苏新服务
SUXIN SERVICE 1994

2025 年度

ENVIRONMENTAL,SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

蘇新美好生活服務股份有限公司
SUXIN JOYFUL LIFE SERVICES CO., LTD.

(a joint stock company incorporated in the People's Republic of China with limited liability)
(於中華人民共和國註冊成立的股份有限公司)

STOCK CODE 股份代號 : 2152

目錄 CONTENTS

01 About This Report / 01 關於本報告

1.1 Report Introduction	報告簡介	01
1.2 Reporting Period	報告時間範圍	01
1.3 Scope and Boundaries of the Report	報告範圍及邊界	01
1.4 Preparation Standards	編寫參照標準	03
1.5 Data Sources and Reliability Assurance	數據來源及可靠性保證	04
1.6 Confirmation and Approval	確認及批准	04
1.7 Access to and Feedback on This Report	獲取及回應本報告	04

02 About Suxin Services / 02 關於蘇新服務

2.1 Company Overview	公司概況	05
2.2 Annual Highlights	年度大事	06
2.3 Annual Honors	年度榮譽	08
2.4 Future Strategy	未來戰略	10

03 Sustainable Development Governance / 03 可持續發展管治

3.1 Board Statement	董事會聲明	11
3.2 Sustainable Development Strategy	可持續發展戰略	12
3.3 Stakeholder Engagement	利益相關方溝通	14

04 Addressing Climate Change / 04 應對氣候變化

4.1 Risk Management System	風險管理體系	20
4.2 Systematic Identification and Response to Climate Risks	氣候風險的系統識別與應對	25
4.3 Proactive Identification and Transformation of Climate Opportunities	氣候機遇的主動識別與轉化	27

05 Fulfilling Environmental Responsibilities / 05 履行環保職責

5.1 Improving System Construction	完善體系構建	29
5.2 Energy Conservation, Consumption Reduction and Efficiency Improvement	節能降耗增效	30
5.3 Strengthening Emission Control	強化排放管控	35

06 Upholding Party Building Leadership

6.1 Improving Conduct and Discipline	正風肅紀	39
6.2 Promoting Action through Learning	以學促幹	40
6.3 Integration with Core Business	融合主業	41

06 堅持黨建引領

07 Delivering Premium Services

7.1 Deepening Standard Leadership	深化標準引領	43
7.2 Focusing on Customer Concerns	聚焦客戶關切	44
7.3 Building a Strong Safety Line	築牢安全防線	46

07 鑄就精品服務

08 Compliance and Development

8.1 Strengthening Supply Chain Management	強化供應管理	48
8.2 Adhering to Integrity	堅守廉潔底線	49
8.3 Ensuring Information Security	保障資訊安全	50
8.4 Protecting Intellectual Property Rights	保護知識產權	51

08 合規經營發展

09 Building a Harmonious Society

9.1 Employment and Remuneration	員工僱傭與薪酬	52
9.2 Occupational Health and Safety	員工健康與安全	53
9.3 Staff Training and Development	員工培訓與發展	54
9.4 Staff Communication and Care	員工溝通與關懷	54
9.5 Community Development and Public Welfare	社區共建與公益	55

09 共建和諧社會

Appendix 1: 2025 ESG Key Performance Indicators	附錄一：2025 年度 ESG 關鍵績效指標	56
Appendix 2: List of Laws, Regulations and Internal Policies	附錄二：法律法規及內部政策清單	62
Appendix 3: Index of HKEX ESG Reporting Guide	附錄三：香港聯交所《環境、社會及管治報告指引》內容索引	64

ABOUT THIS REPORT
關於本報告

Report Introduction

This report is the Environmental, Social and Governance Report (the "ESG Report" or "this Report") published by Suxin Joyful Life Services Co., Ltd. (the "Company", "Suxin Services" or "we"). It is addressed to the Company's stakeholders, focusing on disclosing the management, practices and performance of the Company in environmental, social and governance aspects during the Reporting Period.

報告簡介

本報告為蘇新美好生活服務股份有限公司(以下簡稱「公司」、「蘇新服務」或「我們」)發布之《環境、社會及管治報告》(以下簡稱「ESG報告」或「本報告」),面向公司各利益相關方,重點揭露報告期內公司於環境、社會及管治層面之管理、實務與績效。

Reporting Period

This is an Annual Sustainability Report covering the sustainable development performance for the period from 1 January 2025 to 31 December 2025 (the "Reporting Period"). Certain information may be traced back to prior years.

報告時間範圍

本報告為年度可持續發展表現報告,涵蓋期間為2025年1月1日至2025年12月31日(即「報告期內」)之永續發展表現,部分內容追溯至以往年度。

Reporting Scope and Boundary

This Report covers all businesses directly controlled by Suxin Services, including city services (including municipal infrastructure services, public facility management services and operation of waste collection centres), commercial property management services, residential property management services and property leasing services[1].

報告範圍及邊界

本報告涵蓋蘇新服務直接控制之所有業務,包括城市服務(包括市政基礎設施服務、公共設施管理服務及垃圾收集中心營運)、商業物業管理服務、住宅物業管理服務及物業租賃服務[1]。

[1](1) City Services

We assist local governments and public authorities in providing urban services to improve residents' living experience and environment. Our urban services include:

(I) Municipal infrastructure services mainly for public infrastructure, including (a) cleaning, greening and maintenance of urban roads, trams and tram platforms; (b) regular inspection and maintenance of water supply networks and street lamps; (c) renovation of building facades along main urban roads;

(II) Public building management services for public facilities including museums, libraries, art and sports centers, urban parks and government office buildings, providing basic property management including cleaning, security, landscaping, repair and maintenance;

(III) Operation of waste transfer stations.

(2) Commercial Property Management Services

We provide comprehensive commercial property management services to property developers, owners and tenants, including basic property management and value-added services. Our managed commercial properties include industrial parks, manufacturing facilities, office buildings, apartments and commercial complexes.

[1]（1）城市服務

我們協助地方政府及公共權力機關提供城市服務，以提升當地居民生活體驗與環境品質。城市服務包括：

(I)以公共基礎設施為主之市政基礎設施服務，包括 (a) 城市道路、有軌電車及月台之清潔、綠化或維護；(b) 自來水管網及路燈之定期檢查與維護；(c) 城市主干道沿線建築外牆翻新服務；

(II)以公共建築（博物館、圖書館、文藝體育中心、城市公園、公共行政辦公大樓等）為主之公建項目管理服務，提供清潔、秩序維護、園藝景觀、維修保養等基礎物業管理服務；

(III) 垃圾轉運中心營運。

（2）商業物業管理服務

我們向物業開發商、業主及租戶提供多元商業物業管理服務，包括基礎物管服務及增值服務。管理之商業物業涵蓋工業園區、製造工廠、辦公大樓、公寓及商業綜合體。

ABOUT THIS REPORT
關於本報告

Preparation Standards

This Report is prepared in accordance with Appendix 27 to the Listing Rules (Environmental, Social and Governance Reporting Guide) (the "ESG Guide") of The Stock Exchange of Hong Kong Limited (the "Stock Exchange"). An index of the ESG Guide disclosures is set out in Appendix III of this Report.

This Report is developed through a systematic process including: identification and prioritization of key stakeholders, identification and prioritization of material ESG topics, determination of reporting boundaries, collection of relevant information and data, report drafting based on such information, and review of report content to ensure completeness, accuracy, authenticity and timeliness.

This Report is prepared in compliance with the reporting principles of materiality, quantification, balance and consistency.

Materiality: Through ongoing communication with stakeholders, combined with the Company's development strategy and operations, the Board conducts materiality assessment on sustainability-related topics and determines disclosure of ESG risks and management measures.

Quantification: We provide quantitative disclosure of key environmental and social performance indicators with supporting textual explanations.

Balance: We fully explain material sustainability matters affecting the business, including achievements and challenges, avoiding selection, omission or presentation formats that may improperly influence readers' decisions or judgments.

Consistency: We maintain broadly consistent disclosure scope and reporting methodologies year by year to enable performance comparison by stakeholders. Any changes in assumptions or calculation methods will be explicitly disclosed.

編撰參照標準

本報告依據香港聯合交易所有限公司(以下簡稱「聯交所」)上市規則附錄 C2《環境、社會及管治報告指引》(以下簡稱《指引》)編製。《指引》內容索引詳見本報告附錄三。

本報告按系統化流程編製,包括:識別與排序重要利益相關方、識別與排序 ESG 重大議題、界定 ESG 報告邊界、彙集相關資料與數據、依據資料撰寫報告及審閱報告內容等步驟,確保報告完整、準確、真實及及時。

本報告遵循重要性、量化、平衡、一致性之披露原則編製。

重要性:透過與利益相關方持續溝通,結合公司發展策略與營運實務,董事會對永續發展相關議題執行重要性評估,並決定環境、社會及管治風險與管理措施之揭露內容。

量化:對本公司環境與社會關鍵績效指標執行量化揭露,並搭配文字說明。

平衡:本公司詳細闡述對業務具重大影響之永續發展事項,包括成果與挑戰,避免不當資訊篩選、遺漏或呈現方式影響讀者決策與判斷。

一致性:本公司確保報告揭露範圍與編製方法每年大致一致,便利利益相關方比較績效。若相關假設或計算方式變動,將明確揭露告知利益相關方。

Data Sources and Assurance

Information and data in this Report are derived from official documents, statistical reports and public information of the Company. The Company confirms that this Report contains no false records or misleading statements and is responsible for its authenticity, accuracy and completeness.

數據來源及可靠性保證

本報告揭露資訊與數據源自公司正式文件、統計報告及相關公開資料。公司承諾本報告不存在虛假記載或誤導性陳述，並對內容真實性、準確性與完整性負責。

Confirmation and Approval

he Board and senior management of the Company have approved this Report and confirm that it contains no false records, misleading statements or material omissions.

確認及批准

公司董事會及高階管理團隊已審核批准本報告，保證內容不存在虛假記載、誤導性陳述或重大遺漏。

Access and Feedback

This Report is published in both Chinese and English. In case of any inconsistency between the two versions, the Chinese version shall prevail. The electronic version is available for review and download on the Stock Exchange's website (www.hkexnews.hk) and the Company's website (www.suxinfuwu.com).

For enquiries, comments or suggestions regarding this Report, please contact us via email at investors@suxinfuwu.com.

報告取得與回饋

本報告以中文及英文編製。若中英文本存在差異，以中文本為準。電子版可於香港聯合交易所網站（www.hkexnews.hk）及公司網站（www.suxinfuwu.com）查閱及下載。

如欲進一步查詢或對本報告提供意見與建議，請透過電郵 investors@suxinfuwu.com 聯繫本公司。

ABOUT SUXIN SERVICES
關於蘇新服務

Corporate Overview

Established in 1994, Suxin Services is a provider of urban services and property management services deeply rooted in the Yangtze River Delta, particularly Suzhou. It was restructured and incorporated as a joint-stock company in April 2021, and was listed on the Main Board of The Stock Exchange of Hong Kong Limited on 24 August 2022 (Stock Code: 2152.HK), with net proceeds from the initial offering of approximately HK$176 million, making it the first state-owned property enterprise listed in Hong Kong from Jiangsu Province.

The Company focuses on providing urban services, commercial property management services, residential property management services and property leasing services. Headquartered in Suzhou, Jiangsu Province, the Company has established a solid market position in the Yangtze River Delta. As of 2025, Suxin Services had total assets of RMB 1.970 billion, operating revenue of RMB 972.7 million and net profit of RMB 68.66 million. In terms of urban services, it managed 28 municipal infrastructure projects and was entrusted to construct and operate 3 waste collection and transfer stations with a maximum daily domestic waste treatment capacity of 1,200 tonnes. In terms of property services, it managed 204 properties with a total GFA of approximately 27.6 million square metres, covering industrial parks, office buildings, residential properties and other formats.

Suxin Services has created premium service projects including Suzhou Museum, Suzhou Library North Branch, Suzhou Gaoxin Plaza and Mingcheng Garden, and actively expanded value-added businesses such as property agency and sales office services. The Company's focus on urban environment, public health and well-being and customer satisfaction has established a high-quality service brand image. Suxin Services ranked 29th in the 2025 Top 100 Property Management Enterprises of China.

公司概況

蘇新服務成立於 1994 年，是一家深耕長三角地區，尤其是蘇州的城市服務及物業管理服務提供者。2021 年 4 月重組改制整體變更為股份有限公司，並於 2022 年 8 月 24 日在香港聯合交易所主板上市（股份代號：2152.HK），首次發行募集資金淨額 1.76 億港元，成為江蘇省首家港股上市的國有物業企業。

公司專注於提供城市服務、商業物業管理服務、住宅物業管理服務及物業租賃服務。公司總部位於江蘇省蘇州市，已在長三角地區建立穩固的市場地位。截至 2025 年，蘇新服務總資產規模 19.70 億元，營業收入 9.727 億元，淨利潤 6,866 萬元；城市服務方面，管理 28 個市政基礎設施項目，受委託建設及營運 3 個垃圾集運中心，每日生活垃圾最大處理能力可達1,200 噸；物業服務方面，在管物業項目 204 個，在管面積約 2,760 萬平方米，包括產業園區、寫字樓及住宅等多種業態。

蘇新服務打造了蘇州博物館、蘇州圖書館北館、蘇州高新廣場及名城花園等精品服務項目，並積極拓展房屋經紀、售樓處服務等增值業務。公司專注城市環境、民眾健康福祉及客戶滿意度，樹立了優質服務品牌形象。蘇新服務位列 2025 年度中國物業服務百強企業第 29 名。

Key Milestones of the Year

ACHIEVEMENT OF FULL MARKET COVERAGE ACROSS JIANGSU PROVINCE

In 2025, the Company continued to deepen its strategic market layout in Jiangsu Province. Through refined business expansion and in-depth regional development, it has achieved full coverage of all cities within the province for its projects under management, further consolidating its regional market advantages.

COMPLETION OF ACQUISITION OF 51% EQUITY INTEREST IN LIANYUNGANG PORT MAINTENANCE ENGINEERING CO., LTD.（連雲港港口維修工程有限公司）

In 2025, the Company successfully won the bid for 51% equity interest in Lianyungang Port Maintenance Engineering Co., Ltd.. This acquisition represents an important initiative in the Company's market expansion of the Jiangsu Province, facilitating the integration of business resources such as sanitation cleaning, greening construction, and municipal maintenance, thereby further enhancing its market presence and regional competitiveness in the fields of city services and property management.

A NEW "VIA-BUS" WASTE COLLECTION AND TRANSPORTATION MODEL, SIGNIFICANTLY IMPROVING URBAN CLEANLINESS

In 2025, the Company researched and implemented a "via-bus" scheduled doortodoor collection and transportation model for household waste. Centered around the four core concepts of "scheduled departure, fixed-point collection, linear touring, and immediate disposal upon placement", the Company comprehensively optimised the waste collection and transportation process. This model is dedicated to eliminating the accumulation of waste bins along streets, improving the street environment, reducing the incidence of small waste bags littering and indiscriminate dumping, and achieving "daily clearance" of household waste without overnight accumulation. At the same time, it enhances the participation rate and accuracy of waste sorting by streetside shops.

年度大事

實現江蘇省全域市場覆蓋

2025年，本公司持續深化江蘇省市場戰略佈局，經精細化業務拓展與區域深耕，全面完成在管項目省內各城市市場全覆蓋，進一步鞏固區域市場優勢。

完成連雲港港口維修工程有限公司51%股權收購

2025年，本公司成功中標連雲港港口維修工程有限公司51%股權。本次收購是公司拓展江蘇省市場的重要舉措，有助於整合環衛保潔、綠化施工及市政維修等業務資源，進一步提升城市服務與物業管理領域的市場佈局及區域競爭力。

「公交式」垃圾收運新模式，全面提升城市環境潔淨度

2025年，本公司研究並推行「公交式」生活垃圾定時定點上門收運模式，圍繞「定時發車、定點收運、線狀巡迴、即投即清」四大核心理念，全面優化垃圾收運流程。該模式致力於消除沿街垃圾桶堆放現象，改善街面環境，減少小包垃圾落地和亂扔亂倒問題，實現生活垃圾「日產日清」、無積存不過夜。同時，提升沿街商舖的垃圾分類參與度和準確率。

ABOUT SUXIN SERVICES
關於蘇新服務

ESTABLISHMENT OF WHOLLYOWNED PROFESSIONAL SECURITY SERVICES

In 2025, the Company completed the establishment of a whollyowned subsidiary, Jiangsu Chuangyue Security and Protection Services Co.,Ltd. *（江蘇創悅安保服務有限公司）. Relying on a professional operation system, it focuses on intensive cultivation of the security services market, further optimising its business footprint.

全資設立專業安保服務

2025年，本公司完成全資子公司江蘇創悅安保服務有限公司設立，依託專業化運營體系，聚焦安保服務市場精耕細作，進一步完善業務布局。

ESTABLISHMENT OF DIGITAL OFFICE TO ACCELERATE DIGITAL TRANSFORMATION

In 2025, the Company formally established a digital office to coordinate and advance digital construction and intelligent upgrading, empowering management efficiency, business innovation, and service upgrades through digitalisation.

成立數字化辦公室，提速數字化轉型

2025年，本公司正式設立數字辦公室，統籌推進數字化建設與智慧化升級，以數字化賦能管理提效、業務創新與服務升級。

OPERATION COMMENCEMENT OF THE TALENT HOUSING PROJECT, SUPPORTING REGIONAL TALENT ATTRACTION AND RETENTION

In 2025, the talent housing project, Jinshan Sunshine Community in Gaoxin District, Suzhou, operated by the Company, officially commenced operation. As of the end of the year, its overall occupancy rate reached 94%. Since its commencement, the project has effectively addressed the supporting residential needs for regional talents, contributing to industrial agglomeration and talent attraction.

人才公寓項目投入運營，助力區域引才聚才

2025年，本公司運營的人才公寓項目蘇州高新區金山陽光融寓正式投入運營，截至年末整體出租率達94%。項目投入運營以來，有效解決了區域人才居住配套問題，助力產業集聚與人才引進。

Annual Awards

January 2025

Five-star Member of Suzhou Property Management Institute in 2024
In January, the Company was recognized as a Five-star Member of Suzhou Property Management Institute in 2024(2024年度蘇州市物業管理協會五星會員單位) by Suzhou Property Management Institute.

April 2025

2025 Top 100 Property Management Companies of China, etc.
In April, the Company was recognized as one of the 2025 Top 100 Property Management Companies of China (2025中國物業服務百強企業), 2025 Leading Quality Property Services Companies in China (2025中國物業服務質量領先企業), and 2025 Leading Smart City Services Companies in China (2025中國智慧城市服務領先企業) by Information Technology Research Institute of Beijing China Index Academy.

April 2025

China Five-Star Property Service Project in 2025 (Shishan Grand Theatre)
In April, Shishan Grand Theatre, project under management of the Company, was recognized as "China Five-Star Property Service Project in 2025" (2025中國五星級物業服務項目) by Information Technology Research Institute of Beijing China Index Academy.

年度榮譽

2025 年 1 月

2024年度蘇州市物業管理協會五星會員單位
1月，本公司被蘇州市物業管理協會評選為2024年度蘇州市物業管理協會五星會員單位。

2025 年 4 月

2025 中國物業服務百強企業等
4 月，本公司被北京中指信息技術研究院評為2025 中國物業服務百強企業、 2025 中國智慧城市服務領先企業、 2025 中國物業服務質量領先企業。

2025 年 4 月

2025 中國五星級物業服務項目（獅山大劇院）
4月，本公司在管項目獅山大劇院被北京中指信息技術研究院評選為2025中國五星級物業服務項目。

ABOUT SUXIN SERVICES
關於蘇新服務

May 2025

Property Service Company Worthy of Capital Market Attention in 2025
In May, the Company was recognized as a "Property Service Company Worthy of Capital Market Attention in 2025" (2025值得資本市場關注的物業服務企業) by Information Technology Research Institute of Beijing China Index Academy.

2025 年 5 月

2025值得資本市場關注的物業服務企業
5月，本公司被北京中指信息技術研究院評選為2025值得資本市場關注的物業服務企業。

August 2025

Contract-abiding and Creditworthy Enterprise in Jiangsu Province
In August, the Company was recognized as the Contract-abiding and Creditworthy Enterprise in Jiangsu Province (江蘇省守合同重信用企業) by Jiangsu Provincial Association of Enterprise Credit Management (江蘇省企業信用管理協會).

2025 年 8 月

江蘇省守合同重信用企業
8月，本公司被江蘇省企業信用管理協會評選為江蘇省守合同重信用企業。

September 2025

2025 Leading Brand in the PRC Property Management Industry in Specialized(Operations with brand value of RMB1.2 billion)
In September, the Company was awarded the "Leading Brand in the PRC Property Management Industry in Specialized Operations" (中國物業服務專業化運營領先品牌企業) in 2025 with a brand value of RMB1.2 billion by Information Technology Research Institute of Beijing China Index Academy.

2025 年 9 月

2025 中國物業服務專業化運營領先品牌企業(品牌價值 12 億元)
9 月，本公司被北京中指信息技術研究院評為2025 中國物業服務專業化運營領先品牌企業(品牌價值 12 億元)。

Future Strategy

Suxin Services adopts the strategic vision of becoming a "comprehensive urban services and property services provider", focusing on two core business segments: urban services and property services, while actively expanding talent apartment operation and property asset management. The Company diversifies value-added services to strengthen its multi-service brand, better satisfying people's aspirations for a better life and supporting high-quality regional economic development.

The Group plans to implement the following strategies to consolidate market position and achieve further expansion:

(i) Further expand operations in Suzhou and the Yangtze River Delta to strengthen competitive advantages; continuously deepen market penetration and optimise operational capabilities;

(ii) Continue to diversify its urban services and property management service portfolio;

(iii) Increase investment in technology and smart operations to enhance customer experience and operational efficiency;

(iv) Continue to attract, develop and retain talents.

未來戰略

蘇新服務以「綜合性城市服務及物業服務提供者」為戰略願景，專注城市服務與物業服務兩大業務板塊，並積極拓展人才公寓營運管理及物業資產管理業務。公司拓展多元增值服務，擦亮多元服務品牌，更好滿足人民對美好生活的向往，助力區域經濟高質量發展。

本集團計劃實施以下策略，鞏固市場地位並實現進一步擴張：

(i) 進一步拓展蘇州及長三角地區業務，鞏固競爭優勢；持續深化市場拓展，優化營運能力；

(ii) 持續豐富城市服務及物業管理服務組合，實現多元化發展；

(iii) 加大技術及智慧化營運投入，提升客戶體驗及營運效率；

(iv) 持續吸引、培養及留住優秀人才。

SUSTAINABILITY GOVERNANCE
可持續發展管治

With domestic urbanisation in recent years, demand for property management has grown steadily and the business of Suxin Services has continued to expand. As a leading property management enterprise in the Yangtze River Delta, we provide high-quality services while assuming social responsibility to create a better living environment for owners. We actively respond to key environmental and social issues, integrate sustainability into corporate decision-making and operations, promote the green economy, and build a sustainable business and living environment for the community.

隨著近年國內城鎮化發展，物業管理需求持續增長，蘇新服務業務不斷擴大。作為長三角地區物業管理領先企業，我們在提供優質服務的同時，肩負社會責任，為業主創造美好生活環境。我們積極回應環境及社會重要議題，將可持續發展融入公司決策與經營，期望推動綠色經濟，為社會構建可持續的營商及居住環境。

■ Statement by the Board

The global regulatory landscape for sustainability is continuously evolving. The Board recognises the critical importance of managing sustainability risks and seizing related opportunities. For the property management industry, daily operations face financial, operational and compliance risks relating to environmental, social and governance aspects. The Board is responsible for assessing and managing such risks. We adopt a proactive approach to addressing issues from climate change, occupational safety and health, to customer privacy. Based on the existing three lines of defence risk management system, the Board will further enhance risk management by integrating sustainability considerations into the risk management framework and long-term strategy.

The Board of Suxin Services oversees environmental, social and governance matters. The Company strictly follows the sustainability roadmap formulated by the Board, steadily advancing sustainability initiatives and continuously improving the sustainability governance structure. The Board bears full responsibility for the Group's sustainability strategy, supervises its direction and implementation, regularly reviews performance and progress, and revises policies as appropriate to align with business development.

■ 董事會聲明

全球可持續發展相關監管環境持續變化。公司董事會深知管理可持續發展風險及把握相關機遇的重要性。對物業行業而言，日常營運面臨與環境、社會及管治相關的財務、營運及合規風險。董事會負責評估及管理相關風險，由氣候變化、員工職業安全健康，至客戶私隱，我們均以積極態度應對。基於現行三道防線風險管理體系，董事會將進一步完善風險管理，將可持續發展納入風險管理體系及長遠策略。

蘇新服務董事會承擔環境、社會及管治事宜的監管責任。公司嚴格按照董事會制訂的可持續發展路線圖，穩步推進可持續發展工作，持續完善可持續發展管治架構。董事會對公司可持續發展策略承擔全部責任，負責監督可持續發展方向及策略，定期檢視策略成效及相關措施進度，並適時修訂政策以配合業務發展。

Sustainability Strategy

Property management underpins urban production and quality of life. Embedding sustainability under the "Dual Carbon" goals is urgent and critical. Suxin Services has always upheld sustainability principles, supported the UN Sustainable Development Goals (SDGs), actively implemented ESG practices and fulfilled its duties for urban sustainability. In daily operations and decision-making, we drive business performance and value creation through professional services, promote sustainable development of cities and communities, and achieve balanced and coordinated development of the economy, environment and society.

Guided by the goals of "carbon peaking and carbon neutrality", Suxin Services is committed to supporting national and regional carbon neutrality targets. During the year, we reviewed existing environmental management measures and established directional environmental objectives in line with national environmental policies. The Company will regularly review progress and gradually develop specific quantitative targets to enable stakeholders to better understand environmental management progress.

Suxin Services has developed a phased ESG roadmap with clear priorities and sequential targets to ensure orderly implementation and continuity, placing sustainability on a solid foundation.

可持續發展戰略

物業管理關係城市基本生產及生活品質保障，在雙碳目標下貫徹可持續發展理念尤為迫切及重要。蘇新服務始終踐行可持續發展理念，支持聯合國可持續發展目標（SDGs），積極開展 ESG 實踐，為城市可持續發展履行責任。我們在日常營運及決策中，以專業服務支撐經營業績與價值創造，促進城市及社區可持續發展，助力實現經濟、環境與社會均衡協調發展。

在「碳達峰、碳中和」目標指引下，蘇新服務協助國家及地區政府實現碳中和責無旁貸。本年度，我們檢視現有環境管理措施，根據國家環境政策方向制訂公司方向性環境目標。公司將定期檢視目標成效，逐步建立具體量化目標，讓持份者更清晰瞭解環境管理進程。

蘇新服務制訂「階梯型 ESG 發展路線圖」，朝明確目標循序漸進，為 ESG 績效提升設定優先次序，確保相關工作有序開展；兼顧工作計劃連續性，令可持續發展策略建基於穩固基礎。

SUSTAINABILITY GOVERNANCE
可持續發展管治

Phase 1: Foundation Building

A sound governance structure is the cornerstone of ESG development. This phase focuses on enhancing management participation. The Company also aims to improve the integrity and comparability of ESG reporting data.

Phase 2: ESG Development

Strengthen ESG governance: enhance management involvement in environmental, social and governance matters to drive delivery of ESG objectives and strategies.

Improve data integrity: review data collection, reporting and internal control processes to establish a reliable ESG information management system and enhance data completeness and quality.

Develop climate change policy: address climate-related impacts and align with national policies by formulating a group-wide climate change policy covering all operations.

Phase 3: Performance Enhancement

Upon establishing a solid foundation, the Company will further strengthen climate change management, set ambitious yet pragmatic targets based on stakeholder expectations, and enhance overall ESG performance and disclosure.

第一階段：奠定基礎

穩健的管治架構是企業 ESG 發展基石，本階段以提升管理層參與度為目標。同時，公司聚焦提升 ESG 報告數據的真實性及可比性。

第二階段：ESG 發展工作

完善 ESG 管治結構：提升管理層對環境、社會、管治事宜的參與度，推動 ESG 目標及策略落地。

提升數據真實性與品質：檢視資料收集、匯報及內部控制流程，建立可靠 ESG 信息管理體系，提升報告數據完整性及品質。

制訂氣候變化政策：應對氣候變化對公司的影響，配合國家相關政策，公司正制訂涵蓋全部業務營運的氣候變化政策。

第三階段：強化表現

在奠定堅實基礎後，公司計劃於下階段進一步加強氣候變化管理；深入瞭解持份者期望，制訂進取且務實的目標，強化 ESG 表現及披露水平。

Stakeholder Engagement

Stakeholder Engagement Plan

Suxin Services attaches great importance to stakeholder engagement and has established regular communication mechanisms with key stakeholders. By comprehensively understanding their expectations, views and suggestions, we strive to maximise shared value. Our key stakeholders include customers, suppliers/business partners, shareholders/investors, employees, regulators, and communities/the general public.

The Company has formulated a three-year stakeholder engagement plan to communicate with internal and external stakeholders through various channels and understand their concerns. We actively engage stakeholders on sustainability performance, and their expectations form an important basis for our sustainability decision-making and operational improvements.During the Reporting Period, our engagement with stakeholders was as follows:

利益相關方溝通

制訂持份者溝通計劃

蘇新服務高度重視利益相關方溝通，與重要持份者建立常態化溝通機制，透過全方位瞭解各方要求、意見及建議，不斷追求與各權益人共同價值最大化。與本公司關係密切的持份者包括客戶、供應商 / 商業合作夥伴、股東 / 投資者、員工、監管機構、社區 / 社會公眾等。

公司制訂為期三年的持份者溝通計劃，透過多種方式與各類內部及外部持份者溝通，瞭解其關注及期望。我們積極就可持續發展表現與持份者溝通，將其關注重點作為可持續發展管理決策及日常營運優化的重要依據。報告期內，蘇新服務與持份者溝通情況如下:

SUSTAINABILITY GOVERNANCE
可持續發展管治

利益相關方 Stakeholder	期望與需求 Expectations & Needs	主要溝通渠道 Main Communication Channels	溝通與迴應 Engagement & Responses
客戶 Customers	高品質服務、安全清潔的環境、社區活動、信息安全與隱私保護 High-quality services, safe and clean environment, community activities, information security and privacy protection	公司官方網站、客服電話、客戶回訪、日常交流和電郵 Official website, customer service hotline, customer follow-ups, daily communication and email	提升服務品質、數據安全與信息管理、合規行銷 Improve service quality, data security and information management, and compliant marketing
供應商 / 商業合作伙伴 Suppliers / Business Partners	誠信合作與共贏、公平競爭、商業道德、共同成長 Integrity-based cooperation and win-win outcomes, fair competition, business ethics, and mutual growth	合作協議、供應商會議、電話或實地回訪、日常交易和電郵 Cooperation agreements, supplier meetings, telephone or on-site visits, daily transactions and email	建立供應商管理體系、搭建溝通平臺、履行協議 Establish a supplier management system, build communication platforms, and fulfill agreements
股東 / 投資者 Shareholders / Investors	可持續穩健財務業績、權益保護、透明度、風險管控 Sustainable and stable financial performance, interest protection, transparency, and risk management	股東大會、公開信息披露、投資者會議、定期報告、ESG 會議、路演、投資者聯繫電話 / 郵箱 General meetings, public disclosures, investor meetings, periodic reports, ESG meetings, roadshows, investor hotline/email	提升盈利能力、召開股東大會、日常信息披露、優化風控體系 Improve profitability, hold shareholders' general meetings, conduct regular disclosures, and optimize the risk control system

利益相關方 Stakeholder	期望與需求 Expectations & Needs	主要溝通渠道 Main Communication Channels	溝通與迴應 Engagement & Responses
員工 Employees	健康與安全、薪酬福利、培訓、職業發展平臺、合法權益保護 Health and safety, remuneration and benefits, training, career development platforms, and protection of legitimate rights and interests	協議、員工面談和意見調查表、項目討論小組、員工會議 Employment agreements, staff interviews and surveys, project discussion groups, and staff meetings	完善的薪酬體系、優化員工發展晉升機制、建立員工溝通渠道 Improve the remuneration system, optimize career development and promotion mechanisms, and establish employee communication channels
監管機構 Regulators	遵紀守法、合規經營、依法納稅、支持地方發展、支持基層治理 Compliance with laws and regulations, lawful operation, tax compliance, support for local development, and support for grassroots	政府工作會議彙報、專項調研 / 彙報、日常溝通 Reporting at government working meetings, special research/reporting, and daily communication	合規經營、納稅、落實相關政策、開展公益活動 Operate in compliance with laws, fulfill tax obligations, implement relevant policies, and carry out public welfare activities
社區 / 社會公衆 Communities / The Public	保護自然環境、提升服務品質、支持社會公益、促進和諧社區 Protect the natural environment, improve service quality, support social welfare, and promote harmonious communities	社區活動、義工活動、捐贈、媒體信息、官網、公衆號 Community activities, volunteer work, donations, media information, official website, and official WeChat accounts	堅持綠色運營、支持社會活動、關愛貧困羣體 Adhere to green operations, support social activities, and care for vulnerable groups

SUSTAINABILITY GOVERNANCE
可持續發展管治

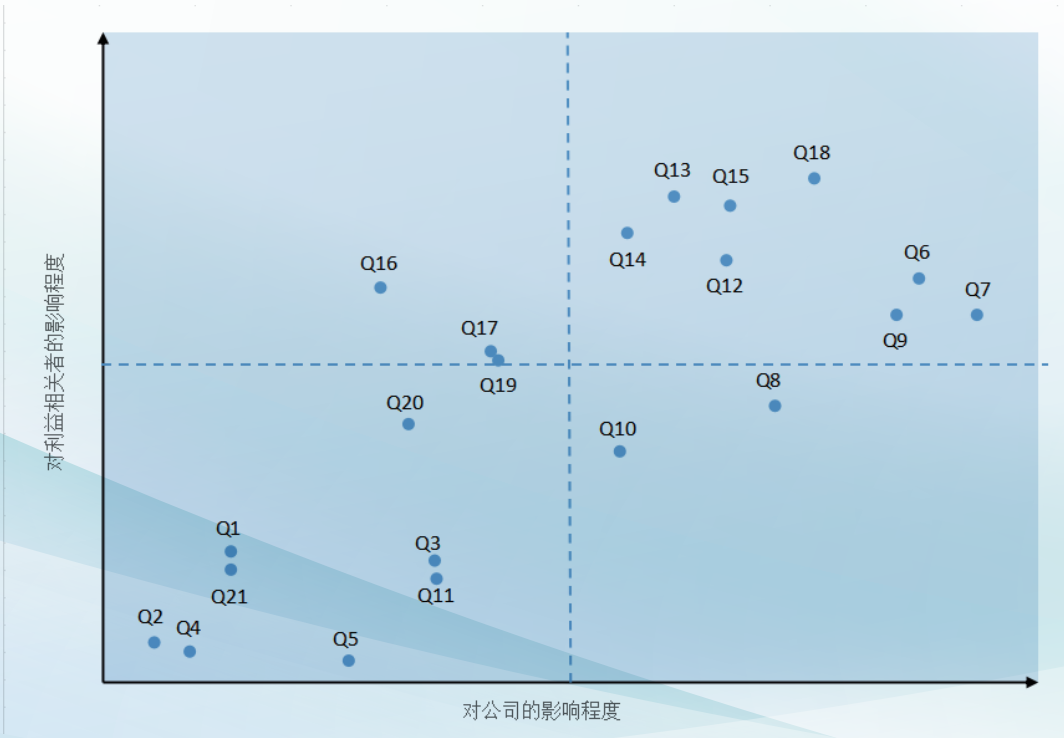
Materiality Assessment

Based on the results of stakeholder engagement, the Board has identified a number of key sustainability topics covering various areas including ESG governance, employee well-being, business ethics, and environmental management. These topics serve as the focal points for sustainability reporting during the Reporting Period. We describe the progress and future plans of the Company in each area throughout different chapters of this Report.

重要議題評估

綜合與持份者溝通結果，董事會明確多項可持續發展重要議題，涵蓋 ESG 管治、員工福祉、商業道德、環境管理等多個範疇，並將該等議題作為報告期內可持續發展匯報的重點。我們透過本報告不同章節，闡述公司報告期內各範疇的工作進展及未來計劃。

重要議題矩陣[1]
Materiality Matrix[1]



[1]Q1: Emissions; Q2: Emissions Targets; Q3: Resource Usage; Q4: Environment & Natural Resources; Q5: Climate Risks & Opportunities; Q6: Employment Practices; Q7: Employee Health & Safety; Q8: Employee Development & Training; Q9: Labour Standards; Q10: Supply Chain Management; Q11: Customer Relationship Management; Q12: Customer / Occupant Health & Safety; Q13: Product & Service Quality; Q14: Intellectual Property Protection; Q15: Information Security Assurance; Q16: Public Welfare & Community Services; Q17: Business Compliance & Standardization; Q18: Anti-Corruption & Anti-Money Laundering; Q19: ESG Regulation; Q20: ESG Risk Management; Q21: Communication on ESG Topics.

In the matrix where the horizontal axis represents the degree of impact on the Company and the vertical axis represents the degree of impact on stakeholders, we categorize material topics into three levels: the top-right quadrant indicates topics of "Very High Materiality"; the top-left and bottom-right quadrants indicate topics of "High Materiality"; and the bottom-left quadrant indicates topics of "Moderate Materiality".

The results show that topics including anti-corruption and anti-money laundering, employee health and safety, employment practices, labour standards, information security, product and service quality, customer/occupant health and safety, and intellectual property protection rank highest in materiality. Based on the above ESG materiality assessment results, we will provide detailed disclosures on key topics in the corresponding chapters to better address the concerns and expectations of all stakeholders.

[1]表中Q1: 排放物; Q2: 排放目標; Q3: 資源使用; Q4: 環境及天然資源; Q5: 氣候風險與機遇; Q6: 員工僱傭; Q7: 員工健康與安全; Q8: 員工發展及培訓; Q9: 勞工準則; Q10: 供應鏈管理; Q11: 客戶關係管理; Q12: 客戶／業主健康安全; Q13: 產品及服務質素; Q14: 知識產權保障; Q15: 資訊安全保障; Q16: 公益慈善與社區服務; Q17: 業務合規與標準化; Q18: 反貪污與反洗錢; Q19: ESG 監管; Q20: ESG 風險管理; Q21: ESG 議題的相關溝通。

在以橫軸表示對公司的影響程度、縱軸表示對利益相關者的影響程度的矩陣圖中，我們將重要性議題劃分為三個等級: 右上角的區域表示重要性程度為「非常重要」; 左上角和右下角的區域表示重要性程度為「重要」; 左下角的區域表示重要性程度為「次重要」。

結果顯示，反貪污與反洗錢、員工健康與安全、員工僱傭、勞工準則、資訊安全保障、產品及服務質素、客戶／業主健康安全、知識產權保障等議題的重要性程度最高。我們將根據以上 ESG 重要性評估結果，對重點議題在對應章節進行詳盡披露，以更好地回應各利益相關者的關注和期望。

SUSTAINABILITY GOVERNANCE
可持續發展管治

Quantified Environmental Management Objectives

To align with the Company's business development, we have set quantified environmental objectives, including greenhouse gas emission targets, energy conservation targets, and waste generation targets, to reduce the environmental impact of our operations.

量化環境管理工作目標

為配合公司的業務發展，我們制訂量化的環境目標，如溫室氣體排放目標、節能目標、廢棄物產生目標等，減少營運對環境帶來的影響。

Disclosure of Climate Change-Related Response Plans

We have developed response plans for climate-related financial risks and opportunities, analysing the risks and opportunities posed by climate change to the Company. We disclose information on the Company's climate-related governance, strategy, risk management, metrics and targets.

披露氣候變化相關應對方案

我們開展氣候相關財務風險及機遇應對方案工作，分析氣候變化對公司構成的風險及機遇，披露有關公司與氣候變化相關的管治、策略、風險管理及指標和目標的資訊。

ADDRESSING CLIMATE CHANGE
應對氣候變化

Climate change has become a major challenge to global economic and social development and has brought complex and far-reaching impacts to business operations. The Company fully recognises that systematically identifying, assessing and managing climate-related risks and opportunities is not only an essential requirement for fulfilling social responsibility, but also a strategic choice to safeguard long-term stable development and enhance market competitiveness.

氣候變化成為全球經濟社會發展的重大挑戰，亦為企業營運帶來複雜而深遠的影響。本公司深刻認識到，有系統地識別、評估及管理氣候相關風險與機遇，不僅是履行社會責任的必然要求，更是保障長期穩健發展、提升市場競爭力的戰略選擇。

Risk Management System

We convene management from different departments to discuss and identify climate-related risks. We accurately identify climate-related risks through industry-level risk review, materiality assessment results and selected scenarios. Meanwhile, as part of the Company's overall risk management framework, climate change risks are considered when identifying, assessing and managing all other types of risks. The Company's risk management framework comprises four core elements: risk management philosophy, risk appetite, risk governance structure, and risk management process.

風險管理體系

我們召集不同部門的管理層，討論及識別氣候相關風險；針對行業層面風險審視、重要性評估結果及選定情境，準確識別與氣候相關的風險。同時，作為公司整體風險管理架構的一部分，我們在識別、評估及管理其他各類風險時，一併考量氣候變化風險因素。公司風險管理架構包含四個主要元素：風險管理理念、風險承受能力、風險管治架構，以及風險管理流程。

Risk Management Philosophy

We recognise that risk management is the responsibility of every employee. Effective implementation of the risk management framework requires fostering risk awareness among staff and embedding it into corporate culture. Therefore, we integrate risk management into all business and decision-making processes, including strategy formulation, business development, planning, resource allocation, investment decisions, internal control and daily operations.

風險管理理念

我們意識到風險管理是每位員工的責任。要有效推行公司風險管理架構，須培育員工風險意識，並將其深植於企業文化。因此，我們將風險管理融入各項業務及決策流程，包括策略制定、業務發展、業務規劃、資源分配、投資決策、內部監控及日常營運。

ADDRESSING CLIMATE CHANGE
應對氣候變化

We set clear risk management objectives: At the decision-making level, we focus on identifying and managing material risks that affect the implementation of business strategies and achievement of targets. At the operational level, we identify, analyse, assess and mitigate operational hazards and risks, providing a safe, healthy, efficient and environmentally friendly workplace, while safeguarding public safety and health, reducing environmental impact, ensuring asset integrity and maintaining adequate insurance coverage.

我們設定明確的風險管理目標：在決策層面，專注識別及管理影響公司落實業務策略與達成目標的重大風險；在營運層面，著重識別、分析、評估及緩解各類營運風險與危害，提供安全、健康、高效及環境友善的工作環境，兼顧公眾安全與健康，減低對環境影響，確保資產完整，並維持充足保險保障。

Risk Appetite

Risk appetite refers to the nature and extent of risk the Company is willing to accept to achieve its strategic and business objectives. In line with the Company's vision and stakeholders' expectations, we only accept reasonable risks that are consistent with our strategy and capabilities, and can be understood and managed, provided such risks will NOT result in:

(1) Dangerous conditions affecting the health and safety of employees, contractors and the public;

(2) Material financial losses impairing financial stability and ability to implement strategies;

(3) Serious non-compliance leading to fines or loss of key operating and business licenses;

(4) Severe damage to the Company's reputation and brand;

(5) Business disruption with significant impact on the community; and

(6) Serious environmental incidents.

風險承受能力

風險承受能力指公司為實現策略及業務目標而願意承擔的風險性質與程度。根據公司發展願景及持份者期望，我們僅接受符合策略與能力、可被掌握及管理的合理風險，且有關風險不會導致公司出現以下狀況：

(1) 產生影響員工、承辦商及公眾健康與安全的危險情況；

(2)重大財務損失，影響財務穩健性及執行策略的能力；

(3)嚴重違規，導致被罰款或喪失重要營運及商業牌照；

(4) 嚴重損害公司聲譽及品牌；

(5) 營運中斷並嚴重影響公眾社會；

(6) 嚴重環境事故。

風險管治架構 Risk Governance Structure	
執行風險及監控權責 Execution of Risk Responsibilities & Oversight	**業務單位、職能部門及個人** **Business Units, Functional Departments and Individuals** •負責識別和評估職責範圍內的主要風險，做出有效的風險管理決策、制定風險緩解策略，並提高風險意識； •Identify and assess material risks within their scope of duty, make effective risk management decisions, formulate risk mitigation strategies, and enhance risk awareness; •於日常營運中執行及彙報風險管理工作，確保風險管理流程和緩解計劃符合公司制定的良好實務與指引； •Conduct and report on risk management in daily operations to ensure risk management processes and mitigation plans comply with the Company's good practices and guidelines; •委任風險管理人員或統籌人員，促進溝通交流、經驗分享及風險彙報。 •Appoint risk management personnel or coordinators to facilitate communication, experience sharing and risk reporting.
監控及監察 Monitoring & Oversight	**公司職能部門** **Functional Departments** •負責財務、風險管理、內部監控、稅務、營運、資訊科技、法律、人力資源及可持續發展的部門； •Responsible departments for Finance, Risk Management, Internal Control, Tax, Operations, IT, Legal, HR and Sustainability; •制定相關的公司政策、標準、程序和指引； •Formulate relevant corporate policies, standards, procedures and guidelines; •監督業務單位在相關職能上的風險管理及監控活動。 •Supervise risk management and monitoring activities of business units within their respective functions.

ADDRESSING CLIMATE CHANGE
應對氣候變化

風險管治架構 Risk Governance Structure	
獨立鑑證 Independent Assurance	公司內部審計部 Internal Audit Department •就風險管理架構的成效進行獨立評估。 •Conduct independent assessment of the effectiveness of the risk management framework.
管理層監督及溝通 Management Oversight & Communication	公司總經理及公司執行委員會 CEO & Executive Committee •肩負領導角色和提供指引，平衡風險與發展機會； •Provide leadership and guidance, balancing risks and development opportunities; •檢討及透過審覈及風險委員會，向董事會彙報公司的重大風險、及其潛在影響、演變和緩解措施； •Review and report to the Board on material risks, their potential impacts, evolution and mitigation measures through the Audit and Risk Committee; •確保至少每年檢討一次風險管理架構的成效，並通過審覈及風險委員會向董事會作出確認。 •Ensure the effectiveness of the risk management framework is reviewed at least annually and confirmed with the Board through the Audit and Risk Committee.
董事會監督 Board Oversight	代表董事會的審覈及風險委員會 Audit & Risk Committee (representing the Board) •評估及釐定董事會在推進公司策略目標方面，所願意接納的風險性質及程度； •Assess and determine the nature and extent of risks the Board is willing to accept to advance the Company's strategic objectives; •確保設立及維持一個合適和有效的風險管理架構； •Ensure the establishment and maintenance of a suitable and effective risk management framework; •監督風險識別、彙報及緩解的管理工作。 •Supervise the management of risk identification, reporting and mitigation.

Risk Management Process

The key to risk management lies in process integration – embedding risk management procedures into business and decision-making processes, including strategy formulation, business development, planning, resource allocation, investment decisions, internal control and daily operations.

The core processes include:

C Define scope, context and risk criteria;

R Identify risks based on relevant, appropriate and up-to-date information;

A Analyse risks, taking into account risk sources, consequences, likelihood, specific events, scenarios, existing monitoring measures and their effectiveness;

F Evaluate and rank risks according to established criteria, and prioritize risk management activities;

W Develop and implement monitoring measures and mitigation plans.

風險管理流程

風險管理的關鍵在於流程整合，即將風險管理程序融入業務及決策流程之中，涵蓋策略制訂、業務發展、業務規劃、資源分配、投資決策、內部監控及日常營運。

核心流程包括：

C 確立範疇、背景及風險準則；

R 依據相關、適切及最新資訊識別風險；

A 分析風險，詳盡考量風險來源、後果、發生可能性、具體事件、情境演變，以及現有監控措施及其有效性；

F 依既定準則評估及分級風險，並制訂風險管理工作的優先次序；

W 制訂並推行監控措施及緩解計劃。

ADDRESSING CLIMATE CHANGE
應對氣候變化

Systematic Identification and Response to Climate Risks

Greenhouse gas emissions from human production and activities have caused a continuous rise in global average temperatures, and significant climate-related risks have emerged. In a "Current Trends" scenario, global average temperatures are projected to rise by approximately 3 to 4 degrees Celsius. Physical risks will have wider and more disruptive impacts compared to other scenarios. Risks such as extreme weather events including super typhoons may cause sudden impacts, directly damaging physical assets.

Physical climate risks may compromise the integrity of the Company's assets or affect service delivery. Suxin Services is headquartered in Suzhou City, Jiangsu Province, China. Located at the intersection of the Yangtze River Delta Plain and Taihu Lake Plain, Suzhou has a northern subtropical humid monsoon climate with extremely low frequency of earthquakes. The main natural disasters are flooding and tropical storms.

Transition risks arise from changes in policies, laws, technologies and markets, driven by increasing requirements for climate change mitigation and adaptation. They are risks associated with the transition to a lower-carbon economy. The Company must continuously engage with stakeholders and understand their expectations to ensure that transition plans enable compliance with regulatory changes, market structures, technological development or public expectations, thereby avoiding significant transition risks.

氣候風險的系統識別與因應

人類生產與生活活動排放的溫室氣體，導致全球平均氣溫持續上升，與氣候相關的重大風險已顯現。在「維持現狀」情境下，全球平均氣溫預計上升約攝氏 3 至 4 度，實體風險的影響將比其他情境更為廣泛且具破壞性。超強颱風等極端天氣風險可能引發突發性影響，直接損害實體資產。

實體氣候風險有可能損害公司資產完整性或影響服務供給。蘇新服務總部位於中國江蘇省蘇州市。蘇州地處長江三角洲平原與太湖平原交匯處，屬北亞熱帶濕潤季風氣候，地震發生頻率極低，主要自然災害為洪澇與熱帶風暴。

過渡風險源於政策、法律、技術及市場變化，因因應減緩及適應氣候變化的要求提高而產生，屬轉向更低碳經濟過程中的風險。本公司必須持續與利益相關方溝通並瞭解其期望，確保轉型計劃能符合監管變革、市場結構、技術發展或公眾預期等各項要求，以免公司陷入重大轉型風險。

In 2025, Suxin Services organized a professional team to conduct screening and assessment of potential risk sites, service processes and personnel one by one to identify climate risks. The scope covered office areas, operation sites, warehousing facilities, transportation routes and outdoor service links. Combining historical meteorological data and regional geographical features, the Company identified major natural disaster risks including lightning strikes, earthquakes, floods, snowstorms and strong winds, which were classified as general risks and integrated into the regular risk management system.

2025年，蘇新服務組織專業團隊，對各可能風險場所、服務流程及相關人員逐一進行篩選與評估，開展氣候風險識別工作。識別範疇涵蓋辦公區域、作業現場、倉儲設施、運輸路線及戶外服務環節。結合歷史氣象數據與區域地理特徵，最終識別出雷擊、地震、水災、雪災、大風等主要自然災害風險，並將其評定為一般風險等級，納入常規化風險管理體系。

The Company has developed standardized response strategies:

公司制訂了標準化因應策略：

Firstly, closely monitor climate change dynamics, obtain timely information on extreme weather through channels such as meteorological early warning platforms and government notifications, and transmit it to relevant positions and frontline personnel within the Company in a timely manner.

第一，密切追蹤氣候變化動態，透過氣象預警平台、政府通知等渠道及時獲取極端天氣資訊，並於內部第一時間傳達至相關崗位與第一線人員；

Secondly, establish emergency response plans for different disaster types, clarifying emergency organizational structures, response processes, personnel evacuation routes and post-disposal requirements, and regularly organize training and practical drills.

第二，建立針對不同災害類型的應急預案，明確應急組織架構、響應流程、人員疏散路線及善後處置要求，同時定期組織培訓與實戰演練，持續提升應急處置能力；

Thirdly, ensure adequate provision of emergency supplies including sandbags, emergency lighting, backup power supplies, first aid kits and anti-slip equipment, and establish a material inventory and replenishment mechanism.

第三，確保應急物資配備充足，包括沙袋、應急照明、備用電源、急救包、防滑設備等，並建立物資盤點與補充機制。

ADDRESSING CLIMATE CHANGE
應對氣候變化

Proactive Identification and Conversion of Climate Opportunities

Suxin Services recognises that climate change poses potential impacts to the long-term stable operation of the enterprise. In 2025, the Company systematically conducted identification and assessment of climate opportunities through climate scenario analysis, environmental factor identification, internal thematic reviews, etc., and integrated it into the environmental management system for ongoing control. The identified main opportunities include two areas: improvement of resource efficiency and application of clean energy. The former achieves cost savings through energy-saving technological transformation and intelligent energy management, while the latter explores green power procurement and energy storage technology applications to promote carbon emission reduction.

To convert the above opportunities into tangible benefits, the Company has established an energy consumption ledger covering major electricity and water consumption links. It has explicitly defined responsible departments, set quantifiable target indicators, and formulated detailed implementation plans and timeframes. This series of measures aims to seize the strategic window of low-carbon transition, convert climate challenges into development opportunities for cost reduction and efficiency enhancement, continuously improve resource utilization efficiency, and steadily optimize the energy structure.

氣候機遇的主動識別與轉化

蘇新服務認知到氣候變化對企業長期穩健運營構成潛在影響。2025 年，公司透過氣候情境分析、環境因素識別、內部專題評審等手段，系統開展氣候機遇識別與評估，並將其納入環境管理體系進行持續管控。識別出的主要機遇包括資源能效提升與清潔能源應用兩大領域：前者通過節能技術改造、智慧用能管理等手段實現成本節約；後者則探索綠色電力採購與儲能技術應用以推動碳減排。

為將上述機遇轉化為實際效益，公司已建立覆蓋主要用電、用水環節的能耗台帳，逐項明確責任部門、設定可量化的目標指標，並制訂詳細實施計劃與時間節點。該系列舉措旨在搶先把握低碳轉型的戰略窗口，將氣候挑戰轉化為降本增效的發展契機，持續提升資源利用效率，穩步優化能源結構。

From the perspective of operational benefits, reducing operating costs will directly improve the Company's profitability; from the perspective of compliance development, proactive carbon emission reduction helps avoid future increasingly stringent transition risks while enjoying policy dividends such as green credit and tax incentives; from the perspective of market competition, the green brand image will be strengthened, enhancing customer trust and tender qualifications; from the perspective of social responsibility, the Company practices the national "Dual Carbon" goals through practical actions. Through systematic identification and proactive actions, the Company is internalizing climate opportunities as a core driving force for sustainable development.

從經營效益看，降低營運成本將直接提升公司盈利水平；從合規發展看，主動減碳有助規避未來日趨嚴格的轉型風險，同時享有綠色信貸、稅收優惠等政策紅利；從市場競爭看，綠色品牌形象得以強化，有助提升客戶信任度與投標資質；從社會責任看，公司以實際行動踐行國家「雙碳」目標。透過系統識別與積極行動，公司正將氣候機遇內化為可持續發展的核心驅動力。

ENVIRONMENTAL RESPONSIBILITIES
履行環保職責

Suxin Services integrates green concepts into daily operations and long-term strategy. Through establishing a systematic environmental management system, implementing energy conservation and consumption reduction measures, strengthening pollution prevention and control, and exploring green service innovation, we strive to reduce our operational environmental footprint and support the national goal of "accelerating the comprehensive green transition of economic and social development and building a Beautiful China".

蘇新服務將綠色理念融入日常營運與長期戰略，透過構建系統化環境管理體系、推行節能降耗措施、強化污染防治以及探索綠色服務創新，致力降低自身營運的環境足跡，協同推進「加快經濟社會發展全面綠色轉型，建設美麗中國」的國家目標。

■ Improved System Establishment

Suxin Services adopts standardized and systematic management as its foundation, establishing an environmental management framework covering the entire business chain to ensure effective implementation of environmental responsibilities.

■ 完善體系構建

蘇新服務以標準化、體系化管理為基石，建立覆蓋全業務鏈條的環境管理框架，確保環境責任得到有效落實。

Alignment with International Standards and Establishment of Management System

The Company has established and maintained an environmental management system in strict accordance with ISO 14001:2015, centred on "environmental protection, pollution prevention, compliance and green development". The system systematically identifies environmental aspects and significant environmental aspects in operations, including wastewater, waste gas, noise, solid waste, energy and resource consumption. Clear environmental objectives, targets and management plans are formulated accordingly. Through this system, the Company achieves systematic control over compliant pollutant discharge, standardized hazardous waste disposal and energy conservation.

對標國際標準，構建管理體系

公司嚴格依據 ISO 14001:2015 標準建立並運行環境管理體系，以「環境保護、污染預防、合規守法、綠色發展」為核心。該體系系統識別公司營運中涉及的廢水、廢氣、噪音、固體廢棄物以及能源資源消耗等環境因素與重要環境因素，並據此建立明確的環境目標指標與管理方案。透過該體系，公司實現污染物達標排放、危險廢物規範處置及節能降耗工作的系統化管控。

Improved Internal Policies and Quantified Management Targets

To fully implement environmental management requirements, the Company has formulated and implemented a series of internal management systems, including the Pollution Control Procedure, Chemical Hazard Management Procedure and Energy and Resource Management Procedure. These procedures define processes and standards and set quantifiable binding targets, including but not limited to 100% lawful disposal rate of waste and zero environmental safety incidents such as fires.

Through a standardized environmental control system, the Company strictly controls pollutant emissions, improves resource and energy efficiency, maintains environmental compliance, practices green development and achieves coordinated growth between the enterprise and the environment.

健全內部制度，量化管理目標

為將環境管理要求落到實處，公司制訂並執行一系列內部管理制度，主要包括《污染控制程序》、《化學危險品管理程序》及《能源與資源管理程序》等。該等制度明確各項管理活動的流程與標準，並設定可量化的約束性目標，具體包括但不限於廢棄物合法處置率100%、杜絕火災等環境安全事故發生等。

透過構建規範化環境管控體系，公司嚴控各類污染物排放，提升資源能源利用效率，嚴守環保合規底線，以實際行動踐行綠色發展理念，實現企業與環境協同發展。

Energy Saving, Consumption Reduction and Efficiency Improvement

In daily operations, Suxin Services regards energy saving and consumption reduction as routine work, continuously reducing resource intensity through sustained technological innovation and management optimization.

The Company actively implements an integrated maintenance model that coordinates cleaning, greening and road maintenance to avoid resource waste from duplicated work. Meanwhile, grid management is adopted to provide refined and dedicated services in key areas, significantly improving the accuracy and effectiveness of resource input. In addition, the Company has established environmental emergency plans covering flood control, typhoon prevention, snow removal and other scenarios to ensure efficient and orderly resource allocation under extreme weather, balancing operational safety and energy conservation goals.

In terms of institutional development, the Company has systematically established energy and resource management policies with multidimensional requirements:

節能降耗增效

在日常營運中，蘇新服務將節能降耗視為常態化工作，透過持續技術創新與管理優化，不斷降低資源消耗強度。

公司積極推行一體化養護模式，將保潔、綠化、道路養護等多條線工作協同調度，避免重複作業帶來的資源浪費；同時實施網格化管理，對重點區域開展精細化、專管式服務，顯著提升資源投入的精準度與有效性。此外，公司亦建立涵蓋防汛防台、除雪等場景的環境應急預案，確保在極端天氣條件下能夠高效、有序調配資源，保障營運安全與節能目標協調統一。

在制度建設層面，公司已系統制訂能源資源管理制度，明確多維度管理要求：

ENVIRONMENTAL RESPONSIBILITIES
履行環保職責

- Setting energy consumption assessment indicators, assigning energy-saving responsibilities to departments and positions;

- 設定能耗考核指標，將節能責任分解至具體部門與崗位，形成全員參與的節能責任體系；

- Promoting energy-saving and water-saving products such as LED lighting and water-saving appliances to reduce resources consumption at source;

- 大力推廣 LED 燈具、節水器具等節能節水產品，從設備源頭降低資源消耗；

- Adopting energy-saving equipment and optimizing operation routes to reduce vehicle empty mileage;

- 積極採用節能設備，並透過優化作業路線有效減少車輛空駛里程；

- Introducing an AI dispatching system for intelligent scheduling to minimize ineffective operations.

- 引入 AI 調度系統實行智慧調度，精簡無效作業環節。

Driven by both technology and management, Suxin Services continuously promotes a green, low-carbon and efficient operation model while maintaining service quality.

透過上述技術與管理雙輪驅動的舉措，蘇新服務在保障服務品質的前提下，持續推動綠色、低碳、高效營運模式落地見效。

項目 Item	實施措施 Implementation Measures
目標制定 Objective Formulation	首先，由計財部組織公司各相關部門根據上一年業績，制定本年度的電、水、油、辦公用複印紙的節約目標，經管理者代表批准後，將節約目標納入公司管理目標及指標中進行管理。 First, the Finance Department organizes relevant departments to formulate annual conservation targets for electricity, water, oil and office copy paper based on the previous year's performance. Upon approval by the Management Representative, the conservation targets shall be integrated into the Company's management objectives and indicators for management. 其次，各部門負責人根據公司目標予以細化、分解，組織制定本部門的用電、用水、用油、用紙節約目標及相關措施對策；公司本部細化目標由運營部負責制定。 Second, the person in charge of each department refines and decomposes the Company's targets to formulate departmental targets for conservation of electricity, water, oil and paper, as well as relevant countermeasures. The refined targets for the Company Headquarters shall be formulated by the Operations Department.
目標實施 Objective Implementation	由計財部負責每月抄報、統計全公司當月用電、用水情況及當月目標達成情況，形成《用電情況月報》、《用水情況月報》。 The Finance Department is responsible for monthly recording and statistics of the Company's monthly electricity and water consumption as well as the progress of target achievement, forming the Monthly Electricity Consumption Report and Monthly Water Consumption Report. 由綜合部負責每月統計汽車用油情況及當月目標達成情況，形成《汽油消耗月報》。 The General Services Department is responsible for monthly statistics of vehicle fuel consumption and monthly target achievement, forming the Monthly Gasoline Consumption Report. 計財部應將所有月報在下月 10 日前提交給管理者代表。 The Finance Department shall submit all monthly reports to the Management Representative before the 10th day of the following month. 根據節約目標和計劃，有關部門負責人應根據需要製訂相應的管理規定或作業指導書，並經管理者代表批准後實施。 Based on the conservation targets and plans, the person in charge of the relevant departments shall formulate corresponding management regulations or operational instructions as needed, and implement them upon approval by the Management Representative.

ENVIRONMENTAL RESPONSIBILITIES
履行環保職責

Direct Energy Management

Direct energy consumption is mainly used for small-scale diesel power generation facilities and waste transfer trucks. The Company actively adopts digital technologies to improve energy management efficiency. Through the "Gaoxin District Urban Steward" platform, IoT monitoring and track playback are implemented for sanitation vehicles and cleaning staff, supporting real-time data display and alerts covering "people, tasks, assets and services". Integrated with GPS positioning and AI scheduling algorithms, the platform effectively optimizes operation routes, reducing fuel consumption and vehicle wear.

In addition, the Company promotes intelligent equipment such as unmanned sweepers to achieve closed-loop management of environmental operations through digital means.

In 2025, the Company's direct energy consumption was **5,543.32 MWh**, with a direct energy consumption intensity of **0.20 MWh** per 1,000 square meters.

直接能源管理

直接能源消耗主要用於小型柴油發電設施、垃圾中轉運輸車。公司積極利用數碼化技術提升能源管理效率。透過「高新區城市管家」平台，實現對環衛車輛、保潔人員的物聯網監控與軌跡回放，涵蓋「人、事、物、服」的實時數據展示與告警。該平台結合 GPS 定位與 AI 調度算法，可有效優化作業路徑，降低燃油消耗與車輛磨損。

此外，公司亦推廣使用無人清掃機器人等智能設備，以數碼化手段實現環境作業的閉環管理。

2025 年，公司直接能源消耗量為 **5,543.32 兆瓦時**，直接能源消耗密度為 **0.20 兆瓦時 / 千平方米**。

Indirect Energy Management

Indirect energy consumption mainly comes from public lighting systems, central air conditioning systems and other equipment. To reduce carbon emissions from electricity use, Suxin Services strictly complies with the Energy Conservation Law of the People's Republic of China and other national laws. In accordance with its internal Public Energy Consumption Management Procedure, the Company monitors energy consumption monthly, conducts regular comparison and analysis to ensure timely response to abnormal consumption.

In multiple "Care Stations", the Company strictly regulates the use of air conditioners, water dispensers, microwave ovens and other electrical appliances with

間接能源管理

間接能源消耗主要來自公共照明系統、中央空調系統及其他設備儀器。為降低電力消耗產生的碳排放量，蘇新服務嚴格遵守《中華人民共和國節約能源法》等國家法律法規，並根據內部政策《公共能耗管理規程》要求，按月統計能源消耗狀況，定期對能耗進行對比與分析，確保能耗出現異常時能夠及時跟進處理。

公司在多個已投用「愛心驛站」內，嚴格規範空調、飲水機、微波爐等電器使用管理，由專人負責開關時段，

dedicated staff controlling operating hours to avoid standby power loss. In managed office and residential properties, the Company enforces energy-saving rules: air conditioning temperature set at no lower than 26°C in summer and no higher than 20°C in winter, and maximizes natural lighting to reduce electricity use.

During the Reporting Period, the Company's electricity consumption was **62,441.63 MWh.**

避免長時間待機耗電。在管理的寫字樓、住宅等項目中，嚴格執行夏季空調溫度不低於 26 攝氏度、冬季不高於 20 攝氏度的節能規定，充分利用自然光減少照明用電。

報告期內，公司耗電量為 **62,441.63 兆瓦時。**

Water Resource Management

Suxin Services strictly complies with the Water Pollution Prevention Law of the People's Republic of China, Regulations on Urban Drainage and Wastewater Treatment and other regulations, and has established procedures including the Water Supply and Drainage System Operation Guidance to refine water management.

During the Reporting Period, all water used by the Company was from municipal supply, mainly for daily services, property use, office use, road washing, site washing and landscaping. There were no difficulties in water supply. Suzhou High-tech Zone has two water plants with a total supply capacity of 300,000 cubic meters per day, providing sufficient water resources.

The Company integrates water conservation into urban maintenance and property services. In road cleaning, it intelligently dispatches sprinklers and washing vehicles to avoid water waste. For landscaping, scientific irrigation is applied based on weather and soil moisture. Routine inspection and maintenance of water facilities are strengthened to eliminate leakage.

In 2025, the Company's water consumption was 545,328.37 cubic meters. Water consumption reached 19.73 cubic meters per thousand square meters, representing a year-on-year decrease compared with 2024. In 2026, the Company will further roll out and optimize water-saving initiatives, striving to maintain the downward trend of water consumption per unit area.

水資源管理

蘇新服務嚴格遵守《中華人民共和國水污染防治法》《城鎮排水與污水處理條例》等法律法規，制訂《給排水系統作業管理指導書》等制度，細化水資源管理。

報告期內，公司用水全部來自市政供水，主要用於日常服務、物業、辦公、道路清洗、站內清洗及綠化等，並無水源取得困難。蘇州高新區現有兩座自來水廠，總供水能力 30 萬立方米 / 日，水資源供應充足。

蘇新服務將節水管理貫徹於城市維護與物業服務各環節。道路保潔作業中透過智慧環衛平台精準調度灑水車，避免無效作業與水資源浪費。綠化養護方面推行科學灌溉制度。在各物業項目及愛心驛站加強用水設施日常巡檢維護，杜絕跑冒滴漏。

2025 年，公司用水量為 545,328.37 立方米，每千平方米耗水量為19.73立方米，均較2024年有所下降。2026年公司將進一步普及優化節水舉措，力爭延續單位面積耗水量的下降趨勢。

ENVIRONMENTAL RESPONSIBILITIES
履行環保職責

Strengthened Emission Control

Suxin Services regards environmental compliance as the foundation and bottom line of green management. We strictly abide by local laws, regulations and standards to ensure environmental impacts are controllable, and continuously improve environmental performance through process management and optimization.

Wastewater Discharge

Wastewater mainly consists of domestic sewage. The Company complies with discharge standards and implements a rain-sewage separation system, discharging rainwater to rivers and wastewater to municipal pipelines to avoid direct pollution. Leachate from waste compression at the Company's three waste transfer stations is treated by reclaimed water systems before discharge, without direct discharge or reuse.

Waste Gas Emissions

Main waste gases include nitrogen oxides, sulfur oxides and particulate matter from vehicle emissions. To reduce emissions and environmental impact, controls are applied at source and during operation:

- Source control: priority procurement of electric or hybrid vehicles to replace fuel vehicles.
- Process control: rational route planning and regular vehicle maintenance to reduce unnecessary fuel consumption.

In 2025, the Company's waste gas emissions were **3,204.76 kg.**

強化排放管控

蘇新服務將環境合規視為綠色管理的基礎與底線。我們嚴格遵守營運所在地法律法規及相關標準，確保企業營運對環境造成的影響維持在可控範圍，並透過流程管理與措施優化持續提升環境表現。

廢水排放

廢水主要來自生活污水。我們嚴格遵守排放標準，實行雨污分流排水體制，分別將雨水排入河道、污水接入市政管網，避免廢水直接進入河道造成污染。垃圾處理方面，公司三座垃圾集運中心產生的滲濾液經中水系統處理後排放，不直接排放或回用。

廢氣排放

廢氣主要為車輛產生的氮氧化物、硫氧化物及顆粒物。為進一步減少廢氣排放及環境影響，我們分別從源頭及使用過程實施管控：

- 源頭優先採用電動或混合動力車輛，以新能源交通工具替代傳統燃油車；
- 過程中合理規劃行車路線、定期保養車輛，減少不必要燃油消耗與廢氣排放。

2025 年，蘇新服務廢氣排放量為 **3,204.76 千克。**

Greenhouse Gas Emissions

Suxin Services' operations include urban services, commercial property management, residential property management and property leasing. Property management, as the largest segment, is the main source of GHG emissions from energy use.

With reference to national policies (Energy Conservation Law, Carbon Peaking Action Plan before 2030), local policies (Suzhou Carbon Peaking Implementation Plan), HKEX ESG Guide and ISO 14064 standards, the Company has set medium-to-long term targets: continuously promote energy saving and carbon reduction, and achieve a 20% reduction in carbon emission intensity by 2030 compared with 2021, supporting national "Dual Carbon" goals.

To achieve the targets, the Company adopts multiple measures:

(1) Promote new energy vehicles to gradually replace fuel sanitation vehicles;

(2) Carry out energy-saving retrofits including LED lighting and high-efficiency equipment;

(3) Intelligent management via GPS and AI scheduling to reduce unnecessary energy use;

(4) Regular GHG accounting and disclosure in the annual ESG report.

In 2025, total GHG emissions from the Company's mainland operations were 34,859.9 tCO_2e.

- Purchased electricity (Scope 2): 33,506.18 tonnes, accounting for 96.11%;
- Fossil fuel combustion and refrigerants (Scope 1): 1,353.72 tonnes, accounting for 3.89%.

溫室氣體排放

蘇新服務業務包括城市服務、商業物業管理、住宅物業管理及物業租賃服務。物業管理作為最大營運板塊，其能源消耗為溫室氣體主要來源。

參照國家《節約能源法》《2030年前碳達峰行動方案》、地方《蘇州市碳達峰實施方案》，以及香港聯交所 ESG 指引、ISO 14064 系列標準，公司制訂中長期節能減排目標：持續推動節能降碳、探索新能源應用，至 2030 年，碳排放強度較 2021 年下降 20%，助力國家「雙碳」目標。

為實現目標，公司實施多項配套管理措施：

(1) 推廣新能源車輛，逐步替換燃油環衛車，減少直接排放；
(2) 設備節能改造，推廣 LED 照明及節能設備，降低電力消耗；
(3) 智慧化管理，透過 GPS、AI 調度系統優化作業路線，減少無效能耗；
(4) 數據監測與披露，定期核算溫室氣體排放數據，並納入年度 ESG 報告披露。

2025年，公司內地業務溫室氣體排放總量為 34,859.9 噸二氧化碳當量。

- 外購電力排放：33,506.18噸，佔總排放量約96.11%；
- 化石燃料燃燒及物業製冷劑（範圍1）：1,353.72 噸，佔 3.89%。

ENVIRONMENTAL RESPONSIBILITIES
履行環保職責

項目 Item	單位 Unit	2025
範圍 1 直接溫室氣體排放[3] 3Scope 1 Direct Greenhouse Gas Emissions	公噸二氧化碳當量 Tonnes of CO_2e	1,353.72
範圍 2 間接溫室氣體排放[4] 4Scope 2 Indirect Greenhouse Gas Emissions	公噸二氧化碳當量 Tonnes of CO_2e	33,506.18
總溫室氣體排放 Total Greenhouse Gas Emissions	公噸二氧化碳當量 Tonnes of CO_2e	34,859.9
排放密度(範圍 1 和範圍 2)[5] 5Emission Intensity (Scope 1 & 2)	公噸二氧化碳當量 / 千平方米 Tonnes of CO_2e / 1,000 sq.m.	1.26

[3]範圍一：溫室氣體排放來源包括固定源（電力裝置除外）燃燒燃料用以產生電力、熱能或蒸氣時之排放，例如非外包員工食堂瓦斯爐、鍋爐等、公務車輛燃燒燃料，以及使用冷凍、空調設備與滅火系統時釋放之氫氟碳化物、全氟化碳及其他逸散性排放。

[4]範圍二：間接溫室氣體排放主要為外購電力所產生，採用國家電網平均排放因子計算。

[5]排放密度：以報導期各期間在管物業面積作為分母計算。

Solid Waste Discharge

In relation to waste disposal, waste generated from the Group's property management operations mainly consists of domestic waste from office areas, leachate from waste compression, and office waste such as paper and ink cartridges. To effectively manage waste, we have established a Waste Management Policy that clearly defines targeted disposal requirements and operating guidelines for different types of waste by category.

For domestic waste, we actively implement the requirements under the Domestic Waste Sorting Guidelines and disseminate waste sorting knowledge to employees, customers and other stakeholders through diversified promotion and training.

For office waste, we classify and distinguish solid waste and hazardous waste and formulate corresponding control measures. We reduce waste generation by enhancing the rational use of office assets. In daily management, we promote electronic approval and electronic archiving to reduce the consumption of paper, ink cartridges and other consumables.

In 2025, the Company generated 12,987 tonnes of non-hazardous waste and 0.8 tonne of hazardous waste, all of which were disposed of by qualified third-party contractors.In 2026, the Company will continue to optimize resource utilization efficiency and strive to reduce waste emissions based on the 2025 baseline.

固體廢棄物排放

在廢棄物排放方面，蘇新服務於物業管理營運過程中產生的廢棄物主要為辦公區產生的生活垃圾、垃圾壓縮產生的滲濾液，以及紙張、墨盒等辦公廢棄物。為對廢棄物實施有效管理，我們已制訂《廢棄物管理制度》，以分類形式明確界定各類廢棄物的專項處理要求及操作指引。

針對生活垃圾，我們積極落實《生活垃圾分类工作指引》相關要求，並透過多元化宣導及培訓，向員工、客戶等相關方傳遞垃圾分类知識。

針對辦公廢棄物，我們將固體廢棄物與危險廢棄物分類區分，並制訂對應管控措施。公司上線客服中心營運系統，實行 24 小時電話接聽及線上流程處理，減少紙質文件傳閱及打印需求。推廣電子審批、電子存檔，鼓勵雙面打印、廢紙再利用等節約行為。

2025 年，公司產生無害廢棄物 12,987 噸、有害廢棄物 0.8 噸，均委託專業第三方機構處置。 2026年，公司將持續優化資源使用效率，力爭在2025 年基准上減少廢棄物的排放。

UPHOLDING PARTY BUILDING LEADERSHIP
堅持黨建引領

As a state-owned holding property service enterprise, Suxin Services has always adhered to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, thoroughly implemented the spirit of the 20th National Congress of the Communist Party of China, firmly grasped the general requirements for Party building in the new era, and continuously promoted the deep integration of Party building and enterprise development. In 2025, the Company's Party Committee exerted sustained efforts in corporate governance, ideological development, work style improvement, and social responsibility, giving full play to the leading role of Party building and injecting strong "red momentum" into the high-quality development of the enterprise.

作為國有控股的物業服務企業，蘇新服務始終堅持以習近平新時代中國特色社會主義思想為指導，深入貫徹落實黨的二十大精神，牢牢把握新時代黨的建設總要求，持續推動黨建工作與企業發展深度融合。2025 年，公司黨委在公司治理、思想建設、作風建設、社會責任等方面持續發力，充分發揮黨建引領作用，為企業高質量發展注入了強大的「紅色動能」。

Upholding Integrity and Discipline

The Company's Party Committee continuously carried out "Study and Education on the Spirit of the Eight-Point Guideline of the Central Committee", adhered to problem orientation, and promoted the integrated advancement of "learning, inspection and rectification" in the same direction. Through self-examination and correction, Party secretaries giving lectures, and on-site warning education, it continuously tightened the "master switch" of ideology for Party members and cadres, forging an excellent work style.

The Company insisted that the leading group take the lead in fulfilling the "dual responsibilities for one post", signing the Responsibility Letter for Party Style and Clean Government Construction at the beginning of the year. All management and staff signed the Commitment to Integrity in Practice, ensuring the transmission of responsibilities at all levels without compromise. The achievements of study and education were consolidated to ensure that discipline requirements were deeply rooted in minds. All Party members and cadres were required to maintain a strict tone, strict measures, and strict atmosphere for a long time, consciously strengthen integrity and self-discipline, carry forward the fine style of hard work, and resolutely resist "holiday corruption".

In 2025, no violations of discipline or law occurred in the Company. The awareness of integrity and self-discipline among Party members and cadres was significantly enhanced, and a

正風肅紀

公司黨委持續開展「深入貫徹中央八項規定精神學習教育」，堅持問題導向，推動「學查改」一體推進、同向發力。透過自查自糾、書記講黨課、實地警示教育等方式，持續擰緊黨員幹部的思想「總開關」，鍛造過硬作風。

公司堅持領導班子帶頭履行「一崗雙責」，於年初簽署《黨風廉政建設責任書》。管理人員、員工簽署廉潔從業承諾書全覆蓋，確保責任層層傳導、不打折扣。鞏固拓展深入貫徹中央八項規定精神學習教育成果，確保紀律要求入腦入心。要求全體黨員幹部要把嚴的基調、嚴的措施、嚴的氛圍長期堅持下去，自覺強化廉潔自律意識，發揚艱苦奮鬥的優良作風，堅決抵制「節假日腐敗」。

2025 年，公司未發生任何違紀違法事件，黨員幹部廉潔自律意識顯著增強，企業風清氣正的政治生態不斷鞏固。作風建設的長效機制逐步完善，形成了「不想腐、不能腐、不

clean and upright political ecosystem was continuously consolidated. The long-term mechanism for work style improvement was gradually improved, forming a positive atmosphere of "not daring to corrupt, not able to corrupt, and not wanting to corrupt", providing a solid disciplinary guarantee for the healthy development of the Company.

敢腐」的良好氛圍，為公司健康發展提供了堅實的紀律保障。

Promoting Practice through Learning

Suxin Services always puts political development first and continuously strengthens the theoretical armament of Party members and cadres. The Party Committee regards theoretical study as an important means to improve political judgment, comprehension and execution, establishing and improving a normalized learning mechanism. In 2025, the Party Committee organized systematic study of authoritative theoretical works such as Xi Jinping: The Governance of China (Volume V), combining independent study with group discussions, online learning with offline exchanges, and held over 10 learning activities in total. By reading original works, learning original texts, and understanding principles, Party members and staff were guided to strengthen their ideals and beliefs in learning, thinking, and practice, and fulfill their original mission through hard work.

To further enhance the pertinence and effectiveness of Party spirit education, the Party Committee focused on innovating educational carriers and enriching forms. In August 2025, all Party members were organized to conduct on-site teaching at the "1+4" Training Base for Grassroots Social Governance in Loufeng Subdistrict. In the immersive classroom, Party members gained in-depth insights into advanced grassroots governance experience and drew wisdom from vivid cases; in the integrity and diligence culture exhibition area, they experienced the value of integrity and diligence for the people, further tempering their Party spirit. In September of the same year, all Party members and service centers collectively watched the grand military parade, receiving profound patriotic education and spiritual baptism, which further inspired the fighting spirit to remember history and forge ahead.the immersive classroom, Party members gained in-depth insights into advanced grassroots governance experience and drew wisdom from vivid cases; in the integrity and diligence culture exhibition area, they experienced the value of integrity and diligence for the people, further tempering their Party spirit. In September of the same year, all Party members and service centers collectively watched the grand military parade, receiving profound patriotic education and spiritual baptism, which further inspired the fighting spirit to remember history and forge ahead.

以學促幹

蘇新服務始終把政治建設擺在首位，持續加強黨員幹部的思想理論武裝。公司黨委堅持將理論學習作為提升政治判斷力、政治領悟力、政治執行力的重要抓手，建立健全常態化學習機制。2025 年，公司黨委組織黨員系統學習《習近平談治國理政（第五卷）》等權威理論著作，採取自主學習與集中研討相結合、線上學習與線下交流相補充的方式，累計開展各類學習活動 10 餘次。透過讀原著、學原文、悟原理，引導黨員職工在學思踐悟中堅定理想信念，在奮發有為中踐行初心使命。

為進一步增強黨性教育的針對性和實效性，公司黨委注重創新教育載體，豐富教育形式。2025 年 8 月，公司組織全體黨員赴婁葑街道基層社會治理「1+4」實訓基地開展現場教學活動。在實境課堂中，黨員們深入了解基層治理的先進經驗，從生動案例中汲取智慧力量；在廉勤文化展區，大家透過沉浸式體驗，深刻感悟廉潔奉公、勤政為民的價值追求，進一步淬煉了黨性修養。同年 9 月，公司組織全體黨員及各物業服務中心集中觀看盛大閱兵儀式。透過觀看閱兵，全體人員接受了一次深刻的愛國主義教育和

UPHOLDING PARTY BUILDING LEADERSHIP
堅持黨建引領

■ Integrating with Core Business

Led by Party building, Suxin Services deeply integrated Party work with property services, giving full play to the exemplary role of Party members. In 2025, Party members actively contributed in key posts such as safety production, investment promotion, and property services, demonstrating a strong sense of responsibility and mission. The reform of "Red Property Management" was deepened to cultivate the "Dynamic Homeland" Party building brand. Cooperating with subdistricts and communities, the Company promoted the "Begonia Red · Happy Home" initiative and established the "Suxin Office · Enterprise Navigator" government-enterprise service station, turning grassroots governance "nerve endings" into frontline positions for serving the people. By leveraging the exemplary role of Party members, the Company effectively solved governance challenges, bridged the "last 100 meters" in serving enterprises, and comprehensively improved comprehensive service efficiency.

■ 融合主業

蘇新服務堅持以黨建為引領，推動黨建工作與物業服務深度融合，充分發揮黨員的先鋒模範作用。2025年，公司黨員在安全生產、招商引資、物業服務等關鍵崗位上積極作為，展現出強烈的責任感和使命感。持續深化「紅色物業」改革，著力培育「新動家園」黨建品牌。聯動街道社區推進「海棠紅·幸福里」建設，設立「蘇新辦·企航家」政企服務站，將基層治理的「神經末梢」打造為服務民生的前沿陣地。透過發揮黨員先鋒模範作用，公司有效破解治理難題，打通服務企業的「最後一百米」，全面提升綜合服務效能。

In voluntary services, the Party Committee joined hands with regional sectors and kindergartens to organize voluntary tree-planting activities, with Party members taking the lead to practice green development. Party members in the municipal team dedicated themselves to their posts, adding luster to beautiful homes with craftsmanship, and holding high the Party flag at the forefront of serving the people.

In 2025, under the leadership of Party building, Suxin Services achieved remarkable results and won numerous honors: provincial honor of "Jiangsu Province Enterprise Abiding by Contracts and Valuing Credit"; municipal honors including "2024 Five-Star Member Unit of Suzhou Property Management Association", "2024 Excellent Publicity Unit", "Industry Public Welfare Fashion Award" and "Outstanding Contribution Award" for the 30th Anniversary of Suzhou Property Management Association; district-level honors including "6th Place in 2025 Suzhou High-tech Zone Property Service Standardization Evaluation" and "3rd Place in 2025 Suzhou High-tech Zone Property Service Standardization Evaluation for Projects Over 10 Years (Mingcheng Garden)".

In the future, Suxin Services will continue to uphold Party building as the overarching principle, consolidate the achievements of thematic education, promote deep integration of Party building with corporate governance, business development and social responsibility, enhance the effectiveness of Party building, strive to build a Party building brand with Suxin characteristics, continuously stimulate internal motivation, improve core competitiveness, and compose a new chapter of high-quality development for state-owned enterprises.

此外，在志願服務方面，公司黨委聯動區域板塊、幼兒園共同開展志願植樹活動，黨員帶頭參與，身體力行踐行綠色發展理念，讓綠意在城市根脈中流淌。市政團隊的黨員立足崗位，以匠心精神為美好家園增色添彩，讓黨旗在為民服務一線高高飄揚。

2025年，蘇新服務在黨建引領下，各項工作成效顯著，獲得了多項榮譽：榮獲「江蘇省守合同重信用企業」省級榮譽，榮獲「2024 年度蘇州市物業管理協會五星會員單位」「2024 年度優秀宣傳單位」「蘇州市物業管理協會三十華誕行業公益風尚獎」「蘇州市物業管理協會三十華誕卓越貢獻單位」等多項市級榮譽，榮獲「2025 年度蘇州高新區物業服務規範化評價企業第六名」「2025 年度蘇州高新區物業服務規範化評價商品房交付年限 10 年以上項目第三名（名城花園）」等多項區級榮譽。

未來，蘇新服務將繼續堅持以黨的建設為統領，持續鞏固主題教育成果，推動黨建工作與公司治理、業務發展、社會責任深度融合，提升黨建工作實效，努力打造具有蘇新特色的黨建品牌，不斷激發內生動力，提升核心競爭力，譜寫國有企業高質量發展的新篇章。

DELIVERING QUALITY SERVICES
鑄就精品服務

Suxin Services always regards service quality as the lifeline of corporate survival and development. During the Reporting Period, the Company deeply practiced the customer-centric service philosophy. Through a multi-pronged approach including establishing a standardized management system, strengthening service process control, and improving employee professionalism, the Company continuously promoted service quality upgrading.

蘇新服務始終將服務品質視為企業生存與發展的生命線。報告期內，公司深刻踐行「以客戶為中心」的服務理念，透過構建標準化管理體系、強化服務過程管控、提升員工專業素養等多維度舉措，持續推動服務品質升級。

The Company is committed to the deep integration of refined management and people-oriented services, achieving remarkable results in ensuring customer safety, responding to customer demands, and enhancing living and office experience. It has continuously consolidated and enhanced the brand reputation and market competitiveness of Suxin Services, and strived to become a service model for urban better life with craftsmanship.

公司致力於將精細化管理與人性化服務深度融合，在保障客戶安全、回應客戶訴求、提升居住與辦公體驗等方面取得顯著成效，不斷鞏固並提升「蘇新服務」的品牌美譽度與市場競爭力，以匠心精神鑄就城市美好生活的服務典範。

■ Strengthening Standard Leadership

Suxin Services believes that standardization is the cornerstone of improving service quality and achieving scaled development. Taking certification as an important measure, the Company continuously improved its quality management system, enhanced product competitiveness and service appeal, and ensured service standards were effectively implemented at every project and every service touchpoint through quantified objectives and closed-loop management mechanisms.

The Company strictly follows the seven principles of ISO 9001:2015: customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making, and relationship management, establishing a scientific and rigorous quality management closed loop.

A four-level documentation system covering quality manual, procedures, work instructions and records was

■ 深化標準引領

蘇新服務堅信，標準化是提升服務品質、實現規模化發展的基石。公司以貫標工作為重要抓手，持續完善品質管理體系，不斷提升產品競爭力與服務吸引力，並透過量化目標與閉環管理機制，確保服務標準在每一個項目、每一個服務接觸點上得到有效執行。

公司嚴格遵循ISO　9001:2015品質管理體系七大原則，即「以顧客為關注焦點、領導作用、全員積極參與、過程方法、改進、循證決策、關係管理」，構建並運行一套科學、嚴謹的品質管理閉環。

公司建立涵蓋品質手冊、程序文件、作業指導書及記錄表單的四級文件體系，對服務產品全生命周期實行規

established to regulate the full life cycle of services. By clarifying responsibilities, authorities and interfaces among departments, the Company achieved precise identification and effective control of service processes, ensuring a 100% process control rate.

Meanwhile, the Company implemented customer satisfaction surveys, internal audits, management reviews, non-conformity control, and corrective and preventive actions to form a closed loop. One internal audit and one management review were conducted annually, with a 100% closed-loop rate for non-conformity rectification.

During the Reporting Period, the Company set clear service targets in accordance with the Management Manual, including: customer satisfaction ≥ 95%, complaint handling rate 100%, on-time maintenance response rate 98%.

To achieve these targets, supporting procedures were formulated including Customer Communication Procedure, Customer Complaint Handling Procedure, and Communication and Reporting Management Procedure, forming a three-in-one service control system of "Standard + Process + Assessment". This eliminated process barriers and operational differences, stabilized and continuously improved service quality, and provided a replicable, high-quality management model for scaled development.

Focusing on Customer Concerns

Suxin Services views customer demands as valuable momentum for service improvement. Through a multi-channel complaint platform and a "response upon receipt" rapid response mechanism, the Company ensures every customer request is addressed timely and effectively, honoring the commitment of "Service First".

A full-dimensional complaint system was established combining dedicated hotlines + official online platforms. Complaint hotlines were set up at the Company and each service center and publicly displayed. The Company also fully connected and efficiently handled feedback from multiple official channels including 12345 Hotline,

範化管理。透過明確各部門職責、權限與介面，公司實現服務過程的精準識別與有效管控，確保過程受控率達100%。

同時，公司實施顧客滿意度調查、內部審核、管理評審、不合格品控制、糾正預防措施，形成閉環管理。每年開展內部審核 1 次、管理評審 1 次，不合格項整改閉環率100%。

報告期內，公司依據《管理手冊》設定清晰的服務目標，包括：顧客滿意度達95%以上、投訴處理率100%、用戶報修處理及時率達 98% 等關鍵績效指標。

為達成上述目標，公司配套制定《顧客溝通程序》《顧客投訴處理程序》《溝通報告管理程序》等一系列制度文件，構建「標準 + 流程 + 考核」三位一體服務管控體系，形成良性循環，進一步明確以統一服務與產品標準規範為核心的工作方向，旨在消除流程壁壘與操作差異，穩定並持續提升服務品質，為公司規模化發展提供可複製、高品質的服務管控模板。

聚焦客戶關切

蘇新服務視客戶訴求為改進服務品質的寶貴動力，透過建立健全多渠道投訴溝通平台與「接訴即辦」快速響應機制，確保客戶每一項需求均能得到及時、有效的回應與解決，以實際行動踐行「服務至上」的承諾。

在客戶投訴渠道建設方面，公司構建「線下專屬電話 + 線上官方平台」的全維度投訴渠道體系。一方面，公司及各物業服務中心均設立專屬顧客投訴電話，並在項目顯著位置統一公示；另一方面，公司全面對接並高效處理來自12345 便民服務熱線、寒山聞鍾、市數字城

DELIVERING QUALITY SERVICES
鑄就精品服務

Hanshan Wenzhong Forum, Municipal Digital City Management Platform, District PDA, WeChat Official Account, Mayor's Mailbox, Party Secretary Mailbox and Leadership Mailbox.

Such full coverage ensures customers can conveniently express demands, supporting timely detection and resolution of service issues.

In implementing "response upon receipt", the Company strictly followed the Customer Complaint Handling Procedure with graded response standards:

• 12345 & Hanshan Wenzhong: response within 24 hours

• Mayor & Secretary Mailbox: emergency response within 2 hours

The Internal Control Department serves as the unified hub to receive external orders and quickly dispatch to project managers via instant tools. Responsible projects must complete handling, reply and customer follow-up within the time limit. The Internal Control Department supervised the whole process and assessed delays or prevarication. A complete closed-loop mechanism was formed: Receipt → Dispatch → Handling → Reply → Return Visit → Assessment.

During the Reporting Period, the Company received 1,548 complaints, with 100% handling rate, resolution rate and satisfaction rate, demonstrating strong accountability and execution in customer complaint management.

In customer privacy protection, the Company integrated privacy concepts into the entire complaint process. Specific rules were formulated for sensitive data such as name, phone and address. All privacy-related forms were kept by designated staff in locked cabinets, with full-process registration from collection to filing and destruction. Unauthorized access, copying or dissemination was strictly prohibited. Relevant staff signed privacy protection commitments with clear responsibili-

管平台、區城管 PDA 終端、官方微信公眾號、市長信箱、市委書記信箱及領導信箱等多個官方平台的客戶反饋。

此類多渠道、全覆蓋布局，確保不同習慣的客戶均可便捷表達訴求，為公司第一時間獲取並處理服務問題提供堅實保障。

在「接訴即辦」落實上，公司嚴格執行《顧客投訴處理程序》，針對不同來源投訴制定分級即時響應標準：

• 12345 與寒山聞鍾工單要求 24 小時內響應

• 市長及書記信箱等渠道投訴要求 2 小時內緊急響應

公司內控部作為統一歸口，負責接收各類外部工單，並透過即時通訊工具迅速派發至項目負責人。責任項目須在規定期限內完成問題處理、結果回覆與客戶回訪/驗證，內控部全程跟蹤督辦，並對超期、推諉等情形實施考核問責。由此，公司形成「接收—派發—處理—回覆—回訪—考核」的完整閉環運行機制。

報告期內，公司共接獲投訴 1548 起，投訴處理率、解決率及滿意率均維持 100%，體現公司在客訴管理方面的高度責任感與卓越執行力。

在嚴格保護客戶隱私方面，公司將隱私保護理念深度融入投訴處理全流程。針對處理過程中接觸的客戶姓名、聯繫電話、居住信息等敏感數據，公司制定專屬管理規範，要求所有涉及客戶隱私的單據（如《客戶投訴登記一覽表》《客戶投訴處理單》）均實行專人保管、專櫃存放，並建立從領用、歸檔到銷毀的全流程登記

ties and penalties, and received regular training. These measures effectively prevented privacy leakage, protected legitimate rights and interests, and strengthened customer trust.

制度，嚴禁無關人員查閱、複製或傳播。此外，相關工作人員須簽署隱私保護責任狀，明確崗位職責與違規處罰標準，並定期接受專項培訓。

Building a Strong Safety Line

Suxin Services always prioritizes the life and property safety of customers and owners. Relying on a sound organizational structure, strict management systems and intelligent technologies, the Company built a comprehensive and three-dimensional safety network, contributing to social stability as a state-owned enterprise.

Organization and System

The Company established a Work Safety Leadership Group headed by the principal person in charge, with a safety management office and full-time safety officers responsible for system implementation, hazard investigation, training and emergency coordination. A clear and efficient safety management network was formed.

In accordance with the performance management rules, the Company conducted annual safety assessments to fully implement the responsibilities of the first responsible person, all staff, prevention, basic management and emergency response.

During the Reporting Period, the revised work safety responsibility certificates were signed level by level from Chairman to frontline staff, achieving full coverage. New procedures such as Work Guidelines for Typhoon and Flood Control (effective September 24, 2025) were issued to refine safety protocols.

築牢安全防線

蘇新服務始終將客戶及業主的生命財產安全置於首位，依託健全的組織架構、嚴格的管理制度及智慧化技術手段，構建全方位、立體化的安全防護網，為社會大局平安穩定貢獻國企力量。

組織制度

在組織保障與制度體系方面，公司成立安全生產領導小組，由企業主要負責人任組長、安全分管領導任副組長，其他分管領導、職能部門及分/子公司負責人、區域經理為組員，全面統籌安全生產工作。領導小組下設安全管理辦公室，配備專職安全管理人員，具體負責制度落實、隱患排查與督促整改、安全教育培訓及應急協調等職能，形成職責清晰、運行高效的安全管理網絡。

以落實企業安全生產主體責任為目標，依據《蘇新美好生活服務股份有限公司績效考核管理辦法（試行）》，公司每年組織安全考核，全面落實第一責任人責任、全員崗位責任、安全防控責任、基礎管理責任及應急處置責任。

報告期內，公司年初即修訂完善安全生產責任書內容，並組織由董事長至基層員工自上而下逐級簽署，實現安全責任簽訂全員覆蓋，層層壓實各崗位安全生產職責。同時，公司新增《物業防台防汛作業指導書》（2025 年 9 月 24 日實施）等文件，持續細化完善安全操作規程。

DELIVERING QUALITY SERVICES
鑄就精品服務

Regular Mechanism

The Company strictly implemented national and local safety requirements and established a regular safety management mechanism. Safety promotion and training were conducted regularly to enhance awareness. The duty system was strictly enforced, especially during holidays and extreme weather. Hazard investigation and closed-loop rectification were strengthened.

Intelligent technologies including smart fire systems and AI cameras were promoted to enable real-time risk monitoring and early warning.

常態機制

在安全管理體系與工作措施方面，公司嚴格落實國家及地方安全管理要求，建立完善的安全管理常態機制。為保障客戶人身健康安全，常態化開展安全宣傳與教育培訓，持續提升客戶及員工安全防範意識。嚴格落實值班值守制度，尤其在節假日及極端天氣期間，紮實做好應急備勤工作。日常運營中，強化隱患排查與閉環整改，及時消除各類安全風險。

同時，積極擁抱科技賦能，推廣智慧消防工程及 AI 智能攝像頭等智慧安防系統，依託信息化手段實現風險實時監測與預警。

Supervision and Inspection

The Company attached great importance to daily safety inspections. During the Reporting Period, leading members conducted 9 safety inspections, safety departments carried out 499 routine inspections, and 1,317 hazards were investigated and rectified.

Special inspections were carried out on key risks such as electric vehicle hazards and "nine small places", building a comprehensive safety line with full closed-loop rectification.

監督檢查

公司高度重視日常安全巡檢與監督檢查工作，常態化排查各類安全隱患。報告期內，各級班子成員深入一線組織安全檢查共 9 次，各級安全職能部門開展日常巡查 499 次，累計排查並整改隱患 1317 處。

此外，公司聚焦電動自行車安全隱患全鏈條整治、「九小場所」等關鍵風險點，針對性開展專項安全檢查，全方位築牢安全防線，實現隱患整改閉環管理。

COMPLIANCE OPERATION AND DEVELOPMENT
合規經營發展

Suxin Services integrates compliance management, risk prevention and control, and integrity construction throughout its entire operation. During the Reporting Period, the Company continuously improved its supplier full-life cycle management system and established an open, fair and impartial procurement environment through institutional constraints and process supervision. Meanwhile, the Company actively promoted information construction and data security protection to provide digital support for efficient and stable operations. With solid compliance bottom lines and robust risk management, the Company ensures steady long-term development and sustainable growth.

蘇新服務將合規管理、風險防控與廉潔建設貫穿於企業營運全過程。報告期內，公司持續完善供應商全生命周期管理體系，並透過制度約束與過程監督，構建公開、公平、公正的採購環境。同時，公司積極推進信息化建設與數據安全保護，為業務高效穩健營運提供數碼化支撐，以堅實的合規底線與穩健的風險管理，保障企業行穩致遠，實現可持續發展。

Strengthening Supply Chain Management

Suxin Services regards supply chain management as a key part of operational control and social responsibility fulfillment. By establishing a sound supplier management system, the Company extends compliance requirements, integrity standards and ESG considerations to the upstream supply chain, striving to build a responsible and sustainable supply chain ecosystem with partners.

In terms of supplier management systems and processes, the Company established and continuously improved a full-life cycle system covering a closed-loop process of admission, approval, evaluation and withdrawal. During the Reporting Period, the Company revised the Procurement Management System and Detailed Rules for Procurement Management of Suxin Better Life Services Co., Ltd., which came into effect on August 5, 2025, further standardizing procurement practices. A two-level approval mechanism was adopted for supplier admission, with 510 approvals completed during the year. Suppliers were graded A, B, C, D based on quality, contract performance, delivery, after-sales service and pricing. Annual evaluations were conducted for all 510 suppliers, with clear exclusion criteria for D-rated, twice C-rated, non-cooperative or seriously defaulting suppli-

強化供應管理

蘇新服務將供應鏈管理作為企業營運管控與履行社會責任的重要環節，透過建立完善的供應商管理體系，將合規要求、廉潔標準及 ESG 考量延伸至供應鏈前端，致力與合作夥伴共同構建負責任、可持續的供應鏈生態。

在供應商管理制度與流程方面，公司建立並持續完善全生命周期供應商管理體系，涵蓋準入、審批、評估及退出的閉環流程。報告期內，公司修訂《蘇新美好生活服務股份有限公司採購管理制度》及《蘇新美好生活服務股份有限公司採購管理實施細則》，並於 2025 年 8 月 5 日正式實施。在供應商準入與審批環節，公司實行兩級授權審批機制，全年完成審批 510 次。在供應商評估環節，公司推行分級考核模式，依據評審平均分將供應商劃分為 A、B、C、D 四個等級。報告期內，公司對 510 家合作供應商完成年度評價，並制定明確退出標準。報告期末，公司合格供應商名錄共計510 家。

COMPLIANCE OPERATION AND DEVELOPMENT
合規經營發展

ers. At the end of the Reporting Period, the qualified supplier list included 510 enterprises.

The 2025 year-end re-evaluation was conducted from November to December covering all 510 suppliers with over one year of cooperation. A multi-dimensional weighted scoring method was adopted: procurement department (quality 35%, price 15%) and user department (project management 35%, after-sales 15%). The pass rate (Grade A ≥90) was 88%. No supplier was removed due to low scores or serious violations. The re-evaluation achieved survival of the fittest and supported the annual procurement strategy.

For supply chain ESG risk control, environmental and social factors were formally included in supplier selection. Environmental compliance and green performance were key indicators in public bidding and competitive negotiations to extend green requirements upstream. Socially, the Company focused on labor rights, occupational health and safety, and social responsibility, requiring OHSAS certification, audited financial reports and tax/social insurance payment records to prevent labor risks and protect workers' rights.

在供應商年終複評方面，2025 年度年終複評於 11 月至 12 月集中開展，覆蓋所有合作滿一年且發生實際採購業務的 510 家供應商。複評採用多維度加權評分法，由使用部門與採購部門聯合打分。複評結果顯示，供應商通過率（A 級≥90 分）為 88%，無供應商因低於 60 分或嚴重問題被移出名錄。年終複評全面复盘供應商年度表現，實現優勝劣汰，並為下一年度採購策略制定提供數據支撐。

在供應鏈 ESG 風險管控方面，公司已將環境與社會因素明文納入供應商選擇標準。環境因素上，於公開招標或競爭性談判中將環境合規與綠色績效作為核心指標，將環境管理要求延伸至供應鏈前端。社會因素上，重點關注勞工權益、職業健康安全及社會責任履行情況，將職業健康安全管理體系認證作為核心指標，並要求候選供應商提供近期經審計財務報告及近三個月依法納稅與社保繳納憑證，防範用工風險，保障勞動者合法權益。

Upholding Integrity

Suxin Services has zero tolerance for corruption in any form. Through improving supervision mechanisms and strengthening integrity education, the Company built a risk prevention system covering internal staff and external partners, fostering a clean and healthy business environment.

All 510 suppliers signed the Sunshine Cooperation Agreement as a precondition for partnership, with a 100% signing rate, clarifying integrity bottom lines and preventing commercial bribery at source.

Internally, dual-review was enforced in key procurement

堅守廉潔底線

蘇新服務對任何形式的貪污腐敗行為持「零容忍」態度，透過完善廉潔監督機制、加強廉潔教育與宣傳，構建覆蓋內部員工與外部合作夥伴的廉潔風險防控體系，為企業健康發展營造風清氣正的良好氛圍。

在供應商廉潔監督方面，公司將廉潔合規作為合作前置條件，構建全流程廉潔監督機制。要求所有年度供應商簽署《陽光合作協議》。2025 年度，現有 510 家供應商全部完成簽署，簽署率 100%。該舉措從源頭強化供應商合規意識，有效防範商業賄賂風險，維護公平競爭市場秩序。

procedures. Integrity talks and reminders were fully covered for procurement staff. Four internal audits on procurement compliance were conducted with zero violations or reports. A transparent and clean partnership was maintained to protect corporate interests and reputation.

To ensure fairness and transparency, the Company clearly defined applicable scenarios for public bidding, invited bidding and competitive negotiations. A multi-department joint review mechanism was introduced, with full supervision by discipline inspection and internal control departments for invited bidding projects, preventing integrity risks and ensuring optimal market terms.

在採購方內部廉潔管控方面，公司同步加強內部人員廉潔從業管理，嚴格執行內部人員廉潔從業規定，建立採購關鍵環節雙人覆核制度。重視採購人員廉潔教育，分管領導日常開展談心提醒，覆蓋率 100%。報告期內，配合開展 4 次採購合規內部審計，內部人員違規違紀舉報率為 0，未發現任何違規違紀問題。

在採購透明度與公允性保障方面，公司透過制度與流程設計，確保採購全過程公開、公平、公正。嚴格遵循採購管理制度，明確公開招標、邀請招標、競爭性談判等適用情形與操作規範。過程監督引入多部門聯合評審機制，邀請招標項目由紀檢分管部門與內控部門全程監督，確保評標合規性。

■ Ensuring Information Security

Responding to digitalization, Suxin Services took information system development as a core engine for efficiency, data security and business innovation. Core platforms including Suxin Unified Portal, New View Property System, Procurement System and Urban Steward platform realized online collaboration across finance, administration and human resources.

The Company strictly complied with newly issued laws including the Cybersecurity and Data Security Administration Regulations (effective January 1, 2025) and Personal Information Protection Compliance Audit Measures (effective May 1, 2025), and followed the Information System Security Management Measures of Suzhou Hi-tech Group (issued February 12, 2026).

Technically, cloud WAF, regular vulnerability scanning and penetration testing were deployed to ensure system continuity. The Company adhered to the principle of "simultaneous planning, construction and operation" to establish a practical, systematic and persistent cybersecurity defense system. A zero-trust architecture was explored with tightened access rights and identity-based dynamic control for sensitive data. Off-site disaster recovery was established for core databases to ensure recoverability under extreme conditions.

■ 保障信息安全

蘇新服務積極響應數碼化發展趨勢，將信息化建設作為提升營運效率、保障數據安全、賦能業務創新的重要引擎，已形成以「蘇新統一門戶」、「新視窗物業系統」、「採購系統」和「城市管家」平台為核心的應用體系，實現財務、行政、人力等部門工作線上協同。

在信息安全與隱私保護方面，公司高度重視網絡安全與數據保護。報告期內，密切遵循新頒布法律法規，包括 2025 年 1 月 1 日施行《網絡數據安全管理條例》、2025 年 5 月 1 日施行《個人信息保護合規審計管理辦法》等。制度層面嚴格執行《蘇高新集團信息系統使用安全管理辦法》(2026 年 2 月 12 日出台)。

技術防護層面部署雲 WAF 系統，建立常態化漏洞掃描與滲透測試機制，持續優化防火牆策略，保障業務系統連續性。貫徹「同步規劃、同步建設、同步使用」原則，構建「實戰化、體系化、常態化」網絡安全防禦體系。同時積極探索零信任安全架構，逐步收緊系統訪問權限，對敏感數據實施基於身份的動態訪問控制，防範內部數據泄露風險，並建立核心數據庫異地災備機制，確保極端情況下數據可恢復。

COMPLIANCE OPERATION AND DEVELOPMENT
合規經營發展

Protecting Intellectual Property Rights

Suxin Services encourages innovation while respecting and protecting intellectual property. The Company strictly complies with the Copyright Law, Trademark Law, Patent Law and relevant regulations, and implements the Confidentiality Management Policy to clarify responsibilities and support daily operation and business development.

保護知識產權

蘇新服務鼓勵員工積極創新，同時尊重並保護知識產權價值，嚴格遵守《中華人民共和國著作權法》《中華人民共和國商標法》《中華人民共和國專利法》等相關法律法規，制定並執行《保密管理規定》，明確保密職責，為公司日常營運與業務拓展提供保障。

BUILDING A HARMONIOUS SOCIETY
共建和諧社會

Suxin Services always adheres to the people-oriented development philosophy, regards employees as the most valuable asset, and integrates social responsibility into corporate development. During the Reporting Period, the Company continuously improved its employment and management system, protected employees' legitimate rights and occupational health and safety in all aspects, established diversified training and development channels, and enhanced employees' sense of belonging and cohesion through rich cultural activities and democratic communication. Meanwhile, the Company actively participated in public welfare to repay society as a state-owned enterprise, achieving harmonious coexistence and common development between the enterprise and employees, and between the enterprise and society.

蘇新服務始終秉持以人為本的發展理念，將員工視為企業最寶貴的財富，將社會責任融入企業發展的血脈。報告期內，公司持續完善僱傭與管理體系，全方位保障員工合法權益與職業健康安全，構建多元化培訓與發展通道，並透過豐富的企業文化活動與民主溝通機制，增強員工的歸屬感與凝聚力。同時，公司積極投身社會公益事業，以國企擔當回饋社會，致力於實現企業與員工、企業與社會的和諧共生與共同發展。

Employee Employment and Remuneration

Suxin Services strictly abides by labor laws and regulations, committed to a fair, equitable and transparent employment environment. The Remuneration Management Policy and Personnel Management Rules were revised and implemented in June and October 2025 to optimize the salary structure and personnel process.

In March 2025, the Labor Union held a Staff Representative Congress, adopting the Collective Contract and Salary Plan, clarifying remuneration, working hours and benefits to stabilize labor relations.

The Company upholds equal employment, prohibits child labor, forced labor and any discrimination. Strict age verification is conducted upon recruitment. Innovative recruitment initiatives including "Integrated Recruitment Plan" and "Employee Referral Program" were launched, with participation in job fairs for persons with disabilities.

員工僱傭與薪酬

蘇新服務嚴格遵守國家勞動用工法律法規，致力於構建公平、公正、透明的僱傭環境，並透過持續完善的薪酬福利體系與民主管理機制，保障員工的合法權益。報告期內，公司依據發展戰略與合規要求，修訂《薪酬管理辦法》及《人員管理實施辦法》，分別於 2025 年 10 月及 2025 年 6 月 9 日實施，進一步優化薪酬結構與人員管理流程。

在民主管理層面，公司嚴格執行職工代表大會制度。2025 年 3 月，工會召開職代會，討論並通過《集體合同書》與《公司薪酬方案》，從勞動報酬、工作時間、保險福利等核心維度明確職工權益，為構建和諧穩定勞動關係奠定制度基礎。

公司堅持平等僱傭原則，充分尊重員工多樣性，杜絕童工、強制勞動及性別、年齡、種族、國籍、宗教信仰、政治立場等任何歧視，為員工提供平等就業機會。入職時嚴格審核身份證明，確保達法定就業年齡。同時推行「招聘組合拳計劃」「內推計劃」，參加殘疾人專

BUILDING A HARMONIOUS SOCIETY
共建和諧社會

As of December 31, 2025, total number of employees of the Company were **1,794**, male **61.82%**, female **38.18%**, overall turnover rate **13.21%**.

A broadband salary system was established based on external competitiveness, internal fairness and strategic alignment. Compensation includes basic salary and performance salary, adjusted annually based on performance and potential to attract, retain and motivate talents.

■ Employee Occupational Health and Safety

The Company attaches great importance to occupational health and safety, following the principle of "safety first, prevention first, comprehensive management", and established a management system in accordance with ISO 45001:2018.

Safety training and pre-job physical examinations reached 100% coverage. All special operators held certificates, and hazard rectification achieved a 100% closed-loop rate.

Monthly safety training was conducted on the Suzhou Work Safety Regulations and high-rise fire safety. A fire skills competition was held in November 2025. A full-scale fire drill was organized during Fire Safety Month, simulating alarm, response, initial firefighting and evacuation.

Key procedures included Hazard Identification and Assessment, Hazard Operation Control, Occupational Health and Safety Management, and Labor Protection Equipment Management. A major risk list was established with targeted control measures, targeting zero injuries and 100% emergency response.

場招聘，廣納賢才。

截至 2025 年 12 月 31 日，公司員工總數 **1,794** 人，男性 **61.82%**，女性 **38.18%**，整體流失率 **13.21%**。

公司以「外部競爭、內部公平、戰略匹配」為原則，建立寬帶薪酬體系，薪酬由基本工資、績效工資組成，並根據年度考核、發展潛力等調整薪資，充分激勵員工。

■ 員工健康與安全

蘇新服務高度重視員工職業健康安全，嚴守「安全第一、預防為主、綜合治理」方針，依據ISO45 001:2018建立職業健康安全管理體系，為員工營造安全健康工作環境。

新員工入職線上課程包含安全教育，安全培訓、崗前體檢覆蓋率 100%，特種作業人員持證上崗，隱患整改閉環率 100%，有效預防工傷與職業危害。

報告期內，按月開展安全培訓，學習《蘇州市安全生產條例》《高層建築消防安全》等。2025 年 11 月舉辦消防技能競賽；「消防宣傳月」開展「全民消防、生命至上」主題演練，完整模擬火情處置全流程，提升應急能力。

公司制定《危險源辨識評價程序》《危險作業控制程序》《員工職業健康安全管理程序》《勞保用品配備程序》等制度，開展全面風險辨識與分級管控，建立重大風險清單並落實管控措施，以「零工傷意外、突發事件響應率 100%」為目標。

■ Employee Training and Development

The Company built a full-coverage training system spanning employees' entire careers. Professional courses on quality, safety, culture, employment policies and project management were provided, with **22** certificates obtained. Online training reached **455** person-times, external training **26** person-times(Tendering and bidding, AI utilization at work, company secretary of the listed company), internal fire system operation and maintenance training **36** persons.

Four consecutive years of skill certification were conducted for property managers and electricians, with **106** employees qualified. The Company also encouraged certificates in project management, special equipment, first aid (**27** persons), safety engineering (**8** passed), and emergency rescue.

A transparent promotion mechanism was established. **13** supervisors were promoted through recommendation, screening, review, public consultation (over **50%** approval), public notice and appointment, ensuring fairness and motivating employees.

■ Employee Communication and Care

The Company built diversified communication channels including a union hotline. Festival benefits, summer coolness supplies, and care for maternity, sick and retired employees were provided. Financial support was offered to disadvantaged employees via district union and charity funds. Mutual medical insurance was renewed to reduce medical burdens and enhance well-being.

■ 員工培訓與發展

蘇新服務視員工發展為核心驅動力，構建全員覆蓋、貫穿職業生涯的培訓體系，提供清晰晉升通道。報告期內，組織參加行業專業講課，涵蓋品質成本、安全生產、文化建設、用工政策、項目經理能力等，獲證書 **22** 本。線上學習累計 **455** 人次；外部培訓 **26** 人次（招投標、AI 辦公、上市公司董秘等）；內部培訓 **36** 人（消防系統運維）。

連續四年開展職業技能等級認定，涉及物業管理員、電工等，**106**人獲證。同時鼓勵考取項目經理證、特種設備安全管理員證、初級急救證（**27** 人）、初級註冊安全工程師（**8**人通過）、應急救援員證等，持續壯大專業人才隊伍。

在晉升方面，建立公開透明選拔機制，專業序列與職能序列雙通道發展。報告期內晉升主管 **13** 人。選拔流程規範民主：推薦→篩選→總經理室審議→民意測驗（超 **50%** 同意）→公示→任職，確保公平公正，激發員工積極性。

■ 員工溝通與關懷

公司搭建多元溝通平台，工會熱線持續運行，聽取員工意見。節日發放福利；夏季「高溫送清涼」；慰問生育、生病、退休員工；幫扶困難職工，申報區總工會困難補助及物業協會慈善基金。完成職工互助保障續保，協助申報醫療救助，切實減輕員工負擔，增強歸屬感與幸福感。

BUILDING A HARMONIOUS SOCIETY
共建和諧社會

Community Development and Public Welfare

In July 2025, over **30** employees participated in voluntary blood donation. In September, over **1,000** employees joined the "Charity One-Day Donation". During the Reporting Period, total public welfare investment was **¥105,400**, with **1,814** participants, demonstrating the responsibility of a state-owned enterprise.

社區共建與公益

公司積極履行國企社會責任。2025 年 7 月組織 **30** 餘人次無償獻血；9月開展「慈善一日捐」，**1,000** 餘人次參與。報告期內，公益投入資金 **10.54** 萬元，參與服務 **1,814** 人次，以實際行動回饋社會，展現國企擔當。

附錄一：2025 年度 ESG 關鍵績效指標
Appendix I: 2025 ESG Key Performance Indicators

環境關鍵績效指標說明：除另有說明外，環境相關關鍵績效指標之涵蓋期間為 2025 年 1 月 1 日至 2025 年 12 月 31 日。環境數據範圍涵蓋本公司及子公司,暫不包含連雲港港口維修工程有限公司數據。

Unless otherwise stated, the coverage period of environmental key performance indicators is from 1 January 2025 to 31 December 2025. The scope of environmental data covers the Company and its subsidiaries, Excluding data from Lianyungang Port Maintenance Engineering Co., Ltd. for the time being.

Environmental Indicator環境範疇指標[1]	Unit單位	Amount數值
A1.1 Types and related emission data of emissionsA1.1 排放物種類及相關排放數據	—	—
NOx氮氧化物	kg千克	2910.80
SOx硫氧化物	kg千克	8.35
Particulates顆粒物	kg千克	285.59
A1.2 Direct and energy indirect GHG emissionsA1.2 直接及能源間接溫室氣體排放量	—	—
Total GHG emissions溫室氣體排放總量	tCO_2e公噸二氧化碳當量	34859.9
Scope 1 GHG emissions溫室氣體排放量（範圍一）	tCO_2e公噸二氧化碳當量	1353.72
Scope 2 GHG emissions溫室氣體排放量（範圍二）	tCO_2e公噸二氧化碳當量	33506.18
A1.3 Total hazardous waste generatedA1.3 所產生有害廢棄物總量	tonnes公噸	0.8
A1.4 Total non-hazardous waste generatedA1.4 所產生無害廢棄物總量	tonnes公噸	12987
A2.1 Total direct and indirect energy consumption and intensity by typeA2.1 按類型劃分的直接及間接能源總耗量及密度	—	—
Total energy consumption能源總耗量	MWh兆瓦時	67984.94
Energy consumption intensity能源耗量密度	MWh/1,000m^2兆瓦時 / 千平方米	2.46
Direct energy consumption直接能耗量	MWh兆瓦時	5543.32
Indirect energy consumption (purchased electricity)間接能耗量（外購電力）	MWh兆瓦時	62441.63

附錄一：2025 年度 ESG 關鍵績效指標
Appendix I: 2025 ESG Key Performance Indicators

Environmental Indicator環境範疇指標[1]	Unit單位	Amount數值
A2.2 Total water consumption and intensityA2.2 總耗水量及密度	—	—
Total water consumption總耗水量	m^3立方米	545328.37
Water consumption intensity總耗水密度	m^3/1,000m^2立方米 / 千平方米	19.73

[1]The Company's pollutant emissions mainly come from transportation vehicles and generators. Nitrogen oxide emissions are calculated based on vehicle mileage, with reference to the **HKEX Environmental Key Performance Indicators Reporting Guide.**

[1]公司污染物排放主要來源為運輸車輛及發電機，氮氧化物排放量依車輛行駛里程計算，參照聯交所《環境關鍵績效指標匯報指引》。

This includes **direct greenhouse gas emissions (Scope 1)** and **indirect greenhouse gas emissions (Scope 2).**

包括直接溫室氣體（範圍一）及間接溫室氣體（範圍二）。

Scope 1 (direct GHG emissions):Greenhouse gas emissions include emissions from the combustion of fuel in stationary sources (excluding power generation facilities) to produce electricity, heat or steam, such as gas stoves and boilers in non-outsourced staff canteens, fuel combustion in official vehicles, as well as hydrofluorocarbons (HFCs), perfluorocarbons (PFCs) and other fugitive emissions released from the use of refrigeration, air-conditioning equipment and fire suppression systems. Emission data are calculated in accordance with **Appendix II: Environmental Key Performance Indicators Reporting Guide** of the Hong Kong Stock Exchange.

直接溫室氣體（範圍一）：溫室氣體排放量來源包括固定源（電力裝置除外）燃燒燃料以產生電力、熱能或蒸氣時之排放，例如非外包僱員食堂瓦斯爐、鍋爐等、公務車輛燃燒燃料，以及使用冷凍、空調設備與滅火系統時釋放之氫氟碳化物、全氟化碳及其他逸散性排放。排放數據計算方式參照香港聯交所《附錄二：環境關鍵績效指標匯報指引》。

Scope 2 (indirect GHG emissions):Mainly from purchased electricity. The calculation is based on the Notice on Doing a Good Job in the Administration of GHG Emission Reporting for Power Generation Enterprises (2023-2025) issued by the Ministry of Ecology and Environment, adopting the **2022 national grid average emission factor of 0.5366 tCO_2/MWh.**

間接溫室氣體（範圍二）：主要來自外購電力，計算過程參考生態環境部發布之《關於做好 2023-2025 年發電行業企業溫室氣體排放報告管理有關工作的通知》，採用2022年度全國電網平均排放因子為 0.5366 tCO_2/MWh。

Hazardous waste includes waste batteries, ink cartridges, waste oil, waste paint buckets, etc. The current data covers the full year 2025 and includes hazardous waste generated by owners and occupants of all managed properties.

有害廢棄物包含廢電池、墨水匣、廢機油、廢油漆桶等，目前數據為 2025 年全年數據，涵蓋所有在管項目業主及物業使用人產生之有害廢棄物。

Non-hazardous waste includes office domestic waste, food waste, etc. The current data covers the full year 2025 and includes non-hazardous waste generated by owners and occupants of all managed properties.

無害廢棄物總量包括辦公生活垃圾、廚餘垃圾等，目前數據為 2025 年全年數據，涵蓋所有在管項目業主及物業使用人產生之無害廢棄物。

Direct energy consumption mainly consists of gasoline, diesel and natural gas. Data calculation follows **Appendix II: Environmental Key Performance Indicators Reporting Guide** of the Hong Kong Stock Exchange.

直接消耗能源主要為汽油、柴油、天然氣，數據計算方式參考香港聯交所《附錄二：環境關鍵績效指標匯報指引》。

社會關鍵績效指標說明：除另有說明外，社會部分關鍵績效指標之涵蓋期間為 2025 年 1 月 1 日至 2025 年 12 月 31 日。社會範疇關鍵績效指標數據範圍涵蓋本公司及子公司，暫不包含連雲港港口維修工程有限公司數據。

Unless otherwise stated, the coverage period of social key performance indicators is from 1 January 2025 to 31 December 2025.The data scope of social category key performance indicators covers the Company and its subsidiaries,Excluding data from Lianyungang Port Maintenance Engineering Co., Ltd. for the time being.

Social Indicator社會範疇指標[1]	Unit單位	Amount數值
B1 EmploymentB1 僱傭	—	—
B1.1 Total employees by gender, employment type, age group and regionB1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	—	—
Total employees員工總數	Headcount人	1794
Full-time employees全職員工人數	Headcount人	1794
Part-time employees兼職員工人數	Headcount人	0
By gender – Male按性別劃分 - 男	Headcount人	1109
By gender – Female按性別劃分 - 女	Headcount人	685
By age – ≤30按年齡組別 - 30 歲或以下	Headcount人	264
By age – 31–50按年齡組別 - 31-50 歲	Headcount人	843
By age – ≥51按年齡組別 - 50 歲或以上	Headcount人	687
By Region – Mainland China 按地區劃分-中國大陸	Headcount人	1794

附錄一：2025 年度 ESG 關鍵績效指標
Appendix I: 2025 ESG Key Performance Indicators

Social Indicator社會範疇指標[1]	Unit單位	Amount數值
By Region – Hong Kong, Macao, and Taiwan Region 按地區劃分-港澳臺地區	Headcount人	0
B1.2 Employee turnover rate by gender, age group and regionB1.2 按性別、年齡組別及地區劃分的僱員流失比率	—	—
Overall Turnover Rate總流失率	%	13.21
By gender – Male按性別劃分 - 男	%	12.98
By gender – Female按性別劃分 - 女	%	13.58
By age – ≤30按年齡組別 - 30 歲或以下	%	18.73
By age – 31–50按年齡組別 - 31-50 歲	%	7.77
By age – ≥51按年齡組別 - 50 歲或以上	%	17.12
By Region – Mainland China 按地區劃分-中國大陸	%	13.21
By Region – Hong Kong, Macao, and Taiwan Region 按地區劃分-港澳臺地區	%	0.00
B2 Health and SafetyB2 健康與安全	—	—
B2.1 Work-related fatalities in the past three yearsB2.1 過去三年因工作關係而死亡的人數	Headcount人	0
B2.2 Workdays lost due to work injuriesB2.2 因工傷損失工作日數	Days日	164
B3 Development and TrainingB3 發展與培訓	—	—
Annual Number of Training Courses	Courses 項	28
Annual Total Training Expenditure	RMB 10,000萬元	29.43
Annual Total Training Hours	Hours 小时	266
Average Training Hours per Employee	Hours 小时	17
B3.1 Percentage of employees trained by gender and categoryB3.1 按性別及僱員類別劃分的受訓僱員百分比	%	100
By gender – Male按性別劃分 - 男	%	100
By gender – Female按性別劃分 - 女	%	100
By Job Level – Senior Management 按職級劃分 - 高級管理層	%	100

Social Indicator社會範疇指標[1]	Unit單位	Amount數值
By Job Level – Middle Management 按職級劃分 - 中級管理層	%	100
By Job Level – General Staff 按職級劃分 - 基層員工	%	100
B3.2 Average training hours per employee by gender and category B3.2 按性別及僱員類別劃分的每名僱員完成受訓的平均時數	—	—
By gender – Male按性別劃分 - 男	Hours小時	18
By gender – Female按性別劃分 - 女	Hours小時	16
By Job Level – Senior Management 按職級劃分 - 高級管理層	Hours小時	10
By Job Level – Middle Management 按職級劃分 - 中級管理層	Hours小時	18
By Job Level – General Staff 按職級劃分 - 基層員工	Hours小時	17
B5 Supply Chain ManagementB5 供應鏈管理	—	—
B5.1 Number of suppliers by regionB5.1 按地區劃分的供應商數目	—	—
By Region – Mainland China 按地區劃分-中國大陸	Number個	510
By Region – Hong Kong, Macao, and Taiwan Region 按地區劃分-港澳臺地區	Number個	0
B6 Product ResponsibilityB6 產品責任	—	—
B6.2 Number of complaints received about products and servicesB6.2 接獲關於產品及服務的投訴數目	Number次	1548
Number of Customer Complaints Resolved 客戶投訴處理數量	Number次	1548
Complaint Response Rate (Closed) 投訴完成回應率	%	100%
B7 Anti-corruptionB7 反貪污	—	—
B7.1 Number of concluded corruption casesB7.1 已審結的貪污訴訟案件的數目	Cases件	0
B7.3 Anti-Corruption Training Provided to Directors and Employees B7.3向董事及員工提供的反貪污培訓	—	—
Number of Training Participants – Directors	Number次	1
Number of Training Participants	Number次	12
B8 Community InvestmentB8 社區投資	—	—
Funds deployed動用的資金	RMB 10,000萬元	10.54
Manpower deployed動用的人力	Person-times人	1814

附錄一：2025 年度 ESG 關鍵績效指標
Appendix I: 2025 ESG Key Performance Indicators

[1]Fatality rate from work-related injuries = Number of fatalities from work-related injuries / Total number of employees × 100.

[1]因工傷導致之死亡率＝因工傷死亡人數／僱員總人數×100。

Only training organized by the Human Resources Department of the head office is included. Due to insufficient data, training conducted by other departments and subsidiaries is temporarily excluded.

僅統計公司本部人力資源部舉辦之培訓，因數據不足，暫不包含公司其他部門及子公司舉辦之培訓。

Only the total training hours of the 28 courses organized by the Human Resources Department of the head office are counted.

僅統計公司本部人力資源部舉辦之 28 項課程之總培訓時數。

Only the 28 courses organized by the Human Resources Department are included.Formula for average training hours per employee:Average training hours per employee = Total annual training hours / Total number of trained employees.

僅統計人力資源部舉辦之 28 項課程。員工平均培訓時數計算公式：每名僱員平均受訓時數＝年度員工受訓總時數／受訓僱員總人數。

Although complete statistics are only available for the 28 courses organized by the Human Resources Department, while data for project training, specialized skills training, routine training, etc. are not available, it is estimated that training covers all employees of the Company and its subsidiaries.

雖然僅人力資源部舉辦之28項課程具完整統計數據，專案培訓、專項技能培訓、日常培訓等暫無數據，惟經估算，公司及子公司培訓已達全員覆蓋。

Only for training organized by the Human Resources Department: Percentage of male trained employees = Number of male trained employees / Total number of trained employees × 100; Percentage of female trained employees = Number of female trained employees / Total number of trained employees × 100.

僅針對人力資源部舉辦之培訓：受訓男性僱員占比＝受訓男性員工人數／受訓僱員總人數×100；受訓女性僱員占比＝受訓女性員工人數／受訓僱員總人數 ×100。

Percentage of trained employees at a certain grade = Number of trained employees at that grade / Total number of trained employees × 100.

某職級受訓人員占比＝該職級受訓人數／ 受訓總人數×100。

附錄二：法律法規及內部政策清單
Appendix II: List of Laws, Regulations and Internal Policies

ESG IndicatorESG 指標	Laws & Regulations 遵守法律法規	Internal Policies 內部制度
A1 Emissions A2 Resource Use A3 Environment & Natural Resources A4 Climate Change A1 排放物A2 資源使用A3 環境及天然資源A4 氣候變化	Environmental Protection LawWater Pollution Prevention LawAir Pollution Prevention LawSolid Waste Pollution Control LawEnergy Conservation Law 《中華人民共和國環境保護法》《中華人民共和國水污染防治法》《中華人民共和國大氣污染防治法》《中華人民共和國固體廢物污染環境防治法》《中華人民共和國節約能源法》等	Pollution Control Procedure-Hazardous Chemicals Management ProcedureEnergy and Resource Management ProcedureSolid Waste Pollution Control Procedure 《污染控制程序》《化學危險品管理程序》《能源與資源管理程序》《固體廢棄物污染控制程序》
B1 EmploymentB3 Development & TrainingB4 Labor Standards B1 僱傭B3 發展與培訓B4 勞工準則	Labor LawLabor Contract LawEmployment Promotion LawSocial Insurance Law 《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國就業促進法》《社會保險法》等	Recruitment and Employment Management SystemEmployee Training Management System-Salary Management Measures-Personnel Management Implementation Rules 《招聘錄用管理制度》《員工培訓管理制度》《薪酬管理辦法》《人員管理實施辦法》
B2 Health & Safety B2 健康與安全	Work Safety LawFire Protection LawOccupational Disease Prevention LawSuzhou Work Safety Regulations 《中華人民共和國安全生產法》《中華人民共和國消防法》《職業病防治法》《蘇州市安全生產條例》	Hazard Identification and Assessment ProcedureEmployee Occupational Health and Safety Management ProcedureProperty Typhoon & Flood Prevention Guidance 《危險源辨識評價程序》《員工職業健康安全管理程序》《物業防台防汛作業指導書》

附錄二：法律法規及內部政策清單
Appendix II: List of Laws, Regulations and Internal Policies

ESG IndicatorESG 指標	Laws & Regulations 遵守法律法規	Internal Policies 內部制度
B5 Supply Chain Management B5 供應鏈管理	Tendering and Bidding LawGovernment Procurement Law 《中華人民共和國招標投標法》《政府採購法》	Procurement Management SystemProcurement Management Implementation Rules 《採購管理制度》《採購管理實施細則》
B6 Product Responsibility B6 產品責任	Consumer Rights Protection LawProperty Management RegulationsCivil Code 《消費者權益保護法》《物業管理條例》《民法典》	Customer Complaint Handling ProcedureCybersecurity Management SystemContract Management System 《客戶投訴處理程序》《網絡信息安全管理制度》《合同管理制度》
B7 Anti-corruption B7 反貪污	Anti-Unfair Competition LawAnti-Money Laundering Law 《中華人民共和國反不正當競爭法》《反洗錢法》	Anti-Fraud Management SystemReport and Complaint Management System 《反舞弊管理制度》《舉報投訴管理制度》
B8 Community Investment B8 社區投資	Charity Law 《中華人民共和國慈善法》	Inside Information Management System 《內幕信息管理制度》

附錄三：香港聯交所《環境、社會及管治報告指引》內容索引
Appendix III: Index to the HKEX ESG Reporting Guide

ESG Aspect / KPI主要範疇、層面、關鍵績效指標	Section所在章節
Environmental A1 Emissions環境 A1 排放物	Fulfilling Environmental Responsibilities履行環保職責
Environmental A2 Resource Use環境 A2 資源使用	Energy Conservation, Consumption Reduction and Efficiency Improvement節能降耗增效
Environmental A3 Environment & Natural Resources環境 A3 環境及天然資源	Addressing Climate Change應對氣候變化
Social B1 Employment社會 B1 僱傭	Employee Employment and Remuneration員工僱傭與薪酬
Social B2 Health and Safety社會 B2 健康與安全	Employee Health and Safety員工健康與安全
Social B3 Development and Training社會 B3 發展與培訓	Employee Training and Development員工培訓與發展
Social B4 Labor Standards社會 B4 勞工準則	Employee Employment and Remuneration員工僱傭與薪酬
Social B5 Supplier Management社會 B5 供應商管理	Strengthening Supply Management強化供應管理
Social B6 Product Responsibility社會 B6 產品責任	Delivering Premium Services鑄就精品服務
Social B7 Anti-corruption社會 B7 反貪污	Adhering to Integrity堅守廉潔底線
Social B8 Community Investment社會 B8 社區投資	Community Building and Public Welfare社區共建與公益

苏新服务
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