are automatically generated in the cloud and intelligently classified and assigned, forming a closed loop of "monitoring – dispatching – handling – verification", reducing labour costs and equipment failure rates.
智慧通行數字化管理體系	人行端採用多模態身份驗證技術，實現差異化權限管理；車行端結合智能車牌識別與AI視頻分析，打造動態監控與便捷通行系統，使人行、車行效率提升40%以上，安全事件響應縮至秒級。
Smart Access Digital Management System	For pedestrian access, multimodal identity verification technology is adopted to achieve differentiated authority management. For vehicle access, intelligent licence plate recognition and AI video analysis are combined to create a dynamic monitoring and convenient access system, improving pedestrian and vehicle access efficiency by over 40% and reducing security incident response time to seconds.
設施設備智慧運維體系	基於物聯網打造全生命周期數字化管理系統，實時採集分析千余項設備參數，觸發三級告警機制，結合數字孿生建模形成「監測－分析－處置－優化」閉環，降低非計劃停機時間，提升運維精益化水平。
Facilities and Equipment Smart Operation and Maintenance System	A full lifecycle digital management system based on the IoT was built, collecting and analysing over a thousand equipment parameters in real time, triggering a three-level alarm mechanism, and forming a closed loop of "monitoring – analysis – handling – optimisation" through digital twin modelling, reducing unplanned downtime and improving the level of lean operation and maintenance.

案例：無人駕駛智能掃地機器人

時代鄰里引入無人駕駛智能掃地機器人並投入社區日常運營，可24小時輪值；覆蓋園區道路、樓棟電梯及幕墙外窗；替代人工完成清潔與巡邏；實現道路清掃、細節拖洗與高空擦窗；借助激光雷達與AI算法精準避障、自主充電與數據回傳，確保園區潔淨高效與安全全天候。

Case: Autonomous Driverless Smart Sweeping Robot

Times Neighborhood has introduced autonomous driverless smart sweeping robots into daily community operations. They operate 24/7, covering park roads, building elevators and curtain wall windows. They replace manual labour for cleaning and patrol tasks, achieving road sweeping, detailed mopping and high-altitude window cleaning. With laser radar and AI algorithms, they achieve precise obstacle avoidance, autonomous charging and data transmission, ensuring round-the-clock cleanliness, efficiency and safety in the park.



案例：AI水電錶抄表識別

時代鄰里在社區水電管理場景，通過圖像識別技術與智能電錶，實現水電錶數據自動採集與抄表。該方案支持機械水電錶精準讀數拍照抄表，同時對接智能電錶實現數據自動同步，有效降低人為抄表錯漏，確保計費賬單準確透明，提升管理效率與業主信任。

Case: AI-Powered Water and Electricity Meter Reading Recognition

In the community water and electricity management scenario, Times Neighborhood uses image recognition technology and smart meters to achieve automatic data collection and meter reading for water and electricity meters. This solution supports precise photo-based reading of mechanical water and electricity meters, while also interfacing with smart meters to achieve automatic data synchronisation, effectively reducing manual reading errors, ensuring accurate and transparent billing, and improving management efficiency and owner trust.



8.1.2 知識產權保護

時代鄰里嚴格遵守《中華人民共和國專利法》《中華人民共和國著作權法》等法律法規，制定了《知識產權保護管理制度》等制度，持續健全創新成果保護體系。公司持續優化知識產權保護管理機制，完善管理架構與流程標準，提升全員知識產權保護意識，全面築牢創新資產防護屏障。公司尊重他人知識產權，堅守公平競爭原則，通過多元舉措防範與制止侵權行為，切實維護自身與合作方合法權益，護航企業可持續發展。

8.1.2 Protection for Intellectual Property Rights

Times Neighborhood strictly complies with laws and regulations including the "Patent Law of the People's Republic of China（中華人民共和國專利法）" and the "*Copyright Law of the People's Republic of China*（中華人民共和國著作權法）", and has formulated the "*Intellectual Property Rights Protection Management System*（知識產權保護管理制度）" and other policies, continuously improving the system for protecting innovation achievements. The Company continuously optimizes its intellectual property right protection management mechanism, improves its management structure and process standards, enhances the awareness of intellectual property protection among all employees, and comprehensively strengthens the protection of innovation assets. The Company respects the intellectual property rights of others, adheres to the principle of fair competition, prevents and stops infringements through various measures, effectively safeguards the legitimate rights and interests of itself and its partners, and supports the sustainable development of the enterprise.

知識產權類別 Intellectual Property Category	單位 Unit	2024年 2024	2025年 2025
已獲得商標數目 Number of trademarks obtained	件 Item	359	88
已獲得著作權數目 Number of copyrights obtained	件 Item	170	171
已獲得專利數目 Number of patents obtained	件 Item	19	13



8.2 共築責任之鏈

8.2.1 規範供應管理

為規範合作商管理、培育優質合作資源，保障採購效率與效果，時代鄰里制定並持續修訂《合作商管理制度》，明確合作商全流程管理標準。該制度由供應鏈管理部牽頭管理，聯合區域需求部門、專業線部門及監察部，構建「資源開拓－入庫審核－過程履約－評級激勵－退出管理」的全流程閉環管理體系，實現合作商規範化、精細化管控。

8.2 BUILDING A RESPONSIBLE CHAIN

8.2.1 Standardising Supplier Management

To regulate the management of cooperative partners, cultivate high-quality cooperation resources, and ensure procurement efficiency and effectiveness, Times Neighborhood has formulated and continuously revised the *Cooperative Partner Management System*（合作商管理制度）, clarifying the full-process management standards for cooperative partners. This system is led by the Supply Chain Management Department and, together with regional demand departments, professional line departments and the Supervision Department, establishes a full-process closed-loop management system of "resource development – admission review – performance during contract – rating and incentives – exit management", achieving standardised and refined control over cooperative partners.

管理階段 Management Stage	具體流程 Specific Process
資源開拓 Resource Development	多渠道徵召合作商，包含員工推薦、競企資源、公開市場等；供應鏈管理部及區域需求部門負責資源收集與初審，合作商需在SRM系統完成註冊。 Multi-channel recruitment of cooperative partners, including employee referrals, competitor resources, public markets, etc. The Supply Chain Management Department and regional demand departments are responsible for resource collection and preliminary review. Cooperative partners must complete registration in the SRM system.
入庫審核 Admission Review	按類別設定資質、業績、資金等分級標準，完成背景調查後，通過實地／遠程／資料審查等形式考察；考察小組背靠背評分，≥70分通過審批入庫。 Set grading standards for qualifications, performance, capital, etc. by category. After completing background checks, conduct inspections through on-site/remote/document review, etc. The inspection team scores independently, with a score of 70 or above passing the review for admission.
有效期管理 Validity Period Management	考察有效期2年，履約有效期1年，合作有效期取多維度有效期最晚值；優秀／合格合作商可延長有效期，過期無合作商需重新認證。 The inspection validity period is 2 years, the performance validity period is 1 year, and the cooperation validity period is the latest of the multi-dimensional validity periods. Excellent/qualified cooperative partners may have their validity periods extended. Cooperative partners whose validity period has expired without ongoing cooperation must be re-certified.
過程履約 Performance During Contract	按季度／半年度／年度開展履約評估，由專業部門、使用部門、供應鏈管理部加權評分；需求部門監管現場履約，供應鏈管理部組織巡查並收集評估意見。 Conduct performance evaluations on a quarterly/semi-annual/annual basis, with weighted scoring by professional departments, user departments and the Supply Chain Management Department. User departments supervise on-site performance, and the Supply Chain Management Department organises inspections and collects evaluation comments.

8. 携手合作共贏
COOPERATION FOR WIN-WIN

管理階段 Management Stage	具體流程 Specific Process
評級管理	按年度評估結果分優秀（≥85分）、合格（≥70分）、不合格（＜70分）；優秀商享項目傾斜、優先續約等權益，不合格商按類別終止合作。
Rating Management	Annual evaluation results are classified as excellent (score ≥85), qualified (score ≥70) and unqualified (score <70). Excellent partners enjoy benefits such as project preference and priority renewal. Unqualified partners will have their cooperation terminated by category.
退出管理	不合格商兩年後可重新申請認證；存在造假、圍標等10類行為的合作商，納入黑名單永不合作，有異議可在3天內提出並獲得書面解答。
Exit Management	Unqualified partners may re-apply for certification after two years. Partners engaged in 10 types of conduct, including falsification and bid rigging, will be placed on a blacklist and permanently excluded from cooperation. Any objections may be raised within 3 days and a written response will be provided.

案例：時代鄰里與供應商培訓交流

2025年12月18日，時代鄰里携手佛清肇區域的綠化服務供應商在廣東省佛山市南海區桂城街道禾啓U中心舉辦交流會，深化供應商過程履約管控，搭建溝通協同平台，推動綠化服務供應商規範化管理與服務能力升級。

Case: Times Neighborhood Training and Exchange with Suppliers

On 18 December 2025, Times Neighborhood joined forces with greening service suppliers from the Foshan-Qingyuan-Zhaoqing region at the Heqi U Center, Guicheng Subdistrict, Nanhai District, Foshan City, Guangdong Province for an exchange meeting, to deepen performance management during the contract period for suppliers, build a communication and collaboration platform, and promote the standardised management and service capability upgrading of greening service suppliers.





8.2.2 踐行責任採購

為從源頭築牢供應鏈廉潔防線，時代鄰里將廉潔承諾作為合作商入庫的必要前提。公司要求所有擬簽約合作商在簽訂合同的同時一並簽署《廉潔協議》，明確禁止商業賄賂、利益輸送、接受不當款待及財物等違規行為。同時，公司通過背景調查與誠信核驗，對存在行賄、圍標等失信記錄的主體實施「一票否決」，堅決不予入庫，從准入端篩選出具備高誠信度與合規意識的合作夥伴。

8.2.2 IMPLEMENTING RESPONSIBLE PROCUREMENT

To build a solid integrity defence line in the supply chain from the source, Times Neighborhood makes integrity commitment a necessary prerequisite for the admission of cooperative partners. The Company requires all proposed cooperative partners to sign the *Letter of Commitment for Integrity Cooperation*（廉潔合作承諾書）, explicitly prohibiting commercial bribery, bid rigging and other violations. At the same time, through background checks and integrity verification, the Company applies a “one-vote veto” to entities with records of dishonesty such as bribery or bid rigging, resolutely refusing them admission, thereby screening out partners with high integrity and compliance awareness at the access stage.

9. 共建和諧社會
JOINTLY BUILDING A HARMONIOUS SOCIETY

2025年，時代鄰里持續推進社區共建與公益實踐，通過「鄰里減碳官」計劃推動綠色生活，增強居民環保參與；同時積極履行社會責任，為香港火災災民捐款馳援。我們以實際行動踐行可持續發展理念，促進社區和諧共融，持續回饋社會，共建有溫度、有擔當的美好生活共同體。

In 2025, Times Neighborhood continued to promote community co-construction and public welfare practices, advancing green living through the "Carbon Reduction Officer in Neighborhood" programme and enhancing residents' environmental participation. At the same time, the Company actively fulfilled its social responsibilities by donating to support fire disaster victims in Hong Kong. Through concrete actions, we practiced the concept of sustainable development, fostered community harmony and inclusiveness, continuously gave back to society, and jointly built a warm and responsible community of a better life.

9.1 社區共建

報告期內，時代鄰里持續深化「老人友好、寵物友好、兒童友好」的「三好社區」共建，通過專屬服務、適老化改造、文娛活動守護長者幸福，同時携手「黨群企民」多方力量，以環保時裝秀、低碳互動遊戲、閑置書籍循環等多元活動，將綠色理念與共享精神融入社區生活。我們圍繞全齡友好打造「美好創造節」「鄰里運動會」「創造者攝影大賽」等多元社區IP，全年舉辦超3000場線下活動，並通過鄰里邦搭建線上互動平台，讓社區不僅是居住空間，更是溫暖的大家庭。

9.1 COMMUNITY CO-CONSTRUCTION

During the Reporting Period, Times Neighborhood continued to deepen the co-construction of the "three-way friendly community" – "elderly-friendly, pet-friendly, child-friendly". Through dedicated services, age-appropriate renovations, and cultural and recreational activities, we safeguarded the well-being of the elderly. At the same time, joining hands with the "Party, community, enterprises and the public", we integrated green concepts and the spirit of sharing into community life through diverse activities such as eco-friendly fashion shows, low-carbon interactive games, and the recycling of idle books. We created multiple community IPs around all-age friendliness, such as the "Better Life Creation Festival", "Neighborhood Sports Day", and "Creator Photography Competition", hosting over 3,000 offline events throughout the year. Through the "Neighborhood Services APP" platform, we built an online interactive space, making the community not just a living space but a warm, big family.

案例：在藝術創造中詮釋循環之美

2025年，時代鄰里聯合長沙社區居民開展「環保時裝秀」活動。孩子們用快遞袋、舊報紙等廢棄材料製作服裝走秀，在創作中學習循環理念。活動吸引全齡段業主參與，獲長沙電視臺報道，推動低碳風尚落地。

Case: Interpreting the Beauty of Recycling through Artistic Creation

In 2025, Times Neighborhood collaborated with residents of a community in Changsha to organise an “Eco-friendly Fashion Show” event. Children made costumes from discarded materials such as courier bags and old newspapers and walked the runway, learning about the concept of recycling through the creative process. The event attracted owners of all ages, was reported by Changsha Television, and helped promote the adoption of a low-carbon lifestyle.





案例：在遊戲競技中內化低碳知識

2025年12月，時代鄰里在海南陵水等多地開展低碳主題遊戲活動。居民通過垃圾分類投籃、環保飛行棋等互動裝置，在競技中掌握分類知識。活動以趣味沉浸方式推動居民從「隨手扔」轉向「隨手分」，獲南海網等媒體報道，成為社區環保教育的優秀範例。

Case: Internalising Low-Carbon Knowledge Through Games and Competition

In December 2025, Times Neighborhood organised low-carbon themed game activities in Lingshui, Hainan and other locations. Residents learned about waste sorting through interactive installations such as waste sorting basketball and environmental protection board games, mastering sorting knowledge in a competitive setting. The activities used fun, immersive methods to encourage residents to shift from casual discarding to conscious sorting. The events were reported by media outlets such as Hinews（南海網）, becoming an excellent example of community environmental education.



案例：循環共生－讓閑置資源流動起來

2025年，時代鄰里在四川成都、廣東佛山開展「以「蔬」換書」及書籍回收活動，業主用閑置書籍兑換蔬菜，實現知識共享與資源循環，累計回收舊書數千冊，全部用於支持山區兒童圖書角建設。系列活動推動循環理念從「回收」邁向「再生」，拓展了社區可持續實踐的深度與邊界。

Case: Circular Symbiosis – Making Idle Resources Flow

In 2025, Times Neighborhood organised “Vegetables for Books” and book recycling activities in Chengdu, Sichuan and Foshan, Guangdong. Residents exchanged idle books for vegetables, achieving knowledge sharing and resource circulation. A total of several thousand used books were collected, all of which were used to support the construction of book corners for children in mountainous areas. This series of activities advanced the circular concept from “recycling” to “regeneration”, expanding the depth and boundaries of sustainable community practices.





案例：構建「黨群企民」共治的低碳生態

Case: Building a Low-Carbon Ecosystem with Co-Governance of the "Party, Community, Enterprises and the Public"

2025年11月28日，時代鄰里聯合廣東鶴山市住建局機關黨委、小區黨支部開展「減碳官」主題黨日活動。黨員幹部帶頭清潔家園，志願者現場宣講低碳知識，居民通過「塑料瓶兑換環保餐盒」「垃圾分類大挑戰」等環節積極參與。活動既改善社區環境，又強化黨群企民協同治理，為構建可持續社區提供有力支撐。

On 28 November 2025, Times Neighborhood jointly organised a "Carbon Reduction Officer" themed Party Day activity with the Party Committee of the Housing and Urban-Rural Development Bureau of Heshan City, Guangdong Province and the community Party branch. Party members and cadres took the lead in cleaning up the community, while volunteers gave on-site talks on low-carbon knowledge. Residents actively participated through activities such as "exchanging plastic bottles for eco-friendly lunch boxes" and the "waste sorting challenge". The event not only improved the community environment but also strengthened the collaborative governance among the Party, community, enterprises and the public, providing strong support for building a sustainable community.





9.2 公益責任

9.2 PUBLIC WELFARE AND RESPONSIBILITY

案例：馳援香港火災，傳遞鄰里溫度

2025年11月26日，香港大埔宏福苑發生五級火災。時代鄰里迅速響應，向特區政府「大埔宏福苑援助基金」捐贈1,500,000港元（相當於約人民幣1,382,700元），用於受災居民緊急醫療及生活救助，切實回應災民急難需求。公司持續關注災後恢復，以行動踐行社會責任，助力同胞渡過難關。

Case: Assisting Hong Kong Fire Victims, Conveying Neighborly Warmth

On 26 November 2025, a Category 5 fire broke out in Wang Fook Court, Tai Po, Hong Kong. Times Neighborhood responded promptly and donated HKD1,500,000 (approximately equivalent to RMB1,382,700) to the "Tai Po Wang Fook Court Relief Fund" established by the Hong Kong SAR Government, to support emergency medical treatment and living assistance for the affected residents, effectively addressing their urgent needs. The Company continues to monitor the post-disaster recovery, fulfilling its social responsibilities through concrete actions and helping fellow citizens overcome the difficult situation.



10. 附錄 APPENDIX

10.1 ESG政策、法律及規例列表 10.1 LIST OF ESG POLICIES, LAWS AND REGULATIONS

ESG指標 ESG Indicator		政策列表 The List of Policies 遵守的國家政策 Compliance with National Policies	內部政策 Internal Policies
A	環境 Environmental		
A1	排放物 Emissions	《中華人民共和國固體廢物污染環境防治法》 Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste 《中華人民共和國大氣污染防治法》 Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution 《中華人民共和國循環經濟促進法》 Law of the People's Republic of China on the Promotion of Circular Economy	《質量、環境、職業健康安全管理手冊》 Management Manual on Quality, Environment and Occupational Health and Safety 《質量、環境、職業健康安全程序文件》 Procedure Document on Quality, Environment and Occupational Health and Safety 《環境因素識別與評價控制程序》 Control Procedure for Identification and Evaluation of Environmental Factors 《環境監測與合規性評價控制程序》 Control Procedure for Environmental Monitoring and Compliance Evaluation 《環境、職業健康安全不符合控制程序》 Control Procedure for Environment and Occupational Health and Safety Non-Conformance 《噪聲管理規定》 Regulations on Noise Management 《三廢排放管理規定》 Regulations on the Management of Three Wastes Emission
A2	資源使用 Use of Resources	《中華人民共和國節約能源法》 Law of the People's Republic of China on Energy Conservation 《中華人民共和國可再生能源法》 Renewable Energy Law of the People's Republic of China 《中華人民共和國水法》 Water Law of the People's Republic of China	《物業公共能耗計量及考核辦法》 Measures on Measuring and Assessing Public Energy Consumption of Properties 《行政辦公管理與員工行為規範》 Guidelines on Administration and Office Operation Management and Staff Behavior 《關於行政辦公厲行節約節能降耗的通知》 The Notice on Strict Exercise of Resource Saving, Energy Conservation and Consumption Reduction for Administration and Office Operation
A3	環境及天然資源 The Environment and Natural Resources	《建築工程綠色施工評價標準》GB/T 50640–2010 Evaluation Standard for Green Construction of Buildings GB/T 50640–2010 《中華人民共和國環境保護法》 Environmental Protection Law of the People's Republic of China 《中華人民共和國環境影響評價法》 Law of the People's Republic of China on Evaluation of Environmental Effects 《綠色社區創建行動方案》 Green Community Creation Action Plan	《節能監測管理規定》 The Regulations on the Management of Energy Conservation and Monitoring 《物業公共能耗計量及考核辦法》 Measures on Measuring and Assessing Public Energy Consumption of Properties 《環境因素識別與評價控制程序》 Control Procedure for Identification and Evaluation of Environmental Factors 《環境監測與合規性評價控制程序》 Control Procedure for Environmental Monitoring and Compliance Evaluation



政策列表
The List of Policies

ESG指標 ESG Indicator	遵守的國家政策 Compliance with National Policies	內部政策 Internal Policies
B 社會 Social		
B1 僱傭 Employment	《中華人民共和國勞動法》 Labour Law of the People's Republic of China 《中華人民共和國勞動合同法》 Labour Contract Law of the People's Republic of China 《中華人民共和國就業促進法》 Law of the People's Republic of China on Promotion of Employment 《中華人民共和國社會保險法》 Social Insurance Law of the People's Republic of China 《禁止使用童工規定》 Provisions on Prohibition of Child Labour	《時代鄰里招聘管理制度》 Times Neighborhood Recruitment Management System 《時代鄰里人事檔案管理制度》 Times Neighborhood Personnel File Management System 《時代鄰里員工手冊（2023版）》 Times Neighborhood Employee Handbook (2023 Edition) 《實習用工管理辦法》 Internship Employment Management Measures
B2 健康與安全 Health and Safety	《勞動者權益保護法》 Protection of Labour Rights and Interests 《中華人民共和國勞動法》 Labour Law of the People's Republic of China 《中華人民共和國消防法》 Fire Protection Law of the People's Republic of China 《中華人民共和國安全生產法》 Law of the People's Republic of China on Work Safety 《中華人民共和國職業病防治法》 Law of the People's Republic of China on Prevention and Control of Occupational Diseases 《中華人民共和國突發事件應對法》 Emergency Response Law of the People's Republic of China 《工傷保險條例》 Work-related Injury Insurance Regulations	《質量環境職業健康安全管理手冊》 Management Manual on Quality, Environment and Occupational Health and Safety 《質量環境職業健康安全程序文件》 Procedure Document on Quality, Environment and Occupational Health and Safety 《時代鄰里集團安全管理制度》 Safety Management System of Times Neighborhood Group 《時代鄰里集團風險管理制度》 Risk Management System of Times Neighborhood Group 《環境因素危險源辨別與風險評價控制程序》 Control Procedure for Environmental Factors, Hazard Source Identification and Risk Evaluation 《環境和職業健康安全控制程序》 Control Procedure for Environmental and Occupational Health and Safety 《環境職業健康安全監視和測量控制程序》 Control Procedure for the Monitoring and Measurement of Environmental and Occupational Health and Safety

政策列表
The List of Policies

ESG指標 ESG Indicator	遵守的國家政策 Compliance with National Policies	內部政策 Internal Policies
B3 發展及培訓 Development and Training		《人才培育手冊》 Talent Training Manual 《時代鄰里員工職業資格證書津貼管理制度》2022版） Allowance Management System for Employees' Professional Qualification Certificate of Times Neighborhood (2022 Edition) 《時代鄰里員工學分管理制度》 Employee Credit Management System of Times Neighborhood
B4 勞工準則 Labour Standards	《禁止使用童工規定》 Provisions on Prohibition of Child Labour 《中華人民共和國勞動法》 Labour Law of the People's Republic of China 《中華人民共和國社會保險法》 Social Insurance Law of the People's Republic of China	《時代鄰里員工手冊（2023版）》 Times Neighborhood Employee Handbook (2023 Edition) 《時代鄰里招聘管理制度》 Times Neighborhood Recruitment Management System
B5 供應鏈管理 Supply Chain Management	《中華人民共和國招標投標法》 Law of the People's Republic of China on Bid Invitation and Bidding	《時代鄰里集團合作商管理制度》 Partner Management System of Times Neighborhood Group 《時代鄰里集團招投標管理制度》 Bid Invitation and Bidding Management System of Times Neighborhood Group



政策列表
The List of Policies

ESG指標 ESG Indicator	遵守的國家政策 Compliance with National Policies	內部政策 Internal Policies
B6 產品責任 Product Responsibility	《中華人民共和國商標法》 Trademark Law of the People's Republic of China 《中華人民共和國廣告法》 Advertisement Law of the People's Republic of China 《中華人民共和國專利法》 Patent Law of the People's Republic of China 《中華人民共和國產品質量法》 Law of the People's Republic of China on Product Quality 《中華人民共和國消費者權益保護法》 Law of the People's Republic of China on Protection of Consumer Rights and Interests 《國務院辦公廳關於促進建築業持續健康發展的意見》 Opinions of the General Office of the State Council on Facilitating Continuous and Healthy Development of the Construction Industry 《國務院辦公廳關於大力發展裝配式建築的指導意見》 Guiding Opinions of the General Office of the State Council on Promoting Fabricated Construction 《關於推進住宅產業現代化提高住宅質量若干意見》 Several Opinions on Promoting the Modernization of Building Materials Industry and Improving the Quality of Residential Buildings	《時代鄰里項目營運決策管理流程》 Management Procedures of Times Neighborhood for Project Operation and Decision-making 《業戶信息管理規程》 Regulations on the Management of Property Owner Information 《信息安全應急預案》 Emergency Plan on Information Security 《時代鄰里項目營運全生命周期管理制度》 Full Lifecycle Management System for Project Operation of Times Neighborhood 《產業園區工作指導手冊》 Industrial Park Work Guidance Manual 《商業寫字樓工作指導手冊》 Commercial Office Building Work Instruction Manual 《住宅工作指導手冊》 Residential Work Guidance Manual 《對客服務百問百答手冊》 Customer Service Q&A Manual 《時代鄰里服務禮儀手冊》 Times Neighborhood Service Etiquette Manual 《時代鄰里工程維護手冊》 Times Neighborhood Engineering Maintenance Manual 《時代鄰里綠化養護手冊》 Times Neighborhood Landscaping and Greening Manual 《時代鄰里清潔衛生手冊》 Times Neighborhood Cleaning and Sanitation Manual

政策列表
The List of Policies

ESG指標 ESG Indicator	遵守的國家政策 Compliance with National Policies	內部政策 Internal Policies
B7 反貪腐 Anti-corruption	《中華人民共和國公司法》 Company Law of the People's Republic of China 《中華人民共和國反洗錢法》 Anti-Money Laundering Law of the People's Republic of China 《中華人民共和國反壟斷法》 Anti-monopoly Law of the People's Republic of China 《中華人民共和國反不正當競爭法》 Law of the People's Republic of China Against Unfair Competition 《關於禁止商業賄賂行為的暫行規定》 Interim Provisions on Prohibiting Commercial Bribery	《時代鄰里集團反商業賄賂管理制度》 Management Policy of Times Neighborhood Group on Anti-Commercial Bribery 《時代鄰里集團反舞弊管理制度》 Management Policy of Times Neighborhood Group on Anti-Corruption 《時代鄰里集團反洗錢管理辦法》 Management Measures of Times Neighborhood Group on Anti-Money Laundering 《時代鄰里集團管理人員廉潔自律管理規定》 Integrity and Self-discipline Regulations for the Management of Times Neighborhood Group 《時代鄰里集團禮金禮品處理辦法》 Measures of Times Neighborhood Group on Dealing with Cash and Gifts 《時代鄰里集團利益衝突申報制度》 Report Policy of Times Neighborhood Group on Conflicts of Interest 《時代鄰里集團審計監察管理制度》 Management Policy of Times Neighborhood Group on Audit and Supervision 《時代鄰里集團員工廉潔從業承諾書》 Integrity Undertakings of Times Neighborhood Group Employees 《時代鄰里集團員工廉潔守則》 Employee Integrity Code of Times Neighborhood Group 《時代鄰里員工紅線制度》 Employee Red Line Policy of Times Neighborhood 《時代鄰里管理人員守則》 Code for Employee Management of Times Neighborhood 《時代鄰里下屬公司兼職監察員設置及激勵方案》 Employment and Incentive Plans for Part-time Supervisors of Affiliated Companies of Times Neighborhood
C2-D 部分：氣候相關披露 Section C2-D: Climate-related Disclosures	《低碳社區試點建設指南》(發改辦氣候[2015]362號) Low Carbon Community Pilot Construction Guide (Development and Reform Office Climate [2015] No. 362)	《節能監測管理規定》 The Regulations on the Management of Energy Conservation and Monitoring 《關於行政辦公厲行節約節能降耗的通知》 The Notice on Strict Exercise of Resource Saving, Energy Conservation and Consumption Reduction for Administration and Office Operation



10.2 ESG 數據[1]

10.2 ESG DATA[1]

環境類數據列表[2]

List of Environmental Data[2]

ESG 指標 ESG Indicator	單位 Unit	2023年數據 Data of 2023	2024年數據 Data of 2024	2025年數據 Data of 2025
A1 排放物 **Emissions**				
A1.1 排放物種類及相關排放數據 **The types of emissions and respective emissions data**				
氮氧化物 Nitrogen oxides	千克 Kilogram	26.29	3,554.99	162.93[4]
硫氧化物 Sulfur oxides	千克 Kilogram	3.50	7.82	0.31[4]
顆粒物 Particulate matter	千克 Kilogram	1.92	227.74	1.13[4]
A1.3 所產生有害廢棄物總量及密度 **Total hazardous waste produced and intensity**				
廢日光燈管[5] Waste fluorescent tubes[5]	千克 Kilogram	3,209.05	3,768.50	3,030.72
廢打印機硒鼓／墨盒[5] Waste printer toner cartridge/ ink cartridge[5]	千克 Kilogram	694.09	763.75	1,259.20
廢電池 Waste batteries	千克 Kilogram	1,186.20	762.98	513.32
廢棄電子產品 Electronic waste	千克 Kilogram	882.43	651.78	1,383.97
其他類型 Other categories	千克 Kilogram			50,000.00
有害廢棄物總量 Total hazardous waste	千克 Kilogram	5,971.77	5,947.01	11,187.21[4]
有害廢棄物密度 Hazardous waste intensity	千克／百萬元收入 Kilogram/million revenue	2.42	2.49	4.18

環境類數據列表[2]
List of Environmental Data[2]

ESG指標 ESG Indicator	單位 Unit	2023年數據 Data of 2023	2024年數據 Data of 2024	2025年數據 Data of 2025
A1.4 所產生無害廢棄物總量及密度 **Total non-hazardous waste produced and intensity**				
無害廢棄物總量 Total non-hazardous waste	噸 Tonne	1,830.63	4,296.79	3,111.34
無害廢棄物密度 Non-hazardous waste intensity	噸／百萬元收入 Tonne/million revenue	0.74	1.80	1.25
A2 資源使用 **Use of Resources**				
A2.1 按類型劃分的直接及間接能源總耗量及密度[6] **Direct and indirect energy consumption by type in total and intensity[6]**				
液化石油氣 Liquified Petroleum Gas	噸 Tonne	1.03	0.97	1.65[4]
天然氣 Natural gas	立方米 m^3	3,143.00	53,725.00	47,000.00
煤氣 Gas	立方米 m^3	730.00	505.00	180.00
柴油 Diesel	升 Litre	62,307.62	546,862.79	45,879.12
汽油 Petrol	升 Litre	221,125.61	51,848.46	37,774.35
煤油 Kerosene	升 Litre	560.00	130.00	490.00
外購電力總量 Total electricity purchased	兆瓦時 MWh	36,232.41	35,908.87	28,088.78
直接能源消耗量 Direct energy consumption	兆瓦時 MWh	2,642.00	6,346.43	466.78
間接能源消耗量 Indirect energy consumption	兆瓦時 MWh	36,232.41	35,908.87	28,088.78
綜合能源消耗量 Comprehensive energy consumption	兆瓦時 MWh	38,874.41	42,252.30	28,555.57
綜合能源消耗密度 Comprehensive energy consumption intensity	兆瓦時／百萬元營業收入 MWh/million operating revenue	15.73	17.69	11.44
A2.2 總耗水量及密度[7] **Water consumption in total and intensity[7]**				
總耗水量 Total water consumption	立方米 m^3	1,834,508.81	1,753,855.73	679,672.26
耗水強度 Water consumption intensity	立方米／百萬元營業收入 m^3/million operating revenue	742.32	734.19	272.32



社會類數據列表[8]
List of Social Data[8]

ESG指標 ESG Indicator		單位 Unit	2023年數據 Data of 2023	2024年數據 Data of 2024	2025年數據 Data of 2025
B1 僱傭 **Employment**					
B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數 **Total workforce by gender, employment type, age group and geographical region**					
員工總人數 Total number of employees		人 Headcount	6,584.00	5,138.00	5,116.00
按性別劃分員工數 Number of employees by gender	女性 Female	人 Headcount	2,482.00	1,855.00	1,805.00
	男性 Male	人 Headcount	4,102.00	3,283.00	3,311.00
按年齡劃分員工數 Number of employees by age group	30歲以下（不含30歲） aged under 30 (excluding 30)	人 Headcount	953.00	694.00	684.00
	30-50歲（含30歲，不含50歲） aged 30 to under 50 (including 30, excluding 50)	人 Headcount	3,550.00	3,167.00	3,186.00
	50歲及以上 aged 50 and above	人 Headcount	2,081.00	1,277.00	1,246.00
按地區劃分員工數 Number of employees by geographical region	中國大陸 Chinese Mainland	人 Headcount	6,581.00	5,134.00	5,111.00
	廣東省內 Inside Guangdong Province	人 Headcount	3,799.00	2,645.00	2,690.00
	廣東省外 Outside Guangdong Province	人 Headcount	2,782.00	2,489.00	2,421.00
	港澳臺地區 Hong Kong, Macao and Taiwan regions	人 Headcount	3.00	4.00	5.00
按職級劃分員工數 Number of employees by job grade	高級管理層 Senior management	人 Headcount	31.00	21.00	18.00
	中級管理層 Middle management	人 Headcount	299.00	312.00	357.00
	基層僱員 Entry-level employees	人 Headcount	6,254.00	4,805.00	4,741.00
按僱傭類型分：全職、兼職 By employment type: Full-time, part-time	全職 Full-time	人 Headcount	6,584.00	5,138.00	5,116.00
	兼職 Part-time	人 Headcount	0.00	0.00	0.00

社會類數據列表[8]
List of Social Data[8]

ESG指標 ESG Indicator		單位 Unit	2023年數據 Data of 2023	2024年數據 Data of 2024	2025年數據 Data of 2025
B1.2 按性別、年齡組別及地區劃分的僱員流失比率[9] **Employee turnover rate by gender, age group and geographical region[9]**					
員工總流失率 Total employee turnover rate		%	35.58	29.42	30.23
按性別劃分的流失率 Employee turnover rate by gender	女性 Female	%	39.08	30.37	32.16
	男性 Male	%	33.26	28.88	29.17
按年齡劃分的流失率 Employee turnover rate by age group	30歲以下（不含30歲） aged under 30 (excluding 30)	%	48.26	38.91	50.29
	30-50歲（含30歲，不含50歲） aged 30 to under 50 (including 30, excluding 50)	%	30.68	22.83	24.04
	50歲及以上 aged 50 and above	%	36.11	37.40	34.27
按地區劃分的流失率 Employee turnover rate by geographical region	中國內地 Chinese Mainland	%	35.59	29.43	30.24
	廣東省內 Inside Guangdong Province	%	37.45	30.30	33.20
	廣東省外 Outside Guangdong Province	%	32.85	28.48	27.05
	港澳臺地區 Hong Kong, Macao and Taiwan regions	%	0.00	20.00	18.18



社會類數據列表[8]
List of Social Data[8]

ESG指標 ESG Indicator		單位 Unit	2023年數據 Data of 2023	2024年數據 Data of 2024	2025年數據 Data of 2025
B2 健康與安全 **Health and Safety**					
B2.1 過去三年因工亡故人數及比率 **Number and rate of work-related fatalities occurred in each of the past three years**					
因工作關係死亡人數 Number of work-related fatalities		人 Headcount	1.00	0.00	2.00
因工作關係死亡比率 Rate of work-related fatalities		%	0.02	0.00	0.04
B2.2 因工傷損失工作日數 **Lost days due to work injury**					
因工傷損失工作日數 Lost days due to work injury		天 Day	681.00	530.00	217.00
工傷次數 Number of work injuries		次 Case	89.00	111.00	180.00
B3 發展與培訓 **Development and Training**					
B3.1 按性別和僱員類型劃分的受訓僱員百分比[11] **The percentage of employees trained by gender and employee category[11]**					
員工培訓覆蓋率（員工培訓比率） Employee training coverage rate (employee training ratio)		%	100.00	100.00	100.00
按性別劃分的受訓僱員百分比 Percentage of trained employees by gender	女性 Female	%	37.70	36.10	36.02
	男性 Male	%	62.30	63.90	63.98
按職級劃分的受訓僱員百分比 Percentage of trained employees by job grade	高級管理層 Senior management	%	0.47	0.41	0.22
	中級管理層 Middle management	%	4.54	6.07	6.77
	基層員工 Entry-level employees	%	94.99	93.52	93.01

社會類數據列表[8]
List of Social Data[8]

ESG指標 ESG Indicator		單位 Unit	2023年數據 Data of 2023	2024年數據 Data of 2024	2025年數據 Data of 2025
B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數[12] **The average training hours completed per employee by gender and employee category[12]**					
	全體僱員平均受訓時數 Average training hours for entire employees	小時 Hour	52.39	33.34	37.59
按性別劃分培訓平均時數 Average training hours by gender	女性 Female	小時 Hour	52.39	32.48	36.92
	男性 Male	小時 Hour	52.39	33.83	37.97
按職級劃分培訓平均時數 Average training hours by job grade	高級管理層 Senior management	小時 Hour	52.39	9.62	18.02
	中級管理層 Middle management	小時 Hour	52.39	29.43	31.79
	基層員工 Entry-level employees	小時 Hour	52.39	33.70	38.07
B5 供應鏈管理 **Suppliers Management**					
B5.1 按地區劃分的供應商數目 **Number of suppliers by geographical region**					
供應商總數 Total number of suppliers		個 Entity	880.00	1,115.00	1,147.00
國內供應商地區分布 Geographic distribution of domestic suppliers	廣東省內 Inside Guangdong Province	個 Entity	710.00	881.00	991.00
	廣東省外 Outside Guangdong Province	個 Entity	170.00	234.00	236.00
B5.2 執行有關慣例的供應商數目 **Number of suppliers where the practices are being implemented**					
執行相關慣例的供應商數量 Number of suppliers where the practices are being implemented		個 Entity	880.00	1,115.00	1,147.00



社會類數據列表[8]
List of Social Data[8]

ESG指標 ESG Indicator	單位 Unit	2023年數據 Data of 2023	2024年數據 Data of 2024	2025年數據 Data of 2025
B6 產品責任 **Product Responsibility**				
B6.2 接獲關於產品及服務的投訴數目 **Number of products and service related complaints received**				
客戶投訴數量 Number of customer complaints	次 Time	9,090	6,162	5,425
安全類投訴 security-related complaints	次 Time	2,169	1,672	1,262
服務類投訴 Service-related complaints	次 Time	4,327	3,135	2,616
工程類投訴 Engineering-related complaints	次 Time	2,230	1,233	1,106
其他投訴 Other complaints	次 Time	364	122	441
接獲業主表揚次數 Number of praises received from property owners	次 Time	187	387	574
B7 反貪污 **Anti-corruption**				
B7.1 於彙報期內對發起人或其僱員提出並已審結的貪污訴訟案件數目 **Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period**				
關於報告期內對本公司或其員工提出並已審結的貪污訴訟案件的數目及訴訟結果 Number of concluded corruption litigation cases brought against the Company or its employees during the Reporting Period and the outcomes of such cases	件 Case	/	/	/
已審結的貪污訴訟案件的數目 Number of concluded corruption litigation cases	件 Case	/	/	/

社會類數據列表[8]
List of Social Data[8]

ESG指標 ESG Indicator	單位 Unit	2023年數據 Data of 2023	2024年數據 Data of 2024	2025年數據 Data of 2025
B7.3 描述向董事及員工提供的反貪污培訓 Description of anti-corruption training provided to directors and staff				
參加反貪污培訓的董事人數 Number of Directors participated in anti-corruption training	人 Headcount	/	/	/
參加反貪污的僱員總人數 Number of staff participated in anti-corruption training	人 Headcount	230.00	210.00	353.00
向董事提供的反貪污培訓總時長 Total number of hours on anti-corruption training provided to Directors	小時 Hour	/	/	/
向僱員提供的反貪污培訓總時長 Total number of hours of anti-corruption training provided to staff	小時 Hour	230.00	210.00	353.00
B8 社區投資 Community Investment				
B8.2 在專注範疇所動用資源1.1 Resources contributed to the focus area1.1				
公益慈善捐贈總投入 Total investment in charitable donations	千元 RMB (thousand)	/	178.60	1382.70
其中：醫療方面投入 Among which, investment in medical care	千元 RMB (thousand)	/	/	/
社區方面投入 Investment in community	千元 RMB (thousand)	/	50.00	/
扶貧援助方面投入 Investment in poverty alleviation and assistance	千元 RMB (thousand)	/	/	/
藝術方面投入 Investment in arts	千元 RMB (thousand)	/	/	/
其他方面投入 Investment in other areas	千元 RMB (thousand)	/	128.60	1382.70
員工參與公益／義工活動統計 Statistics on employees participation in community welfare/volunteer services	人次 Headcount	/	/	1,140



註：

1. 2025年度全年時代鄰里ESG數據統計範圍與年報一致。

2. 環境類數據涵蓋時代鄰里的辦公區域（包括公司總部、各城市公司以及下屬子公司），以及由本公司進行物業管理的物業經營類數據（包括物業管理處及非公攤部分的廢棄物、能源能耗、水消耗及碳排放量），數據來源均為相關費用繳費清單與統計台賬。

3. 溫室氣體排放統計範圍：二氧化碳；其中，直接溫室氣體排放（範圍一）的計算公式參考中華人民共和國國家發展與改革委員會發佈的《公共建築營運企業溫室氣體排放核算方法和報告指南（試行）》，間接溫室氣體排放（範圍二）的排放係數參考中華人民共和國生態環境部發佈的《關於發佈2024年電力碳足跡因子數據的公告》所載2024年度全國電網平均排放因子（0.5777tCO_2/MWh）。

4. 自身業務營運發生變化，導致2025年度氮氧化物、硫氧化物、顆粒物排放量明顯下降，範圍一（直接溫室氣體）排放量，有害廢棄物總量，液化石油氣有所增加。公司公務車使用減少，故本年度汽油消耗量有所下降。

5. 2023年－2025年產生量以千克為統計單位。

Notes:

1. The scope of ESG data of Times Neighborhood for the entire year of 2025 is consistent with that of the annual report.

2. The environmental data covers the office areas of Times Neighborhood (including the headquarters, branches in cities and its subsidiaries) and the operational data (including waste, energy consumption, water consumption and carbon emissions of the property management office and non-contributory parts) of the properties managed by the Company, which are sourced from related payment list and statistical ledger.

3. Greenhouse gas emissions statistics scope: CO_2; of which, the calculation formula of direct greenhouse gas emissions (scope 1) is based on the *Guidelines for Accounting Methods and Reporting Greenhouse Gas Emissions of Public Building Operation Enterprises (Trial)* (公共建築營運企業溫室氣體排放核算方法和報告指南（試行）) issued by the National Development and Reform Commission of the People's Republic of China, and the emission factors of the indirect greenhouse gas emissions (scope 2) are based on the average emission factor of the national grid (0.5777CO_2/MWh) in 2024 under the *Announcement on Issuing the Carbon Footprint Factor Data for Electricity in 2024 (關於發佈2024年電力碳足跡因子數據的公告)* issued by the Ministry of Ecology and Environment of the People's Republic of China.

4. Changes in our business operations have resulted in a significant decrease in nitrogen oxides, sulfur oxides, particulate matter emissions, along with an increase in Scope 1 (direct greenhouse gas) emissions, total hazardous waste, and consumption of Liquefied petroleum gas for the year 2025. Decrease in the use of the Company's official vehicles have resulted in a decrease in consumption of petrol this year.

5. The amount generated in 2023–2025 was counted in kilogram.

6. 本集團年度消耗能源類型含公務車燃油、僱員食堂燃料及外購電力，數據來源為相關費用的繳費單以及行政統計台賬。其中，能耗係數通過《綜合能耗計算通則》GB/T 2589-2020進行計算。

7. 本集團用水量主要為市政管網供水，有害廢棄物、無害廢棄物、用水等數據來源均為繳費單、財務報銷記錄以及行政台賬記錄。

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

9. 僱員流失比率計算公式為：流失僱員數（該類別）／（期初僱員數（該類別）+該年度新招聘僱員數（該類別））。

   a) 一致性說明：時代鄰里2024年使用的僱員流失比率計算公式為：流失僱員數（該類別）／（期初僱員數（該類別）+該年度新招聘僱員數（該類別）），2025年數據處理沿用該公式，以便保持一致性。

10. 因工亡故比率計算公式為：因工亡故人數／僱員總數*100%。

11. 某類別受訓僱員佔受訓僱員百分比的計算公式為：該類別受訓僱員人數／受訓僱員人數*100%。

12. 某類別僱員平均受訓小時數=該類別僱員總受訓小時數／該類別受訓僱員人數。

    a) 一致性說明：時代鄰里2024年使用的僱員平均受訓小時數計算公式為：該類別僱員總受訓小時數／該類別受訓僱員人數，2025年數據處理沿用該公式，以便保持一致性和數據有效性。

6. The Group's energy consumption category for this year includes fuel for official cars and employees' canteen, and electricity purchased, in accordance with the data sourced from related payment list and statistical ledger. Among them, energy consumption coefficients is calculated based on the *General Principles for Calculation of the Comprehensive Energy Consumption*（綜合能耗計算通則）(GB/T 2589-2020).

7. The Group's water consumption is mainly supplied by the municipal pipeline network, and the data for hazardous waste, non-hazardous waste and water consumption are sourced from payment slips, financial reimbursement records and administrative ledger records.

8. The social data covers the scope of the Times Neighborhood Annual Report, and unless otherwise specified, the data calculation process is based on the Company's internal ledger.

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

   a) The description of Consistency: the calculation formula used by Times Neighborhood for employee turnover rate in 2024 was: Number of employees lost (in that category)/(Number of employees at the beginning of the period (in that category) + Number of new hires in that year (in that category)), and the formula was used for 2025 data processing to maintain consistency.

10. The calculation formula for the rate of work-related fatalities is: Number of work-related fatalities/Total number of employees * 100%.

11. The calculation formula for the percentage of employees trained by employee category is: Number of employees trained in that category/Number of employees trained*100%.

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

    a) The description of Consistency: the calculation formula used by Times Neighborhood in 2024 for the average training hours of employees was: Total training hours for employees in that category/Number of employees trained in that category, and the formula was used for 2025 data processing to maintain consistency and data validity.

11. 指標索引
INDICATOR INDEX



序號 No.	關鍵指標 Key Indicators	報告章節 Reporting Chapters	備註 Remarks
層面A1：排放物 **Aspect A1: Emissions**			
一般披露 General Disclosure	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。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	應對氣候變化、能源管理、廢棄污染物管理、ESG政策、法律及規例列表 Responding to Climate Change, Energy Management, Waste and Pollutant Management, List of ESG Policies, Laws and Regulations	
關鍵績效指標A1.1 KPI A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	廢棄污染物管理、ESG數據表 Waste and Pollutant Management, ESG Data Sheet	
關鍵績效指標A1.3 KPI A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	廢棄污染物管理、ESG數據表 Waste and Pollutant Management, ESG Data Sheet	
關鍵績效指標A1.4 KPI A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	廢棄污染物管理、ESG數據表 Waste and Pollutant Management, ESG Data Sheet	
關鍵績效指標A1.5 KPI A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emissions target(s) set and steps taken to achieve them.	應對氣候變化 Responding to Climate Change	
關鍵績效指標A1.6 KPI A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	廢棄污染物管理 Waste and Pollutant Management	

11. 指標索引 INDICATOR INDEX

序號 No.	關鍵指標 Key Indicators	報告章節 Reporting Chapters	備註 Remarks
層面A2：資源使用 Aspect A2: Use of Resources			
一般披露 General Disclosure	有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	能源管理、水資源管理、ESG政策、法律及規例列表 Energy Management, Water Resources Management, List of ESG Policies, Laws and Regulations	
關鍵績效指標A2.1 KPI A2.1	按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in 000s) and intensity (e.g. per unit of production volume, per facility).	能源管理、ESG數據表 Energy Management, ESG Data Sheet	
關鍵績效指標A2.2 KPI A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	水資源管理、ESG數據表 Water Resources Management, ESG Data Sheet	
關鍵績效指標A2.3 KPI A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) set and steps taken to achieve them.	能源管理 Energy Management	
關鍵績效指標A2.4 KPI A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 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.	水資源管理 Water Resources Management	
關鍵績效指標A2.5 KPI A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	不適用 Not applicable	



序號 No.	關鍵指標 Key Indicators	報告章節 Reporting Chapters	備註 Remarks
層面A3：環境及天然資源 **Aspect A3: The Environment and Natural Resources**			
一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impacts on the environment and natural resources.	優化環境治理、ESG政策、法律及規例列表 Optimizing Environmental Governance, List of ESG Policies, Laws and Regulations	
關鍵績效指標A3.1 KPI A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	優化環境治理、能源管理、水資源管理、廢棄污染物管理 Optimizing Environmental Governance, Energy Management, Water Resources Management, Waste and Pollutant Management	
層面B1：僱傭 **Aspect B1: Employment**			
一般披露 General Disclosure	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；以及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: a) the policies; and b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	平等合規用人、員工民主生活、ESG政策、法律及規例列表 Equal and Compliant Employment, Employees' Democratic Life, List of ESG Policies, Laws and Regulations	
關鍵績效指標B1.1 KPI B1.1	按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example full- or part-time), age group and geographical region.	ESG數據表 ESG Data Sheet	
關鍵績效指標B1.2 KPI B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	ESG數據表 ESG Data Sheet	

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序號 No.	關鍵指標 Key Indicators	報告章節 Reporting Chapters	備註 Remarks
層面B2：健康與安全 Aspect B2: Health and Safety			
一般披露 General Disclosure	有關提供安全工作環境及保障僱員避免職業性危害的：(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	安全健康並行 Safety and Health in Parallel	
關鍵績效指標B2.1 KPI B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occured in each of the past three years, including the reporting year.	ESG數據表 ESG Data Sheet	
關鍵績效指標B2.2 KPI B2.2	因工傷損失工作日數。 Lost days due to work injury.	ESG數據表 ESG Data Sheet	
關鍵績效指標B2.3 KPI B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	安全健康並行、ESG政策、法律及規例列表 Safety and Health in Parallel, List of ESG Policies, Laws and Regulations	
層面B3：發展及培訓 Aspect B3: Development and Training			
一般披露 General Disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	共築員工成長、ESG政策、法律及規例列表 Jointly Build Employee Growth, List of ESG Policies, Laws and Regulations	
關鍵績效指標B3.1 KPI B3.1	按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	ESG數據表 ESG Data Sheet	
關鍵績效指標B3.2 KPI B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	ESG數據表 ESG Data Sheet	



序號 No.	關鍵指標 Key Indicators	報告章節 Reporting Chapters	備註 Remarks
層面B4：勞工準則 **Aspect B4: Labour Standards**			
一般披露 General Disclosure	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	平等合規用人、ESG政策、法律及規例列表 Equal and Compliant Employment, List of ESG Policies, Laws and Regulations	
關鍵績效指標B4.1 KPI B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	平等合規用人 Equal and Compliant Employment	
關鍵績效指標B4.2 KPI B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	平等合規用人 Equal and Compliant Employment	
層面B5：供應鏈管理 **Aspect B5: Supply Chain Management**			
一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	共築責任之鏈、ESG政策、法律及規例列表 Building a Responsible Chain, List of ESG Policies, Laws and Regulations	
關鍵績效指標B5.1 KPI B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	ESG數據表 ESG Data Sheet	
關鍵績效指標B5.2 KPI B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	共築責任之鏈 Building a Responsible Chain	
關鍵績效指標B5.3 KPI B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	共築責任之鏈 Building a Responsible Chain	
關鍵績效指標B5.4 KPI B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	共築責任之鏈 Building a Responsible Chain	

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序號 No.	關鍵指標 Key Indicators		報告章節 Reporting Chapters	備註 Remarks
層面B6：產品責任				
Aspect B6: Product Responsibility				
一般披露 General Disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.		優質客戶服務、ESG政策、法律及規例列表 Quality Customer Service, List of ESG Policies, Laws and Regulations	
關鍵績效指標B6.1 KPI B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.		不適用 Not applicable	
關鍵績效指標B6.2 KPI B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.		優質客戶服務－應對客戶投訴、ESG數據表 Quality Customer Service–Handling Customer Complaints, ESG Data Sheet	
關鍵績效指標B6.3 KPI B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.		創新服務與智慧物業－知識產權保護 Innovative Services and Intelligent Property–Protection for Intellectual Property Rights	
關鍵績效指標B6.4 KPI B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.		不適用 Not applicable	
關鍵績效指標B6.5 KPI B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.		優質客戶服務－保障客戶權益、守衛信息安全 Quality Customer Service–Protecting Customer Rights and Interests, Safeguard Information Security	



序號 No.	關鍵指標 Key Indicators	報告章節 Reporting Chapters	備註 Remarks
層面B7：反貪污 **Aspect B7: Anti-corruption**			
一般披露 General Disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的：(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	商業道德與反腐、ESG政策、法律及規例列表 Business Ethics and Anti-corruption, List of ESG Policies, Laws and Regulations	
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.	ESG數據表 ESG Data Sheet	
關鍵績效指標B7.2 KPI B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	商業道德與反腐 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.	商業道德與反腐、ESG數據表 Business Ethics and Anti-corruption, ESG Data Sheet	
層面B8：社區投資 **Aspect B8: Community Investment**			
一般披露 General Disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	社區共建、公益責任 Community Co-construction, Public Welfare and Responsibility	
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).	社區共建、公益責任 Community Co-construction, Public Welfare and Responsibility	
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數據表 ESG Data Sheet	

氣候相關內容
CLIMATE-RELATED CONTENT

C2-D部分：氣候相關披露-(IV) 指標及目標-溫室氣體排放[3]
Section C2-D: Climate-related Disclosures – (IV) Metrics and Targets – Greenhouse Gas Emissions[3]

溫室氣體排放總量 Total greenhouse gas emissions	噸二氧化碳當量 tCO_2e	21,339.71	20,924.01	16,332.46[4]
溫室氣體排放密度 Intensity of greenhouse gas emissions	噸二氧化碳當量／百萬元營業收入 tCO_2e/million operating revenue	8.63	8.76	6.54
直接溫室氣體排放量（範圍一） Direct greenhouse gas emissions (Scope 1)	噸二氧化碳當量 tCO_2e	676.36	1,655.31	105.57[4]
間接溫室氣體排放量（範圍二） Indirect greenhouse gas emissions (Scope 2)	噸二氧化碳當量 tCO_2e	20,663.34	19,268.70	16,226.89



C2-D部分：氣候相關披露
SECTION C2-D: CLIMATE-RELATED DISCLOSURES

序號 No.	關鍵指標 Key Indicators	報告章節 Reporting Chapters	備註 Remarks
D-(I) 管治 **D-(I) Governance**			
	(a) 負責監督氣候相關風險和機遇的治理機構 (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) 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	董事會ESG聲明、ESG合規管理、應對氣候變化 BOARD ESG STATEMENT, ESG COMPLIANCE MANAGEMENT, RESPONDING TO CLIMATE CHANGE	

11. 指標索引
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序號 No.	關鍵指標 Key Indicators	報告章節 Reporting Chapters	備註 Remarks
D-(II) 策略 **D-(II) Strategy**			
	氣候相關風險和機遇 Climate-related risks and opportunities	應對氣候變化 RESPONDING TO CLIMATE CHANGE	
	業務模式和價值鏈 Business model and value chain	應對氣候變化 RESPONDING TO CLIMATE CHANGE	



序號 No.	關鍵指標 Key Indicators	報告章節 Reporting Chapters	備註 Remarks
策略和決策 Strategy and decision-making		應對氣候變化 RESPONDING TO CLIMATE CHANGE 應對氣候變化 RESPONDING TO CLIMATE CHANGE	
財務狀況、財務表現及現金流量 Financial position, financial performance and cash flows	當期財務影響 24. 發行人須披露以下定性和量化資料： (a) 氣候相關風險和機遇如何影響發行人在彙報期的財務狀況、財務表現及現金流量；及 (b) 當存在將導致下一彙報年度相關財務報表中的資產和負債賬面價值發生重要調整的重大風險時，關於第24(a)段中識別的氣候相關風險和機遇的信息。 Current financial effect 24. An issuer shall disclose qualitative and quantitative information about: (a) how climate-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period; and (b) the climate-related risks and opportunities identified in paragraph 24(a) for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements.	應對氣候變化 TO CLIMATE CHANGE	

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	預期財務影響 25. 發行人須披露以下定性和量化資料： (a) 發行人經考慮其管理氣候相關風險和機遇的策略後，並考慮到以下各項，預期其財務表現在短期、中期及長期內將如何變化： (i) 其投資及處置計劃；及 (ii) 其為實施策略所需的資金的計劃資金來源；及 (b) 基於發行人管理氣候相關風險和機遇的策略，其預計其財務業績及現金流量在短期、中期及長期的變化。 Anticipated financial effect 25. The issuer shall provide qualitative and quantitative disclosures about: (a) how the issuer expects its financial position to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities, taking into consideration: (i) its investment and disposal plans; and (ii) its planned sources of funding to implement its strategy; and (b) how the issuer expects its financial performance and cash flows to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities.	應對氣候變化 RESPONDING TO CLIMATE CHANGE	
氣候韌性	26. 在考慮發行人已識別的氣候相關風險和機遇後，發行人須披露信息，使他人了解發行人的策略及業務模式對氣候相關變化、發展或不確定性的韌性。發行人須按與其情況相稱的做法，使用與氣候相關的情景分析來評估其氣候韌性。提供量化信息時，發行人可披露單一數額或區間範圍。具體而言，發行人須披露： (a) 發行人截至彙報日對其氣候韌性的評估，其有助於了解： (i) 發行人的分析結果對其策略和業務模式的影響（如有），包括發行人需要如何應對氣候相關情景分析中確定的影響； (ii) 發行人對氣候韌性的評估中考慮的重大不確定因素的範疇；及 (iii) 發行人根據氣候發展調整其短期、中期和長期策略和業務模式的能力； (b) 如何及何時進行氣候相關情景分析，包括： (i) 使用的輸入數據，包括： (1) 發行人在分析中使用的氣候相關情景及其來源； (2) 分析是否涵蓋多種不同的氣候相關情景； (3) 分析所使用的氣候相關情景是否與氣候相關轉型風險或氣候相關物理風險有關； (4) 發行人在其情景中是否使用了與最新氣候變化國際協議相一致的情景； (5) 發行人為何認為所選擇的氣候相關情景與評估其氣候相關變化、發展或不確定性的韌性相關； (6) 發行人在分析中所使用的時間範圍；及 (7) 發行人分析所涵蓋的營運範圍（例如分析所涵蓋的營運地點及業務單位）； (ii) 發行人在分析中所作的關鍵假設；及 (iii) 進行氣候相關情景分析的彙報期。	應對氣候變化	



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Climate resilience	26. An issuer shall disclose information that enables an understanding of the resilience of the issuer's strategy and business model to climate-related changes, developments and uncertainties, taking into consideration the issuer's identified climate-related risks and opportunities. An issuer shall use climate-related scenario analysis to assess its climate resilience using an approach that is commensurate with an issuer's circumstances. In providing quantitative information, the issuer may disclose a single amount or a range. Specifically, the issuer shall disclose: (a) the issuer's assessment of its climate resilience as at the reporting date, which shall enable an understanding of: (i) the implications, if any, of the issuer's assessment for its strategy and business model, including how the issuer would need to respond to the effects identified in the climate-related scenario analysis; (ii) the significant areas of uncertainty considered in the issuer's assessment of its climate resilience; and (iii) the issuer's capacity to adjust, or adapt its strategy and business model to climate change over the short, medium or long term; (b) how and when the climate-related scenario analysis was carried out, including: (i) information about the inputs used, including: (1) which climate-related scenarios the issuer used for the analysis and the sources of such scenarios; (2) whether the analysis included a diverse range of climate-related scenarios; (3) whether the climate-related scenarios used for the analysis are associated with climate-related transition risks or climate-related physical risks; (4) whether the issuer used, among its scenarios, a climate related scenario aligned with the latest international agreement on climate change; (5) why the issuer decided that its chosen climate-related scenarios are relevant to assessing its resilience to climate related changes, developments or uncertainties; (6) time horizons the issuer used in the analysis; and (7) what scope of operations the issuer used in the analysis (for example, the operation, locations and business units used in the analysis); (ii) the key assumptions the issuer made in the analysis; and (iii) the reporting period in which the climate-related scenario analysis was carried out.	RESPONDING TO CLIMATE CHANGE	

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(III) 風險管理 **(III) Risk Management**			
風險管理	27. 發行人須披露以下信息： (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，包括有關以下方面的信息： (i) 發行人使用的輸入資料及參數（例如資料來源及程序所涵蓋的業務範圍）； (ii) 發行人可有及如何使用氣候相關情景分析來識別氣候相關風險； (iii) 發行人如何評估有關風險的影響的性質、可能性及程度（例如發行人可有考慮定性因素、量化門檻或其他所用標準）； (iv) 發行人可有及如何就氣候相關風險相對於其他類型風險的優次排列； (v) 發行人如何監察其氣候相關風險；及 (vi) 與上一個彙報期相比，發行人可有及如何改變其使用的流程； (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信息）；及 (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。	董事會聲明、應對氣候變化	
Risk Management	27. An issuer shall disclose information about: (a) the processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks, including information about: (i) the inputs and parameters the issuer uses (for example, information about data sources and the scope of operations covered in the processes); (ii) whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related risks; (iii) how the issuer assesses the nature, likelihood and magnitude of the effects of those risks (for example, whether the issuer considers qualitative factors, quantitative thresholds or other criteria); (iv) whether and how the issuer prioritises climate-related risks relative to other types of risks; (v) how the issuer monitors climate-related risks; and (vi) whether and how the issuer has changed the processes it uses compared with the previous reporting period; (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); and (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.	BOARD ESG STATEMENT, RESPONDING TO CLIMATE CHANGE	
(IV) 指標及目標 **(IV) Metrics and Targets**			
溫室氣體排放	28. 發行人須披露彙報期內的溫室氣體絕對總排放量（以公噸二氧化碳當量表示），並分為： (a) 範圍1溫室氣體排放； (b) 範圍2溫室氣體排放；及 (c) 範圍3溫室氣體排放。	ESG數據	
Greenhouse gas emissions	28. An issuer shall disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tons of CO2 equivalent, classified as: (a) Scope 1 greenhouse gas emissions; (b) Scope 2 greenhouse gas emissions; and (c) Scope 3 greenhouse gas emissions.	ESG DATA	



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	29. 發行人須： (a) 除非管轄機關或發行人上市之另一交易所另有要求，否則發行人髮根據《溫室氣體核算體系：企業核算與報告標準（2004年）》計量其溫室氣體排放； (b) 披露其用於計量溫室氣體排放的方法，包括： (i) 發行人用於計量其溫室氣體排放的計量方法、輸入資料及假設； (ii) 發行人為何選擇該計量方法、輸入資料及假設計量溫室氣體排放；及 (iii) 發行人在彙報期對計量方法、輸入資料及假設進行的任何變更以及變更原因； (c) 就根據第28(b)段披露的範圍2溫室氣體排放，披露其以地域為基準的範圍2溫室氣體排放，並提供有助於了解該排放的任何所需合約文書的信息；及 (d) 就根據第28(c)段披露的範圍3溫室氣體排放，根據《溫室氣體核算體系：企業價值鏈（範圍3）核算與報告標準（2011年）》所述的範圍3類別披露發行人計量範圍3溫室氣體排放中包含的類別。	ESG數據	
	29. An issuer shall: (a) measure its greenhouse gas emissions in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) unless required by a jurisdictional authority or another exchange on which the issuer is listed to use a different method for measuring greenhouse gas emissions; (b) disclose the approach it uses to measure its greenhouse gas emissions including: (i) the measurement approach, inputs and assumptions the issuer uses to measure its greenhouse gas emissions; (ii) the reason why the issuer has chosen the measurement approach, inputs and assumptions it uses to measure its greenhouse gas emissions; and (iii) any changes the issuer made to the measurement approach, inputs and assumptions during the reporting period and the reasons for those changes; (c) for Scope 2 greenhouse gas emissions disclosed in accordance with paragraph 28(b), disclose its location-based Scope 2 greenhouse gas emissions, and provide information about any contractual instruments that is necessary to enable an understanding of the issuer's Scope 2 greenhouse gas emissions; and (d) for Scope 3 greenhouse gas emissions disclosed in accordance with paragraph 28(c), disclose the categories included within the issuer's measure of Scope 3 greenhouse gas emissions, in accordance with the Scope 3 categories described in the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011).	ESG DATA	
氣候相關轉型風險 Climate-related transition risks	30. 發行人須披露容易受氣候相關轉型風險影響的資產或業務活動的金額及百分比。 30. An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related transition risks.	應對氣候變化 RESPONDING TO CLIMATE CHANGE	
氣候相關物理風險 Climate-related physical risks	31. 發行人須披露容易受氣候相關物理風險影響的資產或業務活動的金額及百分比。 31. An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related physical risks.	應對氣候變化 RESPONDING TO CLIMATE CHANGE	
氣候相關機遇 Climate-related opportunities	32. 發行人須披露涉及氣候相關機遇的資產或業務活動的金額及百分比。 32. An issuer shall disclose the amount and percentage of assets or business activities aligned with climate-related opportunities.	應對氣候變化 RESPONDING TO CLIMATE CHANGE	

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資本運用 Capital deployment	33. 發行人須披露用於氣候相關風險和機遇的資本開支、融資或投資的金額。 33. An issuer shall disclose the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities.	應對氣候變化 RESPONDING TO CLIMATE CHANGE	
內部碳定價 Internal carbon prices	34. 發行人須披露如下： (a) 闡釋發行人可有及如何在決策中應用碳定價（例如投資決策、轉移定價及情景分析）；及 (b) 發行人用於評估其溫室氣體排放成本的每公噸溫室氣體排放量定價；或適當的否定聲明，確認發行人沒有在決策中應用碳定價。 34. An issuer shall disclose: (a) an explanation of whether and how the issuer is applying a carbon price in decision-making (for example, investment decisions, transfer pricing, and scenario analysis); and (b) the price of each metric tonne of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions; or an appropriate negative statement that the issuer does not apply a carbon price in decision-making.	本公司未在決策中應用碳定價。 The Company does not apply carbon pricing in its decision-making.	
薪酬 Remuneration	35. 發行人須披露氣候相關考慮因素可有及如何納入薪酬政策，或提供適當的否定聲明。這可能構成根據第19(a)(iv)段作出的披露的一部分。 35. An issuer shall disclose whether and how climate-related considerations are factored into remuneration policy, or an appropriate negative statement. This may form part of the disclosure under paragraph 19(a)(iv).	董事會聲明、應對氣候變化 BOARD ESG STATEMENT, RESPONDING TO CLIMATE CHANGE	
行業指標 Industry-based metrics	36. 本交易所鼓勵發行人披露與一項或多項特定的業務模式和活動有關的行業指標，或與參與有關行業常見特徵有關的行業指標。在決定披露哪些行業指標時，本交易所鼓勵發行人參考《〈國際財務報告可持續披露準則S2號〉行業披露指南》和其他國際環境、社會及管治報告框架規定的行業披露要求所述的與披露主題相關的行業指標，並考慮其是否適用。 36. An issuer is encouraged to disclose industry-based metrics that are associated with one or more particular business models, activities or other common features that characterise participation in an industry. In determining the industry-based metrics that the issuer discloses, an issuer is encouraged to refer to and consider the applicability of the industry-based metrics associated with disclosure topics described in the IFRS S2 Industry-based Guidance on implementing Climate-related Disclosures and other industry-based disclosure requirements prescribed under other international ESG reporting frameworks.	不適用 N/A	



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氣候相關目標	37. 發行人須披露(a)其為監察實現其策略目標的進展而設定的與氣候相關的定性及量化目標；及(b)法律或法規要求發行人達到的任何目標，包括任何溫室氣體排放目標。發行人須就每個目標逐一披露： (a) 用以設定目標的指標； (b) 目標的目的（例如減緩、適應或以科學為基礎的舉措）； (c) 目標的適用範圍（例如目標是適用於發行人整個集團還是部分（如僅適用於某個業務單位或地理區域））； (d) 目標的適用期間； (e) 衡量進度的基準期間； (f) 階段性目標或中期目標（如有）； (g) 如屬量化目標，其屬絕對目標還是強度目標；及 (h) 最新氣候變化國際協議（包括該協議產生的司法承諾）如何幫助發行人設定目標。	應對氣候變化	
Climate-related targets	37. An issuer shall disclose (a) the qualitative and quantitative climate-related targets the issuer has set to monitor progress towards achieving its strategic goals; and (b) any targets the issuer is required to meet by law or regulation, including any greenhouse gas emissions targets. For each target, the issuer shall disclose: (a) the metric used to set the target; (b) the objective of the target (for example, mitigation, adaptation or conformance with science-based initiatives); (c) the part of the issuer to which the target applies (for example, whether the target applies to the issuer in its entirety or only a part of the issuer, such as a specific business unit or geographic region); (d) the period over which the target applies; (e) the base period from which progress is measured; (f) milestones or interim targets (if any); (g) if the target is quantitative, whether the target is an absolute target or an intensity target; and (h) how the latest international agreement on climate change, including jurisdictional commitments that arise from that agreement, has informed the target.	RESPONDING TO CLIMATE CHANGE	
	38. 發行人須披露其設定及審核每項目標的方法，以及其如何監察達標進度，包括： (a) 目標本身及設定目標的方法是否經第三方驗證； (b) 發行人審核目標的程序； (c) 用於監察達標進度的指標；及 (d) 任何修訂目標的內容及原因。	應對氣候變化	
	38. An issuer shall disclose information about its approach to setting and reviewing each target, and how it monitors progress against each target, including: (a) whether the target and the methodology for setting the target has been validated by a third party; (b) the issuer's processes for reviewing the target; (c) the metrics used to monitor progress towards reaching the target; and (d) any revisions to the target and an explanation for those revisions.	RESPONDING TO CLIMATE CHANGE	

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	39. 發行人須披露有關每項氣候相關目標的績效的信息以及對發行人績效的趨勢或變化分析。 39. An issuer shall disclose information about its performance against each climate-related target and an analysis of trends or changes in the issuer's performance.	應對氣候變化、ESG數據 RESPONDING TO CLIMATE CHANGE, ESG DATA	
	40. 就按第37至39段披露的每一項溫室氣體排放目標，發行人須披露： (a) 目標涵蓋哪些溫室氣體； (b) 目標是否涵蓋範圍1、範圍2或範圍3溫室氣體排放； (c) 此目標是溫室氣體排放總量目標還是溫室氣體排放淨額目標。如為溫室氣體排放淨額目標，發行人須另外披露相關的溫室氣體排放總量目標； (d) 目標是否是採用行業脫碳方法得出的；及 (e) 發行人計劃使用碳信用抵消溫室氣體排放以實現任何溫室氣體排放淨額目標。關於使用碳信用的計劃，發行人須披露： (i) 依賴使用碳信用以實現任何溫室氣體排放淨額目標的程度及方式； (ii) 該碳信用將由哪些第三方計劃驗證或認證； (iii) 碳信用的類型，包括相關抵消是否是基於自然還是基於科技的碳消除，以及相關抵消是通過減碳還是碳消除實現；及 (iv) 為讓人了解發行人計劃使用的碳信用的可信度和完整性所必需的任何其他重要因素（例如，對碳抵消效果的假設）。	應對氣候變化、ESG數據	
	40. For each greenhouse gas emissions target disclosed in accordance with paragraphs 37 to 39, an issuer shall disclose: (a) which greenhouse gases are covered by the target; (b) whether Scope 1, Scope 2 or Scope 3 greenhouse gas emissions are covered by the target; (c) whether the target is a gross greenhouse gas emissions target or a net greenhouse gas emissions target. If the issuer discloses a net greenhouse gas emissions target, the issuer is also required to separately disclose its associated gross greenhouse gas emissions target; (d) whether the target was derived using a sectoral decarbonisation approach; and (e) the issuer's planned use of carbon credits to offset greenhouse gas emissions to achieve any net greenhouse gas emissions target. In explaining its planned use of carbon credits, the issuer shall disclose: (i) the extent to which, and how, achieving any net greenhouse gas emissions target relies on the use of carbon credits; (ii) which third-party scheme(s) will verify or certify the carbon credits; (iii) the type of carbon credit, including whether the underlying offset will be nature-based or based on technological carbon removals, and whether the underlying offset is achieved through carbon reduction or removal; and (iv) any other factors necessary to enable an understanding of the credibility and integrity of the carbon credits the issuer plans to use (for example, assumptions regarding the permanence of the carbon offset).	RESPONDING TO CLIMATE CHANGE, ESG DATA	
跨行業指標及行業指標的適用性 Applicability of cross-industry metrics and industry-based metrics	41. 在編制披露內容以符合第21至26及37至38段的規定時，發行人須參考(i)跨行業指標（見第28至35段）及(ii)行業指標（見第36段）並考慮其是否適用。 41. In preparing disclosures to meet the requirements in paragraphs 21 to 26 and 37 to 38, an issuer shall refer to and consider the applicability of cross-industry metrics (see paragraphs 28 to 35) and (ii) industry-based metrics (see paragraph 36).	不適用 N/A	

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