

Rsun 弘陽

弘陽地產集團有限公司 Redsun Properties Group Limited

(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: 1996



Environmental, Social and
Governance Report

2021 環境、社會及管治報告



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ABOUT THIS REPORT

Overview

This is the fourth “**Environmental, Social and Governance Report**” (the “**Report**” or the “**ESG Report**”) published by Redsun Properties Group Limited, reporting to all stakeholders of the Company with focused disclosure on the Group’s management, practice and performance in economic, environmental, social and governance terms.

Period Covered by the Report

The Report covers the period from 1 January 2021 to 31 December 2021 (the “**Reporting Period**”). Retrospective reference may be made where applicable.

Scope and Coverage of the Report

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

Basis of Preparation

The Report has been prepared with reference to the Environmental, Social and Governance Report Guide set out in appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”).

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

關於本報告

概覽

本報告是弘陽地產集團有限公司發佈的第四份《環境、社會及管治報告》(以下簡稱「本報告」或「ESG報告」)，面向公司各利益相關方，重點披露本集團在經濟、環境、社會及管治方面的管理、實踐與績效。

報告時間範圍

本報告覆蓋的週期為2021年1月1日至2021年12月31日(即「**報告期**」內)，部分內容追溯以往年份。

報告範圍及邊界

本報告覆蓋弘陽地產集團有限公司及其子公司(以下簡稱「**本集團**」、「**弘陽地產**」或「**我們**」)。

編製依據

本報告編製參考香港聯合交易所有限公司(以下簡稱「**聯交所**」)上市規則附錄二十七《環境、社會及管治報告指引》進行編製。

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

Sources and Warranty of Reliability

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

Preparation Process of the Report

The Report was prepared through the taskforce establishment, data collection, stakeholder interviews, stakeholder questionnaire survey, framework determination, report compilation, report design, review and approval by departments and senior management and other procedures.

Confirmation and Approval

The Report was approved by the Board of Directors on 30 March 2022 after confirmation by the management.

資料來源及可靠性保證

本報告披露的信息和數據來源於弘陽地產統計報告和正式文件，並通過相關部門審核。弘陽地產承諾本報告不存在任何虛假記載或誤導性陳述，並對內容真實性、準確性和完整性負責。

報告編製流程

本報告經過工作小組組建、資料收集、利益相關方訪談、利益相關方問卷調研、框架確定、報告編寫、報告設計、部門與高層審核等環節完成編製。

確認及批准

本報告經管理層確認後，於2022年3月30日獲董事會通過。

CHAIRMAN'S STATEMENT

It is an honor to report, on behalf of Redsun Properties, to all stakeholders of our efforts and contributions made towards corporate governance, premium services, environmental protection, employee care and partnerships during the past year.

The year of 2021 was full of challenges, but Redsun Properties still forged ahead during the difficult times. Redsun continued to enshrine upon the "Yan'an Spirit" in the new era which emphasizes conservation and hard work. We focused on main businesses while consolidating our fundamentals. Being customer-oriented, we have been building up the product strength and service power of the enterprise. Only by making progress together with the era and continuously creating true value for stakeholders can we go through the difficult times and move forward steadily.

In 2021, Redsun Properties demonstrated its strong tenacity in solidifying its core business and focusing on enhancement of key abilities. Taking risk prevention and control as a crucial part of corporate development, we strengthened our corporate governance and strictly prevented and controlled violations. We also took anti-corruption as the root of corporate sustainable development and put emphasis on establishing a corporate image of corruption-free.

Redsun Properties adheres to implementation of the layout strategy of "Penetrating the Greater Jiangsu Region, Strengthening Foothold in Major Metropolitan Areas and Expanding into Core Cities". Creating values for customers is our core value of existence. We are giving ear to customers and sticking to the service philosophy of "Quality First and Customer First", so as to ensure realization of high-quality sustainable development for the corporate.

董事長致辭

很榮幸能夠代表弘陽地產，向各利益相關方匯報我們過去一年在企業管治、品質服務、環境保護、員工關懷及夥伴合作方面所做出的努力和貢獻。

2021年是弘陽地產充滿挑戰的一年，這一路風雨兼程。弘陽踐行新時代「延安精神」，勤儉節約，艱苦奮鬥，聚焦主航道，牢牢把握經營的基本盤，以客戶為導向，持續鍛造企業的產品力和服務力。始終與時代共進步，持續為利益相關方創造真實價值，方能穿越風雨，穩健前行。

2021年，弘陽地產表現出強大的韌性，夯實核心業務，專注提升關鍵能力，加強企業管治，嚴格防控違規行為，把風險防控作為企業發展重要的一部分。我們亦將反腐敗作為企業持續發展的根基，著重樹立清正廉潔的企業形象。

弘陽地產堅守「做透大江蘇、深耕都市圈、做強中心城」佈局戰略落地。為客戶創造價值是我們存在的核心價值，我們要傾聽客戶心聲，堅守「品質第一，客戶至上」的服務理念，保障企業實現高質量可持續發展。

For product strength, Redsun Properties starts from addressing the pain points in life. By integrating the customers' needs of health and safety into the product system, we established the "Geek · Community" with Geek spirit, which covered four major product philosophies, namely Geek intelligent, Geek growth, Geek social and Geek quality. We persist in the living nature of housings, being quality- and health-oriented, and managing and controlling the construction quality throughout the entire lifecycle. We innovatively apply advanced building techniques and scientific quality management methods to deliver healthy products to customers. We constantly optimize our construction quality and construction design, implement green sustainable concept and perform obligations of green development. We actively promote the concept of environmental-friendly and organize relevant activities to raise employees and people's awareness in protecting the environment and creating a green home.

For service power, Redsun explored a service mode of "Seven Steps of Hongxin Services" based on seven basic experiences of customers. We take 21 key contact points and 66 standardized actions as the guideline to provide property owners with personalized services from the perspectives of customer. Redsun applies stringent management and control on various aspects, including opening of construction sites, one-unit-one-inspection rectification, overall delivery rate and satisfactory during the transitional period, so as to ensure a happy experience for customers.

We adhere to the core values of "Professionalism and Building Credibility for the Long Term". We create working environment with fairness and equality to protect the basic rights of employees. At the same time, we go closely into the lives of employees to help those in need, and also establish a harmonious working team through large-scale activities, such as teambuilding.

Our understanding towards social responsibility rises from customer value to social value. We deeply realize that, the more an enterprise grows, the more it needs to create a foundation of social value, so as to be deeply and stably rooted.

產品力方面，弘陽地產從解決生活痛點為切入點，將客戶對健康和安全的需要，全方位融入產品體系，打造具有極客精神的「極·社區」，涵蓋極智能、極成長、極社交和極品質四大產品理念；我們堅持住房的居住屬性，以質量和健康為中心，對工程質量進行全生命週期管控，創新應用前沿的建造技術、科學嚴謹的質量管理方法，向客戶交付健康產品。我們持續優化施工質量和建築設計，落實綠色可持續理念，履行綠色發展義務。我們積極傳播環保理念並舉辦相關活動，持續增強員工和群眾的環保意識，構建綠色家園。

服務力方面，弘陽針對客戶的七種基本體驗感，探索出服務模式「弘心服務七步法」。以21個關鍵觸點，66個標準動作為準則，從客戶視角出發，帶給業主人性化的服務。弘陽以工地開放、一戶一驗整改、總體交付率及磨合期滿意度多項指標嚴格管控，確保客戶收房時的幸福體驗。

我們堅守「在商言人，誠者致遠」的核心價值觀，為員工創造公正平等的工作環境，保障員工基本權益。同時，我們走入員工生活，幫扶困難職工，並通過团建等大型活動，建立起溫暖融洽的工作團隊。

我們對社會責任的理解，從客戶價值上升到社會價值。我們深深感受到，一家企業越往上生長，越需要創造社會價值的根基，扎得更深更穩。

Redsun announced the Charity Strategy 3.0 on our 25th anniversary, which systematically and clearly planned the future public welfare objectives and directions of putting more efforts in helping teenagers in difficulty. Focusing on caring teenagers and children in difficulty, Redsun provided assistance to Jiangsu for its rural revitalization by joining efforts with the Jiangsu Province Youth Development Fund to implement the caring program of “Dream Reform+”, which constructed 600 “Dream Houses” and helped to refine the care and support system for “Fact Orphans”, and also persisted in helping Nanjing Pukou Dougang Primary School during the past 20 years. We constantly appeal to the society to help giving them warmth and care, and also providing correct directions and advices, so that the teenagers can grow healthily under sunshine. Every business and employee of Redsun are shouldering social responsibility with passion and action to fight against the pandemic and safeguard people’s livelihood.

Bearing in mind that “Life is Like a Long Road of Hurdles and We Simply Have to Fight Albeit Dangerous”, we spare no effort to go on with every ordinary practical story. With constant upgrade in product strength and service power, and continuous fulfilment in diversified and differentiated demands of customers, we have won trust and support of customers in the reputation era.

Stay unyielding, spare no effort!

弘陽25週年慶上發佈了公益戰略3.0，更加系統、清晰的規劃了未來公益目標和方向，持續加大對困境青少年的幫扶投入。聚焦關愛青少年困境兒童，助力江蘇鄉村振興戰略，弘陽與江蘇省青少年發展基金會聯合執行「夢想改造+」關愛計劃，建設600間「夢想小屋」，助力完善「事實孤兒」關愛幫扶體系；20載堅守幫扶南京浦口陡崗小學。持續呼籲全社會賦予他們溫暖和呵護，進行正確引導和規勸，助力青少年健康陽光的成長。弘陽旗下的每項業務、每位員工都在用自己的熱血和行動踐行社會責任，為抗擊疫情助力，為保障民生擔當。

我們以「踏平坎坷成大道，斗罷艱險又出發」的姿態，奮力續寫每一個平凡的實幹故事，持續升級產品力和服務力，不斷滿足客戶多層面、精細化的需求，在口碑時代贏得客戶的信賴與支持。

不屈不撓，再接再厲！

ABOUT REDSUN PROPERTIES

As a leading comprehensive property developer in Jiangsu Province, Redsun Properties has been upholding its value of “professionalism and building credibility for the long term”. Being industry-oriented, we explore life aesthetics with property owners, non-owner customers and employees in practices and actively follow the corporate mission of “making lives warmer”, so as to become a respected creator of a better life.

Corporate Profile

Overview of Corporate

Adhering to the Geek spirit of “Never Stop if Imperfect” and the development strategy of “Being Customer-centered”, Redsun Properties constantly innovates in development, operation and management of residential properties, commercial and mixed-use properties, and thus created four major residential product series, namely “Times Series (時光系)”, “Sunrise Joy Series (昕悦系)”, “Imperial Sunlight Series (宸暉系)” and “Great Signature Series (弘著系)”, which provide high-quality and diversified product services to extensive customers. Meanwhile, we have also established a solid regional leading position in Jiangsu Province by virtue of our strong product strength, service power and excellent corporate cultural ideals.

During the Reporting Period, Redsun Properties ranked 47th among the 2021 TOP500 of China Property Developer with Best Comprehensive Strength and earned respects from our customers, industry peers, business partners as well as the society.

關於弘陽地產

作為江蘇省領先的綜合性房地產開發商，弘陽地產始終堅持「在商言人，誠者致遠」的價值觀，以實業為本，在實踐中與業主、非業主客戶、員工共同探索生活美學，積極踐行「讓生活更有溫度」的企業使命，以成為受人尊敬的美好生活創造者。

公司簡介

公司概况

弘陽地產秉持「不完美，不止步」的極客精神和「以客戶為中心」的發展戰略，在住宅物業、商業及綜合用途物業開發、營運及管理方面不斷創新，進而構建了時光系、昕悦系、宸暉系、弘著系四大住宅產品線，為廣大客戶提供高質量、多元化的產品服務。同時，我們也憑藉自身雄厚的產品力、服務力及優秀的企業文化理念，在江蘇省建立起穩固的區域性龍頭地位。

報告期內，弘陽地產榮獲2021年中國房地產開發企業綜合實力TOP500第47名，贏得了客戶、行業、合作夥伴和社會的尊敬。

Corporate Cultural Ideals of Redsun Properties

弘陽地產企業文化理念

Value 價值觀		Professionalism and building credibility for the long term 在商言人，誠者致遠
Corporate Mission 企業使命		Making lives warmer 讓生活更有溫度
Development Strategy 發展戰略		Be customer-centered 以客戶為中心
Talent Motto 人才理念		Be hardworking and contributor oriented 以拚搏者和貢獻者為本
Team Culture 團隊文化		Practicality, vitality and affinity 務實簡單、活力陽光、人文關懷
Corporate Vision 企業願景		Becoming a respected creator of a better life 成為受人尊敬的美好生活創造者

In the future, Redsun Properties will continue to focus on customers' needs to conduct precise and refined research on cities and customers and create corporate value. Also, we will further implement diversified investment channel expansion and cooperative development to ensure economic efficiency while constantly enhancing product strength and service power.

Strategic Development

Upholding the layout strategy of "Penetrating the Greater Jiangsu Region, Strengthening Foothold in Major Metropolitan Areas, and Expanding into Core Cities", Redsun Properties has been expanding its advantages of dual-driven and intensification to establish deep presence in premium metropolitan areas of China such as the Yangtze River Delta, the Greater Bay Area, the Chengdu-Chongqing region, the Shandong Peninsula and the middle reaches of Yangtze River, and constantly optimize various financial indicators of the corporate, so as to forge ahead steadily. As of 31 December 2021, we have established our presence in over 60 large and medium-sized cities and developed 200 projects in aggregate with a total area of over 20 million square meters.

未來，弘陽地產也將繼續圍繞客戶需求，進行精準細緻的城市、客戶研究和企業價值創造，並進一步開展多元化的投資渠道擴張和合作開發工作，在確保經濟效益的同時不斷提升產品力與服務力。

戰略發展

弘陽地產始終堅持「做透大江蘇、深耕都市圈、做強中心城」的佈局戰略，不斷擴大雙輪驅動和集約化的優勢，深耕長三角、大灣區、成渝、山東半島、長江中游等全國最優質都市圈，持續優化企業各項財務指標，在穩健中砥礪前行。截至2021年12月31日，本集團已進入全國60餘座大中城市，累計開發200個項目，總面積達2,000餘萬平方米。

During the process, the Group gave full play to our competitive strengths in brand, product positioning, quality management, land bank, excellent assets, management model and employee team. We took urban agglomeration as our development group and devised development strategies in line with the corporate actual situation in order to keep expanding the market and deepening our business layout.

在此過程中，本集團充分發揮自身在品牌、產品定位、質量控制、土地儲備、優良資產、管理模式、僱員團隊方面的競爭優勢，以城市群為發展組團，建立符合企業實際情況的發展戰略，不斷拓寬市場，深化企業業務佈局。

Corporate Competitive Strengths of Redsun Properties

弘陽地產企業競爭優勢

	Successfully established the "Redsun" brand and became a leading comprehensive property developer in Jiangsu Province 成功建立「弘陽」品牌，成為江蘇省領先的綜合性房地產開發商
	Precise product positioning and leading quality control system to create differentiated products based on customers' needs 精確的產品定位及領先的質量控制體系，針對客戶需求打造差異化產品
	High-quality land bank with a stable and reliable land acquiring ability 高質量的土地儲備及穩定可靠的獲地能力
	Excellent commercial property assets and strong operational capabilities to form synergic and complementary effect on residential property development 商業物業資產優良、運營能力強，形成住宅物業開發協同互補
	Focusing on the efficient and modern management model of "investment, financing, management and exit ("IFME")" to ensure maximized returns on property projects 針對「投融管退」的高效現代化管理模式確保物業項目回報最大化
	Experienced senior management and employee team with strong execution capabilities 經驗豐富的高級管理層及富有執行力的僱員團隊

Brand Strategy

Redsun Properties adheres to the "Resource- and Culture-oriented" concept of Hong Yang Group Company Limited ("Redsun Group"), its parent company, which advocates resource-oriented and culture-oriented brand establishment. With better connections with major stakeholders, including the government, business partners, financial institutions, industry peers and internal and external talents, in a responsible corporate citizen image, Redsun Properties' image of stable, strong and responsible is demonstrated.

品牌戰略

弘陽地產秉承著母公司弘陽集團有限公司(以下簡稱「弘陽集團」)「資源文化型」理念，主導資源型和文化型品牌建設，以負責任的企業公民形象更好的鏈接政府、合作夥伴、金融機構、同行、內外部人才等主要利益方，彰顯弘陽地產穩健、實力和責任的形象。

While conducting daily coordinating management and updating work, the Group is taking full advantage of our corporate strengths to actively promote cross-industry group brand management linkage and resource linkage. In addition, the Group also devised the brand promotional plan of the year based on the corporate strategy plan and business demand, and confirmed the phased focus in promotion.

在進行日常統籌管理和更新工作的同時，本集團充分利用企業優勢，積極推動跨產業集團品牌管理工作聯動與資源聯動。除此之外，本集團還在企業戰略規劃和業務需求的基礎上，制定了本年度品牌推廣計劃，確定了階段宣傳重心。

Major Work in Promoting Redsun Properties Brand
弘陽地產品牌推廣方面主要工作



Awards and Accolades

Since its inception in 1999, Redsun Properties has been engaging in property development and sales for nearly 20 years. During the period, Redsun Properties has shown our strong development strength and sincere service attitude and successfully established the “Redsun” brand, being well-recognized by the industry and the society.

獎項榮譽

自1999年成立以來，弘陽地產已在房地產開發及銷售領域耕耘了近20年。在此期間，弘陽地產展現出過硬的開發實力與真誠的服務態度，成功建立起「弘陽」品牌，並獲得了行業及社會的廣泛認可。

2021 Award List of Redsun Properties


2021年弘陽地產獲獎清單

NAME OF AWARD 獎項名稱	GRANTED BY 頒獎機構	AWARD 獎項實體
Special ESG Awards — The Outstanding ESG Performer of the Year (Platinum) 環境、社會、企業管治大獎年度傑出企業白金獎	Institute of ESG & Benchmark 環境、社會、企業管治及基準學會	
2021 InnoESG Prize 2021年InnoESG獎	SocietyNext Foundation, UNESCO Hong Kong Association Global Peace Centre and Rotarian Action Group SocietyNext基金會、香港聯合國教科文組織協會和平中心及扶輪社行動小組	
2021 TOP30 Super Product Competitiveness 2021中國房企超級產品力TOP30	EH Consulting 億翰智庫	

NAME OF AWARD 獎項名稱	GRANTED BY 頒獎機構	AWARD 獎項實體
2021 China Real Estate Growing Brand Enterprise 2021年中國地產成長性品牌企業	Leju Finance 樂居財經	
Top 10 Ingenuous and Aesthetic Real Estate Product Series by Brand Value in China in 2021 — Redsun Sunrise Joy Series 2021年中國匠心美宅產品系品牌價值10強 — 弘陽昕悅系	Leju Finance 樂居財經	
Long-awaited Commercial Property Project — Jinan Hong Yang Plaza 年度備受期待商業地產項目 — 濟南弘陽廣場	Winshang.com 贏商網	
2021 Best 50 China Real Estate Developers in Brand Value 2021中國房地產開發企業品牌價值50強	China Real Estate Appraisal Centre of Shanghai E-house Real Estate Research Institute 上海易居房地產研究院中國房地產測評中心	
2021 China Real Estate Customer Service System Leading Company 2021中國房地產客戶服務體系領先企業	China Real Estate Appraisal Centre of Shanghai E-house Real Estate Research Institute 上海易居房地產研究院中國房地產測評中心	

NAME OF AWARD 獎項名稱	GRANTED BY 頒獎機構	AWARD 獎項實體
2021 Best 30 China Real Estate Developers in Customer Satisfaction 2021中國房地產企業客戶滿意度30強	China Real Estate Appraisal Centre of Shanghai E-house Real Estate Research Institute 上海易居房地產研究院中國房地產測評中心	
China Property Award of Supreme Excellence 優質中國房地產企業大獎	Organising Committee of China Property Award of Supreme Excellence 優質中國房地產企業大獎籌委會	
"2021 TOP 200 China Real Estate Enterprises Sales in Jan-Jun", Ranked 45th of Comprehensive Contracted Sales 「2021年1-6月中國房地產企業銷售榜TOP200」，全口徑簽約銷售金額排行榜第45名	CRIC Research Center 克而瑞研究中心	
Ranked 47th in "TOP 500 Overall Strength of Real Estate Development Enterprises in China 2021" 「2021中國房地產開發企業綜合實力TOP500」第47名	China Real Estate Association and China Real Estate Appraisal Centre of Shanghai E-house Real Estate Research Institute 中國房地產業協會、上海易居房地產研究院中國房地產測評中心	
Ranked 2nd in "TOP 10 Real Estate Developers in China in terms of Growth Rate in 2021" 「2021中國房地產開發企業成長速度TOP10」第2名	China Real Estate Association and China Real Estate Appraisal Centre of Shanghai E-house Real Estate Research Institute 中國房地產業協會、上海易居房地產研究院中國房地產測評中心	

NAME OF AWARD 獎項名稱	GRANTED BY 頒獎機構	AWARD 獎項實體
2021 TOP43 China Property Enterprise by Comprehensive Strength 2021中國房企綜合實力TOP43	EH Consulting 億翰智庫	
2021 TOP5 China Typical Private Property Enterprise by Financial Strengths 2021中國典型民營房企資金實力五強	EH Consulting 億翰智庫	
2021 TOP39 China Property Enterprise by Brand Value 2021中國房企品牌價值TOP39	EH Consulting 億翰智庫	
2021 TOP15 China Property Enterprise Brand Value by Growth Potential 2021中國房企品牌價值成長性十五強	EH Consulting 億翰智庫	
2021 TOP10 China Property Enterprise Brand Competitiveness in Eastern China Region 2021中國房企華東區域品牌競爭力十強	EH Consulting 億翰智庫	
2021 TOP50 China Listed Property Enterprise 2021中國上市房企TOP50	EH Consulting 億翰智庫	

NAME OF AWARD 獎項名稱	GRANTED BY 頒獎機構	AWARD 獎項實體
2021 Top Ten China Listed Property Enterprises in Development and Operation Capacity 2021中國上市房企開發經營能力十強	EH Consulting 億翰智庫	
The 18th (2021) "TOP100 Blue Chip Enterprises" 第十八屆(2021)「藍籌百強企業」	Economic Observer Media and The Economic Observer 經觀傳媒、《經濟觀察報》	
HKIRA 7th Investor Relations Awards 2021 — Most Progress in IR 2021年第七屆香港投資者關係大獎 — 投資者關係飛躍進步獎	Hong Kong Investor Relations Association 香港投資者關係協會	

Industry Activities

While enhancing economic performance and service levels, Redsun Properties also collaborated with our business partners to actively organize and participate in various enterprise alliances and industry cooperation activities, so as to give full play to our corporate strengths and foster all-round co-development in the industry from different perspectives.

行業活動

弘陽地產在不斷提升經濟績效與服務水平的同時，還攜手商業夥伴，積極組織、參與了多個企業聯盟與行業合作活動，以充分發揮企業優勢，全方位多角度帶動行業共同發展。

EXAMPLE 示例

Participated in the 11th China Valuable Real Estate Annual Conference 參與第十一屆中國價值地產年會

On 26 October 2021, organized by National Business Daily, the 11th China Valuable Real Estate Annual Conference was held in Shenzhen, which discussed the reforms and sustainable development strategies needed for the real estate industry under the current complicated market environment. With the premium product series of Times Series, Sunrise Joy Series and Imperial Sunlight Series, stringent requirements on quality and the above-average product delivery rate and satisfactory rating, Redsun Properties was awarded “2021 China Valuable Real Estate Awards • Valuable Real Estate Listed Companies of the Year” at the Conference.

2021年10月26日，由每日經濟新聞主辦的第十一屆中國價值地產年會在深圳召開，以深入探討房地產業當下複雜市場環境下所需變革與可持續發展戰略。會上，弘陽地產憑藉時光系、昕悅系、宸暉系等優質產品線、對品質的嚴苛要求、以及高於業內平均水準的產品交付率和滿意度評分，榮獲「2021中國價值地產總評榜·年度價值地產上市公司」獎項。



EXAMPLE 示例

Commercial Complex Award
商業綜合體評獎

On 14 October 2021, the 10th GBE Commercial Complex Award 2021 has concluded, where Redsun 1936 Project won the 2021 GBE Best Theme and Characteristic Commercial Complex Award.

The “GBE Commercial Complex Award 2021” was initiated by GBE, the world’s leading construction information service provider. Relying on the extensive resources in China’s real estate industry in over 10 years by the GBE Construction Forum, GBE has held hundreds of large-scale summit forums and salon activities with rich experience. The objective of the Award is openness, objectivity, fairness and innovation. Covering the entire real estate construction industry in China, GBE strives to select outstanding projects in recent years to honor and display them.



2021年10月14日，第十屆GBE商業綜合體大獎2021評選正式落幕，其中，弘陽1936項目榮獲2021年度GBE最佳主題特色商業綜合體獎。

「GBE商業綜合體大獎2021」由全球領先的建築信息服務商GBE發起，依託於GBE建築論壇十餘年在中國地產行業的資源積累，舉辦了數以百計的大型高峰論壇及沙龍活動的豐富經驗，以開放、客觀、公正、創新為獎項宗旨。全面覆蓋全中國地產建築行業，力求評選出近年優秀的項目並予以表彰和展示。

MANAGEMENT OF SUSTAINABLE DEVELOPMENT

Redsun Properties has always implemented a steady sustainable development strategy and implemented ESG-related strategies throughout a reasonable and sound ESG governance system. We have also established diversified communication channels, listened to the demands of stakeholders in a timely manner and actively fed back their demands, and established friendly and cooperative relations of equality and mutual assistance with stakeholders.

ESG Working Mechanism

To realize the corporate vision of “Becoming a Respected Creator of a Better Life”, Redsun Properties integrates the concept of sustainable development into its corporate strategy and daily operation based on the industry and market development, and continuously improves its ESG working mechanism and management structure to provide institutional guarantee for the long-term and stable development of Redsun Properties.

In order to effectively carry out ESG work, Redsun Properties has established a three-tier governance structure, which is coordinated by the Board of Directors as a whole, managed by the ESG taskforce on a daily basis and supported by various functional departments.

可持續發展管理

弘陽地產始終貫徹穩健的可持續發展戰略，並以合理完善的ESG管治體系為依託，自上而下落實ESG相關戰略。我們亦建立了多元化的溝通渠道，及時傾聽、積極反饋利益相關方訴求，與利益相關方建立平等互利的友好合作關係。

ESG工作機制

為實現「成為受人尊敬的美好生活創造者」企業願景，弘陽地產結合行業及市場發展情況，將可持續發展理念融入企業戰略與日常營運中，不斷完善ESG工作機制及管理架構，為弘陽地產長期、穩定發展提供制度保障。

為實現ESG工作的有效進行，弘陽地產設立了由董事會整體統籌、ESG工作小組日常管理、各職能部門支持的三級管治架構。

Board of Directors

董事會

- Participate in ESG risk assessment, review and final confirmation
參與 ESG 風險的評估、回顧與最終確認
- Oversee the Group's overall ESG strategy, development direction and target progress
集團整體 ESG 戰略、發展方針、目標進程的監管
- Approve the annual ESG report
年度 ESG 報告的審批

ESG taskforce

ESG 工作小組

- Participate in the identification and assessment of ESG material issues and report the assessment results of material issues to the Board of Directors
參與 ESG 重大性議題的識別與評估，向董事會匯報重大性議題評估結果
- Devise and update ESG policies and management system to comply with the latest laws and regulations requirements
ESG 政策與管理制度的制定與更新，以符合最新的法律法規要求
- Report to the Board of Directors of the ESG work progress on a regular basis to ensure effectiveness of the ESG management
定期向董事會匯報 ESG 工作進程，保證 ESG 管理的有效性

Functional departments

職能部門

- Provide ESG-related information to the ESG taskforce
向 ESG 工作小組提供 ESG 相關信息
- Implement ESG action plans, objectives and other related actions
落實 ESG 行動規劃，目標及其他相關行動

Statement of the Board of Directors

As the top leadership in steering the ESG work of the Company, the Board of Directors of Redsun Properties is responsible for the overall ESG performance of the Company in strict accordance with the relevant requirements such as the Environmental, Social and Governance Reporting Guide set out in Appendix 27 to the Listing Rules of the Stock Exchange, including the establishment of ESG strategic guidelines, target setting and progress monitoring, ESG risk assessment and confirmation and ESG performance monitoring, etc.

Based on the development of the industry and Redsun Properties, and the opinions and feedback from stakeholders, the Board of Directors participates in the assessment and confirmation of the risks associated with the Company's ESG every year, and actively responds to the identified risks by adopting effective management measures at an appropriate time to ensure that the Company has established appropriate management and internal control mechanisms.

In 2021, the Board of Directors actively participated in the assessment, prioritization and final confirmation of significant ESG issues and the formulation of objectives, and made recommendations on the future development direction of ESG. At the same time, the Board of Directors reviewed and proposed amendments and guidance to the results of the ESG taskforce, including but not limited to the annual ESG report, climate change risk identification, as well as made final approval.

The ESG taskforce regularly reports to the Board of Directors on ESG-related matters, and integrates the sustainable development element into daily operations with the support of various functional departments in combination with the Board of Directors' opinions and directions, so as to realize the effective operation of the ESG working mechanism.

董事會聲明

弘陽地產董事會作為公司ESG工作的最高領導機構，嚴格按照聯交所上市規則附錄二十七《環境、社會及管治報告指引》等相關要求，對公司整體的ESG表現負總體責任，包括ESG戰略方針的設立、目標的制定及進度監督、ESG風險的評估與確認與ESG表現的監督等。

董事會依據行業及弘陽地產的發展動態，利益相關方的意見及反饋，每年參與評估並確認公司ESG相關的風險，並在合適的時間採取有效的管理手段積極應對識別出的風險，確保公司設立了合適的管理和內部控制機制。

2021年，董事會積極參與了對重大性ESG議題的評估、優先級排序及最終確認，及目標的制定，並就ESG未來發展方向提出了建議。董事會同時對ESG工作小組的成果，包括但不限於年度ESG報告、氣候變化風險識別等，進行了審閱，提出修改和指導意見並作出了最終的審批通過。

ESG工作小組定期對董事會就ESG相關事宜進行匯報，並結合董事會的意見及指導方向，在各職能部門的支持下，將可持續發展元素融入到日常的營運中，以實現ESG工作機制的有效運行。

Stakeholder Communications

Redsun Properties attaches great importance to the communication with stakeholders, and actively understands and responds to the expectations and demands of customers, shareholders and investors, employees, government and regulatory bodies, suppliers, media, communities and other stakeholders by establishing diversified communication channels, so as to continuously improve the corporate sustainability disclosure performance.

利益相關方溝通

弘陽地產高度重視與利益相關方之間的溝通交流，並通過搭建多元化的溝通渠道，主動了解、積極響應客戶、股東及投資者、僱員、政府與監管機構、供應商、媒體、社區等各類利益相關方對我們的期望和要求，進而不斷提升企業可持續發展披露表現。

Stakeholder groups	Expectations	期望	Ways of communication and response	溝通與回應方式
利益相關方類別	Expectations	期望	Ways of communication and response	溝通與回應方式
Customers 客戶	Product innovation Quality assurance Dedicated services Customer interests	產品創新 質量保證 竭誠服務 客戶權益	<ul style="list-style-type: none"> Company homepage WeChat official account 	<ul style="list-style-type: none"> 公司主頁 微信公眾號
Shareholders and investors 股東及投資者	Economic performance Corporate governance	經濟績效 企業管治	<ul style="list-style-type: none"> General meetings Listed information disclosure Company announcements and conferences 	<ul style="list-style-type: none"> 股東大會 上市信息披露 公司公告與發佈會
Employees 僱員	Remuneration and benefits Trainings and development Employee care Health and safety	薪酬福利 培訓與發展 員工關懷 健康與安全	<ul style="list-style-type: none"> Surveys Activities held by unions and the Party Employees trainings and employees activities 	<ul style="list-style-type: none"> 問卷調查 工會及黨群活動 僱員培訓及僱員活動
The government and regulatory bodies 政府與監管機構	Compliance management Payment of taxes according to law	合規管理 依法納稅	<ul style="list-style-type: none"> Regular communication Submission of the compliance report in accordance with the regulatory requirements 	<ul style="list-style-type: none"> 定期溝通 提交符合監管要求的合規報告
Suppliers 供應商	Fair and open tender process Win-win cooperation Integrity and fulfilment of promises	公平公開的 招標過程 雙贏合作 誠信履約	<ul style="list-style-type: none"> Mails Supplier meetings Regular communication via phone calls 	<ul style="list-style-type: none"> 郵件 供應商大會 定期溝通電話

Stakeholder groups	Expectations	期望	Ways of communication and response	溝通與回應方式
利益相關方類別	Expectations	期望	Ways of communication and response	溝通與回應方式
Media 媒體	Transparent information disclosure Fulfilment of corporate and civic responsibilities	透明的信息披露 履行企業公民責任	<ul style="list-style-type: none"> • News conference • Mails • Phone calls 	<ul style="list-style-type: none"> • 新聞發佈會 • 郵件 • 電話
Community 社區	Social responsibilities	社會責任	<ul style="list-style-type: none"> • Participation in various charity events 	<ul style="list-style-type: none"> • 參與各類公益活動

In addition, we also established close and regular communication relationship with stakeholders through WeChat, teleconference, mails and meetings, etc. We regularly deliver corporate contracted sales data and newsletters to investors, analysts and other stakeholders, and deliver relevant updates to investors through press releases or mails when the Company has significant business progress, so as to ensure the timeliness and transparency of relevant information and enable stakeholders to better understand the actual situation of the enterprise. During the Reporting Period, Redsun Properties convened a total of 358 stakeholder meetings, and received a total of 28 analyst reports.

除此之外，我們也通過微信、電話會議、郵件、會面等方式，與利益相關方建立緊密且常規化的溝通關係。我們定期向投資者、分析師等持份者發送公司合約銷售數據及企業通訊，並在公司有重大業務進展時，通過新聞稿或郵件向投資者發送相關更新內容，以確保相關訊息的時效性與透明度，幫助利益相關方更好的瞭解企業實際情況。報告期內，弘陽地產累計召開了358場持份者會議交流，共收取分析師報告28份。

ESG Material Issues

Redsun Properties is committed to building a long-term stable and mutually trusted cooperative relationship with our stakeholders to achieve win-win situation and maximize value. During the Reporting Period, the Group reviewed, evaluated and analyzed the material issues identified to meet the expectations of stakeholders.

ESG重大性議題

弘陽地產致力於和利益相關方構建長期穩定、互相信賴的合作關係，實現共贏和價值最大化。報告期內，本集團對於識別出的重大性議題做了回顧、評估及分析，以符合利益相關方的期待。

Review and identification

回顧與識別

In 2021, based on the results of ESG materiality assessment in 2020, we reviewed, identified and shortlisted 15 ESG issues that were important to Redsun Properties in combination with the ESG guidelines of the Stock Exchange, peer benchmarking and the actual development of the corporate during the year.

2021年，我們基於2020年ESG實質性議題評估結果，結合聯交所ESG指引、同行對標及本年度企業實際發展情況，重新回顧、識別並篩選出15項對於弘陽地產重要的ESG議題。

Survey and sequencing

調研與排序

The stakeholder communication plan is designed by inviting internal and external stakeholders, including employees, suppliers, shareholders and investors, customers, media and communities to participate in the questionnaire survey, ranking, evaluating and reviewing the 15 issues identified. The results of the stakeholder questionnaire are ranked, evaluated and reviewed according to the two dimensions of "importance to the Company" and "importance to stakeholders".

設計利益相關方溝通計劃，通過邀請內部與外部利益相關方，包括員工、供應商、股東與投資者、客戶與業主、媒體及社區參與問卷調研，並對識別出的15個議題進行排序、評估和檢視，根據「對公司的重要性」及「對利益相關方的重要性」兩個維度對利益相關方問卷結果進行排序、評估和檢視。

In the 2021 questionnaire survey, a total of 387 valid replies were collected.

2021年問卷調研共收到387份有效回覆。

Assessment and confirmation

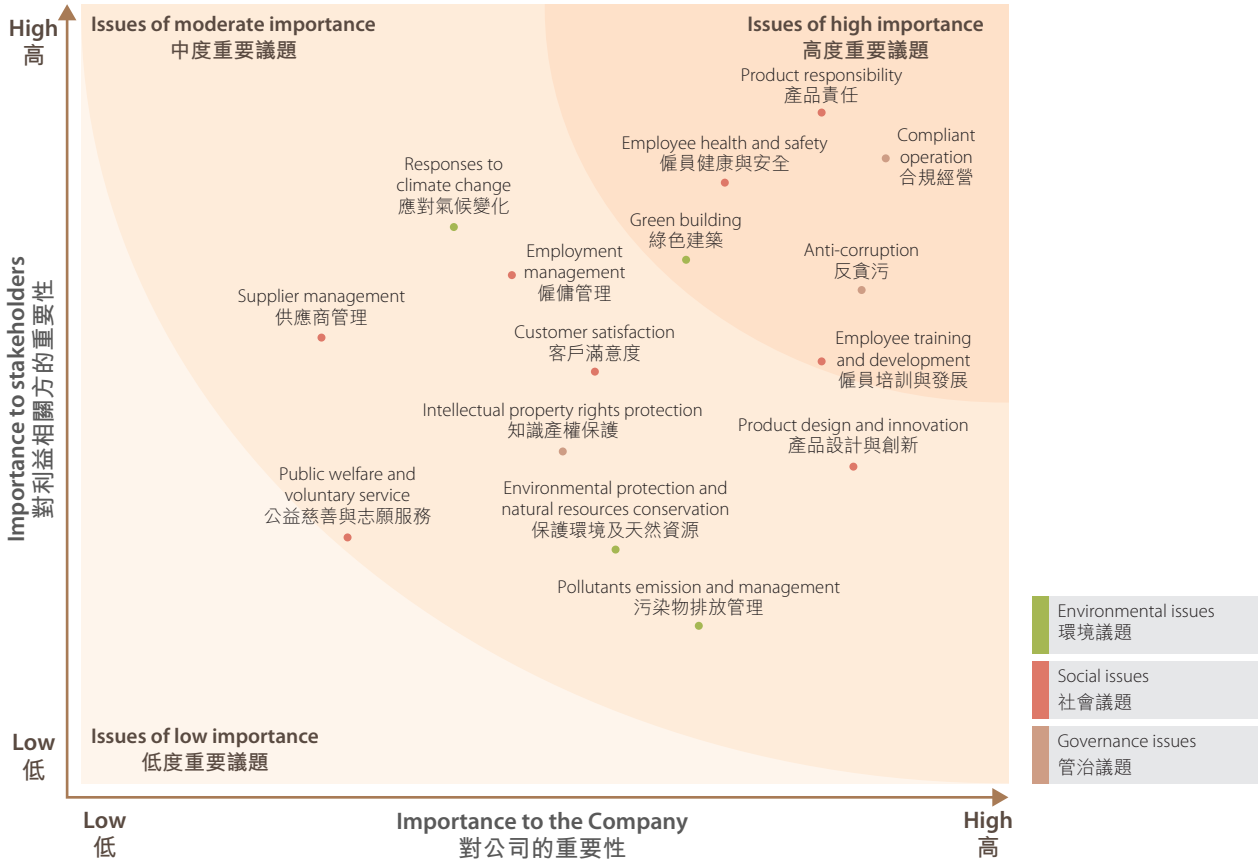
評估與確認

Finally, a materiality matrix for the year is constructed based on the importance of the issues to stakeholders and is submitted to the management and the Board of Directors for review. Forming the 2021 materiality matrix of Redsun Properties.

最終根據議題對利益相關方的重大程度構建本年度重大性議題矩陣，並提交管理層及董事會審閱。形成2021年弘陽地產重大性矩陣。

The 2021 materiality matrix of Redsun Properties is as follows.

2021年弘陽地產重大性議題矩陣如下。



Issues of high importance	高度重要議題
Product responsibility	產品責任
Compliant operation	合規經營
Employee health and safety	僱員健康與安全
Anti-corruption	反貪污
Green building	綠色建築
Employee training and development	僱員培訓與發展
Issues of moderate importance	中度重要議題
Responses to climate change	應對氣候變化
Employment management	僱傭管理
Customer satisfaction	客戶滿意度
Intellectual property rights protection	知識產權保護
Product design and innovation	產品設計與創新
Environmental protection and natural resources conservation	保護環境及天然資源
Supplier management	供應商管理
Pollutants emission and management	污染物排放管理
Public welfare and voluntary service	公益慈善與志願服務

Green Financing

Redsun Properties insists on better linking the government, business partners, industry peers, internal and external talents and other stakeholders, while continuously promoting the effective combination of green and financial instruments. By improving the Company's green financing management level, Redsun Properties realizes the output of green and high-quality products and services, achieves the synchronous development of enterprises' green and financial performance, so as to ensure that enterprises can make steady progress on the right track.

Redsun Properties strictly complies with Green Bond Principles ("GBP" 2018) of ICMA (International Capital Market Association) and Green Loan Principles ("GLP" 2020) of LMA (Loan Market Association) regarding the requirements and guidance on transparency, disclosure and enhancing integrity, and established a "Redsun Properties Green Financing Framework" with its own characteristics, which includes explanations on aspects including use of proceeds, project evaluation and selection procedures, proceeds management, reporting and external audit.

During the Reporting Period, the Group issued two green USD-denominated bonds in May and September, respectively. In addition to being certified by the Hong Kong Quality Assurance Agency and Sustainalytics, third-party organizations, and obtaining a second-party opinion, we were also the first real estate enterprise in mainland China to receive subsidies from the Hong Kong Monetary Authority's Green and Sustainable Finance Grant Scheme.

綠色金融

弘陽地產堅持在更好的鏈接政府、合作夥伴、同行、內外部人才等利益相關方的同時，不斷推動綠色與金融工具的有效結合，通過提升公司綠色金融管理水平，實現綠色高質量的產品和服務輸出，實現企業綠色與金融同行發展，確保企業在正確的道路上行穩致遠。

弘陽地產嚴格遵守ICMA(國際資本市場協會)綠色債券原則(「GBP」2018年版)及LMA(歐洲貸款市場協會)綠色貸款原則(「GLP」2020年版)等對透明度、披露及加強誠信方面的要求與指引，建立起具有企業特色的《弘陽地產綠色融資框架》，並就所得款項用途、項目評估和篩選程序、所得款項管理、報告、外部審核等方面做出了闡述。

報告期內，本集團分別於5月份及9月份發行兩筆綠色美元債券，在獲得第三方機構香港品質保證局及Sustainalytics認證、取得第二方意見書的同時，也成為中國內地第一家獲得香港金管局綠色和可持續金融資助計劃補貼的房地產企業。



Green Bond Certificates of Redsun Properties
弘陽地產綠債認證書

CORPORATE GOVERNANCE

Redsun Properties firmly believes that maintaining a high standard of corporate governance is one of the important factors to achieve sustainable development of the corporate. Supported by the internal risk management control system, Redsun Properties continuously improves its corporate governance while coping with or even avoiding risks to the greatest extent. We have also put in place an anti-corruption system to ensure corporate compliant operations and maintain a corruption-free image.

Risk Management

Risk Identification

Redsun Properties strictly complies with the Company Law of the People's Republic of China (《中華人民共和國公司法》), the Listing Rules of the Stock Exchange and other laws and regulations applicable to its operation places, and has formulated various management systems such as Internal Audit Management Measures (《內部審計管理辦法》), Risk Control Guidelines (《風險控制指引》) and Staff Conduct Management Standards (《員工職務行為管理準則》) in order to constantly improve the risk management system of Redsun Properties, and analyze, control and avoid the occurrence of risks from all aspects and dimensions.

企業管治

弘陽地產堅信，維持高水準的企業管治水平是實現企業可持續發展的重要因素之一。弘陽地產以內部風險管控制度為支撐，在持續提升公司治理水平的同時，最大程度上應對甚至規避風險。我們亦切身落實反貪腐制度，以確保企業合規營運，維持清正廉潔的企業形象。

風險管理

風險識別

弘陽地產嚴格遵守《中華人民共和國公司法》、《聯交所《上市規則》》等適用於營運所在地的法律法規，並制定了《內部審計管理辦法》、《風險控制指引》、《員工職務行為管理準則》等多項管理制度，持續完善弘陽地產的風險管理體系，全方位、多角度分析、控制乃至規避風險發生。

At present, the Group has established a set of relatively complete risk identification procedures. By setting risk control targets, we identified the risks existing in business operation and compiled a list of top ten risks, which will guide the direction of corporate risk assessment in the next year.

目前，本集團已建立起相對完整的風險識別流程，通過設定風險控制目標，明確業務營運中存在的風險點，整理出十大風險清單，並以此指引下一年度企業風險評估工作開展的方向。

Latest List of Top Ten Risks of Redsun Properties

弘陽地產最新十大風險清單

Risk groups 風險分類	Particulars	具體內容
Strategic level 戰略層面	<ul style="list-style-type: none"> Macro-policy/market risks Risks of failure to meet capital market performance commitments 	<ul style="list-style-type: none"> 宏觀政策／市場風險 資本市場業績承諾無法達成風險
Operational level 經營層面	<ul style="list-style-type: none"> Cash flow security risk Exchange risk of major performance targets Major investment and cooperation risks 	<ul style="list-style-type: none"> 現金流安全風險 重大業績目標兌換風險 重大投資、合作風險
Management level 管理層面	<ul style="list-style-type: none"> Major customer commitment risk Risk of significant safety and quality accidents Major public opinions, group visits and lawsuits, public crisis Internal and external compliance risks Data distortion and fraud 	<ul style="list-style-type: none"> 重大客戶承諾風險 重大安全、質量事故風險 重大輿情、群訪群訴、公共危機 內外部合規風險 數據失真與營私舞弊

Risk Management

In order to actively respond to related risks, the Group has established two-tier risk prevention and control teams at the group level and the region/store level to deal with possible risks from the organizational structure level and ensure the steady operation of the corporate.

Two-tier Risk Prevention and Control Teams

風險管理

為積極應對相關風險，本集團設立了產業集團和區域／門店兩級風險防控小組，從組織架構層面應對可能出現的風險問題，保障企業的穩健運行。

兩級風險防控小組



We formulated the Internal Audit System of Redsun Properties Group Limited (《弘陽地產集團有限公司內部審計制度》) in accordance with the Auditing Law of the People's Republic of China (《中華人民共和國審計法》), Provisions of the State Auditing Administration on Internal Auditing (《審計署關於內部審計工作的規定》), China Internal Auditing Standards (《中國內部審計準則》) and other relevant laws and regulations. The system reviews and evaluates the appropriateness and effectiveness of the operation and management of Redsun Properties in a systematic and standardized way, ensuring the completeness, timeliness, objectivity and accuracy of the internal audit, investigation and inspection reports of the corporate, and understanding and evaluating the possibility of significant risks of Redsun Properties, thus helping Redsun Properties to improve its risk management and helping the Board of Directors to implement the corporate governance objectives.

我們根據《中華人民共和國審計法》、《審計署關於內部審計工作的規定》、《中國內部審計準則》及其他相關法律法規，制定了《弘陽地產集團有限公司內部審計制度》。該制度以系統化、規範化的方法，對弘陽地產經營管理狀況的恰當性與有效性進行審查和評估，確保企業內審、調查和檢查報告的完整性、及時性、客觀性和準確性，並對弘陽地產出現重大風險的可能性進行了解和評價，進而幫助弘陽地產改進風險管理工作，幫助董事會實施企業管治目標。

BUSINESS ETHICS AND ANTI-CORRUPTION

Redsun Properties strictly complies with laws and regulations such as the Company Law of the People's Republic of China (《中華人民共和國公司法》), the Criminal Law of the People's Republic of China (《中華人民共和國刑法》) and the Anti-Unfair Competition Law of the People's Republic of China (《中華人民共和國反不正當競爭法》), and internal code of conduct such as Management System against Malpractice (《反舞弊管理制度》) and Implementation Rules on Managing Whistle-blowing (《舉報管理實施細則》) to firmly implement fair and just business practices and zero tolerance for malpractice.

The Audit Committee under the Board of Directors of Redsun Properties actively monitors and manages issues related to the Company's internal control. We have established a sound internal control system, which is the cornerstone of our internal control system, and stipulated the management mechanism related to commercial behavior and anti-bribery, anti-corruption and anti-fraud. We have also set up policies related to business ethics such as Integrity Commitments (《廉潔承諾書》), Management Code of Staff Conduct (《員工職務行為管理準則》) and Management Measures for Suppliers of Redsun Properties Group (《弘陽地產集團供應商管理辦法》) at different levels. We have established a comprehensive Redsun Properties Integrity System to regulate the professional behavior of all employees of Redsun Properties, establish a good atmosphere of integrity, diligence and professionalism, and prevent acts that harm the interests of the Company and shareholders. During the Reporting Period, there were no corruption lawsuits against Redsun Properties.

商業道德與反貪腐

弘陽地產嚴格遵守《中華人民共和國公司法》、《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》等法律法規，以及《反舞弊管理制度》、《舉報管理實施細則》等內部行為準則，堅決貫徹公平、公正的商業行為，及營私舞弊零容忍的強硬態度。

弘陽地產董事會下審計委員積極監督並管理公司內部控制相關問題。我們建立了健全的內控體系，並以此為基石，規定了商業行為與反賄賂、反貪腐及反舞弊相關管理機制，並針對不同層級設立《廉潔承諾書》、《員工職務行為管理準則》、《弘陽地產集團供應商管理辦法》等商業道德相關政策，全面搭建弘陽地產廉政體系，以規範弘陽地產所有員工的職業行為，樹立廉政、勤勉、敬業的良好風氣，防止損害公司及股東利益的行為發生。報告期內，弘陽地產並未發生貪污訴訟案件。

Anti-fraud Management Mechanism

反舞弊管理機制



Redsun Properties conducts internal audit covering all areas every year, and integrates the contents of business ethics, staff standard behavior and anti-fraud into the existing audit scope. In this process, we also strictly require our internal auditors to comply with professional ethics when performing anti-fraud audit work, and conduct audit work with professional proficiency and due professional prudence to ensure the implementation of relevant work.

弘陽地產每年開展覆蓋所有區域的內部審計，並將商業道德、員工規範行為、反舞弊等內容融合到現有的審計範圍內。在此過程中，我們亦嚴格要求內審人員在執行反舞弊審計工作時遵守職業道德規範，並以專業熟練度和應有的職業審慎性開展審計工作，確保相關工作的落實。

In order to create an environment conducive to anti-fraud corporate culture, we have not only advocated the Company's directors and senior management to lead by example, but also actively carried out employee ethics trainings to help improve their anti-fraud mindset level and skills. During the Reporting Period, Redsun Properties promoted business ethics and integrity by means of on-site narration and remote nailing, which in-depth introduced the construction of Redsun's integrity culture and integrity system. A total of 28 presentations were given during the year, covering about 3,300 participants including the Board of Directors, senior management and employees. At the same time, Redsun Properties actively promotes integrity awareness to its suppliers, and explains the corporate integrity culture and requirements to its suppliers during the bidding disclosure meeting and the contract signing process, so as to create a good business cooperation and business environment.

為營造有利於反舞弊的企業文化環境，我們在倡導公司董事和高級管理層以身作則之外，也積極開展員工職業道德培訓，幫助員工提高反舞弊思想水平和技能。報告期內，弘陽地產採用現場講述、遠程釘釘等方式進行了商業道德與廉潔宣貫，深入介紹了弘陽廉正文化和廉正體系建設，全年累計宣講28場，覆蓋包括董事會、高級管理層及員工在內的約3,300人。同時，弘陽地產積極向供應商宣貫廉潔意識，通過在招標交底會以及合同簽署過程中向供應商說明企業廉政文化及要求，從而營造良好的業務合作與商業環境。

EXAMPLE 示例

Build up business with integrity and develop one's character with righteousness 以廉促業，以正強身

To create a corruption-free environment, Redsun Properties designates May of each year as its Integrity Promotion Month. On 24 May 2021, we organized training session in the Southern Jiangsu Region to discuss corruption and fraud cases from the connotation and extension of anti-corruption, aiming to further strengthen employee and leaders' awareness of the anti-corruption concept and raise employee's self-discipline awareness.

為加強廉政建設，弘陽地產將每年5月設為廉政文化宣傳月。2021年5月24日，我們在蘇南區域舉行了培訓活動，從廉政的內涵和外延兩個方向探討貪腐舞弊案例，旨在進一步加強員工和領導對反貪腐理念的認知，提高員工的自律意識。



Whistle-blowing Mechanism and Whistleblower Protection

While implementing and continuously improving the anti-fraud management mechanism, we have also established a corresponding whistle-blowing and complaint mechanism. We encourage all parties in the community to provide feedback on the Group's and its employees' occupational ethical violations through communication methods such as hotlines and email address. Redsun Properties Audit and Inspection Center will investigate the persons involved in the case according to the details of the report, file the case for filing in a timely manner and give corresponding feedback to the informants.

舉報機制與舉報人保護

在推行並不斷完善反舞弊管理機制的同時，我們亦設立了相應的舉報投訴機制。我們鼓勵社會各方通過舉報熱線號碼、電子郵箱地址等溝通方式，反饋集團及其員工違反職業道德問題的情況。弘陽地產審計檢查中心將針對具體舉報內容，對涉案人員進行調查，及時立案歸檔，並予以舉報人相應反饋。

 Email address 舉報郵箱	 Hotline 舉報電話	 Address taking up reports 舉報受理地址
lzhy@rsun.com	13524050333	Risk Control Centre at 8th Floor, Building 12, Phase 2, Zhongjun Plaza, Lane 1688, Shenchang Road, Minhang District, Shanghai 上海市閔行區申長路 1688 弄 中駿廣場二期 12 號 8 樓風控中心

In the process of accepting and investigating the reported incidents, we will strictly comply with the relevant provisions in the Implementation Rules on Managing Whistle-blowing (《舉報管理實施細則》) and strictly protect the identity information and safety of the whistleblowers. We strictly regulate the employees and departments that receive relevant cases, and solemnly promise that the identity information of the whistleblower will not be disclosed or leaked without their consent. At the same time, those who violate internal confidentiality regulations, retaliate, extort or kidnap, or even threaten the life of the whistleblower will be handled stringently according to relevant provisions of the Company, and those with serious circumstances or involved in criminal offenses shall be passed to the judiciary for handling in accordance with the laws.

在受理和查處舉報事件的過程中，我們將嚴格遵守《舉報管理實施細則》中相關規定，嚴密保護舉報人身份信息及生命安全。我們嚴格規範受理相關案件的員工及部門，並鄭重承諾，絕不在未經舉報人同意的情況下公開和洩漏其身份信息，同時，針對內部違反保密規定、對舉報人開展打擊報復、勒索綁架、甚至使其遭受生命威脅的情況，我們將依據公司有關規定嚴肅處理，並將情節嚴重者或涉及刑事犯罪人員依法移送司法機關。

Protection of Intellectual Property Rights

In the process of constantly enhancing economic efficiency and promoting product innovation, we are also continuously improving the protection of innovation achievements. Redsun Properties strictly complies with the Intellectual Property Law of the People's Republic of China (《中華人民共和國知識產權法》), and has established a sound intellectual property protection mechanism through regulations and system such as Media Management Measures (《媒介管理辦法》), New Media Governance System (《新媒體管治制度》), Visual Identification Management Measures (《視覺識別管理辦法》) and Poster Design and Picture Font Copyright Management Standard (《海報設計與圖片字體版權管理規範》), including creating a resource base at the group brand standard, timely managing, updating and maintaining the Group's brand assets such as brand trademarks, copyrights and domain names and ensuring the rational use of the Company's trademark and image with intellectual property rights in external brand promotion activities, so as to prevent the infringement of intellectual property rights.

As of 31 December 2021, Redsun Properties had a total of 28 existing trademarks, 1 of the trademarks was approved in 2021.

知識產權保護

在不斷提升經濟效益，推動產品創新的過程中，我們也在不斷提升對於創新成果的保護。弘陽地產嚴格遵守《中華人民共和國知識產權法》，並通過《媒介管理辦法》、《新媒體管治制度》、《視覺識別管理辦法》、《海報設計與圖片字體版權管理規範》等規章制度，建立了完善的知識產權保護機制，包括打造集團品牌標準資源庫，及時對集團品牌商標、版權、域名等品牌資產的管理、更新和維護，保證在對外進行品牌宣傳活動中，合理使用公司具有知識產權的商標及形象等，杜絕侵犯知識產權行為。

截至2021年12月31日，弘陽地產現有商標總量為28件，其中2021年獲批商標數量為1件。

Measures to Strengthen Intellectual Property Protection of Redsun Properties

弘陽地產加強知識產權保護的措施



PREMIUM SERVICES

“Become a Respected Creator of a Better Life” is the unswerving product vision of Redsun Properties. The Group continues to create innovative, high-quality products to meet the diverse needs of our owners. We uphold the owner-first attitude and continuously improve the customer communication mechanism to protect the rights and interests of our customers and help them achieve a “Better Life”.

Product Innovation

The Group is determined to forge ahead and innovate continuously. Taking the customer experience as the starting point, we established a product system with landscape, intelligence and service as the core, so as to satisfy the customers’ spatial imagination and sensory experience of their future life.

Redsun Properties focuses on the research and development of residential products with “Smart” as the core, and actively explores the best plan to perfectly combine people’s living space with daily life, so as to truly integrate intelligent technology into the building itself and the living facilities. To this end, Redsun Properties has set up an incentive system for product innovation and research and development, including awards and bonuses such as the Best Regional Innovation Award and the Standardized Research and Development Award, which are used to stimulate technological and product innovation.

During the Reporting Period, the Group focused on the upgrade of “Geek Community 2.0 Product System”. The product theme in 2021, BIM Building a Future Life, consisted of three major modules, namely Bubble world, I-hawk system and Magic Space, which focused on building a community landscape, intelligent systems and convenient services with Redsun Properties features.

品質服務

「成為受人尊敬的美好生活創造者」是弘陽地產矢志不渝的產品願景。本集團持續打造創新的、高品質的產品以滿足業主的多元需求。我們秉持對以業主為先的態度，不斷完善客戶溝通機制，保障客戶權益，幫助客戶實現「美好生活」。

產品創新

本集團銳意進取、不斷創新，以客戶體驗為出發點，打造以景觀、智能、服務為核心的產品體系，滿足客戶對未來生活的空間想像和感官體驗。

弘陽地產重點研發以「智慧」為核心的住宅產品，積極探索將人的居住空間和日常生活進行完美結合的最佳方案，讓智慧科技真正融入建築本身及生活配套中。為此，弘陽地產設置了產品創新和研發激勵制度，包括最佳大區創新獎、標準化研發獎等獎項與獎金，用於激勵技術及產品創新。

報告期內，本集團將「極社區2.0產品體系」升級作為重點工作，由泡泡世界(Bubble world)、弘鵠系統(I-hawk system)、魔術天地(Magic Space)三大模塊構成2021年的產品主題——BIM構建未來生活，重點打造具有弘陽地產特色的社區景觀、智能化系統和便捷服務。



Redsun Landscape 弘陽景觀

Focus on mixed-age immersion social venues, which provides interesting parent-child activity spaces for all-age groups in the community.

主打混齡沉浸式社交場所，為社區全齡人群提供充滿趣味的親子活動空間。

Outdoor Spaces 戶外空間

I-hawk system creates a brand-new I-hawk community image in the outdoor space, introduces the zero-touch intelligent community management system at residential areas and the community environment of the ecological park, and brings a "sense of future" experience to the owners.

弘鹄系統在戶外空間全新打造弘鹄立面社區形象，引入零感住區智能化社區管理系統及生態公園的社區環境，給業主帶來「未來感」體驗。

Indoor Spaces 戶內空間

Focus on IP modules such as magic space, elephant storage and HONEY kitchen, which provides customized indoor space for different ages.

主打魔術空間、大象收納、HONEY廚房等IP模塊，提供分齡定製型戶內空間。

Overview of I-hawk System

弘鵠系統概覽

弘鵠系統
I-hawk system

Scene-based sensory experience (extreme sensory)
場景式感官體驗(極感官)

Zero-sense Community 零感住區	I-hawk Facade 弘鵠立面	Ecological Park 生態公園
		
Zero-touch homecoming 零觸歸家	Aesthetic image 美學形象	Forest-like courtyard 森享庭院
Four-dimensional vitality 四維活力	Curved cornice 曲線飛檐	Four-season garden 四季園林
Eight-level protection 八重守護	Refined details 精工細節	Green lawn 綠意草坪

EXAMPLE 示例

Smart IP in I-hawk System 弘鵠系統中的智慧IP

The two major intelligent IPs of “Intelligent Control Elf” and “Zero-sense Residential Area” are the main intelligent achievements of “Geek Community 2.0 Product System” of Redsun Properties.

“Zero-touch Residential Area” is committed to providing owners with a safer, more convenient, healthier and more energetic community life. In terms of community safety management, Redsun Geek Community has provided four contactless door opening methods for the property owners, namely, face recognition, mobile phone APP, Bluetooth and QR code. In order to create a more convenient and healthy residential life, Geek Community has introduced intelligent facilities such as unmanned gymnasium, unmanned vending machine, automatic delivery cabinet and a health cabin to realize a truly zero-contact and smart community ecology with a fully-covered intelligent system.



“Intelligent Control Elf” introduced leading technologies to daily safety management service of the community at indoor area, such as the introduction of intelligent AI cameras, Eyes of Angel, hawk eye protection and other systems, which can automatically alarm according to the abnormal entry and exit conditions identified, so as to create a safer and more secure residential environment with multiple guards. Redsun Geek Community also leveraged indoor intelligent voice-control system, one-button scene control, face recognition and other systems for remote monitoring of home appliances to provide users with a convenient home life.

「智控精靈」和「零感住區」兩大智慧IP是弘陽地產「極社區2.0產品體系」中的主要智能化成果。

「零感住區」致力於為業主提供更加安全、便捷、健康、活力的社區生活。在小區安全管理方面，弘陽極社區為業主預留了人臉識別、手機APP、藍芽、二維碼共四種無接觸開門方式。為營造更便利、健康的住區生活，極社區引入了無人健身房、無人售貨機、自動快遞櫃、健康小屋等智能設施，以全覆蓋的智慧化系統實現真正的零接觸、智慧化管理的社區生態。

在戶內空間，「智控精靈」將領先的科技注入到社區日常安全管理和服務當中，如引入智能AI攝像頭、天使之眼、鷹眼防護等系統，能夠根據識別出的非正常進出情況進行自動報警，以多重守護，營造安全更安心的住區環境。弘陽極社區還運用戶內智能語音、一鍵場景控制、人臉識別等系統，對家電設備進行遠程監控，為用戶提供便捷的家居生活。

During the Reporting Period, Redsun Properties won many design awards for its outstanding corporate innovation achievements, and the industry has highly recognized and acknowledged Redsun Properties's remarkable achievements in product research and innovation.

報告期內，弘陽地產憑藉突出的企業創新成果，取得了多個設計獎項，業內對弘陽地產在產品研發與創新方面所取得的矚目成績給予了高度認可與肯定。

Design Award for Redsun Properties during the Reporting Period

報告期內弘陽地產所獲設計類獎項

Awarded Projects 獲獎主體	Awards 獎項
Pondside 隨塘	Kinpan Awards • Zhejiang Region • Best Residential Property Award 金盤獎•浙江地區•最佳住宅獎
Tian Xia Jin 天下錦	Kinpan Awards • Jiangsu Region • Best Residential Property Award 金盤獎•江蘇地區•最佳住宅獎
Huai'an Grand One 淮安泓著大觀	REARD Global Design Award (cum the 3rd Urban Renewal Design Award) • Lighting • Construction • Honor Award Pro+ Award — Silver REARD全球地產設計大獎(暨第三屆城市更新設計獎)•照明設計類•建成• 榮譽獎 普羅獎 — 銀獎
Xiyue 熹樾	REARD Global Design Award (cum the 3rd Urban Renewal Design Award) • Residential • Construction • Honor Award REARD全球地產設計大獎(暨第三屆城市更新設計獎)•居住類•建築•榮譽獎
Lakeside Yun Jing Garden 湖畔雲璟花園	GBE Real Estate Design Award GBE地產設計大獎
Wuhu In Time Project (sample room) 蕪湖時光里項目(樣板間)	Huading Award — Sample Room Category — Gold 華鼎獎 — 樣板間空間類 — 金獎
Anqing Hong Yang Plaza Project (sample room) 安慶弘陽廣場項目(樣板間)	I-Ding Award — Sample Room Category — Excellent 艾鼎獎 — 樣板間空間類 — 優秀獎
Changzhou Yuhushangguan Project (sample room) 常州昱湖上觀項目(樣板間)	I-Ding Award — Sample Room Category — Excellent 艾鼎獎 — 樣板間空間類 — 優秀獎
Xuzhou Park Avenue Project (sales center) 徐州公園大道項目(銷售中心)	Italy A' Design Award — Silver 意大利 A' Design Award — 銀獎

Design Award for Redsun Properties during the Reporting Period

報告期內弘陽地產所獲設計類獎項

Awarded Projects 獲獎主體	Awards 獎項
Nanjing Lakeside Mansion Project (sales center) 南京雲溪環園項目(銷售中心)	Italy A' Design Award — Silver 意大利 A' Design Award — 銀獎
Yancheng Jingyaoshangdong Project (sales center) 鹽城晶耀上東項目(銷售中心)	Huading Award — Sales Center Category — Gold 華鼎獎 — 銷售中心空間類 — 金獎
Yancheng Fenglin Mansion Project (sales center) 鹽城鳳麟府項目(銷售中心)	CREDAWARD • Real Estate & Design Award — Space — Excellent CREDAWARD • 地產設計大獎 — 空間類 — 優秀獎
Nantong Honored Palace Project (sales center) 南通時光峯匯項目(銷售中心)	"International Space Design Award" Sales Space Category — Gold 「國際空間設計大獎」售樓空間類 — 金獎
Huai'an Grand One Project (sales center) 淮安泓著大觀項目(銷售中心)	APDC Design Awards • Gold 亞太室內設計 • 金獎
Wuhan Aesthetics of Life Project (sales center) 武漢天璽尚院項目(銷售中心)	Kinpan Awards — Central China Region — Best Sales Space Award of the Year 金盤獎 — 華中地區空間類 — 年度最佳售樓空間獎
Prime Watery Court 襄御瀾庭	Yuanye Cup — Silver Award of Outstanding Real Estate Landscape Design Category 園冶杯 — 地產園林示範區類銀獎
Wanhou Residence 萬侯府	Huaqi Award • Outstanding Landscape Planning and Design 華棲獎 • 傑出景觀規劃設計
Zhengzhou Hong Yang Residence 鄭州弘陽府	CREDAWARD • Real Estate & Design Award — Landscape Design Excellent Award CREDAWARD • 地產設計大獎 — 景觀設計優秀獎
Shangchen View Mansion 天境上辰	GBE Real Estate Design Award — Best Landscape Design Award GBE地產設計大獎 — 最佳景觀設計獎
Xiyue 熹樾	Yuanye Cup — Silver Award 園冶杯 — 銀獎
Qiyao Meizhu 棲堯美築	Yuanye Cup — Bronze Award 園冶杯 — 銅獎

Design Award for Redsun Properties during the Reporting Period

報告期內弘陽地產所獲設計類獎項

Awarded Projects 獲獎主體	Awards 獎項
Jintan Huaxi Yuanzhu 金壇花溪原著	Yuanye Cup — Bronze Award 園冶杯 — 銅獎
Glistening River 一曲晴江	CREDAWARD • Real Estate & Design Award — Landscape Design Excellent Award CREDAWARD • 地產設計大獎 — 景觀設計優秀獎
Wuzhen • Joy Court 烏鎮•昕悅棠	CREDAWARD • Real Estate & Design Award — Landscape Design Excellent Award CREDAWARD • 地產設計大獎 — 景觀設計優秀獎

Quality Assurance

“Making Lives Warmer” is the mission that Redsun Properties has been sticking to. With our precise product positioning and leading quality control system, we always pursue to provide our customers with high-quality and safe products. We constantly require ourselves to build strict quality management system and standard quality management process, improve the safety management system so as to create a safe and healthy living environment to provide our customers with refined residence.

質量保障

「讓生活更有溫度」，是弘陽地產一直堅守的使命。我們憑藉精準的產品定位和領先的質量控制體系，始終追求為客戶提供高品質的、安全的產品。我們不斷嚴格要求自己，建設嚴格的質量管理體系和標準的質量管理流程，完善安全管理體系，打造安全健康的居住環境，並為廣大客戶提供了精品住宅。

Quality Management

High standards of product quality control are the cornerstone of Redsun Properties' successful development. Redsun Properties strictly complies with the relevant laws and regulations in relation to quality management and safe and health products, including but not limited to the Product Quality Law of the People's Republic of China (《中華人民共和國產品質量法》), Urban Real Estate Administration Law of the People's Republic of China (《中華人民共和國城市房地產管理法》) and Standardized Specifications for Engineering Construction Safety and Technology (《建築施工安全技術統一規範》) (GB50870-2013), and also devised management standards and guidelines such as the Standards for Construction Safety and Civilization of Redsun Properties (《弘陽地產安全文明施工標準》) and the Standardized Specifications for Engineering Construction Safety and Technology (《建築施工安全技術規範》), to implement a full-coverage of the pre-, mid- and post-event control mechanism on various parts of constructions, such as modeling guide, material sealing sample, field measurement, inspection suspension points, joint inspections and suspension for quality and safety.

During the Reporting Period, we further improved our internal Construction Assessment Management System (《工程考核管理制度》), which further refined the construction quality assessment indicators, incentive policies, and reward and punishment measures, enabling the Company to step into a new stage of "High-quality Development".

質量管理

高標準的產品質量控制是弘陽地產成功發展的基石。弘陽地產嚴格遵守與所提供的產品和服務中涉及質量管理及安全健康產品相關的法律法規，包括但不限於《中華人民共和國產品質量法》、《中華人民共和國城市房地產管理法》、《建築施工安全技術統一規範》(GB 50870-2013)等，並制定了《弘陽地產安全文明施工標準》及《建築施工安全技術規範》等管理規範和作業指引，對工程建設的各個環節，例如樣板引路、材料封樣、實測實量、停止點檢查、聯合檢查、質量安全拉開等環節，實施全覆蓋的事前、事中、事後控制機制。

報告期內，我們進一步完善了內部的《工程考核管理制度》，進一步細化工程質量考核指標、激勵政策、以及獎懲措施，助力公司紮實邁入「高質量發展」新階段。



Construction Assessment Management System 《工程考核管理制度》

- "Guidelines for Modeling Guide"
《樣板引路作業指引》
- "Material Sealing Sample Management Standard"
《材料封樣管理規範》
- "Guidelines for Engineering Quality Measurement"
《工程實測實量作業指引》
- "Guidelines for Construction Suspension Points"
《工程停止點作業指引》
- "Guidelines for Construction Site Opening Management"
《工地開放管理工作指引》

To ensure quality during the construction process of a project, we also introduced a third-party quality assessment and inspection covering the entire year. In 2021, we conducted 4 quarterly third-party process assessments according to the Comprehensive Inspection and Assessment Process of Redsun Properties 《弘陽地產綜合檢查評估流程》, which covered 6 dimensions including field measurement, quality risk, safety and civilization, management behavior, modeling guide and quality and safety.

為確保工程項目施工過程質量，我們還引入了貫穿整個年度的第三方質量評估檢查，根據《弘陽地產綜合檢查評估流程》，2021年，我們開展了4次季度第三方過程評估，內容覆蓋了實測實量、質量風險、安全文明、管理行為、樣板引路及質量安全等6個維度。

During the Reporting Period, Redsun Properties did not have any safety operation accidents or significant product quality incidents.

報告期內，弘陽地產未發生任何安全營運事故或重大產品質量事件。

Improvement of Construction Assessment Management System 完善《工程考核管理制度》



Quality Training

We have established a regular quality training mechanism to regularly conduct regional and project-level quality education and training for our employees, and compiled training outcome documents for each training session, such as attendance forms, training site photos, training videos, courseware, assessment results, etc., which effectively promoted the implementation of quality management standards of Redsun Properties in the frontline.

質量培訓

我們搭建了常態化的質量培訓機制，定期對員工開展區域和項目層面的質量教育和培訓，並且就每場培訓形成培訓成果文件，例如簽到表、培訓現場照片、培訓視頻、課件、考核結果等，有效促進了弘陽地產的質量管理標準在一線的落實。



Regional Training 區域培訓

Regional companies will conduct online video training for the project once a month, mainly covering the Company's management system process and common quality issues on site, and has set training examinations.

每個月區域公司會對項目開展一次線上視頻培訓，內容主要為公司管理制度流程以及現場常見質量問題，並且設有培訓考核環節。



Project Training 項目培訓

Project department organizes training for internal personnel and each participating party twice a month, mainly including the explanation of the process and methods involved at the site and relevant quality standards, and the promotion of implementation of the Company's relevant construction management system.

項目部對內部人員及對各參建方每月組織兩次培訓，主要包含現場涉及到的工藝工法及相關質量標準的講解、以及公司相關工程管理制度的落實宣貫。

EXAMPLE 示例

Quality Training for Constructors
施工方質量培訓

During the Reporting Period, we actively conducted quality training and promotion for suppliers and contractors to promote the unification of quality management standards among all parties of the project and to ensure the implementation of the project management system. For example, as the constructors and supervisors had different understanding on the management systems and requirements of Redsun Properties Group and the region, the project department organized special training on management behavior for specific problems encountered in quality management, clarified the quality management behavior requirements of Redsun Properties, and answered and explained some questions. The training effectively strengthened the management behavior and improved the quality control of all parties on site construction.



報告期內，我們積極對供應商和承建方開展質量培訓和宣貫，以促進質量管理標準在項目各方中的統一，及保障項目管理體系的實施。例如，由於各施工方及監理方對弘陽地產集團、區域的管理制度和要求的理解不一致，項目部針對質量管理中遇到的具體問題組織了管理行為專項培訓，明確弘陽地產的質量管理行為要求，並對一些疑問的地方進行解答和梳理。該培訓有效強化管理行為落地，提高了各方對現場施工的質量管控。

Premium Products

In this era of small profits but low growth, Redsun Properties is able to respect the market as well as focus on customers, and improve its reputation by strictly implementing the service quality system. In the investment process, we always adhere to the customer-oriented strategy and actively respond to the needs of customers and social needs in the new era. On this basis, we created Redsun 1936, an outstanding property project.

優質產品

弘陽地產在如今這個薄利低增的時代，能夠做到敬畏市場，聚焦客戶，通過嚴格落實服務品質，提升口碑。我們在投資過程中始終秉持著以客戶為核心的策略，積極響應新時代客戶的需求和社會需要，並以此為基礎創建了弘陽1936這一出色的地產項目。

EXAMPLE 示例

Redsun 1936
弘陽1936

Redsun 1936 is located alongside the Beijing-Hangzhou Grand Canal, which is planned to become a city comprising culture, tourism and commerce. It is a cultural center that includes commercials, museums, folk customs and apartments, so as to trace back the origin of textile and combine history with modern. The entire core commercial circle covers 30 kilometers with a 60-kilometered major commercial circle. Its radiated commercial circle is approximately 100 kilometers, and the population of Suzhou, Wuxi and Changzhou within the radiated commercial circle is about 22 million.

弘陽1936坐落於京杭大運河畔，是一座規劃中文旅商大城。囊括了商業，博物館，民俗，公寓多項在內的文化中心。以追尋紡織文脈的源頭，將歷史和現代結合。整個核心商圈覆蓋30公里，主力商圈60公里，輻射商圈約100公里，輻射商圈蘇錫常人口約2,200萬。



Sincere Service

“Quality First and Customer First” is the service philosophy of Redsun Properties. Adhering to customer-oriented principles and creating value for customers with high-quality products and services are the cornerstone of Redsun Properties’ success.

Customer Service System

Being customer-oriented, we have established a full-cycle customer service system, “1+8+X” customer service management system.

- “1” represents the Redsun customer strategic map, with its pace determined from the perspectives of operating cycle, customer lifecycle and business cycle.
- “8” represents the eight business acts of Redsun customer services, namely risk control, delivery, complaints, satisfaction management, segment management, related business management, 400 Business Center and service system management.
- “X” represents a series of assisting acts, including 50 questions on project positioning and 180 questions on construction drawing review.

竭誠服務

「品質第一，客戶至上」是弘陽地產的服務理念，堅持以客戶為中心，用優質產品和服務為客戶創造價值是弘陽地產成功的基石。

客戶服務體系

以客戶為導向，我們打造了全週期的客服體系——「1+8+X」客服管理體系。

- 「1」即弘陽客戶戰略地圖，它從營運週期、客戶生命週期、業務週期的視角來定位整個作戰地圖的節奏。
- 「8」指的是弘陽客服的八項業務動作：風控、交付、投訴、滿意度管理、條線管理、關聯業務管理、400業務中心、服務體系管理。
- 「X」代表了項目定位50問，施工圖審圖180問等一系列支撐動作。

Overview of “Redsun Life Heart Club” Service Platform

「弘心會」服務平台概覽

1

Customer strategic map
客戶戰略地圖

8

Risk control, delivery, complaints, satisfaction management, segment management, related business management, 400 Business Center and service system management
風控、交付、投訴、滿意度管理、條線管理、關聯業務管理、400業務中心、服務體系管理

X

50 questions on project positioning and 180 questions on construction drawing review.....
項目定位 50 問，施工圖審圖 180 問.....

■ Redsun Life Heart Service System 2.0

During the Reporting Period, in order to enhance the customer's life-cycle experience of home ownership and the trend of service branding, digitalization and rejuvenation, we took the existing "Seven Steps of Redsun Life Heart Service" as the foundation and added standard actions such as "Transparent Construction Site", "Quality Delivery" and "Refresh Plan" by integrating the "Four Values" of customer service, such as setting up sample rooms for the property owners to visit in each stage, renovating and upgrading the community landscape, roads and other facilities of more than 43 projects, and thus achieved the upgrade of "Redsun Life Heart Service System 2.0".

■ 弘心服務體系2.0

報告期內，為提升客戶全週期的置業體驗以及服務品牌化、數字化以及年輕化的趨勢，我們以現有的「弘心服務七步法」為基礎，通過融入客戶服務「四大價值」，添加了「透明工地」、「品質交付」、「煥新計劃」等標準動作，例如設置各環節樣板間供業主參觀、對43餘個項目的社區景觀、道路等設施進行翻新升級等活動，實現了「弘心服務體系2.0」的升級。

Four Periods of the Seven Steps of Redsun Life Heart Service Standard 弘心七步法服務標準的四大周期

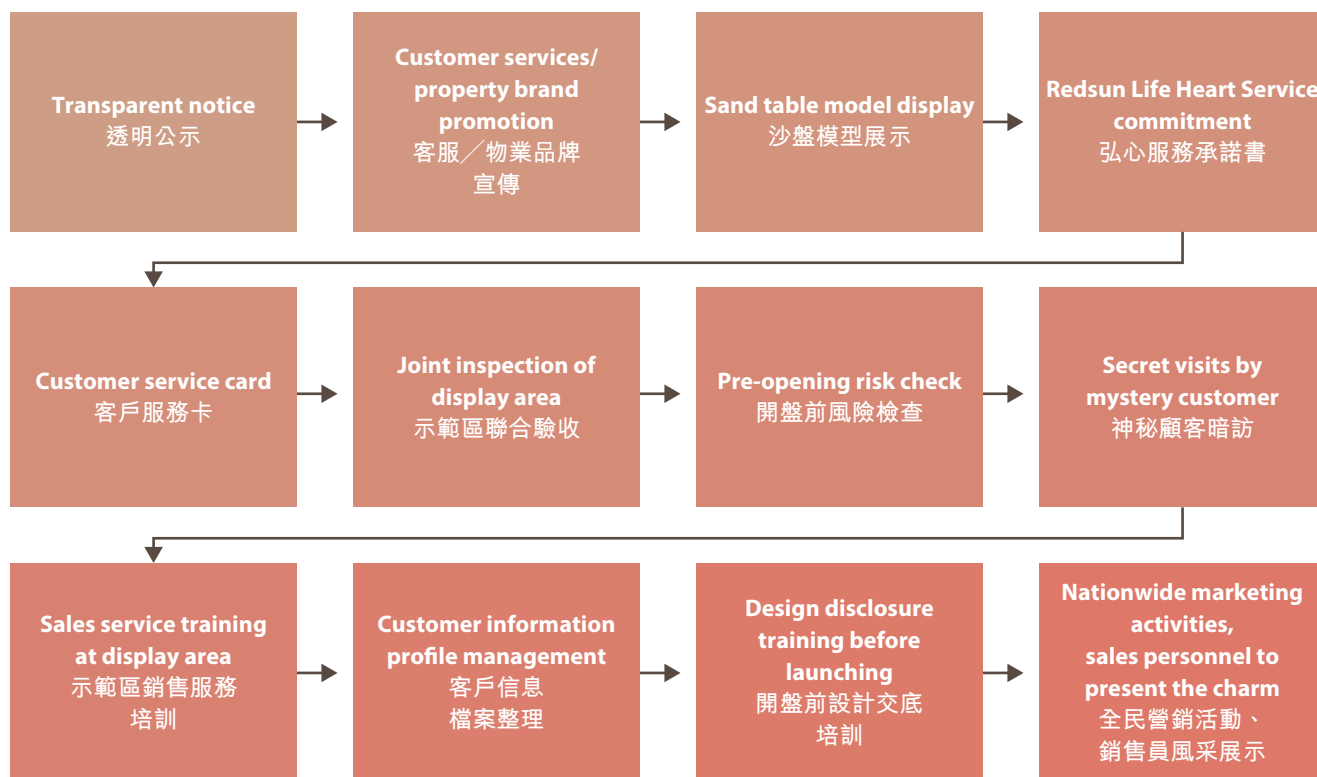


At each stage of the original customer management cycle (including the signing period, waiting period, delivery period and joint community building period), the system provides corresponding house-inspecting service, information sharing service, delivery service and new house relocation service. It integrates the 21 key contact points and 66 standardized actions into the value framework of service quality, service platform, service scenario and service proposition to further serve our customers in all aspects. For example, at the sales stage, Redsun Properties has standardized 12 standard actions, which take the initiative to interact with customers in the early stage in order to lay a good foundation for the construction of customer relationship in the later stage by increasing information transparency, field experience, holding marketing activities in advance, etc.

該體系在原有的客戶管理週期(包括簽約期、等待期、交付期、共建期)的每個階段，提供對應的看房服務、信息共享服務、交付服務以及新房喬遷服務，將21項關鍵觸點，66項標準動作融入服務品質、服務平台、服務場景、服務主張的價值框架，進一步全方面的服務我們的客戶。例如，在銷售階段，弘陽地產規範了12項標準動作，主動在早期階段與客戶進行密切互動，通過增加信息透明度、實地體驗、提前舉辦營銷活動等方式，為後期的客戶關係構建打下良好基礎。

Examples of the 12 Standard Actions at the Sales Stage

銷售階段12項標準動作示例



In addition, during the Reporting Period, Redsun Properties released the “White Paper on Redsun Life Heart Service System and established the “Redsun Life Heart Club” service platform taking WeChat official account platform as the medium, which integrated the all-dimensional resources including marketing, customer services, properties and Redsun Commercial, and thus established an improved customer service system and customer interaction platform. By adding online communication channels on top of the existing service hotline and on-site communication, a one-stop customer service portal is created to realize all-time and quick response to customer demands.

此外，報告期內，弘陽地產發佈了《弘心服務體系白皮書》，打造了以微信公眾號平台為載體的「弘心會」服務平台，整合營銷、客服、物業、弘陽商業等全維度資源，建立完善的客戶服務系統與客戶互動平台，在原有的服務熱線和現場溝通基礎上增加了線上溝通渠道，搭建一站式客戶服務門戶，實現全時段、快速響應客戶訴求。



Public Opinion Management

In order to proactively identify customers' demands and actively resolve conflicts, we have established public opinion management systems such as “Management Measures for Public Relations of Public Opinion and Crisis” (《輿情及危機公關管理辦法》) and “Management Measures for Press Spokesman” (《新聞發言人管理辦法》) to provide real-time early warning of all kinds of information related to products and services, and to respond and handle negative publicity and customers' opinions at the brand level of Redsun Properties promptly.

輿情管理

為了主動發現客戶訴求、積極化解矛盾，我們建立了《輿情及危機公關管理辦法》、《新聞發言人管理辦法》等輿情管理制度，實時預警各類與產品和服務相關的輿情，實現第一時間應對並處理弘陽地產品牌層面的負面信息與客戶意見。

During the Reporting Period, we further improved the public opinion management system, optimized the public opinion rating evaluation, classified public opinion and identified crisis for complaints caused by product defects and services, general customer disputes and more serious group customer complaints, and added early warning process and performance linkage mechanism.

For the prevention before customer crisis and the follow-up response, we have established a full cycle public opinion management mechanism, covering monitoring, research, judgement, response and other links. After public opinion events, we have strengthened the core management's ability to analyze, judge and deal with public opinions, and continuously improved the predictability, pertinence, initiative and effectiveness of customer relationship management.

報告期內，我們進一步完善了輿情管理制度，優化了輿情等級評估，對由於產品缺陷及服務引起的投訴、一般客戶糾紛和較嚴重的群體性客戶投訴進行輿情歸類和危機識別，並新增了預警流程，以及績效掛鉤機制。

針對客戶危機發生前的預防和發生後的應對，我們建立了全週期的輿情管理機制，覆蓋監測、研判、應對等各個環節，並在輿情事件後加強核心管理層對輿情的分析、判斷、處置和危機處理能力，不斷提高客戶關係管理工作的預見性、針對性、主動性和有效性。

Analysis of Public Opinion Events 輿情事件分析

- For groundless, malicious, fabricated, exaggerated and extreme public opinion information, we contact relevant websites, provide evidence against the false information and send withdrawal letters.
對於無中生有、惡意中傷、捏造虛構、誇大其詞、極端偏激的輿情信息，通過聯繫相關網站，並提供不實信息證據，發出撤稿函。
- According to the trend of public opinion events, we release authoritative information through credible and authoritative media, and explain to stakeholders in a timely manner to eliminate the negative impact of false information.
依據輿情事件走向，通過具有公信力和權威性的媒體，發佈權威信息，及時向利益相關方作出說明，消除不實信息帶來的負面影響。

Actively resolve conflicts 主動化解矛盾

- For misunderstandings and conflicts, Redsun Properties will take the initiative to contact customers or relevant people, actively communicate, eliminate misunderstandings and resolve conflicts, and take the initiative to announce Redsun Properties' decisions, measures, results and key actions. We confront problems directly and promote the real image of Redsun Properties to promote the real Redsun Properties.
對於誤會與矛盾事件，弘陽地產將主動與客戶或相關人聯繫，積極溝通，消除誤會，化解矛盾，並主動發佈弘陽地產相關決策、舉措、成效及亮點行動，正面處理並傳播真正的弘陽地產。

Customer Satisfaction Management

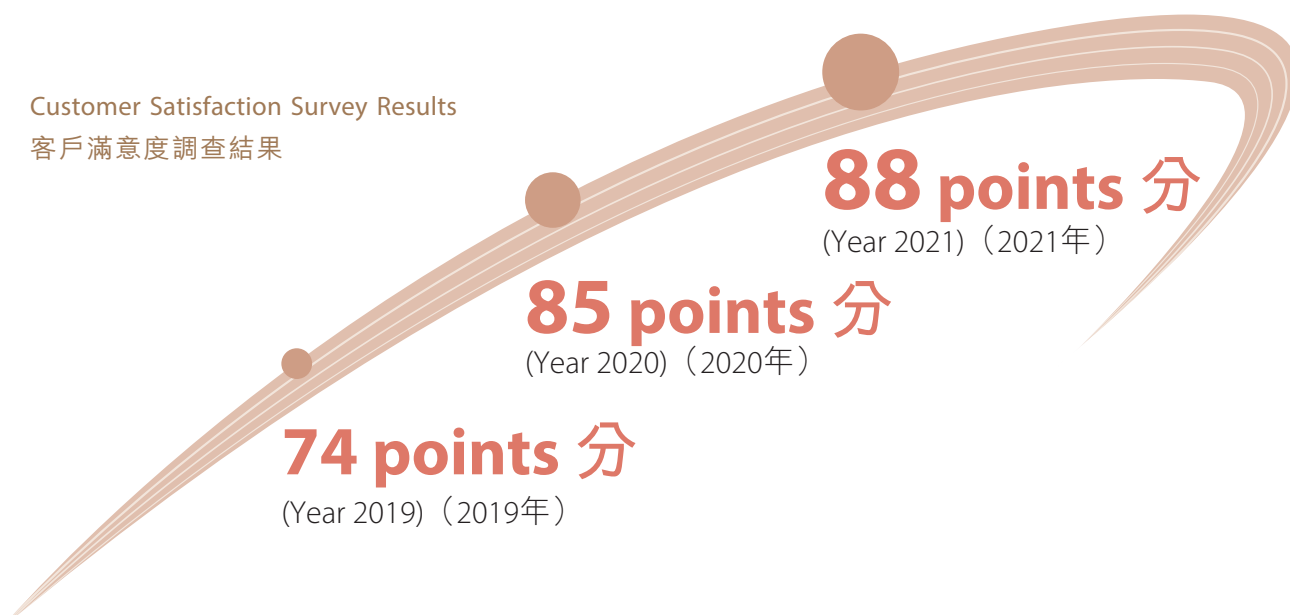
Adhering to the concept of “offering customer-oriented services to step into a new era”, Redsun Properties meets the spiritual and cultural needs of customers, deeply cultivates the city, understands customers, and expands customer communication and exchange channels. We are committed to improving customer satisfaction. During the Reporting Period, we issued the Special Reward and Punishment Management Measures for Large-scale Operation of Redsun Properties in 2021 to link customer satisfaction with employee performance and improve employees’ attention to customer satisfaction. During the Reporting Period, we scored 88 in a customer satisfaction survey, representing a better customer satisfaction as compared with that of 2020.

客戶滿意度管理

弘陽地產秉承著「以客戶為本，以時代為壤」的理念，滿足客戶不斷提升的精神文化需要，深耕城市與深度調研客戶觸點，拓展客戶溝通和交流的渠道，致力於提升客戶滿意度。報告期內，我們發佈了《弘陽地產2021年度大營運專項獎罰管理辦法》，將客戶滿意度與員工績效掛鉤，提升員工對客戶滿意的重視程度。報告期內，我們的客戶滿意度調研獲得了88分，相比2020年有所提升。

Customer Satisfaction Survey Results

客戶滿意度調查結果



In order to further analyze customers’ opinions and suggestions on Redsun Properties, during the Reporting Period, Redsun Properties have held two “Customer Value Day” symposiums to review and discuss customer problems since 2021. The theme focused on “Focusing on Problems and Continuously Improving” and set the goal of “Improving Customer Satisfaction”. It provides practical experience and direction for Redsun Properties to build products and services that meet customer needs.

為進一步分析客戶對弘陽地產的意見和建議，報告期內，弘陽地產舉辦了兩場「客戶價值日」專題會，盤點並討論了2021年以來的客戶問題，專題會以「聚焦問題，不斷提升」為核心，確立了「客戶滿意度提升」的目標，為弘陽地產打造滿足客戶需求的產品與服務提供了切實可行的經驗和方向。

EXAMPLE 示例

The Customer Value Day Symposium in July 2021
2021年7月客戶價值日專題會

At this symposium, Redsun Properties invited cooperation partners to share their views on the 2021 semi-annual customer satisfaction report, and carefully analyzed the customer satisfaction achievements in different stages of each region. The symposium pointed out that the “sales service, delivery service and maintenance service” of Redsun Properties continued to maintain excellent performance. It also summarized various data in relation to delivery, complaints and other aspects, integrated the case analysis of typical projects of complaint and delivery, deeply analyzed the actual product and service quality, and pointed out the deficiencies.



The Customer Value Day Symposium in July 2021
2021年7月客戶價值日專題會

本次專題會上，弘陽地產邀請合作方針對2021年半年度客戶滿意度報告進行了專題分享，通過對各區域不同階段客戶滿意度成績進行細緻地分析。一方面，指出弘陽地產的「銷售服務、交付服務、維修服務」持續保持高分的亮眼表現；另一方面，也結合交付、投訴等各項數據進行總結，整合投訴和交付典型項目的案例分析，對實際產品與服務品質進行深度剖析，指出不足。

After in-depth analysis, Redsun Properties plans to focus on the sustainability of customer maintenance after delivery in the future, make continuous efforts and improvement in product, quality and property, require all functional departments to promote the implementation of key matters, e.g. “31998” delivery password and “332 Benchmarking of Products and Services”, and firmly grasp the project quality control, in order to ensure the delivery quality and promote Redsun's products and services.

經過深度分析，弘陽地產計劃將在未來重點關注交付後客戶維護工作的持續性，在產品、質量、物業三個板塊上重點提升、持續發力，要求各職能部門持續推進「31998」交付密碼和「332產品與服務標桿打造」等重點事項的落地實施，繼續穩抓工程品質管控，保障交付品質，通過客戶界面的正面傳播，提升弘陽產品力和服務力。

Customer Communication Activities

In order to establish effective communication with customers and improve customers' recognition and satisfaction with Redsun Properties, during the Reporting Period, we carried out customer exchange activities on multiple themes to provide timely help to customers and build harmonious customer relations.

客戶交流活動

為搭建與客戶的有效溝通，提高客戶對弘陽地產的認可度和滿意度，報告期內，我們開展了多個主題的客戶交流活動，及時為客戶提供幫助，搭建和諧的客戶關係。

EXAMPLE 示例

Transformation of Old Urban Areas
老舊城區改造

In order to repay customers for their trust and support, Redsun Properties jointly carried out "Rejuvenation Action" with Redsun Services during the Reporting Period.

為了回饋老客戶對弘陽地產的信賴和支持，我們於報告期內與弘陽服務共同開展「煥新行動」。

In terms of the action, Redsun Properties and Redsun Services made use of their respective advantages to carry out division of labour and provided high-quality services to customers in all aspects, from the facility transformation in urban areas to the optimization of property management services.

在該行動中，弘陽地產與弘陽服務利用各自優勢進行分工，從城區的設備改造到物業服務的優化，全方位的向客戶提供優質服務。

Optimization of Ancillary Facilities
配套設施優化

The capricious COVID-19 is one of the main challenges in the implementation of this year's "Rejuvenation Action". In order to control the spread of the pandemic, the living radius of many customers shrinks down to the community. The community has become not only a strategic space for pandemic prevention and control, but also a very important leisure living space. Therefore, old community reconstruction projects of Redsun Properties focus more on improving the leisure facilities of the community and making the community more livable.

新冠疫情的反覆是今年煥新行動實施過程中的主要挑戰之一。為了控制疫情傳播，很多客戶的生活半徑縮小至社區，社區不但成為疫情防控的戰略空間，更成為十分重要的休閒生活空間。因此，弘陽地產老舊社區改造項目更聚焦於改善社區的休閒配套設施，讓社區更加宜居。



Solaris Upper City Section 3 is one of the representative projects of old community of Redsun in Nanjing. It was completed in 2013, and there are about 4,500 property owners. The joint special team of Redsun Properties and Redsun Services customized the transformation plan with customer experience, safety, beauty and entertainment in mind. Thanks to the improvement of the quality of the plank road in the park, the replacement of the plastic track in the sunken square, the addition of bicycle ramps and the maintenance of the community landscape, we have comprehensively improved the green environment and the portability of the facilities in the community. In addition, we have followed up on the improvement of the quality of each building, replaced some drainage pipes on building facades, adjusted and installed some entrance doors and improved the leakage protection of air conditioners.

旭日上城三區是弘陽在南京代表性的老項目之一，建成於2013年，擁有約4,500位客戶。弘陽地產與弘陽服務共同專項小組從客戶體驗的視角出發，基於安全、美觀、娛樂多層次量身定製改造計劃。從園區路徑棧道的質量提升，到下沉式廣場的塑膠跑道更換，以及非機動車坡道安全增設，社區景觀的綠植養護，我們全面提升了社區的綠化環境和設施的便攜性，此外，我們針對設施老舊的問題，我們逐棟跟進細節品質提升、更換樓棟外立面的排水管、進行單元門調試安裝、並改善空調機位的滲漏防護。

Before the road repairing:
路面改造前：



像这个路面，之前是波浪起伏的，中间还有裂缝下沉的比较厉害

After the road repairing:
路面改造後：



EXAMPLE 示例

Rsunner Festival
弘人節活動

Paying attention to the temperature between people and the core needs of each family member is the core purpose of Redsun Properties when managing customer relations.

關注人與人之間的溫度，關注每一位家庭成員的核心需求是弘陽地產管理客戶關係的核心宗旨。

Rsunner Festival is a special and key customer activity of Redsun Group. Each group has set up different themes according to the needs of its own customers to continuously improve customer satisfaction.

「弘人節」作為弘陽集團特色重點的客戶活動，各集團針對自身客戶的需求，設立不同主題，持續提升客戶滿意度。

During the Reporting Period, Redsun Properties invited nearly 40,000 property owners to participate in various community activities with four themes throughout four seasons a year — Redsun Sports Season, Redsun Family Day, Redsun Thanksgiving Season and Redsun Neighborhood Day, covering about 60 projects in total. The activity satisfaction reached 96%, creating a wonderful community life for property owners.

報告期內，弘陽地產以一年四季為四大主題 — 弘人運動季、弘人家庭日、弘人感恩季、弘人鄰里日，組織近4萬名業主參與各式各樣的社區活動，累計覆蓋約60個項目，活動滿意度達96%，為業主創造精彩的社區生活。

The Redsun Sports Season was launched in spring. There were lots of activities to choose from, e.g. Redsun Badminton PK Competition, Spring Sports Meet, Hiking Competition, Family Interaction and Childhood Games. 5,210 households participated in the Redsun Sports Season.

春天，開啟弘人運動季，包含弘人羽毛球PK賽+春日運動會+徒步大賽+親子趣+童年趣味遊戲覆蓋5,210戶。



Redsun Family Day was launched in summer. There were lots of literary and artistic activities to choose from, e.g. the Wheatland Singing Room, the Rippling Wheat Dance Club, the Wheatland Reading club and the Wheatland Art Association. Children in the community were encouraged to participate in literary and artistic works selection and performance. 3,481 households participated in the Redsun Family Day.

夏天，家庭日歡樂出街，包含麥田練歌房、麥浪熱舞社、麥香朗讀營、和麥點藝術社等多類文藝活動，鼓勵社區的「小弘人」們參與文藝作品評選和節目表演，覆蓋3,481戶。



We gathered together in the Thanksgiving Season in autumn. Redsun properties held a series of community activities with a reunion atmosphere to improve the neighborhood relations. The activities include Mid Autumn Festival Garden Party, Mid Autumn Festival Family Banquet, Party, Warm Sun Convenience House, Public Welfare Handwritten Letter, Warm Sun Care, Community Games, Family Photo Shooting, Outdoor Film and Haircut. 20,383 people participated in the Thanksgiving season.

秋天，感恩季相守相聚，弘陽地產舉辦了一系列具有團圓氛圍的社區活動，升溫鄰里關係，活動包含中秋遊園會、中秋家宴、聯歡晚會、暖陽便利屋、公益手寫信、暖陽關懷、社區遊戲、全家福拍攝、戶外觀影和理髮等，覆蓋20,383人。



Redsun Neighborhood Day injected warm impetus into the neighborhood culture and created a New Year atmosphere in winter, including Redsun online games, Christmas activities, Redsun fair and regional self-created activities. 8,000 people participated in the Redsun Neighborhood Day.

冬天，弘人鄰里日為鄰里文化注入溫暖動力，營造新年氛圍，包含弘鄰you禮線上遊戲、聖誕節活動、弘紅夥火集市和區域自創活動，覆蓋8,000人。



With the continuous efforts of Redsun Properties, many of our real estate projects have also been recognized by many real estate platforms, awards and honors, e.g. 2021 China's Top 30 Real Estate Enterprise Customer Satisfaction and 2021 China's Leading Enterprise in Real Estate Customer Service System.

基於弘陽地產的不斷努力，我們的多個樓盤也受到了來自多個房產平台的認可，包括獲得了2021中國房地產企業客戶滿意度30強和2021中國房地產客戶服務體系領先企業等行業認可的獎項與榮譽。



While providing customers with high-quality residential services, Redsun Properties also continues to strengthen the service quality of its business centres. For a long period of time, we have been providing maintenance services to merchants, distributing pandemic prevention goods and materials to merchants in need, and jointly solving problems encountered in operation with merchants, so as not to left any merchant behind.

弘陽地產在為客戶提供優質住宅服務的同時，也不斷加強商業中心的服務質量。一直以來，我們不間斷地向商戶提供維修服務，並在疫情期間向有困難的商戶發放防疫物資，和商戶共同解決營運中遇到的問題，做到不讓任何一個商戶掉隊。

In the face of the concentrated and repeated outbreaks of COVID-19, we have provided a series of safeguard measures for the operation of shopping malls. We use our own equipment to provide on-site lighting support and network layout for nucleic acid detection points in shopping malls. We have also transformed the existing thermal imager, set up a large TV screen at the entrance door and connected with the infrared thermal imager to detect the temperature of customers in real time, which greatly helped merchants improve their work efficiency and reduce the risk associated with body contact. In addition, we also regularly kill all kinds of facilities, e.g. the air-conditioning system of shopping malls, public areas of shopping malls and businesses suspended from business, so as to provide safety and health guarantee for the operation of businesses.

面對各地集中、反覆發生的新冠疫情，我們為商場的營運提供了一系列保障性措施。我們利用自有設備，為商場核酸檢測點提供現場照明保障，網絡佈置等幫助。同時，我們對現有的熱成像儀進行改造，在通道門設置電視大屏連接紅外熱成像儀實時對入場的顧客進行體溫檢測，極大幫助商戶提高了工作效率並減少了接觸產生的風險。此外，我們也對商場的空調系統等各類設施、商場公共區域和以及暫停營業的商戶進行定期消毒，為商戶在疫情期間的營運提供安全和健康保障。



Helping shopping malls build nucleic acid detection points
幫助商場搭建核酸檢測點



Disinfecting public areas
疫情期間對公共區域進行消毒



Disinfecting the air conditioning equipment
疫情期間對空調設備進行消毒



Disinfecting and sterilizing the suspended businesses
疫情期間對暫停營業商戶進行消毒

Customers' Rights

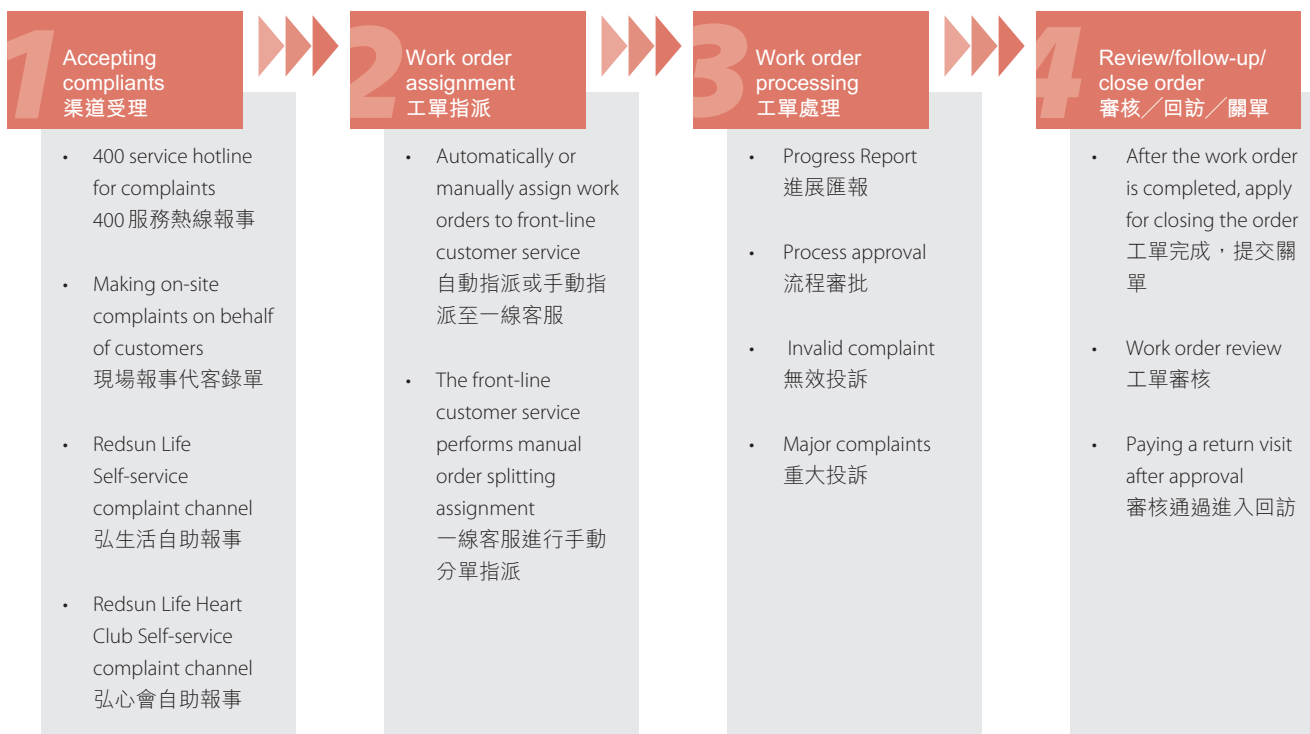
Customers' suggestions and advice are the driving force for continuous optimization of the quality of services provided by Redsun Properties. We carefully listen to the voice of customers, build a rapid response service mechanism, and strive to properly solve each customer's problems and seriously adopt each customer's suggestions.

Responding to demands

In addition to actively listening to the voice of customers, we also attach great importance to every opinion and question raised by customers. According to the Management Measures for Customer Complaints and Major Crisis Events (《客戶投訴與重大危機事件管理辦法》), Redsun Properties has established a customer complaint handling process with clear responsibilities. By standardizing the information reporting process of daily complaints and risk events, Redsun Properties defines the relevant complaint handling responsibilities, ensures that each customer's demands are handled in a timely and reasonable manner, and allows high-quality service and Redsun's company to run through the whole cycle, so that customers can really feel the warmth of home.

The Complaint Handling Process of Redsun Properties

弘陽地產投訴處理流程



客戶權益

客戶的意見和建議是弘陽地產持續優化服務質量的動力。我們認真傾聽客戶的聲音，搭建快速響應的服務機制，致力於妥善解決每個客戶的問題、認真吸納每一個客戶的建議。

訴求響應

除主動聆聽客戶的聲音，我們也十分重視客戶提出的每一條意見與問題。弘陽地產依據《客戶投訴與重大危機事件管理辦法》，搭建了責任明晰的客戶投訴處理流程，通過規範日常投訴和風險事件的信息上報流程，明確相關投訴處理責任，保障每個客戶的訴求都得到及時的、合理的處理，讓高品質服務與弘陽的陪伴貫穿全週期，讓客戶真正感受到家的溫暖。

We attach great importance to the meticulous care of customers. Therefore, we integrate customer problem handling service into every stage from sales, house delivery to check-in, and continue to optimize customer feedback channels. During the Reporting Period, through the newly launched “Redsun Life Heart Club” service platform of Redsun Properties, customers can feed back relevant opinions through online communication channels in addition to the original service hotline and on-site communication, and get a full-time and rapid response to customer demands.

我們十分重視對客戶的細緻關懷，因此，我們將客戶問題處理服務融入到從銷售、交房到入住的每個階段，並持續優化客戶反饋渠道。報告期內，通過弘陽地產新上線的「弘心會」服務平台，客戶可以在原有的服務熱線和現場溝通外，通過線上溝通渠道反饋相關意見，並得到全時段、快速客戶訴求響應。



During the Reporting Period, we received a total of 1,191 complaints, all of which were handled and fed back accordingly, providing customers with satisfactory answers.

In order to further improve the ability of complaint handling and response and ensure the implementation of each customer's demands, we actively carry out complaint handling skills training for customer service personnel. In the quarterly cornerstone meeting training, we systematically teach the common questions, standard answers, guidance process and speech use in complaints, and carry out irregular special training for areas and personnel with weak customer complaint handling, covering personnel in relation to customer service, housing repair, marketing and other business lines.

報告期內，我們共接獲1,191起投訴，均對接獲的投訴進行了相應處理及反饋，為客戶提供了滿意的答覆。

為了進一步提升投訴處理和應對的能力，保障每個客戶的訴求得到落實，我們積極為客服人員開展投訴處理技巧培訓，在每季度一次的基石會議培訓中，我們對投訴當中的常見問題、標準回答、引導流程以及話術使用進行系統性的教學，並在針對客訴處理較為薄弱的區域和人員開展不定時的專項培訓，覆蓋客服、房修、營銷等業務線的人員。



Online special complaint handling training
線上專項投訴處理培訓

Privacy Security

We attach great importance to customer information protection, strictly abide by the Property Law of the People's Republic of China (《中華人民共和國物權法》), the Personal Information Protection Law of the People's Republic of China (《中華人民共和國個人信息保護法》) and other policies and regulations, and comprehensively protect the privacy and safety of consumers. By formulating the Information Confidentiality System (《信息保密制度》) and the Call Centre Management Manual (《呼叫中心管理手冊》), we implement strict confidentiality management for the customer information we have, take classified management, authority restriction and other confidentiality measures, and formulate a strict responsibility punishment system.

隱私安全

我們高度重視客戶信息保護，嚴格遵守《中華人民共和國物權法》、《中華人民共和國個人信息保護法》等政策法規，全面保護消費者的隱私安全。通過制定《信息保密制度》和《呼叫中心管理手冊》，我們對掌握的客戶信息實行嚴格保密管理，採取分級管理、權限制等保密措施，並制定嚴格的責任處罰制度。



Employee confidentiality 員工保密

- It is not allowed to pry into or ask other employees for information that has nothing to do with their job responsibilities.
不得向其他崗位員工窺探、過問非本人工作職責內的信息。
- It is strictly prohibited to print and copy all kinds of information and materials of the Company without permission, and spread them outside without authorization.
嚴禁私自列印、複製公司的各類信息資料，並擅自向外傳播。



Authority management 權限管理

- Assign customer information access permission according to jurisdiction and project.
按照所管轄區域、項目分配客戶信息查看權限。
- The opening of the customer's system authority can only be operated with the consent of the department leader.
客戶系統權限的開通需通過部門領導同意後方能操作開通。



Responsibility and punishment 責任和處罰

- Anyone who finds any leakage of secrets in any link must report to the manager/supervisor within 10 minutes, and the manager/supervisor must report to the head of the centre within 10 minutes.
任何人在任何環節發現失密、泄密現象，須在 10 分鐘內向經理／主管報告，經理／主管須在 10 分鐘內向中心領導報告。
- Serious warning shall be given to those with minor circumstances, and dismissal and other punishment shall be given to those with serious circumstances.
對情節較輕者給予嚴重警告，對情節嚴重者予以辭退等處罰。

During the Reporting Period, there was no major customer privacy disclosure.

報告期內，未發生重大客戶隱私泄露事件。

Responsible Marketing

Redsun Properties abides by the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》), the Law of the People's Republic of China on the Protection of Consumer Rights and Interests (《中華人民共和國消費者權益保護法》) and other policies and regulations, and always adheres to the marketing principle of no false publicity and no deception to consumers. During the Reporting Period, we improved the management system of new media channels that have attracted increasing attention, and issued many documents, e.g. media management measures (《媒介管理辦法》), new media operation management measures (《新媒體營運管理辦法》) and brand management system (《品牌管理制度》).

Guided by the brand management system of the parent company Redsun Group, we have established a Brand Management System (《品牌管理制度》) and taken a variety of compliance marketing measures in media management, new media operation and content communication. Through standardized treatment of communication content, standardized management of audit process, establishment of compliance communication mechanism and implementation of responsible persons, we have better standardized the marketing work of various projects. There are rules to follow to protect the rights and interests of consumers and effectively reduce risks.

責任營銷

弘陽地產遵守《中華人民共和國廣告法》、《中華人民共和國消費者權益保護法》等政策法規，始終堅持不虛假宣傳、不欺騙消費者的營銷原則。報告期內，我們對日益受到關注的新媒體渠道進行管理制度的完善，發佈了《媒介管理辦法》、《新媒體營運管理辦法》和《品牌管理制度》等文件。

我們以母公司弘陽集團的《品牌管理制度》為指導，搭建了品牌管理體系，在媒介管理、新媒體營運、內容傳播等方面採取了多種合規營銷舉措，通過對傳播內容進行標準化處理、對審核流程進行規範化管理、建立合規溝通機制、以及落實責任人等舉措，更好地規範了各項目營銷工作的開展，做到事事有規可循，保障消費者的權益，同時有效降低風險。

Brand management system		
品牌管理體系	Major Content	主要內容
Brand Visual Management 品牌視覺管理	VI system design and application, poster design, picture font copyright, IP design and operation level, etc.	VI系統設計與應用、海報設計、圖片字體版權、IP設計營運級等
Integrated Communication Management 整合傳播管理	Standardized speech display, communication strategies and content, volume management, performance release, brand activities, etc.	標準化說辭展示、傳播策略與內容、聲量管理、業績發佈、品牌活動等
Media Management 媒介管理	Media resource construction, maintenance and update, resource delivery strategy, planning and cost-effectiveness management, summary and review, etc.	媒體資源建設、維護與更新、資源投放策略、計劃與費效管理、總結覆盤等
New Media Operation Management 新媒體營運管理	New media industry research, we media matrix, new media content release and evaluation incentive, operation mechanism, etc.	新媒體行業研究、自媒體矩陣、新媒體內容發佈與評價激勵、營運機制等

Brand management system 品牌管理體系	Major Content	主要內容
Public Opinion Crisis and Spokesperson Management 輿情危機與新聞發言人管理	Public opinion classification, public opinion monitoring and handling, crisis public relations, spokesman management, public opinion management training, etc.	輿情分級、輿情監測與處理、危機公關、新聞發言人管理、輿情管理培訓等
Brand Honor Management 品牌榮譽管理	Award sorting, application principles and attendance requirements, award acquisition, file management, etc.	獎項梳理、申領原則與出席要求、獎項獲取、檔案管理等
Brand Property Protection 品牌資產保護	Registration and copyright protection of trademarks, patents and domain names related to Redsun's brand, promotion of brand value, etc.	弘陽品牌相關商標、專利、域名等註冊與版權保護，品牌價值提升等

ENVIRONMENTAL RESPONSIBILITY

Blue hills and green streams are invaluable assets. Facing the increasingly severe challenges of energy, environment and climate change, Redsun Properties actively undertakes the due responsibilities of real estate enterprises, identifies climate change risks, and formulates practical environmental management policies. We actively promote the concept of green and sustainability in the fields of green building, green construction and green operation, and create a good situation of harmonious coexistence between man, nature and community.

Environmental Management

Environmental Management System

Good management policies can point out the implementation ideas of future work for enterprises and provide strong institutional support. Redsun Properties strictly abides by the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Law of the People's Republic of China on Appraising of Environment Impacts (《中華人民共和國環境影響評價法》), the Law of the People's Republic of China on the Prevention and Control of Water Pollution (《中華人民共和國水污染防治法》), the Atmospheric Pollution Prevention and Control Law of the People's Republic of China (《中華人民共和國大氣污染防治法》), the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》), the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》) and other laws and regulations, and establishes perfect rules and regulations in environmental management based on the requirements of relevant laws and regulations.

環境責任

綠水青山就是金山銀山。面對日益嚴峻的能源、環境及氣候變化問題挑戰，弘陽地產積極承擔房地產企業應有的責任，識別氣候變化風險，並制定務實的環境管理方針。在綠色建築、綠色施工、綠色營運等領域積極推動綠色可持續理念，營造人與自然、社區和諧共處的美好局面。

環境管理

環境管理體系

良好的管理方針能夠為企業指明未來工作的執行思路，並提供強有力的制度支撐。弘陽地產嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國環境影響評價法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國節約能源法》等法律法規，並基於相關法律法規要求，搭建環境管理方面完善的規章制度。

Construction

施工階段

- We adhere to the path of sustainable development and participate in environmental governance with an environmentally driven development strategy and an attitude of excellence.

我們堅持可持續發展之道，以環保驅動的發展戰略以及精益求精的態度參與到環境治理中。

- For construction, internally, the Group has formulated the corresponding environmental management manual to clarify the overall environmental policies, environmental management indicators and management system requirements.

針對施工階段，本集團內部制定了對應的《環境管理手冊》，以明確整體的環境方針、環境管理指標以及管理體系要求。

- In addition, in order to realize all-round environmental management, Redsun Properties also puts forward terms and requirements for the project environment when signing the contract with the supplier, and promotes the improvement of the supplier's environmental management through the verification of the supplier's environmental compliance performance and environmental related certification.

此外，為實現全方位的環境管理，弘陽地產與供應商簽訂合同時還對項目環境提出條款要求，通過對供應商的环境合規表現與環境相關認證的審核，促進供應商的环境管理提升。

Property Operation

物業運營

- Redsun Properties has refined the environmental management requirements of the actual work links, and formulated a number of internal systems, such as the management regulations on garbage removal and transportation of commercial stores, the greening and maintenance standards, the environmental management regulations and standards of Redsun commercial home shopping malls, and the operation guidelines for energy conservation and consumption reduction. We have established a good green management system by recording the daily environmental governance in the table and conducting regular verification and inspection.

弘陽地產在物業運營中細化了實際工作環節的各個環境管理要求，制定了《商業門店垃圾清運管理規定》、《綠化養護標準》、《弘陽商業家居商場環境管理規定與標準》、《節能減耗操作指引》等多個內部制度。我們通過將每日環境治理情況記錄在表，並定期進行審核檢查，構建起良好的綠色管理體系。

Formulation of Environmental Objectives

In order to promote the continuous improvement of Redsun Properties in the environment, Redsun Properties has set corresponding goals in greenhouse gas emission, energy management, water efficiency and waste management in combination with the national development direction and the current situation of enterprises. Redsun Properties will actively implement relevant actions and promote the green and sustainable development of enterprises according to relevant objectives in the future.

環境目標制定

為推進弘陽地產在環境方面的持續改進，弘陽地產結合國家發展方向及企業現狀，在溫室氣體排放、能源管理、用水效益及廢棄物管理設定了相應的目標。弘陽地產未來將依據相關目標，積極落實相關行動，推進企業綠色可持續發展。



Greenhouse gas emissions 溫室氣體排放

- Improve the carbon emission accounting system and gradually build a carbon emission management system covering all operating places
完善碳排放核算體系，逐步搭建覆蓋所有運營地的碳排放管理體系
- Continue to carry out emission reduction actions and strive to maintain and reduce overall carbon emissions
持續開展減排行動，努力維持並降低整體的碳排放量



Energy management 能源管理

- Continue to carry out energy-saving training and incentive programs for employees, suppliers and partners
持續開展針對員工、供應商及合作夥伴的節能降耗的培訓與激勵項目
- Explore the possibility of using clean energy
探索清潔能源使用的可能性



Water efficiency 用水效率

- Improve the water-saving awareness of employees, suppliers and partners
提高員工、供應商及合作夥伴節水意識
- Explore the application of water-saving facilities and technologies
探索節水設施及技術的應用



Waste Management 廢棄物管理

- Raise awareness of waste classification among employees, suppliers and partners
提高員工、供應商及合作夥伴垃圾分類意識
- Explore the application of recyclable materials
探索可回收材料的應用
- Strengthen the implementation of Green Office (such as paperless office) and other measures
加強綠色辦公(例如無紙化辦公)等措施落地

Response to Climate Change

In response to the global climate change, Redsun Properties, as a responsible enterprise, actively integrates our own development and construction into the forward tide of coping with this problem, and takes effective risk response measures to reduce the impact of climate change on enterprises and stakeholders by actively coping with the risks of climate change. During the Reporting Period, we followed the guidance and recommendations of the TCFD (Task Force on Climate-Related Financial Disclosures, Working Group on Climate-Related Financial Information Disclosure), based on the comparative scenarios under the two typical greenhouse gas concentration pathways (RCP2.6 and RCP8.5), the physical risks and transitional risk factors that will affect our operation and finance were identified, and the impact degree and countermeasures of various risks were evaluated, taking this as an opportunity to seek an efficient and stable sustainable development model in the construction and operation of the enterprise, and to improve the operation efficiency of the enterprise and implement the environmental protection and energy conservation measures.

應對氣候變化

面對全球氣候變化，弘陽地產作為一家負責任的企業，積極將自身的發展建設融入於應對該問題的前進浪潮中，通過積極應對氣候變化風險，採取有效的風險應對措施，降低氣候變化對企業及利益相關方的影響。報告期內，我們依照TCFD (Task Force On Climate-Related Financial Disclosures，氣候相關財務信息披露工作組)的指引建議，基於兩種典型溫室氣體濃度途徑(RCP2.6與RCP8.5)下的對比情境識別出將對我們營運及財務等產生影響的實體風險及轉型風險因素，並評估了各類風險的影響程度與應對舉措，以此為契機在企業的施工、營運等環節尋求高效穩健的可持續發展模式，獲得企業運行效能的提升及環保節能措施的踐行。

Risk types 風險類型		Risk factors 風險因素	Measures 應對舉措
Physical risk	Acute	Extreme weather events such as rainstorm, typhoon, flood, extreme high temperature and cold climate	<ul style="list-style-type: none"> Formulate extreme climate early warning mechanism and emergency plan, and regularly carry out emergency drills; According to the location of the project, incorporate the physical risk into the product design and construction planning to minimize the impact of climate on the construction and mall operation;
	Chronic	Changes in temperature and rainfall	<ul style="list-style-type: none"> Monitor extreme weather at any time and make corresponding preparations and response measures in advance or in time to ensure the safety of employees and owners.
實體風險	急性	暴雨、颱風、洪水、極端高溫和寒冷氣候等極端天氣事件	<ul style="list-style-type: none"> 制定極端氣候預警機制及應急方案，並定期開展應急演練； 根據項目所在地，將實體風險納入到產品的設計及施工規劃中，儘可能減小氣候對於施工和商場營運的影響；
	慢性	氣溫與降雨量的變化等影響	<ul style="list-style-type: none"> 隨時對極端天氣進行監控，提前或及時做出相應的準備及應對措施，保障員工及業主的安全。

Risk types 風險類型	Risk factors 風險因素	Measures 應對舉措
Transitional risk	Policies and law	<ul style="list-style-type: none"> • Pay attention to and sort out the update of relevant regulatory laws and regulations related to the Company's business at any time, and timely update the Company's management system and management methods; • Continuously disclose the Company's energy and carbon emission related data to meet the requirements of regulatory authorities for relevant data reporting; • Continue to carry out energy conservation and emission reduction measures, and explore new opportunities for carbon reduction such as carbon elimination and carbon compensation.
過渡風險	政策和法律	<ul style="list-style-type: none"> • 隨時關注並梳理與公司業務相關的相關監管法律法規的更新，並及時更新公司管理制度及管理方法； • 持續對外披露公司能源與碳排放相關數據，以滿足監管部門對相關數據報告的要求； • 持續開展節能減排措施，探索碳消除、碳補償等減碳新機遇。
	Technology	<ul style="list-style-type: none"> • Actively pay attention to the development of new technologies in the market and actively explore the opportunities of using clean energy, e.g. solar energy and wind energy. • Actively pay attention to the government's incentive policies; Actively carry out green finance projects. • Explore the feasibility of green building and low-carbon building projects and realize the implementation of the project when possible. • Actively replace old equipment with high emissions and actively carry out energy conservation and emission reduction measures.
	技術	<ul style="list-style-type: none"> • 積極關注市場新技術的發展，積極探索太陽能、風能等清潔能源的使用機遇。 • 積極關注政府鼓勵政策；積極開展綠色金融項目。 • 探索綠色建築、低碳建築項目的可行性，在可能的情況下，實現項目落地。 • 積極替換高排放的老舊設備，積極開展節能減排措施。
	清潔能源使用的推廣 低排放設施的改造、維護及管理	

Risk types 風險類型	Risk factors 風險因素	Measures 應對舉措
Market	Rising demand for green buildings Rising purchase costs	<ul style="list-style-type: none"> • Explore the feasibility of green building and low-carbon building projects, and increase investment in relevant projects if possible; • Pay attention to the price change trend of purchased products, and control the purchase cost of green materials through rational allocation of resources.
市場	綠色建築的需求上漲 採購成本上漲	<ul style="list-style-type: none"> • 探索綠色建築、低碳建築項目的可行性，在可能的情況下，加大相關項目的投入； • 關注採購品價格變化趨勢，通過合理配置資源，管控綠色材料的採購成本。
Reputation	Media, customers and the public attention to the low-carbon transformation of enterprises Stakeholders' attention to negative information	<ul style="list-style-type: none"> • Implement effective compliance, energy and carbon emission management, and listen to the opinions of stakeholders in a timely manner; • Actively disclose the practice and performance of enterprises in energy conservation and emission reduction, and integrate energy conservation and emission reduction and green development into enterprise operation management and brand publicity.
聲譽	媒體、客戶及公眾對於企業低碳轉型的關注 利益相關方對負面信息的關注	<ul style="list-style-type: none"> • 實施有效的合規、能源及碳排放管理，及時聽取利益相關方的意見； • 積極公開企業在節能減排等方面的實踐與績效，將節能減排、綠色發展融合進企業營運管理及品牌宣傳中。

Green Buildings

Redsun Properties has carried out in-depth research around the relevant aspects of green buildings, e.g. industrial construction systems, intelligent operation and maintenance, ecological environment, renewable energy and waste treatment, promoted the sustainable development of human settlements, life and environment with innovative ideas and achievements, actively sought transformation, and finally applied them to various new projects to help the development of green buildings of Redsun Properties.

We firmly believe that green buildings can achieve the comprehensive optimal effect of protecting the environment, making full use of resources and providing beautiful living conditions. Therefore, we are committed to building a standardized green building system, providing high-quality green products in diversified ways and offering the fruits of sustainable development to the public. The green buildings developed by Redsun Properties show great innovation power in shaping the harmonious relationship between man and nature, and will continue to facilitate the Company to forge ahead in the direction of green building with environmental protection and energy conservation.

Green Building Design

Redsun Properties respects scientific practice and professional guidance in green building design, and all actions are designed in accordance with international or national design standards. In the design process of green buildings, Redsun Properties infiltrates the green concept into all details. Green concepts, e.g. energy conservation, intensification and recycling, provide rich focus and innovation space for the design. Redsun Properties fully respects the local cultural and ecological environment, and we are committed to creating a natural and comfortable livable space.

Green Building Certification

Redsun Properties strictly implements the national green building standards and actively formulates and improves its own green building standards to better match the needs of green products of the project. By the end of the Reporting Period, Redsun Properties had won 127 green building certificates.

綠色建築

弘陽地產圍繞著工業化建造體系、智能運維、生態環境、可再生能源、廢棄物處理等綠色建築相關方面展開深入研究，以創新理念和創新成果促進人居、生活、環境的可持續發展，並積極尋求轉化落地，最終應用於各個新建項目中，助力弘陽地產綠色建築發展。

我們堅信綠色建築能夠實現保護環境、資源充分利用和提供美好人居條件的綜合最優效應，因此致力於構建標準化的綠色建築體系，並以多元化的方式提供優質綠色產品，向大眾輸出可持續發展成果。弘陽地產開發的綠色建築在塑造人與自然和諧關係上展現出巨大的革新力量，將繼續推動公司向環保節能的綠色建築方向開拓進取。

綠色建築設計

弘陽地產在綠色建築設計工作上尊重科學實踐和專業指導，各方面行動均按照國際或國家設計標準進行設計。在綠色建築的設計過程中，弘陽地產將綠色理念滲透至各個細節，節能、集約、循環利用等綠色理念為設計提供了豐富的著力點和創新空間。弘陽地產充分尊重當地的人文和生態環境，並致力於營造自然舒適的宜居空間。

綠色建築認證

弘陽地產嚴格執行國家綠色建築標準，並積極制定和完善自身的綠色建築標準以更好匹配項目綠色產品需求。截至報告期末，弘陽地產共獲得127項綠色建築認證。

Star Project 亮點案例

Zhangjiagang River Reconstruction Project
 張家港河道改造項目

In 2021, Redsun Properties completed the river greening restoration of Zhangjiagang Yunzhu Project. The project personnel reconstructed the hard revetment that previously hindered the exchange of water and land niche, regulated the river garbage, cleared the sediment deposition, set up rainwater runoff purification and collection devices and increased aquatic plants and garden plants to enrich the ecology of the river area. After the restoration, the soft revetment can cope with the dynamic rise and change of water level through green infrastructure. It not only has good visual effect of waterfront landscape, but also has the regulatory function of using rain and flood and surrounding ecology, and the natural ecological environment of the river and nearby can be greatly improved.

2021年，弘陽地產完成了張家港雲築項目的河道綠化修復工程。項目人員對原先阻礙水陸生態位交流的硬質駁岸進行了改造，整治河道垃圾、清掏泥沙淤積，設置雨水徑流淨化收集裝置並增加水生植物及園林植物以豐富河道區域生態。修復完成後的軟質駁岸可以通過綠色基礎設施應對水位線動態漲幅變化，不僅具有良好的濱水景觀視覺效果，還同時具備了利用雨洪和周邊生態的調控功能，河道及附近的自然生態環境得以大幅改善。



Star Project 亮點案例

Three-Star Green Construction — Yangzhou Redsun Yuejiang Bay
三星級綠色建設 揚州弘陽悅江灣

Yangzhou Redsun Yuejiang Bay project is located in the west of Tianning Avenue and the south of Guyunhe Road, Yizheng City, Yangzhou. Adhering to the design concept of green ecology and being people-oriented, the project is committed to building the first three-star green buildings implemented in the city according to the evaluation standard for green buildings (GB/T 50378-2019). In the design of the project, green ecology and building energy-saving technologies suitable for buildings are fully adopted, and breakthroughs and innovations are made in terms of land saving, energy saving, water saving, material saving, indoor environmental quality and so on.

On the premise of ensuring the quality of the project and the high quality of building materials, we have successfully introduced recyclable materials, which account for 6.07% of the total weight of building materials. Rainwater recycling devices are installed on the roof and roads on the west side of the project, which can be used for greening irrigation and road sprinkling after reaching the standard. The utilization rate of non-traditional water sources reaches 4.33%. Independent solar hot water system is set on the top 6 floors of high-rise buildings to complete the heating of domestic water, and the coverage proportion of users is 35.26%. The corridor lighting in the residence is controlled by energy-saving delay switches. The luminaire power meets the energy-saving evaluation value specified in the national energy consumption standards, and the overall energy-saving rate of the building reaches 65%. In addition, the basement of the building is also equipped with a carbon dioxide concentration detection system linked with mechanical exhaust to ensure the safety of personnel and facilities.

揚州弘陽悅江灣項目位於揚州儀徵市天寧大道西邊，古運河路南邊。該項目秉承綠色生態和以人為本的設計理念，致力於打造該市首批根據《綠色建築評價標準》GB/T 50378-2019實施的三星級綠色建築。項目在設計時充分採用了適用於建築的綠色生態和建築節能技術，從節地、節能、節水、節材、室內環境質量等方面重點突破創新。

我們在保證項目質量及建材高品質的前提下成功引入可再循環材料，其使用重量佔到建材總質量的6.07%。該項目的西側場地屋面及道路均安裝雨水回收利用裝置，經處理達標後用於綠化灌溉及道路澆灑，非傳統水源利用率達到4.33%。高層建築的棟頂6層均設置獨立的太陽能熱水系統完成生活用水的加熱，用戶覆蓋比例達35.26%。住宅內樓道照明均採用節能延時開關控制，燈具功率滿足國家能耗標準規定的節能評價值，建築的整體節能率經計算達到了65%。此外，建築的地下室還配套與機械排風聯動的CO濃度檢測系統以保證人員及設施安全。



Green Construction

Redsun Properties attaches importance to the implementation of the concept of sustainable development in every link. In terms of project construction, we strictly abide by national and local urban standards, formulated the internal project assessment management system (《工程考核管理制度》), take measures to prevent mud, sewage and wastewater from flowing out or blocking sewers and drainage channels, and require suppliers to strictly implement green environmental protection measures, e.g. smoke emission, noise prevention, light pollution prevention and construction without disturbing residents, so as to ensure the friendly relationship between project construction and environment and society.

The implementation of green measures during the project construction not only provides a better working and living environment for the project staff and surrounding residents, but also lays a solid foundation for high-quality resource conservation and environmental protection in the whole cycle of the project. In the construction process, we pay attention to creating an environment-friendly, civilized and harmonious construction environment, strengthen the treatment of dust, waste and other major pollutants, and strive to improve the application scene of green environmental protection materials in the construction process, so as to create a clean, sanitary and warm construction site. We also put forward stricter requirements for suppliers than national standards, and put our green construction standards into the bidding contract.

綠色施工

弘陽地產重視可持續發展理念在每一個環節的落實工作。我們在項目施工上嚴格遵守國家和地方城市標準，並制定了內部的《工程考核管理制度》，採取防止泥漿、污水、廢水外流或堵塞下水道和排水河道措施，並要求供應商嚴格落實放煙塵、防噪音、防光污染及施工不擾民等綠色環保舉措，確保工程建設與環境、社會層面的友好關係。

在項目施工過程中實施綠色舉措，既為項目員工、周邊居民提供了更良好的工作、生活環境，也為項目在全週期內實現高質量的資源節約、環境保護打下堅實基礎。我們在施工過程中注重打造環境資源友好且文明和諧的施工環境，加強對揚塵、廢棄物等主要污染物的治理，並努力提升綠色環保材料在施工環節中的運用場景，打造乾淨衛生、整潔溫馨的施工用地。我們還對供應商提出比國家標準更為嚴格的要求，將我們制定的綠色環保建造標準寫入招標合同當中。



Energy Saving 節能降耗

- Redsun Properties adheres to the energy management requirements of energy conservation and consumption reduction on the project site and adopts various measures to control the total energy consumption of the construction site
弘陽地產在項目工地上堅持節能降耗的能源管理要求，採用各種措施控制施工場地的能源消耗總量
- Formulate reasonable construction energy consumption indicators, adopt energy-saving, efficient and environmental protection construction equipment recommended by the state or industry, and reasonably organize and arrange the construction sequence to make full use of the equipment resources in the operation area
制訂合理的施工能耗指標，採用國家或行業推薦的節能、高效、環保的施工機具設備，並合理組織安排施工順序以充分利用作業區共有機具資源
- Regularly record, review and analyze the data of production and domestic power consumption in the construction area and office
定期記錄、審核、分析施工區域及辦公室的生產、生活用電數據
- Energy saving luminaires, e.g. voice controlled and light controlled lighting, are preferred for lighting
優先選用聲控、光控照明等節能燈具用於照明
- Reasonably set the automatic control device of temporary power lines and temporary power equipment
合理設置臨電線路及臨電設備的自動控制裝置



Water Resources Management 水資源管理

- Water resources shall be managed in strict accordance with the provisions on the administration of urban water conservation (《城市節約用水管理規定》) and the opinions on strengthening industrial water conservation (《關於加強工業節水工作的意見》), and the wastewater generated on the construction site shall be managed and collected in various ways
嚴格參照《城市節約用水管理規定》、《關於加強工業節水工作的意見》等辦法及條款管理水資源，通過多種方式管理和收集工地上產生的廢水
- Install water recycling device to realize secondary utilization
安裝用水循環回收裝置，實現二次利用
- Design and build drainage ditches, oil separators and other facilities according to standards
按標準設計和修建排水溝、隔油池等設施
- The turbid wastewater generated by cleaning the truck with soil is collected through the drainage and mud sedimentation facilities and discharged to the sedimentation tank for separation
通過排水和泥漿沉澱設施收集清洗帶泥土貨車產生的渾濁廢水，排至沉澱池進行分離
- After the collection of construction water and domestic water, they are discharged through independent pipelines to realize closed-loop treatment of wastewater
施工用水和生活用水完成收集後均有獨立管道排放，實現廢水閉環處理



Material Use

材料使用

- Building materials that are up to the standard which is 20% higher than the national architectural design requirements shall be adopted, and the overall quality of the materials shall exceed the national and local standards, and the proportion of green building materials for the whole building shall not be less than 30%
採用比國家建築設計要求指標高 20% 的建築材料，材料整體質量超過國家及地方標準，且建築整體綠色建材用料佔比不低於 30%
- Install air monitors to monitor the real-time impact of materials on the environment
安裝空氣監測器監控材料對環境的實時影響
- All fine decoration projects adopt green wood plates with green marks, and promise to meet the requirements of national green building materials
所有精裝修項目均採用具有綠色標識的綠色木料板材，並承諾滿足國家綠色建材要求
- Actively promote the use of green building materials in all projects, improve the quality and quality safety of commercial housing, strive to achieve new breakthroughs and new development in the application of building materials, and constantly make greater contributions to the great-leap-forward development of the construction industry than ever
積極推廣綠色建材在所有項目中使用，提升商品住宅品質和質量安全，努力實現建材應用新突破、新發展，不斷為建築行業跨越式發展作出更大貢獻



Waste Management

廢棄物管理

- Set hazardous, recyclable, non-recyclable and other garbage bins for classification according to the waste category
根據廢棄物類別設置有害、可回收、不可回收、其他這四種垃圾桶進行分類
- Recyclable construction waste shall be reused in the project or handed over to professional units for recycling
將可回收的施工垃圾重複使用於項目，或交由專業單位回收
- The construction personnel shall be trained to collect garbage at fixed points
對施工人員進行培訓，約束其對垃圾進行定點集中匯集
- Contract construction waste to local urban management and other third-party professional institutions for proper disposal
將建築垃圾承包至當地城管等第三方專業機構進行妥善處置



Dust Control 揚塵控制

- Dust control has always been the focus of site control. Redsun Properties has defined a series of requirements for dust control since the bidding end, striving to minimize the impact of dust in the whole construction process and realize the cleanness of the construction site and surrounding environment
防揚塵管控一直是工地管控的重點，弘陽地產從招標端開始就明確了對揚塵管控的一系列要求，力求將整個施工環節的揚塵影響降至最小，實現施工場地及周邊環境的乾淨清潔
- Watering and fog gun facilities are equipped in the project site and the boundary of the closed enclosure to reduce dust
各項目場地內及封閉圍牆邊界均配備灑水及霧炮設施減少揚塵
- The stacked materials shall be covered with dust net for prevention and control
對於堆放材料採用防塵網覆蓋防治
- Equip the construction site with air quality monitoring system to broadcast PM2.5 and other data to realize the real-time monitoring of dust and other air pollutants
為工地配備空氣質量監測系統播報PM2.5等數據，實現揚塵等空氣污染物的實時監控

Green Operation

Redsun Properties promotes the concept of environmental protection and green to the field of administrative office and commercial engineering, carries out fine control according to the formulated operation guidelines for energy conservation and consumption reduction, and makes requirements for the energy consumption of various departments by carrying out a number of initiatives at the same time, e.g. reviewing the energy consumption budget and intervening in when exceeding the standards of air conditioning power and expenses, so as to provide employees and customers with low-carbon, energy-saving and comfortable enjoyment space.

綠色營運

弘陽地產將環保綠色理念推行到行政辦公和商業工程領域，根據制定的《節能降耗操作指引》等制度來進行精細化管控，通過採用多舉並行的方式對各部門的能源消耗做出要求，如審核能耗費用預算、對空調功率和費用進行超標干預等，為員工和客戶提供低碳節能且舒適的享受空間。

Green Office 綠色辦公

Redsun Properties has considered the implementation scheme of low-carbon behaviour under the office scene and formulated a series of green office implementation measures. We actively promote paperless office, double-sided printing and other office methods, avoid providing disposable paper cups during meetings of various departments, and encourage employees to use water cups to reduce plastic and paper consumption. We will also formulate the energy consumption control plan of the office, reduce the use of large energy consuming appliances, e.g. office air conditioning, by making full use of natural ventilation and suspending air conditioning during power restriction, and also practise the requirements of turning off lights when leaving, so as to achieve the energy conservation control of all equipment.

弘陽地產對辦公場景下低碳行為的落地方案進行思考，制定了一系列的綠色辦公貫徹措施。我們積極推廣無紙化辦公、雙面列印等辦公方式，在各部門舉行會議時不提供一次性紙杯，鼓勵員工使用水杯以減小塑料及紙張消耗。我們還會制定辦公室的能耗管控方案，通過充分利用自然通風、限電期間暫停空調等方式降低辦公空調等能耗大戶的使用，平時也踐行人離燈滅的要求，做到各設備的能源節約控制。

Tenant Cooperation 租戶合作

Redsun Properties recognizes the importance of involving tenants in the green operation of shopping malls. Therefore, Redsun Properties actively seeks cooperation opportunities with local tenants, implements and improves energy-saving and environmental protection measures, implements management and control on hydropower, waste disposal and other links, and jointly constructs a green operation system.

The employees of our commercial engineering department insist on maintaining close communication with the merchants, continuously introduce our green concepts (e.g. energy-saving measures) and environmental protection requirements to the merchants, and strive for the tenants' support for green operation as much as possible. We will review the decoration materials used by merchants before they settle in, and they can settle in smoothly after ensuring that they will not cause environmental pollution and other problems.

We will also regularly carry out professional training related to energy conservation and environmental protection, and help them formulate environmental protection and energy conservation plans and measures in store operation, so as to deepen merchants' recognition of green and low-carbon life. Through training, the tenants reduced the monthly water and electricity expenditure of the store, and the operational synergy between both parties was enhanced.

弘陽地產認識到將租戶參與到商場綠色運營中的重要性，因此弘陽地產積極與各地租戶尋求合作機會，落實完善節能環保措施在水電管控、廢棄物處置等各個環節的推行，共同建設綠色運營系統。

我們的商業工程部門員工堅持與商戶保持密切溝通，持續向商戶介紹我們的節能措施、環保要求等綠色理念，盡最大可能爭取租戶們對綠色運營的支持。我們會在商戶入駐前對其使用的裝修材料進行審核，在確保不會造成環境污染等問題後即可順利入駐。

我們還會定期開展節能環保相關的專業培訓，並幫助其在門店運營中制定環保節能計劃措施讓商戶加深對綠色低碳生活的認同。通過培訓，租戶們減少了門店每月的水電支出，雙方在運營方面的協同作用也得以增強。

EXAMPLE 示例

Environmental Protection Activities
環保活動案例

During the Reporting Period, Redsun Properties commercial engineering carried out publicity and systematic training on waste classification to employees and merchants, and carried out landing promotion through various publicity forms. The garbage in the shopping mall was repackaged, and the external environment was comprehensively improved. In particular, garbage classification guides were set up, and service signs and collection points were set up in many places. Orderly garbage sorting and cleaning is inseparable from the understanding and support of the majority of merchants. With the efforts of all colleagues, the waste classification action of our commercial engineering has reached the level of full participation. The good governance results achieved by employees and customers encourage us to take steps towards more stringent waste classification and control standards.

報告期內，弘陽地產商業工程向員工及商戶進行垃圾分類的宣傳及系統性培訓，並通過多種宣傳形式展開落地推廣。對商場內垃圾進行分裝，並對外部環境完成全面提升，特別設立垃圾分類引導員，並在多處設立了服務標識和收集點。有序的垃圾分類清理工作離不開廣大商戶的理解支持。在全體同仁的努力下，我們商業工程的垃圾分類行動已經達到了全員參與的程度，員工與客戶共同取得的良好治理成效，激勵著我們向更嚴苛的垃圾分類管控標準邁出步伐。



As of 31 December 2021, the environmental performance of Redsun Properties is as follows: 截至2021年12月31日，弘陽地產環境績效表現如下：

Category 類別	Unit 單位	2021 2021年
Emissions of CO CO排放量	Kg 千克	546.14
Emissions of NOx NOx排放量	Kg 千克	768.93
Emissions of SOx SOx排放量	Kg 千克	2.53
Emissions of PM PM排放量	Kg 千克	5.16
Discharge of Wastewater 廢水排放		
Discharge of wastewater 廢水排放量	Tonnes 公噸	524,331.57
Hazardous Wastes 有害廢棄物		
Generated from fluorescent tube 螢光燈管產生量	Pieces 個	240
Generated from used batteries 廢舊電池產生量	Kg 千克	54.36
Generated from other electronic wastes 其他電子廢棄物產生量	Kg 千克	22.00
Generated from cartridge 墨盒產生量	Pieces 個	43
Generated from equipment maintenance liquid wastes 設備維護廢液產生量	Liters 公升	35.00
Non-hazardous Wastes 無害廢棄物		
General waste/domestic waste generation 一般垃圾／生活垃圾產生量	Tonnes 公噸	1,199.45
Kitchen waste generated 廚餘垃圾產生量	Tonnes 公噸	76.56
Total non-hazardous wastes 無害廢棄物總量	Tonnes 公噸	1,276.01

Category 類別	Unit 單位	2021 2021年
Water Consumption 水資源消耗		
Municipal water consumption 市政用水	Tonnes 公噸	733,713.27
Energy Consumption¹ 能源消耗 ¹		
Purchased electricity 外購電力	MWh 兆瓦時	87,407.59
Total consumption of fuel (automotive petrol) 燃油消耗總量(汽車汽油)	MWh 兆瓦時	937.73
Total consumption of natural gas 天然氣消耗總量	MWh 兆瓦時	5,078.95
Comprehensive energy consumption 綜合能耗	MWh 兆瓦時	93,424.27
Emission of Greenhouse Gas² 溫室氣體排放 ²		
Scope 1 greenhouse gas emissions 範疇一溫室氣體排放量	tCO ₂ e 噸二氧化碳當量	356.06
Scope 2 (electricity) greenhouse gas emissions 範疇二(電力)溫室氣體排放量	tCO ₂ e 噸二氧化碳當量	51,037.29
Greenhouse gas offsets from trees owned by the Company 擁有的樹木帶來的溫室氣體抵消量	tCO ₂ e 噸二氧化碳當量	0.64
Total greenhouse gas emissions 溫室氣體排放總量	tCO ₂ e 噸二氧化碳當量	51,392.72

¹ For the calculation of the total amount of automotive petrol consumption and natural gas consumption in the comprehensive energy consumption, please refer to GB/T 2589-2020 general rules for the calculation of comprehensive energy consumption, in which the conversion coefficient of natural gas into standard coal is 1.33 kgce/m³.

² Scope 1 greenhouse gas emissions are mainly from gasoline and natural gas consumption, and fugitive emissions from refrigeration. Scope 1 greenhouse gas emissions are calculated with reference to the National Development and Reform Commission's "Guidelines for Accounting Methods and Reporting of GHG Emissions of Enterprises in Other Industries (Trial)" standard. Scope 2 greenhouse gas emissions are calculated with reference to the National Average Grid Emission Factor of the "Methodology and Reporting Guide for Enterprise Greenhouse Gas Emissions Accounting for Power Generation Facilities (Revised Version 2021)" issued by the Ministry of Ecology and Environment of the People's Republic of China.

¹ 綜合能耗中汽車汽油消耗以及天然氣消耗的總量計算，參考《GB/T 2589-2020 綜合能耗計算通則》，其中天然氣折標準煤系數選用1.33 kgce/m³。

² 範疇一溫室氣體排放主要來自於汽油使用、天然氣使用以及製冷劑逸散產生的排放。範疇一溫室氣體排放量計算參考國家發改委《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》標準。範疇二溫室氣體排放量計算參考中華人民共和國生態環境部發佈的《企業溫室氣體排放核算方法與報告指南發電設施(2021年修訂版)》國家平均電網排放因子。

In addition, compared with FY2020, the density of environmental indicators is as follows: 此外，與2020財年，環境指標密度對比如下：

Category 類別	Unit 單位	2020 2020年	2021 2021年
Discharge of Wastewater 廢水排放			
Non-hazardous wastewater discharge intensity 廢水排放密度	Tonnes/m ² of GFA 公噸／平方米建築面積	/	0.71
Non-hazardous Waste 無害廢棄物			
Non-hazardous waste intensity 無害廢棄物密度	Tonnes/m ² of GFA 公噸／平方米建築面積	4.70 × 10 ⁻³	1.73 × 10⁻³
Water Consumption 水資源消耗			
Water consumption intensity 水資源消耗密度	Tonnes/m ² of GFA 公噸／平方米建築面積	0.81	0.99
Energy Consumption³ 能源消耗 ³			
Comprehensive energy consumption intensity 綜合能耗密度	MWh/m ² of GFA 兆瓦時／平方米建築面積	0.11	0.13
Greenhouse gas emission intensity 溫室氣體排放密度	tCO ₂ e/m ² of GFA 噸二氧化碳當量／平方米建築面積	0.05	0.07

³ For the calculation of the total amount of automotive petrol consumption and natural gas consumption in the comprehensive energy consumption, please refer to GB/T 2589-2020 general rules for the calculation of comprehensive energy consumption, in which the conversion coefficient of natural gas into standard coal is 1.33 kgce/m³.

³ 綜合能耗中汽車汽油消耗以及天然氣消耗的總量計算，參考《GB/T 2589-2020綜合能耗計算通則》，其中天然氣折標準煤系數選用1.33 kgce/m³。

TALENT MANAGEMENT

Talents are the core capital for the sustainable development of enterprises. Redsun Properties adheres to the talent management concept of attracting people with development, gathering people together with career, cultivating people with work and assessing people with performance, always respects and ensures that all employees enjoy equal legal rights and interests in employment, salary, welfare, training, development and promotion, attaches great importance to the diversified development and sustainable training of talents. By ensuring employees' occupational health and safety and improving employees' care, we continue to promote the common growth and prosperity of employees and the company.

Employee Profile

Redsun Properties is committed to creating an equal, inclusive, fair and just employment environment for employees, strictly abide by the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》) and other relevant laws and regulations, and constantly improve the internal system documents including the recruitment management system. According to the clear and definite talent selection standards, we adopt professional adaptive tools and methods, abide by the workflow required by the standards, and carry out talent recruitment.

人才管理

人才是企業可持續發展的核心資本。弘陽地產堅持以發展吸引人、以事業凝聚人、以工作培養人、以績效考核人的人才管理理念，始終尊重並保障所有員工在僱傭、薪酬、福利、培訓、發展、晉升等方面享有平等的合法權益，高度重視人才的多元發展和可持續培養，並通過保證員工職業健康安全和提升員工關愛，持續推動員工與公司共同成長、共創繁榮。

員工概況

弘陽地產致力為僱員締造平等共融、公平公正的僱傭環境，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》等相關法律法規，不斷完善包含《招聘管理制度》在內的內部制度文件。依據清晰明確的人才選聘標準，採用專業適配的工具方法，遵守標準要求的工作流程，開展人才招聘工作。

Employment Principles

We insist on legal employment and prohibit the employment of child labour and forced labour. In the process of employee recruitment and employment, we strictly comply with the Law of the People's Republic of China on the Protection of Minors (《中華人民共和國未成年人保護法》), Provisions on Prohibition of Child Labour (《禁止使用童工規定》) and other laws and regulations, eliminate child labour and refuse forced labour. Redsun Properties strictly reviews the age-related information and identity documents of job applicants to ensure that all employees reach the legal employment age and strictly prevent the employment of child labour; We timely sign labour contracts with all employees, establish labour relations and rights and obligations of both parties, eliminate forced labour, and carry out regular investigation, timely feedback and severe treatment of child labour and forced labour. During the Reporting Period, Redsun Properties did not discover any use of child labour or forced labour.

In terms of talent introduction, training and promotion, we will eliminate the linkage between employment related policies and personal characteristics (e.g. gender, disability, nationality, region and religion), ensure the diversity of employee groups, advocate fair competition, advocate equal pay for equal work, adhere to the principle of avoidance of special relations, provide equal employment opportunities, and strive to eliminate employment discrimination. During the Reporting Period, we improved the Recruitment Management System of Redsun Properties Group (《弘陽地產集團招聘管理制度》) and the Employee Relationship Management System of Redsun Properties Group (《弘陽地產集團員工關係管理制度》), further standardized the recruitment of Redsun Properties, helped achieve the expected recruitment work objectives with standardized recruitment processes, supported the Company's strategic layout with excellent talents and enabled the steady development of business.

Recruitment

We focus on introducing excellent professionals to promote the realization of Redsun Properties' diversified strategic objectives and the improvement of innovation and creativity, and actively explore excellent talents for the Company by continuously improving our recruitment system.

僱傭原則

我們堅持合法用工，禁止僱傭童工及強制勞工。在員工招聘與入職過程中，我們嚴格遵照《中華人民共和國未成年人保護法》、《禁止使用童工規定》等法律法規要求，杜絕僱傭童工，拒絕強制性勞工。弘陽地產嚴格審查招聘者年齡相關信息與身份證明文件，確保所有員工達到法定就業年齡，嚴防僱傭童工；我們及時與所有員工簽訂勞動合同、確立勞動關係及雙方權利義務，杜絕強制勞工，並開展童工及強制勞工定期排查、及時反饋與嚴厲處理。報告期內，弘陽地產沒有發現使用童工或強制勞工的情況。

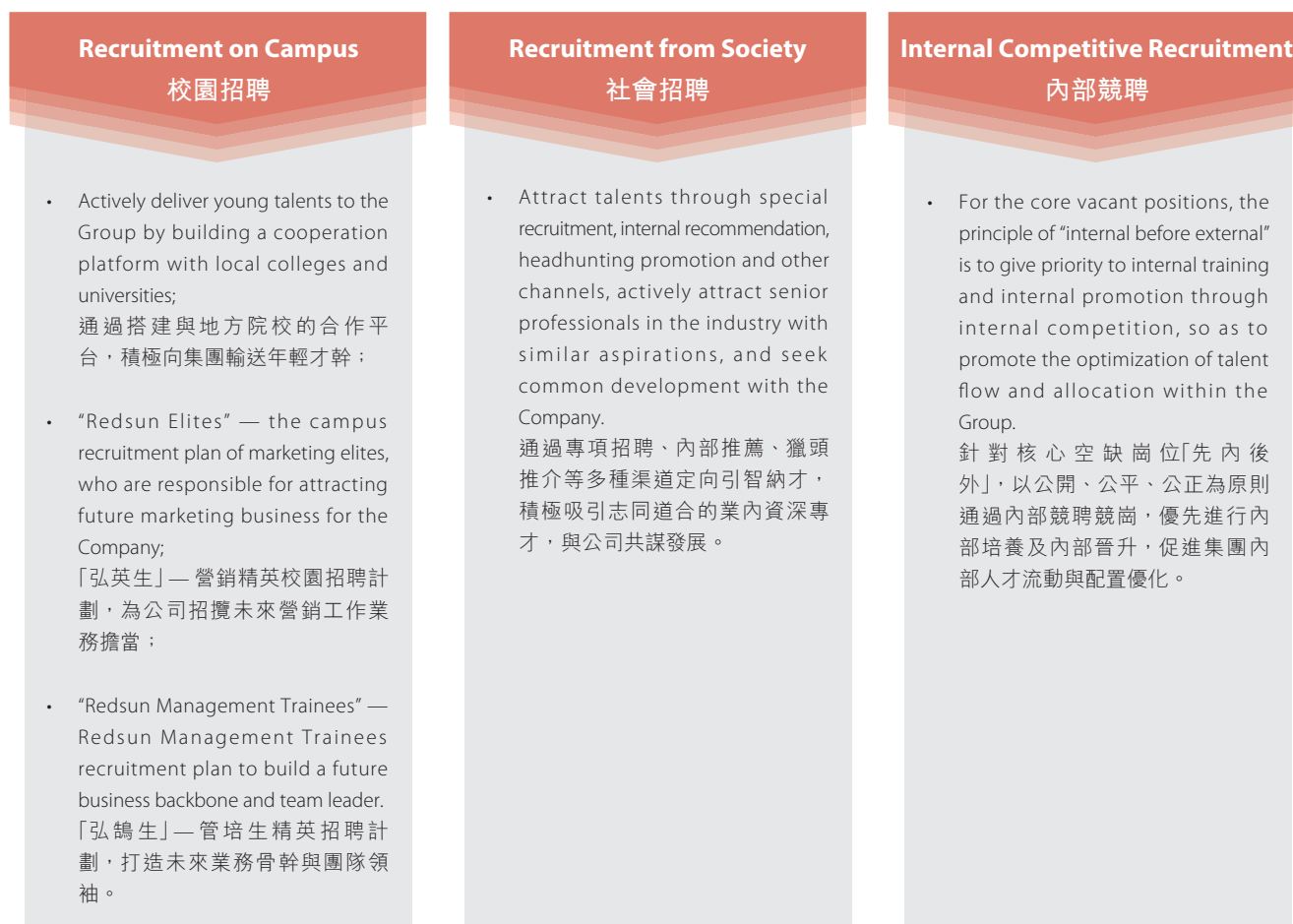
在人才引進、培養和提升方面，我們杜絕將僱傭相關政策與性別、殘疾、民族、地域、宗教等個人特色掛鉤，保證員工群體多元化，提倡公平競爭、倡導同工同酬，堅持特殊關係迴避原則，提供平等僱傭機會，並努力消除就業歧視。報告期內，我們完善了《弘陽地產集團招聘管理制度》、《弘陽地產集團員工關係管理制度》進一步規範弘陽地產招聘工作，以標準化的招聘流程助力預期招聘目標達成，以優秀人才支持公司戰略佈局，賦能業務穩健發展。

員工招聘

我們聚焦引入優秀專業人才，促進弘陽地產多元化戰略目標的實現與創新創造能力的提升，並通過持續完善我們的招聘體系，以積極發掘優秀人才為公司所用。

Redsun Properties' Recruitment Systems

弘陽地產招聘體系



At the same time, Redsun Properties supports our human resource management work efficiently by building an information-based human resource management platform, and will gradually cover the quantitative management of information-based data in the whole life cycle of employees, so as to continuously deepen the digital transformation of human resource management.

同時，弘陽地產通過搭建信息化的人力資源管理平台，高效支撐我們的人力資源管理工作，並將逐步覆蓋員工全生命週期的信息化數據量化管理，不斷深化人力資源管理工作的數字化轉型。

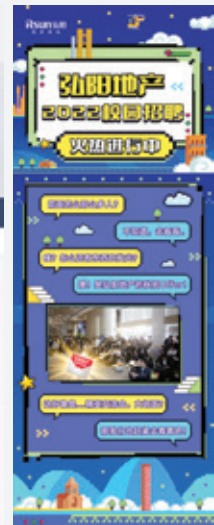
EXAMPLE 示例

Rich and diverse talent recruitment and attraction activities
豐富多樣的人才招聘與吸引活動

- We meet, publicize, and communicate with talents to help potential employees understand and recognize Redsun
人才見面宣貫與交流，幫助潛在僱員了解弘陽、認可弘陽



- Online publicity and Wechat tweets attract potential graduates to join Redsun and contribute to Redsun
空中宣講配合微信推文，吸引潛力畢業生加入弘陽、奉獻弘陽



- Redsun Properties' internal competitive recruitment, explore potential internal talents, empower Redsun and give back to Redsun
弘陽地產內部競聘選聘，發掘潛質內部人才賦能弘陽、回饋弘陽

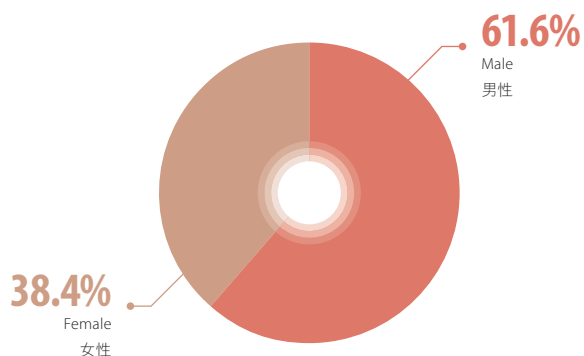
Under the background of highly market-oriented talents in the industry, we carry out employee incentive through multiple dimensions (e.g. career development, salary improvement, performance incentive, welfare guarantee, professional training, post responsibility expansion and employee care), and constantly improve employees' sense of identity and belonging to the Company, so as to retain talents, stabilize talents, improve employee stability and attract employees to stay in office for a long time. The Group also carried out retrospective analysis according to the reasons for employees' resignation, targeted policy optimization, optimized posts, carried out accurate recruitment, and continued to strengthen the guidance of new employees to help them quickly integrate into the Company's atmosphere.

在行業人才高度市場化的背景下，我們一方面通過職業發展、薪酬提升、績效激勵、福利保障、專業培訓、崗責拓展、員工關愛等多維度開展員工激勵，不斷提升員工對公司的認同感、歸屬感以留住人才、穩住優才，提高員工穩定性，吸引員工長期留任。另一方面本集團根據員工離職原因開展回顧性分析，並針對性進行政策優化，優化崗位開展精準招聘，同時持續加強新員工引導，幫助新員工快速融入公司氛圍。

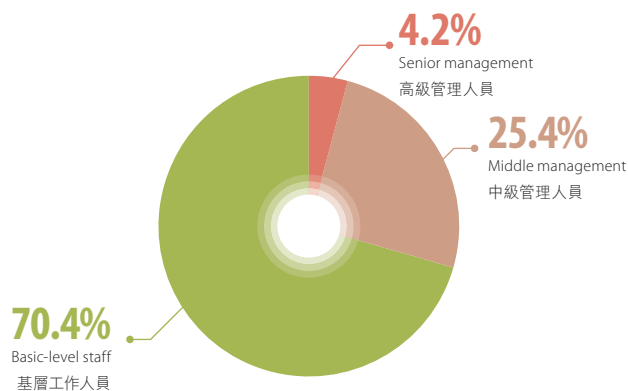
As of 31 December 2021, Redsun Properties has a total of 3,097 employees, all of whom are full-time employees. The employees are divided by gender, employment type, age and region as follows:

截至2021年12月31日，弘陽地產員工共計3,097人，均為全職員工，員工按性別、僱傭類型、年齡和地區劃分的情況如下：

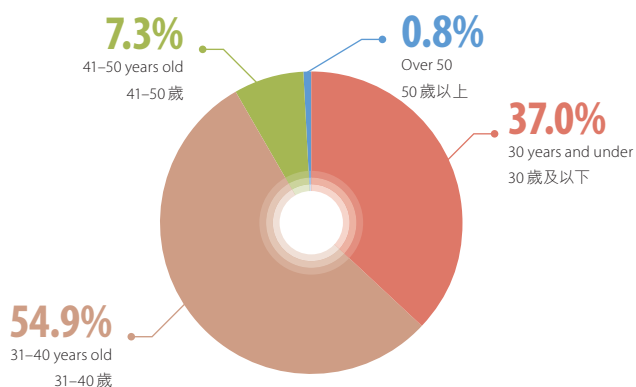
Percentage of employees by gender
按性別劃分的員工百分比



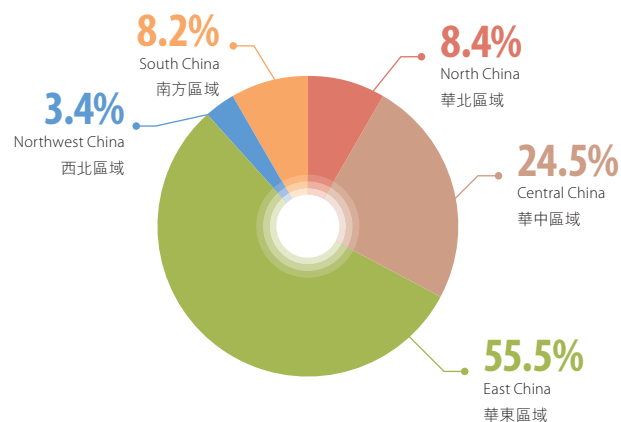
Percentage of employees by type of employment
按僱傭類型劃分的員工百分比



Percentage of employees by age group
按年齡組別劃分的員工百分比



Percentage of employees by Region
按地區劃分的員工百分比



Training and Development

Excellent talents are the driving force for the sustainable development of enterprises and the key to building the core competitiveness of enterprises. Adhering to the concept of common development with employees, we are committed to cultivating and motivating employees to grow and develop continuously. We provide diversified learning mode and comprehensive training mechanism for all employees, fully meet their learning and upgrading needs, realize the integrated development of their general skills and management skills, and gradually realize their long-term career goals.

Training System

Redsun Properties continues to improve its employee training system and pays attention to the training of employee leadership, strategy, internal drive, collaboration and execution. We fully respect the training needs of our employees and, on the basis of integrating internal and external learning resources, further standardize our training requirements for different types of employees, such as core staff of lines, high-calibre and high-performance talents and new recruits. Through diversified talent development projects including **“Cornerstone Action”, “I-hawk Scheme”, “Brigadier Scheme”** and **“Leadership Scheme”**, we strive to cultivate high-quality talents, tap high-potential talents, continuously promote the systematic construction of talent echelons and help employees and the Company grow together.

Supported by leadership echelon development — professional ability development — cross-industry projects/workshops — new employees integration, and based on online learning platform and talent review, Redsun Properties carries the training objectives of strategic coordination, business focus, professional improvement, talent cultivation and deep-rooted core values, comprehensively identifies, trains, reserves and transports high-quality management talents, steadily supports our talent strategy and enables the Company to develop steadily.

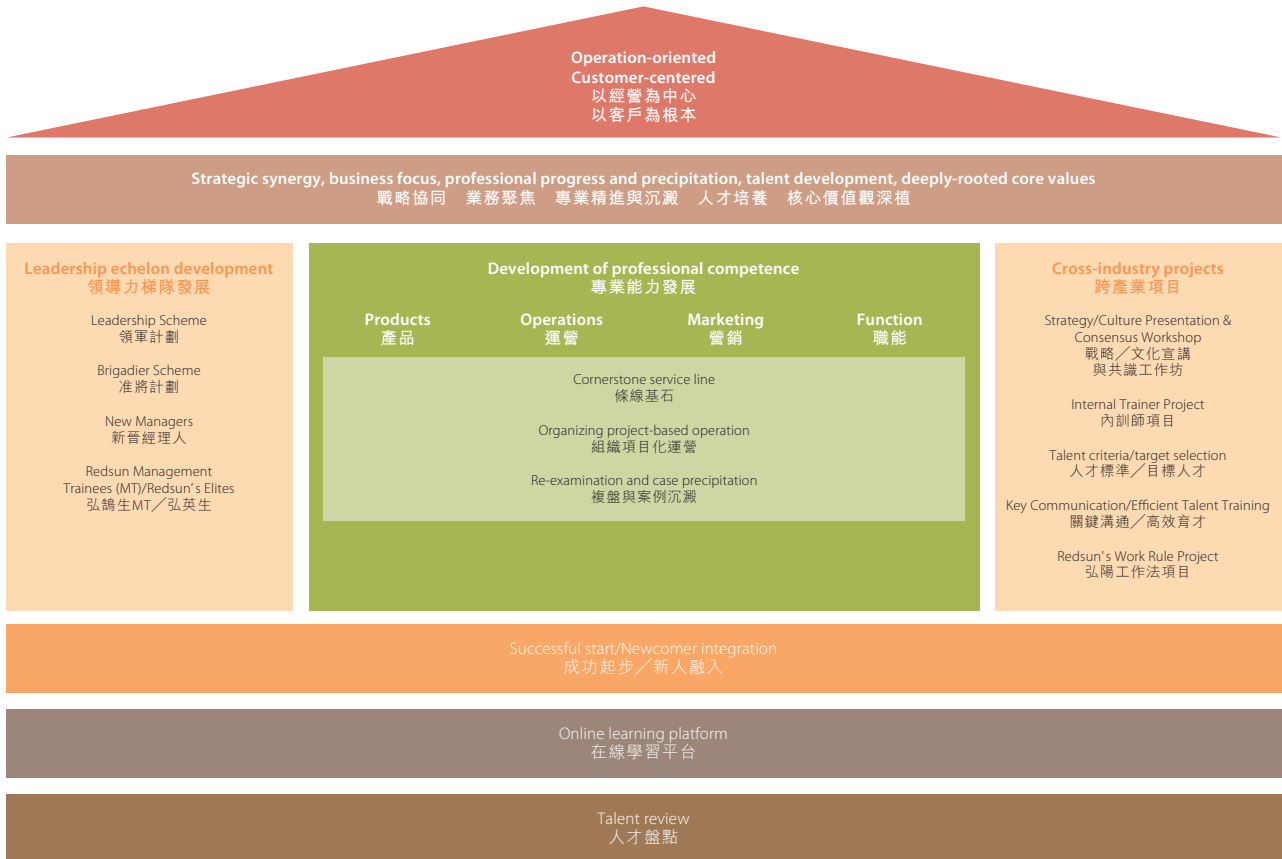
培訓與發展

優秀人才是企業可持續發展的動力和打造企業核心競爭力的關鍵。我們秉持與員工共同發展理念，致力於培養並激勵員工不斷成長發展。我們為全體員工提供多元化的學習模式與完善的培訓機制，全方位滿足員工學習提升需求，實現員工通用技能和管理技能的融合式發展，以及長遠職業目標的逐步實現。

培訓體系

弘陽地產持續完善員工培訓體系，關注員工領導力、戰略力、內驅力、協作力和執行力的培養。我們充分尊重員工培訓需求，並在整合內外部學習資源的基礎上，進一步規範我們對核心骨幹、雙高人才、新進人員等不同類型僱員的培訓要求，通過包含**「基石行動」「弘鵠計劃」「準將計劃」「領軍計劃」**在內的多樣化人才發展項目，努力培養高素質人才、挖掘高潛力人才，持續推進人才梯隊的體系化建設，幫助員工和公司共同成長。

弘陽地產以領導力梯隊發展 — 專業能力發展 — 跨產業項目／工作坊 — 新員工融入為支撐，以在線學習平台、人才盤點為基礎，承載戰略協同、業務聚焦、專業精進、人才培養、核心價值觀深植的培訓目標，全面識別、培養、儲備、輸送高質量管理人才，穩健支撐我們的人才戰略，賦能公司穩健發展。



In 2021, Redsun Properties, relying on the fully upgraded Redsun Leadership Development Center, carried out special training programs with multiple themes, aiming at talent incubation, continuously improved our talent training system, enabled employees to forge internal force, and enabled employees to advance with the Company and realize their own value.

2021年，弘陽地產依託全面升級的弘陽領導力發展中心，開展了多主題的專項培訓項目，以人才孵化為目的，不斷完善我們的人才培訓體系，賦能員工鍛造內力，讓員工與公司一起篤定前行，實現自身價值。

Cornerstone Action:
基石行動：

Focus on the development of professional competence and in-depth training of key talents in various functional lines. A total of nearly 10 special training sessions were organized, and a knowledge map of the professional capabilities of 10 major lines was released to consolidate the professional capabilities of the business in an all-around way.

聚焦各職能條線骨幹人才的專業能力發展與人才深度培養。累計組織近10場專項集訓，發佈10大條線專業能力知識圖譜，全面夯實業務專業能力。

Brigadier Scheme:
准將計劃：

Focus on the four dimensions of operation, business, management and Redsun power, emphasizing the internal improvement of knowledge of development, knowledge of operation, mastery of business, risk control, learning of culture, knowledge of oneself, role change and leadership, the management role transformation of professional backbone can be enabled.

聚焦經營、業務、管理、弘陽力四大維度，圍繞知發展、懂經營、熟業務、控風險、學文化、知自己、轉角色、領導力的內功提升，賦能專業骨幹的管理角色轉型。

I-hawk Scheme:
弘鵠計劃：

The first training focused on cultural promotion and integration into suitable posts, covering the 2021 Management Trainees in an all-round way, and simultaneously started a systematic management training mechanism combining regular training with special post guidance and instruction.

首次集訓聚焦文化宣導及融入適崗，全面覆蓋2021屆管培生，並同步啟動定期集訓與專崗指導帶教相結合的體系化管培機制。

Leadership Scheme:
領軍計劃：

Focus on the construction of echelon talents and the management of back-up talents reserve, and pay attention to the cultivation of core competence and comprehensive quality from lean control of the whole value chain to the terminal value output capability of customers and services.

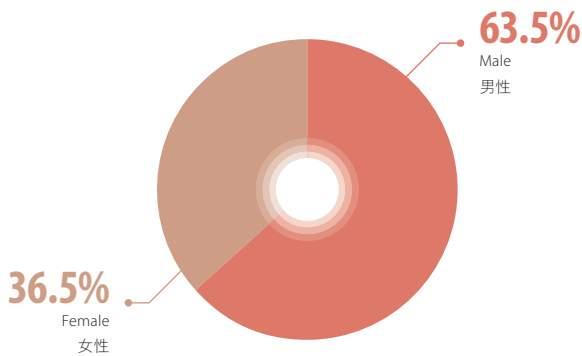
聚焦梯隊人才建設，與管理後備人才儲備，注重全價值鏈精益管控到客戶與服務的終端價值輸出能力的核心能力與綜合素質培養。

As of 31 December 2021, the number of employees trained by Redsun Properties reached 2,836, with a total training time of 28,530.16 hours. The average number of training hours per employee was 10.06 hours, with a training coverage rate of 91.2%.

截至2021年12月31日，弘陽地產員工受訓人數達2,836人，培訓總時長達28,530.16小時，每位員工平均受訓時數為10.06小時，培訓覆蓋率達91.2%。

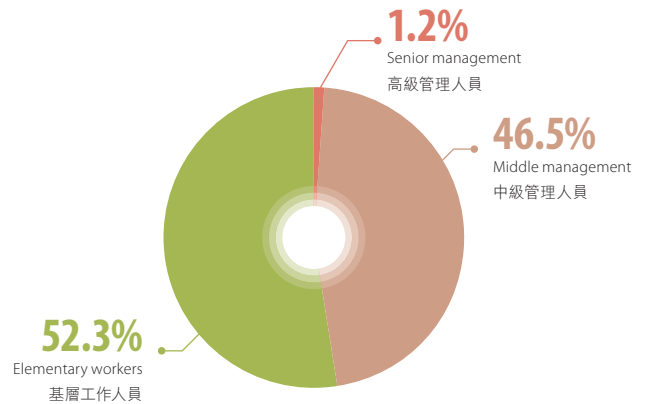
Percentage of trained staff by gender

按性別劃分的受訓員工比例



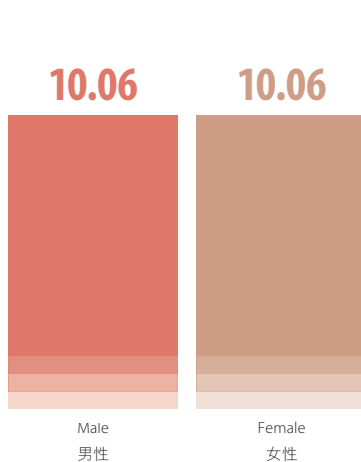
Percentage of trained staff by employment type

按僱傭類型劃分的受訓員工比例



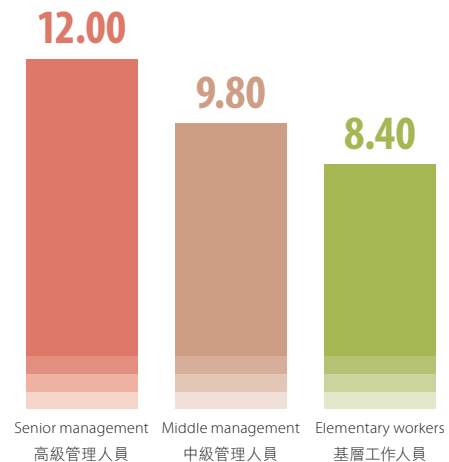
Average training hours of staff by gender

按性別劃分的員工平均培訓時數



Average training hours of staff by employment type

按僱傭類型劃分的員工平均培訓時數



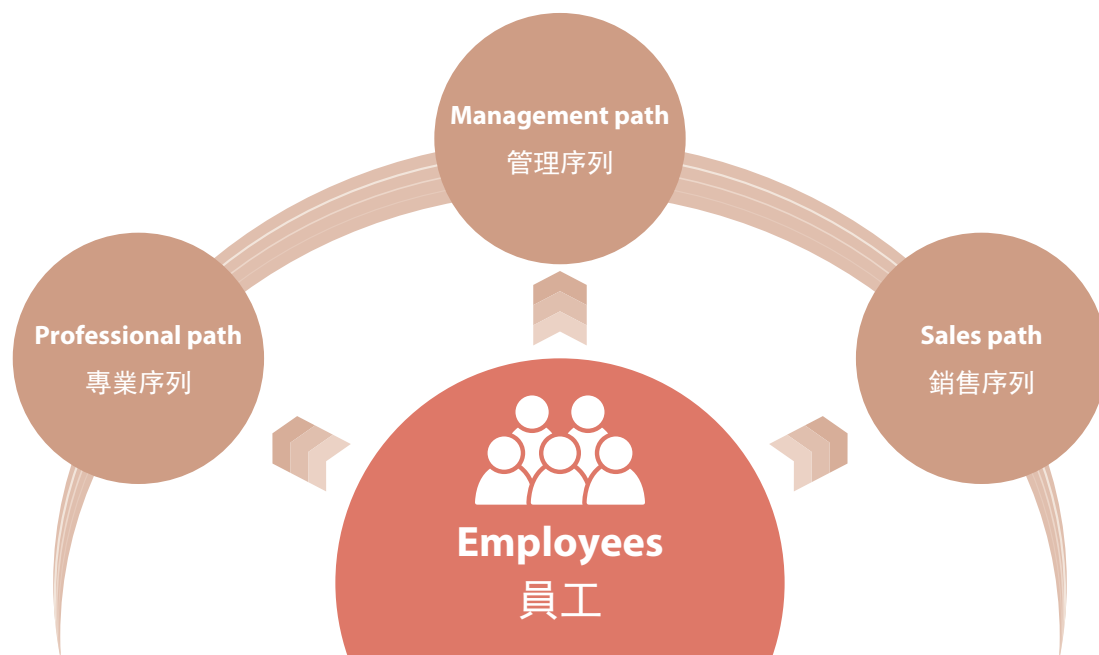
Promotion Mechanism

The Group upholds the development concept of fairness and justice and encourage diversity of talents, pay attention to the career development planning of our employees, and continuously improve the promotion and assessment mechanism through the staff competency model. We have created clear and smooth career promotion paths for our employees, opened up promotion channels in different dimensions for professional, management and sales categories, and defined promotion channels and qualification standards for each position and level in the Management Regime of Position and Rank System (《職位職級體系管理制度》) and Staff Turnover Management Measures of Redsun Properties Group (《弘陽地產集團員工異動管理辦法》), helping our employees to position their own career development direction, providing promotion opportunities for excellent talents and helping our employees to realize their career development. Redsun Properties' internal resources for qualification evaluation, career counseling and vocational training are open to all employees, and all employees are guaranteed the right to apply for internal development, ensuring an equal competitive environment and career development opportunities for Redsun Properties employees.

晉升機制

本集團秉持公平公正、鼓勵人才多元化的發展理念，注重員工的職業生涯發展規劃，通過員工勝任力模型，持續完善晉升與考核機制。我們為員工打造了清晰、暢通的職業晉升路徑，打通了專業類、管理類、銷售類不同維度的晉升通道，並在《職位職級體系管理制度》、《弘陽地產集團員工異動管理辦法》中明確了各崗位、各層級的晉升通道及任職資格標準，幫助員工定位自身職業發展方向，為優秀人才提供晉升機會，幫助員工實現職業發展。弘陽地產內部的任職資格評價、職業輔導諮詢與職業培訓資源面向全體員工開放，並確保全體員工擁有申請內部發展的權利，保障弘陽地產僱員平等的競爭環境和職業發展機會。

Employees promotion development path 員工晉升發展通道



Performance incentives

Redsun Properties focuses on establishing a sustainable development link between employees and the Company through performance incentives. We have established a staff incentive system for Redsun Properties through systems such as “Staff Performance Management System of Redsun Properties Group” (《弘陽地產集團員工績效管理制度》), “Option Management System of Redsun Properties Group” (《弘陽地產集團期權管理制度》) and “Performance Share Management System of Redsun Properties Group” (《弘陽地產集團業績股份管理制度》). The design, implementation and results application of our performance incentive system focus on comprehensively and objectively evaluating the comprehensive performance of employees, improving the matching degree of employees’ quality, ability, performance and job requirements, and promoting the goal community of sustainable development of employees and enterprises.

At the same time, we formulate personalized improvement plans for our employees to facilitate targeted improvement of performance and capabilities. By linking the results of performance appraisal with the salaries of the employees, we are able to truly and objectively reflect the performance of the employees with performance bonuses and share the development results with the employees, so that the employees can obtain a sense of professional achievement in the enterprise and are willing to contribute their own strength to the development of the enterprise in the long term.

Employee care

Redsun Properties always adheres to the “People-Oriented” concept of talent responsibility, actively creates an internal atmosphere of respect, equality and inclusiveness, and provides employees with a more comfortable working environment, a more open channel of dialogue, more considerate caring projects, more practical forms of assistance and more diversified staff activities through the construction of a comprehensive talent care mechanism, so that employees can feel the warmth of the Company.

績效激勵

弘陽地產注重通過績效激勵建立員工與公司的可持續發展紐帶。我們通過《弘陽地產集團員工績效管理制度》、《弘陽地產集團期權管理制度》、《弘陽地產集團業績股份管理制度》等制度，構建起弘陽地產員工激勵體系。我們績效激勵體系的設計、實施、結果運用圍繞著全面、客觀地評價員工的綜合績效，提高員工素質、能力、業績表現和崗位要求的匹配度，促進員工和企業的可持續發展目標共同體為目標。

同時，我們為員工制定個性化改進方案，便於員工有針對性提升績效和能力；我們通過將績效考核結果與員工薪酬掛鉤，便於以績效獎金真實、客觀地反映員工工作表現，與員工共同分享發展成果，從而讓員工能夠在企業獲得職業成就感，並願意長期為企業的發展貢獻自身力量。

員工關懷

弘陽地產始終秉承「以人為本」的人才責任理念，積極創造尊重、平等、包容的內部氛圍，通過建設完善的人才關懷機制，為員工提供更加舒適的工作環境，更加暢通的對話渠道，更加體貼的關懷項目、更加實際的幫扶形式以及更加多元的員工活動，讓員工感受公司溫暖。

Compensation and benefits

Redsun Properties actively provides employees with remuneration and benefits that are competitive in the market. We follow the principles of specialization, differentiation and unification, and actively construct a remuneration and benefits system that takes into account both external competitiveness and internal fairness. We provide employees with comprehensive remuneration and benefits consisting of fixed wages, short-term incentives, medium-and long-term incentives and employee benefits. Through such systems as the Remuneration Management System of Redsun Properties Group (《弘陽地產集團薪酬管理制度》), the Redsun Properties Group Staff Transfer Management Rules (《弘陽地產集團員工異地調動管理細則》), the Welfare Management System of Redsun Properties Group (《弘陽地產集團福利管理制度》) and the Redsun Properties Group Staff Purchase and Bring Your Own Computer Management Rules (《弘陽地產集團員工自購自帶電腦管理細則》), we advocate employees to earn rewards based on value contribution, safeguard employees' remuneration corresponding to labor achievements, and enhance employees' sense of belonging, cohesion and build a highly loyal workforce through caring welfare care.

We implement a multi-level welfare system and strive to improve the quality of life of our employees. In addition to paying all kinds of social insurance and housing funds for employees on time and in full in accordance with the requirements of relevant laws and regulations of the national and local governments, and providing statutory leave and paid leave benefits, we have also clarified the multi-level welfare system for employees of Redsun Properties through the Welfare Management System of Redsun Properties Group (《弘陽地產集團福利管理制度》): including subsidies for meals, transportation, relocation from other places, self-purchase of computers, commercial insurance, holiday solatium, annual physical examination and other benefits, so as to effectively enhance employees' sense of achievement.

薪酬福利

弘陽地產為僱員積極提供具備市場競爭力的薪酬與福利待遇，我們遵循專業化、差異化與統一化原則，積極構建兼顧外部競爭性與內部公平性的薪酬福利體系，為員工提供以固定工資、短期激勵、中長期激勵和僱員福利構成的全面薪酬福利。我們通過《弘陽地產集團薪酬管理制度》、《弘陽地產集團員工異地調動管理細則》、《弘陽地產集團福利管理制度》、《弘陽地產集團員工自購自帶電腦管理細則》等制度，倡導員工憑藉價值貢獻獲取回報，保障員工獲得與勞動成果對應報酬，並通過貼心的福利關愛，增強員工的歸屬感、凝聚力，構建高忠誠度的員工隊伍。

我們實行多層次的福利體系，努力提高員工生活品質。除按國家、地方政府相關法律法規要求，按時足額交納員工各類社會保險金、住房基金，提供法定休假、帶薪休假福利外，我們亦通過《弘陽地產集團福利管理制度》明確了弘陽地產僱員的多層次福利體系：包含餐費、交通、異地調動、自購計算機等補貼，商業保險，節日慰問金，年度體檢等多項福利，切實提升員工的獲得感。

Redsun's Welfare System

弘陽福利體系

Statutory basic benefits

法定基礎福利

- Social insurance;
- Housing fund;
- Statutory holidays;
- Paid leave.

- 社會保險；
- 住房公積金；
- 法定假期；
- 帶薪休假。

Redsun employee benefits

弘陽僱員福利

- Insurance benefits: supplementary commercial insurance;
- Subsidies and benefits: various corporate subsidies, including meals, communications, transportation, relocation, seniority, certificates, rental, etc.;
- Gift and welfare: corporate gifts including festivals, birthdays, weddings, births, hospitalizations, etc.;
- Special benefits: including special benefits such as annual medical examination of employees, medical examination for new employees and preferential purchase of houses;
- Corporate culture benefits: include corporate culture benefits such as birthday party/birthday care activities, group celebrations, quarterly group construction/geek tours/geek expeditions, holiday care/sympathy, afternoon tea, and sports activities.
- 保險福利：補充商業保險；
- 補貼福利：餐費、通訊、交通、異地調動、司齡、證書、租房等在內的各項公司補貼；
- 禮金福利：含節日、生日、結婚、生育、住院慰問等在內的各項公司禮金；
- 專項福利：含員工年度體檢、新員工入職體檢、內部購房優惠等專項福利；
- 企業文化福利：含生日會／生日關懷活動、集團司慶、季度團建／極客行／極客遠征、節日關懷／慰問、下午茶、文體活動等企業文化福利。

Employee communication

The employees' voice has been accompanied by the development and growth of Redsun Properties. By establishing a smooth and flexible employees communication system, we actively explore employees' communication channels to ensure that employees have windows for communication, channels for information transmission and responses for problem feedback.

員工溝通

員工的聲音一直伴隨著弘陽地產的發展與成長，我們通過搭建暢通、靈活的員工溝通體系，積極開拓員工溝通渠道，確保員工溝通有窗口，信息傳遞有渠道，問題反饋有響應。

An open and honest employees' communication system 開誠佈公的員工溝通體系



Thanks to our effective communication system, on the one hand, the latest business development, internal management system requirements and other operation and management developments can be directly communicated to each employee; on the other hand, the communication barrier between employee levels can be opened up, so that employees at all levels can actively make suggestions for the development of the Company through flexible and diverse communication channels, and employees and the Company can grow together through communication and reflection.

得益於我們運行有效的溝通體系，一方面可將最新的業務發展情況、內部管理制度要求等經營、管理動態直接傳達至每位員工，另一方面也打通員工層級間的交流溝通屏障，通過靈活多樣的交流渠道讓各級員工可以積極為公司發展建言獻策，也讓員工與公司在溝通反思之中共同成長。

EXAMPLE 示例

On-site communication and interaction between the management and the staff, answering questions and solving doubts

管理層與員工現場溝通互動、答疑解惑

- The "Face-to-Face" Series of Management Communication Events
管理層「面對面」系列專場溝通活動



At the same time, Redsun Properties fully respects the employees' right to appeal, fully protects the reasonable appeal and legitimate rights and interests of the complainants, and formulates corresponding protection measures for confidentiality and protection against retaliation, fully protecting the employees' right to speak.

同時弘陽地產充分尊重員工申訴權利，充分保護申訴人的合理訴求和合法權益，並制定了相應的保密和免遭打擊報復的保護措施充分保護員工的發言權。

Employee assistance

Redsun Properties advocates a healthy, harmonious and pleasant working atmosphere, advocates mutual love and assistance among employees, and is committed to creating a loving and warm working environment for Redsun Properties through staff care activities. Hong Yang Group Company has set up Redsun Caring Fund to solve the worries of employees and let them feel the Company's warmth. For the employees in difficulty, Redsun Properties actively assists the employees to apply for Redsun Caring Fund, implements the assistance work, and provides the necessary work and living convenience for the employees. During the Reporting Period, the Redsun Caring Fund has raised more than RMB3 million.

員工幫扶

弘陽地產倡導健康、和諧、愉悅的工作氛圍，倡導員工互愛互助，致力於通過開展員工關愛活動，努力打造弘陽地產有愛、有溫度的工作環境。弘陽集團已設立弘陽關愛基金，切實解決員工後顧之憂，讓員工感受公司溫度。對於困難員工，弘陽地產積極通過協助員工申請弘陽關愛基金，落實幫扶工作，為員工提供必要工作與生活便利。報告期內，弘陽關愛基金已籌得善款超300萬元人民幣。



Employee activities

Redsun Properties emphasizes the work-life balance of employees, pays attention to the physical and mental health of employees in an all-around way, and strives to create a positive corporate atmosphere. During the Reporting Period, we organized a variety of employees activities to help them balance their lives and work. We encourage and support our employees to form various entertainment clubs, and to carry out various sports and recreational activities including badminton and basketball games, to help our employees to ease the pressure of work and life and to add health and vitality. At the same time, we have carried out a series of group activities around the theme of the 25th anniversary of the group companies' establishment, continuously enhancing the cohesion of the organization, actively enriching the "Redsun" positive energy and strengthening the employees' sense of belonging.

員工活動

弘陽地產強調員工工作與生活的平衡，全方位關注員工的身心健康，努力營造積極向上的企業氛圍。報告期內，我們組織豐富多彩的員工活動，幫助員工平衡生活與工作。我們鼓勵並支持員工組建各類文娛俱樂部，開展包括羽毛球、籃球等體育在內的多樣文體娛樂活動，幫助員工緩解工作與生活壓力、增添健康活力。同時我們圍繞集團公司成立25週年等主題開展了一系列團隊集體活動，不斷提升組織凝聚力，積極「弘陽」正能量，增強員工歸屬感。

EXAMPLE 示例

Cohesion and happiness — outdoor quality development group activities
凝心聚力，快樂同行 — 戶外素質拓展團建活動



Stay closer, walk farther — the group companies' 25th anniversary celebration activities
心更近，行更遠 — 集團公司25週年司慶系列活動



Walk farthest with boundless love — geek expeditions for employees
行至遠，愛無疆 — 員工極客遠征活動



Female employee care

We advocate equal job opportunities and give more consideration to female employees. We offer care and sympathy to frontline female employees through festivals such as the Women's Day and Mother's Day, and provide maternity leave and heart-warming benefits for employees during their pregnancy, childbirth and lactation in accordance with national and local laws and regulations, including maternity gift paid in the name of the Company, flexible adjustment of daily workload, and the installation of mother-to-child facilities. We sincerely help female employees and their families to welcome the arrival of new life.

As at 31 December 2021, the overall employee turnover rate of Redsun Properties was 26%, broken down by gender, age group and region as follows:

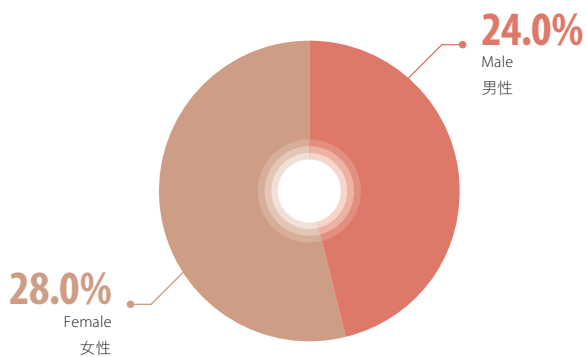
女性員工關懷

我們提倡平等的工作機會，同時給予女性員工更多體貼關懷。我們通過三八節、母親節等節日關懷與慰問一線女性員工，按照國家和地方法律規定為「三期」（孕期、產期、哺乳期）員工提供生育假期和暖心福利，包含以公司名義發放的生育禮金、對日常工作量的靈活調節、母嬰便利設施的設置，衷心幫助女性員工及其家庭迎接新生命的到來。

截至2021年12月31日，弘陽地產員工整體流失率為26%，其中按性別、年齡組別及地區劃分如下：

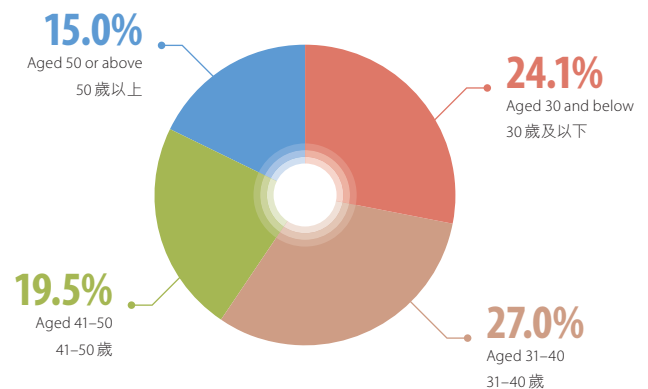
Employee turnover rate by gender

按性別劃分的員工流失率



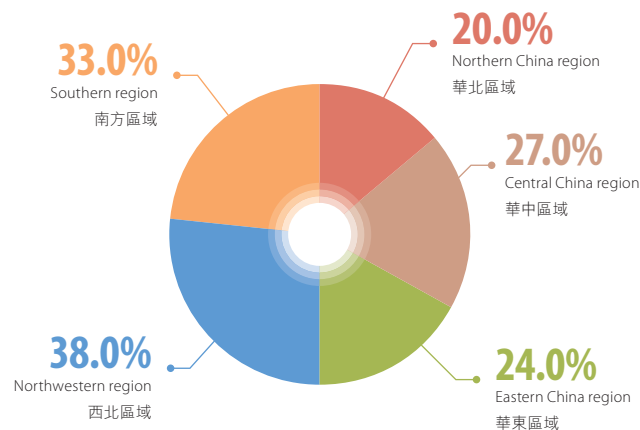
Employee turnover rate by age group

按年齡組別劃分的員工流失率



Employee turnover rate by region

按地區劃分的員工流失率



Health and safety

Redsun Properties attaches great importance to the health and safety of its employees and is committed to creating a comfortable, healthy and safe working environment for its employees, so as to protect their physical and mental health while enhancing their productivity.

Office and construction safety management

We always adhere to the management policy of "Safety First, Prevention Based and Comprehensive Management", and strictly control the risk of major safety accidents as the top ten risks at the level of Redsun Properties Group. Safety in production has attracted the attention of the Group's board of directors and senior management. We pay attention to strengthening and implementing the main responsibility for safety in production. We have established a production safety management mechanism with corporate responsibility, department leadership and staff participation, covering all headquarters, regional companies and various projects. We strictly abide by the Production Safety 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 the Prevention and Treatment of Occupational Diseases (《中華人民共和國職業病防治法》) and Regulation on Work-Related Injury Insurances (《工傷保險條例》) and other laws and regulations to create a harmonious and comfortable working atmosphere and a healthy and safe office and construction environment for the Group's employees.

Based on the business characteristics and actual management of Redsun Properties, in terms of construction safety, we have prepared and issued safety management related specifications such as the Construction Assessment Management System (《工程考核管理制度》) and the Construction Technology Management System (《工程技術管理制度》), etc. to strengthen the responsibility system for production safety between ourselves and the project constructors and promote the standardization of production safety. In terms of office safety, on the one hand, we provide comprehensive safety training and guidance to our employees to continuously enhance their safety awareness; on the other hand, we actively cooperate with the construction of the safety culture and implementing good safety practices in Redsun Properties. In addition, we regularly carry out safety assessment and follow-up improvement work such as comprehensive investigation of hidden dangers in construction and office, safety inspection, flight inspection, etc., continuously rectify the safety problems found, take safety work as an important part of management performance assessment, severely pursue responsibility for safety accidents, and refine the safety requirements of Redsun Properties in implementation, control in details and assessment, and continuously improve our safety management level.

健康與安全

弘陽地產高度重視員工的健康與安全，致力為員工打造舒適、健康與安全的工作環境，在保護員工身心健康的同时提升生產力。

辦公與施工安全管理

我們始終堅持「安全第一、預防為主、綜合治理」的管理方針，將重大安全事故風險作為弘陽地產集團層面十大風險進行嚴格管控。安全生產受到集團董事會及高級管理層的關注，我們注重強化和落實安全生產主體責任，已建立起企業負責、部門牽頭、員工參與，全面覆蓋總部、區域公司及各項目的安全生產管理機制，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》、《工傷保險條例》等法律法規，為本集團僱員創造和諧舒適的工作氛圍和健康安全的辦公與施工環境。

結合弘陽地產業務特性與實際管理情況，在施工安全方面，我們編製並下發了《工程考核管理制度》、《工程技術管理制度》等安全管理相關規範，強化自身與項目施工方的安全生產責任制，推進安全生產標準化建設；在辦公安全方面，我們一方面為員工提供全面的安全生產培訓與引導，持續提升員工安全意識，另一方面我們積極配合安全生產文化建設工作，在弘陽地產內推行良好安全實踐。此外，我們定期開展在施工及辦公方面的隱患全面排查、安全檢查、飛行檢查等安全評估與跟蹤改善工作，對發現的安全問題持續整改，並將安全工作作為管理層績效考核的重要內容，對安全事故嚴厲追責，把弘陽地產的安全要求精於執行、控於細節、嚴於考核，持續提高我們的安全管理水平。

As of 31 December 2021, Redsun Properties has not had any work-related deaths in the past three years. During the Reporting Period, Redsun Properties lost 94 working days due to work-related injuries.

截至2021年12月31日，弘陽地產近三年內未發生任何因工作導致人員死亡事件。報告期內，弘陽地產因工傷損失工作日數為94天。

Redsun Properties' closed-loop safety management series measures 弘陽地產閉環化的安全管理系列舉措



Occupational health

We are committed to providing a safe and healthy working environment for our employees, and to protecting their physical and mental health while adding vitality to our employees. We actively implemented the corporate occupational health responsibility and established a sound management system for occupational disease prevention and control. Redsun Properties complies with the national requirements for occupational health risk warning and notification, individual staff protection, on-site supervision and sampling, staff health examination, additional commercial insurance and other requirements in daily supervision, and realizes closed-loop management of occupational health.

Redsun Properties cooperates with professional medical institutions to provide regular physical examination for employees, so that employees can know their own health status in time and eliminate potential health hazards. Supporting employee health consultation and health training lectures can answer employees' health doubts and promote a healthy lifestyle. Our staff club offers badminton, basketball and other interest classes all the year-round, and regularly carries out various staff activities according to the needs of the staff, so as to facilitate the staff to strengthen their physique after work.

職業健康

我們致力於為員工提供安全健康的工作環境，在保護員工身心健康的同時增添員工自身活力。我們積極落實企業職業健康主體責任，建立健全的職業病防治全員責任管理體系。弘陽地產遵守國家在日常監管中要求的職業健康的風險警示告知、員工個體防護、現場監督採樣、員工健康體檢、額外商業保險等要求，實現職業健康閉環管理。

弘陽地產與專業醫療機構合作為員工提供的定期體檢，讓員工可及時了解自身健康狀況，排除健康隱患。配套的員工健康諮詢及健康培訓講座，為員工解答健康疑惑，科普健康生活方式。我們的員工俱樂部常年開設羽毛球、籃球等興趣班，並按員工需求定期開展豐富多彩的員工活動，方便員工在工作之餘強健自身體魄。

EXAMPLE 示例

Sports carnival — 2021 annual staff games 運動嘉年華 — 2021年員工年度運動會

In order to promote employees' health and let them relax in the busy work, we will organize annual sports games for all staff every year, including badminton, basketball, boating and many other events, to enrich the employees' life and enhance the employees' teamwork and sense of belonging.

為促進員工的身體健康，讓員工在忙碌的工作中放鬆，我們每年將會面向所有員工組織年度運動會，包含羽毛球、籃球、劃船等多項項目，豐富員工的生活，增強員工的團隊協作及歸屬感。



Epidemic protection

Redsun Properties has ensured the health and safety of its employees with regular epidemic management measures to maintain a stable operation of its business. The epidemic prevention emergency management center we set up at the headquarters of Redsun Properties Group is responsible for the overall management of epidemic prevention work of Redsun Properties Group, overall coordination of internal and external resources, notification of epidemic prevention and control dynamics and epidemic early warning as well as other supporting epidemic prevention work. In addition, during the critical period of resuming work and resuming production and preventing and controlling the epidemic, we relied on the Company's resources to purchase and distribute anti-epidemic materials such as hand-washing disinfectant, alcohol, disinfection wet wipes, masks and other anti-epidemic materials for our employees and their families to provide protection and well-being.

疫情保障

弘陽地產以常態化的疫情管理措施保障員工健康安全，維持業務穩定營運。我們於弘陽地產集團總部設置的防疫應急綜管中心，負責統管弘陽地產集團防疫工作、統籌協調內外部資源、通報防疫防控動態與疫情預警等配套防疫工作。此外，我們在復工復產、疫情防控的關鍵時期，依託公司集採資源為員工採購、發放免洗手消毒液、酒精、消毒濕巾、口罩等防疫物資，為堅守崗位的員工及其家人送上防護與安康。

Details of prevention and control measures

防控措施細節化

- Dynamic notification and timely warning of epidemic prevention and control;
疫情防控動態通知與及時預警；
- Continuous epidemic prevention popularization and publicity;
持續性防疫科普與宣貫；
- Regular replenishment and distribution of key epidemic prevention materials;
關鍵防疫物資定期補充與發放；
- Nucleic acid detection arrangement is coordinated with centralized vaccination;
核酸檢測安排與疫苗集中接種協調；
- Employees' travel is strictly reported.
員工差旅嚴格報備。

Routine of prevention and control measures

防護措施常態化

- Closed management of production sites, code inspection and entry, registration of temperature measurement and regular disinfection;
生產場所封閉管理、驗碼進場、測溫登記並定期消殺；
- Online telecommuting, recruitment and training support;
遠程線上辦公、招聘與培訓支持；
- Epidemic risk and local prevention and control policies are continuously tested;
疫情風險與各地防控政策持續檢測；
- Track employees' itinerary and health information.
員工行程、健康信息跟蹤。

EXAMPLE 示例

Redsun Properties' epidemic prevention and control measures
弘陽地產疫情防控舉措

The anti-epidemic work deployment plan of Redsun Properties effectively covers the headquarters, regional companies, subordinate communities and the project sites. We responded to the agile epidemic emergency response mechanism and regular epidemic prevention control measures, which not only provided strong epidemic prevention guarantees for our employees, but also for our customers and owners. At the same time, we also ensured the safe and orderly and steady development and advancement of various production work of Redsun Properties.

弘陽地產的抗疫工作部署方案有效覆蓋了總部、各區域公司、下屬社區及項目現場，我們響應敏捷的疫情應急處理機制與常態化防疫管控措施，不僅為我們的員工也為我們的客戶、業主提供有力的防疫保障，同時也確保了弘陽地產各項生產工作的安全有序地穩步開展與推進。

PARTNER COOPERATION

Redsun Properties upholds the cooperative principle of sincere cooperation and joint development, maintains a good win-win relationship with its suppliers and other partners in the same industry, and is committed to creating a better business environment and promoting the common progress of the real estate industry as a whole. At the same time, we will fulfill our social responsibilities into the whole process of enterprise development, pay attention to social development, spare no effort to carry out charitable projects, and comprehensively care for the vulnerable groups in society through the establishment of schools, respecting the elderly and helping the children, disaster relief and other aspects, so as to contribute our loving power to the construction of a better society.

Supplier management

We are fully aware of the importance of good supply chain management in providing quality services and promoting enterprise development. By formulating and issuing the Supplier Management Measures of Redsun Properties Group (《弘陽地產集團供應商管理辦法》), we clarified the responsibilities of various departments and the management process of suppliers, and systematically streamlined the contents of supplier access, evaluation, hierarchical management, communication mechanism, complaints and supervision and management, etc., so as to make enterprise management more institutionalized and systematic.

夥伴合作

弘陽地產秉持誠信合作、共同發展的合作宗旨，與供應商及其他同行業夥伴保持良好的合作共贏關係，互利互惠，致力於營造更美好的營商環境，促進房地產行業整體的共同進步。同時，我們將履行社會責任融入企業發展的全過程，關注社會發展，不遺餘力開展慈善項目，通過興辦學校、尊老扶幼、賑災救援等方面，全面關愛社會中的弱勢群體，為構建美好社會貢獻愛心力量。

供應商管理

我們深知良好的供應鏈管理對於提供優質服務與促進企業發展的重要性。我們通過制定並發布《弘陽地產集團供應商管理辦法》，明確各部門職責及供應商管理流程，對供應商准入、評估、分級管理、溝通機制、投訴與監督管理等內容進行系統性梳理，整體性呈現，使企業管理更加制度化、體系化。

Supplier access process
供應商准入流程



For further guarantee of quality, we continuously improve the supplier grading management system. After establishing the supply relationship, we implement the grading management system for suppliers and assign them to the appropriate level. Through quarterly, semi-annual and annual performance evaluations of various suppliers, we classified our suppliers into five levels: excellent suppliers, qualified suppliers, restricted suppliers, unqualified suppliers and blacklisted suppliers, and managed them in different levels. Suppliers with a performance evaluation score of 65 or above are qualified. For suppliers with unqualified evaluation, we will limit their use by labeling on the procurement management platform.

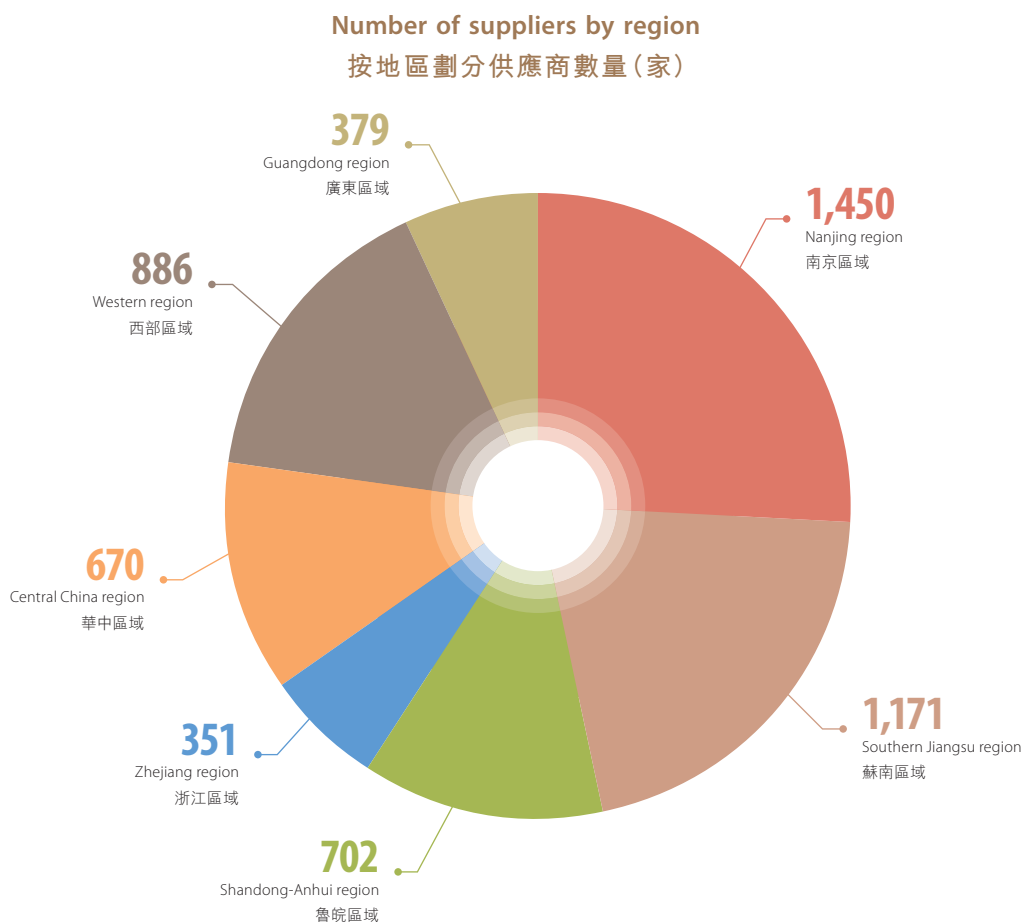
While paying attention to building a comprehensive procurement management system, Redsun Properties emphasizes the cooperation feelings of excellent suppliers and excellent project teams and has established an incentive mechanism for excellent suppliers. In response to the rating results of suppliers, we have formulated a compliant, reasonable and systematic assessment system as well as a reward and punishment system to motivate the suppliers' enthusiasm for providing high-quality services by way of giving rewards, and take punitive measures such as demotion to inferior suppliers. For excellent suppliers, we will invite them to participate in the supplier conference and issue them with honorary certificates. At the same time, we will give them priority procurement rights, preferential bid settlement and other incentives. We will terminate the cooperation with blacklisted suppliers whose bad behaviors, gross negligence or failure to fulfill their responsibilities and obligations as agreed in the contract cause adverse effects and losses to the Company, and we will never cooperate with them.

為進一步保障質量，我們不斷完善供應商分級管理體系。在確定供應關係之後，對供應商開展分級管理制度，為供應商評定相應等級。通過對各類供應商開展季度、半年度、年度履約評估，我們將供應商分為優秀供應商、合格供應商、限制條件使用供應商、不合格供應商及黑名單五個等級，並進行分級管理。履約評估得分在65分及以上的供應商為合格，對於評估不合格的供應商，我們則會在招採管理平台上通過貼標籤的方式限制使用。

在注重打造完善的招採管理體系的同時，弘陽地產重視優秀供應商、優秀項目團隊的合作感受，建立了優秀供應商激勵機制。針對供應商的評級結果，我們制定了合規、合理、系統的考核制度以及獎懲制度，通過給予獎勵的方式激發供應商提供優質服務的熱情，對劣質供應商採取降級等懲罰措施。對於優秀的供應商，我們將邀請參加供應商大會並為其頒發榮譽證書，同時給予優先集採權、優先清標結算等獎勵。對於合作過程中存在不良行為、嚴重過失、或未能按合同約定履行自身責任及義務給公司造成惡劣影響與損失的黑名單供應商，我們則會與其終止合作，並秉持永不合作的態度。

During the Reporting Period, Redsun Properties had a total of 5,609 suppliers. The breakdown of suppliers by region³ and procurement type is as follows:

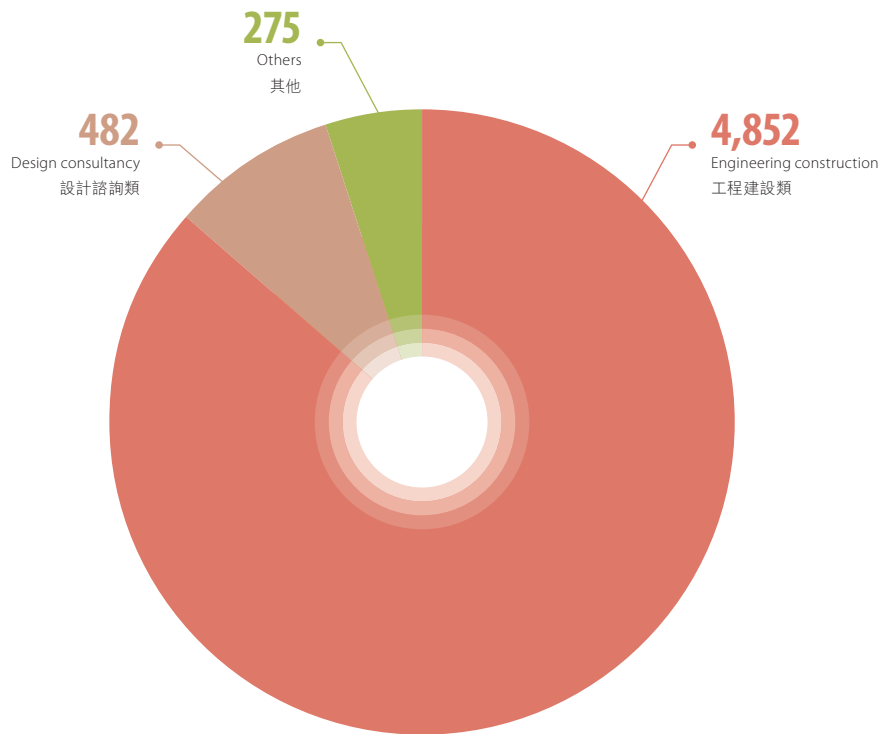
報告期內，弘陽地產共有5,609家供應商，按照地區³及採購類型劃分的供應商情況如下：



³ Guangdong region: Foshan, Guangzhou, Jiangmen
Central China region: Wuhan, Xiangyang, Changsha, Hengyang, Nanchang, Zhengzhou
Shandong-Anhui region: Jinan, Qingdao, Hefei, Bozhou, Anqing, Wuhu
Nanjing region: Nanjing, Yangzhou, Zhenjiang, Chuzhou, Nantong, Huai'an, Yancheng, Xuzhou, Suqian, Ma'anshan
Southern Jiangsu region: Suzhou, Wuxi, Changzhou
Zhejiang region: Hangzhou, Ningbo, Wenzhou, Huzhou, Taizhou, Jiaxing
Western region: Chengdu, Chongqing, Xi'an, Xianyang

³ 廣東區域：佛山、廣州、江門
華中區域：武漢、襄陽、長沙、衡陽、南昌、鄭州
魯皖區域：濟南、青島、合肥、亳州、安慶、蕪湖
南京區域：南京、揚州、鎮江、滁州、南通、淮安、鹽城、徐州、宿遷、馬鞍山市
蘇南區域：蘇州、無錫、常州
浙江區域：杭州、寧波、溫州、湖州、台州、嘉興
西部區域：成都、重慶、西安、咸陽

Number of suppliers by procurement type
按採購類型分類供應商數量(家)



Supplier integrity management

As a member of the "Corporate Anti-fraud Alliance", Redsun Properties always adheres to clean procurement and resolutely resists any acts of unfair competition and corruption in the procurement process and supplier performance process. When we sign project contracts with all suppliers, we include the **Integrity Agreement** as a standard clause, which clearly stipulates the possible non-compliant behaviors of both parties during the contract signing and procurement process, clarifies the responsibilities and obligations of both parties, and jointly maintains the culture of integrity in the industry. We include business ethics as an evaluation standard in all inspections during the cooperation and have zero tolerance towards suppliers with poor integrity or who violate the relevant terms of the compliance letter.

供應商廉潔管理

弘陽地產作為「企業反舞弊聯盟」的成員，始終堅持陽光採購，堅決抵制採購過程及供應商履約過程中任何不正當競爭和貪污腐敗的行為。我們在與所有供應商簽訂項目合同時，將《**廉正協議書**》作為標準條款包含在內，針對合同簽訂、採購流程中雙方可能存在的不良行為做出了明確規定，明確雙方的責任與義務，共同維護行業內的良好風氣。我們將商業道德作為考核標準納入合作環節的所有考察中，對於有誠信不佳行為或違反合規承諾函相關條款的供應商持零容忍的態度。

Environmental and social management of suppliers

Building a sustainable supply chain is one of the important tasks for enterprises to fulfill their social responsibilities and realize their long-term interests. In addition to business ethics, we also included suppliers' performance in occupational health and safety, environmental management and quality aspects in the Supplier Management Measures of Redsun Properties Group (《弘陽地產集團供應商管理辦法》) in the supplier access, evaluation and rating system, and put forward general requirements for safe and civilized construction, so as to require suppliers to operate in compliance, actively assume social responsibilities and cooperate to build a harmonious supply chain.

Suppliers are required to provide safety, quality and environmental qualifications and certification at the supplier access stage, and can only be approved to enter supplier database after qualification evaluation. In addition, we included the site safety and civilized construction, labor management, occupational health and safety management and quality management performance as important indicators in all inspection and inspection work during the cooperation process, and conducted full-cycle standardization and assessment on the responsible performance of suppliers to enable the construction of a responsible supply chain. During the Reporting Period, we conducted on-site evaluation on 1,942 suppliers and found no major non-compliance incidents involving labor disputes, environmental violations, etc.

We uphold the green and low carbon concepts, actively explore low-carbon supply chain solutions, and promote and lead the green construction of the supply chain. As the co-sponsor of the New Hongqiao Alliance, Redsun Properties will, jointly with relevant professional organizations, conduct a survey of the basic carbon emission data of major suppliers, establish a carbon emission database of the supply chain, and focus on building a low-carbon management system to facilitate the development of carbon footprint and carbon emission reduction of future projects.

In terms of green procurement, we give priority to the selection of renewable resources and products and equipment that are conducive to energy conservation and emission reduction, continuously reduce the procurement of high-pollution and high-emission derivative products, establish a guiding mechanism for the selection of low-carbon products, and promote the green development of the entire industrial chain.

供應商環境社會管理

打造可持續發展的供應鏈是企業踐行社會責任和實現長期利益的重要任務之一。除商業道德外，我們還在《弘陽地產集團供應商管理辦法》中將供應商在職業健康安全、環境管理以及質量方面的表現納入供應商准入、審核和評級體系中，對安全文明施工提出總體要求，以此要求供應商合規營運，積極承擔社會責任，協同打造和諧供應鏈。

我們在供應商准入階段即要求供應商提供安全、質量及環境方面的資質及認證，並對其審核通過後才可納入供應商庫。此外，我們將現場安全文明施工情況、勞工管理、職業健康安全以及質量管理方面的表現作為重要指標納入合作過程中的所有考察巡檢工作中，對供應商的負責任表現進行全週期性的規範與考核，賦能負責任供應鏈的建設。報告期內，我們對1,942家供應商開展了現場巡檢審核，未發現涉及勞工爭議、環境違規等方面的重大違規事件。

我們秉承綠色低碳理念，積極探索低碳供應鏈解決方案，推動並引領供應鏈綠色建設。弘陽地產作為新虹橋聯盟的聯合發起方，將聯合相關專業機構，開展對主要供應商的碳排放基礎數據調查，建立供應鏈碳排放數據庫，著力建設低碳管理體系，助力未來項目碳足跡、碳減排工作的開展。

在綠色採購方面，我們優先選用可再生資源以及有利於節能減排的產品及設備，不斷減少對有高污染高排放衍生產品的採購，建立優選低碳綠色產品引導機制，推動全產業鏈的綠色發展。

Supplier communication

The Group is committed to cultivating excellent suppliers with long-term cooperation. Through daily communication, supplier training, supplier conferences, satisfaction surveys and other means, we will build a bridge of communication with suppliers, listen to the voices of suppliers, effectively solve the practical difficulties and needs of our partners, build a harmonious, mutually beneficial and win-win supply chain management system, and work together with our partners in all fields to create a bright future.

供應商溝通

本集團致力於培育優秀、長期合作的供方，通過日常交流、供應商培訓、供應商大會、滿意度調查等方式，與供應商架起溝通的橋樑，聆聽供應商聲音，切實解決合作夥伴的實際困難和需求，打造和諧、互惠、共贏的供應鏈管理體系，與各領域合作夥伴合作共贏，攜手共創美好未來。



Daily communication 日常溝通

In the daily cooperation process, we actively maintain good communication and exchange with our suppliers, exchange information on cooperation, supplier evaluation and improvement, cultivation of high-quality resources, in-depth cooperation in financing development, etc., form an effective communication channel, and further strengthen the cooperative relationship.

我們在日常合作過程中積極與供應商保持良好的溝通與交流，就合作情況、供應商評估改進、優質資源培養、融資開發深入合作等進行交流，形成有效的溝通渠道，進一步加強合作關係的培養。



Training mechanism 培養機制

We have established a supplier training mechanism, and regularly conducted environmental, safety, quality and other related professional training for our suppliers to help them enhance their professional capabilities and effectively improve the quality of their own products.

我們建立了供應商培養機制，定期對供應商開展環境、安全、質量等相關專業培訓，幫助其提高專業能力的同時有效提升自身產品質量。



Satisfaction survey 滿意度調查

In order to better listen to the voices of suppliers, the Group conducts supplier satisfaction surveys through telephone, email, interview, WeChat and other means every year, and analyzes and summarizes the satisfaction results, puts forward improvement suggestions, and finally forms the Satisfaction Survey Summary Report.

為更好的傾聽供應商的聲音，本集團每年通過電話、郵件、面談、微信等方式開展供應商滿意度調查，並會對滿意度結果進行分析總結，提出改進建議，最終形成《滿意度調查總結報告》。



Complaint management 投訴管理

We have established and provided complaint channels to our suppliers. We uphold the principles of fairness, justice, simplicity and efficiency in handling complaints from suppliers and actively safeguard the legitimate rights and interests of our companies and suppliers.

我們建立並向供應商提供投訴渠道，秉持公平、公正和簡便、高效的處理原則對供應商投訴進行處理，積極維護公司和供應商的合法權益。

EXAMPLE 示例

“Great Plans, Concerted Efforts” 2021 annual supplier conference
「弘圖深耕 聚力共進」2021年度供應商大會

On 10 October 2021, Hong Yang Group Company held the 2021 annual supplier conference. This conference, with the theme of “Great Plans, Concerted Efforts”, was the first grand meeting of Hong Yang Group Company’s three major industrial groups, namely, Redsun Services, Hong Yang Commercial and Redsun Properties. More than 440 people from more than 290 outstanding partners were invited to attend the conference.

At the conference, the management personnel at all levels of Hong Yang Group Company delivered the core values of “Professionalism and Building Credibility for the Long Term” through keynote speeches. With the brand idea and cultural heritage of building credibility for the long term, they adhered to the principles of fairness, justice and transparency, and jointly reviewed the past of Redsun and looked forward to the future of Redsun.

The development of Redsun Properties cannot be separated from the support of its partners. At this supplier conference, Redsun expressed its sincere gratitude to the long-term partners who walked side by side. At the same time, it also commended the excellent partners and thanked them for their company all the way to open a new chapter in the future and create a more splendid vision for our ambition.

2021年10月10日，弘陽集團召開2021年度供應商大會。本次大會以「弘圖深耕，聚力共進」為主題，是弘陽集團首次集弘陽服務、弘陽商業、弘陽地產三大產業集團共同召開的盛會，大會特邀290餘家優秀合作夥伴代表共440餘人參加。

大會上，弘陽集團各級管理人員通過主題演講，傳遞「在商言人，誠者致遠」的核心價值觀，以誠者致遠的品牌主張和文化底蘊，堅守公平公正、陽光透明的合作原則，共同回顧弘陽過去，展望弘陽未來。

弘陽地產的發展離不開合作夥伴的鼎力支持，在本次供應商大會上，弘陽向長期並肩前行的合作夥伴表示了誠摯的感謝，同時還對優秀合作夥伴進行了表彰，感謝一路以來的陪伴，攜手開啟未來新篇章，創造更絢爛的弘圖願景。



Hong Yang Group Company 2021 annual supplier conference
弘陽集團2021年度供應商大會



Hong Yang Group Company 2021 Outstanding Supplier Award
弘陽集團2021年度優秀供應商頒獎

Industry cooperation

In 2021, Redsun Properties also participated in two major enterprise alliances, namely, the Shanghai-based Fujian Business Enterprise Alliance and the New Hongqiao Procurement Alliance, and actively communicated with partners in various fields to establish friendly and win-win cooperation and jointly promote the sustainable development of the industry supply chain.

行業合作

2021年，弘陽地產還參與了在滬閩商企業聯盟和新虹橋採購聯盟兩大企業聯盟，積極與各領域夥伴溝通，建立友好共贏的合作關係，共同促進行業供應鏈的可持續發展。

EXAMPLE 示例

Shanghai-based Fujian Business Enterprise Alliance
在滬閩商企業聯盟

The Shanghai-based Fujian Business Enterprise Alliance is composed of outstanding Fujian business real estate in Shanghai, including Shimao Group, CIFI Group, Hong Yang Group Company, Sansheng Group, Dynasty Property, Ganglong China, etc. The members of the alliance take the implementation of joint procurement as the carrier, and jointly create procurement value through information exchange, resource sharing, supply chain optimization, cost reduction and quality improvement in the industry.

在滬閩商企業聯盟由在滬優秀閩商地產組成，包括世茂集團、旭輝集團、弘陽集團、三盛集團、大唐地產、港龍中國等。聯盟成員以實施聯合採購為載體，通過業內信息交流、資源共享、優化供應鏈、降低成本、提升品質、共同創造採購價值。

EXAMPLE 示例

New Hongqiao Procurement Alliance
新虹橋採購聯盟

On 27 September 2021, Redsun Properties attended the signing ceremony of New Hongqiao Procurement Alliance in the first half of 2021. This was another witness of Redsun's co-construction and sharing with its fellows and will promote healthy and green development in the field of real estate procurement.

Established in May 2019, the New Hongqiao Procurement Alliance is a close and joint development alliance composed of some fast-growing medium-sized real estate enterprises in the real estate industry, such as DaFa Properties, Dahua Group, Ganglong China and Hong Yang Group Company. Through the implementation of joint procurement and future procurement model research, the members of the organization realize the sharing of resources in the industry, the optimization and upgrading of supply chain system and forward-looking research on the development of supply chain in the future, so as to jointly promote the rapid development of each member unit in the alliance.

2021年9月27日，弘陽地產出席新虹橋採購聯盟2021上半年簽約儀式。這是弘陽與同道者共建共享的又一見證，將推動房地產採購領域健康、綠色發展。

新虹橋採購聯盟於2019年5月成立，是由房地產行業內部高速發展的中型房企，如大發地產、大華集團、港龍中國、弘陽集團等組成的緊密共同發展的聯盟。組織成員通過實施聯合採購及未來採購模式研究，實現業內資源的共享、供應鏈體系的優化提升及未來供應鏈發展的前瞻性研究，進而共同促進聯盟內各成員單位的快速發展。

Social responsibility

Redsun Properties has always adhered to the charity concept of "Being Grateful to the Society", actively participated in poverty alleviation with target approach, anti-epidemic and disaster relief, and various environmental protection projects, realized corporate value with practical actions, and interpreted responsibility. During the Reporting Period, Redsun Properties donated RMB9,143,800 in total to social welfare projects, and the total hours of volunteer service of Redsun Properties reached 4,128 hours.

Fighting against the pandemic

During the Reporting Period, in the face of the sudden COVID-19 pandemic challenges, Redsun Properties has always stuck to the anti-epidemic frontline and has given back to the society in various ways to provide material and human support as much as possible.

社會責任

弘陽地產始終堅持「飲水思源」的慈善理念，積極參與精準扶貧、抗疫救災，以及各項環保項目，用實際行動實現企業價值，詮釋責任擔當。報告期內，弘陽地產累計捐贈人民幣9,143,800元用於社會公益項目，弘陽地產志願者服務總時數達4,128小時。

抗擊疫情

報告期內，面對突如其來的疫情考驗，弘陽地產始終堅守在抗疫第一線，並通過多種方式回饋社會，盡最大可能提供物資及人力支持。

EXAMPLE 示例

Helping Guangzhou and Foshan to fight against the pandemic
助力廣佛戰疫

In late May 2021, the COVID-19 pandemic escalated in Guangzhou and Foshan. Redsun Properties in Guangdong quickly established a public welfare special group to donate a batch of materials to the Haikou Community Health Service Station of Zhangcha Street, Chancheng District, near the site of the project under construction, demonstrating the high execution efficiency of Redsun's people and earnestly fulfilling social responsibilities.

2021年5月下旬，廣佛兩市新冠疫情升級。弘陽地產廣東地區迅速成立公益專題小組，向在建項目所在地附近的禪城區張槎街道海口社區衛生服務站捐贈一批物資，展現出弘陽人的高執行力，切實踐行社會責任。

At the same time, after learning about the pressure of medical care work and the shortage of resources in the Zhangcha community in Foshan, Redsun Properties in Guangdong immediately organized a volunteer team to purchase protective masks, mineral water, functional drinks and other frontline emergency supplies, which were donated to Haikou Community Health Service Station in Zhangcha Street, Chancheng District, Foshan in the first time to ensure the safety of frontline staff during the pandemic prevention and control period and to give a hand in winning the pandemic prevention and control sniper battle.

同時，在瞭解到佛山張槎社區醫護工作壓力大、物資緊缺的情況後，弘陽地產廣東區域即刻組織志願者團隊，購買防護口罩、礦泉水、功能飲料等一線急需物資，第一時間捐贈至佛山禪城區張槎街道海口社區衛生服務站，用於保障一線工作人員在疫情防控時期的安全，助力打贏疫情防控狙擊戰。



EXAMPLE 示例

The fight against the pandemic in Wuhan
武漢抗疫

In early August 2021, after learning the news of the lock down of the Jiangxia pandemic area in Wuhan, Redsun Properties' central China regional company urgently purchased a batch of COVID-19 pandemic prevention materials, including 1,300 N95 masks, 9,700 medical surgical masks and 450 sets of protective clothing. The materials were handed over to relevant personnel of Jiangxia District Economic Development and Investment on 17 August, greatly relieving the pressure of medical resources in Jiangxia District and contributing its own strength to the COVID-19 pandemic prevention work.

2021年8月初，在得知武漢市江夏疫區事項封閉管理的消息後，弘陽地產華中區域公司緊急採購一批防疫物資，包含N95口罩1,300個、醫用外科口罩9,700個、防護服450套，並於8月17日移交至江夏區經發投相關人員，極大緩解了江夏區醫療資源壓力，為抗疫工作貢獻了屬於自己的一份力量。



Charity and benevolence

Redsun Properties is constantly making breakthroughs in its business and improving its quality and efficiency. At the same time, it does not forget to give back to the society with the help of the enterprise. We have carried out diversified public welfare activities in various fields, such as ecological environment, poverty alleviation, education, etc. to work together with all sectors of society to create a beautiful home. During the Reporting Period, Redsun Properties actively participated in Redsun's public welfare activities initiated by the Hong Yang Group Company. Through focusing on education and assistance, Redsun Properties successively carried out voluntary activities such as Dream Transforming + and Spring Buds Classes to bring warmth and happiness to children in need.

公益慈善

弘陽地產在業務不斷突破、提質增效的同時，也不忘借助企業之力回饋社會。我們在生態環境、扶貧、教育等多個不同領域開展了多元化公益活動，攜手社會各界共同打造美好家園。報告期內，弘陽地產積極參與由集團發起的弘陽公益活動，通過聚焦教育助學，並陸續開展夢想改造+、春蕾班等志願活動，為困境兒童帶去溫暖與幸福。

EXAMPLE 示例

Dream Transforming + 夢想改造+

In March 2021, Redsun Properties participated in the Jiangsu "Dream Transforming +" Caring Plan jointly implemented by Hong Yang Group Company, and built 600 "Dream Cabins" for 13 cities in Jiangsu in two years and helped 600 children in five years. The project was also praised by central media such as People's Daily, xuexi.cn and China Youth Daily, and was named as TOP10 of the 2021 "Golden Cicada Creative Festival" public welfare project by ifeng.com.

2021年3月，弘陽地產參與由弘陽集團聯合執行的江蘇「夢想改造+」關愛計劃，兩年時間為江蘇13市建設600間「夢想小屋」，五年結隊幫扶600個孩子。該項目也得到了《人民日報》、《學習強國》、《中國青年報》等央媒點讚，被《鳳凰網》評為2021「金知了創意節」公益類項目TOP10。



EXAMPLE 示例

Spring Buds Classes
春蕾班

In May 2021, Redsun Properties actively participated in Redsun's public welfare volunteer activities, and sent books and organized Children's Day visiting activities for the children by coming to the "Spring Buds Classes" in Dougang Primary School, Pukou District, Nanjing, where they have been helping each other for 20 years. Over the past 20 years, volunteers have helped more than 2,000 children in need.

2021年5月，弘陽地產積極參與到弘陽公益志願者活動，通過來到結對幫扶20年的南京市浦口區陡崗小學「春蕾班」，為孩子們送去了圖書和六一慰問。20年來，志願者累計幫扶困境兒童超2,000人。



Redsun Properties also pays attention to the current situation. Through public welfare fund-raising activities such as “Library Donation” and “Charity Day Donation” as well as launching of traditional micro-public welfare activities such as “Cool in Summer” and “Warm in Winter” throughout the country for many times to help the vulnerable groups, it has demonstrated the spirit of humanistic care as a leading enterprise, and improve the happiness index of the majority of residents.

弘陽地產亦著眼當下，「圖書館捐贈」、「慈善一日捐」等公益募捐等活動，以及多次在全國範圍內開展「夏季送清涼」、「冬季送溫暖」等傳統微公益行動，全力幫扶弱勢群體，展現作為龍頭企業的人文關懷精神，提升廣大居民的幸福指數。



Donation to Yan'an Library activity
延安圖書館捐贈活動



Charity Donation at Hongyang Primary School, Guishuang Village, Liping County, Guizhou
貴州黎平歸雙弘陽小學慈善捐贈



“Cool in Summer” activity
「夏季送清涼」活動



“Warm in Winter” activity
「冬季送溫暖」活動

APPENDIX I: INDEX OF GUIDELINES OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT OF THE STOCK EXCHANGE OF HONG KONG

附錄一：香港聯交所《環境、社會及管治報告指引》內容索引

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
Environmental 環境		
Aspect A1 層面 A1	Emissions 排放物	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environmental responsibility
一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	環境責任
KPI A1.1	The types of emissions and respective emissions data.	Green Operation
關鍵績效指標 A1.1	排放物種類及相關排放數據。	綠色營運
KPI A1.2	Greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Operation
關鍵績效指標 A1.2	溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	綠色營運
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Operation Due to the different statistical units of hazardous waste, the calculation of hazardous waste density is not applicable for the time being. In the future, Redsun Properties will optimize the relevant statistical dimensions for calculation.
關鍵績效指標 A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	綠色營運 由於有害廢棄物統計單位不同，有害廢棄物密度的計算暫不適用，未來弘陽地產將會優化相關統計口徑進行計算。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Operation
關鍵績效指標 A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	綠色營運
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Environmental Management
關鍵績效指標 A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	環境管理
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Green Construction Green Operation
關鍵績效指標 A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	綠色施工 綠色營運
Aspect A2	Use of Resources	
層面 A2	資源使用	
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	Environmental responsibility
一般披露	有效使用資源(包括能源、水及其他原材料)的政策。資源可用於生產、儲存、運輸、樓宇、電子設備等。	環境責任
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Green Operation
關鍵績效指標 A2.1	按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	綠色營運
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Green Operation
關鍵績效指標 A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	綠色營運
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental Management
關鍵績效指標 A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	環境管理

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
KPI A2.4	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.	Environmental Management Green Construction Green Operation
關鍵績效指標 A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	環境管理 綠色施工 綠色營運
KPI A2.5	Total packaging material used for finished products and with reference to per unit produced.	The Group's business operation uses less packaging materials and complies with the laws and regulations of the place where the business operates
關鍵績效指標 A2.5	製成品所用包材料的總量及每生產單位估量。	本集團在業務營運過程涉及包裝材料的使用量小，均根據業務營運所在地法律法規進行合規處置。
Aspect A3		
層面 A3		
The Environment and Natural Resources		
環境及天然資源		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Green Buildings Green Construction Green Operation
一般披露	減低發行人對環境及天然資源造成重大影響的政策。	綠色建築 綠色施工 綠色營運
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green Buildings Green Construction Green Operation
關鍵績效指標 A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	綠色建築 綠色施工 綠色營運

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
Aspect A4 層面 A4	Climate Change 氣候變化	
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Environmental Management
一般披露	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	環境管理
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Environmental Management
關鍵績效指標A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	環境管理
Social 社會		
Aspect B1 層面 B1	Employment 僱傭	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employee Profile
一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 對發行人有重大影響的相關法律及規例的資料。	員工概況
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Employee Profile
關鍵績效指標 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。	員工概況
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Employee Care
關鍵績效指標 B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	員工關懷

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
Aspect B2 層面 B2	Health and Safety 健康與安全	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	健康與安全
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Health and Safety
關鍵績效指標 B2.1	過去三年(包括匯報年度)每年因工亡故的人數及比率。	健康與安全
KPI B2.2	Lost days due to work injury.	Health and Safety
關鍵績效指標 B2.2	因工傷損失工作日數。	健康與安全
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Health and Safety
關鍵績效指標 B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。	健康與安全
Aspect B3 層面 B3	Development and Training 發展及培訓	
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Training refers to vocational training. It may include internal and external courses paid by the employer.	Training and Development
一般披露	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 培訓指職業培訓，可包括由僱主付費的內外部課程。	培訓與發展
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Training and Development
關鍵績效指標 B3.1	按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	培訓與發展
KPI B3.2	The average training hours completed per employee by gender and employee category.	Training and Development
關鍵績效指標 B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	培訓與發展

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
Aspect B4 層面 B4	Labour Standards 勞工準則	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Employee Profile
一般披露	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	員工概況
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Employee Profile
關鍵績效指標 B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	員工概況
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Employee Profile
關鍵績效指標 B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	員工概況
Aspect B5 層面 B5	Supply Chain Management 供應鏈管理	
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supplier Management
一般披露	管理供應鏈的環境及社會風險政策。	供應商管理
KPI B5.1	Number of suppliers by geographical region.	Supplier Management
關鍵績效指標 B5.1	按地區劃分的供應商數目。	供應商管理
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Supplier Management
關鍵績效指標 B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	供應商管理

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
Aspect B6 層面 B6	Product Responsibility 產品責任	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Premium Services
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤、私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	品質服務
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	THE GROUP DOES NOT INVOLVE PRODUCT RECALL IN THE PROCESS OF BUSINESS OPERATION
關鍵績效指標 B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。	本集團在業務營運過程中不涉及產品召回
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Customers' Rights
關鍵績效指標 B6.2	接獲關於產品及服務的投訴數目以及應對方法。	客戶權益
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Protection of Intellectual Property Rights
關鍵績效指標 B6.3	描述與維護及保障知識產權有關的慣例。	知識產權保護
KPI B6.4	Description of quality assurance process and recall procedures.	THE GROUP DOES NOT INVOLVE PRODUCT RECALL IN THE PROCESS OF BUSINESS OPERATION
關鍵績效指標 B6.4	描述質量檢定過程及產品回收程序。	本集團在業務營運過程中不涉及產品召回
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Customers' Rights
關鍵績效指標 B6.5	描述消費者數據保障及私隱政策，以及相關執行及監察方法。	客戶權益

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
Aspect B7 層面 B7	Anti-corruption 反貪污	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Business Ethics and Anti-corruption
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	商業道德與反貪腐
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Business Ethics and Anti-corruption
關鍵績效指標 B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	商業道德與反貪腐
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics and Anti-corruption
關鍵績效指標 B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	商業道德與反貪腐
Aspect B8 層面 B8	Community Investment 社區投資	
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Social Responsibility
一般披露	有關以參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	社會責任
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Fighting against the pandemic Charity and benevolence
關鍵績效指標 B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	抗擊疫情 公益慈善
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Social Responsibility
關鍵績效指標 B8.2	在專注範疇所動用資源(如金錢或時間)。	社會責任



Rsun 弘陽

弘陽地產集團有限公司
Redsun Properties Group Limited