



Times Neighborhood Holdings Limited

時代鄰里控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 9928



2024

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

環境、社會及管治報告



創造服務

# 目錄

## CONTENTS

### 1. 關於本報告 2

#### ABOUT THE REPORT

1.1 編制依據	2
BASIS OF PREPARATION	
1.2 報告範圍及邊界	3
REPORTING SCOPE AND BOUNDARY	
1.3 稱謂說明	3
TERMS AND SHORT NAMES	
1.4 數據來源及可靠性聲明	3
DATA SOURCES AND RELIABILITY STATEMENT	
1.5 確認及批准	3
ACKNOWLEDGEMENT AND APPROVAL	
1.6 獲取及回應本報告	3
ACCESS AND RESPONSE TO THE REPORT	

### 2. 主席寄語 4

#### MESSAGE FROM CHAIRMAN

### 3. 關於時代鄰里 6

#### ABOUT TIMES NEIGHBORHOOD

3.1 公司介紹	6
INTRODUCTION TO THE COMPANY	
3.2 業務介紹	6
INTRODUCTION TO THE BUSINESS	
3.3 公司文化	10
CORPORATE CULTURE	
3.4 2024年關鍵績效	12
KEY PERFORMANCES OF 2024	
3.5 榮譽列表	13
TABLE OF HONORS	

### 4. 強化管治，築牢企業根基 16

#### DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

4.1 董事會聲明	16
BOARD STATEMENT	
4.2 ESG管治	17
ESG GOVERNANCE	
4.2.1 ESG管治架構	18
ESG Governance Structure	
4.2.2 持份者溝通	20
Communication with Stakeholders	
4.2.3 重要性議題	23
Material Issues	
4.3 合規治理，穩健經營	27
COMPLIANCE GOVERNANCE, PRUDENT OPERATION	
4.3.1 董事會治理	27
Governance of the Board	
4.3.2 風險管控	28
Risk Control	
4.3.3 恪守商業道德	29
Uphold Business Ethics	
4.3.4 知識產權保護	34
Protection for Intellectual Property Rights	

### 5. 卓越服務，打造優質生活 35

#### SUPERIOR SERVICES TO BUILD A QUALITY LIFE

[專題] 初心計劃4.0	35
[FEATURE] INITIAL PLAN 4.0	
5.1 匠心服務，滿意鄰里	40
DEDICATED SERVICES FOR THE SATISFACTORY NEIGHBORHOOD	
5.1.1 客戶服務體系	40
Customer Service System	
5.1.2 客戶投訴管理	43
Customer Complaint Management	
5.1.3 客戶滿意度	44
Customer Satisfaction	
5.1.4 服務質量與安全	45
Service Quality and Safety	
5.2 數智賦能，智慧鄰里	48
DATA-INTELLIGENCE EMPOWERING, SMART NEIGHBORHOOD	
5.2.1 客戶信息與隱私保護	48
Customer Information and Privacy Protection	
5.2.2 智慧物業	51
Intelligent Property	

### 6. 生態和諧，促進綠色共融 56

#### ECO-HARMONY FOR GREEN INTEGRATION

[專題] 低碳轉型，應對氣候變化	56
[FEATURE] LOW-CARBON TRANSITION AND RESPONDING TO CLIMATE CHANGE	
6.1 綠色物業，低碳同行	65
GREEN PROPERTY AND LOW-CARBON TOGETHER	
6.1.1 能源管理	66
Energy Management	
6.1.2 水資源管理	67
Water Resources Management	
6.1.3 廢棄物管理	68
Waste Management	
6.2 綠色辦公，以身作則	69
GREEN OFFICE TO LEAD BY EXAMPLE	
6.3 綠色文化，你我共建	71
GREEN CULTURE WE BUILD TOGETHER	



**7. 以人為本，攜手共創價值** **74**  
**PEOPLE-ORIENTED AND CREATING VALUE TOGETHER**

- 7.1 合規僱傭，平等職場 74  
COMPLIANT EMPLOYMENT AND EQUAL WORKPLACE
  - 7.1.1 平等僱傭 74  
Employment Equality
  - 7.1.2 員工權益與福利 75  
Employee Rights and Benefits
  - 7.1.3 員工溝通與關懷 76  
Employee Communication and Care
- 7.2 守護健康，安全營運 76  
PROTECTING HEALTH AND SAFE OPERATION
- 7.3 員工培育，成長護航 77  
EMPLOYEE DEVELOPMENT AND GROWTH GUIDANCE
  - 7.3.1 員工培訓 77  
Employee Training
  - 7.3.2 職業發展 80  
Career Development

**8. 協作共進，共築責任供應鏈** **83**  
**COLLABORATION FOR A RESPONSIBLE SUPPLY CHAIN**

- 8.1 規範管理，合作共贏 83  
STANDARDISED MANAGEMENT AND WINWIN COOPERATION
  - 8.1.1 供應商管理 83  
Supplier Management
  - 8.1.2 供應商能力建設 86  
Supplier Capacity Building
- 8.2 廉潔採購，誠信經營 87  
INTEGRITY PROCUREMENT AND HONEST OPERATION
- 8.3 綠色採購，守護環境 90  
GREEN PROCUREMENT TO PROTECT THE ENVIRONMENT

**9. 愛心回饋，齊心共建和諧社會** **92**  
**GIVING BACK AND WORKING TOGETHER FOR THE CONSTRUCTION OF HARMONIOUS SOCIETY**

- 9.1 社區共建，暖心鄰里 92  
COMMUNITY BUILDING, WARM NEIGHBORHOOD
- 9.2 愛心匯聚，公益同行 93  
GATHERING LOVE, PROMOTING CHARITY

**10. 可持續發展綜述** **95**  
**OVERVIEW OF SUSTAINABLE DEVELOPMENT**

- 10.1 政策列表 95  
THE LIST OF POLICIES
- 10.2 關鍵績效列表 100  
TABLES OF KPIS

**11. 聯交所《環境、社會及管治報告指引》** **110**  
**內容索引**  
**ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE**





# 1. 關於本報告 ABOUT THE REPORT

本報告是時代鄰里控股有限公司 (Times Neighborhood Holdings Limited, 上市編碼: 9928.HK) 發佈的第六份環境、社會及管治報告 (Environmental, Social and Governance, 簡稱「ESG」報告), 秉承重要性、量化、平衡及一致性的原則, 重點披露本公司的環境、社會和管治等方面的相關信息、進展與案例。本報告時間跨度為2024年1月1日至2024年12月31日 (「報告期」)。

## 1.1 編制依據

本報告已遵守香港聯合交易所有限公司 (「聯交所」) 頒佈的《香港聯合交易所有限公司證券上市規則》 (「上市規則」) 附錄C2《環境、社會及管治報告指引》 (「ESG報告指引」) 載列的所有條文。《ESG報告指引》內容索引載於本報告第11章。

本報告內容是按照一套有系統的程序而制定的。有關程序包括: 識別重要持份者、識別和排列ESG重要議題、決定本報告的界限、收集相關材料和數據、對數據進行審閱、根據資料編制本報告。

### 匯報原則

本報告載列本公司如何識別和釐定重要ESG因素, 以量化方式披露關鍵績效指標 (「KPI」), 並提供所用標準、方法、假設、轉換因素及/或計算工具的數據源。本報告中的統計方法及KPI盡量與去年一致, 如有任何變更已進行說明, 並已在適當的情況下提供比較數據。

This report is the sixth Environmental, Social and Governance (“ESG”) Report issued by Times Neighborhood Holdings Limited (Stock Code: 9928.HK), and is based on the principles of Materiality, Quantitative, Balance, and Consistency to provide information, progress and case studies on the Company’s ESG performances. This report covers the period from 1 January 2024 to 31 December 2024 (the “Reporting Period”).

## 1.1 BASIS OF PREPARATION

This report has complied with all the provisions set out in the “Environmental, Social and Governance Reporting Guide” (環境、社會及管治報告指引) (the “ESG Reporting Guide”) in Appendix C2 to the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited* (香港聯合交易所有限公司證券上市規則) (the “Listing Rules”) issued by The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The relevant content index of the *ESG Reporting Guide* is set out in Chapter 11 of this report.

This report’s content is prepared according to a set of systematic procedures, including identifying major stakeholders, identifying and ranking material ESG issues, determining the scope of this report, collecting relevant materials and data, reviewing those data, and preparing this report based on such information.

### Reporting Principles

This report sets out how the Company identifies and determines material ESG factors, discloses key performance indicators (“KPIs”) quantitatively, and provides data sources on the standards, methodologies, assumptions, conversion factors, and/or calculation tools used. The statistical methods and KPIs in this report are as consistent as possible with those of last year. Any changes have been explained and comparative data have been provided where appropriate.



## 1.2 報告範圍及邊界

本報告旨在均衡申述時代鄰里2024年度在ESG方面的表現，除特定說明外，本報告中的政策、申明、數據、案例之範圍涵蓋本公司所營運的業務。

除特別說明外，本報告以人民幣為法定計量貨幣單位。

## 1.3 稱謂說明

為了方便表述和閱讀，本報告中的「時代鄰里」「本公司」「公司」均指代時代鄰里控股有限公司。「本集團」「集團」「我們」指代時代鄰里控股有限公司及其附屬公司。

## 1.4 數據來源及可靠性聲明

本報告的數據和案例主要來源於公司統計報告、相關文件。公司承諾本報告不存在任何虛假記載、誤導性陳述，並對其內容真實性、準確性和完整性負責。

## 1.5 確認及批准

本報告經本公司高級管理人員團隊確認後，於2025年3月27日獲本公司董事（「董事」）會（「董事會」）審批通過。

## 1.6 獲取及回應本報告

本報告可以在聯交所網站([www.hkexnews.hk](http://www.hkexnews.hk))及本公司網站(<http://www.shidaiwuye.com>)查閱和下載。

如閣下希望進一步查詢，或對本報告有任何意見或建議，請通過電子郵件 [sdllir@timesgroup.cn](mailto:sdllir@timesgroup.cn) 與本公司聯繫。

本報告分別以中文及英文編訂。如中英文文本有任何歧義，概以中文文本為準。

## 1.2 REPORTING SCOPE AND BOUNDARY

This report endeavors to present a balanced representation of Times Neighborhood's ESG performance in 2024. The policies, statements, data, and case studies cover the Company's operations except for those otherwise specified.

Unless otherwise stated, RMB is used in the report as its legal currency.

## 1.3 TERMS AND SHORT NAMES

For the convenience of expression and reading, "Times Neighborhood", "the Company" and "Company" used herein shall refer to Times Neighborhood Holdings Limited. "The Group", "Group" and "we" shall refer to Times Neighborhood Holdings Limited and its subsidiaries.

## 1.4 DATA SOURCES AND RELIABILITY STATEMENT

The data and cases used herein mainly come from the statistical reports and relevant documents of the Company. The Company guarantees that the report does not contain any false information and misleading statements and undertakes responsibilities for the contents of the report as to its authenticity, accuracy, and completeness.

## 1.5 ACKNOWLEDGEMENT AND APPROVAL

This report is approved by the board (the "Board") of directors (the "Directors") of the Company on 27 March 2025 upon the confirmation of the senior management team of the Company.

## 1.6 ACCESS AND RESPONSE TO THE REPORT

This report can be accessed and downloaded from the websites of the Stock Exchange ([www.hkexnews.hk](http://www.hkexnews.hk)) and the Company (<http://www.shidaiwuye.com>).

If you would like to make further inquiries or any comments or suggestions regarding this report, please contact the Company by email at [sdllir@timesgroup.cn](mailto:sdllir@timesgroup.cn).

This report is prepared in both Chinese and English. In case of any inconsistency, the Chinese version shall prevail.



## 2. 主席寄語 MESSAGE FROM CHAIRMAN

2024年，物業管理行業告別規模擴張，持續向高質量發展方向邁進。全球經濟仍在區間調整，國內推進消費復蘇的政策暖風持續吹來，時代鄰里堅持長期主義，追求有質量的增長，不斷夯實服務品質，以科技賦能服務，持續為客戶創造價值。時代鄰里的2024年是「守正出奇 行穩致遠」的一年，始終扎根市場，扎根服務，穩中求變，變中求進，我們榮獲「2024中國物業服務百強企業TOP11」、「2024中國城市服務企業TOP10」、「2024中國上市物業服務投資價值優秀企業TOP5」等多項重量級榮譽。

過去一年，我們堅持綠色可持續發展理念，將ESG管理理念深度融入公司營運過程中，在治理優化、服務提升、環境保護及社區共建等領域全面推進ESG實踐。報告期內，我們榮獲「2024中國上市物企最佳ESG實踐」「2024中國物業服務ESG發展優秀企業TOP6」「2024中國物業服務上市公司公司治理(G)優秀企業」「2024中國物業服務上市公司環境責任(E)優秀企業」獎項。

作為現代服務創造者，我們秉承「品質讓客戶驚喜，服務讓客戶感動」的經營理念，積極探索「新質服務力」，以品質贏得信任。我們發佈時代鄰里社區服務花<sup>4</sup>服務體系，煥新推出「紫荊花、金百合、鬱金香、向日葵」為名的差異化住宅品質服務，為美好生活賦予全新的想像。同時，我們圍繞服務初心，以業主的美好生活為中心，基於「創造服務」的服務理念，發佈「初心計劃4.0」，驅動服務品質持續創新，不斷提升業主的生活幸福感。此外，我們持續推動企業科技化進程，堅持探索「服務智能體」，以「科技+服務」平台為支撐，通過科技賦能帶來更便利的服務，構築物業服務多元空間。

In 2024, the property management industry no longer expanded in scale and continued to move towards high-quality development. The global economy is still undergoing range adjustments, while domestic policies continue to promote consumption recovery. Times Neighborhood adheres to long-termism, pursuing quality growth, continuously strengthening service quality, empowering services with technology, and consistently creating value for customers. The year 2024 for Times Neighborhood was a year of “maintaining integrity while innovating, progressing steadily, and going far”. We remained firmly rooted in the market and committed to service, seeking stability amidst change and progress within transformation. We were honored with several prestigious awards, including “Top 11 of 2024 Top 100 Property Management Companies in China”, “Top 10 of 2024 City Services Companies in China” and “Top 5 of 2024 Outstanding Property Management Listed Companies in Investment Value in China”.

In the past year, we have adhered to the concept of green and sustainable development, deeply integrating ESG management principles into the Company’s operations, and comprehensively advancing ESG practices in areas such as governance optimization, service enhancement, environmental protection, and community co-construction. During the Reporting Period, we were awarded the “2024 Best ESG Practices for Property Management Listed Companies in China”, “Top 6 of 2024 China Excellent Property Management Company by ESG Development”, “2024 China’s Top Listed Property Services Companies in Corporate Governance (G)”, “2024 China’s Top Listed Property Services Companies in Environmental Responsibility (E)”.

As a modern service creator, we adhere to the business philosophy of “Surprise Customers with Quality and Move Customers with Service”, actively exploring “new quality service capabilities” to earn trust through quality. We launched the Times Neighborhood Community Service Flower<sup>4</sup> Service System, introducing differentiated residential quality services named “Bauhinia, Golden Lily, Tulip, Sunflower”, providing a new imagination for a better life. At the same time, we focused on our initial intention of service, centered on the beautiful life of property owners. Based on the service concept of “Creation Service”, we launched the “Initial Plan 4.0” to drive continuous innovation in service quality and continuously enhance the happiness of property owners’ lives. In addition, we continue to promote the technological advancement of the enterprise, persistently explored the “service intelligence body”, supported by the “technology + service” platform, to bring more convenient services through technology empowerment and build a diverse space for property management.

## 2. 主席寄語 MESSAGE FROM CHAIRMAN



我們秉持綠色低碳發展理念，全方位、多層次地融入營運各個環節，致力於提供綠色低碳的環境友好型服務，為建設可持續城市和社區做出貢獻。我們主動識別氣候變化風險並制定應對策略，聚焦能源、水資源、廢棄物等關鍵領域落實一系列有效措施，最大限度減少業務營運對環境的影響。同時，我們通過推廣綠色低碳的生活與辦公模式、發佈《時代社區減碳公約》《鄰里企服減碳公約》、開展「回收美好，美美與共—2024鄰里減碳官活動」等主題活動，持續提升員工和業主綠色環保意識，倡導低碳生活方式，推動可持續發展理念深入人心。

我們堅守「德才兼備，務實創新」的人才理念，始終將人才視為企業實現長遠發展的核心驅動力。我們致力於為員工營造公平、包容、安全的工作環境，通過構建具有競爭力的薪酬體系、暢通員工溝通渠道、制定專業化的人才培養計劃、提供完善的員工晉升發展通道等方式，全方位保障員工基本權益，吸引並留住優秀人才，力求實現員工個人成長與企業發展的雙贏局面。

我們以「共建共治共享」為目標，以「美美與共」為2024的年度品牌主張，通過線上線下的多元舉措，為業主營造濃厚社區生活氛圍，與業主攜手共築美好家園。

立願高遠，始於足下。2025年，面對複雜的市場環境與發展機遇，時代鄰里將以「惟實勵新 躬耕篤行」的精神，堅定為客戶創造價值，堅定提升市場化能力，堅定數智化能力，不斷創新服務與產品，積極踐行社會責任，讓更多人享受美好生活，推動企業邁向可持續發展的新高度。

We upheld the concept of green and low-carbon development, integrated it comprehensively and at multiple levels into all aspects of our operations, committed to providing environmentally friendly services that are green and low-carbon, and contributed to the construction of sustainable cities and communities. We proactively identified climate change risks and developed response strategies, focused on key areas such as energy, water resources, and waste to implement a series of effective measures, minimizing the impact of business operations on the environment to the greatest extent. At the same time, we have continued to raise the awareness of our employees and property owners of green environmental protection through the promotion of green and low-carbon living and office practices, the release of the *Convention on Carbon Reduction for Times Communities* (時代社區減碳公約) and the *Convention on Carbon Reduction for Neighborhood Enterprise Service* (鄰里企服減碳公約), and the launch of thematic activities such as “Recycling for Good, Beauty in Harmony – 2024 Carbon Reduction Officer in Neighborhood Activity. These initiatives advocate for a low-carbon lifestyle and drive the sustainable development concept deep into people’s hearts.

We adhere to the talent philosophy of “Pursue talent and morality, be pragmatic and innovative”, and always view talent as the core driving force for the Company’s long-term development. We are committed to creating a fair, inclusive, and safe working environment for our employees by establishing a competitive remuneration system, facilitating communication channels for employees, formulating specialized talent development plans, and providing comprehensive promotion and development pathways. These measures comprehensively safeguard the basic rights of employees, attract and retain outstanding talents, and strive to achieve a win-win situation for both employee personal growth and corporate development.

We aimed for “mutual construction, governance and sharing” with the annual brand proposition of “beauty in harmony” for 2024, employed diverse online and offline initiatives to create a vibrant community life atmosphere for property owners, and worked together with them to build a better home.

Set ambitious aspirations and begin with practical steps. In 2025, in the face of a complex market environment and development opportunities, Times Neighborhood will adhere to the spirit of “practicality, innovation, diligence and steadfastness”, resolutely creating value for customers, enhancing market-oriented capabilities, advancing digital and intelligent capabilities, continuously innovating services and products, actively fulfilling social responsibilities, enabling more people to enjoy a better life, and propelling the enterprise towards new heights of sustainable development.



### 3. 關於時代鄰里

## ABOUT TIMES NEIGHBORHOOD

時代鄰里集團創立於1998年，時代鄰里控股有限公司於2019年12月19日在聯交所掛牌上市(9928.HK)，是中國領先及快速發展的現代服務企業。

#### 3.1 公司介紹

作為中國領先及穩健發展的現代服務企業，時代鄰里以資產價值營運管理為核心，以數智化技術與應用賦能服務能力，打造一個卓越的全生命週期「科技+服務」平台，持續為客戶、為社會創造價值，致力實現「讓更多人享受美好生活」的企業使命。

#### 3.2 業務介紹

歷經20多年的發展沉澱，時代鄰里橫向佈局多業態，縱向深耕產業鏈，形成了「鄰里城服、鄰里社區、鄰里企服、鄰里創新」四大服務產品體系，為客戶提供暢享未來美好生活的全套解決方案。

Times Neighborhood Group was founded in 1998. Listed on the Stock Exchange (9928.HK) on 19 December 2019, Times Neighborhood Holdings Limited is a leading and fast-growing modern service enterprise in China.

#### 3.1 INTRODUCTION TO THE COMPANY

As a leading and steadily developing modern service corporate in China, Times Neighborhood focuses on asset value operation management, empowering service capabilities with intelligent technology and applications, creating an excellent full lifecycle “Technology + Service” platform, continuously creating value for customers and society, and committed to fulfilling the corporate mission of “Bringing a Better Life for More People”.

#### 3.2 INTRODUCTION TO THE BUSINESS

After more than 20 years of development and accumulation, Times Neighborhood has horizontally laid out multiple business formats and vertically expanded the industry chain, formed a service product system consisting of four major offerings: “Neighborhood City Services, Neighborhood Community, Neighborhood Enterprise Services, Neighborhood Innovation”, which provides customers with a complete solution to enjoy a better life in the future.





#### 鄰里城服：為城市空間提供綜合性管理服務方案

基於時代鄰里獨有的「SHOW城」服務模式，以政策為導向，以政府為主導，以群眾為服務對象，以物業管理為基礎，著力城市全域化治理模式升級，與政府合作探索「智慧城市+智慧社區」的搭建，並承接政府部分公共服務管理職能，打造繡花式的精細化營運模式，共促城市高質量發展。

- **城市公共服務：**提供市政環衛一體化、生態環境治理、城鎮全域化治理等服務。
- **公建空間服務：**為機關單位物業、醫院物業、學校物業、公園景區、公共場館、公共交通提供專業服務。

#### 鄰里社區：為社區家庭提供多元化品質服務方案

基於人的全生命週期發展需求，以花<sup>4</sup>服務體系為品質標準，以4度服務美學（尺度、溫度、速度、深度）為服務特色，為業主制定專屬的住宅服務方案，深度挖掘社區的空間價值，助力業主房產的保值增值，攜手業主共同成長，一生相伴。

- **住宅物業服務：**花<sup>4</sup>服務體系為業主提供「紫荊花」、「金百合」、「鬱金香」、「向日葵」四大級別標準的服務。
- **人文社區服務：**為業主持續進行老人、兒童、寵物友好型社區特色建設；以「鄰里紅心」黨建服務品牌IP引領社區打造，與業主共建共治共享；舉辦「美好創造節、美好回收計劃、鄰里糖水鋪、鄰里減碳官」等多類品牌活動，打造特色社區文化。

#### Neighborhood City Services: Provide Comprehensive Management Service Solutions for Urban Spaces

Based on Times Neighborhood's unique "SHOW City" service model, which is policy-oriented, government-led, and serves the public and bases on property management, it focuses on upgrading the urban holistic governance model. We collaborate with the government to explore the establishment of "Smart City + Smart Community" and undertake some public service management functions of the government, create a meticulous operation pattern akin to embroidery, jointly promote high-quality urban development.

- **Urban Public Services:** Provide integrated municipal sanitation, ecological environment management, and comprehensive urban governance services.
- **Public Building Space Services:** Provide professional services for properties of government agencies, hospitals, schools, parks and scenic areas, public venues and public transportation.

#### Neighborhood Community: Provide Diverse Quality Service Solutions for Community Families

Based on the full life cycle development needs of individuals, we use the Flower<sup>4</sup> Service System as the quality standard and the 4° Service Esthetics (Scale, Temperature, Speed, Depth) as the service characteristics to develop exclusive residential service plans for property owners, deeply explore the spatial value of the community, assist property owners in maintaining and increasing the value of their properties, and grow together with property owners, accompanying them throughout their lives.

- **Residential Property Services:** The Flower<sup>4</sup> Service System provides property owners with four standard levels of service named "Bauhinia", "Golden Lily", "Tulip", "Sunflower".
- **Cultural Community Services:** We continuously carry out community feature construction that is friendly to the elderly, children, and pets for property owners. By leading community building with the "Neighborhood Heart" Party service brand IP, we co-construct, govern, and share with property owners. Also, we organize various brand activities such as "Good Creation Festival, Good Recycling Program, Neighborhood Sweet Soup Shop, Carbon Reduction Officer in Neighborhood", to create a distinctive community culture.



### 3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

#### 鄰里企服：為現代商企提供空間價值提升方案

聚焦空間資產，為商業、寫字樓提供智慧化樓宇管控與個性化企業服務，為產業園區提供綜合性優質服務，服務內容涵蓋企業發展與員工生活的全方面，助力企業客戶資產價值及社會影響力的持續升級。

- **全生命週期商企服務：**為現代商企提供前介諮詢、PM 物業管理、FM 空間管理、智能物業平台、多元增值服務。
- **產業園區服務：**為產業主提供物業管理、產商營運、智慧賦能等專業服務。
- **營銷案場服務：**讓目標客群獲得無微不至的尊崇服務體驗，助力地產項目有效銷售。

#### Neighborhood Enterprise Services: Provide Space Value Enhancement Solutions for Modern Enterprises

Focusing on spatial assets, we provide intelligent building management and personalized corporate services for commercial and office buildings, and offer comprehensive quality services for industrial parks. Our services cover all aspects of corporate development and employee life, assist corporate clients in continuously enhancing asset value and social impact.

- **Full Lifecycle Business Services:** Providing pre-intermediary consulting, property management (PM), facility management (FM), intelligent property platforms, and diversified value-added services for modern enterprises.
- **Industrial Park Services:** Providing property management, manufacturer operations, and intelligent empowerment professional services for industry owners.
- **On-site Marketing Services:** Providing the meticulous and esteemed service experience for the target customer group to assist in the effective sales of real estate projects.



### 鄰里創新：拓寬服務邊界，培育多維創新業務體系

時代鄰里以客戶需求為中心，以「鄰里邦」為多場景線上入口，以科技工具為支撐，連接上下游產業鏈，打造多個具備領域優勢的業務品牌。其中，「鄰里邦」、「鄰里智聯」憑借優越的技術研發實力與專業化程度榮獲「廣東省專精特新中小企業」稱號。

- **資產管理服務：**以不動產保值增值為核心，打造「鄰里置業、鄰里美居、鄰里美家」三大業務線，為業主提供不動產租售與管理、一站式家裝煥新、無憂生活服務等全面服務。
- **智慧空間營運：**以「鄰里智聯」為主，為客戶提供智慧設備及系統平台的升級改造服務，以及智慧家居、智慧車場、智慧社區、智慧樓宇、智慧園區、智慧城市的空間一體化解決方案。
- **專業電梯服務：**以「鄰里電梯」為主，為客戶提供銷售安裝、維保改造、多媒體營運、裝飾工程、翻新貼膜等專業服務。
- **營銷資源整合：**以「鄰里廣告」為主，為客戶提供全景覆蓋、精準定位、資源優化、全鏈保障等營銷服務。

### Neighborhood Innovation: Expand Service Boundaries and Cultivate a Multidimensional Innovative Business System

Times Neighborhood focuses on customer needs, using “Neighborhood Services” as a multi-scenario online entry point, supported by technological tools, connecting the upstream and downstream industry chains, and creating multiple business brands with domain advantages. Among them, “Neighborhood Services” and “FEELLINK” have been awarded the title of “Professional, Advanced, and Specialised New SME of Guangdong Province” due to their superior technological research and development capabilities and level of specialization.

- **Asset Management Services:** Focus on the preservation and appreciation of real estate, we have established three main business lines: “Neighborhood Property, Neighborhood Home, Neighborhood Decoration Home”, provide property owners with comprehensive services including real estate leasing and management, one-stop home renovation, and worry-free living services.
- **Intelligent Space Operations:** Focus on “FEELLINK”, we provide customers with upgrade and transformation services for intelligent equipment and system platforms, as well as integrated space solutions for intelligent homes, intelligent parking lots, intelligent communities, intelligent buildings, intelligent parks, and intelligent cities.
- **Professional Elevator Services:** Focus on “Neighborhood Elevator”, we provide customers with sales installation, maintenance and modification, multimedia operations, decoration projects, renovation and film application, and other professional services.
- **Marketing Resource Integration:** Focus on “Neighborhood Marketing”, we provide customers with panoramic coverage, precise targeting, resource optimization, and comprehensive chain assurance and other marketing services.



### 3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

#### 3.3 公司文化

#### 3.3 CORPORATE CULTURE

##### 時代鄰里「創造者文化體系」 Times Neighborhood “System of Creator Culture”

綱領層 Creed Level	企業使命 Corporate Mission	讓更多人享受美好生活 Bring a Better Life for More People
	企業願景 Corporate Vision	成為全球卓越的生活服務平台 To be a global extraordinary life service platform
核心層 Core Level	企業定位 Corporate Position	現代服務創造者 Modern service creator
	品牌主張 Brand Appeals	人人都是創造者 Everyone is the Creator
	企業精神 Corporate Spirit	追求卓越 勇於創新 Pursue the extraordinary, dare to innovate
思想層 Ideological Level	核心價值觀 Core Value	愛 專注 創造 Love, Devotion, Creation
	經營理念 Operational Philosophy	品質讓客戶驚喜 服務讓客戶感動 Surprise customers with quality and move customers with service
	人才理念 Talent Philosophy	德才兼備 務實創新 Pursue talent and morality, be pragmatic and innovative
	服務理念 Service Philosophy	創造服務 Creation Service
	行為層 Behavior Level	五項原則 Five Principles

### 3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD



#### 時代鄰里「創造者文化體系」 Times Neighborhood “System of Creator Culture”

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

#### 3.4 2024年關鍵績效

#### 3.4 KEY PERFORMANCES OF 2024

指標名稱 Name of indicator		數據 Data
<b>財務表現</b>		
<b>Financial Performance</b>		
資產總額 (人民幣千元)	Total assets (RMB'000)	2,591,943
權益總額 (人民幣千元)	Total equity (RMB'000)	1,443,484
收入 (人民幣千元)	Revenue (RMB'000)	2,388,828
母公司擁有人應佔核心淨利潤 (人民幣千元)	Core net profit attributable to owners of the parent (RMB'000)	175,240
<b>業務表現</b>		
<b>Business Performance</b>		
服務城市 (個)	Cities served	82
合約建築面積 (百萬平方米)	Contracted GFA (million m <sup>2</sup> )	125.8
合約項目 (個)	Contracted projects	945
在管建築面積 (百萬平方米)	GFA under management (million m <sup>2</sup> )	118.8
在管項目 (個)	Projects under management	878
<b>環境數據</b>		
<b>Environmental Data</b>		
溫室氣體排放量 (噸 CO <sub>2</sub> e)	Greenhouse gas emissions (tonnes CO <sub>2</sub> e)	20,924.01
溫室氣體排放密度 (噸 CO <sub>2</sub> e / 人民幣百萬元收入)	Greenhouse gas emissions intensity (tonnes CO <sub>2</sub> e per revenue in RMB (million))	8.76
綜合能耗量 (兆瓦時)	Total energy consumption (MWh)	42,252.30
總耗水量 (立方米)	Total water consumption (m <sup>3</sup> )	1,753,855.73
<b>安全與健康</b>		
<b>Safety and Health</b>		
項目安全培訓覆蓋率 (%)	Project safety training coverage rate (%)	93.78
應急演練次數 (次)	Number of emergency drills (times)	14
<b>員工發展</b>		
<b>Employee Development</b>		
員工人數 (人)	Number of employees	5,138
受訓員工覆蓋率 (%)	Coverage rate of employees trained (%)	100
員工受訓平均時長 (小時)	Training hours completed per employee (hours)	33.34



### 3.5 榮譽列表

### 3.5 TABLE OF HONORS

榮譽 Honors	頒發單位 Awarding Units
2024中國物業服務百強企業TOP11 TOP 11 in 2024 TOP 100 Property Management Companies in China	北京中指信息技術研究院（「中指院」） Beijing China Index Information Technology Academy (“CIA”)
2024中國住宅物業服務力優秀企業 2024 Excellent Companies in Residential Property Management in China	中指院 CIA
2024中國高端物業服務領先企業 2024 Leading Enterprises in High-end Property Services in China	中指院 CIA
2024中國商業物業服務力優秀企業 2024 Outstanding Enterprises in Commercial Property Services in China	中指院 CIA
2024中國IFM服務優秀企業 2024 China IFM Service Excellent Companies	中指院 CIA
2024中國紅色物業服務優秀企業 2024 Excellent Red Property Service Enterprise in China	中指院 CIA
2024中國物業服務百強服務質量領先企業 TOP 100 of 2024 Property Management Leading Service Quality Enterprises in China	中指院 CIA
2024中國物業服務綜合實力百強企業TOP11 TOP 11 in 2024 TOP 100 of Property Services Enterprises in Comprehensive Strength in China	中物智庫 China Property Management Think Tank
2024中國城市服務企業TOP10 2024 TOP 10 City Services Companies in China	中物智庫 China Property Management Think Tank
2024中國高品質服務力百強企業 TOP 100 of 2024 High-quality Service Enterprises in China	中物智庫 China Property Management Think Tank



### 3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

榮譽 Honors	頒發單位 Awarding Units
2024中國物業服務上市公司規模TOP10 TOP 10 of 2024 Property Management Services Listed Companies in China by Scale	中指院 CIA
2024中國物業服務上市公司市場拓展能力TOP7 TOP 7 of Market Expansion Capability of the 2024 Property Management Listed Companies in China	中指院 CIA
2024中國物業服務上市公司非住宅物業服務TOP6 TOP 6 of 2024 Non-Residential Property Services of Property Management Service Listed Companies in China	中指院 CIA
2024中國物業服務ESG發展優秀企業TOP6 TOP 6 of 2024 China Excellent Property Management Companies by ESG Development	中指院 CIA
2024中國上市物業服務投資價值優秀企業TOP5 TOP 5 of 2024 Outstanding Property Management Listed Companies in Investment Value in China	中指院 CIA
2024中國物業管理行業上市物企20強第13名 No. 13 in the 2024 TOP 20 Listed Property Management Companies in China's Property Management Industry	中物智庫 China Property Management Think Tank
2024中國上市物企最佳ESG實踐 2024 Best ESG Practices for Property Management Listed Companies in China	中物智庫 China Property Management Think Tank
2024年美好生活服務商 2024 Service Provider for Wonderful Life	樂居財經 Leju Finance
2024年卓越物業品牌企業 2024 Outstanding Property Brand Companies	樂居財經 Leju Finance
2024中國物業服務專業化營運領先品牌企業—TOP9 品牌價值95億元 2024 Specialised Operational Leading Brand of China Property Services Companies — TOP 9 Brand value 9.5 billion	中指院 CIA
2024中國物業品牌影響力百強企業—時代鄰里 TOP 100 Chinese Property Service Companies in Brand Influence in 2024 — Times Neighborhood	中物智庫 China Property Management Think Tank



### 3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD



榮譽 Honors	頒發單位 Awarding Units
2023-2024廣東省物業管理行業誠信標杆企業－時代鄰里	廣東省物業管理行業協會（「廣東省物協」）
2023-2024 Guangdong Property Management Industry Integrity Benchmark Enterprise – Times Neighborhood	Guangdong Property Management Industry Institute (“GPMII”)
2024大灣區物業服務品牌企業－時代鄰里	廣東省物協
Well-known Property Management Enterprises in Great Bay Area in 2024 – Times Neighborhood	GPMII
2024中國物業年度品牌公益優秀案例（鄰里減碳官公益活動）	樂居財經
2024 China Property Annual Brand Public Welfare Excellent Case (Carbon Reduction Officer's Social Welfare Activities in Neighborhood)	Leju Finance
2024中國物業服務上市公司公司治埋(G)優秀企業－時代鄰里	中指院
2024 China's Top Listed Property Services Companies in Corporate Governance (G) – Times Neighborhood	CIA
2024中國物業服務上市公司環境責任(E)優秀企業－時代鄰里	中指院
2024 China's Top Listed Property Services Companies in Environmental Responsibility (E) – Times Neighborhood	CIA
時代鄰里－2024廣東省物業服務滿意度領先企業	中指院
Times Neighborhood – 2024 Guangdong Leading Enterprises in Property Service Satisfaction	CIA
時代鄰里－2024粵港澳大灣區物業服務市場地位領先企業	中指院
Times Neighborhood – 2024 Leading Enterprises in the Property Management Market in Guangdong-Hong Kong-Macao Greater Bay Area	CIA



## 4. 強化管治，築牢企業根基

# DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

時代鄰里始終將良好的企業管治視為穩健前行與持續發展的基石。我們堅持可持續發展理念，並將其深度融入各項業務的營運與發展之中，不斷完善ESG治理架構，提升董事會在ESG事務中的參與度與監督效能；構建穩定高效的相關方溝通機制，切實保障各持份者的合法權益；強化廉潔合規治理，致力於推動企業實現高質量、可持續發展，向著全球卓越生活服務平台的目標穩步邁進。

### 4.1 董事會聲明

時代鄰里董事會深知ESG工作對公司發展的重要性，高度重視ESG管理。依據聯交所的要求，公司逐步完善ESG管治機制，強化董事會在ESG事務中的參與和監督，積極履行企業社會責任，推動公司的長期穩健發展。

#### ESG 管治

作為公司的最高決策機構，董事會對ESG工作承擔全面責任，並授權ESG委員會協助管理及決策ESG相關事宜。ESG委員會負責協助董事會制定ESG發展戰略，指導ESG工作小組對公司具有重大影響的ESG議題進行評估和優先排序。ESG委員會每年至少向董事會匯報一次ESG相關的重要事項，以便董事會定期審查公司ESG工作的進展，並針對需要改進的方面提出行動建議。

#### ESG 風險管理

時代鄰里高度重視可能對本公司產生重大影響的ESG風險。公司結合行業ESG風險、監管要求及宏觀政策等因素，定期更新ESG議題庫，並通過利益相關者調研、專家評估和董事會討論等方式，評估重大性ESG議題。董事會已對本年度重大ESG議題的分析結果進行了審批和確認。

Times Neighborhood has always regarded good corporate governance as the cornerstone of steady progress and sustainable development. We adhere to the concept of sustainable development and deeply integrate it into the operation and development of various businesses, continue to improve the ESG governance structure, enhance the Board's participation and supervision effectiveness in ESG matters; build a stable and efficient stakeholder communication mechanism to fully protect the legitimate rights and interests of all stakeholders; strengthen integrity and compliance governance, and are committed to promote the high-quality and sustainable development of the Company and making steady progress towards the goal of becoming a global platform for excellence in lifestyle services.

### 4.1 BOARD STATEMENT

The Board of Times Neighborhood understands the importance of ESG work to the Company's development and attaches great importance to ESG management. By the requirements of the Stock Exchange, the Company has gradually improved the ESG governance mechanism, strengthened the Board's participation and supervision of ESG matters, and actively fulfilled its corporate social responsibility, to promote the Company's long-term and solid development.

#### ESG Governance

As the highest decision-making body of the Company, the Board assumes overall responsibility for ESG work and authorizes the ESG Committee to assist the Board in managing and deciding ESG-related matters. The ESG Committee is responsible for assisting the Board in formulating the ESG development strategy and guiding the ESG Task Force to evaluate and prioritize ESG-related issues that have a significant impact on the Company. The ESG Committee shall report at least once a year to the Board on material ESG-related matters for the Board to review the progress of the Company's ESG work regularly, and to make recommendations on actions to be taken for improvement.

#### ESG Risk Management

Times Neighborhood gives high priority to ESG risks that may have a significant impact on the Company. In combination with industry ESG risks, regulatory requirements, and macro policies, we regularly update the ESG issue database and evaluate material ESG issues through stakeholder surveys, expert evaluations, and Board discussions. The Board has approved and confirmed the analysis results of material issues for the year.

## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION



### ESG 目標管理

時代鄰里嚴格遵循聯交所的 ESG 報告指引，結合公司實際情況，制定了關鍵的 ESG 目標，並持續跟蹤目標的進展。董事會定期審閱和討論 ESG 目標，並根據外部環境和公司業務的最新發展，定期檢討目標的達成情況，確保 ESG 目標的持續性和適應性。

### ESG Target Management

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

## 4.2 ESG 管治

時代鄰里立足於「現代服務創造者」的企業定位，堅持以創造者「五項原則」（長期主義、變革創新、客戶至上、廉潔自律、合作共贏）作為 ESG 管理的行動原則，並將 ESG 責任履行融入戰略決策與日常管理。我們持續提升 ESG 合規水平及實踐，在保障服務質量的同時創造多方利益關聯體的長期利益。

## 4.2 ESG GOVERNANCE

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

### 時代鄰里創造者「五項原則」

#### The Creators of Times Neighborhood “Five Principles”

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



## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

### 4.2.1 ESG 管治架構

時代鄰里已構建由「董事會－ESG 委員會－ESG 工作小組－公司各職能部門、子公司及城市公司」組成的 ESG 管治架構，明確決策、監督到執行三大層級的具體職責，保障 ESG 工作有序、高效開展。有關董事會參與 ESG 事宜監管的詳細內容，請參見本報告「董事會聲明」章節。

我們的 ESG 管理架構及分工如下：

### 4.2.1 ESG Governance Structure

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

Our ESG management structure and lines of responsibility are as follows:

架構 Frameworks	角色 Roles	成員 Members	具體職責 Specific Responsibilities
董事會 The Board	最高決策層 Top decision-making organization	各董事會成員 Members of the Board	詳見「董事會聲明」章節 Please refer to the chapter headed “Board Statement”
ESG 委員會 ESG Committee	決策層 Decision-making organization	董事會主席： 岑劍雄（任 ESG 委員會主席） Chairman of the Board: Shum Chiu Hung (appointed as the Chairman of the ESG Committee) 執行董事： 王萌、謝嫻、周銳 Executive Directors: Wang Meng, Xie Rao, Zhou Rui 獨立非執行董事： 雷勝明 Independent non-executive Director: Lui Shing Ming, Brian	指導和檢討集團 ESG 管理方針及策略的制定，確保遵循實際及適用的法律及監管要求； Direct and review the development of the Group's ESG management approaches and strategies to ensure that they are in line with the actual and applicable legal and regulatory requirements; 監察集團 ESG 目標的制定和實施，含 ESG 管理績效目標制定、目標實現進度的檢討、對實現目標之實踐提出建議； Oversee the formulation and implementation of the Group's ESG targets, including the formulation of ESG management performance targets, review of progress in achieving the targets, and make recommendations on the practice of achieving the targets; 識別集團 ESG 風險與機遇，評估相關影響，並就應對 ESG 風險與機遇向董事會提供建議； Identify the Group's ESG risks and opportunities, assess relevant impact, and provide recommendations to the Board on addressing ESG risks and opportunities; 審視外部 ESG 主要趨勢，將影響集團 ESG 方針及策略、目標制定的重要趨勢匯報董事會。 Review external ESG major trends and report to the Board on important trends impacting the Group's ESG policies and strategies and the setting of targets.

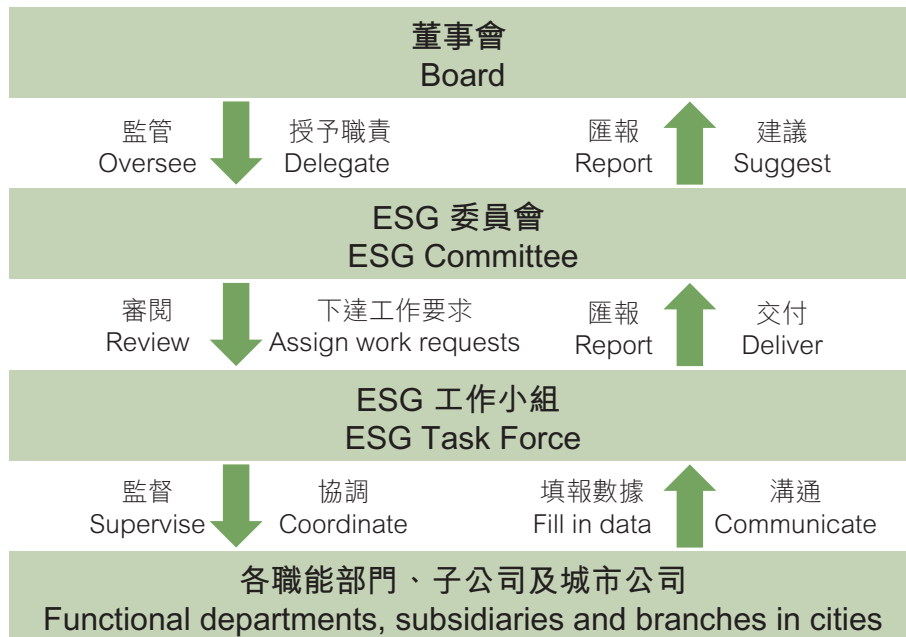
## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION



架構 Frameworks	角色 Roles	成員 Members	具體職責 Specific Responsibilities
ESG 工作小組 ESG Task Force	監督協調層 Supervision and coordination organization	執行董事兼副總裁：謝嬈女士（任ESG工作小組組長 <sup>1</sup> ） Executive Director and Vice President: Ms. Xie Rao (appointed as the head of the ESG Task Force <sup>1</sup> )  由相關部門指派成員組成，並設置專人負責統籌 The ESG Task Force is composed of members appointed by relevant departments, and a dedicated person is responsible for the coordination	編制年度ESG報告；跟進ESG績效表現情況；識別ESG風險並向ESG委員會匯報；全面執行集團的ESG工作實踐與活動。 To prepare annual ESG reports; to follow up on ESG performances; to identify ESG risks and to report to the ESG Committee; to comprehensively implement the Group's ESG practices and activities.
各職能部門、子公司及城市公司 Functional departments, subsidiaries and branches in cities	執行層 Executive organization	各職能部門、子公司及城市公司所有人員 All employees of functional departments, subsidiaries, and branches in cities	具體執行集團的ESG工作實踐與活動。 To specifically implement the Group's ESG practices and activities.

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

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



ESG管治架構圖  
ESG Governance Framework

<sup>1</sup> 原ESG工作小組組長郭柏成先生於2025年1月5日離職。

<sup>1</sup> Mr. Kwok Pak Shing, the former head of the ESG Task Force, resigned on 5 January 2025.



## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

### 4.2.2 持份者溝通

時代鄰里始終將持份者的反饋置於優先考量維度。公司依托信息披露、專題調研及多元化溝通渠道，與員工、客戶／業主、投資者／股東、供應商及合作夥伴、政府與監管機構、媒體等持份者保持常態化對話。通過建立雙向對話機制，我們持續追蹤各方在可持續發展領域的重點關切，並制定針對性響應策略，確保關鍵訴求得到有效傳達與妥善處理。

### 4.2.2 Communication with Stakeholders

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

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

## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION



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



#### 4. 強化管治，築牢企業根基

### DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

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



## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION



### 4.2.3 重要性議題

我們為了更精準地體現內外部持份者的期望與訴求，清晰界定ESG實踐的方向和信息披露的關鍵點，持續開展實質性議題分析工作。我們通過更新議題庫、加強持份者參與、進行議題評估以及審核確認等環節，構建了重大性議題矩陣。這使我們能夠更有針對性地回應各持份者關注的重點問題，並完整、準確地披露ESG工作的進展情況。

### 4.2.3 Material Issues

To more accurately reflect the expectations and demands of internal and external stakeholders, we clearly define the direction of ESG practice and key points of information disclosure and continue to carry out the analysis of material issues. We have formed a matrix of material issues through certain steps, such as updating the issue database, enhancing stakeholders' engagement, assessment of issues, approval, and confirmation. This enables us to respond to the key concerns of various stakeholders in a more specific manner and disclose the progress of ESG work completely and accurately.

#### 重要性議題分析方法

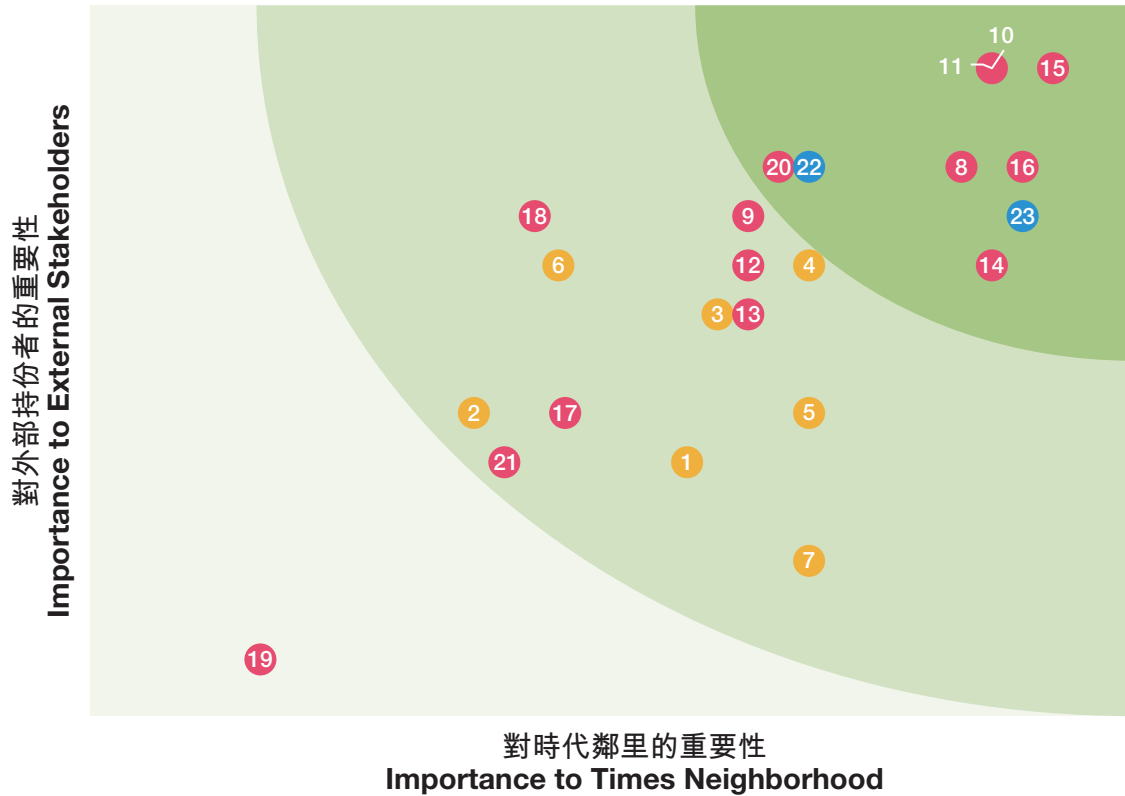
#### Analysis Method of Material Issues

議題庫更新	以《ESG報告指引》為基礎，參考全球報告倡議（GRI, Global Reporting Initiative）所建議的披露議題，通過回顧2023年重要性議題，結合企業業務實際及發展規劃、同行企業ESG管理實踐以及持份者的意見，我們梳理2024年ESG重要性議題清單，共計23項議題。
Updating issue database	Based on the <i>ESG Reporting Guide</i> , concerning the <i>Global Reporting Initiative</i> (GRI), we reviewed the issues of importance in 2023 and combined them with the actual business and development plans of enterprises, ESG management practices of peer companies, and the opinions of stakeholders, we compiled a list of 23 ESG issues of importance in 2024.
持份者參與	在日常營運中收集來自董事、管理層、員工、客戶、投資者、合作方、媒體等持份者對時代鄰里可持續發展的意見，作為重要性議題的篩選依據。
Involvement of stakeholders	The opinions of stakeholders such as Directors, management, employees, customers, investors, partners, and the media on the sustainable development of Times Neighborhood were collected in daily operations as the basis for the selection of material issues.
議題評估	根據各持份者關注焦點，從「對時代鄰里的重要性」和「對外部持份者的重要性」兩大維度進行議題重要性評估，分析得出重要性議題矩陣及列表，其中，高度重要議題9個，中度重要議題13個，一般重要議題1個。
Assessment of issues	Based on each stakeholder's concerns, we have evaluated the materiality of issues from two dimensions, namely "Importance to Times Neighborhood" and "Importance to external stakeholders". As a result, we have obtained a matrix and a list of material issues, including 9 issues of high materiality, 13 issues of moderate materiality, and 1 issue of general materiality.
審核確認	將持份者參與方案、實施過程及重要性議題評估結果呈交管理層及董事會，由管理層及董事會確認通過。
Approval and confirmation	The participation and implementation process of stakeholders and the results of the assessment of materiality issues were submitted to the management and the Board for approval and confirmation.



4. 強化管治，築牢企業根基  
DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

時代鄰里2024年ESG重要性議題矩陣  
Times Neighborhood ESG Material Issues Matrix in 2024



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

4. 強化管治，築牢企業根基  
DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION



重要性議題列表：  
List of material issues:

議題分類 Classification of Issues	排序 Rank	序號 No.	範疇 Category	議題 Issues
高度重要議題 Issues of high materiality	1	15	社會 Social	服務質量與客戶滿意度 Service quality and customer satisfaction
	2	10	社會 Social	職業健康與安全 Occupational health and safety
	3	11	社會 Social	員工培訓與發展 Employees' training and development
	4	16	社會 Social	客戶信息與私隱保護 Customer information and privacy protection
	5	8	社會 Social	員工多元化 Employee diversity
	6	23	管治 Governance	企業管治 Corporate governance
	7	14	社會 Social	客戶福祉與健康安全 Well-being, health, and safety of customers
	8	22	管治 Governance	反貪腐 Anti-corruption
	9	20	社會 Social	參與社區建設 Participation in community construction



## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

### 重要性議題列表： List of material issues:

議題分類 Classification of Issues	排序 Rank	序號 No.	範疇 Category	議題 Issues	
中度重要議題 Issues of moderate materiality	10	9	社會 Social	員工權益與福利 Interests and benefits of employees	
	11	4	環境 Environmental	能源管理 Energy management	
	12	12	社會 Social	防止僱傭童工及強制勞工 Prevention of child labor and forced labor	
	13	13	社會 Social	負責任的供應鏈管理 Responsible supply chain management	
	14	3	環境 Environmental	廢棄物管理 Waste management	
	15	5	環境 Environmental	水資源管理 Water resources management	
	16	18	社會 Social	知識產權保護 Protection for intellectual property rights	
	17	6	環境 Environmental	應對氣候變化 Climate change response	
	18	1	環境 Environmental	綠色物業管理及營運 Green property management and operation	
	19	7	環境 Environmental	綠色辦公 Green Office	
	20	17	社會 Social	創新服務與智慧物業 Innovative services and intelligent property	
	21	2	環境 Environmental	溫室氣體排放管理 Management of greenhouse gas emissions	
	22	21	社會 Social	參與公益慈善及志願活動 Participation in charity and voluntary activities	
	一般重要議題 Issue of general materiality	23	19	社會 Social	政策回應及行業交流 Response to policies and industry interaction

## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION



### 4.3 合規治理，穩健經營

規範化管理是企業健康營運的核心保障。時代鄰里通過開放透明的組織運行機制，構建覆蓋全流程的合規管治制度體系，強化風險防控與管理，落實知識產權保護，確保公司營運始終符合法律法規要求，持續提升治理效能，以廉潔高效的作風和務實穩健的態度，推動企業邁向高質量、可持續的發展道路。

#### 4.3.1 董事會治理

董事會嚴格遵循治理章程履行相關職責。我們定期開展履職效能評估，重點核查獨立外部董事的履職合規性及決策獨立性，確保治理體系規範運行。截至報告期，董事會主席職務由非執行董事岑劍雄先生擔任，且全體獨立非執行董事均滿足監管要求的獨立性標準。

公司深知治理結構的多元化是完善企業管治的關鍵要素。我們制定了《董事會成員多元化政策》，定期審閱制度的有效性並檢討政策實施情況。在董事會成員甄選環節，我們遵循多元化原則，並依據業務特性與戰略需求，對候選人的（但不限於）年齡、性別、文化、教育背景、專業經驗等多維度進行嚴格考量，保障董事會運作的高效性與均衡性。

### 4.3 COMPLIANCE GOVERNANCE, PRUDENT OPERATION

Standardized management is the core guarantee for the healthy operation of an enterprise. Through the open and transparent organization operation mechanism, Times Neighborhood builds a compliance governance system covering the whole process, strengthens risk prevention, control, and management, implements intellectual property protection, and ensures that the Company's operation is always in line with the requirements of laws and regulations, continuously improves the effectiveness of governance, and promotes the enterprise towards the road of high-quality and sustainable development with integrity, efficient style, and a practical and steady attitude.

#### 4.3.1 Governance of the Board

The Board strictly follows the governance charter to perform its relevant duties. We regularly conduct performance effectiveness assessments, focusing on verifying the compliance of the independent external directors in performing their duties and their independence in decision-making, to ensure that the governance system operates in a standardized manner. As of the Reporting Period, the chairman of the Board was Mr. Shum Chiu Hung, a non-executive Director, and all independent non-executive Directors met the independence standards required by regulatory requirements.

The Company understands that diversification of the governance structure is essential for improving corporate governance. We have established the *Board Diversity Policy* and regularly review the effectiveness of the system and the implementation of the policy. In the selection of Board members, we follow the principle of diversity and strictly take into account dimensions such as (but not limited to) age, gender, culture, educational background, and professional experience of the candidates based on the business characteristics and strategic needs, to ensure the efficient and balanced operation of the Board.



## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

截至2024年12月31日，董事會共有9名董事，其中執行董事3名，非執行董事3名，獨立非執行董事3名，分別具備豐富的房地產服務行業經驗、良好的經營管理能力，以及財務、工商管理、法律等領域的專業知識技能。

### 關鍵績效

截至2024年12月31日，董事會9名董事中，共有3名女性執行董事，女性董事佔比33.3%。

### 4.3.2 風險管控

時代鄰里高度重視內部控制與風險管理的有效性，持續強化風險防範能力。我們嚴格遵循香港聯合交易所《企業管治守則》的要求，制定了《時代鄰里集團審計監察管理制度》和《時代鄰里員工紅線制度》。同時，我們構建了全面的風險管理體系，涵蓋風險自查、常規審計、專項審計、離任審計以及風險檢查等內部控制機制，確保內控工作的合規性與高效性。

2024年，時代鄰里共完成8項區域／延伸板塊公司年度綜合審計及7項各類專項審計，實現內部審計問題的及時識別與系統化整改。針對重點業務領域實施專項風險行動，圍繞物資管理、能耗管理、美居業務等風險場景開展深度排查。同時，我們組織項目消防安全管理專項巡查，合計巡查項目26個，發現並督促整改68項消防安全管理問題，顯著提升業務單元的風險處置能力與標準化管理水平。

As of 31 December 2024, the Board comprised a total of 9 Directors, including 3 executive Directors, 3 non-executive Directors, and 3 independent non-executive Directors, with extensive experience in the real estate service industry, sound operation and management capabilities, and professional knowledge and skills in finance, business administration, law, and other fields.

### Key Performances

As of 31 December 2024, there were 3 female executive Directors out of 9 Directors on the Board, with female Directors accounting for 33.3%.

### 4.3.2 Risk Control

Times Neighborhood gives high priority to the effectiveness of internal control and risk management and continuously strengthens risk prevention capabilities. We strictly abide by the requirements of the *Corporate Governance Code* of the Hong Kong Stock Exchange, formulate the *Management Policy of Times Neighborhood Group on Audit and Supervision* (時代鄰里集團審計監察管理制度) and the *Employee Red Line Policy of Times Neighborhood* (時代鄰里員工紅線制度). At the same time, we have established a comprehensive risk management system covering internal control mechanisms such as risk self-examination, regular audit, special audit, post-employment audit, and risk inspection to ensure compliance and efficiency of internal control.

In 2024, Times Neighborhood completed a total of 8 regional/extended segment company annual comprehensive audits and 7 various special audits, achieving timely identification and systematic rectification of internal audit issues. We implemented special risk control actions for key business areas, conducting in-depth inspections around risk scenarios such as material management, energy consumption management, and home decoration business. At the same time, we organized a special inspection of project fire safety management, inspected a total of 26 inspection projects, identified and urged rectification of 68 fire safety management issues, significantly enhanced the risk handling capability and standardized management level of the business units.

## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION



### 案例：美居業務專項審計

2024年，我們針對美居業務開展專項審計。對於審計過程中發現的潛在風險，我們要求相關部門立即整改並追蹤改善情況，進一步通過強化工藝標準培訓、推行施工進度動態監測系統、上線客戶評價數字化平台及優化獎金核算流程等整改措施，系統性提升業務管控能力。

### Case: Home Decoration Business Special Audit

In 2024, we conducted a special audit of the home decoration business. For the potential risks identified during the audit process, we required the relevant departments to immediately rectify and track the improvement status. Further rectification measures include strengthening process standard training, implementing a dynamic monitoring system for construction progress, launching a digital platform for customer evaluation, and optimizing the bonus calculation process to systematically enhance business control capabilities.

### 4.3.3 恪守商業道德

時代鄰里始終秉持誠信經營原則，在嚴格遵循《中華人民共和國公司法》《中華人民共和國反洗錢法》《中華人民共和國反不正當競爭法》等法律法規的基礎上，制定《時代鄰里集團反商業賄賂管理制度》《時代鄰里集團反舞弊管理制度》等內部規範，不斷優化商業道德管理體系，加強合規與廉潔教育，同時完善監察舉報機制，確保經營活動的公正透明。

### 4.3.3 Uphold Business Ethics

Times Neighborhood consistently adheres to the principle of integrity in business operations. Based on strictly abiding by the *Company Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, the *Law of the People's Republic of China Against Unfair Competition* and other laws and regulations, it has formulated internal regulations such as the *Management Policy of Times Neighborhood Group on Anti-Commercial Bribery* (時代鄰里集團反商業賄賂管理制度) and the *Management Policy of Times Neighborhood Group on Anti-Corruption* (時代鄰里集團反舞弊管理制度). The Company continuously optimizes its business ethics management system, strengthens compliance and integrity education, and improves the supervision and reporting mechanism to ensure fairness and transparency in business activities.



## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

### 反貪腐機制

我們致力於打造廉潔公正的工作及合作環境。所有新入職員工均須簽署《時代鄰里員工廉潔從業承諾書》，新合作及續簽合同的供應商則需簽訂《廉潔合作協議》。為提升內部監管，我們建立涵蓋董事會、審計委員會及審計監察中心的三級監督管理體系，明確員工行為準則，並對違規行為予以懲處，以規範職業操守。我們開展內部舞弊案件審查工作，於本年度聯合各區域及附屬子公司共審查11件內部舞弊案件，以嚴厲打擊商業道德違規行為，防範廉潔失守及失職問題。報告期內，兩項協議的簽署率均達100%，且公司未涉及任何已審結的貪污、賄賂、勒索或洗錢訴訟案件。

### 廉潔文化建設

公司高度重視員工廉潔意識培養，通過現場培訓授課的形式，對公司廉潔制度及內部監察體系進行宣傳講解，並選取公司內部發生的典型違規舞弊案例進行警示分析。廉潔文化建設不僅有助於提升員工對廉潔制度的理解和重視，增強員工的合規意識，還能通過案例警示，讓員工深刻認識到違規行為的嚴重後果，從而營造風清氣正的企業文化氛圍，為企業的穩健發展築牢根基。2024年，公司攜手鄰里學院共舉辦3場企業內部廉潔培訓，累計覆蓋200餘人次。

### Anti-corruption Mechanism

We are committed to creating an integrity fair working and cooperative environment. All employees commencing employment are required to sign the *Integrity Undertakings of Times Neighborhood Employees* (時代鄰里員工廉潔從業承諾書), and suppliers of new or renewed contracts are also required to sign the *Integrity Cooperation Agreement* (廉潔合作協議). To enhance internal supervision, we have established a three-tier supervisory management system covering the Board, the Audit Committee, and the Audit and Inspection Center, clarified employee conduct guidelines, and imposed penalties for violations to regulate professional ethics. We conducted internal investigations into cases of fraud this year, jointly reviewing 11 internal fraud cases with various regions and subsidiaries to strictly combat violations of business ethics and prevent issues of integrity lapses and dereliction of duty. During the Reporting Period, the signing rate of both agreements reached 100%, and the Company was not involved in any concluded lawsuits related to corruption, bribery, extortion, or money laundering.

### Integrity Culture Cultivation

The Company places great emphasis on cultivating employees' awareness of integrity. Through on-site training and lectures, it promotes and explains the Company's integrity policies and internal supervision system, and selects typical cases of internal violations and fraud for warning analysis. The cultivation of an integrity culture not only helps enhance employees' understanding and emphasis on integrity systems and strengthens their compliance awareness, but also uses case warnings to make employees deeply aware of the serious consequences of violations, thereby fostering a clean and upright corporate culture atmosphere and laying a solid foundation for the stable development of the enterprise. In 2024, the Company, in collaboration with the Neighborhood College, held a total of three internal corporate integrity training sessions, covering over 200 participants.



## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION



- 中高層管理者：開展廉潔專題培訓，詳細解讀公司合規制度及監察體系，並結合典型舞弊案例進行警示教育，增強管理層責任意識和廉潔認知。
- 區域管理層：由區域及附屬子公司自主組織廉潔培訓，針對高風險領域進行重點宣導，強化管理層反腐敗意識。
- 新入職員工：在入職培訓中介紹公司反腐原則及零容忍立場，分享真實案例，以提高新員工的舞弊識別能力和合規意識。
- 專業職能人員：開展廉潔培訓，包括客助精英廉潔培訓及物業典型審計監察知識培訓，分析關鍵崗位潛在的腐敗風險點，提升識別及防範能力，確保廉潔文化貫徹至公司營運的各個環節。
- Middle and senior management: Carry out integrity-focused training, provide a detailed interpretation of the Company's compliance regulations and supervision system, and combine typical fraud cases for warning education to enhance management's sense of responsibility and awareness of integrity.
- Regional management: Organize integrity training independently by regions and subsidiaries, focusing on high-risk areas to strengthen the management's awareness of anti-corruption.
- New employees: Introduce the Company's anti-corruption principles and zero-tolerance stance in the onboarding training, and share real cases to enhance new employees' fraud detection capabilities and compliance awareness.
- Employees in professional functional positions: Conduct integrity training, including elite customer assistance integrity training and typical property management audit and supervision knowledge training, analyze potential corruption risk points in key positions, enhance identification and prevention capabilities, and ensure the integrity culture is implemented in all aspects of company operations.

### 案例：「一專多能」— 審計監察知識專項培訓

2024年，為推動公司「一專多能」培訓計劃的落實，以及進一步提升員工內控意識與專業能力，助力企業實現長期穩健發展。我們面向人事行政相關人員開展審計監察知識的專項培訓，旨在全面深化員工對公司內部控制工作的理解，提升其內控專業知識水平，增強風險防範意識的同時，為公司內控管理水平的提升奠定堅實基礎。本次培訓採用線上和線下相結合的方式，共計來自總部及區域公司約80餘人參與。

### Case: “Multi-skilled Comprehensive Quality” — Special Training on Audit and Supervision Knowledge

In 2024, we assisted the enterprise in achieving long-term and stable development, so as to promote the implementation of the Company's “Multi-skilled Comprehensive Quality” training program and further enhance employees' awareness of internal controls and professional capabilities. We conducted specialized training on audit supervision knowledge for personnel related to human resources and administration, aimed to comprehensively enhance employees' understanding of the Company's internal control work, enhanced their professional knowledge of internal control, and strengthened their awareness of risk prevention, thereby laid a solid foundation for the improvement of the Company's internal control management level. This training adopted a combination of on-line and off-line methods, with approximately 80 participants from headquarters and regional companies.



## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

### 舉報管理

我們秉持開放透明的管理理念，制定《時代鄰里投訴舉報管理制度》，明確投訴舉報處理流程，確保每一件投訴舉報事件都能得到及時、高效的處理，並承諾保護舉報人的合法權益。我們為持份者設立專線電話、微信、郵箱等多個暢通投訴舉報渠道，鼓勵各持份者積極對在職／離職員工、業務合作方、客戶或員工家屬涉及貪腐腐敗、歧視、騷擾、侮辱、失職瀆職、欺詐及危害信息安全等行為進行舉報反饋。2024年，我們共收到各類問題反饋56件，結案率達100%。

### Reporting Management

We uphold an open and transparent management philosophy and have formulated the *Complaint Reporting Management System of Times Neighborhood* (時代鄰里投訴舉報管理制度) to clarify the complaint and reporting handling process, ensuring that every complaint and reporting is addressed promptly and efficiently while committing to protecting the legitimate rights and interests of whistleblowers. We have established multiple accessible complaint and reporting channels, including dedicated hotlines, WeChat, and email, to encourage all stakeholders to actively report and provide feedback on behaviors involving corruption, discrimination, harassment, insulting, dereliction of duty, fraud, and harming information security related to current or former employees, business partners, customers or employees' families. In 2024, we have received a total of 56 feedback cases on various issues, with a conclusion rate of 100%.

#### 時代鄰里投訴舉報渠道：

#### Times Neighborhood Complaint and Reporting Channels:

舉報專線電話：	18617306853
Report hotline:	
微信：	sdlljtjc
WeChat:	
郵箱：	sdlljtjc@timesgroup.cn
Email:	
信件地址：	廣東省廣州市越秀區東風中路410號時代地產中心10樓時代鄰里審計監察中心
Mailing address:	Times Neighborhood Audit and Supervision Center, 10th Floor, Times Property Center, 410 Dongfeng Middle Road, Yuexiu District, Guangzhou, Guangdong Province

## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION



### 舉報流程

### Reporting Process

#### 舉報處理流程 Reporting Process

接獲舉報 Report Received	時代鄰里設置多種舉報渠道以獲取內外部舉報信息。 Times Neighborhood has set up multiple reporting channels to obtain internal and external reporting information.
審核舉報信息 Review Reporting Information	我們秉持對公司實施監督和嚴格責任追究的原則，要求當審計監察中心收到實名舉報3個工作日內或匿名舉報5個工作日內，查實並分析相關舉報信息，並嚴格執行投訴舉報處理流程。 We uphold the principle of supervision and strict accountability for the Company and require the Audit and Supervision Center to verify and analyze the information reported within 3 business days of receiving a report submitted under a real name or within 5 business days of receiving a report submitted by anonymous sources and to start the complaint reporting process.
立案調查 Case Investigation	我們對投訴舉報進行分級分類處理： We classify complaints and reports into different categories: <ul style="list-style-type: none"> <li>— 對於一般性舉報，審計監察中心派專人與相關部門組成專門調查組展開調查；</li> <li>— For general reports, the Audit and Supervision Center sends its staff and relevant departments to form a special investigation team to conduct investigations;</li> <li>— 對於重大投訴舉報，審計監察中心上報董事會，並據指示處理。</li> <li>— For major complaints, the Audit and Supervision Center reports them to the Board and handles them according to instructions.</li> </ul>
結果反饋 Finding Feedback	我們要求，所有投訴舉報須於30日內完成處理，並書面或電話告知舉報人，若因舉報事項複雜，則需向舉報人說明情況，延長答覆時間，但最長不得超過60日。 We require that all reports of complaints be processed within 30 days and that the whistleblower be notified in writing or by telephone. If the report is complex, we will need to explain the circumstances and extend the response time to the whistleblower for a maximum of 60 days.
案件歸檔 Case Filing	所有舉報皆出具完整書面報告，並對觸犯相關規定的被投訴人進行嚴格追究和處理。 All reports are fully documented in writing, and complainants who violate the relevant regulations are strictly prosecuted and punished.



## 4. 強化管治，築牢企業根基 DEEPEN GOVERNANCE, AND STRENGTHEN THE CORPORATE FOUNDATION

### 舉報人保護

我們根據《時代鄰里投訴舉報管理制度》規定，嚴格執行信息保護機制，對線索提交者及關鍵知情人身份信息落實保密義務，明確禁止任何形式的威脅、恐嚇等報復行為。對於監察人員違規洩露舉報人隱私或履職過程中存在疏漏的，將根據內部管理條例予以追責。在投訴處置流程中，設立專職崗位對接線索收集及後續處置工作，同時對需流轉核查的案件信息採取數據脫敏技術，隱去可能暴露舉報者身份的關鍵字段，從技術層面阻斷敏感信息外洩風險。

### Whistleblower Protection

We strictly implement the information protection mechanism by the *Complaint Reporting Management System of Times Neighborhood* (時代鄰里投訴舉報管理制度), fulfill our confidentiality obligations for the identities of clues providers and key informants, and explicitly prohibit any form of retaliation such as threats and intimidation. For supervisory personnel who violate regulations by disclosing the privacy of whistleblowers or exhibit negligence in the course of their duties, accountability will be pursued by internal management regulations. In the complaint-handling process, a dedicated position is established to manage the collection of leads and subsequent handling. At the same time, data desensitization technology is applied to the case information that requires circulation and verification, concealing key fields that may reveal the identity of the whistleblower, thereby technically blocking the risk of sensitive information leakage.

### 4.3.4 知識產權保護

時代鄰里遵循《中華人民共和國商標法》《中華人民共和國著作權法》《中華人民共和國專利法》《中華人民共和國反不正當競爭法》等法律法規要求，持續優化創新成果保障機制。2024年，我們對《知識產權保護管理制度》管理標準進行修訂，進一步完善管理架構、深化全員認知水平，全方位強化企業創新資產防護能力。此外，我們尊重他人的知識產權，倡導並維護公平競爭環境，堅決杜絕任何形式的侵權行為。我們通過多種手段，積極防範和打擊侵犯知識產權的行為，切實保障自身及他人的合法權益不受侵犯。

### 4.3.4 Protection for Intellectual Property Rights

Times Neighborhood complies with the requirements of laws and regulations including the *Trademark Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China*, the *Patent Law of the People's Republic of China*, and the *Law of the People's Republic of China Against Unfair Competition*, continuously optimize the innovation achievements protection mechanism. In 2024, we revised the management standard of the *Intellectual Property Protection Management System* to further improve the management structure, and deepen the level of awareness of all staff, to strengthen the protection capability of corporate innovation assets in all aspects. In addition, we respect the intellectual property rights of others, advocate for and maintain a fair competitive environment, and resolutely eliminate any form of infringement. We actively prevent and crack down on intellectual property infringement through a variety of means to effectively protect ourselves and others from infringement of their legitimate rights.

### 知識產權數據

### Intellectual Property Data

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



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

時代鄰里堅持以客戶需求為出發點，秉承「品質讓客戶驚喜，服務讓客戶感動」的經營理念，不斷探索符合時代發展的服務方式，構建精細化、系統化的物業管理與服務體系，積極推動智慧化與數字化轉型，致力於為客戶提供創新且高質量的服務，持續提升客戶的滿意度與信任度。

Times Neighborhood consistently takes customer needs as the starting point, adhering to the operation philosophy of “ Surprise Customers with Quality and Move Customers with Service”. We continuously explore service methods that keep pace with the times, constructing refined and systematic property management and service systems. We actively promote intelligent and digital transformation, are committed to providing innovative and high-quality services to our clients, and persistently enhance customer satisfaction and trust.

### 專題：初心計劃4.0


### FEATURE： INITIAL PLAN 4.0

服務品質是物業企業的基石。「初心計劃」從提出之處至今，已進階至4.0時代，在初心計劃的引領下，我們持續從社區管理、環境管理、工程管理、安全管理等多維度，以深度服務提升客戶滿意度，以科技工具優化客戶體驗，以人文關懷提高客戶粘性，不斷提升業主的生活幸福感。

Service quality is the cornerstone of a property management enterprise. Since its inception, the “Initial Plan” has evolved into its 4.0 era. Under the guidance of the Initial Plan, we have continuously enhanced customer satisfaction through in-depth services, optimized customer experience with technological tools, and increased customer loyalty with humanistic care across multiple dimensions such as community management, environmental management, engineering management, and safety management, thereby constantly improving the happiness of property owners' lives.


2024年的初心計劃4.0在以往的品质基礎上再次聚力，圍繞「一個原則、三大提升、四大行動」的總綱領，聚焦不動產的保值增值，不斷延展服務功能，細緻服務顆粒度，以先進的管理和技術手段，助力構建更具質感和舒適感的居住環境與人文環境。

The Initial Plan 4.0 of 2024 has once again concentrated its efforts on the foundation of past quality, revolving around the general principle of “One Principle, Three Improvements, Four Major Actions”. It focuses on the preservation and appreciation of real estate values, continuously extending service functions and refining the granularity of services. With advanced management and technological approaches, it aids in constructing a more textured and comfortable living environment and humanistic atmosphere.




**1 個原則**  
PRINCIPLE

品質「零容忍」  
Zero Tolerance for Quality



**3 大提升**  
IMPROVEMENTS

美好聯盟提升  
Beautiful Alliance Improvements  
品質檢查提升  
Quality Inspection Improvements  
訴求響應提升  
Request Response Improvements



**4 大行動**  
MAJOR ACTIONS

美顏行動  
Beautification Action  
煥新行動  
Renovation Action  
安心行動  
Safety Action  
賦能行動  
Empowerment Action

「初心計劃4.0」總綱領  
General Principle of “Initial Plan 4.0”



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

**美顏行動：**時代鄰里堅持通過「美顏行動」細化服務內容，優化服務標準，為業主的生活帶來更高「淨界」。我們在主出入口、主幹道、平台、單元樓、停車場、外圍等重點區域增加清潔頻次，讓公區做到無積水、無雜物、無垃圾、無油漬，同時細心維護亮麗綠化，做好日常蟲治與修剪，讓園區時刻保持綠意盎然。2024年，時代鄰里共開展9,210次美顏行動，並執行月度通報，完成率達80%。

**Beautification Action:** Times Neighborhood is committed to refining service content and optimizing service standards through the “Beautification Action”, bringing a higher level of cleanliness to the lives of property owners. We have increased the frequency of cleaning in key areas such as main entrances and exits, main roads, platforms, unit buildings, parking lots, and peripherals, ensuring that public areas are free of standing water, debris, garbage, and oil stains. At the same time, we meticulously maintain vibrant greenery, performing regular pest control and pruning to keep the estate lush and green at all times. In 2024, Times Neighborhood carried out a total of 9,210 beautification actions and implemented monthly reports with an 80% completion rate.

### 案例：創意繪彩－美化社區環境，提升安全保障

我們通過在井蓋、電箱等社區設施上進行創意彩繪，實現美化社區環境的同時，利用醒目的圖案和色彩吸引居民注意，起到警示作用，有效降低意外事故發生風險，為居民營造了一個更加安全、溫馨的生活環境。



### Case: Creative Painting – Beautifying the Community Environment and Enhancing Safety

By creatively painting on community facilities such as manhole covers and electrical boxes, we not only beautify the community environment but also use striking patterns and colors to attract residents' attention, serving as a warning and effectively reducing the risk of accidents. By doing so, we create a safer and more welcoming living environment for residents.



井蓋、電箱等「小物件」彩繪效果圖

Rendering of painted “small objects” such as manhole covers and electrical boxes

## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE



**煥新行動：**煥新行動堅持循序漸進，對細節始終保持專注，對社區的草木磚瓦都傾注溫度，讓家依然保有最初的模樣。我們通過翻新公共設施、設備維修與更換，確保園區每一處細節都得到妥善修復與養護，為業主營造更舒適的居住環境。2024年，時代鄰里持續推進社區提升工程，涵蓋園區燈光優化、路面維護、樓棟門／防火門／門禁檢修、井口防墜網加裝或加固、翻新遊樂／康體設備、電梯定期檢修等多方面舉措，讓社區面貌煥然一新，也讓每一位業主日常生活更加安心與舒心。本年度，我們完成園區燈飾優化536次，翻新康體設施1,060次，加裝井口防墜網931個。

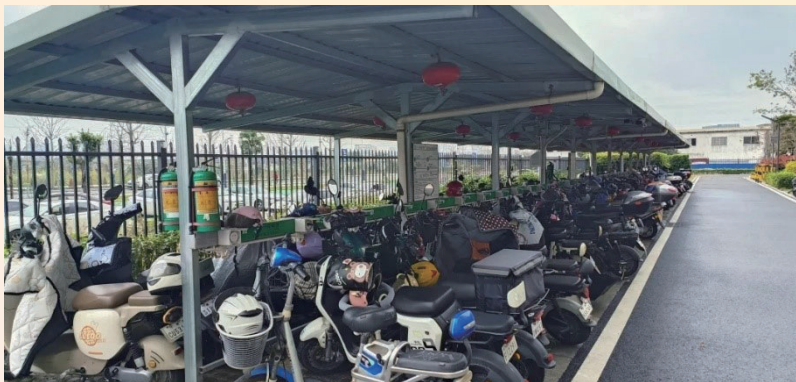
**Renovation Action:** Renovation Action adheres to a step-by-step approach, maintaining a consistent focus on details and infusing warmth into every blade of grass, brick, and tile within the community, ensuring that the home retains its original appearance. We ensure that every detail of the estate is properly restored and maintained through the renovation of public facilities, equipment repairs, and replacements, creating a more comfortable living environment for property owners. In 2024, Times Neighborhood continued to advance community enhancement projects, covering various measures such as the optimization of estate lighting, road surface maintenance, inspection and repair of building doors/fire doors/access control systems, installation or reinforcement of anti-fall nets at wellheads, renovation of play/fitness equipment, and regular elevator inspections. These efforts have given the community a fresh new look and made the daily lives of every property owner more secure and comfortable. This Year, we completed 536 optimizations of estate lighting, renovated fitness facilities 1,060 times, and installed 931 anti-fall nets at wellheads.

### 案例：老舊車棚翻新維護—解決停車難題

我們對多個時代社區的老舊車棚進行翻新維護；並針對原本沒有電動車停放區域的老舊小區，聯合街道、居委、業委會人員規劃位置，解決停車難題，有效緩解電動車停放引發的消防安全隱患。

### Case: Renovation and Maintenance of Old Bicycle Sheds – Resolving Parking Challenges

We have undertaken the renovation and maintenance of old bicycle sheds in several Times communities; for older neighborhoods that originally lacked designated parking areas for electric bicycles, we collaborated with street committees, neighborhood committees, and property owners' associations to plan and allocate spaces, solved the parking problem and effectively mitigated the fire safety hazards caused by electric bicycles parking.



增設電動車停放區域  
Addition of Electric Bicycles Parking Areas



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

**安心行動：**時代鄰里持續加強小區「人防、技防、物防」管理與安全應急能力，並針對消防安全、電動車安全、兒童安全等熱點物業管理問題制定專屬應對方案。我們定期進行消防設施設備、電動車消防等安全隱患排查，全力防颱防汛，增加客助夜間巡邏發光字牌、園區重點巡查點標識牌等輔助工具，對時代社區進行全面的「查漏補缺」，築牢園區安全防線。同時，我們通過拍攝安全專題小視頻、開展消防演練和安全宣傳活動等方式，全面提高業主安全意識。2024年，時代鄰里已完成273個項目電動車遷移，以及17個項目消防設備維修，為業主打造切切實實的安心生活。

**Safety Action:** Times Neighborhood continuously strengthens the management and safety emergency capabilities of “Human Defense, Technical Defense, and Physical Defense” within the community. We have developed specialized response plans for hot property management issues such as fire safety, electric bicycle safety, and child safety. We regularly conducted safety hazard inspections of firefighting facilities and equipment, electric bicycle fire safety, and made every effort to prevent typhoons and floods. We have added auxiliary tools such as illuminated signs for customer assistance night patrols and key inspection point signs in the estate and conducted a comprehensive “check and fill gaps” for Times communities to fortify the estate’s safety defenses. At the same time, we have comprehensively raised property owners’ safety awareness by producing safety-themed short videos, conducting fire drills, and organizing safety promotion activities. In 2024, Times Neighborhood completed the relocation of electric bicycles in 273 projects and the repair of firefighting equipment in 17 projects, creating a truly secure living environment for property owners.

### 案例：開展消防演練—讓安全意識深入人心

為全面提升社區安全防護能力，我們從總部到各時代社區持續開展四方聯動消防演練、專項開展「安全生產月」活動，持續強化物業人員的突發事件應急能力。同時，我們舉辦「小小消防安全員」活動，讓社區兒童在沉浸式體驗中掌握安全知識，以互動形式提升大小業主的安全意識和避險逃生能力。



### Case: Conducting Fire Drills—Instilling Safety Awareness Deeply

To comprehensively enhance community safety protection capabilities, we continuously conducted four-party joint fire drills from headquarters to each Times community and carried out special “Safety Production Month” activities, continuously strengthening the emergency response capabilities of property personnel. At the same time, we organized the “Little Fire Safety Officer” activity, allowing children in the community can acquire safety knowledge through immersive experiences, thereby enhancing the safety awareness and emergency escape abilities of adult property owners and children property owners interactively.



消防演練與「小小消防安全員」活動  
Fire Drills and “Little Fire Safety Officer” Activity



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE



**賦能行動：**時代鄰里秉持「創造服務」的理念，通過制度優化、工具配置、科技升級、一專多能、培訓效能等多種提升方式，為項目物業人員持續賦能，為品質服務錦上添花。2024年，時代鄰里開展798場一專多能培訓，累計超過4.6萬人次參與，並在時代學堂上線60個操作指引視頻，有效促進物業人員專業能力的提升。

**Empowerment Action:** Times Neighborhood adheres to the philosophy of “Creation Service” by continuously empowering project property personnel through various enhancement methods such as system optimization, tool allocation, technological upgrades, multi-skilled capabilities, and training effectiveness, thereby adding value to quality service. In 2024, Times Neighborhood conducted 798 multi-skilled training sessions, with a total participation of over 46 thousand people, and launched 60 operational guidance videos on Times Academy, effectively enhancing the professional capabilities of property personnel.

### 案例：升級沙灘清潔車—人機結合效率加倍

隨著夏日的到來，沙灘成為人們最喜愛的度假勝地。海南陵水環衛一體化項目團隊為給陵水居民和各地慕名前來的遊客一個更加乾淨舒適的沙灘環境，購置了一批全新的沙灘清潔車，顯著提升清掃效率，以全面高效的品質服務為城市提供有力保障。

### Case: Upgrading Beach Cleaning Vehicles—Doubling Efficiency with Human-Machine Integration

With the arrival of summer, the beach becomes people’s favorite vacation destination. The Hainan Lingshui sanitation integration project team has purchased a batch of brand-new beach cleaning vehicles to provide Lingshui residents and tourists from all over the world with a cleaner and more comfortable beach environment, significantly enhancing cleaning efficiency and offering strong support for the city with comprehensive and efficient quality services.



沙灘清潔車  
Beach Cleaning Vehicle



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

### 5.1 匠心服務，滿意鄰里

客戶是企業實現可持續發展的重要參與方。時代鄰里始終以客戶為中心，探索服務的未來，構建完善客戶服務與管理體系，搭建多元化客戶反饋渠道，用心傾聽並及時回應客戶關切，保障客戶健康與安全，致力於打造健康、安全的服務環境，堅持為客戶提供舒適滿意、高品質的多樣化服務。

#### 5.1.1 客戶服務體系

時代鄰里精研客戶需求，不斷升級服務品質，堅持將美好生活觸達更多人。我們制定《時代鄰里項目營運全生命週期管理制度》《時代鄰里外拓項目服務質量管理方案及標準》《時代物業「向日葵」質量及服務標準》等內部制度文件，針對不同客戶需求提供明確的管理標準和規範化指引。2024年，時代鄰里社區服務花<sup>4</sup>服務體系發佈，我們推出「紫荊花、金百合、鬱金香、向日葵」為名的差異化住宅品質服務，以花為名，用創造的力量不斷加深人與人、人與空間的美好「聯結」，以優質服務收穫客戶信任。同時，我們以「服務理念、服務美學、服務感知、數智生活、人文鄰里」作為五大服務內核，為客戶打造品質社區，讓更多人享受美好生活。

### 5.1 DEDICATED SERVICES FOR THE SATISFACTORY NEIGHBORHOOD

Customers are vital participants in the sustainable development of an enterprise. Times Neighborhood consistently explores the future of services with a customer-centric approach, building a comprehensive customer service and management system, and establishing diversified customer feedback channels. We attentively listen to and promptly respond to customer concerns, ensuring their health and safety, and are committed to creating a healthy and safe service environment. We persistently provide customers with comfortable, satisfactory, and high-quality diversified services.

#### 5.1.1 Customer Service System

Times Neighborhood meticulously studies customer needs, continuously upgrades service quality, and remains committed to bringing a better life to more people. We have formulated internal system documents such as the *Management Procedures of Times Neighborhood for Project Operation and Decision-making* (時代鄰里項目營運全生命週期管理制度), the *Service Quality Management Plan and Standards for External Expansion Projects of Times Neighborhood* (時代鄰里外拓項目服務質量管理方案及標準), and the *Quality and Service Standards of Times Property for Sunflower Model* (時代物業「向日葵」質量及服務標準), providing clear management standards and standardized guidelines to meet different customer needs. In 2024, the Times Neighborhood Community Service Flower<sup>4</sup> Service System was launched. We introduced differentiated residential quality services named “Bauhinia, Golden Lily, Tulip, Sunflower”, using flowers as names to continuously deepen the beautiful “connection” between people and between people and spaces through the power of creation, gaining customer trust with high-quality services. At the same time, we use “Service Philosophy, Service Aesthetics, Service Perception, Digital Intelligence Life, and Humanistic Neighborhood” as the five core service elements to create quality communities for customers, enabling more people to enjoy a better life.

## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE



### 時代鄰里社區服務花<sup>4</sup>服務體系

#### Times Neighborhood Community Service Flower<sup>4</sup> Service System

紫荊花	大家風範／輝映傳奇人生的 個性化服務	為業主提供尊崇個性化的、細緻的定制服務，更以全維度運用行業領先智慧科技，超高效響應業主每一項需求，提供超越期待的專屬服務與生活體驗。
Bauhinia	Great Demeanor/ <i>Personalized Services that Illuminate a Legendary Life</i>	Provide property owners with distinguished, personalized, and meticulous customized services, utilizing industry-leading intelligent technology in all dimensions to respond to every need of property owners with ultra-efficiency, delivering exclusive services and living experiences that exceed expectations.
金百合	優雅時光／心意交融的一站式 管家服務	在平凡的細節中滲入更多用心，以更具溫度的服務為業主創造驚喜增進情感交融，將人文與善意融入細節，打造老人、兒童、寵物「三友好」的溫暖社區。
Golden Lily	Elegant Time/ <i>One-stop butler service with heartfelt integration</i>	Infuse more care into ordinary details, create surprises and enhance emotional integration for owners with warmer services, integrate humanity and goodwill into details, and build an elderly, children, and pets “three-friendly” warm community.
鬱金香	樂活人生／深度交互的價值 共創服務	以服務為鏈接、以社群為抓手，定期開展活動，匯聚更多的社區成員加入鄰里生活，營造「共建共治共享」的樂活社區。
Tulip	Joyful Life/ <i>Value Co-Creation Service of Deep Interaction</i>	Using services as a link and community as a focus, regularly organize activities to gather more community members to join neighborhood life, creating a “Mutual Construction, Governance, Sharing” joyful community.
向日葵	溫情家園／井然有序的陽光 社區服務	以規範有序的服務保障，以及一專多能的綜合素質，重塑社區運行中樞，提升居民的歸屬感與幸福感，以尺度量化機制賦能公共服務，激發城市發展活力。
Sunflower	Warm Home/ <i>Orderly Sunshine Community Service</i>	With standardized and orderly service assurance, and a multi-skilled comprehensive quality, reshape the community operation hub, enhance residents’ sense of belonging and happiness, empower public services through a metric quantification mechanism, and stimulate urban development vitality.

公司重視客戶關係維護，通過上門拜訪、線上溝通等多種形式，積極傾聽客戶需求與建議，增強客戶溝通體驗，與客戶保持緊密聯繫。2024年，我們持續開展客戶拜訪計劃，並完成對公司管理區域內全量已收樓的常住或遠程業主的年度拜訪，採用電話上門拜訪和電話拜訪相結合的方式開展客戶訪談，精準把握客戶需求，不斷優化服務品質。同時，我們面向全量已交付住宅項目業主開展559次座談會，聚焦品質服務、品質提升計劃、社區公約／安全與防災教育宣講等主題，並鼓勵業主代表為社區建設建言獻策，推動社區共建共享。

The Company values customer relationship maintenance by actively listening to customer needs and suggestions through door-to-door visits and online communication, enhancing customer communication experience, and maintaining close contact with customers. In 2024, we continued our customer visit program and completed our annual visits to the residents or remote property owners of the full volume of delivered buildings in the Company’s management area, using a combination of door-to-door visits and telephone visits to conduct customer interviews, to accurately grasp the needs of our customers, and to continuously optimize the quality of our services. At the same time, we conducted 559 seminars for owners of all delivered residential projects, focusing on topics such as quality service, quality enhancement programs, community covenants/safety and disaster prevention education, and encouraging owner representatives to make suggestions for community construction and promote community building and sharing.



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

### 「客戶拜訪」流程 “Customer Visit” Process



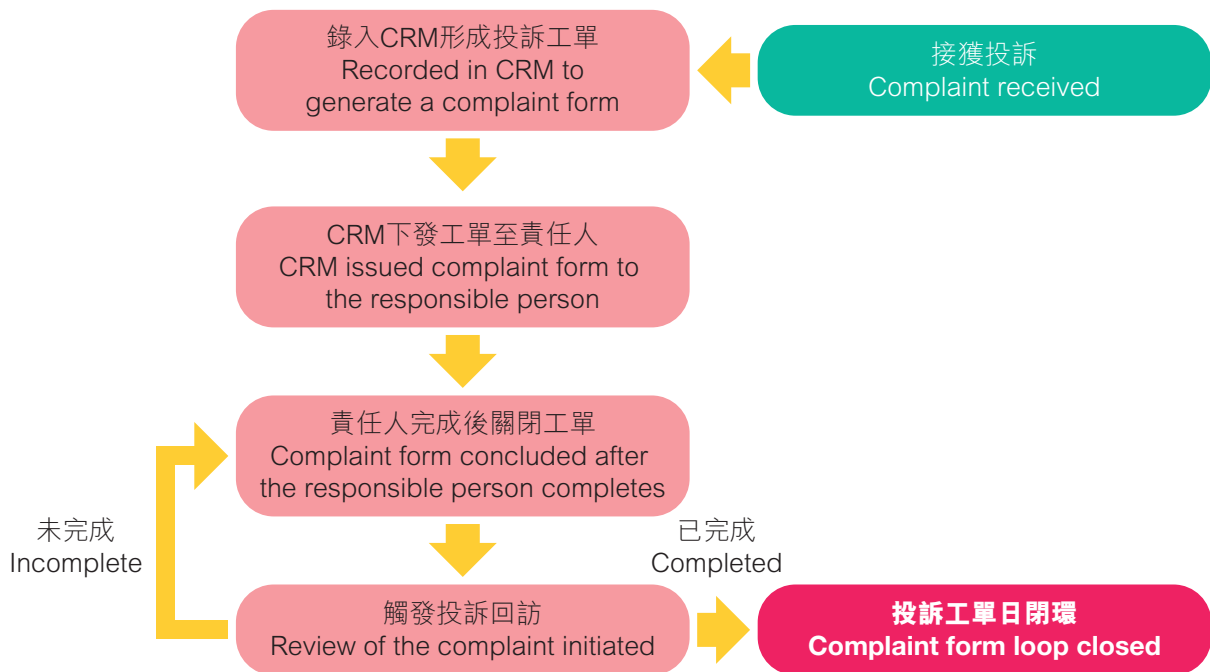


### 5.1.2 客戶投訴管理

時代鄰里秉承「讓每個心聲都有回聲」的理念，持續優化客戶投訴處理流程，建立包含項目現場、400全國服務熱線、「鄰里邦」APP等線上線下多元化溝通反饋渠道，鼓勵客戶積極提出建議與訴求，以確保客戶投訴或訴求得到迅速且有效的解決。其中，對於群訴事件，我們在標準化投訴處理流程之外，指定由時代鄰里總部全程跟蹤監督處理進度並提供指導意見，要求項目每天匯報進度直至工單閉環，確保問題得到徹底解決並實現閉環管理。2024年，時代鄰里共收到6,162宗投訴，及時關單率為94%，處理率達100%。

### 5.1.2 Customer Complaint Management

Times Neighborhood adheres to the concept of “Echoing to Every Voice”, continuously optimizing the customer complaint handling process. It has established diversified communication and feedback channels both online and offline, including on-site project locations, the 400 National Service Hotline, and the Neighborhood Services APP, encouraging customers to actively provide suggestions and demands to ensure that complaints or requests are resolved swiftly and effectively. Among them, for mass complaint incidents, we designated Times Neighborhood headquarters to track and supervise the handling progress throughout the process and provide guidance beyond the standardized complaint handling procedures. The project is required to report progress daily until the complaint form is closed, ensuring that the issue is thoroughly resolved and closed-loop management is achieved. In 2024, Times Neighborhood received a total of 6,162 complaints, with a timely closure rate of 94% and a handling rate of 100%.



客戶投訴處理流程  
Customer Complaint Handling Process



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

### 5.1.3 客戶滿意度

時代鄰里重視客戶感受，堅持以客戶為服務導向，將客戶滿意度放在首位。我們持續關注客戶滿意度反饋情況，建立完善客戶滿意度調研指標體系，有效識別服務過程中客戶的痛點難點，並及時實施針對性改進措施，改善客戶體驗，切實提升客戶滿意度水平。

### 5.1.3 Customer Satisfaction

Times Neighborhood valued customer feedback and adhered to a customer-oriented service approach, placing customer satisfaction at the forefront. We continuously monitored customer satisfaction feedback, established a comprehensive customer satisfaction research index system, effectively identified pain points and difficulties in the service process, and promptly implemented targeted improvement measures to enhance customer experience and tangibly elevated the level of customer satisfaction.

#### 項目類別

#### Project Category

#### 時代鄰里客戶滿意度調研指標體系

#### Customer Satisfaction Survey Index System of Times Neighborhood

自有項目 Self-owned Projects	<ul style="list-style-type: none"> <li>物業服務滿意度</li> <li>Satisfaction with property services</li> <li>小區安全管理滿意度</li> <li>Satisfaction with community safety management</li> <li>小區清潔衛生滿意度</li> <li>Satisfaction with community cleanliness and hygiene</li> <li>小區綠化養護滿意度</li> <li>Satisfaction with community greening and maintenance</li> </ul>	<ul style="list-style-type: none"> <li>公共設施維護滿意度</li> <li>Satisfaction with public facility maintenance</li> <li>物業服務人員表現滿意度</li> <li>Satisfaction with the performance of property service personnel</li> <li>交付服務滿意度</li> <li>Satisfaction with delivery service</li> </ul>
外拓項目 External Projects	<ul style="list-style-type: none"> <li>物業服務滿意度</li> <li>Satisfaction with property services</li> <li>小區安全管理滿意度</li> <li>Satisfaction with community safety management</li> <li>小區清潔衛生滿意度</li> <li>Satisfaction with community cleanliness and hygiene</li> </ul>	<ul style="list-style-type: none"> <li>小區綠化養護滿意度</li> <li>Satisfaction with community greening and maintenance</li> <li>公共設施維護滿意度</li> <li>Satisfaction with public facility maintenance</li> <li>物業服務人員表現滿意度</li> <li>Satisfaction with the performance of property service personnel</li> </ul>

## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE



基於滿意度調查結果和客戶反饋意見，我們針對共性問題實施專項優化，通過「專業度、有形度、同理度、反應度、信賴度」五大滿意指數評估整改優化的成效，並針對特性問題安排專人一對一跟進處理，進行時候回訪，以全方位提升客戶滿意度。2024年，時代鄰里通過短信、鄰里邦首頁 banner、鄰里邦消息欄待辦等方式，聚焦物業服務、小區安全管理、小區清潔衛生、小區綠化養護、公共設施維護、物業服務人員表現等維度，面向全量住宅項目業主開展季度客戶滿意度調研，本年度客戶滿意度調研好評率結果為83.2%。

時代鄰里與專業第三方機構建立長期合作關係，持續實施「神秘訪客」行動。第三方專業機構以普通客戶身份，每半年度對各項目現場進行沉浸式體驗評估，精準識別服務薄弱環節，推動服務品質持續改進，確保每位客戶都能感受到始終如一的高標準服務體驗。2024年「神秘顧客」計劃檢查涵蓋多個已交付項目和銷售案場，年度綜合得分82.31分。

### 5.1.4 服務質量與安全

保障客戶健康與安全是時代鄰里的重要責任，公司始終以高標準、高要求管控在管社區的服務質量與安全。我們嚴格遵守《中華人民共和國消防法》《中華人民共和國安全生產法》等法律法規，制定並執行《時代鄰里集團安全管理制度》《質量、環境、職業健康安全程序文件》等內部規章制度，確保客戶居住和工作環境的安全、健康與衛生。我們建立完善安全管理體系，定期開展項目危險源識別工作並搭建安全風險防控機制，從源頭保障客戶健康與安全。我們已獲取ISO 9001質量管理體系認證，並根據相關要求進行年度審核。

Based on the results of the satisfaction survey and customer feedback, we have implemented a special optimization for common issues, evaluating the effectiveness of rectification and optimization through five satisfaction indices: "Professionalism, Tangibility, Empathy, Responsiveness, and Reliability". For specific issues, we arranged dedicated personnel for one-on-one follow-up and conducted post-treatment visits to comprehensively enhance customer satisfaction. In 2024, Times Neighborhood conducted quarterly customer satisfaction surveys for all residential project owners through SMS, Neighborhood Services homepage banners, and Neighborhood Services message bar tasks, focusing on dimensions such as property services, community safety management, community cleanliness and hygiene, community greening and maintenance, public facilities maintenance, and the performance of property service personnel. The positive feedback rate for this Year's customer satisfaction survey was 83.2%.

Times Neighborhood has been cooperating with third-party professional organization for a long term and continues to carry out the "Mysterious Visitors" action. Third-party professional organizations, assuming the role of ordinary customers, conducted semi-annual immersive experience evaluations on-site at each project. They accurately identified weak links in services, driving continuous improvement in service quality to ensure that every customer could experience consistently high-standard service. In 2024, the inspection scope of the "Mysterious Visitors" plan covered multiple delivered projects and sales sites, with an annual comprehensive score of 82.31 points.

### 5.1.4 Service Quality and Safety

Ensuring the health and safety of customers is an important responsibility of Times Neighborhood, and the Company always controls the service quality and safety of the communities under its management with high standards and requirements. We strictly abide by the *Fire Protection Law of the People's Republic of China*, the *Law of the People's Republic of China on Work Safety*, and other laws and regulations, and have formulated and implemented internal rules and regulations such as the *Safety Management System of Times Neighborhood Group* (時代鄰里集團安全管理制度) and the *Procedure Document on Quality, Environment and Occupational Health and Safety* (質量、環境、職業健康安全程序文件) to ensure the safety, health and hygiene of customers' living and working environment. We established and improved a perfect safety management system, regularly carried out the identification of project hazards, and built a safety risk prevention and control mechanism to protect the health and safety of our clients from the source. We have obtained the ISO 9001 quality management system certification and conduct annual audits as required.



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

同時，我們在「初心計劃4.0」中落實「安心行動」，通過定期常態化的安全隱患排查、完善社區安全類服務，提升客戶安全意識等形式，保障社區健康與安全。報告期內，我們持續與第三方機構合作，共同推進品質服務宣貫與檢查活動的開展，準確識別服務流程中的潛在問題，並實施針對性改善措施，促進服務品質和客戶滿意度的提升。

**安全風險管理：**我們聚焦訪客管理、裝修監控、安保巡邏、樓宇安全、泳池安全、消防監控、非機動車管理及停車場管理等風險點，定期開展安全風險梳理並落實指標管控，全方位檢查和落實在管社區安全管理工作。

**常態化隱患檢查：**我們開展多維度常態化安全檢查，包括例行檢查、消防／電梯／泳池等專項安全檢查，以及重要節假日前的安全檢查，確保安全隱患得到及時排查與整改。2024年，我們通過安全排查共發現5,088處潛在問題，整改率達100%。

At the same time, we implemented “Safe Action” in the “Initial Plan 4.0” to safeguard community health and safety through regular and routine investigation of potential safety hazards, improvement of community safety services, and enhancement of customers’ safety awareness. During the Reporting Period, we continued to cooperate with third-party organizations to jointly promote the implementation of quality service promotion and inspection activities, accurately identify potential problems in the service process, and implement targeted improvement measures to promote the improvement of service quality and customer satisfaction.

**Security Risk Management:** We focused on risk points such as visitor management, renovation monitoring, security patrols, building safety, swimming pool safety, fire monitoring, non-motor vehicle management, and parking lot management. We regularly conduct safety risk assessments and implement indicator controls to comprehensively inspect and enforce safety management work in communities under our management.

**Regular Hidden Hazards Inspection:** We have conducted multi-dimensional regular safety inspections, including routine inspections, special safety inspections for fire prevention/elevators/swimming pools, and safety inspections before major holidays, to ensure that safety hazards are identified and rectified promptly. In 2024, we identified a total of 5,088 potential issues through safety inspections, achieving a rectification rate of 100%.



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE



**突發事件應急管理：**我們建立完善的突發安全事件應急管理機制，針對不同級別的事件制定明確的上報流程，其中，要求重大事件30分鐘內通過電話和郵件的形式同步上報至區域公司及總部各業務板塊，並在8小時內在線共享系統完成填報。同時，我們對26項常見安全事件制定針對性預防方案、應急處置舉措及後續處理方式，確保各類事件得到及時有效的管控。

**安全意識與能力提升：**為有效強化物業人員和業主的安全意識和突發事件應急能力，本年度，我們面向8個區域325個項目開展14次應急演練，包括煤氣洩漏、防颱防汛、消防、泳池溺水等常見突發事件，參與演練的物業人員和觀摩互動群眾累計超過3.4萬人次，完成率達100%。同時，我們面向6個區域公司開展應知應會培訓，共計198人參與，覆蓋率達100%。

**Emergency Incident Management:** We have established a comprehensive emergency management mechanism for unexpected security incidents, with clear reporting procedures for different levels of incidents. Major incidents are required to be reported simultaneously via phone and email to the regional company and headquarters business units within 30 minutes, and the online shared system must be filled in within 8 hours. At the same time, we have developed targeted prevention plans, emergency response measures, and follow-up handling methods for 26 common security incidents to ensure timely and effective control of various incidents.

**Safety Awareness and Capability Enhancement:** To effectively enhance the safety awareness and emergency response capabilities of property personnel and property owners, this Year, we conducted 14 emergency drills across 325 projects in 8 regions, covering common emergencies such as gas leaks, typhoon and flood prevention, fire safety, and swimming pool drowning. The drills were participated in by property personnel and interactive audiences, with a total attendance exceeding 34 thousand people, achieving a completion rate of 100%. At the same time, we conducted essential knowledge and skills training for six regional companies, with a total of 198 participants, achieving a coverage rate of 100%.

### 案例：「百日安全無事故」專項行動

時代鄰里力求為客戶構建安全可靠的居住環境，我們持續開展「百日安全無事故」專項行動，不斷提升安全風險的預防與應對能力，牢築社區安全屏障。行動期間，時代鄰里佛清肇區域清遠時代傾城片區客戶助理團隊，通過夜間崗位前移、多方聯動，以及對商鋪、非機動車停放點等重點部位監控巡航、可疑人員蹲守布控等方式，協助清遠市禁毒大隊抓獲吸毒人員20余名，支援轄區派出所清掃抓獲聚眾賭博5起，抓獲偷盜嫌疑人10餘人，有效避免業主的經濟財產損失。憑藉出色的表現，項目多次受到政府單位表彰，客助團隊榮獲「警物聯防，服務為民」榮譽證書。

### Case: "100 Days of Safety without Accidents" Special Action

Times Neighborhood strives to create a safe and reliable living environment for customers. We continuously carry out the "100 Days of Safety without Accidents" special Action, constantly enhance our ability to prevent and respond to safety risks, thereby solidify the safety barrier of the community. During the implementation period, the customer assistant team of Times Neighborhood in the Foshan-Qingyuan-Zhaoqing area and the Times King City (Qingyuan) assisted the Qingyuan City Anti-Drug Team in capturing over 20 drug users through various methods such as advanced night positions, multi-party coordination, monitored and patrolled key areas like shops and non-motor vehicle parking spots, and deployed personnel to monitor suspicious individuals. They also supported the local police station in sweeping and capturing five cases of illegal gambling and apprehended over 10 suspects involved in theft, effectively prevented economic losses for property owners. With outstanding performance, the project has received multiple commendations from government agencies, and the customer assistance team was awarded the "Police and Property Joint Defense, Service for the People" honor certificate.



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

### 5.2 數智賦能，智慧鄰里

在數字化轉型的浪潮中，數字科技正深刻地重塑著我們的生活和工作方式。時代鄰里堅守「科技讓服務更有效率，服務讓科技更有溫度」的理念，持續探索智慧社區建設路徑，在保護客戶信息與隱私的前提下，搭建完善智慧物業體系，致力於以科技創新驅動品質服務的突破和提升，助力打造美好生活。

#### 5.2.1 客戶信息與隱私保護

時代鄰里注重保護客戶信息與隱私，制定《時代鄰里信息安全管理制度》《時代鄰里信息化項目全生命週期管理辦法》《員工信息安全守則》等內部制度，新增發佈《加強鄰里業務系統外網管理規範要求》《信息安全違規扣分標準》，為信息安全與隱私保護提供規範化、標準化指引。

### 5.2 DATA-INTELLIGENCE EMPOWERING, SMART NEIGHBORHOOD

In the wave of digital transformation, digital technology is profoundly reshaping our ways of living and working. Times Neighborhood adheres to the concept of “Technology Makes Services More Efficient and Services Make Technology Warmer”, continuously exploring paths for smart community construction. We build a comprehensive intelligent property management system while protecting customer information and privacy, and commit to making breakthroughs and enhancements in quality service through technological innovation, which would be contributing to the creation of a better life.

#### 5.2.1 Customer Information and Privacy Protection

Times Neighborhood emphasizes the protection of customer information and privacy by formulating internal systems such as the *Information Safety Management System of Times Neighborhood* (時代鄰里信息安全管理制度), the *Information Technology Project Full Lifecycle Management Regulations of Times Neighborhood* (時代鄰里信息化項目全生命週期管理辦法), and the *Code of Conduct for Employee Information Security* (員工信息安全守則) as well as issuing new internal systems such as the *Requirements for Strengthening External Network Management of Neighborhood Business Systems* (加強鄰里業務系統外網管理規範要求), and the *Information Security Violation Deduction Standards* (信息安全違規扣分標準) to provide standardized and normalized guidance for information security and privacy protection.

## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE



我們持續優化信息安全保護管理體系，構建完善的信息安全組織架構，專門設立安全運維服務部，清晰界定各部門及人員的職責與權限，實現信息安全的統一管理與高效協調。同時，我們對全量安全資產進行全面風險評估，制定並實施相應安全策略，嚴格遵循國家等保三級標準進行整改與強化。本年度，時代鄰里2024年智慧社區平台複測通過國家信息系統等保三級。報告期內，時代鄰里未發生任何與侵害信息安全與隱私保護相關的事件。

We continuously optimize the information security protection management system, construct a comprehensive information security organizational structure, and establish a dedicated security operation and maintenance service department. We clearly define the responsibilities and authorities of each department and personnel to achieve unified management and efficient coordination of information security. At the same time, we conduct a comprehensive risk assessment of all security assets, formulate and implement corresponding security strategies, and carry out rectification and enhancement in strict compliance with the standards of the Grade III National Classified Protection. This year, the Times Neighborhood 2024 Smart Community Platform has passed the assessment in the Grade III National Classified Protection. During the Reporting Period, Times Neighborhood did not experience any incidents related to information security breaches and privacy protection.

### 信息安全管理措施

#### Information Security Management Measures

意識培訓	圍繞工作環境與物理安全、計算機系統安全、手機安全等內容開展網絡安全意識和必備技能培訓；開展線上、線下安全知識學習；多次通過郵件宣傳常見的信息安全知識。2024年，我們共開展3次線上線下員工安全意識和技能培訓。
Awareness training	Conduct training on network security awareness and essential skills focusing on work environment and physical security, computer system security, and mobile phone security; conduct online and offline security knowledge learning; publicize of common information security knowledge through emails for many times. In 2024, we conducted a total of three online and offline employee safety awareness and skills training sessions.
物理安全	確保信息系統的物理安全，按集團機房管理制度要求，防止未經授權人員接觸和入侵信息系統。
Physical security	Ensure the physical security of the information system and prevent unauthorised personnel access and intrude to the information system in accordance with the requirements of the Group's machine room management system.
訪問控制	實施嚴格的訪問控制措施，對不同用戶進行分級管理，限制對敏感信息的訪問權限。
Access control	Implement strict access control measures, conduct hierarchical management of different users, and restrict access to sensitive information.
信息安全審計	對信息系統的使用情況進行審計和監控（包括內審和外審），及時發現和處理安全事件。
Information security audit	Audit and monitor the use of information systems (including internal audit and external audit) to identify and handle security incidents in a timely manner.



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

### 信息安全管理措施

#### Information Security Management Measures

應急響應	制定《時代鄰里客戶數據隱私安全事件應急預案》並定期進行演練。完成Ddos／釣魚郵件／勒索病毒等模擬真實環境演練，確保在安全事件發生時能夠及時、有效地應對。
Emergency response	Formulate the “Times Neighborhood Customer Data Privacy and Security Incident Emergency Plan” (時代鄰里客戶數據隱私安全事件應急預案) and conduct regular drills. Complete simulated real environmental drills such as Ddos/phishing emails/ransomware to ensure timely and effective response in the event of security incidents.
技術支持	引入先進的安全技術手段，包括威脅情報分析技術、入侵檢測系統、防火牆等，提高信息系統的安全性。
Technical support	Introduce advanced security technologies, including threat intelligence analysis technology, intrusion detection system, firewall, etc., to improve the security of the information system.

#### 案例：時代鄰里雲桌面應急演練

2024年5月8日，時代鄰里於晚上22:00至次日06:00開展雲桌面系統應急演練，包括雲桌面基礎架構和主機高可用演練，以驗證雲桌面系統的高度可用性，保障公司雲桌面持續穩定地提供服務。

#### Case: Times Neighborhood Cloud Desktop Emergency Drill

Times Neighborhood conducted a cloud desktop system emergency drill from 22:00 P.M to 06:00 A.M (the next day) On 8 May 2024, including cloud desktop infrastructure and mainframe high availability drills, to verify the high availability of the cloud desktop system and ensure the Company's cloud desktop continues to provide stable services.

## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE



### 5.2.2 智慧物業

在數字經濟與實體經濟深度融合的時代下，時代鄰里秉承「長期主義」和「高質量發展」的原則，堅持創新引領發展，深化智慧服務建設，積極推動傳統社區向新型智慧化社區轉變。我們始終以客戶需求為核心出發點，充分利用智慧和數字化手段，打造創新智慧物業服務體系，為客戶提供更智慧、更高效、更便捷的品質生活服務。本年度，我們修訂《時代鄰里數據標準庫及報表管理制度》，明確數據標準庫和開發資源配額制管理要求，更新優化數字化管理流程圖，為智慧物業建設提供規範化指引。

我們已為客戶和員工分別打造「鄰里邦」和「鄰里家」兩大平台，形成服務者與被服務者之間的智慧閉環。公司借助「鄰里邦」與「鄰里家」雙平台聯動，實時收集業主需求，精準響應訴求，推進社區一體化運作，打造懂需求、有溫度、會生活的智慧社區生態。

### 5.2.2 Intelligent Property

In the era of deep integration between the digital economy and the real economy, Times Neighborhood adheres to the principles of “Long-termism” and “High-quality development”, insists on innovation-led development, promotes the construction of intelligent services, and actively promotes the transformation of traditional communities into new smart communities. We always focus on the customer needs, fully utilize intelligent and digital means to build an innovative smart property service system, provide customers with smarter, more efficient, and more convenient quality life services. This year, we revised the *Regulations on Data Standard Database and Report Management of Times Neighborhood* (時代鄰里數據標準庫及報表管理制度), clarified the management requirements for the data standard database and development resource quota system, updated and optimized the digital management flowchart to provide standardized guidance for the construction of intelligent properties.

We have established two major platforms, “Neighborhood Services” for customers and “Neighborhood Home” for employees, and created an intelligent closed loop between service providers and recipients. The Company leverages the dual platforms of “Neighborhood Services” and “Neighborhood Home” to collect owner needs in real-time, responds precisely to requests, promotes integrated community operations, and creates a smart community ecosystem with understands needs, warmth and life.



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

### 「鄰里邦」APP

我們融合AI大數據、物聯網及軟件技術，提供涵蓋物業繳費、智能門禁、商品購物、房屋裝修、房屋車位租售、家政服務、家庭旅遊、教育托管、長者康養、社區交友等一站式生活解決方案，為客戶打造智能化、人性化的智慧社區體驗。目前，「鄰里邦」已覆蓋全國2,000多個小區，APP用戶超過160萬。

### 「鄰里家」APP

時代鄰里通過推動工程維修接單、費用催收等高頻業務的標準化與線上化，有效減輕員工重覆性工作負擔，釋放更多創造力，實現對服務品質、商業經營狀況及客戶投訴反饋情況的實時監控，促進社區營運與服務效率的顯著提升。

我們依托「科技+服務」平台驅動，基於現有的智慧物業服務體系，通過多維度場景實現客戶服務與內部管理的智慧化輔助，包括物業基礎服務、業主增值服務、多段融合營運和AI大模型應用，以數字化能力提升服務品質，助力客戶暢享智慧生活新體驗。

### “Neighborhood Services” APP

We integrate AI big data, IoT and software technology to provide one-stop life solutions covering property fee payment, intelligent access control, shopping, house decoration, property and parking space rental and sale, housekeeping services, family travel, educational care, elder care, and community socializing, create an intelligent and humanized smart community experience for customers. At present, “Neighborhood Services” has covered more than 2,000 communities nationwide, with over 1.6 million APP users.

### “Neighborhood Home” APP

Times Neighborhood, by promoting the high-frequency work such as engineering maintenance order acceptance and expense collection in a standardized, online form, effectively reduces the repetitive workload of employees, unleashes more creativity, and achieves real-time control of service quality, business operations status, and customer complaint feedback, thereby significantly enhances community operation and service efficiency.

We leverage the “Technology + Service” platform to drive our operations, based on the existing intelligent property service system, achieve intelligent support for customer service and internal management through multi-dimensional scenarios. This includes basic property services, owner value-added services, multi-segment integrated operations, and AI large model applications, enhances service quality with digital capabilities to help customers enjoy a new smart living experience.

## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE



物業基礎服務 Property Foundation Services	業主增值服務 Value-added Services to Property Owners	多端融合營運 Multi-terminal Integrated Operation	AI大模型應用 Application of AI Large Model
<p>整合物業、零售等賬單線上繳費； Integrate online payment of property, retail and other bills;</p> <p>統一報事報修線上服務入口； Unified reporting to repair the online service entrance;</p> <p>線上門禁開門功能、車輛臨時繳費、月保續費； Online access door opening function, temporary vehicle parking charge and monthly parking renewal fee;</p> <p>線上管家、智能客服一鍵觸達； One-click access to online butlers and intelligent customer services;</p> <p>社區／營銷類活動線上報名、預約。 Online registration and appointment for community/marketing activities.</p>	<p>美居家裝／家政旅遊：鄰里美居結合現有美居線下拎包入住與裝修業務，同時支持自營與商家兩種模式的S2B2C系統； Renovation furnishing/housekeeping tourism: Times Neighborhood Renovation combines the existing offline move-in furnishing and decoration business of Renovation, and at the same time supports the S2B2C system for both self-operated and merchants;</p> <p>二手租賃／在線委託：在線查看房源、預約辦理租售服務，增加社區線上化周邊服務體驗。 Second-hand leasing/online entrustment: Online viewing of housing sources, making appointments for leasing and sales services, and increasing the online surrounding service experience of communities.</p> <p>建設對客服務平台：實現基礎業務服務及增值業務服務的多端數據互聯互通。 Construction of the Customer Service Platform: Achieve multi-end data interconnectivity for basic business services and value-added business services.</p>	<p>將鄰里邦APP、鄰里家APP、企業微信和微信小程序等終端平台進行關聯，平台化整合管理任務，解決業務線割裂、線下流程複雜等問題。 We connect the end platforms such as Neighbourhood Services APP, Neighbourhood Home APP, WeCom and WeChat mini-programme, and integrate management tasks on a platform basis to solve problems such as business line segmentation and complex offline processes.</p> <p>建設星火地圖：覆蓋全國住宅項目，展示5公里範圍內符合我司拓展的所有星火項目。 Constructing the Starfire Map: Cover residential projects nationwide, showcase all Starfire projects that meet our expansion criteria within a 5-kilometer radius.</p>	<p>AI數據應用建設：建設AI數據推送機器人，提供個性化數據、個性化標籤服務，達到營運分析數據化的目的。 AI Data Application Construction: Construct AI data publish robots to provide personalized data and personalized tagging services, achieve the goal of operational analysis through data.</p> <p>AI探索與研究：與外部企業探索研究AI家庭服務管家機器人的實際應用場景及可行性，為後續落地推廣打下基礎。 AI Exploration and Research: Explore and research the practical application scenarios and feasibility of AI home service butler robots with external enterprises, lay a foundation for subsequent implementation and promotion.</p>

同時，我們整合5G、互聯網、物聯網大數據及人工智能等前沿技術，自主研發智慧社區管理平台及智慧園區管理平台，推出以家庭、社區、政企、城市服務四大板塊為核心的「鄰里智聯」系統，輸出智慧家居、智慧車場、智慧安防及智慧樓宇解決方案，以科技支撐傳統基礎設施轉型升級，為客戶提供智慧空間一體化服務。

At the same time, we integrate cutting-edge technologies such as 5G, the Internet, IoT big data, and artificial intelligence to independently develop intelligent community management platforms and intelligent park management platforms. We have launched the "FEELLINK" system, which focused on four major areas: family, community, government and enterprise, and city services. This system delivered smart home, smart parking, smart security, and smart building solutions, supported the transformation and upgrading of traditional infrastructure with technology, and provided customers with integrated intelligent space services.



## 5. 卓越服務，打造優質生活 SUPERIOR SERVICES TO BUILD A QUALITY LIFE

### 案例：智能抄表

時代鄰里積極將智慧化技術深度融入日常物業管理與服務中，我們制定水電儀錶編碼命名規範，設計標籤樣式，實現水電儀錶的標準化管理，確保項目水電儀錶標籤的唯一性和獨立性。同時，我們推行智能抄表管，並制定《時代鄰里水電儀錶抄表管理制度（試行）》，推動居民用水用電信息的透明化，有效降低人工抄表的誤差和人力成本，並通過實時監控與分析終端能耗設備，及時發現異常情況與安全隱患，實現對水、電等能源資源的精準高效管理，促進服務效率的有效提升。

2024年，各項目水電錶總數約20萬個，抄表次數超過240萬次，準確率達到99%。

### Case: Intelligent Meter Reading

Times Neighborhood actively integrates intelligent technology deeply into daily property management and services. We have formulated coding and naming standards for water and electricity meters, designed label styles, and achieved standardized management of water and electricity meters to ensure the uniqueness and independence of project water and electricity meter labels. At the same time, we are implementing intelligent meter reading management and have formulated the *Times Neighborhood Water and Electricity Meters Reading Management System (Trial)* (時代鄰里水電儀錶抄表管理制度(試行)), promoting transparency in residents' water and electricity usage information, effectively reducing errors and labor costs associated with manual meter reading. Through real-time monitoring and analysis of terminal energy consumption equipment, we can promptly identify abnormal situations and safety hazards, achieve precise and efficient management of water, electricity, and other energy resources, thereby effectively enhance service efficiency.

In 2024, the total number of water and electricity meters across all projects was approximately 200,000, with over 2.4 million readings taken, achieve an accuracy rate of 99%.



智能抄表－讀數識別及對比分析  
Intelligent Meter Reading – Reading Recognition and Comparative Analysis





### 案例：智能機房

智慧機房作為現代物業管理的核心組成部分，通過集成物聯網（IoT）、傳感器、大數據等先進技術，顯著提升物業管理的效率與質量，時代鄰里已在14個樓盤建設154個數字化巡檢智慧機房。鄰里智慧機房具備設備監控與維護、環境溫度與濕度監測，漏水與火災安全預警、能源管理、遠程管理、數據備份及智能分析等多項功能，並利用大數據分析優化機房營運。通過自動化和遠程管理減少人工干預，提高工作效率的同時，大幅降低營運成本，為物業管理創造顯著價值。

### Case: Intelligent Machine Rooms

As a core component of modern property management, intelligent machine rooms significantly enhance the efficiency and quality of property management through the integration of advanced technologies such as the Internet of Things (IoT), sensors, and big data. Times Neighborhood has constructed 154 digital inspection intelligent machine rooms across 14 properties. The neighborhood intelligent machine room is equipped with multiple functions including equipment monitoring and maintenance, environmental temperature and humidity monitoring, leakage and fire safety early warning, energy management, remote management, data backup, and intelligent analysis, and utilizes big data analysis to optimize machine room operations. By reducing manual intervention through automation and remote management, we improve work efficiency while significantly lowering operational costs, create substantial value for property management.



智慧機房－水泵房水壓傳感器

Intelligent Machine Rooms – Water Pressure Sensor in the Water Pump Room



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION

時代鄰里堅守綠色可持續發展理念，推動國家生態文明建設戰略和雙碳目標，並積極探索前沿綠色管理模式。我們致力於把綠色低碳理念全方位、多層次地嵌入營運的各個環節，通過日常辦公的節能減排、社區服務的綠色升級、員工環保意識的強化以及客戶綠色生活方式的引導，全方位推動綠色轉型。同時，我們以科技賦能可持續管理，大力開展節能改造項目，並組織如綠色騎行等創新環保公益活動，以實際行動促進綠色共融，為可持續發展貢獻堅實力量。

### 專題： 低碳轉型，應對氣候變化

時代鄰里深刻認識到自身的環境責任，也敏銳洞察到氣候變化給集團帶來的風險與機遇。我們依據國際可持續準則理事會（ISSB）《國際財務報告可持續披露準則第2號—氣候相關披露（IFRS S2）》，以及聯交所《上市規則》附錄C2《ESG報告指引》新增的氣候信息披露D部分要求，從氣候變化管治、策略、風險管理、指標與目標四大維度出發，把應對氣候變化相關議題深度融入公司日常管理，審慎規劃業務佈局，從而有效防範風險，充分把握機遇。

Times Neighborhood adheres to the concept of green and sustainable development, promotes the national ecological civilization construction strategy and national carbon peak and carbon neutrality goals, and actively explores advanced green management models. We commit to fully and multi-dimensionally integrating the green and low-carbon concept into every aspect of operations, promote green transformation comprehensively through energy conservation and emission reduction in daily office work, green upgrade in community services, strengthen employees' environmental awareness, and guide customers towards a green lifestyle. At the same time, we empower sustainable management through technology, vigorously carry out energy-saving renovation projects, and organize innovative environmental public welfare activities such as green cycling, take concrete actions to promote green integration and contribute solidly to sustainable development.

### FEATURE: LOW-CARBON TRANSITION AND RESPONDING TO CLIMATE CHANGE

Times Neighborhood deeply recognizes its environmental responsibility and keenly perceives the risks and opportunities brought about by climate change to the Group. Based on the “*International Financial Reporting Standards S2 Climate-related Disclosures (IFRS S2)*” by the International Sustainability Standards Board (ISSB), and the newly added climate information disclosure requirements in Part D of the “*ESG Reporting Guide*” in the Appendix C2 to the “*Listing Rules*” of the Stock Exchange, we have deeply integrated climate change-related issues into the Company's daily management from four dimensions: climate change governance, strategy, risk management, and indicators and targets. This allows us to prudently plan our business layout, effectively prevent risks, and fully seize opportunities.

## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION



### 管治

時代鄰里構建層次清晰、職責明確的ESG管治架構，涵蓋董事會、ESG委員會、ESG工作小組，以及公司各職能部門、下屬子公司和城市公司四個層級。董事會作為最高決策層，全面負責公司的ESG相關事宜，確保ESG風險管理體系的有效設立和高效運行。ESG委員會在董事會領導下，負責指導和監督ESG管理方針及策略、ESG目標的制定，識別和評估ESG風險與機遇的影響並提出應對。ESG工作小組協同各執行主體落實ESG舉措。各職能部門、子公司和城市公司依據自身特點，將ESG理念融入營運，推動綠色發展。各層級職責分工詳情，請查閱本報告「ESG管治架構」章節。

### 策略

時代鄰里將創造者「五項原則」（長期主義、變革創新、客戶至上、廉潔自律、合作共贏）作為ESG管理行動準則。2024年，我們對ESG管理情況進行全面評估後，認定現行ESG管治方針和策略適配公司發展與外部環境，因此未作更新，以維護管理工作的穩定性與延續性。在應對氣候變化方面，公司制定了《節能監測管理規定》《關於行政辦公厲行節約、節能降耗的通知》等內部政策，旨在通過節能降耗等舉措降低氣候相關風險對公司營運的影響。

### 風險管理

時代鄰里已將氣候風險識別工作深度融入風險管理體系，持續全面地識別與評估氣候變化帶來的風險和機遇。在此基礎上，我們逐步制定並完善未來減緩、適應和抵禦氣候風險的應對策略，確保集團在氣候變化的挑戰中穩健發展。

### Governance

Times Neighborhood has established a clear and well-defined ESG governance framework, encompassing four levels: the Board of Directors, the ESG Committee, the ESG Task Force, and the Company's various functional departments, subsidiaries, and branches in cities. As the highest decision-making level, the Board is fully responsible for the Company's ESG-related matters, ensuring the effective establishment and efficient operation of the ESG risk management system. Under the leadership of the Board, the ESG Committee is responsible for guiding and supervising the formulation of ESG management policies and strategies, setting ESG objectives, identifying and assessing the impact of ESG risks and opportunities, and proposing responses. The ESG Task Force collaborates with all executing entities to implement ESG initiatives. Each functional department, subsidiary, and branch in cities integrates the ESG concept into their operations based on their own characteristics to promote green development. For details on the division of responsibilities at each level, please refer to the "ESG Governance Structure" section of this report.

### Strategy

Times Neighborhood adopts the "Five Principles" of creators (long-termism, reform and innovation, customer first, integrity and self-discipline, and win-win cooperation) as the guidelines for ESG management actions. In 2024, after a comprehensive assessment of the ESG management situation, we determined that the current ESG governance policies and strategies are compatible with the Company's development and the external environment, and therefore no updates were made to maintain the stability and continuity of management work. In terms of addressing climate change, the Company has formulated internal policies such as the *Energy Conservation and Monitoring Management Regulations* (節能監測管理規定) and the *Notice on Strict Exercise of Resource Saving, Energy Conservation and Consumption Reduction for Administration and Office Operation* (關於行政辦公厲行節約、節能降耗的通知), aimed to mitigate the impact of climate-related risks on the Company's operations through measures like energy conservation and consumption reduction.

### Risk Management

Times Neighborhood has deeply integrated climate risk identification into the risk management system, continuously and comprehensively identified and assessed the risks and opportunities brought about by climate change. On this basis, we gradually formulate and refine strategies to mitigate, adapt to, and withstand climate risks in the future, ensure the Group's robust development amidst the challenges of climate change.



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
轉型風險 Transition risks	政策和法律 Policies and laws	更嚴格的排放量報告義務及合規要求 More stringent emissions reporting obligations and compliance requirements	隨著全球碳減排行動持續推進，碳排放核算與報告標準不斷細化。國內緊跟國際步伐，對企業碳排放核算的精準度要求提升。同時，ISSB準則更新，對企業溫室氣體減排目標、措施路徑及氣候財務影響披露要求更加嚴格。 With the continuous advancement of global carbon reduction initiatives, the standards for carbon emission accounting and reporting are being refined. Domestically, there is a close alignment with international standards, with increased precision requirements for corporate carbon emission accounting. At the same time, the ISSB standards update imposes stricter requirements on corporate greenhouse gas emission reduction targets, measures, pathways, and climate financial impact disclosures.
			本集團加強對環境數據的管理，統一統計口徑，定期收集並審查環境數據，並按照要求披露數據。另一方面，本集團依據實際情況，結合所制定的排放目標和排放計劃，納入到營運計劃中。 The Group will strengthen the management of environmental data, standardize the statistical approaches, collect and review environmental data regularly, and disclose the data as required. On the other hand, the Group will incorporate the emissions targets and emissions plans in accordance with the actual circumstances into its operation plans.

## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION



風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
	政策的變化	國家在「雙碳」目標引領下推出綠色金融、綠色建築等政策推動行業綠色低碳轉型。物業管理行業隨之變革，綠色服務標準提高、能源管理要求趨嚴，像綠色建築評價標準更新要求社區增加可再生能源設施，能源管理對公共區域能耗指標限制更嚴格。若不及時順應政策，或面臨業務拓展受限、資質審核不通過等風險。	本集團積極識別現行的法律法規與政策，解讀相關的政策導向，結合自身的業務和實際需求，制定企業的發展戰略，持續更新和完善企業的管理體系。本集團將根據相關政策的引導方向規範管理、調整經營策略，提倡綠色低碳營運及發展，降低合規風險。
	Changes in policies	Under the guidance of the “Carbon peak and carbon neutrality” targets, the country has introduced policies such as green finance and green buildings to promote the green and low-carbon transformation of industries. The property management industry is undergoing transformation, with higher green service standards and stricter energy management requirements. For instance, the updated green building evaluation standards require communities to increase renewable energy facilities, and energy management imposes stricter limits on energy consumption indicators for public areas. If we do not promptly comply with policies, we may face risks such as limitations on business expansion and failure to pass qualification reviews.	The Group will actively identify existing laws, regulations and policies, interpret relevant policy directions, combine its own business and actual needs, formulate corporate development strategies, and continuously update and improve its corporate management system. The Group will regulate its management strategies and adjust its business strategies in accordance with the direction of relevant policies, promote green and low-carbon operation and development, and reduce compliance risks.



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
市場	客戶對綠色服務的傾向	隨著消費者環保意識和科技認知的提升，物業管理的綠色智能服務需求顯著增長。客戶可能期望社區有智能能源管理系統監測調控能耗、智能垃圾分類設備提升效率，以及新能源充電樁、自行車道等綠色出行配套。傳統物業服務模式難以滿足這些需求，若不及時升級，將導致客戶滿意度下降、市場份額流失。	本集團有序持續提升能源管理效率，開展設施設備升級／改造並推動社區智慧節能。同時，本集團逐步增加對綠色服務的研發投入，並持續關注和參與政府對綠色服務的扶持項目。2024年，時代鄰里已運用智能機房和智能抄表，借助智能系統實時精準掌握能源消耗情況，為節能決策提供有力支持。
Market	Customer preference for green services	With the enhancement of consumers' environmental awareness and technological knowledge, the demand for green intelligent services in property management has grown significantly. Customers may expect the community to have intelligent energy management systems to monitor and regulate energy consumption, intelligent waste sorting equipment to improve efficiency, as well as green travel facilities such as new energy charging stations and bicycle lanes. The traditional property service model is difficult to meet these demands, and if we not upgraded it in a timely manner, which will lead to a decline in customer satisfaction and lead to the loss of market share.	The Group continues to improve energy management efficiency, upgrade/transform facilities and promote smart energy saving in the community. At the same time, the Group has gradually increased its investment in research and development of green services, and continues to pay attention to and participate in government support projects for green services. In 2024, Times Neighborhood has utilized intelligent machine rooms and smart metering, leveraging intelligent systems to accurately grasp energy consumption in real-time, providing strong support for energy-saving decisions.

## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION



風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
	採購成本上漲  Increasing procurement costs	受全球綠色供應鏈發展趨勢影響，供應商提升綠色生產標準或致使綠色原材料和產品價格上漲。與此同時，物流運輸環節碳排放監管趨嚴，可能拉高運輸成本。這使得本集團在採購綠色物資和服務時可能面臨成本上升風險。  Influenced by the global green supply chain development trend, suppliers raising green production standards may lead to an increase in the prices of green raw materials and products. At the same time, the regulation of carbon emissions in the logistics and transportation sector is becoming stricter, which may increase transportation costs. This may expose the Group to the risk of rising costs when procuring green materials and services.	本集團積極響應環保政策號召，踐行綠色採購理念，希望逐步通過開展綠色供應鏈管理推動供應鏈上下游企業共同實現綠色發展。本集團亦會積極分析採購價格變化趨勢，通過與供貨商交流及資源整合，有效管理採購成本上漲風險。  The Group actively responds to the call of environmental protection policy and implements the concept of green procurement, aiming to promote the green development of upstream and downstream enterprises in the supply chain through the development of green supply chain management. The Group will also actively analyze the trend of purchasing price changes and effectively manage the risk of procurement cost increases through communication with suppliers and resource integration.



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
聲譽 Reputation	客戶對社會責任的重視 Customers' focus on social responsibility	<p>社交媒體和信息傳播快速發展，公眾對企業社會責任的關注度持續提高。本集團在綠色發展、社區公益、員工關懷等方面的表現直接影響品牌聲譽，負面事件經網絡傳播將迅速發酵，可能損害企業形象和市場信任度。</p> <p>The rapid development of social media and information dissemination has led to a continuous increase in public attention to corporate social responsibility. The Group's performance in green development, community welfare, and employee care directly affects brand reputation. Negative events, when spread through the internet, could quickly escalate, potentially damaging corporate image and market trust.</p>	<p>本集團堅持可持續發展的道路，逐步開展綠色服務轉型，迎合客戶的需求。本集團通過多樣化傳播渠道展現企業社會責任，並已先後發起「鄰里減碳官活動」、「鄰里企服低碳公約」、「騎手友好社區」，與客戶一起建設美好低碳社區和推動綠色生活方式。</p> <p>The Group adheres to the path of sustainable development and has been gradually transforming its green services to meet the needs of its customers. The Group demonstrates its corporate social responsibility through various communication channels and has launched the "I am the Carbon Reduction Officer in Neighborhood", "Convention on Carbon Reduction for Neighborhood Enterprise Service (鄰里企服低碳公約)" and the "Delivery rider-Friendly Community" to build a better low-carbon community and promote a green lifestyle together with its customers.</p>



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION



風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
實體風險 Physical risks	急性風險 Acute risks	颶風、洪水等極端天氣事件嚴重程度提高 Increasing severity of extreme weather events such as typhoons and floods	<p>《中國氣候變化藍皮書(2024)》表明全球變暖趨勢明顯，我國「極端高溫 and 極端強降水事件趨多趨強」。颶風、暴雨、高溫等極端天氣頻發，或影響本集團在管物業、場所及客戶、人員安全。例如，暴雨洪澇可能導致地下車庫積水、高溫可能引發電力故障，這些風險增加了營運管理難度和安全風險。</p> <p>The <i>Blue Book on Climate Change of China (2024)</i> indicates that the global warming trend is evident, and in our country, "extreme high temperature and extreme heavy precipitation events are becoming more frequent and intense." Frequent occurrences of extreme weather such as typhoons, heavy rain, and high temperatures may affect the safety of the properties under management, locations, and clients and personnel of the Group. For example, heavy rain and flooding may lead to water accumulation in underground garages, and high temperatures may cause power failures, which increase the difficulty of operational management and safety risks.</p>
			<p>本集團制定應對極端天氣的風險應急機制，優化應對極端天氣的應急管理流程，積極開展應急演練。2024年，集團已根據季節特徵，將於每年4月和8月開展防颶防汛應急演練及下發防災害天氣應急工作的通知。</p> <p>此外，本集團與廣州氣象公服中心已開展氣象服務戰略合作，為本集團在管物業、場所、設施提供雷電防護裝置檢測、精準氣象預測服務（如突發災害性天氣減災提醒、智能化樓宇顯示、智能氣象站、氣象科普等）與氣象災害防禦知識培訓。</p> <p>The Group formulated a risk response mechanism for extreme weather, optimized the emergency management process for extreme weather, and actively conducted emergency drills. In 2024, the Group will conduct emergency drills for typhoon and flood prevention in April and August each year based on seasonal characteristics, and issue notifications on emergency work for disaster weather.</p> <p>Moreover, the Group and Guangzhou Meteorology Bureau Public Service Center have commenced strategic cooperation on meteorological services, provided lightning protection device testing, accurate meteorological forecasting services (such as emergency catastrophic weather mitigation alerts, intelligent building displays, intelligent meteorological stations, and meteorological science training) and training on meteorological disaster prevention knowledge for the Group's properties, venues and facilities under its management.</p>



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
慢性風險	海平面上升	長期的氣候變化導致海平面上升、氣溫持續升高。本集團位於沿海地區的物業或面臨被淹沒風險，內陸地區則面臨水資源短缺、生態環境惡化等問題。這可能導致物業價值波動、服務內容調整，增加營運成本和不確定性。	本集團對慢性氣候風險進行前瞻性風險識別及評估，並納入規劃考慮因素；同時，本集團緊密關注天氣預報以確保作出及時、充足的準備，保障工作客戶及人員安全。
Chronic risks	Rising sea levels	Long-term climate change leads to rising sea levels and sustained temperature increases. The Group's properties located in coastal areas may face the risk of inundation, while those in inland areas face issues such as water resource shortages and ecological environment deterioration. This may lead to fluctuations in property value, adjustments in service content, and increased operating costs and uncertainty.	The Group conducts prospective risk identification and assessment of chronic climate risks and takes them into account in its planning. At the same time, the Group monitors weather forecasts closely to ensure timely and adequate preparation for the safety of customers and staff.

### 指標與目標

時代鄰里以能源消耗強度、溫室氣體排放密度作為氣候變化相關的追蹤指標和目標。

### Indicators and Targets

Times Neighborhood uses energy consumption intensity and greenhouse gas emission intensity as tracking indicators and targets related to climate change.

指標 Indicators	目標 Targets
能源消耗強度 Intensity of energy consumption	以2022年為基準，未來三年能源使用強度降低5% Reduce energy consumption intensity by 5% in the next three years compared with 2022
溫室氣體排放密度 Intensity of greenhouse gas emissions	以2022年為基準，未來三年溫室氣體排放密度降低3% Reduce greenhouse gas emission intensity by 3% in the next three years compared with 2022



## 6.1 綠色物業，低碳同行

時代鄰里始終堅守「長期主義」理念，積極推動綠色物業管理體系的構建與完善。在制度建設層面，公司嚴格依照《中華人民共和國環境保護法》《中華人民共和國節約能源法》等國家法律法規，制定《環境監測合規性評價控制程序》《節能監測管理規定》《物業水電管理能耗及考核辦法》等一系列內部管理制度，全面貫穿業務全流程，並通過明確環境目標，制定具有可操作性的控制措施，以跟蹤識別並高效管理經營活動中對環境照成的潛在影響。通過規範化、精細化的管理模式，時代鄰里已通過ISO 14001環境管理體系認證，且在報告期內未違反任何有關環境保護的法律或造成任何影響環境和自然資源的重大事件，也未涉及任何環境領域的處罰或訴訟。

## 6.1 GREEN PROPERTY AND LOW-CARBON TOGETHER

Times Neighborhood always adheres to the concept of “Long-termism” and actively promotes the construction and improvement of the green property management system. At the institutional construction level, the Company strictly complies with national laws and regulations such as the *Environmental Protection Law of the People's Republic of China* and the *Law of the People's Republic of China on Energy Conservation*, formulates a series of internal management systems including the *Environmental Monitoring Compliance Assessment Control Procedures* (環境監測合規性評價控制程序), the *Energy Conservation and Monitoring Management Regulations* (節能監測管理規定) and the *Energy Consumption and Assessment Measures for Property and Water and Electricity Management* (物業水電管理能耗及考核辦法). These systems are comprehensively integrated into the entire business process, with clear environmental objectives and operational control measures established to track, identify, and efficiently manage potential environmental impacts caused by business activities. Through standardized and refined management models, Times Neighborhood has obtained ISO 14001 environmental management system certification and has not violated any environmental protection laws or caused any major incidents that affected the environment and natural resources during the Reporting Period. We have also not been involved in any penalties or litigation in the environmental field.



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION

### 6.1.1 能源管理

時代鄰里始終高度重視能源節約利用，持續完善能源管理體系。我們制定《節能監測管理規定》《物業公共能耗計量和考核辦法》《物業水電能耗管理及考核辦法》等內部制度，並於2024年發佈《關於加強2024年水電能耗管控的工作要求》，進一步明確能源管控目標與方向，規範能源管理流程。

在節能措施方面，公司在項目上配備設施設備智能巡檢系統，對供配電、供水、排污、消防等重點系統機房設備進行自動巡檢，自動記錄數據形成運行趨勢，自動診斷能耗異常，實現對在管社區的日常高頻次運行檢查和數字化管控，有效避免能源浪費。

在照明系統節能改造領域，公司大力推進車庫物聯網燈改造項目。截至2024年底，已有32個項目實現改造，改造物聯網燈合同總數量達35,698支。經2024年全年能耗測算，通過物聯網平台能耗數據對比原燈具能耗，共節約電量304.3萬度，節約電費人民幣235.8萬元。

### 6.1.1 Energy Management

Times Neighborhood always attaches great importance to energy conservation and utilization, continuously improving the energy management system. We have formulated internal systems such as the *Regulations on the Management of Energy Conservation and Monitoring* (節能監測管理規定), the *Measures for the Measurement and Assessment of Public Energy Consumption of Properties* (物業公共能耗計量和考核辦法) and the *Measures on Managing and Assessing Water and Electricity Energy Consumption of Properties* (物業水電能耗管理及考核辦法) and published the *Work Requirements on Strengthening the Control of Water and Electricity Energy Consumption in 2024* (關於加強2024年水電能耗管控的工作要求) in 2024 to further clarify the goals and direction of energy control and standardize the energy management process.

In terms of energy-saving measures, the Company has equipped the project with an intelligent inspection system for facilities and equipment to conduct automatic inspections of machine room's equipment in key systems such as electricity supply and distribution, water supply, sewage discharge and fire protection, and automatically record data to form operation trends, automatically diagnose energy consumption abnormalities, and realise daily high-frequency operation inspections and digital control of the communities under management to effectively avoid energy waste.

In the field of energy-saving renovation of lighting systems, the Company is vigorously promoting the IoT lighting renovation project for garages. As of the end of 2024, a total of 32 projects have been transformed, with the total number of IoT lighting contracts reaching 35,698 units. Based on the energy consumption estimation for the entire year of 2024, a total of 3.043 million kilowatt-hours of electricity was saved by comparing the energy consumption data from the IoT platform with that of the original lighting fixtures, resulted in an electricity fee saving of RMB2.358 million.



### 6.1.2 水資源管理

時代鄰里積極投身水資源保護與節約工作，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。公司在管社區的水資源皆源自市政供水，主要用於日常生活、設備運轉、清潔沖洗以及綠化澆灌。產生的廢水以生活污水為主，嚴格按照市政要求排放。截至報告期末，公司在管社區均不在水資源保護區內，暫無水資源壓力，也未對當地水資源造成負面影響。

為有效避免水資源的隱性浪費，公司持續開展查漏工作。2024年，我們引入先進的管道智慧測漏儀設備，顯著提升查漏效率的同時，確保查漏工作的精準性和嚴謹性。此外，公司本年度各區域共56個項目通過查漏工作，精準定位並修復125個漏水點，經估算全年可減少漏水量約86.2萬噸，節約水費人民幣248萬元。

我們大力推行精準灌溉技術，通過安裝智能灌溉系統，依據不同植物的需水特性、土壤濕度以及天氣變化，精確控制灌溉時間和水量，在滿足綠化需求的同時最大限度減少水資源的不必要消耗。此外，公司還重視空調冷凝水回收利用，搭建冷凝水回收系統，將空調運行過程中產生的冷凝水收集起來，經簡單處理後，用於園區道路沖洗、景觀補水等非飲用用途，拓寬水資源的利用途徑，提高水資源的循環利用率，為建設資源節約型、環境友好型的綠色物業持續貢獻力量。

### 6.1.2 Water Resources Management

Times Neighborhood actively engages in the protection and conservation of water resources, strictly complies with laws and regulations such as the *Water Pollution Prevention and Control Law of the People's Republic of China* (中華人民共和國水污染防治法) and the *Regulations on Urban Drainage and Sewage Treatment* (城鎮排水與污水處理條例). The water resources of the communities under our management come from municipal water supply, and are mainly consumed in daily life, equipment operation, cleaning and rinsing, as well as irrigation for greening. The wastewater generated is mainly domestic sewage, which is discharged in strictly accordance with the municipal requirements. As of the end of the Reporting Period, none of the communities under management of the Company was in the water resources protection zone, and there was no water resources pressure or negative impact on local water resources.

To effectively avoid the hidden waste of water resources, the Company continuously conducts leakage inspections. In 2024, we introduced advanced intelligent pipeline leak detection equipment, significantly improved leak detection efficiency while ensured the precision and rigor of the leak detection work. In addition, this year, the Company has conducted leakage inspections across 56 projects in various regions, accurately identified and repaired 125 leakage points. We estimated that the annual water leakage can be reduced by approximately 0.862 million tons, saved water fees of RMB2.48 million.

We vigorously promote precision irrigation technology by installing intelligent irrigation systems that accurately control irrigation time and water volume based on the water needs of different plants, soil moisture, and weather changes, thereby meet greening needs while minimized unnecessary water resource consumption. In addition, the Company also emphasizes the recycling and utilization of air conditioning condensates, establishes a condensate recovery system to collect the condensates generated during the operation of air conditioning. After simple treatment, those condensates are used for non-potable purposes such as wash park roads and replenish landscape water, thereby broaden the utilization channels of water resources and enhance the recycling rate of water resources, continuously contribute to the construction of resource-saving and eco-friendly green properties.

指標

Indicator

目標

Target

水資源目標

Water Resources Targets

以2022年為基準，未來三年水資源使用密度降低5%

Reduce water consumption intensity by 5% in the next three years compared with 2022



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION

### 6.1.3 廢棄物管理

減少廢棄物的產生及合理處置是時代鄰里降低環境影響的重要部分。我們嚴格遵守《中華人民共和國固體廢物污染防治法》及營運所在地的廢棄物管理相關法律法規，堅決執行垃圾分類，對廢棄物實行嚴格的分類儲存和處理，落實減量化、無害化原則，減少廢棄物對環境的負面影響。

在廢棄物管理上，我們運用智能分類投放與清運模式，設置智能分類投放箱，利用先進的識別技術精準地分辨垃圾類型，提高垃圾分類的準確性和效率。同時，對於居民產生的生活垃圾實行「定時定點投放+清運」模式，不僅可以對垃圾進行源頭分類，有效減少後期處理負擔，亦有助於廢棄物的回收利用。對於二次裝修產生的垃圾，我們制定明確的裝修指引，鼓勵業主優先自行處理，避免在小區內停留產生不良環境影響。對於有害廢棄物，我們交給具有資質的第三方進行安全處理。

#### 指標

#### Indicator

#### 目標

#### Target

廢棄物目標

Waste Targets

以2022年為基準，制定了未來三年廢棄物產生密度降低3%

Reduce waste generation intensity by 3% in the next three years compared with 2022

### 6.1.3 Waste Management

Reducing the generation and rational disposal of waste is an important part of Times Neighborhood's efforts to reduce its environmental impact. We strictly abide by the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* and the relevant laws and regulations on waste management in the places where we operate, resolutely implement waste classification, implement strict classification, storage and treatment of waste, implement the principles of reduction and harmlessness, and reduce the negative impact of waste on the environment.

In terms of waste management, we employ an intelligent sorting and clearance model, set up intelligent sorting bins, and apply advanced recognition technology to accurately distinguish waste types, thereby improving the accuracy and efficiency of waste sorting. At the same time, we implement the "fixed-time and fixed-point placement + clearance" model for domestic waste not only allow for source classification of waste, effectively reduce the burden of later processing, but also facilitate the recycling and utilization of waste. For the waste generated from secondary decoration, we have formulated clear decoration guidelines, encouraged property owners to give priority to their own treatment to avoid adverse environmental impacts caused by keeping waste in the community. For hazardous waste, we entrust qualified third parties to dispose it safely.



## 6.2 綠色辦公，以身作則

時代鄰里積極響應綠色發展號召，從自身營運著手，全面推行綠色低碳的生活與辦公模式。我們制定《時代鄰里辦公環境與員工行為規範》《行政管理與員工行為規範》《時代鄰里辦公環境與節能降耗管理制度》等內部制度，為綠色辦公奠定制度基礎。報告期內，我們聚焦節能降耗、資源節約等關鍵領域，進行精細化、全方位管理，致力於打造低碳環保的營運新生態。

同時，我們大力推行辦公室5S管理，鼓勵員工從點滴小事做起，主動維護辦公環境的整潔有序，營造清新、綠色、整齊的辦公氛圍，讓每一位員工都能切實感受到綠色辦公帶來的舒適與便利，共同分享綠色辦公的豐碩成果。

## 6.2 GREEN OFFICE TO LEAD BY EXAMPLE

Times Neighborhood actively responds to the call for green development by focusing on its own operations, comprehensively promotes green and low-carbon living and office models. We have formulated internal systems such as the *Code of Conduct for the Office Environment and Employees of Times Neighborhood* (時代鄰里辦公環境與員工行為規範), the *Code of Conduct for Administrative Office Management and Employees* (行政管理與員工行為規範) and the *Management System for the Office Environment and Energy Conservation and Consumption Reduction of Times Neighborhood* (時代鄰里辦公環境與節能降耗管理制度) to lay the institutional foundation for green office practices. During the Reporting Period, we focused on key areas such as energy conservation, consumption reduction, and resource saving, and implemented meticulous and comprehensive management to strive for creating a new low-carbon and eco-friendly operational ecosystem.

At the same time, we vigorously promoted the 5S management in the office, encouraged employees to start with small actions to proactively maintain a clean and orderly office environment, and created a fresh, green and integrated office atmosphere, so that every employee could truly experience the comfort and convenience brought by green office and share the fruitful achievements of green office.



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION

### 時代鄰里辦公節能降耗體系

#### Times Neighborhood Office Energy Saving and Consumption Reduction System

<p>節約用水 Water conservation</p>	<p>倡導員工自覺養成節約用水習慣，定期進行用水設備的維護管理和定期檢查管道滲漏情況，以免造成水資源的不必要浪費 Promote employees to consciously develop the habit of water conservation, and regular maintenance and management of water-using equipment and regular inspection of pipeline leaks to avoid unnecessary waste of water resources</p>
<p>節約用電 Electricity conservation</p>	<p>對辦公區域照明設備和辦公設備的開閉情況進行嚴格規定，杜絕照明設備「長明燈」、辦公設備「長待機」和製冷設備「低溫度」現象，並進行定期的日常巡檢，確保所有用電設備處於關閉狀態 Impose strict regulations on the on and off of lighting and office equipment in the office area to eliminate the phenomenon of lighting equipment “Long-term Lighting”, office equipment “Long-term Standby” and cooling equipment “Low Temperature” and to conduct regular daily inspections to ensure that all electricity-using equipment is always off</p>
<p>無紙化辦公 Paperless office</p>	<p>倡導使用電子統計表格、線上共享文檔等方式替代紙質記錄，加強打印用紙管控，並減少會議和匯報材料的紙質傳閱 Promote the use of electronic statistical forms and online document sharing as an alternative to paper records, strengthen control of paper printing, and reduce the circulation of paper for meetings and reports</p>
<p>節約使用辦公用品 Save on office supplies</p>	<p>遵循「物盡其用、杜絕浪費」的原則，鼓勵僱員通過以舊換新方式領用各類辦公用品，提升回收利用率，不在辦公區域放置一次性用品，並對辦公用品制定每月採購計劃，按實際需求採購 Follow the principle of “Making the Best Use of Materials and Eliminating Waste”, encourage employees to obtain new supplies by trading in old ones, improve the recycling rate of various office supplies, stop placing disposable supplies in office areas, and develop a monthly purchasing plan for office supplies and purchase them according to actual demand</p>
<p>行政物品重複利用 Reuse administrative supplies</p>	<p>要求行政部門按需採購裝飾品、活動物料和禮品並開展充分循環利用，妥善管理行政資產 Require administrative departments to purchase and fully recycle decorations, event materials and gifts as needed and to properly manage administrative assets</p>
<p>會議節能降耗規範 Guidelines on conference energy saving and consumption reduction</p>	<p>鼓勵內部會議採用線上形式開展，號召線下會議盡量減少瓶裝水和一次性水杯的使用，及時關閉會議室屏幕、空調、照明等設備 Encourage internal meetings to be conducted online, and for offline meetings, minimize the use of bottled water and disposable cups, and turn off conference room screens, air conditioners, lights and other equipment in a timely manner</p>
<p>減少差旅 Reduce travel</p>	<p>嚴格執行公務用車派車要求，充分運用遠程監控等信息化手段減少不必要差旅，並要求各部門合理安排出差人員 Strictly enforce the requirements for the assignment of official vehicles, make full use of information technology such as remote monitoring to reduce unnecessary travel, and require all departments to make reasonable arrangements for business travelers</p>



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION



為確保綠色辦公措施有效落地，我們建立巡查機制並定期開展巡查工作。由各級行政部門負責人牽頭，組織相關人員對營運範圍內的7個核心辦公區域進行常態化檢查，重點監督環境維護與節能降耗落實情況。同時，我們還對各項目開展行政巡檢，全面檢查辦公環境管理及節能減排執行效果。

To ensure the effective implementation of green office measures, we have established an inspection mechanism and conduct inspections regularly. Led by the heads of various administrative departments, relevant personnel are organized to conduct regular inspections of the seven core office areas within the operational scope, with a focus on supervising the implementation of environmental maintenance and energy conservation and consumption reduction measures. Meanwhile, we also conduct administrative inspections on each project to comprehensively examine the management of the office environment and the effectiveness of energy conservation and emission reduction implementation.

### 6.3 綠色文化，你我共建

在綠色物業管理及營運進程中，時代鄰里不僅自身積極踐行綠色發展理念，還在宣傳綠色理念、帶動社會群體參與環保低碳行動上持續發力，全方位助力社會可持續發展。本年度，我們開展了「鄰里減碳官」系列活動，如「綠色低碳美好中國」國慶主題繪畫大賽和「以書換綠」青少年環保志願服務活動，將低碳環保理念傳遞給更多人。

### 6.3 GREEN CULTURE WE BUILD TOGETHER

In the process of green property management and operation, Times Neighborhood not only actively practiced the concept of green development itself but also continued to promote green concepts and encouraged social groups to participate in environmental protection and low-carbon actions, comprehensively contributed to sustainable social development. This year, we launched the “Carbon Reduction Officer in Neighborhood” series of activities, such as the “Green and Low-Carbon Beautiful China” National Day themed painting competition and the “Books for Green” youth environmental volunteer service activity, to convey the concept of low-carbon and environmental protection to more people.



## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION

為增強社區居民的環保意識，時代鄰里制定並推行《時代社區減碳公約》，明確規定物業管理區域內的物業工作人員和業主都需遵守環保相關規定。公約中倡導了減少使用一次性用品，共同維護公共區域環境衛生，愛護園區內的一草一木等理念。針對商業寫字樓業態客戶，時代鄰里量身打造了《鄰里企服減碳公約》，通過綠植種子紀念卡及「辦公空間減碳標語」等時尚有趣的形式，將低碳生活理念傳遞到更廣闊的空間，獲得廣大企業主及其員工的積極響應。該項目榮獲2024中國物業年度品牌公益優秀案例。

To enhance the environmental awareness of community residents, Times Neighborhood has formulated and implemented the *Convention on Carbon Reduction for Times Communities* (時代社區減碳公約), which clearly stipulated that both property management staff and owners within the property management area must comply with environmental regulations. The convention advocates the reduction of disposable items, the joint maintenance of environmental hygiene in public areas, and the care for every plant and tree within the communities. For clients in the commercial office building sector, Times Neighborhood has tailored the *Convention on Carbon Reduction for Neighborhood Enterprise Service* (鄰里企服減碳公約), used fashionable and interesting forms such as green plant seed commemorative cards and “Office space carbon reduction slogans” to spread the concept of low-carbon living to a broader space, received positive responses from numerous business owners and their employees. The project was awarded the 2024 China Property Annual Brand Public Welfare Excellent Case.



《鄰里企服低碳公約》

*Convention on Carbon Reduction for Neighborhood Enterprise Service*

## 6. 生態和諧，促進綠色共融 ECO-HARMONY FOR GREEN INTEGRATION



### 案例：回收美好美美與共 | 2024鄰里減碳官活動

為助力國家實現「雙碳」目標，時代鄰里持續深入踐行綠色低碳發展理念，打造了「鄰里減碳官」公益IP。2024年12月20日，「回收美好，美美與共—2024鄰里減碳官活動」在廣州時代地產中心舉辦，活動現場發佈了《鄰里企服低碳公約》，並通過舊書回收、毛絨娃娃回收、咖啡渣循環科普等系列活動，以時尚有趣的「美好減碳市集」形式，倡導低碳環保的辦公生活方式，吸引了超過千名白領參與。

### Case: Recycling for Good, Beauty in Harmony | 2024 Carbon Reduction Officer in Neighborhood Activity

To assist the nation in achieving the “carbon peak and carbon neutrality” goals, Times Neighborhood has continuously and deeply practiced the concept of green and low-carbon development, created the public welfare IP “Carbon Reduction Officer in Neighborhood.” On 20 December 2024, the “Recycling for Good, Beauty in Harmony — 2024 Carbon Reduction Officer in Neighborhood Activity” was held at the Guangzhou Times Property Center. At the event, the *Convention on Carbon Reduction for Neighborhood Enterprise Service* (鄰里企服低碳公約) was released, and carried out a series of activities such as old book recycling, plush toy recycling, and coffee grounds recycling science popularization, a fashionable and interesting “Beautiful Carbon Reduction Market” was formed to advocate for a low-carbon and environmentally friendly office lifestyle, which attracted over one thousand white-collar workers to participate.



2024鄰里減碳官活動現場圖片

On-site Photos of 2024 Carbon Reduction Officer in Neighborhood Activity



## 7. 以人為本，攜手共創價值 PEOPLE-ORIENTED AND CREATING VALUE TOGETHER

時代鄰里重視人才建設，通過構建多維度的員工關懷機制，推動組織與個體協同發展。在人力資源管理方面，我們著力構建具有市場競爭力的薪酬體系，同時打造覆蓋全週期的培育機制，全面關注員工健康管理，積極創建開放型職業平台，確保每位從業者享有公平的晉升通道，持續構建開放包容的職場生態。

### 7.1 合規僱傭，平等職場

時代鄰里秉持法律為準繩，嚴謹執行招聘及離職流程，積極促進就業公平，維護員工尊嚴與權益，完善健全的薪酬與福利機制，搭建高效暢通的員工溝通橋梁，全方位保障員工的合法權益。

#### 7.1.1 平等僱傭

時代鄰里嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》等法律法規，制定《時代鄰里員工手冊》，明確「建立公平、公正的工作環境」的人才管理思想。我們堅定擁護《世界人權宣言》《工商企業與人權指導原則》(Guiding Principles on Business and Human Rights)、國際勞工組織(ILO)的國際勞工標準以及《安全和人權自願原則》等國際人權準則，嚴格遵循平等與非歧視的用工原則，杜絕基於性別、年齡、種族、國籍、宗教信仰或其他社會及個人因素的歧視行為，嚴禁任何形式的騷擾、侮辱和歧視，致力於營造一個平等、包容且多元的工作環境。2024年，我們返聘高齡人員265人。

Times Neighborhood values talent development and promotes the coordinated development of the organization and individuals by building a multi-dimensional employee care mechanism. In terms of human resource management, we focus on building a market-competitive remuneration system while establishing a comprehensive development mechanism covering the entire cycle. We pay full attention to employee health management, actively create an open career platform, ensure that every employee enjoys a fair promotion path, and continuously build an open and inclusive workplace ecosystem.

### 7.1 COMPLIANT EMPLOYMENT AND EQUAL WORKPLACE

Times Neighborhood adheres to the law as the benchmark, rigorously implements recruitment and resignation processes, actively promotes employment fairness, safeguards employee dignity and rights, improves a comprehensive salary and benefits mechanism, and establishes an efficient and smooth communication bridge for employees to fully protect their legitimate rights.

#### 7.1.1 Employment Equality

Times Neighborhood strictly complies with the *Labour Law of the People's Republic of China* and the *Labour Contract Law of the People's Republic of China* and other laws and regulations, and formulates the *Employee Handbook of Times Neighborhood* (時代鄰里員工手冊), clearly defines the talent management philosophy of "Establishing a fair and integrity working environment." We firmly uphold international standards related to human rights, such as the *Universal Declaration of Human Rights*, the *Guiding Principles on Business and Human Rights*, the *International Labour Standards of the International Labour Organization (ILO)*, and the *Voluntary Principles on Security and Human Rights*. We strictly adhere to the principles of equal and non-discriminatory employment, and eliminate discrimination based on gender, age, race, nationality, religious beliefs, or other social and personal factors, as well as strictly prohibit any form of harassment, insult, and discrimination, and are committed to creating an equal, inclusive and diverse work environment. In 2024, we have rehired 265 elderly individuals.

## 7. 以人為本，攜手共創價值 PEOPLE-ORIENTED AND CREATING VALUE TOGETHER



時代鄰里嚴格禁止旗下任何營運單位及合作夥伴僱傭童工和強迫勞工。在招聘過程中，公司會進行嚴格的背景調查，以確保不僱用童工。一旦發現任何違反規定的情況，我們將依法立即解除勞動合同，對相關情況進行審查，並向有關部門報告。在報告期內，本公司未出現任何僱用童工和強迫勞工的情況。

Times Neighborhood strictly prohibits any of its operating units and partners from employing child labor and forced labor. During the recruitment process, the Company will conduct strict background investigations to ensure that child labor is not employed. Once any violation of regulations is discovered, we will immediately terminate the labor contract in accordance with the law, review the relevant situation and report to the relevant departments. During the Reporting Period, the Company did not employ any child labour or forced labour.

### 7.1.2 員工權益與福利

時代鄰里構建完善的薪酬福利管理體系和科學高效的績效評價考核機制，制定內部薪酬與績效管理制度，確保員工獲得合理的薪酬保障。員工薪酬結構包括基本工資、基本績效、年終獎及相關補貼。此外，公司依據國家規定，為符合條件的員工提供社會保險、公積金、僱主險及福利假期。同時，公司還提供就餐補助、節日關懷、生日關懷、特殊崗位的冬暖夏涼關懷以及退休關懷等多項額外福利。

### 7.1.2 Employee Rights and Benefits

Times Neighborhood has established a comprehensive remuneration and welfare management system and a scientific and efficient performance evaluation mechanism, and formulated an internal remuneration and performance management system to ensure that employees receive reasonable remuneration. Employee compensation structure consists of basic salary, basic performance, year-end bonus and related subsidies. In addition, the Company provides social insurance, provident fund, employer's insurance and welfare holidays for eligible employees in accordance with national regulations. Meanwhile, the Company also provides various additional benefits such as meal allowance, holiday care, birthday care, year-round comfort and care for special positions, as well as retirement care.

時代鄰里尊重員工的結社自由與集體談判權利，同時保障員工的言論及表達自由。員工有權依據當地法律法規，自主選擇是否加入工會、職工代表會等組織。如遇違規行為或權益受損情況，員工可通過人力資源部、審計監察部等渠道進行諮詢或舉報。

Times Neighborhood respects the freedom of association and collective bargaining rights of employees, and safeguards the freedom of speech and expression of employees. Employees have the right to independently choose whether to join unions, employee representative councils, and other organizations in accordance with local laws and regulations. In the event of any violations or infringement of rights, employees can consult or report through the human resources department, audit and supervision department and other channels.



## 7. 以人為本，攜手共創價值 PEOPLE-ORIENTED AND CREATING VALUE TOGETHER

### 7.1.3 員工溝通與關懷

時代鄰里關心人文關懷，積極關注員工需求，構建多元且暢通的溝通渠道，同時開展豐富多彩的員工關愛活動。我們設立了面向員工的「鄰里優家」內部公眾號，為員工提供日常工作與學習的答疑與指導，同時分享關愛活動信息以及防汛等提示，全方位支持與保護員工。此外，我們在節假日策劃專屬活動並準備精美禮品，希望員工在工作之餘能夠享受輕鬆與快樂，增強員工的幸福感與歸屬感。2024年，我們共舉辦了10類員工關愛與企業文化活動，內容涵蓋傳統節慶活動、員工關懷活動（生日會、冬暖夏涼、悅動活動），以上活動覆蓋243個項目，共計約6,361人參與。

## 7.2 守護健康，安全營運

員工的職業健康與安全是企業營運的基石。時代鄰里不斷完善職業健康與安全管理體系，常態化推進安全檢查與培訓工作，全方位打造健康安全的工作環境，為員工的職業健康保駕護航。

時代鄰里始終把員工的健康與安全放在首位，嚴格遵守《中華人民共和國安全生產法》《中華人民共和國職業病防治法》等相關法律法規，制定《質量、環境、職業健康安全手冊》《環境和職業健康安全控制程序》等內部文件，構建完善的EHS管理體系，清晰界定了各崗位職責、質量方針以及EHS價值觀。目前，公司已獲得ISO 45001職業健康與安全管理體系認證。

### 7.1.3 Employee Communication and Care

Times Neighborhood cares about humanistic care, actively attends to employee needs, and has established diversified and smooth communication channels, and simultaneously has conducted a variety of employee care activities. We have established an internal public account of "Neighborhood You+" for employees, provided employees with answers and guidance for daily work and learning, and shared information on caring activities and flood prevention tips to provide all-round support and protection for employees. In addition, we plan exclusive activities and prepare exquisite gifts during holidays, and we hope that employees can enjoy relaxation and happiness after work and enhance their happiness and sense of belonging. In 2024, we organized a total of 10 types of employee care and corporate culture activities, including traditional festive events and employee care activities (birthday parties, seasonal care, and joyous activities). These activities covered 243 projects and were participated in by approximately 6,361 people.

## 7.2 PROTECTING HEALTH AND SAFETY OPERATION

Occupational health and safety of employees is the cornerstone of corporate operations. Times Neighborhood continues to improve the occupational health and safety management system, regularly advances safety inspections and training, and comprehensively creates a healthy and safe working environment to safeguard employees' occupational health.

Times Neighborhood always gives priority to the health and safety of its employees, strictly abides by the *People's Republic of China on Work Safety* and the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases* and other laws and regulations, formulates the *Management Manual on Quality, Environment and Occupational Health and Safety* (質量、環境、職業健康安全手冊) and the *Control Procedure for Environmental and Occupational Health and Safety* (環境和職業健康安全控制程序) and other internal documents, establishes a comprehensive EHS management system that clearly defines the responsibilities, quality policies and EHS values of each relevant job. Currently, the Company has obtained the ISO 45001 Occupational Health and Safety Management System certification.

## 7. 以人為本，攜手共創價值 PEOPLE-ORIENTED AND CREATING VALUE TOGETHER



我們高度關注員工的身體健康，每年為符合特定條件的員工提供一次免費的年度體檢福利，並安排專業人員對體檢結果進行詳細解讀與指導，助力員工全面且精準地掌握自身健康狀況。同時，我們每季度通過線上平台推送突發事件處理微課程，並每月積極組織各項目團隊學習並鞏固消防安全管理規定，促進員工安全意識的提升。2024年，我們共開展175場職業健康安全培訓，內容包括火警火災、燃氣洩漏、常見急症和意外傷害應急處理方法等方面，員工覆蓋率超過93.78%。

We place great emphasis on the physical health of our employees, provide annual physical examination benefits for employees who meet specific criteria each year, and arrange for professionals to conduct detailed interpretation and guidance of the medical checkups results, assist employees in comprehensively and accurately understand their own health conditions. Meanwhile, we deliver micro-courses on emergency handling through the online platform every quarter and actively organize project teams to study and consolidate fire safety management regulations every month, promote the enhancement of employees' safety awareness. In 2024, we conducted a total of 175 occupational health and safety training sessions, covering topics such as fire alarms and fires, gas leaks, common acute illnesses, and emergency handling of accidental injuries, with an employee coverage rate exceeding 93.78%.

### 7.3 員工培育，成長護航

### 7.3 EMPLOYEE DEVELOPMENT AND GROWTH GUIDANCE

時代鄰里基於「重視員工事業發展」的管理思想，將人才作為組織發展的核心資源。為有效支撐團隊成員職業成長需求，我們成立時代鄰里學院，持續推出覆蓋多領域的專項培訓課程。同時，我們構建體系化的職業晉升通道，通過科學績效評估機制與內部競聘方式，實現組織效能提升與個體價值增長的良性互動。

Based on the management concept of “Valuing employee career development”, Times Neighborhood regards talent as the core resource for organizational development. To effectively support the professional growth needs of team members, we established the Times Neighborhood College, continuously launched specialized training courses covering multiple fields. Meanwhile, we established a systematic career advancement pathway, achieved a positive interaction between organizational efficiency enhancement and individual value growth through a scientific performance evaluation mechanism and internal competition methods.

#### 7.3.1 員工培訓

#### 7.3.1 Employee Training

時代鄰里依據員工的層級與類型，打造了差異化的內部培訓體系，旨在高效提升員工的業務與管理技能，全方位滿足不同員工群體的發展需求，為公司長遠發展築牢根基。2024年，我們對員工培訓體系進行了學習形式的更新。推行「短頻快」，將培訓內容碎片化，通過學分管理辦法鼓勵業務部門推出系列微課。本年度，我們共開展5,464場培訓，總體學時為171,325小時，覆蓋161,667人次。

Times Neighborhood has developed a differentiated internal training system based on the levels and types of employees, endeavored to efficiently enhance their business and management skills, fully met the development needs of different employee groups, and laid a solid foundation for the Company's long-term development. In 2024, we updated the learning format of our employee training system. Implement “short, frequent, and quick” strategies by fragmenting training content and encouraging business department to launch a series of micro-courses through credit management measures. This year, we conducted a total of 5,464 training sessions, with a total of 171,325 training hours, covering 161,667 participants.



## 7. 以人為本，攜手共創價值 PEOPLE-ORIENTED AND CREATING VALUE TOGETHER

### 時代鄰里員工培訓體系

#### Employee Training System of Times Neighborhood

內部培訓 Internal training	新員工入職培訓	推出《新人帶教計劃》，通過體系化的課程及帶教人的引導，協助新僱員適應新崗位。同時在線上平台進行跟蹤，通過線上《新員工入職培訓記錄卡》實時記錄僱員培訓進度
	Training for new employees	We launch the <i>New Employee Orientation Program</i> (新人帶教計劃) to help new employees adapt to their new positions through systematic courses and guidance from instructors. At the same time, we track the progress of employee training in real time through our online platform, the <i>New Employee Orientation Training Record Card</i> (新員工入職培訓記錄卡)
	通用技能類培訓	覆蓋全體員工持續成長所需要的各種通用能力，提高員工的綜合素質
	General skills training	Cover the various general capabilities required for the continuous growth of all employees and improve the comprehensive quality of employees
	專業技能類培訓	根據公司業務發展方向，聯合各業務部門開展包括專業線需掌握的知識、技能、管理實務等課程內容的培訓
	Professional skills training	According to the Company's business development direction, we cooperate with various business departments to carry out training on the knowledge, skills, management practises and other courses required to be mastered by professional lines
	領導力賦能培訓	提升管理人員營運管理技能和業務能力，一般包含管理者在有效行使管理職能時所需要的知識、技能、能力等
	Leadership empowerment training	Improve the operation and management skills and business capabilities of management personnel, generally including the knowledge, skills and capabilities required by managers when effectively exercising management functions
	「一專多能」培訓	培育複合型人才，讓員工在精通本職專業基礎上掌握多領域知識技能，提升個人綜合實力與公司整體競爭力
	“One specialty with multiple capabilities” training	Cultivate versatile talents, enable employees to master multi-disciplinary knowledge and skills on the basis of proficiency in their own professions, thereby enhance personal comprehensive strength and the overall competitiveness of the Company
企業文化培訓	開展企業文化培訓，強化員工對公司文化的認同與歸屬，推動價值觀的統一	
Corporate culture training	Conduct corporate culture training to strengthen employees' recognition and sense of belonging to the Company culture, and promote the unification of values	
外部培訓 External training	進修培訓／證件資質	開展多元化外部培訓和專業證件考取，加強員工專業技能與公司業務需求的契合，鼓勵員工提升自身競爭力
Education training/certificate qualifications	Conduct diversified external training and professional certification acquisition to strengthen the alignment of employees' professional skills with the Company's business needs, and encourage employees to enhance their competitiveness	



## 7. 以人為本，攜手共創價值 PEOPLE-ORIENTED AND CREATING VALUE TOGETHER



### 案例：領導力賦能培訓

公司高度重視管理層的職業成長，2024年我們在廣州、佛清肇、粵西、粵東、華中、科箭等六大區域，有序開展32場新項目經理入職培訓及項目骨幹訓練營，旨在助力新項目負責人快速適應崗位角色，精準洞察服務需求，有效提升管理技能，全面增強項目管理能力，為公司業務的穩健發展提供堅實的人才保障。

### Case: Leadership Empowerment Training

The Company highly values the career growth of its management. In 2024, we orderly conducted 32 training sessions for new project managers and project backbone training camps across six major regions: Guangzhou, Foshan-Qingyuan-Zhaoqing, West Guangdong, East Guangdong, Central China, and Kejian, which aimed to assist new project leaders in quickly adapting to their roles, accurately understood service needs, effectively enhanced management skills, and comprehensively improved project management capabilities, thereby provided solid talent support for the steady development of the Company's business.

我們持續實踐人才發展策略，積極進行全面且具針對性的員工能力提升計劃。本年度，我們累計舉辦「每月一考」、「鄰里學習日」、「突發應急人人會」、「全能精英工程訓練營」和「法律爭議解決專家認證」等798場內容豐富的「一專多能」培訓項目，涵蓋法律爭議解決、客戶服務技巧、路演拓展能力和日常公區戶內維修方法等多個領域，旨在幫助員工務實專業技能，增強工作適應性和團隊協作能力，為企業高品質發展提供堅實保障。

We continuously implement talent development strategies and actively carry out comprehensive and targeted employee capability enhancement programs. In this year, we have held a total of 798 “Multi-skilled Comprehensive Quality” training programs, including “Monthly Assessment”, “Neighborhood Learning Day”, “Emergency Response Training for Everyone”, “Omnipotent Elite Engineering Training Camp”, and “Legal Dispute Resolution Expert Certification”, covering various fields such as legal dispute resolution, customer service skills, roadshow expansion capabilities, and daily public and internal area maintenance methods. These programs endeavors to help employees develop practical professional skills, enhance work adaptability and team collaboration abilities, provide a solid guarantee for the high-quality development of the enterprise.



全能精英工程訓練營  
Omnipotent Elite Engineering Training Camp



鄰里學習日  
Neighborhood Learning Day



## 7. 以人為本，攜手共創價值 PEOPLE-ORIENTED AND CREATING VALUE TOGETHER

此外，我們制定《員工外訓及進修管理制度》《員工職業資格證書津貼管理制度》，積極支持並鼓勵員工參與外部培訓與進修，員工可申請參加由外部培訓機構或院校組織的各類培訓、進修項目，以及與業務或公司資質評定相關的職業資格證書學習項目。員工在考取職稱或職業資格證書後，有權申請相應的證書津貼。截至2024年12月31日，公司所擁有的專業證書數量共計4,963個，相較於2023年，證書數量增長32.7%。

### 7.3.2 職業發展

我們為員工提供符合崗位要求和職業目標規劃的全方位成長體系，搭建了管理序列（M級）、專業序列（P級）、銷售序列（S級）和操作序列（W級）四個維度的晉升發展通道，確保不同崗位的員工都能獲得相應成長。

In addition, we have formulated the *Employee External Training and Education Management System* (員工外訓及進修管理制度) and the *Allowance Management System for Employees' Professional Qualification Certificate* (員工職業資格證書津貼管理制度) to actively support and encourage employees to participate in external training and education. Employees can apply to participate in various training and education programs organized by external training institutions or colleges, as well as professional qualification certificate study programs related to business or company qualification assessments. Employees are entitled to apply for the corresponding certificate allowance after obtaining a professional title or vocational qualification certificate. As of 31 December 2024, the Company owned a total of 4,963 professional certificates, representing an increase of 32.7% compared to 2023.

### 7.3.2 Career Development

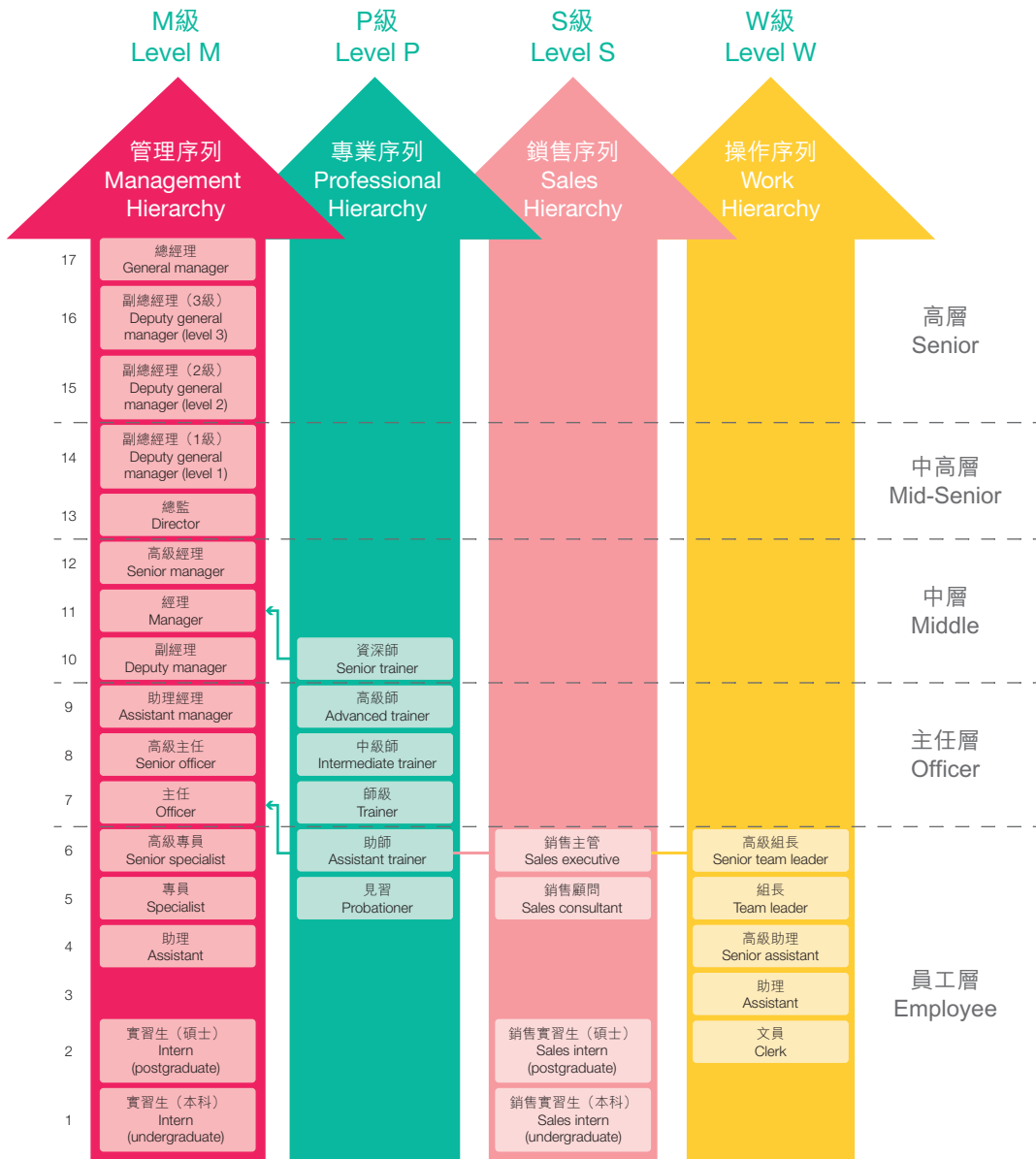
We provide employees with a comprehensive growth system that meets the job requirements and career goal planning, and build a promotion and development channel covering four dimensions, namely Management Hierarchy (Level M), Professional Hierarchy (Level P), Sales Hierarchy (Level S) and Work Hierarchy (Level W), to ensure that employees in different positions can grow accordingly.

7. 以人為本，攜手共創價值  
PEOPLE-ORIENTED AND CREATING VALUE TOGETHER



員工晉升發展通道

Employee promotion and development channels



員工晉升發展通道

Employee promotion and development channels



## 7. 以人為本，攜手共創價值 PEOPLE-ORIENTED AND CREATING VALUE TOGETHER

我們構建科學的晉升考核標準，為每位員工定制年度績效項目，由部門依據個人業務分類填報績效指標。績效指標融合定量與定性指標，從知識水平、專業技能、通用能力以及潛能特質等多個維度對員工的工作能力進行全面評估。並且，我們通過測評考試評估員工複合職業能力，將專業特點和實際需求有機融合，保障考試能夠全方位、精準地對員工能力進行考查與考核。

我們採用內部競聘上崗的方式選拔與崗位相匹配的人才，秉持定崗定編、人崗匹配以及公平、公開、公正的原則，發佈競聘公告、進行報名初選、開展考核、實施專業人才能力評測、組織競聘面試、公佈結果、接受民主監督以及進行業績考察。我們為確保人崗精準匹配，公司高度重視專業人才能力評測工作，嚴格把關，確保員工通過評測達標後，方可參加內部競聘的資格，以保障人才質量。2024年，我們共開展了11期內部空缺崗位的競聘活動，共有193名員工獲得晉升。

We have established a scientific promotion assessment standard, customized annual performance projects for each employee, with departments filling in performance indicators based on individual business classifications. Performance indicators integrate quantitative and qualitative measures to comprehensively assess employees' work capabilities from multiple dimensions, including knowledge level, professional skills, general abilities, and potential traits. Moreover, we evaluated employees' composite professional abilities through assessment exams, organically integrated professional characteristics with actual needs to ensure that the exams comprehensively and accurately assessed and evaluated employees' capabilities.

We adopt the method of internal competitive recruitment to select talents that match the positions, adhere to the principles of fixed positions and personnel quota, talent-position matching, and fairness, openness, and justice. We publish recruitment announcements, conduct initial selection of applications, carry out assessments, implement professional talent competency evaluations, organize competitive interviews, announce results, accept democratic supervision, and conduct performance reviews. To ensure precise matching of personnel and positions, the Company places great emphasis on the professional talent competency evaluation process, strictly oversees it to ensure that employees can only qualify for internal competition after meeting the standards of the evaluation, thereby safeguards the quality of talent. In 2024, we conducted a total of 11 rounds of internal vacancy recruitment activities, with 193 employees receiving promotions.



## 8. 協作共進，共築責任供應鏈 COLLABORATION FOR A RESPONSIBLE SUPPLY CHAIN

時代鄰里將構建穩固合作關係視作供應鏈管理的根本，與供應商協同打造責任供應鏈體系。我們嚴格踐行責任採購理念，規範招標流程，切實保障採購活動的公正性與透明度。同時，我們持續對供應鏈管理體系進行優化升級，引入前沿技術與先進手段，實施科學管理機制，達成全流程精細化管控。時代鄰里積極推動供應商履行社會責任，從綠色環保、員工權益保障等多個維度助力供應鏈的可持續發展，努力樹立行業典範。

Times Neighborhood regards building stable cooperative relationships as the foundation of supply chain management and collaborates with suppliers to develop a responsible supply chain system. We strictly implement the concept of responsible procurement, standardize the bidding process, and effectively ensure the fairness and transparency of procurement activities. At the same time, we continuously optimize and upgrade our supply chain management system by introducing cutting-edge technology and advanced methods, implementing scientific management mechanisms, and achieving comprehensive process and refined control. Times Neighborhood actively promotes suppliers to fulfill social responsibilities, assists the sustainable development of the supply chain from multiple dimensions such as green environmental protection and employee rights protection as well as strives to set an industry benchmark.

### 8.1 規範管理，合作共贏

### 8.1 STANDARDISED MANAGEMENT AND WINWIN COOPERATION

時代鄰里秉持「合作共贏」理念，積極構建透明、規範的入庫流程，確保各環節皆有明確的依據與標準可循。同時，我們施行嚴謹的審查與評級機制，從多維度對供應商展開全面評估。在聚焦管理流程優化的基礎上，時代鄰里注重供應商能力的進階與拓展，通過系統性地組織一系列專項培訓活動，為供應商的成長提供有力支持。

Times Neighborhood upholds the concept of “Win-win cooperation” and actively builds a transparent and standardized warehousing process to ensure that each stage has clear guidelines and standards to follow. At the same time, we implement a rigorous review and rating mechanism to conduct a comprehensive evaluation of suppliers from multiple dimensions. Focusing on the optimization of management processes, Times Neighborhood emphasizes the advancement and expansion of supplier capabilities, provides strong support for supplier growth through systematically organizing a series of specialized training activities.

#### 8.1.1 供應商管理

#### 8.1.1 Supplier Management

時代鄰里嚴格遵守《中華人民共和國招標投標法》等法律法規與監管標準，制定並更新了《時代鄰里集團物資供應管理制度》《時代鄰里集團合同與成本管理制度》《時代鄰里集團招投標管理制度》等內部管理制度，進一步明確供應商准入考察、考核管理、終止及清退流程等全生命週期管理流程，同時優化潛在優質供應商的開發渠道，實現對供應鏈風險的有效識別與管控。我們通過不斷完善制度文件，全面健全各關鍵節點的管理流程，細化各部門相關職責，從而保障招標活動的有序性、文件的合規性以及供應的穩定性，有力推動項目的高效營運。

Times Neighborhood strictly abides by the *Law of the People's Republic of China on Bid Invitation and Bidding* and other laws, regulations and regulatory standards. We have formulated and updated internal management systems such as the *Material Supply Management System of Times Neighborhood Group* (時代鄰里集團物資供應管理制度), the *Contract and Settlement Management System of Times Neighborhood Group* (時代鄰里集團合同與成本管理制度) and the *Bid Invitation and Bidding Management System of Times Neighborhood Group* (時代鄰里集團招投標管理制度) to further clarify the full life cycle management process, including supplier access inspection, assessment management, termination, and withdrawal process. Additionally, those systems optimize the development channel for potential high-quality suppliers to effectively identify and control supply chain risks. Through continuously improving system documents, we comprehensively enhance the management process at each critical juncture, detail the relevant responsibility of each department, thereby ensure the orderliness of tender activity, the compliance of documents, and the stability of supply, effectively promote the efficient operation of project.



## 8. 協作共進，共築責任供應鏈 COLLABORATION FOR A RESPONSIBLE SUPPLY CHAIN

### 供應商採購入庫機制

我們構建公開透明的供應商入庫標準，依據履約評估準則劃分出「A-B-C」三類潛在合作對象，並開展專業背景調查與實地考察評估，有效甄別並吸引優質供應商參與合作。同時，我們運用ERP系統對供應商進行入庫考核評估管理，將評估及審批流程進行可視化處理與數據整合，實現對供應商全生命週期、可追溯的動態化管控。此外，我們通過將ERP系統與SRM系統進行信息整合，實現上下游供應鏈數據的互聯互通。

- **入庫前管理：**從資質初審、經營狀況、人員架構、企業背景、主要設備、合規審查等維度展開考察；
- **考查形式：**涵蓋工廠實地考察、公司現場考察、業績及案例調研、現場問詢、候補考察等方式；
- **考察方案：**判定合作商類型，明確考查形式，確定主要考查內容；
- **考察人員及職責：**編制合作商考察作業指引，管理合作商數據庫，組建考察小組；
- **考察結束及入庫：**組織開展合作商考察評分，出具詳實考察報告，進行線上入庫審批，完成後續入庫告知。

### Procurement Storage Mechanisms for Suppliers

We establish open and transparent standards for supplier access, delineate three types of potential partners, namely “A-B-C” based on performance evaluation criteria, and conduct professional background investigation and on-site inspection and evaluation to effectively identify and attract high-quality suppliers for collaboration. At the same time, we utilize the ERP system to conduct warehousing assessment and evaluation management of suppliers, visualize the evaluation and approval process and integrate data to realise the dynamic management of the entire lifecycle and traceability of suppliers. In addition, we achieve interconnection and interoperability of upstream and downstream supply chain data by integrating information between the ERP system and the SRM system.

- **Management before storage:** Conduct inspections from dimensions such as preliminary review on qualifications, operating performance, personnel structure, corporate background, major equipment, compliance review;
- **Forms of inspection:** Covering factory on-site visit, company on-site visit, performance and case inspection, on-site inquiry, and supplementary visit;
- **Inspection plan:** Identifying the type of partners, and determining the form of inspection and its focus;
- **Inspectors and their responsibilities:** Preparing inspection guidelines for partners, managing the database of partnership, and establishing inspection team;
- **Storage after inspection:** Organize and conduct the inspection score for partners, issue a detailed inspection report, carry out online storage approval, and complete notification on follow-up storage.

## 8. 協作共進，共築責任供應鏈 COLLABORATION FOR A RESPONSIBLE SUPPLY CHAIN



### 供應商評級管理

供應商入庫後，我們依據公平透明的供應商分級分類管理體系，定期對供應商展開評級管理工作。我們基於供應商履約表現劃分其類別，並針對不同類別的供應商，制定針對性激勵機制、終止合作機制以及黑名單機制，以有效激勵並規範供應商的管理與業務運作，最大程度降低供應鏈風險。

### 供應商審計與檢查

為確保供應商嚴格履行合同義務，我們開展月度供應商審計及檢查工作，通過涵蓋文件審查、實地核查等方式，聚焦保潔綠化人員配備情況、現場保潔質量、綠化外包單位的履約情況等維度，實施全方位監督與管理。

同時，我們定期撰寫供應商綜合評估工作報告，並將履約評估得分排名結果同步至時代鄰里QA網，以公開透明的方式切實落實供應商評級管理。2024年，我們實施「清潔綠化」考核標準，從第三方客戶檢查、400電話投訴、滿意度調查、日常品質巡檢、季度保潔主管評比和鄰里家Pro工單的6大維度考核供應商。

### Supplier Rating Management

We regularly conduct rating management work on suppliers based on a fair and transparent supplier classification and grading management system after the supplier is added in the storage list. We categorize suppliers based on their performance and establish targeted incentive mechanisms, termination mechanisms, and blacklist mechanisms for different categories of suppliers to effectively motivate and regulate supplier management and business operations, and to our best to minimize supply chain risks.

### Supplier Audit and Inspection

To ensure that suppliers strictly fulfill their contractual obligations, we conduct monthly supplier audits and inspections, focusing on comprehensive supervision and management through document reviews and on-site verifications, covering dimensions such as the staffing of cleaning and greening personnel, on-site cleaning quality, and the performance of greening outsource units.

At the same time, we regularly prepare comprehensive evaluation reports for suppliers and synchronize the results of performance evaluation scores and rankings to the Times Neighborhood QA network, effectively implement supplier rating management in an open and transparent manner. In 2024, we will implement the "Cleaning and Greening" assessment standards, evaluate suppliers from six dimensions, namely third-party customer inspection, 400 hotline complaints, satisfaction survey, daily quality inspection, quarterly cleaning supervisor evaluation, and Neighborhood Home Pro work orders.



## 8. 協作共進，共築責任供應鏈 COLLABORATION FOR A RESPONSIBLE SUPPLY CHAIN

### 8.1.2 供應商能力建設

我們積極為供應商提供溝通交流的渠道和培訓平台，確保供應商充分理解並落實時代鄰里的需求及規範。通過定期為供應商開展涵蓋綠化養護、保潔類工作交流及政策制度宣貫的培訓與宣講活動，我們向供應商明確相關工作內容及頻率，強調檢查驗收標準，並引導督促供應商高效率、高標準完成協定工作內容。

### 8.1.2 Supplier Capacity Building

We actively provide communication channels and training platforms for suppliers to ensure that suppliers fully understand and implement the needs and regulations of Times Neighborhood. Through regular training and publicity activities covering green maintenance and cleaning work exchanges and policy and system publicity for suppliers, we clarify the relevant work content and frequency to suppliers, emphasise inspection and acceptance standards, guide and supervise suppliers to complete the agreed work with high efficiency and high standards.

#### 案例：2024年度清潔綠化合作商大會圓滿舉行

2024年7月31日，時代鄰里清潔綠化合作商大會圓滿舉行，共65家合作商參與相關研討。會議期間，集團向各合作商詳細介紹了時代鄰里「花+」服務體系，旨在通過高標準的服務規範，提升社區環境品質。同時，針對本年度165個已檢查項目的細項得分，我們通過深入的數據分析和案例總結，回顧上半年清潔與綠化服務工作，並通過對供應商主要失分項的反思與總結，明確下半年的服務提升方向，確保服務質量持續優化。此外，大會還對表現優異的合作商進行了表彰與頒獎，以資鼓勵。

#### Case: The 2024 Annual Cleaning and Greening Partners Conference was successfully held

As at 31 July 2024, the Times Neighborhood Cleaning and Greening Partner Conference was successfully held, with a total of 65 partners participated in the related discussions. During the meeting, the Group provided detailed introductions to partners about the Times Neighborhood “Flower+” service system, which aims to enhance the quality of the community environment through high-standard service specification. At the same time, based on the detailed scores of 165 inspected projects this year, we conducted an in-depth data analysis and case summary to review the cleaning and greening services in the first half of the year. By reflecting on and summarizing the main areas of point deduction by suppliers, we have clarified the direction for service improvement in the second half of the year to ensure continuous optimization of service quality. In addition, the Conference also recognized and awarded outstanding partners as an encouragement.



清潔綠化合作商大會宣講現場

Presentation site of the Cleaning and Greening Partners Conference





## 8.2 廉潔採購，誠信經營

時代鄰里深知開展廉潔合作是公司實現長遠穩定發展的重要基石。我們始終積極倡導陽光交易，全方位、嚴格約束內部員工與供應商的行為，致力於打造一個廉潔透明、高效有序的商業環境，確保每一項採購與合作都能在公平公正的框架下進行，維護企業與合作夥伴的共同利益，提升時代鄰里的行業聲譽與綜合競爭力。

### 廉潔採購管理

時代鄰里明確員工在採購工作中的具體行為規範與責任邊界，始終以高標準要求員工貫徹落實廉潔採購工作。我們在《防止賄賂及反貪污政策》《行為守則》中明確地列示員工反貪腐承諾，嚴格規定任何員工嚴禁接受包括供應商和承包商在內的業務合作夥伴所提供的利益、禮品或款待。同時，我們將廉潔條款納入《綠化養護承包合同》《公共區域日常保潔承包合同》《智能化系統工程合同》等一系列招標採購合同里，並要求供應商在簽署項目合同時，必須完成廉潔協議的簽署流程。2024年，時代鄰里《供應商合作廉潔協議》的簽訂率為100%。

## 8.2 INTEGRITY PROCUREMENT AND HONEST OPERATION

Times Neighborhood deeply understands that conducting integrity cooperation is an important cornerstone for the Company to achieve long-term and stable development. We always positively advocate for transparent transactions, strictly regulate the conduct of internal employees and suppliers in all aspects. We are committed to creating a clean, transparent, efficient, and orderly business environment, ensuring that every procurement and cooperation is conducted within a fair and just framework, safeguarding the mutual interests of the corporate and its partners, and enhancing the industry reputation and overall competitiveness of Times Neighborhood.

### Integrity Procurement Management

Times Neighborhood clearly defines the specific behavioral norms and boundaries of responsibility for employees in procurement work, consistently requires employees to implement procurement with integrity in high standards. We clearly list the anti-corruption commitments of employees in the *Anti-bribery and Anti-corruption Policies* (防止賄賂及反貪污政策) and the *Codes of Conduct* (行為守則), and strictly stipulates that no employee should accept benefits, gifts or hospitality from business partners, including suppliers and contractors. At the same time, we incorporated integrity clauses into a series of tender procurement contracts such as the *Contract for Greening and Maintenance* (綠化養護承包合同), the *Contract for Daily Cleaning of Public Areas* (公共區域日常保潔承包合同) and the *Contract for Intelligent System Engineering* (智能化系統工程合同), requiring suppliers to complete the signing process of the integrity agreement when signing project contracts. In 2024, the signing rate of the Times Neighborhood "Supplier Cooperation and Integrity Agreement" (供應商合作廉潔協議) reached 100%.



## 8. 協作共進，共築責任供應鏈 COLLABORATION FOR A RESPONSIBLE SUPPLY CHAIN

我們設立招標採購中心負責制定和完善合作商管理制度及流程，同時建立和維護合作商數據庫，確保信息的及時性和真實性。招標採購中心定期發佈季度、半年度及年度合作商履約評估計劃，通過現場巡查合作商履約情況，定期收集相關部門的履約問題和評分，根據評估得分調整合作商級別，並更新和補充合格合作商，以滿足公司的發展和管理需求。同時，我們設立多責任人互相審核監督機制，於每個採購環節實行交叉審核，規避潛在的風險。

### 廉潔採購舉措

為此確保各項廉潔規定能夠切實有效地執行，我們不定時通過電話訪問、問卷調查等多種形式對供應商展開調查訪問。一旦在調查過程中發現任何問題，我們會即刻要求相關人員和部門進行整改，並依據情節的嚴重程度給予相應的處罰。2024年，我們持續開展清風行動檢查，進一步強化社會監督力量，有效打擊及遏制發生在公司內部的各類重大違規舞弊事件，確保陽光交易與廉潔合作得以實現，保障合作雙方的切身利益。

同時，我們鼓勵各合作方檢舉公司人員的任何違規舞弊行為，並於公開渠道提供舉報專線，方便合作夥伴反饋線索。一旦相關舉報事件經核實無誤，公司將會在業務範圍分配上對合作夥伴予以傾斜獎勵，以此激勵全社會共同參與到企業廉潔建設中來。

We have established a Bidding and Procurement Center to formulate and improve partner management systems and processes, and also set up and maintained a partner database to ensure the timeliness and accuracy of information. The Bidding and Procurement Center regularly publishes quarterly, semi-annual, and annual performance evaluation plans for partners. It conducts on-site inspections of partners' performance, regularly collects performance issues and scores from relevant departments, adjusts the partner levels based on evaluation scores, and updates and supplements qualified partners to meet the Company's development and management needs. At the same time, we have established a mutual review and supervision mechanism involving multiple responsible persons, implemented cross-checks at each procurement stage to mitigate potential risks.

### Integrity procurement measures

To ensure that all integrity regulations are effectively implemented, we conduct investigations and interviews with suppliers through various means such as phone interviews and questionnaires on an irregular basis. Once any issues are discovered during the investigation process, we will immediately request relevant personnel and departments to rectify them, and impose corresponding penalty based on the severity of the circumstances. In 2024, we will continue to conduct inspections under the integrity campaign to further strengthen social supervisory forces to effectively combat and curb various major violations and fraud incidents within the Company, which can ensure transparent transactions and integrity in cooperation, and safeguard the vital interests of both parties involved.

At the same time, we encourage all partners to report any misconduct or fraudulent activities of the Company's personnel and provide a dedicated hotline through public channels to facilitate feedback from partners. Once the relevant reported incidents are verified as accurate, the Company will provide preferential rewards to partners in business allocation to encourage the whole society to participate in corporate integrity building.

## 8. 協作共進，共築責任供應鏈 COLLABORATION FOR A RESPONSIBLE SUPPLY CHAIN



### 供應商廉潔宣貫

為切實強化與供應商的廉潔合作，時代鄰里積極採取多種舉措，全力深化廉潔理念的傳播與落實。在日常工作推進中，時代鄰里籌備並開展了一系列豐富多樣的線上宣貫活動，提升供應商的廉潔意識。2024年，在時代鄰里在合作商大會上，我們著重宣傳了公司的廉潔制度以及清風行動機制。大會期間，我們對供應商評分流程的規範和監督要點進行了細緻闡釋，充分調動供應商參與廉潔合作的積極性，共同致力於營造廉潔高效的合作環境。

### Supplier Integrity Propagation and Implement

To effectively strengthen integrity cooperation with suppliers, Times Neighborhood actively adopts various measures to fully improve the dissemination and implementation of the integrity concept. In the course of daily work advancement, Times Neighborhood organized and conducted a series of diverse online promotional activities to enhance suppliers' awareness of integrity. In 2024, at the Times Neighborhood's Partners Conference, we focused on promoting the Company's integrity system and the honest mechanism. During the Conference, we provided a detailed explanation of the standardization and supervision key points of the supplier evaluation process, fully motivated suppliers to actively participate in integrity cooperation, and jointly committed to creating an environment of integrity and efficiency in collaboration.



合作商大會廉潔制度宣講

Presentation on Integrity System at Partner Conference



## 8. 協作共進，共築責任供應鏈 COLLABORATION FOR A RESPONSIBLE SUPPLY CHAIN

### 8.3 綠色採購，守護環境

時代鄰里積極踐行綠色採購理念，致力於與供應鏈合作夥伴共同履行社會責任，推動產業生態鏈實現綠色可持續發展。在供貨商入庫階段，我們優先考量持有ISO 14001、綠色工廠等環保證書資質認證或環保績效突出的供貨商，並通過背景調查了解其是否有過環境相關行政處罰。在供貨商評估考核時，我們將環境因素納入技術評估範疇，對擁有相應環保證書或獎項的供貨商予以加分，以此激勵合作供應商重視並開展綠色環保措施。針對環境服務類、工程服務類和保潔服務類供貨商，我們深入考察其在綠化養護、節水節電、防塵防噪、施工排污、消殺藥品使用等方面的工作表現，力求最大限度降低項目營運對環境的影響。

### 8.3 GREEN PROCUREMENT TO PROTECT THE ENVIRONMENT

Times Neighborhood actively implements the concept of green procurement and committees to fulfilling social responsibility together with supply chain partners, and promotes the green and sustainable development of the industrial ecosystem. At the supplier warehousing stage, we give priority to suppliers with environmental certificates, such as ISO 14001, Green Factories, etc., or excellent environmental performance, and understand whether suppliers have been subject to environmental-related administrative penalties by carrying out background checks. When evaluating suppliers, we incorporate environmental factors into the scope of technical evaluation and give extra points to suppliers with corresponding environmental certificates or awards, so as to motivate cooperative suppliers to pay attention to and carry out green environmental protection measures. For suppliers of environmental services, engineering services, and cleaning services, we conduct an in-depth inspections on their work performance in greening and maintenance, water and electricity conservation, dust and noise prevention, construction pollution discharge, and use of disinfection drugs to strive to minimize the impact of project operations on the environment.

## 8. 協作共進，共築責任供應鏈 COLLABORATION FOR A RESPONSIBLE SUPPLY CHAIN



2024年，我們依據已制定的《巡盤檢查標準4.0》，對部分項目的清潔、綠化養護、四害消殺、消防維保、電梯維保、工程物資採購、外包單位人員管理等方面開展巡檢核查，通過單項賦分加和的方式對供應商效能指標進行評分評定，盡可能減少項目營運的環境的影響。2024年，公司在佛山（時代天境）、清遠（香海彼岸）項目試點使用樓棟樓層清潔機器人，並在廣州（時代南灣）、佛山（時代天境）項目推廣使用無人駕駛園區掃地機器人。

In 2024, we carried out inspection and verification in terms of cleaning, green maintenance, four pests elimination, fire maintenance, elevator maintenance, procurement of engineering materials, and management of outsourced unit personnel in some projects, etc., which based on the established *Inspection Standard on Site 4.0* (巡盤檢查標準4.0). The performance indicators of suppliers are rated and evaluated by adding up individual points to minimize the impact on the environment of project operations. In 2024, the Company piloted the use of building floor cleaning robots in projects in Foshan (Times Realm) and Qingyuan (The Shore), and promoted the use of autonomous park sweeping robots in projects in Guangzhou (Ocean Times) and Foshan (Times Realm).



試點項目推廣使用無人駕駛園區掃地機器人

The Promotion Use of Autonomous Park Sweeping Robots in Pilot Projects



## 9. 愛心回饋，齊心共建和諧社會 GIVING BACK AND WORKING TOGETHER FOR THE CONSTRUCTION OF HARMONIOUS SOCIETY

時代鄰里通過社區共建和公益活動，打造和諧共融的社區環境。通過實施資源投入和社區互助活動，我們專注於「服務更廣泛人群」和「提升生活品質」這兩個核心議題，這不僅增強了居民的參與感，也促進了社區的可持續發展，踐行企業社會責任。

Times Neighborhood creates a harmonious and inclusive community environment through community building and public welfare activities. Through the implementation of resource investment and community mutual aid activities, we focus on the two core issues of “Serving a wider population” and “Enhancing quality of life”, which not only increase residents’ sense of participation but also promote sustainable development of community and fulfill corporate social responsibility.

### 9.1 社區共建，暖心鄰里

### 9.1 COMMUNITY BUILDING, WARM NEIGHBORHOOD

為了豐富社區生活，提高社區服務水平，時代鄰里堅持開展多樣化的社區人文活動，營造溫馨有愛的社區氛圍。2024年，我們針對各群體開展了系列關愛活動。如在3.8婦女節到來之際，時代鄰里策劃了「微型美容院」、花藝手作沙龍體驗等不同形式的活動；6.1兒童節我們在全國多個社區開展兒童水上派對、市集遊戲等活動；在端午節中我們與業主攜手舉行多種活動，傳承傳統習俗。

In order to enrich community life and improve community service level, Times Neighborhood insists on carrying out diversified community humanistic activities to create a warm and loving community atmosphere. In 2024, we launched a series of care activities targeting various groups. On the occasion of the 8 March International Women’s Day, Times Neighborhood planned various activities such as “Mini Beauty Salon” and floral handcraft salon experiences. On 1 June, Children’s Day, we organized a children’s water party and market game in various communities nationwide. During the Dragon Boat Festival, we collaborate with property owners to host diverse events, upholding traditional practices.



「微型美容院」進社區  
“Mini Beauty Salon” enter the community



兒童水上派對  
Children's Water Party



端午節包粽子  
Wrap Zongzi on the Dragon Boat Festival

## 9. 愛心回饋，齊心共建和諧社會 GIVING BACK AND WORKING TOGETHER FOR THE CONSTRUCTION OF HARMONIOUS SOCIETY



### 9.2 愛心匯聚，公益同行

時代鄰里積極踐行社會責任，以公益行動為核心，為新就業群體和老年群體提供全方位關懷。我們通過打造「騎手友好社區」，為騎手提供休息點、便民藥箱等公益支持，助力城市發展；同時開展老年音樂會、義務理髮、上門慰問等敬老活動，彙聚社會愛心，傳遞溫暖與關愛。時代鄰里以實際行動踐行公益理念，推動社區和諧發展，為社會注入更多正能量。

### 9.2 GATHERING LOVE, PROMOTING CHARITY

Times Neighborhood actively practices social responsibility, focus on public welfare actions to provide comprehensive care for new employment groups and the elderly. We create a “Delivery rider-Friendly Community” to provide rest points and convenient medicine cabinets as public support for delivery riders, so as to contribute to urban development. At the same time, we carry out elderly concerts, voluntary haircuts, home visits, and other activities to care for the elderly, gather social love and convey warmth and care. Times Neighborhood practices the concept of public welfare through practical actions, promotes harmonious community development, and injects more positive energy into society.

#### 案例：時代鄰里攜手美團打造「騎手友好社區」

時代鄰里在城市發展的浪潮中關注新就業群體，如騎手、快遞員、閃送等，他們已成為不可或缺的重要力量。時代鄰里攜手美團打造「騎手友好社區」，致力於為騎手群體提供全方位的關懷與支持。時代社區不僅為騎手們準備了休息點、洗手間指引和便民藥箱等設施，還通過「鄰里糖水鋪」品牌IP活動，定期為戶外勞動者送上愛心。作為肩負社會責任的企業，時代鄰里一直關注新就業群體，積極為他們提供「好服務」，助力提升城市居民的幸福感。

#### Case: Times Neighborhood collaborates with Meituan to build a “Delivery Rider-Friendly Community”

Times Neighborhood focuses on new employment groups, such as delivery riders, couriers, and flash delivery personnel, which have become an indispensable force in the wave of urban development. Times Neighborhood collaborated with Meituan to build a “Delivery Rider-Friendly Community”, committed to provide comprehensive care and support for the delivery rider group. Times Community not only prepared rest points, bathroom instructions and convenient medicine boxes for delivery riders, but also regularly delivered care to outdoor workers through the “Neighborhood Sweet Soup Shop” brand IP activities. As a company bearing social responsibility, Times Neighborhood has consistently focused on the new employment groups, actively providing them with “good services” and helping to enhance the happiness of urban residents.



能量補給站  
Energy Supply Station



快遞補給點  
Courier Supply Point



## 9. 愛心回饋，齊心共建和諧社會 GIVING BACK AND WORKING TOGETHER FOR THE CONSTRUCTION OF HARMONIOUS SOCIETY

### 案例：時代鄰里策劃「重young放青松」

時代鄰里於重陽節發起公益助老行動，通過文藝匯演、公益便民服務鏈（義診、義剪等）及暖心上門慰問，系統性踐行公益理念；同時聯合多方資源打造老年友好社區樣本，以常態化公益行動傳遞互助共享的公益價值，持續深化時代鄰里的社會影響力傳遞公益實踐。

### Case: Times Neighborhood Plans “Relax on the Double Ninth Festival” Program

Times Neighborhood initiated a public welfare action to assist the elderly during the Double Ninth Festival, systematically practice the concept of public welfare through cultural performances, a public service chain (free medical consultations, free haircuts, etc.), and warm home visits. At the same time, we collaborate with multiple resources to create a model of an elderly-friendly community, convey the value of mutual assistance and share through regular public welfare actions, and continuously enhance Times Neighborhood's social influence in delivering public welfare practices.



老年音樂會  
Elderly concert



義務理髮  
Charitable haircut



上門慰問  
On-site condolences





# 10. 可持續發展綜述

## OVERVIEW OF SUSTAINABLE DEVELOPMENT

### 10.1 政策列表

### 10.1 THE LIST OF POLICIES

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



## 10. 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
A4 氣候變化 Climate Change	《低碳社區試點建設指南》(發改辦氣候[2015]362號) Low Carbon Community Pilot Construction Guide (Development and Reform Office Climate [2015] No. 362)	《節能監測管理規定》 The Regulations on the Management of Energy Conservation and Monitoring 《關於行政辦公厲行節約、節能降耗的通知》 The Notice on Strict Exercise of Resource Saving, Energy Conservation and Consumption Reduction for Administration and Office Operation
B1 僱傭 Employment	《中華人民共和國勞動法》 Labour Law of the People's Republic of China 《中華人民共和國勞動合同法》 Labour Contract Law of the People's Republic of China 《中華人民共和國就業促進法》 Law of the People's Republic of China on Promotion of Employment 《中華人民共和國社會保險法》 Social Insurance Law of the People's Republic of China 《禁止使用童工規定》 Provisions on Prohibition of Child Labour	《廣州市時代物業管理有限公司人事管理手冊》 Personnel Management Manual of Guangzhou Times Property Management Co., Ltd. 《人才培育手冊》 Talent Training Manual 《利益共享制度》 Benefit Sharing System
B2 健康與安全 Health and Safety	《勞動者權益保護法》 Protection of Labour Rights and Interests 《中華人民共和國勞動法》 Labour Law of the People's Republic of China 《中華人民共和國消防法》 Fire Protection Law of the People's Republic of China 《中華人民共和國安全生產法》 Law of the People's Republic of China on Work Safety 《中華人民共和國職業病防治法》 Law of the People's Republic of China on Prevention and Control of Occupational Diseases 《中華人民共和國突發事件應對法》 Emergency Response Law of the People's Republic of China 《工傷保險條例》 Work-related Injury Insurance Regulations	《質量、環境、職業健康安全手冊》 Management Manual on Quality, Environment and Occupational Health and Safety 《質量、環境、職業健康安全程序文件》 Procedure Document on Quality, Environment and Occupational Health and Safety 《時代鄰里集團安全管理制度》 Safety Management System of Times Neighborhood Group 《時代鄰里集團風險管理制度》 Risk Management System of Times Neighborhood Group 《環境因素危險源辨別與風險評價控制程序》 Control Procedure for Environmental Factors, Hazard Source Identification and Risk Evaluation 《環境和職業健康安全控制程序》 Control Procedure for Environmental and Occupational Health and Safety 《環境、職業健康安全監視和測量控制程序》 Control Procedure for the Monitoring and Measurement of Environmental and Occupational Health and Safety

## 10. 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT



ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
B3 發展及培訓 Development and Training	-	《人才培育手冊》 Talent Training Manual 《時代鄰里員工職業資格證書津貼管理制度》(2022版) Allowance Management System for Employees' Professional Qualification Certificate of Times Neighborhood (2022 Edition) 《時代鄰里員工學分管理制度》 Employee Credit Management System of Times Neighborhood
B4 勞工準則 Labour Standards	《禁止使用童工規定》 Provisions on Prohibition of Child Labour 《中華人民共和國勞動法》 Labour Law of the People's Republic of China 《中華人民共和國社會保險法》 Social Insurance Law of the People's Republic of China	《廣州市時代物業管理有限公司人事管理手冊》 Personnel Management Manual of Guangzhou Times Property Management Co., Ltd.
B5 供應鏈管理 Supply Chain Management	《中華人民共和國招投標法》 Law of the People's Republic of China on Bid Invitation and Bidding	《時代鄰里集團合作商管理制度》 Partner Management System of Times Neighborhood Group 《時代鄰里集團招投標管理制度》 Bid Invitation and Bidding Management System of Times Neighborhood Group



## 10. 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
B6 產品責任 Product Responsibility	<p>《中華人民共和國商標法》 Trademark Law of the People's Republic of China</p> <p>《中華人民共和國廣告法》 Advertisement Law of the People's Republic of China</p> <p>《中華人民共和國專利法》 Patent Law of the People's Republic of China</p> <p>《中華人民共和國產品質量法》 Law of the People's Republic of China on Product Quality</p> <p>《中華人民共和國消費者權益保護法》 Law of the People's Republic of China on Protection of Consumer Rights and Interests</p> <p>《國務院辦公廳關於促進建築業持續健康發展的意見》 Opinions of the General Office of the State Council on Facilitating Continuous and Healthy Development of the Construction Industry</p> <p>《國務院辦公廳關於大力發展裝配式建築的指導意見》 Guiding Opinions of the General Office of the State Council on Promoting Fabricated Construction</p> <p>《關於推進住宅產業現代化提高住宅質量若干意見》 Several Opinions on Promoting the Modernization of Building Materials Industry and Improving the Quality of Residential Buildings</p>	<p>《時代鄰里項目營運決策管理流程》 Management Procedures of Times Neighborhood for Project Operation and Decision-making</p> <p>《時代物業「向日葵」品質及服務標準》 Quality and Service Standards of Times Property for Sunflower Model</p> <p>《時代物業「金百合」品質及服務標準》 Quality and Service Standards of Times Property for Golden Lily Model</p> <p>《時代物業「鬱金香」品質及服務標準》 Quality and Service Standards of Times Property for Tulip Model</p> <p>《業戶信息管理規程》 Regulations on the Management of Property Owner Information</p> <p>《信息安全應急預案》 Emergency Plan on Information Security</p> <p>《時代鄰里項目營運全生命週期管理制度》 Full Lifecycle Management System for Project Operation of Times Neighborhood</p>

## 10. 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT



ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
B7 反貪腐 Anti-corruption	<p>《中華人民共和國公司法》 Company Law of the People's Republic of China</p> <p>《中華人民共和國反洗錢法》 Anti-Money Laundering Law of the People's Republic of China</p> <p>《中華人民共和國反壟斷法》 Anti-monopoly Law of the People's Republic of China</p> <p>《中華人民共和國反不正當競爭法》 Law of the People's Republic of China Against Unfair Competition</p> <p>《關於禁止商業賄賂行為的暫行規定》 Interim Provisions on Prohibiting Commercial Bribery</p>	<p>《時代鄰里集團反商業賄賂管理制度》 Management Policy of Times Neighborhood Group on Anti-Commercial Bribery</p> <p>《時代鄰里集團反舞弊管理制度》 Management Policy of Times Neighborhood Group on Anti-Corruption</p> <p>《時代鄰里集團反洗錢管理辦法》 Management Measures of Times Neighborhood Group on Anti-Money Laundering</p> <p>《時代鄰里集團管理人員廉潔自律管理規定》 Integrity and Self-discipline Regulations for the Management of Times Neighborhood Group</p> <p>《時代鄰里集團禮金禮品處理辦法》 Measures of Times Neighborhood Group on Dealing with Cash and Gifts</p> <p>《時代鄰里集團利益衝突申報制度》 Report Policy of Times Neighborhood Group on Conflicts of Interest</p> <p>《時代鄰里集團審計監察管理制度》 Management Policy of Times Neighborhood Group on Audit and Supervision</p> <p>《時代鄰里集團員工廉潔從業承諾書》 Integrity Undertakings of Times Neighborhood Group Employees</p> <p>《時代鄰里集團員工廉潔守則》 Employee Integrity Code of Times Neighborhood Group</p> <p>《時代鄰里員工紅線制度》 Employee Red Line Policy of Times Neighborhood</p> <p>《時代鄰里管理人員守則》 Code for Employee Management of Times Neighborhood</p> <p>《時代鄰里下屬公司兼職監察員設置及激勵方案》 Employment and Incentive Plans for Part-time Supervisors of Affiliated Companies of Times Neighborhood</p>



## 10. 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT

### 10.2 關鍵績效列表<sup>1</sup>

### 10.2 TABLES OF KPIs<sup>1</sup>

#### 環境類數據列表<sup>2</sup>

#### List of Environmental Data<sup>2</sup>

ESG 指標 ESG Indicator	單位 Unit	2022年數據 Data of 2022	2023年數據 Data of 2023	2024年數據 Data of 2024
<b>A1 排放物</b>				
<b>Emissions</b>				
<b>A1.1 排放物種類及相關排放數據</b>				
<b>The types of emissions and respective emissions data</b>				
氮氧化物	千克	38.40	26.29	3,554.99 <sup>4</sup>
Nitrogen oxides	Kilogram			
硫氧化物	千克	1.60	3.50	7.82 <sup>4</sup>
Sulfur oxides	Kilogram			
顆粒物	千克	2.84	1.92	227.74 <sup>4</sup>
Particulate matter	Kilogram			
<b>A1.2 溫室氣體排放量及密度<sup>3</sup></b>				
<b>Greenhouse gas emissions and intensity<sup>3</sup></b>				
範圍一：直接溫室氣體排放量	噸	261.13	676.36	1,655.31 <sup>4</sup>
Scope 1: Direct greenhouse gas emissions	Tonne			
範圍二：間接溫室氣體排放量	噸	25,707.90	20,663.34	19,268.70
Scope 2: Indirect greenhouse gas emissions	Tonne			
溫室氣體排放總量	噸	25,969.02	21,339.71	20,924.01
Total greenhouse gas emissions	Tonne			
溫室氣體排放密度	噸／人民幣百萬元收入	9.96	8.63	8.76
Intensity of greenhouse gas emissions	Tonne/revenue in RMB (million)			
<b>A1.3 所產生有害廢棄物總量及密度</b>				
<b>Total hazardous waste produced and intensity</b>				
廢日光燈管 <sup>5</sup>	千克	5,491.57	3,209.05	3,768.50
Waste fluorescent tubes <sup>5</sup>	Kilogram			
廢打印機硒鼓／墨盒	千克	957.88	694.09	763.75
Waste printer toner cartridge/ink cartridge	Kilogram			
廢電池	千克	801.56	1,186.20	762.98
Waste batteries	Kilogram			
廢棄電子產品	千克	802.74	882.43	651.78
Electronic waste	Kilogram			
有害廢棄物總量	千克	8,053.76	5,971.77	5,947.01
Total hazardous waste	Kilogram			
有害廢棄物密度	千克／人民幣百萬元收入	3.09	2.42	2.49
Hazardous waste intensity	Kilogram/revenue in RMB (million)			

## 10. 可持續發展綜述

### OVERVIEW OF SUSTAINABLE DEVELOPMENT



環境類數據列表<sup>2</sup>  
List of Environmental Data<sup>2</sup>

ESG 指標 ESG Indicator	單位 Unit	2022年數據 Data of 2022	2023年數據 Data of 2023	2024年數據 Data of 2024
<b>A1.4 所產生無害廢棄物總量及密度</b>				
<b>Total non-hazardous waste produced and intensity</b>				
無害廢棄物總量	噸	1,104.57	1,830.63	4,296.79 <sup>4</sup>
Total non-hazardous waste	Tonne			
無害廢棄物密度	噸／人民幣百萬元收入	0.42	0.74	1.80
Non-hazardous waste intensity	Tonne/revenue in RMB (million)			
<b>A2 資源使用</b>				
<b>Use of Resources</b>				
<b>A2.1 按類型劃分的直接及間接能源總耗量及密度<sup>6</sup></b>				
<b>Direct and indirect energy consumption by type in total and intensity<sup>6</sup></b>				
綜合能源消耗量	兆瓦時	46,095.65	38,874.41	42,252.30
Comprehensive energy consumption	MWh			
綜合能源消耗密度	兆瓦時／人民幣百萬元收入	17.69	15.73	17.69
Comprehensive energy consumption intensity	MWh/revenue in RMB (million)			
直接能源消耗量	兆瓦時	1,017.80	2,642.00	6,343.43
Direct energy consumption	MWh			
間接能源消耗量	兆瓦時	45,077.85	36,232.41	35,908.87
Indirect energy consumption	MWh			
外購電力	兆瓦時	45,077.85	36,232.41	35,908.87
Electricity purchased	MWh			
液化石油氣	噸	3.53	1.03	0.97
Liquified Petroleum Gas	Tonne			
天然氣	立方米	415.00	3,143.00	53,725.00 <sup>4</sup>
Natural gas	m <sup>3</sup>			
煤氣	立方米	1,134.00	730.00	505.00
Gas	m <sup>3</sup>			
柴油	升	44,583.16	62,307.62	546,862.79 <sup>4</sup>
Diesel	Litre			
汽油	升	58,442.14	221,125.61	51,848.46 <sup>4</sup>
Petrol	Litre			
煤油	升	20.00	560.00	130.00
Kerosene	Litre			
<b>A2.2 總耗水量及密度<sup>7</sup></b>				
<b>Water consumption in total and intensity<sup>7</sup></b>				
總耗水量	立方米	996,880.47	1,834,508.81	1,753,855.73
Total water consumption	m <sup>3</sup>			
耗水密度	立方米／人民幣百萬元收入	382.53	742.32	734.19
Water consumption intensity	m <sup>3</sup> /revenue in RMB (million)			



## 10. 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表<sup>8</sup>  
List of Social Data<sup>8</sup>

ESG 指標 ESG Indicator		單位 Unit	2022年數據 Data of 2022	2023年數據 Data of 2023	2024年數據 Data of 2024
<b>B1 僱傭</b>					
<b>Employment</b>					
<b>B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數</b>					
<b>Total workforce by gender, employment type, age group and geographical region</b>					
僱員總數		人	9,128	6,584	5,138
Total number of employees		Headcount			
按性別劃分	男性	人	5,568	4,102	3,283
By gender	Male	Headcount			
	女性	人	3,560	2,482	1,855
	Female	Headcount			
按僱傭類型劃分	全職僱員	人	9,128	6,584	5,138
By employment type	Full-time employees	Headcount			
	兼職僱員	人	0	0	0
	Part-time employees	Headcount			
按僱傭類別劃分	高級管理層	人	31	31	21
By employee category	Senior management	Headcount			
	中級管理層	人	335	299	312
	Middle management	Headcount			
	基層僱員	人	8,762	6,254	4,805
	Entry-level employees	Headcount			
按年齡劃分 <sup>9</sup>	在職29歲及以下	人	1,447	953	694
By age group <sup>9</sup>	Existing employees aged 29 and below	Headcount			
	在職30-49歲	人	4,462	3,550	3,167
	Existing employees aged 30-49	Headcount			
	在職50歲及以上	人	3,219	2,081	1,277
	Existing employees aged 50 and above	Headcount			
按地區劃分	中國內地	人	9,125	6,581	5,134
By geographical region	Chinese Mainland	Headcount			
	其中·廣東省內	人	5,009	3,799	2,645
	Among which, inside Guangdong Province	Headcount			
	廣東省外	人	4,116	2,782	2,489
	Outside Guangdong Province	Headcount			
	中國港澳台地區	人	3	3	4
	China's Hong Kong, Macao and Taiwan regions	Headcount			



## 10. 可持續發展綜述

### OVERVIEW OF SUSTAINABLE DEVELOPMENT



ESG 指標 ESG Indicator		社會類數據列表 <sup>8</sup> List of Social Data <sup>8</sup>			
		單位 Unit	2022年數據 Data of 2022	2023年數據 Data of 2023	2024年數據 Data of 2024
<b>B1.2 按性別、年齡組別及地區劃分的僱員流失比率<sup>10</sup></b>					
<b>Employee turnover rate by gender, age group and geographical region<sup>10</sup></b>					
僱員總流失比率		%	31.94	35.58	29.42
Total employee turnover rate					
性別劃分 By gender	男性	%	28.36	33.26	28.88
	女性	%	36.79	39.08	30.37
年齡劃分 By age group	在職30歲以下	%	42.71	48.26	38.91
	Existing employees aged 30 and below				
	在職30-49歲	%	28.41	30.68	22.83
	Existing employees aged 30-49				
	在職50歲及以上	%	29.43	36.11	37.40
	Existing employees aged 50 and above				
地區劃分 By geographical region	中國內地	%	31.93	35.59	29.43
	Chinese Mainland				
	其中·廣東省內	%	38.13	37.45	30.30
	Among which, inside Guangdong Province				
	廣東省外	%	22.12	32.85	28.48
	Outside Guangdong Province				
	中國港澳台地區	%	37.50	0.00	20.00
	China's Hong Kong, Macao and Taiwan regions				



## 10. 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表<sup>8</sup>  
List of Social Data<sup>8</sup>

ESG 指標 ESG Indicator	單位 Unit	2022年數據 Data of 2022	2023年數據 Data of 2023	2024年數據 Data of 2024
<b>B2 健康與安全</b> <b>Health and Safety</b>				
<b>B2.1 過去三年因工亡故人數及比率</b> <b>Number and rate of work-related fatalities occurred in each of the past three years</b>				
因工亡故人數 Number of work-related fatalities	人 Headcount	2	1	0
因工亡故比率 <sup>11</sup> Rate of work-related fatalities <sup>11</sup>	%	0.02	0.02	0
<b>B2.2 因工傷損失工作日數</b> <b>Lost days due to work injury</b>				
因工傷損失工作日數 Lost days due to work injury	天 Day	778	681	530
工傷次數 Number of work injuries	次 Case	98	89	111
<b>B3 發展與培訓</b> <b>Development and Training</b>				
<b>B3.1 按性別和僱員類型劃分的受訓僱員百分比<sup>12</sup></b> <b>The percentage of employees trained by gender and employee category<sup>12</sup></b>				
受訓僱員佔僱員總百分比 Percentage of employees trained to total number of employees	%	100	100	100
性別 Gender				
男性受訓僱員百分比 Percentage of male employees trained	%	61.00	62.30	63.90
女性受訓僱員百分比 Percentage of female employees trained	%	39.00	37.70	36.10
僱傭類型 Employee category				
高級管理層受訓百分比 Percentage of senior management employees trained	%	0.34	0.47	0.41
中級管理層受訓百分比 Percentage of middle management employees trained	%	3.67	4.54	6.07
基層僱員受訓百分比 Percentage of entry-level employees trained	%	95.99	94.99	93.52

10. 可持續發展綜述  
OVERVIEW OF SUSTAINABLE DEVELOPMENT



社會類數據列表<sup>8</sup>  
List of Social Data<sup>8</sup>

ESG 指標 ESG Indicator	單位 Unit	2022年數據 Data of 2022	2023年數據 Data of 2023	2024年數據 Data of 2024	
<b>B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數<sup>13</sup></b> <b>The average training hours completed per employee by gender and employee category<sup>13</sup></b>					
	全體僱員平均受訓時數 Average training hours for entire employees	小時 Hour	27.14	52.39	33.34
性別 Gender	男性僱員平均受訓時數 Average training hours for male employees	小時 Hour	25.49	52.39	33.83
	女性僱員平均受訓時數 Average training hours for female employees	小時 Hour	29.71	52.39	32.48
僱傭類型 Employee category	高級管理層平均受訓時數 Average training hours for senior management	小時 Hour	90.45	52.39	9.62 <sup>14</sup>
	中級管理層平均受訓時數 Average training hours for middle management	小時 Hour	94.95	52.39	29.43
	基層僱員平均受訓時數 Average training hours for entry-level employees	小時 Hour	24.32	52.39	33.70
<b>B5 供應鏈管理 Suppliers Management</b>					
<b>B5.1 按地區劃分的供應商數目 Number of suppliers by geographical region</b>					
	供應商總數 Total number of suppliers	個 Entity	715	880	1,115
地區 Geographical region	中國內地：廣東省內 供應商數目 Chinese Mainland: Number of suppliers in Guangdong Province	個 Entity	596	710	881
	中國內地：廣東省外 供應商數目 Chinese Mainland: Number of suppliers outside Guangdong Province	個 Entity	119	170	234
<b>B5.2 執行有關慣例的供應商數目 Number of suppliers where the practices are being implemented</b>					
	執行有關慣例的供應商數目 Number of suppliers where the practices are being implemented	個 Entity	715	880	1,115



## 10. 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表<sup>8</sup>  
List of Social Data<sup>8</sup>

ESG 指標 ESG Indicator	單位 Unit	2022年數據 Data of 2022	2023年數據 Data of 2023	2024年數據 Data of 2024
<b>B6 產品責任</b>				
<b>Product Responsibility</b>				
<b>B6.2 接獲關於產品及服務的投訴數目</b>				
<b>Number of products and service related complaints received</b>				
接獲投訴總量	次	14,043	9,090	6,162
Number of total complaints received	Time			
其中·安全類投訴	次	2,387	2,169	1,672
Among which, the number of complaints on security	Time			
服務類投訴	次	7,458	4,327	3,135
Service-related complaints	Time			
工程類投訴	次	2,711	2,230	1,233
Engineering-related complaints	Time			
其他投訴	次	1,487	364	122
Other complaints	Time			
接獲業主表揚次數	次	302	187	387
Number of praises received from property owners	Time			
<b>B7 反貪污</b>				
<b>Anti-corruption</b>				
<b>B7.1 於匯報期內對發起人或其僱員提出並已審結的貪污訴訟案件數目</b>				
<b>Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period</b>				
提出並已審結的貪污訴訟案件的數目	件	–	–	–
Number of concluded legal cases regarding corrupt practices	Case			

10. 可持續發展綜述  
OVERVIEW OF SUSTAINABLE DEVELOPMENT



社會類數據列表<sup>8</sup>  
List of Social Data<sup>8</sup>

ESG 指標 ESG Indicator	單位 Unit	2022年數據 Data of 2022	2023年數據 Data of 2023	2024年數據 Data of 2024
<b>B7.3 描述向董事及員工提供的反貪污培訓</b>				
<b>Description of anti-corruption training provided to directors and staff</b>				
參加反貪污培訓的董事人數 Number of Directors participated in anti-corruption training	人 Headcount	5	-	-
向董事提供的反貪污培訓總時長 Total number of hours on anti-corruption training provided to Directors	小時 Hour	5	-	-
參加反貪污培訓的僱員人數 Number of staff participated in anti-corruption training	人 Headcount	1,000	230	210
向僱員提供的反貪污培訓總時長 Total number of hours of anti-corruption training provided to staff	小時 Hour	1,000	230	210
<b>B8 社區投資</b>				
<b>Community Investment</b>				
<b>B8.2 在專注範疇所動用資源</b>				
<b>Resources contributed to the focus area</b>				
公益慈善捐贈總投入 Total investment in charitable donations	千元 RMB (thousand)	-	-	178.60
其中：醫療方面投入 Among which, investment in medical care	千元 RMB (thousand)	-	-	-
社區方面投入 Investment in community	千元 RMB (thousand)	-	-	50.00
扶貧援助方面投入 Investment in poverty alleviation and assistance	千元 RMB (thousand)	-	-	-
藝術方面投入 Investment in arts	千元 RMB (thousand)	-	-	-
其他方面投入 Investment in other areas	千元 RMB (thousand)	-	-	128.60
僱員參與公益／義工活動統計 Statistics on employees participation in community welfare/volunteer services	人次 Headcount	-	-	-



## 10. 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT

註：

1. 2024年度全年時代鄰里 ESG 數據統計範圍與年報一致。
2. 環境類數據涵蓋時代鄰里的辦公區域（包括公司總部、各城市公司以及下屬子公司），以及由本公司進行物業管理的物業經營類數據（包括物業管理處及非公攤部分的廢棄物、能源能耗、水消耗及碳排放量），數據來源均為相關費用繳費清單與統計台賬。
3. 溫室氣體排放統計範圍：二氧化碳；其中，直接溫室氣體排放（範圍一）的計算公式參考中華人民共和國國家發展與改革委員會發佈的《公共建築營運企業溫室氣體排放核算方法和報告指南（試行）》，間接溫室氣體排放（範圍二）的排放係數參考中華人民共和國生態環境部發佈的《關於發布2022年電力二氧化碳排放因子的公告》所載2022年度全國電網平均排放因子（0.5366tCO<sub>2</sub>/MWh）。
  - a) 「一致性」說明：為使外購電力的溫室氣體排放變化能作有意義比較和監測，本報告間接溫室氣體排放中用電量所產生的碳排放統一採納中國生態環境部於相關年份發佈的中國電力二氧化碳排放係數進行計算。
4. 自身業務營運發生變化，導致2024年度氮氧化物、硫氧化物、顆粒物排放量，範圍一（直接溫室氣體）排放量，無害廢棄物總量，天然氣和柴油消耗量有所增加。公司公務車使用減少，故本年度汽油消耗量有所下降。
5. 2022年—2024年產生量以千克為統計單位。
6. 本集團年度消耗能源類型含公務車燃油、僱員食堂燃料及外購電力，數據來源為相關費用的繳費單以及行政統計台賬。其中，能耗係數通過《綜合能耗計算通則》GB/T 2589-2020進行計算。

Notes:

1. The scope of ESG data of Times Neighborhood for the entire year of 2024 is consistent with that of the annual report.
2. The environmental data covers the office areas of Times Neighborhood (including the headquarters, branches in cities and its subsidiaries) and the operational data (including waste, energy consumption, water consumption and carbon emissions of the property management office and non-contributory parts) of the properties managed by the Company, which are sourced from related payment list and statistical ledger.
3. Greenhouse gas emissions statistics scope: CO<sub>2</sub>; of which, the calculation formula of direct greenhouse gas emissions (scope 1) is based on the *Guidelines for Accounting Methods and Reporting Greenhouse Gas Emissions of Public Building Operation Enterprises (Trial)* (公共建築營運企業溫室氣體排放核算方法和報告指南（試行）) issued by the National Development and Reform Commission of the People's Republic of China, and the emission factors of the indirect greenhouse gas emissions (scope 2) are based on the average emission factor of the national grid (0.5366tCO<sub>2</sub>/MWh) in 2022 under the *Announcement on Issuing the CO<sub>2</sub> Emission Factor for Electricity in 2022* (關於發布2022年電力二氧化碳排放因子的公告) issued by the Ministry of Ecology and Environment of the People's Republic of China.
  - a) The description of "Consistency": to facilitate meaningful comparison and monitoring of changes in greenhouse gas emissions from purchased electricity, the carbon emissions from electricity consumption in the indirect greenhouse gas emissions produced in this report are consistently calculated with the adoption of the CO<sub>2</sub> emission factors for electricity in China issued by the Ministry of Ecology and Environment of the PRC in the relevant year.
4. Changes in our business operations have resulted in an increase in nitrogen oxides, sulfur oxides, particulate matter emissions, Scope 1 (direct greenhouse gas) emissions, total non-hazardous waste, and consumption of natural gas and diesel for the year 2024. Decrease in the use of the Company's official vehicles have resulted in a decrease in consumption of petrol this year.
5. The amount generated in 2022–2024 was counted in kilogram.
6. The Group's energy consumption category for this year includes fuel for official cars and employees' canteen, and electricity purchased, in accordance with the data sourced from related payment list and statistical ledger. Among them, energy dissipation coefficient is calculated based on the *General Principles for Calculation of the Comprehensive Energy Consumption* (綜合能耗計算通則) (GB/T 2589-2020).

## 10. 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT



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| <p>7. 本集團用水量主要為市政管網供水，有害廢棄物、無害廢棄物、用水等數據來源均為繳費單、財務報銷記錄以及行政台賬記錄。</p> <p>8. 社會類數據涵蓋時代鄰里年報範圍，如無特別說明，數據計算過程均為公司內部台賬統計。</p> <p>9. 按年齡劃分釋義：在職29歲及以下僱員即29歲（含29歲）以下的僱員；在職50歲及以上僱員即50歲（含50歲）以上的僱員。</p> <p>10. 僱員流失比率計算公式為：流失僱員數（該類別）／（期初僱員數（該類別）+該年度新招聘僱員數（該類別））。</p> <p>a) 「一致性」說明：時代鄰里2023年使用的僱員流失比率計算公式為：流失僱員數（該類別）／（期初僱員數（該類別）+該年度新招聘僱員數（該類別）），2024年數據處理沿用該公式，以便保持一致性。</p> <p>11. 因工亡故比率計算公式為：因工亡故人數／僱員總數*100%。</p> <p>12. 某類別受訓僱員佔受訓僱員百分比的計算公式為：該類別受訓僱員人數／受訓僱員人數*100%。</p> <p>13. 某類別僱員平均受訓小時數=該類別僱員總受訓小時數／該類別受訓僱員人數。</p> <p>「一致性」說明：時代鄰里2023年使用的僱員平均受訓小時數計算公式為：該類別僱員總受訓小時數／該類別受訓僱員人數，2024年數據處理沿用該公式，以便保持一致性和數據有效性。</p> <p>14. 由於2024年公司對高級管理層培訓方式及內容進行調整，導致本年度高級管理層平均受訓時數有所下降。</p> | <p>7. The Group's water consumption is mainly supplied by the municipal pipeline network, and the data for hazardous waste, non-hazardous waste and water consumption is sourced from payment slips, financial reimbursement records and administrative ledger records.</p> <p>8. The social data covers the scope of the Times Neighborhood Annual Report, and unless otherwise specified, the data calculation process is based on the Company's internal ledger.</p> <p>9. Defined by age: Existing employees aged 29 and below means employees aged below 29 (including 29), while existing employees aged 50 and above means employees aged 50 and above (including 50).</p> <p>10. The calculation formula of employee turnover rate is: number of turnover (of that category)/(number of employees at the beginning of the period (of that category) + number of new hires in the year (of that category)).</p> <p>a) The description of "Consistency": the calculation formula used by Times Neighborhood for employee turnover rate in 2023 was: Number of employees lost (in that category)/(Number of employees at the beginning of the period (in that category) + Number of new hires in that year (in that category)), and the formula was used for 2024 data processing to maintain consistency.</p> <p>11. The calculation formula for the rate of work-related fatalities is: Number of work-related fatalities/Total number of employees * 100%.</p> <p>12. The calculation formula for the percentage of employees trained by employee category is: Number of employees trained in that category/Number of employees trained*100%.</p> <p>13. The average training hours by employee category is: Total training hours for employees in that category/Number of employees trained in that category.</p> <p>The description of "Consistency": the calculation formula used by Times Neighborhood in 2023 for the average training hours of employee was: Total training hours for employees in that category/Number of employees trained in that category, and the formula was used for 2024 data processing to maintain consistency and data validity.</p> <p>14. Due to the Company's adjustment of the training methods and contents for senior management in 2024, the average training hours for senior management have decreased this year.</p> |
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# 11. 聯交所《環境、社會及管治報告指引》內容索引

## ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
<b>A 環境</b>			
<b>Environmental</b>			
<b>層面A1：排放物</b>			
<b>Aspect A1: Emissions</b>			
	一般披露 General Disclosure	6.1, 10.1	
	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.		
A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	10.2	
A1.2	直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	10.2	
A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	10.2	
A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	10.2	
A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emissions target(s) set and steps taken to achieve them.		[專題] 低碳轉型，應對氣候變化 [FEATURE] LOW-CARBON TRANSITION AND RESPONDING TO CLIMATE CHANGE
A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	6.1	



## 11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE



序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
<b>層面A2：資源使用</b>			
<b>Aspect A2: Use of Resources</b>			
一般披露			
General Disclosure			
有效使用資源（包括能源、水及其他原材料）的政策。		6.1, 10.1	
Policies on the efficient use of resources, including energy, water and other raw materials.			
A2.1	按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。	10.2	
Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).			
A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。	10.2	
Water consumption in total and intensity (e.g. per unit of production volume, per facility).			
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	6.1	
Description of energy use efficiency target(s) set and steps taken to achieve them.			
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	6.1	
Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.			
A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。	不適用	
Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.			
<b>層面A3：環境及天然資源</b>			
<b>Aspect A3: The Environment and Natural Resources</b>			
一般披露			
General Disclosure			
減低發行人對環境及天然資源造成重大影響的政策。		6.1, 6.3, 10.1	
Policies on minimising the issuer's significant impacts on the environment and natural resources.			
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	6.1, 6.3	
Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.			



## 11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
<b>層面A4：氣候變化</b>			
<b>Aspect A4: Climate Change</b>			
一般披露			
General Disclosure			[專題] 低碳轉型，應對氣候變化
識別及應對已經及可能對發行人產生影響的重大氣候相關事宜的政策。			氣候變化
Policies on identification and mitigation of significant climate related issues which have impacted, and those which may impact, the issuer.			[FEATURE]
			LOW-CARBON TRANSITION AND RESPONDING TO CLIMATE CHANGE
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.		[專題] 低碳轉型，應對氣候變化
			[FEATURE]
			LOW-CARBON TRANSITION AND RESPONDING TO CLIMATE CHANGE
<b>B 社會</b>			
<b>Social</b>			
<b>層面B1：僱傭</b>			
<b>Aspect B1: Employment</b>			
一般披露		7.1, 10.1	
General Disclosure			
有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：			
(a) 政策；及			
(b) 遵守對發行人有重大影響的相關法律及規例的資料。			
Information on:			
a) the policies; and			
b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare .			
B1.1	按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example full- or part-time), age group and geographical region.	10.2	
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	10.2	

## 11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE



序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
<b>層面 B2：健康與安全</b>			
<b>Aspect B2: Health and Safety</b>			
	一般披露 General Disclosure	7.2, 10.1	
	有關提供安全工作環境及保障僱員避免職業性危害的：		
	(a) 政策；及		
	(b) 遵守對發行人有重大影響的相關法律及規例的資料。		
	Information on:		
	(a) the policies; and		
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		
B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years, including the reporting year.	10.2	
B2.2	因工傷損失工作日數。 Lost days due to work injury.	10.2	
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	7.2	
<b>層面 B3：發展及培訓</b>			
<b>Aspect B3: Development and Training</b>			
	一般披露 General Disclosure	7.3	
	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		
B3.1	按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	10.2	
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	10.2	



## 11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
<b>層面B4：勞工準則</b>			
<b>Aspect B4: Labour Standards</b>			
	一般披露 General Disclosure	7.1, 10.1	
	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.		
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	7.1	
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	7.1	
<b>層面B5：供應鏈管理</b>			
<b>Aspect B5: Supply Chain Management</b>			
	一般披露 General Disclosure	8.1, 10.1	
	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.		
B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	10.2	
B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	8.1, 10.2	
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	8.2, 8.3	
B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	8.3	

## 11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE



序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
<b>層面B6：產品責任</b>			
<b>Aspect B6: Product Responsibility</b>			
	一般披露 General Disclosure	5.1, 10.1	
	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：		
	(a) 政策；及		
	(b) 遵守對發行人有重大影響的相關法律及規例的資料。		
	Information on:		
	(a) the policies; and		
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.		
B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 Not applicable	
B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	5.1	
B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	4.3	
B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	不適用 Not applicable	
B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	5.2	



## 11. 聯交所《環境、社會及管治報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號 No.	關鍵績效指標 KPIs	報告章節 Reporting Chapters	備註 Remarks
<b>層面B7：反貪污</b>			
<b>Aspect B7: Anti-corruption</b>			
	一般披露 General Disclosure	4.3, 10.1	
	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	10.2	
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	4.3	
B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	4.3, 10.2	
<b>層面B8：社區投資</b>			
<b>Aspect B8: Community Investment</b>			
	一般披露 General Disclosure	9.1, 9.2	
	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.		
B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	9.1, 9.2	
B8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	10.2	



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