

WORKING TOGETHER AND SHARING HEALTH

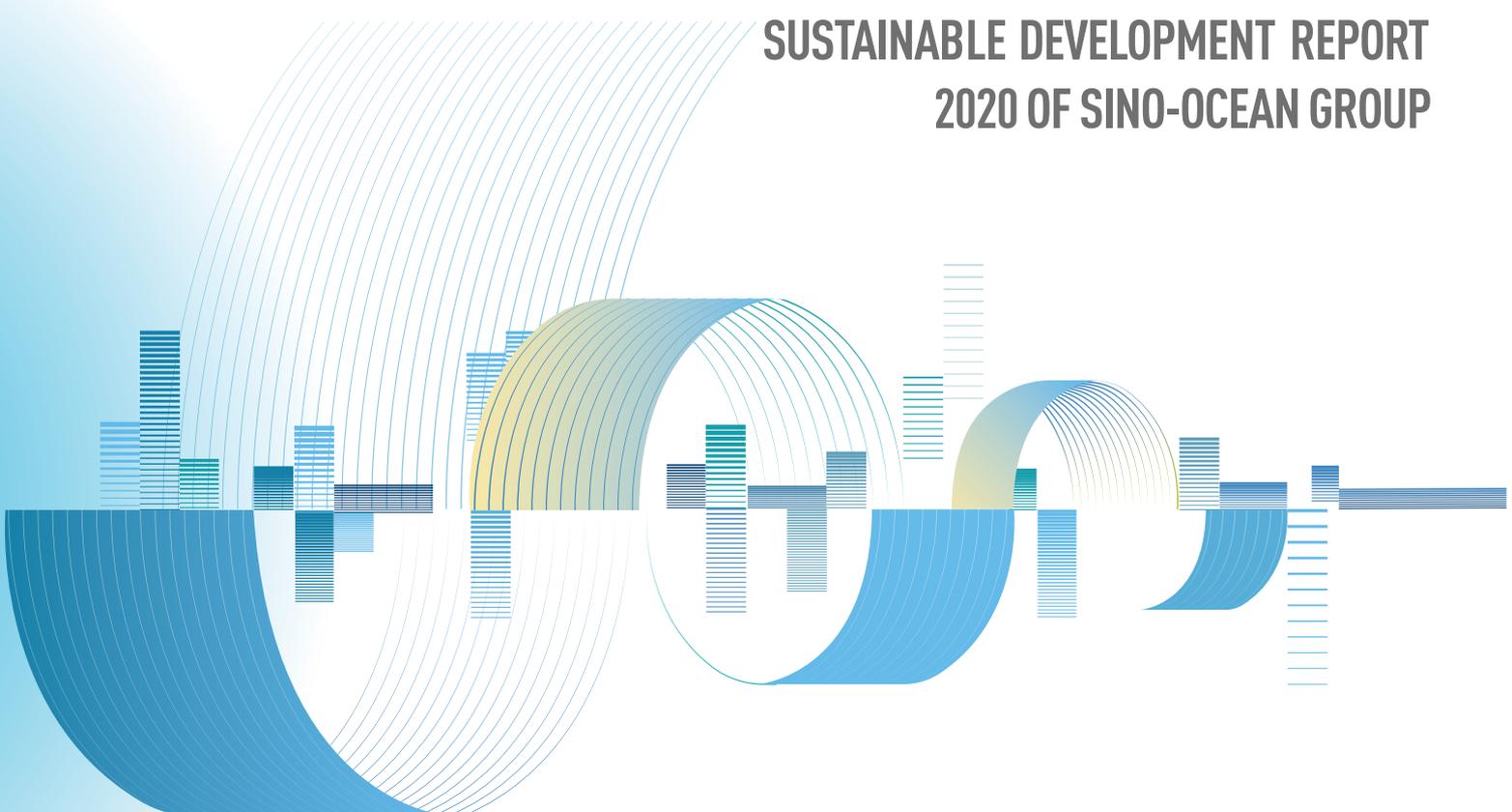
凝聚責任 共享健康

遠洋集團

2020年度可持續發展報告

SUSTAINABLE DEVELOPMENT REPORT

2020 OF SINO-OCEAN GROUP



關於本報告

ABOUT THIS REPORT

報告簡介 OVERVIEW



遠洋集團控股有限公司（「遠洋集團」）欣然發佈 2020 年度《可持續發展報告》（「本報告」），也是自 2010 年以來，連續第十一年以公開報告形式總結其可持續發展表現與企業社會責任工作。本報告從企業管治、產品與服務、環境、員工、社區與社會五方面對遠洋集團「建築·健康」戰略推進進行了闡述。

Sino-Ocean Group Holding Limited ("Sino-Ocean Group") is pleased to publish the Sustainable Development Report 2020 (the "Report") - the 11th annual public report on the Company's sustainable development performance and corporate social responsibility since 2010. The Report illustrates Sino-Ocean Group's strategy of "Building Health" from five aspects, namely corporate governance, products and services, environment, employees, community and society.

企業管治 Corporate governance
產品與服務 Products and services
環境 Environment
員工 Employees
社區與社會 Community and society

編製依據 BASIS OF THE REPORT



本報告已遵守香港聯合交易所有限公司（「香港聯交所」）《環境、社會及管治報告指引》（「HKEX-ESG」）載列的所有強制披露規定及「不遵守就解釋」條文，並根據載於香港聯交所證券上市規則附錄二十七所載的 HKEX-ESG、中國社科院《中國企業社會責任報告指南（CASS-CSR4.0）》等標準要求編寫，本報告同時參考全球報告倡議組織（GRI）《可持續發展報告指南》標準的部份指標。

This Report has complied with all mandatory disclosure requirements and "comply or explain" provisions outlined in the Environmental, Social and Governance Reporting Guide ("HKEX-ESG") published by The Stock Exchange of Hong Kong Limited (the "Hong Kong Stock Exchange") and is prepared in accordance with the HKEX-ESG as specified in Appendix 27 of the Rules Governing the Listing of Securities on the Hong Kong Stock Exchange, "Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises (CASS-CSR4.0)" published by the Chinese Academy of Social Sciences (CASS) and other relevant standards and requirements. Certain indicators specified in the "Sustainability Reporting Guidelines" released by the Global Reporting Initiative (GRI) are referenced in this Report.

時間範圍 TIME FRAME



報告時間跨度為 2020 年 1 月 1 日至 12 月 31 日，部份內容追溯至以往年份及延展至 2021 年 2 月。

The Report spans from 1 January to 31 December 2020. Portions of its content can be traced back to previous years and extended to February 2021.

發佈周期 RELEASE CYCLE



本報告為年度報告，是遠洋集團連續發佈的第 11 份報告，上期報告已於 2020 年 4 月發佈。

The Report has been published by Sino-Ocean Group on an annual basis for eleven consecutive years. The last report was published in April 2020.

報告範圍 SCOPE OF THE REPORT



本報告以遠洋集團為主體，涵蓋公司所屬事業部、項目、附屬公司，整體與《遠洋集團控股有限公司年報》財務報表涵蓋範圍一致。部分數據不包含遠洋服務控股有限公司（簡稱「遠洋服務」，股份代號 06677.HK），具體範圍詳見每章節。遠洋服務已於 2020 年 12 月在香港聯交所成功上市，其可持續發展（ESG）表現與企業社會責任工作請參見其單獨發行的可持續發展報告。

This Report focuses on Sino-Ocean Group and covers the business departments and project subsidiaries of the Company, which is generally consistent with the coverage of the financial statements in the Annual Report of Sino-Ocean Group Holding Limited. Part of data does not include Sino-Ocean Service Holding Limited (hereinafter referred to as "Sino-Ocean Service"; stock code: 06677.HK). Please see the detail in each Chapter. Sino-Ocean Service was successfully listed on the Hong Kong Stock Exchange in December 2020. Please refer to its separately issued Sustainable Development Report for its sustainable development performance (ESG) and corporate social responsibility work.

匯報原則及數據來源 REPORTING PRINCIPLES AND DATA SOURCES



本報告遵循 HKEX-ESG 重要性、量化、平衡和一致性原則，對以上原則的應用有適當地說明。除特殊說明，本報告所引用財務數據來源經過審計的《遠洋集團控股有限公司年報》，其他數據和案例來源於遠洋集團內部正式文件及相關統計。

This Report is prepared in accordance with the principles of materiality, quantitative, balance and consistency set out at Environmental, Social and Governance Reporting Guide, which generally illustrates how to apply those principles. Unless otherwise specified, financial data used in this Report come from the audited annual report of Sino-Ocean Group Holding Limited. Other data and cases are derived from Sino-Ocean Group's internal official documents and related statistics.

稱謂說明 APPELLATIONS



為便於表述，報告中的「遠洋集團」、「遠洋」、「集團」、「我們」、「公司」均指代「遠洋集團控股有限公司」；「遠洋之帆公益基金會」、「遠洋之帆」、「基金會」均指代「北京遠洋之帆公益基金會」。

For ease of presentation, "Sino-Ocean Group", "Sino-Ocean", the "Group", "we" and the "Company" mentioned in the Report refer to "Sino-Ocean Group Holding Limited"; and "Sino-Ocean Charity Foundation", "Sino-Ocean Charity" and the "Foundation" refer to "Beijing Sino-Ocean Charity Foundation".

報告獲取 HOW TO OBTAIN THE REPORT

為減少環境負擔，推薦您在遠洋集團控股有限公司官方網站上下載本報告的電子文稿。

網址為：www.sinooceangroup.com

若需獲取紙質版報告，或對本報告有任何意見或者建議，您可按以下方式聯繫我們。

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In order to relieve environmental burden, you are recommended to download the electronic version of the Report from the official website of Sino-Ocean Group Holding Limited (www.sinooceangroup.com).

If you require a hardcopy of the Report or have any comment or suggestion, please contact us through the following means.

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行政總裁致辭

MESSAGE FROM CHIEF EXECUTIVE OFFICER



遠洋集團董事局主席、
行政總裁李明

LI MING

Chairman of the Board of Directors
and Chief Executive Officer of
Sino-Ocean Group



尼采說：「你要在自己身上克服這個時代」。這位崇尚英雄主義情節的哲學家想告訴我們的是：看起來浩浩蕩蕩的時代潮流，可能恰恰是集體無意識的一個枷鎖，我們必須通過自身的努力，才能掙脫這個枷鎖，成為征服這個時代的英雄。「在自己身上克服這個時代」，意味着生命的逆水行舟，意味着勇氣的一意孤行。

2020年正是極不平凡的一年，我們聽到了對於生命不同的啓示，我們踐行了生命的逆水行舟。面對突如其來的新冠肺炎疫情、嚴峻複雜的國際形勢，中國人民用眾志成城、堅忍不拔書寫了抗疫史詩。平凡鑄就偉大，每個堅守自己崗位抗疫的人都是英雄，借此向所有不幸感染的病患者表示慰問！向所有平凡的英雄致敬！

Nietzsche said, "You have to overcome this era in yourself." What this philosopher who advocates heroic plots wants to tell us is that the seemingly overwhelming trend of the times may just be a shackle of collective unconsciousness. Only through our own efforts can we break away from this shackle and become the hero who conquers this era. "Overcome this era in yourself" means sailing against the current of life and having the courage to go your own way.

The year 2020 was an extraordinary year. We heard different inspirations for life. We practiced sailing against the current of life. In the face of the sudden outbreak of COVID-19 and the grim and complex international situation, the Chinese people won an epic battle against the epidemic with solidarity and resilience. Greatness is forged in the ordinary. All the people who stick to their anti-epidemic posts are heroes. I would like to convey my sympathy to all those infected and pay my respects to all the ordinary heroes!

這一年，對遠洋集團而言，同樣是負重前行、拼搏進取的一年。

在五期發展戰略開局之年，我們克服新冠疫情帶來的不利影響，聚焦主業、聚焦發展，各項工作均取得了明顯的進步。開發主業業績穩健增長，新獲取項目總貨值強勁增長，投資佈局結構改善優化，其他主業也紛紛取得了新的突破。最值得欣慰的是，遠洋人在艱辛之年表現出了拼搏進取、自信執着、勇於擔當、樂觀向上的精神風貌——戰疫情、抗水災、冒酷暑、鬥嚴寒，披星戴月，奮鬥者的身影歷歷在目。遠洋人用辛勤和汗水，踐行着「責任、共享、健康」的企業文化理念。

也是在這一年，中國政府積極回應《巴黎協定》，向世界承諾將在2030年實現碳達峰，2060年實現碳中和，這展示了中國人在面對碳中和這件事情上的必達決心。

企業在推動社會可持續發展中已被賦予了重要使命，聯合國《全球契約》（UN Global Compact）呼籲全球企業領導人建立共同價值，踐行可持續發展表現狀況已成為衡量企業實力與發展水平的標準之一。作為以「建築健康和社會價值的創造者」為戰略願景的綜合型實業公司，遠洋集團已經將「與利益相關方共同實現可持續價值創造」作為公司未來發展三大戰略目標之一。契合國家倡導、勇擔社會責任，結合集團戰略整體發展方向和發展思路，立足於業務發展和日常經營的實際情況，集團完成了可持續發展管理戰略的研究及戰略目標的設定，確定並發佈了《遠洋集團氣候變化應對宣言》及「2050淨零計劃」，這標志着遠洋將加入踐行碳中和的隊伍中，盡己所能，減少排放，維護綠水青山。

目前國際環境及疫情仍存在不確定性，國內經濟維持弱復甦，宏觀政策尋求「穩增長、控風險、促改革」的艱難平衡，全年房地產行業資金整體形勢從緊。

遠洋集團追求的可持續發展，是在維護綠水青山基礎上，與用戶共同成長、與行業共同進步、與員工共同成長。2021年是遠洋集團第五步發展戰略的「出城」決勝之年，「征途漫漫，惟有奮鬥」，遠洋人將繼續堅定信心、拼搏奮鬥、腳踏實地、穩健前行，以匠人之心幹工作，以服務之心待客戶，以用戶之心做產品，贏得集團生存和可持續發展之戰。

This year, Sino-Ocean Group continued to face up to the enormous difficulties while striving for progress.

In the first year of the fifth-phase development strategy, we overcame the adverse impact of the COVID-19 epidemic, focused on our main business and development, and made significant progress in all aspects of our work. The performance of the main business of development increased steadily; the total value of newly acquired projects increased strongly; the structure of investment layout was improved and optimized; and other main business also made new breakthroughs. The most gratified thing was that the staff of Sino-Ocean had shown a number of virtues in the hard time, that was hard working, confident, courageous, optimistic. In the fight against Covid-19 and flood, no matter how bad the weather was, they always stuck to their posts and fulfilled their duties. Sino-Ocean people practiced the corporate culture of "Responsibility, Sharing and Health" with hard work and sweat.

It was also in this year when the Chinese government responded positively to the "Paris Agreement" and promised the world that it would reach a carbon peak by 2030 and realize carbon neutral by 2060, demonstrating the determination of the Chinese people to achieve carbon neutrality.

Enterprises have been given an important mission in promoting the sustainable development of the society. The "UN Global Compact" calls on corporate leaders around the world to establish common values. The performance of sustainable development has become one of the criteria to measure the strength and development level of enterprises. As a comprehensive industrial company with the strategic vision of the "Creator of Building Health and Social Value", Sino-Ocean Group has set "Jointly Achieve Sustainable Value Creation with Stakeholders" as one of the three strategic goals of our future development. We follow national advocacy and are committed to social responsibility. Based on the Group's overall strategic development direction and thoughts and taking into account the actual situation of business development and daily operation, the Group completed the study of sustainable development management strategy and the setting of strategic objectives. We announced the "Sino-Ocean Group's Declaration Responses to Climate Change" and "2050 Net Zero Plan", signifying that Sino-Ocean Group will join in practicing carbon neutrality and make every effort to reduce emissions and build a greener planet.

At present, there are still uncertainties in the international environment and the epidemic situation, the domestic economy is under recovery but growth remains weak, and the macro policy is seeking to strike a balance between "stabilizing growth, controlling risks and promoting reform". The real estate sector is expected to be subject to the overall trend of tightening fund access throughout the year.

The sustainable development that Sino-Ocean Group pursues is to grow together with users, make progress together with peers and grow together with employees while preserving the natural environment. 2021 is the decisive year for Sino-Ocean Group's fifth-phase development strategy. The road ahead is long; striving is the only way forward. Sino-Ocean people will continue to strengthen confidence, work hard, move forward earnestly and steadily. We will keep committed to working with ingenuity, serving customers with heart and making products with sincerity, to win a competitive position and achieve the sustainable development for the Group.

遠洋的2020

SINO-OCEAN IN 2020



Contracted Sales (RMB million)

協議銷售 (人民幣 百萬元)

131,040



Profit for the Year (RMB million)

年度溢利 (人民幣 百萬元)

4,683



Saleable GFA Delivered (sq.m)

交付可售樓面面積 (平方米)

3,412,000



By the End of 2020 Green Building Project Area (sq.m)

截至 2020 年底綠色建築項目面積 (平方米)

15,376,426



Total Number of Suppliers (units)

供應商總數 (家)

13,948



Group's Overall and Social Donations (RMB million)

集團總體及帶動社會捐贈額 (人民幣 百萬元)

38.63



Revenue (RMB million)

營業額 (人民幣 百萬元)

56,511



By the End of 2020 Net Gearing Ratio (%)

截至 2020 年底淨借貸比率 (%)

55



Income Taxation (RMB million)

所得稅納稅額 (人民幣 百萬元)

5,367



Total Headcount (not including self-built security guards and cleaners of Customer Service Department)

員工總人數

13,712

(未包含客戶服務業事業部自建保安、保潔)



Customer Satisfaction (%)

客戶滿意度 (%)

81



Number of Volunteers

志願者人數

8,082



Volunteer Service (hours)

志願者服務時間 (小時)

92,880

關於遠洋

ABOUT SINO-OCEAN

遠洋集團控股有限公司（「遠洋集團」）創立於1993年，於2007年9月28日在香港聯合交易所有限公司主板上市（03377.HK）。主要股東為中國人壽保險股份有限公司及大家人壽保險股份有限公司。

迄今為止，遠洋集團被恒生指數有限公司推選為一系列指數的成份股，其中包括恒生綜合指數（HSCI）、恒生綜合行業指數—地產建築業、恒生港股通指數、恒生綜合大中型股指數、恒生港股通高股息低波動指數及恒生可持續發展企業基準指數。

遠洋集團以「建築健康和社會價值的創造者」為戰略願景，致力於成為以投資開發為主業，發展開發相關新業務的綜合型實業公司。主營業務包括住宅開發、不動產開發運營、客戶服務、產品營造，非主營業務包括房地產金融、物流地產、數據地產、養老服務等。憑借一貫優質的產品及專業的服務，已在全國樹立了「遠洋」品牌的知名度。

Sino-Ocean Group Holding Limited ("Sino-Ocean Group") was founded in 1993 and has been listed on the Main Board of the Hong Kong Stock Exchange since 28 September 2007 (stock code: 03377.HK), whose major shareholders include China Life Insurance Company Limited and Dajia Life Insurance Co., Ltd.

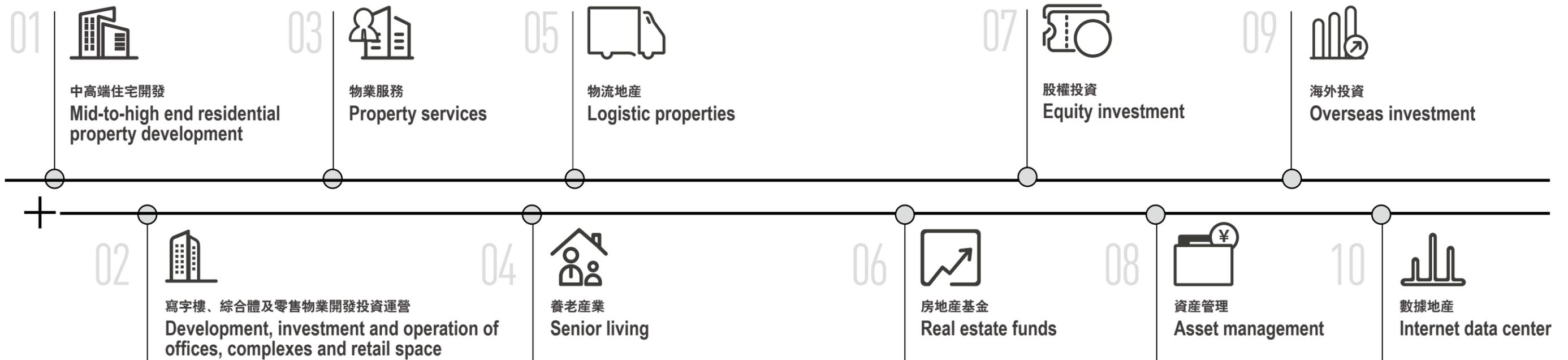
Sino-Ocean Group has been selected as a constituent of Hang Seng Composite Index (HSCI), Hang Seng Composite Industry Index - Properties and Construction Index, Hang Seng Stock Connect Hong Kong Index, Hang Seng Composite LargeCap and MidCap Index, Hang Seng SCHK High Yield Low Volatility Index and Hang Seng Corporate Sustainability Benchmark Index.

In pursuit of the strategic vision of being the "Creator of Building Health and Social Value", Sino-Ocean Group is committed to becoming a comprehensive industrial company focusing on investment and development while exploring related diversified new businesses. Our core businesses include development of residential property, investment property development and operation, customer service and product construction, while non-core businesses cover real estate financing, logistics property, internet data center, senior living service, etc. "Sino-Ocean" is a brand name with nationwide reputation as a provider of consistent quality products and professional services.



業務詳細內容請見集團官方網站 www.sinooceangroup.com
For more business information, please see Sino-Ocean Group official website (www.sinooceangroup.com)

業務範圍 BUSINESS SCOPE



土儲分佈圖

LANDBANK DISTRIBUTION

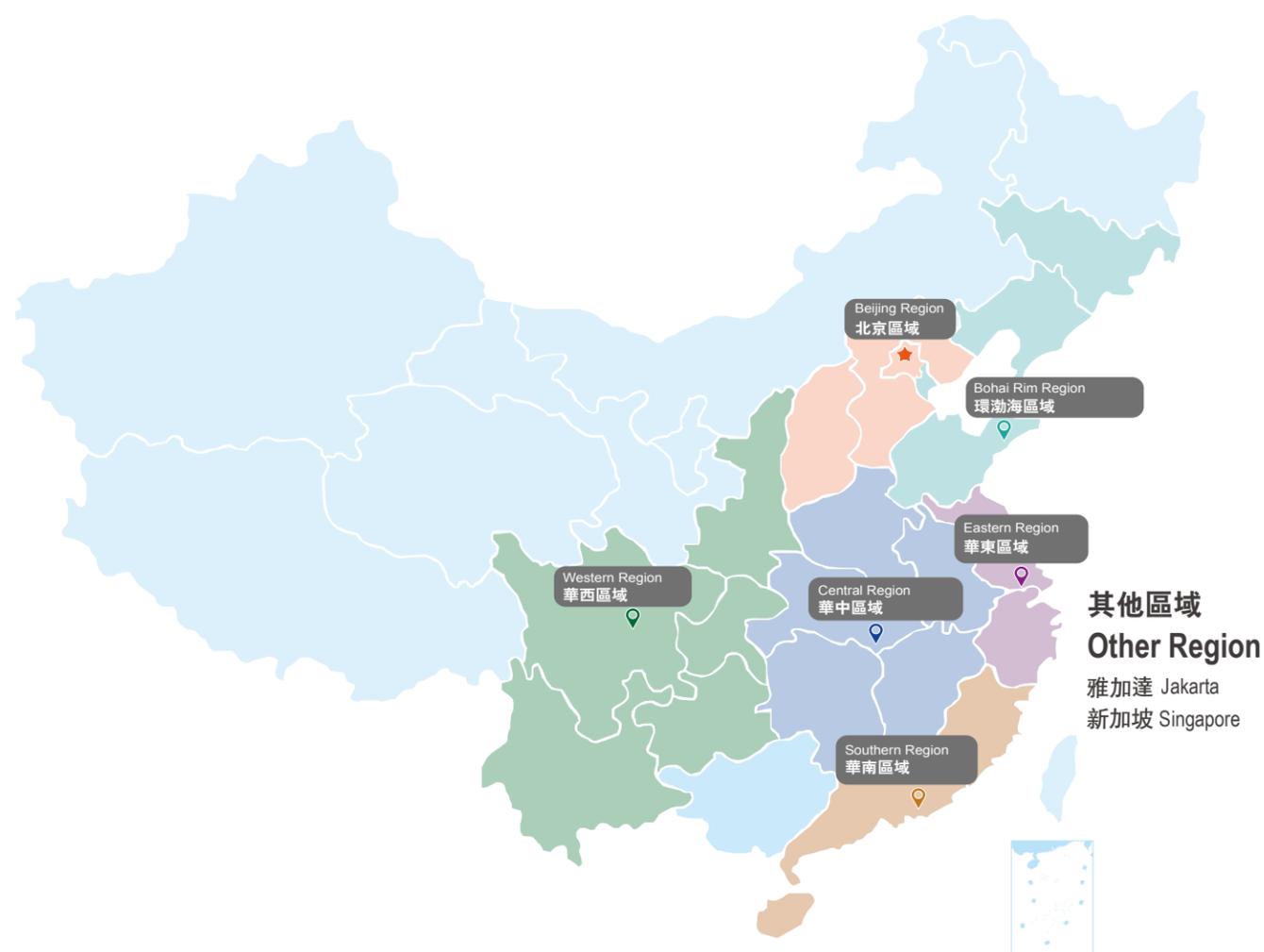
50 Cities

遠洋集團專注獲取優質土地資源，現時土地儲備遍佈全中國及海外 50 個城市。

Sino-Ocean Group focuses on Acquiring Quality Land Resources, with Landbank Coverage Extended to 50 cities all Over the PRC and Overseas.

遠洋集團在中國高速發展的城市及城市群中，擁有超過 210 個處於不同開發階段的房地產項目，包括北京區域的北京、廊坊、秦皇島和石家莊等；環渤海區域的天津、大連、濟南和青島等；華東區域的上海、蘇州、無錫和南京等；華南區域的深圳、中山、湛江和廣州等；華中區域的武漢、鄭州、長沙和合肥等；華西區域的成都、西安、重慶和昆明等。此外，公司業務版圖已拓展至海外的印尼、新加坡等。截至 2020 年 12 月 31 日，土地儲備逾 3,800 萬平方米。

Sino-Ocean Group currently owns approximately 210 property projects in different stages in rapidly growing Chinese cities and metropolitan regions in China, such as Beijing, Langfang, Qinhuangdao and Shijiazhuang in the Beijing Region; Tianjin, Dalian, Jinan and Qingdao in the Bohai Rim Region; Shanghai, Suzhou, Wuxi and Nanjing in the Eastern Region; Shenzhen, Zhongshan, Zhanjiang and Guangzhou in the Southern Region; Wuhan, Zhengzhou, Changsha and Hefei in the Central Region; Chengdu, Xi'an, Chongqing and Kunming in the Western Region. In addition, the Company's business territory has been expanded to overseas, such as Indonesia, Singapore, etc. As of 31 December 2020, we had a land reserve of over 38 million sq.m.



北京區域 BEIJING REGION

北京 Beijing	廊坊 Langfang	秦皇島 Qinhuangdao
石家莊 Shijiazhuang	太原 Taiyuan	張家口 Zhangjiakou

總樓面面積(m ²) TOTAL GFA (m ²)	12,454,000 m ²
總土地儲備(m ²) TOTAL LANDBANK (m ²)	10,618,000 m ²

項目數量 NO. OF PROJECTS

47

華東區域 EASTERN REGION

上海 Shanghai	蘇州 Suzhou	無錫 Wuxi	南京 Nanjing
杭州 Hangzhou	嘉興 Jiaxing	溫州 Wenzhou	湖州 Huzhou
揚州 Yangzhou	滁州 Chuzhou	寧波 Ningbo	常州 Changzhou
紹興 Shaoxing			

總樓面面積(m ²) TOTAL GFA (m ²)	6,591,000 m ²
總土地儲備(m ²) TOTAL LANDBANK (m ²)	3,881,000 m ²

項目數量 NO. OF PROJECTS

45

華中區域 CENTRAL REGION

武漢 Wuhan	鄭州 Zhengzhou	長沙 Changsha
合肥 Hefei	南昌 Nanchang	

總樓面面積(m ²) TOTAL GFA (m ²)	6,029,000 m ²
總土地儲備(m ²) TOTAL LANDBANK (m ²)	4,146,000 m ²

項目數量 NO. OF PROJECTS

17

其他區域 OTHER REGION

雅加達 Jakarta	新加坡 Singapore
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總樓面面積(m ²) TOTAL GFA (m ²)	70,000 m ²
總土地儲備(m ²) TOTAL LANDBANK (m ²)	70,000 m ²

項目數量 NO. OF PROJECTS

2

環渤海區域 BOHAI RIM REGION

天津 Tianjin	大連 Dalian	濟南 Jinan
青島 Qingdao	瀋陽 Shenyang	煙台 Yantai

總樓面面積(m ²) TOTAL GFA (m ²)	16,844,000 m ²
總土地儲備(m ²) TOTAL LANDBANK (m ²)	10,203,000 m ²

項目數量 NO. OF PROJECTS

34

華南區域 SOUTHERN REGION

深圳 Shenzhen	中山 Zhongshan	湛江 Zhanjiang
廣州 Guangzhou	福州 Fuzhou	江門 Jiangmen
茂名 Maoming	漳州 Zhangzhou	龍岩 Longyan
佛山 Foshan	三亞 Sanya	香港 Hong Kong
廈門 Xiamen		

總樓面面積(m ²) TOTAL GFA (m ²)	10,862,000 m ²
總土地儲備(m ²) TOTAL LANDBANK (m ²)	5,477,000 m ²

項目數量 NO. OF PROJECTS

43

華西區域 WESTERN REGION

成都 Chengdu	西安 Xi'an	重慶 Chongqing
昆明 Kunming	貴陽 Guiyang	

總樓面面積(m ²) TOTAL GFA (m ²)	4,652,000 m ²
總土地儲備(m ²) TOTAL LANDBANK (m ²)	3,648,000 m ²

項目數量 NO. OF PROJECTS

27

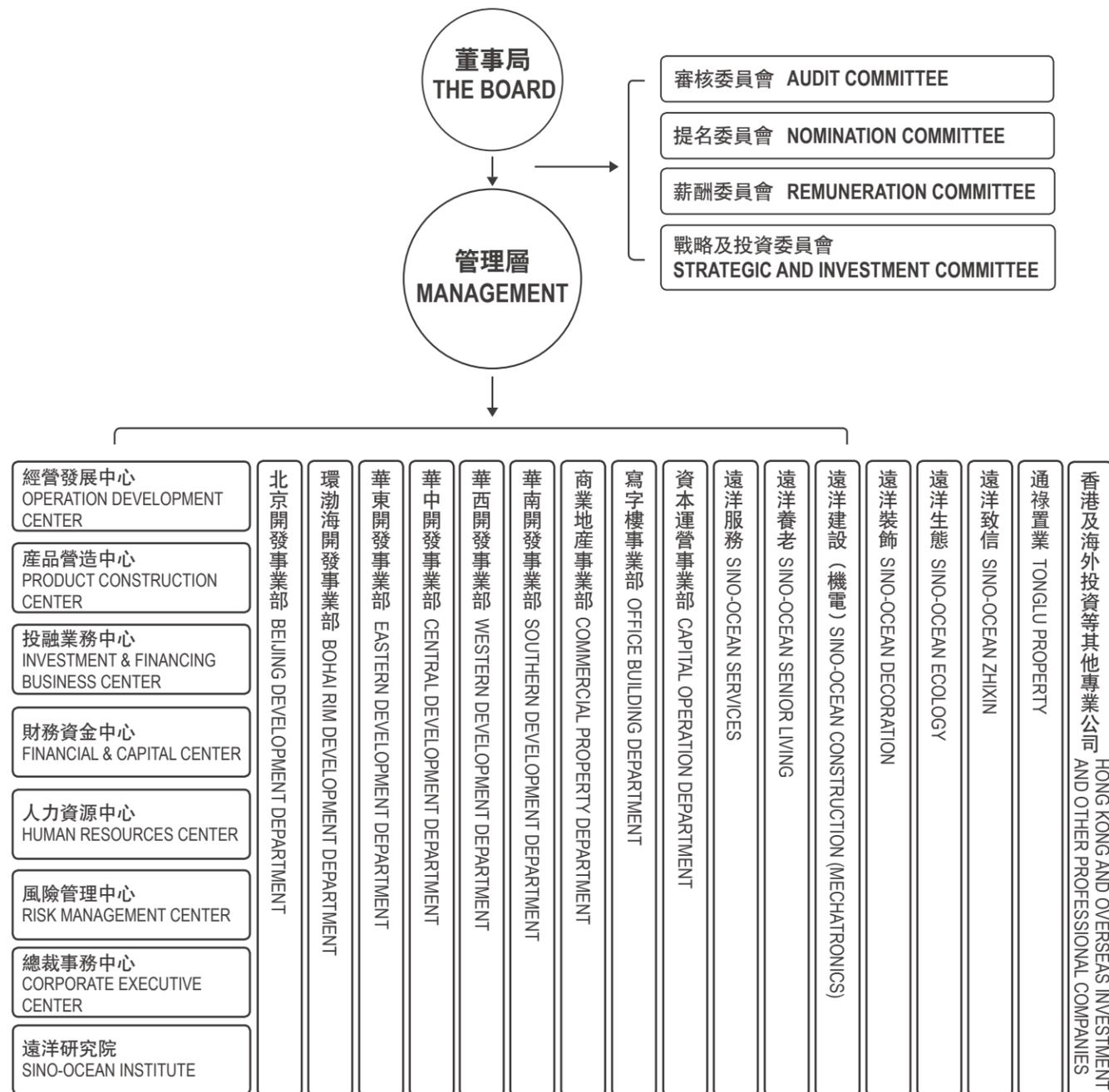
組織架構 (2021 年)

ORGANIZATIONAL STRUCTURE

(YEAR 2021)

根據經營管理需要，公司組織架構較去年有所調整，目前遠洋集團的組織架構如下：

According to the operational and management needs, the Company's organizational structure has been adjusted compared with last year. The current organizational structure of Sino-Ocean Group is as follows:



2020 業務回顧

2020 BUSINESS REVIEW

2020 年是本集團全面實施第五期發展戰略的開局之年，本集團堅定不移地按照第五期發展戰略部署，以「以投資開發為主業、發展開發相關新業務的綜合型實業公司」的戰略定位，聚焦主業、聚焦效益、聚焦發展，穩步推進相關業務，持續開展精細化管理，集團各項關鍵能力得到顯著提升，經營狀況持續改善。

As the fifth phase of strategic development commenced in 2020, the Group was steadfast in the deployment of the set strategies. Based on the positioning of "a comprehensive real estate enterprise that principally develops residential property and related diversified businesses", we focused on residential development, efficiency and expansion, promoted related businesses, continued to streamline management, raised all key capabilities and improved business operations.

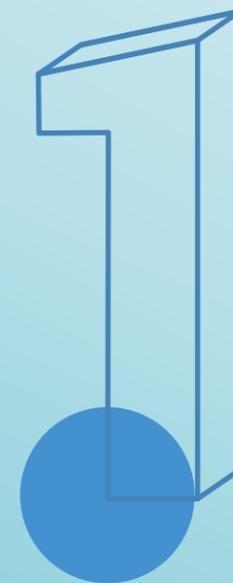
- 開發主業穩健增長，經營效益逐步修復；
Residential development enjoyed stable growth, operation efficiency gradually recovered;
- 適時購入優質土地，持續優化投資佈局；
Purchased quality land at the right time to optimize location planning;
- 不動產關鍵項目取得突破，協同主業助力增長；
Key investment property projects achieved break-through, synergy with the principal business promoted growth;
- 遠洋服務成功上市，未來增長可期；
Sino-Ocean Service successfully listed, future growth within reach;
- 財務狀況改善，維持國際投資級評價；
Financial position enhanced, international investment grade rating retained;
- 啓動建設全成本管控體系，提升市場競爭力；
Initiated an all-round cost control system to raise competitiveness;
- 持續夯實經營管理體系，精細化管理水平提升；
Continued to consolidate management system to achieve further streamlining;
- 持續踐行「建築·健康」產品理念，打造健康標杆項目；
Resolute with the concept of "building·health" and constructed benchmark projects;
- 積極開展疫情防控工作，確保業務正常運行。
Vigorously applied preventive measures to ensure normal business operation.

詳細內容請參閱本公司網站
(www.sinooceangroup.com)
及香港聯交所的網站
(www.hkexnews.hk)
刊發的 2020 年年報。

For more information, please read our 2020 annual report published on our website (www.sinooceangroup.com) and the website of the Hong Kong Stock Exchange (www.hkexnews.hk).

良好的企業管理是實現穩健發展和可持續發展的基石。面對市場環境的嚴峻考驗，遠洋集團堅守底線，乘風破浪，實現高質量發展。2020年，集團聚焦主業，堅持精細化管理，繼續夯實以項目和業務為中心的「4+8」經營管理體系，從「建規矩、建標準、建團隊」的角度進一步完善運營管理模式，凝心聚力，交圈協作，達到賦能一線，鞏固中長期戰略發展優勢的目的。

Good enterprise management is the cornerstone for realizing steady and sustainable development. Facing the severe test of the market environment, Sino-Ocean Group adhered to the bottom line, braved the wind and waves and achieved high-quality development. In 2020, the Group focused on main business, adhered to refined management, continued to consolidate the "4+8" operation and management system centralized on projects and business, further improved the operation and management mode from the perspective of "establishing rules, standards and teams", gained strength and conducted collaboration to achieve the purpose of empowering the front line and consolidating the mid to long term strategic development advantage.



凝合心 共創健康管理

CONDUCT HEALTHY MANAGEMENT WITH CONCERTED EFFORTS

第一部份
FIRST PART

MANAGEMENT

CORPORATE GOVERNANCE

THE BOARD MANAGEMENT AND RISK MANAGEMENT

董事局管理及風險管理

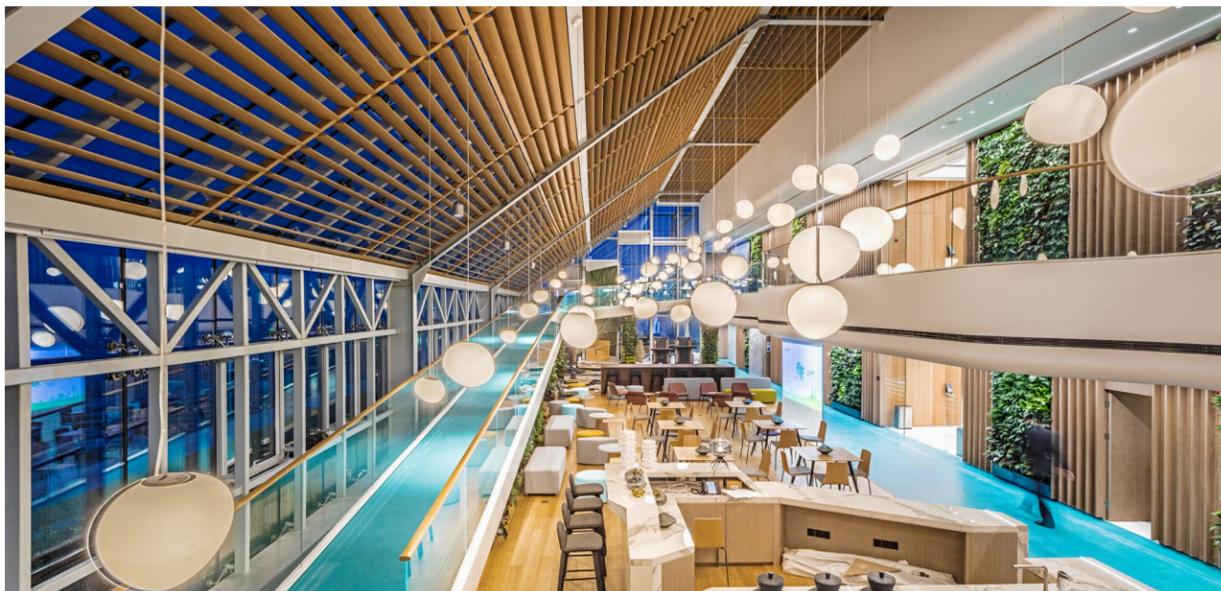
THE BOARD MANAGEMENT 董事局管理

董事局及本集團管理層承諾實現及保持高水平企業管治，這是確保本公司廉潔運營商業環境和維持投資者對本公司信心的關鍵因素。本集團管理層亦積極留意香港與海外的最新企業管治發展。由主席帶領的董事局職責是達成公司目標，制訂發展戰略，定期檢討組織架構，監控業務活動及管理層表現，以保障及提升本公司及其股東利益。

截至2020年12月31日，董事局由十二名董事組成，包括三名執行董事、四名非執行董事、五名獨立非執行董事。遠洋集團致力維持完善的企業管治，努力提升營運透明度，保障股東和業務夥伴的權益，以及增加股東所持股份的價值。因此，董事局設有四個董事局委員會以監督本公司的具體事務，即審核委員會、提名委員會、薪酬委員會和戰略及投資委員會。

The Board and management of the Group are committed to achieving and maintaining high standards of corporate governance, which is critical in safeguarding the integrity of the Company's business operations and maintaining investor confidence in the Company. The management of the Group also actively strives to keep abreast of the latest corporate governance developments in Hong Kong and overseas. The Board, led by the Chairman, is responsible for fulfilling the Company's targets, formulating development strategies, regularly reviewing organizational structure, and monitoring business activities and management performance so as to protect and maximize the interests of the Company and its shareholders.

As of 31 December 2020, the Board has 12 Directors, including three Executive Directors, four Non-executive Directors and five Independent Non-executive Directors. Sino-Ocean Group is committed to maintaining sound corporate governance, enhancing operational transparency, protecting the rights and interests of shareholders and business partners, and increasing the value of shareholders' shares. Therefore, the Board has set up four Board Committees (i.e. the Audit Committee, Nomination Committee, Remuneration Committee, and Strategic and Investment Committee) to oversee certain aspects of the Company's business activities.



我們將股東周年大會和股東特別大會視為重要事件，股東通過股東大會行使自身權利，保證股東的權益及權利。我們也設立了投資者關係部，以保證雙向溝通、回應股東及公眾人士的查詢、保護中小投資者的利益。

我們亦按照監管機構對信息披露的相關規定，堅守高度披露的準則，在合理、切實可行的範圍內，定期或隨時對特殊事實情況進行真實、準確、完整、合規的披露，使公眾能平等、適時及有效地取得所披露消息。2020年在信息披露方面，集團堅持既有的高效率和高標準，確保相關信息通過公司官網和其他渠道及時進行披露。

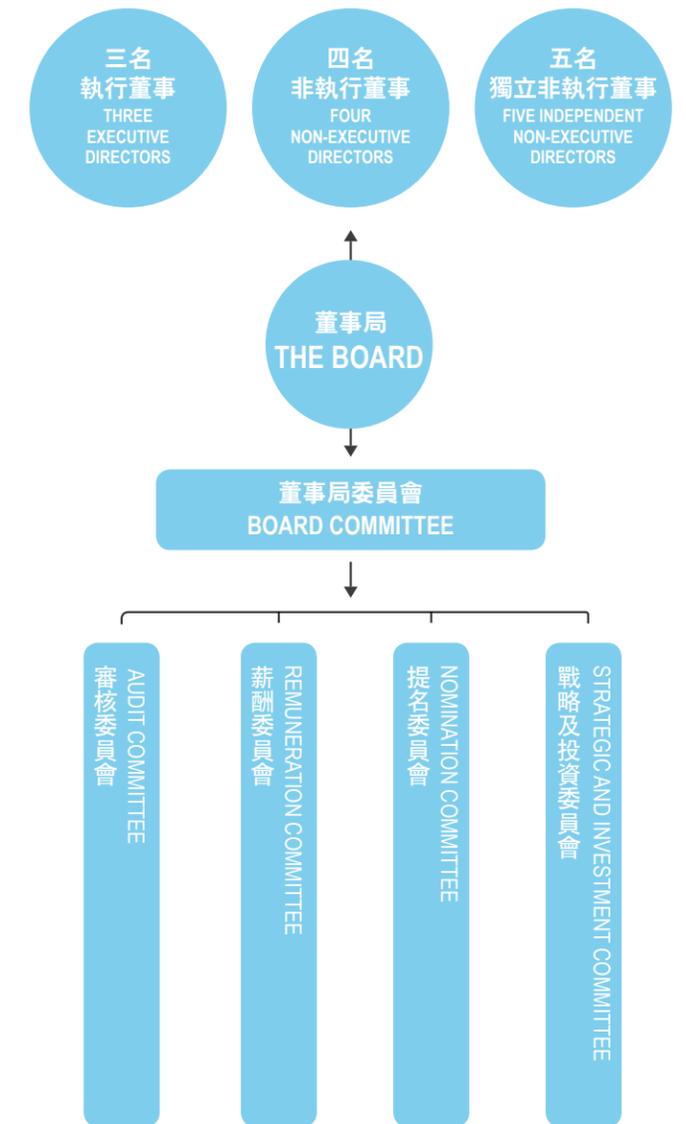
董事局「提名委員會」每年檢討董事局的架構、人數、組成及多元化（包括但不限於性別、年齡、文化及教育背景、專業技能、知識及經驗方面）。

We regard the annual general meeting and extraordinary general meetings of shareholders as important events, whereby shareholders can exercise their rights to safeguard their interests and rights. We have also set up the Investor Relations Department to allow for two-way communications, including responding to inquiries from shareholders and the public and protecting the interests of small and medium investors.

Furthermore, we satisfied high information disclosure standards and complied with regulatory rules on information disclosure. Wherever possible and feasible, we disclosed special facts truthfully, accurately and completely in compliance with regulations on a regular or ad hoc basis, guaranteeing the public impartial, timely and effective access to relevant information. In 2020, we maintained our high efficiency and high standards of information disclosure to ensure the timely dissemination of relevant corporate information via our official website and other channels.

The Board's "Nomination Committee" reviews the Board's structure, headcount, composition and diversity (including but not limited to gender, age, culture and education background, professional expertise, knowledge and experience) every year.

BOARD OF DIRECTORS COMPOSITION 董事局組成



● RISK MANAGEMENT 風險管理

本集團風險管理及內部監控以及內部審核的評估由風險管理部門獨立執行。董事局審核委員會由非執行董事和獨立非執行董事組成，並負責檢視本集團內部監控之成效，包括就各公司架構以及業務流程之內部監控作定期檢討，並考慮其潛在風險及迫切性以確保公司業務運作效率及實現企業目標及策略。該等檢討的涵蓋範圍包括財務、營運、法規及風險管理。審核委員會同時定期向董事局提交報告及建議。

為提高對重大影響事件和高風險系數事件的處理能力，持續提升遠洋集團風險管控，集團設立突發及重點事件應對工作組，協調各部門開展相關工作，對於職業健康與安全、信息安全、氣候變化、突發事件等情況，做到事前預防、及時響應、妥善處置。

有關本集團風險管理及董事局的更多資料，請參閱本公司網站 (www.sinooceangroup.com) 及香港聯交所的網站 (www.hkexnews.hk) 刊發的 2020 年年報。

EMBRACE COMPLIANCE AND ENSURE FINANCIAL SOUNDNESS 擁抱合規，財務穩健

在 2020 年房地產資管新規要求下，遠洋擁抱合規，控制有息負債。截止至 2020 年 12 月 31 日，未觸及資管新規「三條紅線」¹ 的任意一條，剔除預收款的資產負債率小於 70%；淨負債率小於 100%；現金短債比大於 1。遠洋集團保持一貫的穩健財務狀況和良好融資能力，投資級信用水平持續獲得國際資本市場高度認可，境外維持穆迪和惠譽兩家評級機構的投資級展望穩定評級，境內維持中誠信國際評級機構的 AAA 展望穩定評級。

The Risk Management Department independently carries out the Group's risk management, internal control and evaluation of internal audit. The Audit Committee of the Board of Directors is composed of Non-executive Directors and Independent Non-executive Directors. It is responsible for reviewing the effectiveness of the internal control of the Group, including regularly reviewing the internal control of the corporate structures and business processes, and considering its potential risks and exigencies to ensure the efficiency of the Company's business operations and the achievement of corporate objectives and strategies. The review covers financial, operational, regulatory and risk management areas. The Audit Committee will also submit reports and recommendations to the Board on a regular basis.

In order to improve the handling ability of major impact events and high-risk events, and continuously improve the risk management and control of Sino-Ocean Group, the Group has set up an emergency and key event response working group. It coordinates various departments to carry out relevant work, so as to achieve prevention in advance, respond in time, and properly handle situations related to occupational health and safety, information security, climate change, emergencies, etc.

For more information about risk management of the Group and the Board, please read our 2020 annual report published on our website (www.sinooceangroup.com) and the website of the Hong Kong Stock Exchange (www.hkexnews.hk).

Under the requirements of the new regulations on real estate capital management in 2020, Sino-Ocean embraced compliance, controlled interest-bearing liabilities, did not touch any of the "three red lines"¹ of the new regulations on real estate capital management. The Group's liability-to-asset ratio excluding advance receipts was less than 70%; the net gearing ratio was less than 100%; and the cash-to-short-term debt ratio was greater than 1 as at 31 December 2020. Sino-Ocean Group has maintained a consistent sound financial position and good financing capacity, and the investment-grade credit level has been highly recognized by the international capital market. Sino-Ocean has maintained a stable investment-grade outlook rating from Moody's and Fitch overseas and an AAA stable outlook rating from China Chengxin International Credit Rating Co., Ltd.

1. 「三條紅線」指的是收緊房企融資較為清晰的三條標準，要求控制房地產行業的有息債務增長，並設置了三條紅線，要求剔除預收款的資產負債率不得大於 70%；淨負債率不得大於 100%；現金短債比不得小於 1 倍。

1. "Three red lines" refer to the three clear standards for tightening the financing of real estate enterprises, which require the real estate industry to control the growth of interest-bearing debts, and set up three red lines, which require that the liability-to-asset ratio excluding advance receipts shall not be greater than 70%; the net gearing ratio shall not be greater than 100%; and the cash-to-short-term debt ratio shall not be less than one time.

ANTI-CORRUPTION AND INTEGRITY 反貪反腐，廉潔從業

遠洋集團嚴格遵循《中華人民共和國刑法》《中華人民共和國刑事訴訟法》及《中華人民共和國治安管理處罰法》的相關規定，遵守並支持聯合國全球契約十項原則，反對各種形式的貪污，包括敲詐、勒索和行賄受賄。2020 年，我們制定《遠洋集團企業行為準則》，對於反貪污、反腐敗、反不當競爭、舉報人原則、監察與審理、合規採購等內容進行規定，並明確了針對不同級別事件的處理辦法，至少每三年對該準則進行評估和檢閱。根據《遠洋集團企業行為準則》《遠洋集團供應商行為守則》，遠洋要求公司所有員工（包括非正式員工）、董事和所有供應商需按照最高要求的商業道德和企業管治標準與各相關方開展溝通合作，並將有關反對暴力、衝突和反貪腐要求納入《遠洋集團員工行為規範》。同時我們增加內部申訴渠道，保障本集團員工遵紀守法、廉潔從業。

● WHISTLE-BLOWING POLICY 舉報制度

所有有關人士均可對遠洋集團員工或單位 / 部門違反廉潔從業、濫用職權、失職、瀆職、違反經營管理秩序等違紀行為進行投訴和舉報。我們在公司內網首頁增設「違紀舉報」的窗口，並在《遠洋集團企業行為準則》中明確舉報人保護制度。集團鼓勵實名舉報，對實名舉報的個人信息及舉報內容將予以嚴格保密，並對調查結果給予及時反饋，不得向被舉報人和無關人員泄露相關信息。若舉報人受到威脅、打擊、報復，集團將給予積極的法律支持和保護。

Sino-Ocean Group strictly abides by the relevant provisions of the "Criminal Law of the People's Republic of China", the "Criminal Procedure Law of the People's Republic of China" and the "Law of the People's Republic of China on Penalties for Administration of Public Security". Sino-Ocean Group abides by and supports the ten principles of the United Nations Global Compact, and opposes all forms of corruption, including blackmailing, extortion and bribery. In 2020, we formulated the "Sino-Ocean Group Corporate Code of Conduct" which stipulates anti-graft, anti-corruption and anti-unfair competition, whistle-blower principles, supervision and trial, compliance procurement and other contents, and clarifies the handling measures for incidents at different levels. We evaluate and review the Code at least every three years. According to the "Sino-Ocean Group Corporate Code of Conduct" and the "Sino-Ocean Group Code of Conduct for Suppliers", Sino-Ocean requires all employees (including informal employees), Directors and all suppliers to conduct communications and cooperation with all relevant parties in accordance with the highest requirements of business ethics and corporate governance standards. We also include anti-violence, conflicts and anti-corruption requirements into the "Sino-Ocean Group Employee Code of Conduct". At the same time, we introduced the internal channels for complaint, to ensure that the staff of the Group will abide by laws, and work with integrity.

All relevant parties may make complaints and report the employees or units/departments of Sino-Ocean Group on the violation of integrity, abuse of power, dereliction of duty, misconduct, the violation of operation and management orders and other disciplinary offence. We set up the window of "Reporting of Disciplinary Offence" on the homepage of the internal website of the Company and stipulated the system on the protection of whistle-blowers in the "Sino-Ocean Group Corporate Code of Conduct". The Group encourages real-name whistle-blowing and strictly keeps the personal information of whistle-blowers and the whistle-blowing contents confidential and gives feedbacks on the investigation results in a timely manner. We shall not disclose relevant information to the persons being reported and irrelevant parties. If the whistle-blower is threatened, attacked or revenged, the Group will actively provide legal supports and protection.

01

要求全員簽署合規經營承諾書，重視日常合規督導；

All employees are required to sign the Letter of Commitment for Compliance Management and attach importance to daily compliance supervision;

03

對外簽署所有的合同中均有廉潔條款，必須增加監察舉報郵箱及反商業賄賂條款；

All the contracts signed with outsiders contain integrity clauses, and supervision and reporting mailboxes and anti-commercial bribery clauses must be added;

05

所有中高管員工入職需要簽署《廉潔自律承諾書》；

All mid-level and senior executives shall sign the "Letter of Commitment for Integrity" and Self-Discipline upon entry;

07

全員（包括兼職員工）每年需要接受廉潔從業教育，定期向全員進行合規運營培訓；所有新員工入職時接受公司合規要求和制度培訓；

Every year, all employees (including part-time employees) shall receive integrity education, and the Group regularly provide compliance training to all employees; all new employees shall receive training on compliance requirements and systems of the Company upon joining;

09

在所有子公司派駐監事人員，行使監督職責。

Supervisors are assigned to all subsidiaries to exercise supervisory duties.



02

不定期向分中心、各事業部進行合規提示，定期進行新法規宣傳；

Provided compliance tips for sub-centers and divisions from time to time, and conduct the publicity of new regulations regularly;

04

規範合作夥伴，所有供應商入庫需要簽署《供應商行為守則》《廉潔自律承諾書》；

Partners shall be regulated, and all suppliers shall sign the "Supplier Code of Conduct" and the "Letter of Commitment for Integrity" and Self-Discipline;

06

將郵件宣貫、現場培訓等方式相結合，宣貫授權制度；

Combined emails, on-site training, etc., to publicize and implement the authorization system;

08

在公司內網首頁增設「違紀舉報」的窗口；震懾違紀人員的同時方便員工了解公司的相關規章制度及規範底線；

Added a new section in the Company's online homepage--"violation reporting": deter those who violate the regulations, while facilitating employees understand the Company's related rules and regulations and bottom lines;

● ORGANIZATIONAL MANAGEMENT 組織管理

遠洋擁有完善的組織架構，設立遠洋紀律檢查委員會、集團風險管理中心、各事業部及專業公司風險管理部門進行管理，董事局執行董事同時承擔黨風廉政建設工作職責。我們制定了《紀律檢查委員會工作制度》《紀律檢查委員會會議制度和議事規則》《紀律檢查委員會案件檢查工作辦法》《紀律檢查委員會與風控監察關於違紀線索管轄、查辦及移交工作辦法》四項紀委工作制度和規範，集團層面的《員工違紀處理辦法》《監察案件檢查與審理管理辦法》《回避管理辦法》《舉報與申訴管理辦法》四個辦法，強化集團內部廉政建設。

2020年，對以上規定中的部分條款進行了修改完善。在此基礎上，我們召開了本年度紀檢監察暨黨風廉政建設工作會議，發佈並實施遠洋集團《落實黨風廉政建設責任制實施辦法》，並由黨委書記與各黨支部書記簽署《黨風廉政建設責任書》。同時集團結合遠洋黨委、紀委，以及各級黨組織，每年通過黨委會、黨課、主題教育活動等形式，對各級中高管、核心骨幹及全體黨員，開展反腐倡廉及警示教育。

Sino-Ocean has an integrated organizational structure and has set up the Sino-Ocean Discipline Inspection Commission, the Group's Risk Management Center, Risk Management Department of business departments and professional companies for management. Executive Directors of the Board undertake the responsibilities on the Party integrity building. We have formulated four working systems and norms of the "Discipline Inspection Commission - the Working System of the Discipline Inspection Commission", the "Meeting System and Rules of Procedure of the Discipline Inspection Commission", the "Working Measures for Case Inspection of the Discipline Inspection Commission", and the "Working Measures of the Discipline Inspection Commission and Risk Control and Supervision Departments on the Jurisdiction, Investigation and Transfer of Discipline Violation Clues", as well as four measures at the Group level - the "Measures for the Handling of Employees' Discipline Violation", the "Administrative Measures for the Inspection and Trial of Supervisory Cases", the "Administrative Measures for Avoidance", and the "Administrative Measures for Reporting and Appealing", so as to strengthen the construction of clean governance within the Group.

In 2020, some of the above provisions were revised and improved. On this basis, we held this year's work conference on discipline inspection and supervision and the construction of Party style and clean governance, issued and implemented the "Measures for Implementing the Responsibility System for the Construction of Party Style and Clean Governance" of Sino-Ocean, and the secretary of the Party committee and the secretary of each Party branch signed the "Letter of Responsibility for the Construction of Party Style and Clean Governance". At the same time, the Group carries out anti-corruption and warning education for mid-level and senior executives, core backbones and all Party members at all levels each year through Party committees, Party classes and theme education activities in conjunction with the Party committee, the Discipline Inspection Commission and Party organizations at all levels.

● INTEGRITY EDUCATION 廉潔從業教育

本年度，集團風險管理中心及紀委，針對各中心、事業部、專業公司、新員工入職，組織開展形式多樣的廉潔從業教育宣貫；同時，各事業部風控部門在事業部、項目層面均開展了廉潔從業、合規建設培訓，涉及公司監察制度及法律規範、對營銷、工程、採購、投資、行政、財務等各個業務領域易發生的腐敗、貪污、侵占、挪用、不公平競爭等內容，實現了對全體員工的教育全覆蓋，強化了全員廉潔從業意識和職業操守，構建風清氣正的職場環境。本公司亦定期向董事及員工提供反貪污培訓。2020年度，全集團共開展廉潔從業教育培訓110餘場次，累計時長超過10,000小時，參與員工比例為100%。

During the year, the Risk Management Center and the Discipline Inspection Commission of the Group organized and conducted integrity education in various forms for all centers, departments, professional companies and new employees. Meanwhile, the risk control departments of each division carried out integrity and compliance construction trainings in respect of the Company's supervisory system and laws and regulations, covering marketing, engineering, procurement, investment, administration, finance and other business sectors which are prone to corruption, embezzlement, misappropriate and unfair competition. The education covered all employees, and strengthened the integrity awareness and professional ethics of all employees, so as to create a fair and honest working environment. The Company also provides anti-corruption trainings to directors and employees regularly. In 2020, the Group carried out over 110 trainings on integrity education with a total of over 10,000 hours, with participation rate of 100% for all staff.

● DEALING WITH VIOLATIONS 違紀事項處理

2020年，累計受理各類違紀線索54件，處理違紀員工48人，實現了對嚴重違紀問題從嚴處理，對失職問題加強教育勸誡的管理效果。

In 2020, a total of 54 various violation clues were received; 48 offending employees were dealt with. It has realized a satisfying management effect for strictly dealing with the serious disciplinary offence and strengthening the education and exhortation to the dereliction of duty.

在針對違法違紀事項處理中，集團有力查處了部份嚴重違紀問題及責任人；樹立了對違反紀律的追責意識；強化了員工誠信及廉潔從業意識；增強了公司合規管理理念。由於發現及時、妥善處理，違紀事件對集團財務或運營未造成重大影響。

In dealing with violations of laws and disciplines, the Group imposed severe punishments on certain offenders and responsible persons, reinforced accountability for disciplinary violations, heightened staff's awareness on honesty and integrity and strengthened the compliance management concept of the Company. Due to the timely discovery and proper handling, the violation events did not have a significant impact on the Group's finances or operations.

2020 年度內, 本公司
IN 2020, THE COMPANY

- 未發生涉及貪污的重大訴訟案件;
Was not major lawsuits involving corruption occurred during the year;
- 未發生針對不當競爭行爲、反托拉斯和反壟斷實踐的法律訴訟;
Was not involved in any unfair competition or antitrust lawsuits;
- 未發生涉及侵犯原住民權利的事件;
Was not involved in any incidents connected with violations of the rights of indigenous peoples;
- 未發生違反環境法規受到罰款或制裁的重大事件;
Did not receive any major fines or penalties on violations of environmental regulations;
- 未發生侵犯客戶隱私和丟失客戶資料有關的經證實的投訴;
Did not receive any verified complaints on customer privacy violation or customer information loss;
- 未發生違反社會與經濟領域法律和法規的重大事件。
Was not involved in any major violations of social or economic laws or regulations.

INTELLECTUAL PROPERTY MANAGEMENT AND BRAND VALUE 知識產權管理及品牌價值

集團嚴格遵守《中華人民共和國廣告法》等與產品服務的廣告傳播推廣相關的法律法規，定期對相關事項方面的管理制度進行更新，以「一竿子插到底」，「橫到邊、豎到底」的品牌統籌管理模式開展品牌管理工作。2020 年度內，未發生重大違反市場推廣法律法規事件。

集團注重品牌管理體系的建立與維護，尤其重視品牌資產的經營管理和知識產權的管理和保護，在嚴格遵守《中華人民共和國商標法》《中華人民共和國專利法》《中華人民共和國著作權法》及《中華人民共和國反不正當競爭法》等法律法規的基礎上，通過商標管理、版權保護、域名管理、培訓監督、維權與侵權應對、品牌獎項統籌等方式，維護自身品牌資產和知識產權。

The Group strictly abides by the "Advertising Law of the People's Republic of China" and other laws and regulations related to the advertising and promotion of products and services, regularly updates the management system of relevant matters, and carries out brand management with the overall brand management mode of "one step to the end" and "horizontal directions to the side and vertical directions to the end". No major violation of marketing laws and regulations occurred in 2020.

The Group pays attention to the establishment of the brand management system and maintenance, especially attaches great importance to the operation and management of brand assets and management and protection of intellectual property rights, and maintains own brand assets and intellectual property rights through trademark management, copyright protection, domain name management, training and supervision, rights protection and infringement response, and brand awards coordination on the basis of strictly abiding by the "Trademark Law of the People's Republic of China", "Patent Law of the People's Republic of China", "Copyright Law of the People's Republic of China" and "Anti-Unfair Competition Law of the People's Republic of China" and other laws and regulations.

● 品牌價值 BRAND VALUE

2020 年遠洋集團收獲重要獎項 40 餘個，覆蓋《財富》中國 500 強、中國房地產公司品牌價值 TOP10、中國精品住宅產品 TOP10、中國房地產產品力優秀品牌、中國健康建築品質典範、中國綠色地產 TOP10、中國房地產最佳僱主企業、房地產上市公司十強財務健康榜樣等重要類別，全面彰顯遠洋集團品牌力。

In 2020, Sino-Ocean Group received more than 40 important awards, covering Fortune China 500, China Top 10 Real Estate Company Brand Value, China Top 10 Competitive Residential Products, China's Excellent Real Estate Product Brand, China's Healthy Building Quality Model, China Top 10 Green Real Estate, China's Best Employer in Real Estate Enterprises, and the list of Top 10 Listed Real Estate Companies with Financial Soundness, comprehensively showing Sino-Ocean Group's brand power.

● 商標管理 TRADEMARK MANAGEMENT

遵循《遠洋集團商標管理規範》和「全面保護，科學註冊」的商標註冊與管理方法，2020 年進一步加強了遠洋集團的商標註冊集中統籌管理工作，理順了商標註冊、商標授權等的工作流程、審批步驟、工作模板，形成操作指南。杜絕了未經集團授權，將品牌及商標授予其他單位或個人私自使用的情況。截至 2020 年底，集團共擁有註冊商標 430 件，申請中商標 70 件，集團及各主要業務領域基本均有覆蓋。

Following the "Trademark Management Norms of Sino-Ocean Group" and the trademark registration and management method based on "comprehensive protection, scientific registration", in 2020 the Group further strengthened the trademark registration management work of Sino-Ocean Group as a whole, straightened out trademark registration, trademark licensing and other work processes as well as examination and approval procedures and work templates, and formed operational guidelines. The Group eliminated the situation that the brands and trademarks were granted to other units or individuals for private use without the authorization of the Group. By the end of 2020, the Group had a total of 430 registered trademarks and 70 trademarks under application, basically covering the Group and our main business areas.

● 版權保護 COPYRIGHT PROTECTION

通過購買版權渠道字體建立集團字體庫，鼓勵和提示業務單位根據自身使用需求購買版權使用字體。2020 年，我們搭建「視覺遠洋」——遠洋集團視覺資源管理系統，包含商用圖庫及企業圖庫，形成購置正版商用圖片的有效渠道，同時對企業影像資料進行全面整理、歸檔，使企業視覺資源良性運營。

The Group's font library was created by purchasing copyrighted fonts, and business units were encouraged and reminded to purchase copyrighted fonts according to their own use needs. In 2020, we set up "Visual Sino-Ocean" - the visual resource management system of Sino-Ocean Group, including a commercial library and a corporate library, and formed an effective channel for purchasing legitimate commercial pictures. Meanwhile, the Group comprehensively organized and archived corporate image data, so as to ensure the sound operation of corporate visual resources.

● 培訓監督 TRAINING AND SUPERVISION

除日常監督檢查和品牌能力建設外，還通過「品牌營銷法律合規培訓」進行基於著作權、肖像權、反不正當競爭基本原理的案例說明講解。

In addition to daily supervision and inspection and brand capacity building, the Group also conducted "compliance training in brand marketing" to explain and illustrate cases based on the basic principles of copyrights, portrait rights and anti-unfair competition.

● 維權與侵權應對 RIGHTS PROTECTION AND INFRINGEMENT RESPONSE

2020 年，遠洋集團針對商標權益進行了更爲全面的保護，匹配業務發展的需要適時適宜進行商標預判註冊與保全；針對「遠洋」商標的侵權傷害做出了積極的正面回應，依據《中華人民共和國商標法》及相關法律法條，對各種侵權行爲提交異議申請及通過法律訴訟，獲得了公正的保護。

In 2020, Sino-Ocean Group carried out more comprehensive protection for trademark rights and interests, and conducted trademark pre-judgment registration and preservation in a timely and appropriate manner to meet the needs of business development; in view of the infringement injury of "Sino-Ocean" trademarks, the Group made a positive response. According to the "Trademark Law of the People's Republic of China" and relevant laws and regulations, we filed objection applications for various infringement behaviors and obtained fair protection through legal proceedings.

可持續發展管理 SUSTAINABLE DEVELOPMENT MANAGEMENT



理念 CONCEPT

攜手利益相關方共同推動人、建築、環境和社會的可持續發展

Working with stakeholders to promote sustainable development of people, buildings, the environment and the society

引導方向 GUIDE DIRECTION

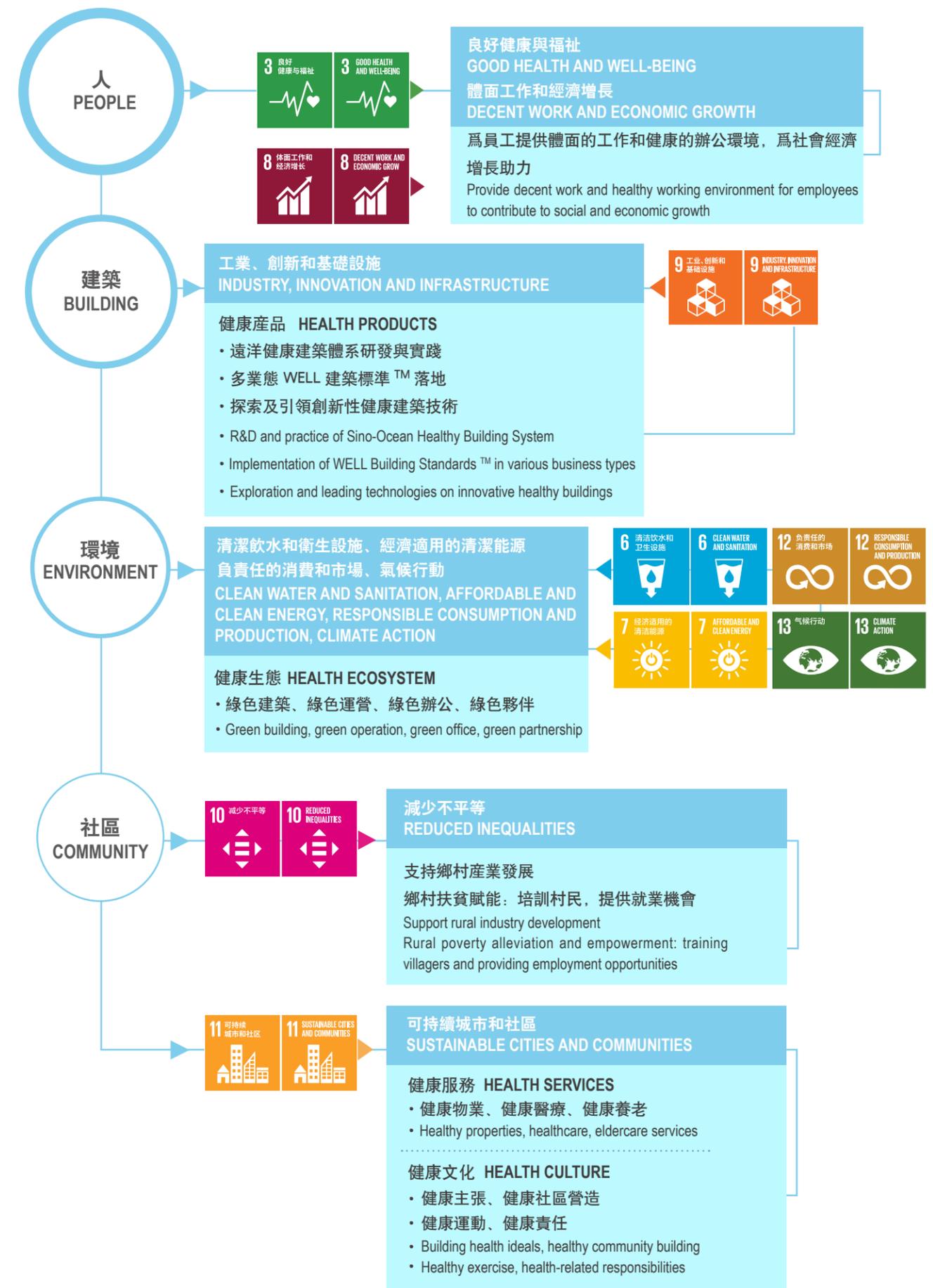
聯合國 2030 可持續發展目標 (SDGs)
United Nations' 2030 Sustainable Development Goals (SDGs)

遠洋集團作為「建築·健康」的先行者，以「攜手利益相關方共同推動人、建築、環境和社會的可持續發展」為理念，以「聯合國 2030 可持續發展目標 (SDGs)」為引導方向，以「為利益相關方創造價值」為責任。

其中，遠洋的可持續發展理念與能力優勢與 SDGs 「目標 3：良好健康與福祉」、「目標 6：清潔飲水和衛生設施」、「目標 7：經濟適用的清潔能源」、「目標 8：體面工作和經濟增長」、「目標 9：工業、創新和基礎設施」、「目標 10：減少不平等」、「目標 11：可持續城市和社區」、「目標 12：負責任的消費和生產」、「目標 13：氣候行動」，聯合國全球契約十項原則，以及十九大報告中的「實施健康中國戰略」匹配。在此方面，遠洋以體系化的健康發展模式，為「確保健康生活並促進各年齡段所有人的福祉」而不斷提升。我們除了在設計和施工中以健康建築為媒介，以持續維護生態健康為基礎，兼顧發展健康服務和健康文化，從而實現促進人類健康和福祉目標。

As a pioneer in "Building-Health", Sino-Ocean Group embraces the philosophy of "working with stakeholders to promote sustainable development of people, buildings, the environment and the society", under the guidance of the "United Nations' 2030 Sustainable Development Goals (SDGs)" and regards "creating value for stakeholders" as its responsibility.

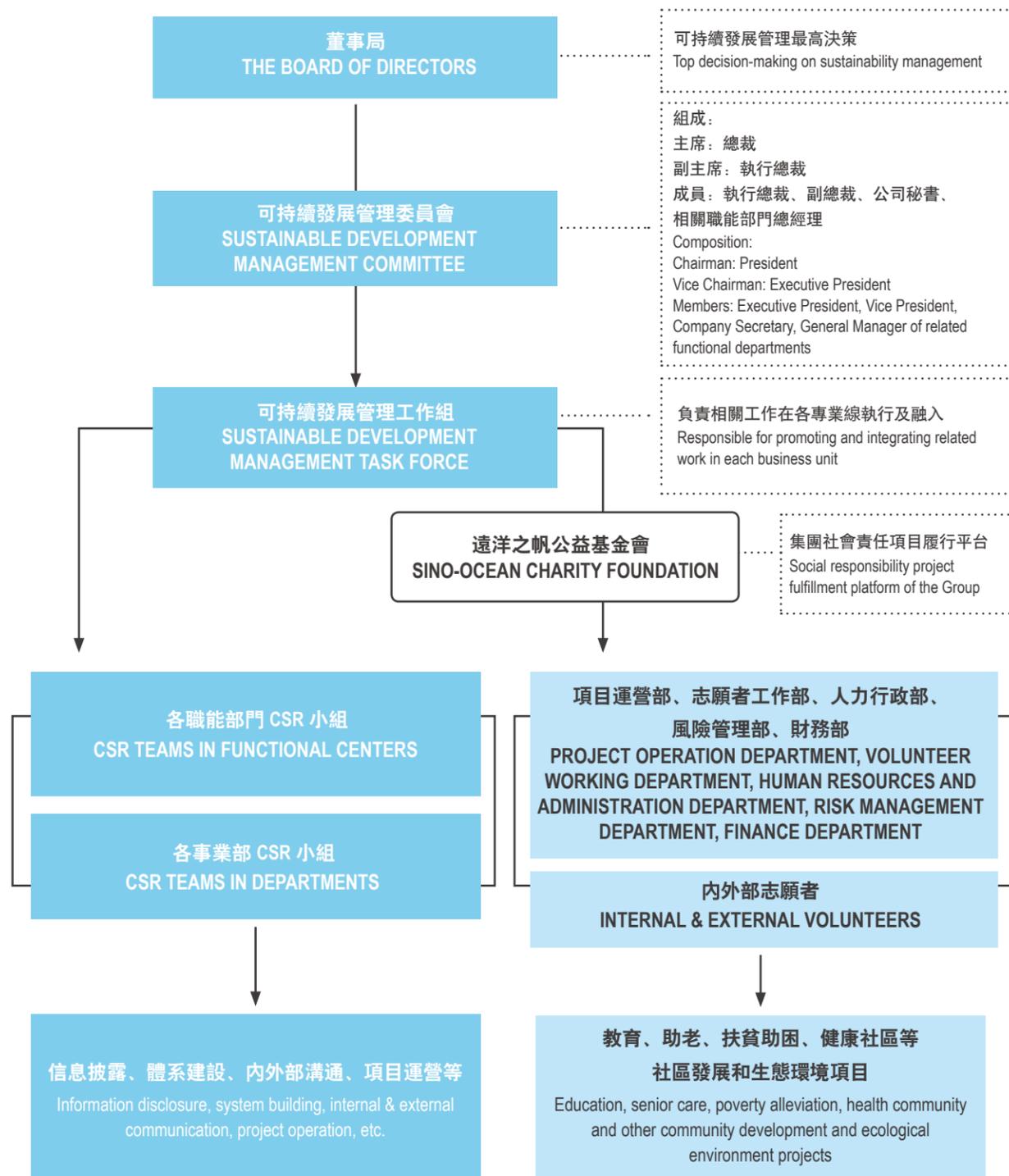
In particular, the sustainable development strategy and competitive strengths of Sino-Ocean match the SDGs, including "Goal 3: Good Health and Well-Being", "Goal 6: Clean Water and Sanitation", "Goal 7: Affordable and Clean Energy", "Goal 8: Decent Work and Economic Growth", "Goal 9: Industry, Innovation, and Infrastructure", "Goal 10: Reduced Inequalities", "Goal 11: Sustainable Cities and Communities", "Goal 12: Responsible Consumption and Production" and "Goal 13: Climate Action", the ten principles of the UN Global Compact and the "implementation of the Healthy China Strategy" outlined in the report of the 19th CPC National Congress. In this regard, Sino-Ocean has been striving to "ensure a healthy life and promote the well-being of people of all age" through a systematic healthy development model. With healthy buildings as carriers in design and construction and with the continuous protection of ecological health as the basis, we will balance the development of healthy services and healthy culture and contribute to the health and well-being of mankind.



SUSTAINABLE DEVELOPMENT MANAGEMENT FRAMEWORK 可持續發展管理架構

2020年，集團的健康戰略通過各業務與職能的協同保障，在健康夥伴的支持下，繼續從服務、產品、文化和生態四個方面進行「建築·健康」落地實施。我們的可持續發展管理架構如下：

In 2020, with the support of our green partners, we introduced and implemented the "Building·Health" philosophy through concerted efforts across business units and functions, focusing on services, products, corporate culture and ecosystem development. Our sustainable development management framework is as follows:



ESG STATEMENT OF THE BOARD OF DIRECTORS 董事局 ESG 聲明

遠洋集團董事局授權可持續發展管理委員會負責全面監督 ESG 管理工作，並開展每年不少於兩次的 ESG 溝通會議。我們負責制定公司的 ESG 戰略並定期審議戰略執行情況；識別和評估 ESG 風險，制定應對計劃；審核 ESG 管理政策，確保政策得以持續地執行及實施；審核 ESG 計劃和目標，並定期審核 ESG 目標的達成情況；審議 ESG 績效，最終通過集團可持續發展管理辦公室統籌、落實與執行。

出於外部社會與經濟環境，以及內部集團發展戰略的考慮，董事局將持續關注國內外可持續發展趨勢，加強 ESG 重要性議題的評估，討論並確定公司在環境、社會和管治方面的風險與機遇，將關鍵議題的管理與提升作為可持續發展年度重點工作。

The Board of Directors of Sino-Ocean Group authorizes the Sustainable Development Management Committee to be responsible for overall supervision of ESG management and to hold ESG communication meetings not less than twice a year. We are responsible for developing the Company's ESG strategy and regularly reviewing its implementation; identifying and evaluating ESG risks and develop response plans; reviewing ESG management policies to ensure that they are consistently implemented and put into practice; reviewing ESG plans and objectives, periodically reviewing the achievement of ESG objectives; examining the performance of ESG, and finally coordinating, implementing and fulfilling them through the Sustainable Development Management Office of the Group.

In consideration of the external social and economic environment and the internal development strategy of the Group, the Board will continue to pay attention to the sustainable development trend at home and abroad, strengthen the assessment of ESG material issues, discuss and determine the risks and opportunities of the Company in the aspects of environment, society and governance, and take the management and improvement of key issues as the annual key work of sustainable development.

2020年，董事局重點審視了以下核心工作及進展 IN 2020, THE BOARD HIGHLIGHTED THE FOLLOWING CORE ACTIVITIES AND PROGRESS

企業管治 CORPORATE GOVERNANCE	遠洋集團在不斷夯實「4+8」經營管理體系、堅守合規底線的同時，制定了與集團戰略目標一致的、完善的可持續發展戰略，規範和促進 ESG 相關工作開展； While constantly consolidating the "4+8" operation and management system and sticking to the bottom line of compliance, Sino-Ocean Group formulated a sound sustainable development strategy, which is consistent with the strategic objectives of the Group, standardizing and promoting ESG-related work;
產品與服務 PRODUCTS AND SERVICES	遠洋持續研究和更新迭代遠洋健康建築體系，為客戶提供更加健康美好的人居環境； Sino-Ocean continued to research and update Sino-Ocean Healthy Building System, providing customers with a healthier and better living environment;
氣候變化應對 CLIMATE CHANGE RESPONSE	遠洋集團發佈應對氣候變化宣言，在建造與運營中，從綠色建築、綠色採購、綠色辦公等方面降低碳足跡； Sino-Ocean Group issued a declaration to address climate change, reducing its carbon footprint from green building, green procurement and green office in terms of construction and operation;
社會責任履行 SOCIAL RESPONSIBILITY	通過遠洋之帆公益基金會平台，萬眾一心抗擊疫情，並投身於環保和教育公益事業，踐行社會責任。 Through the public welfare platform of Sino-Ocean Charity Foundation, the Group fought the epidemic with one heart and one mind, devoted itself to environmental protection and educational public welfare, and fulfilled social responsibility.

本報告詳盡披露的可持續發展戰略、遠洋在上述工作及其他 ESG 議題上的管理與實踐進展，均得到了董事局 2021 年 3 月的審議通過。

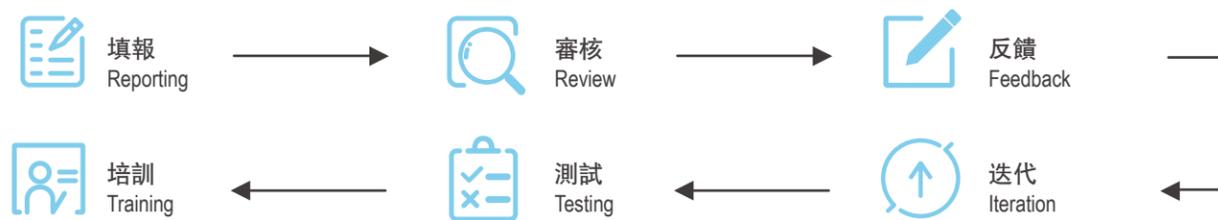
The sustainable development strategy and Sino-Ocean's management and practice progress on the above work and other ESG topics, as disclosed exhaustively in this Report, were examined and approved by the Board in March 2021.

隨着企業整體戰略步伐不斷升級，遠洋集團的可持續發展管理工作已逐漸進化為嵌入業務與運營的多維度系統化專業管理。為了回應愈加嚴格的非財務信息披露要求，這項工作已經得到董事局及集團管理層的充分重視，不僅要在歷次董事會中進行該等事項工作進展情況的匯報，集團 ESG 管理工作、可持續發展報告相關工作也要獲得董事局的認可。為保證集團年度可持續發展報告的準確性，提高內部對於可持續發展工作重視程度，報告編制工作由各重要職能部門參與，由可持續發展主管副總裁及集團總裁最終批覆後正式對外發佈。

遠洋集團可持續發展管理原則為分層負責制，形成「決策層－管理層－執行層」三級工作機制。為了保障可持續發展工作順利開展，由董事局作為可持續發展管理的最高決策層，全面監督可持續發展工作事宜；我們設立了可持續發展管理委員會和可持續發展工作組，並定期向決策層匯報相關工作。可持續發展工作組由各專業、各事業部、各項目對接人組成，我們以公司現有的可持續發展工作組為依托，明確各專業在戰略中的工作職責，設立相關機制保障其順利運行。

集團內部相應資源對於可持續發展工作的支持也是越來越重要，2020 年，在保證集團辦公系統中開發的在線環境數據系統運行良好的基礎上，我們繼而對環境及社會指標填報系統進行更新優化，並通過多次填報、審核、反饋、迭代、測試、培訓工作保障信息披露的真實完整及準確，這為整體提升集團管理能力奠定了堅實的基礎。

線上環境數據系統運行 ONLINE ENVIRONMENTAL DATA SYSTEM OPERATION



As our overall strategies have kept continuous updating, Sino-Ocean Group's sustainability management has been gradually integrated into its multi-dimensional, systemic professional management of business operations. In response to the increasingly stringent requirements on non-financial information disclosure, the work has received the full consideration of the Board of Directors and the management of the Group. In addition to reporting on the progress of these matters in the previous board meetings, the Group's ESG management work and the work related to sustainable development report are also required to be recognized and confirmed by the Board of Directors. In order to ensure the accuracy of the Group's annual sustainable development report and increase internal attention to sustainable development, the preparation of the report is undertaken by core professionals in all important functional departments, and the report is officially released upon the final approval by the Vice President of the Sustainable Development and the President of the Group.

The sustainable development management principle of Sino-Ocean Group is a hierarchical responsibility system, forming a three-level working mechanism consisting of "decision-making level, management level and executive level". In order to ensure the smooth development of sustainable development work, the Board of Directors, as the highest decision-making level of sustainable development management, will supervise the sustainable development work comprehensively; we set up a Sustainable Development Management Committee and a Sustainable Development Task Force and regularly report relevant work to the decision-making level. The Sustainable Development Task Force is composed of people from various specialties, business divisions and projects. Relying on the existing Sustainable Development Task Force of the Company, we have defined the job responsibilities of each specialty in the strategy and set up relevant mechanisms to ensure its smooth operation.

The Group's corresponding internal resources are also increasingly important in supporting sustainable development work. In 2020, on the basis of ensuring the good operation of the online environmental data system developed in the Group's office system, we updated and optimized the environmental and social indicators reporting system, and ensured the authenticity, integrity and accuracy of information disclosure through multiple reporting, review, feedback, iteration, testing and training, which laid a solid foundation for the overall improvement of the Group's management ability.

除系統平台支持外，為提高集團可持續發展管理能力，集團於 2020 年更新《遠洋集團可持續發展管理制度》系列文件，在本年實施良好。文件中明確給出相關管理原則及決策程序：

In addition to the support of the system platform, in order to improve its sustainable development management ability, the Group updated a series of documents on the "Sustainable Development Management System of Sino-Ocean Group" in 2020, which were well implemented in the current year. Relevant management principles and decision-making procedures are clearly provided in the documentation:

01 可持續發展風險管理原則

Principles of risk management for sustainable development

- 依據「誰主責、誰維護、誰處理」的原則，由主責單位處理；
The main responsible unit shall handle according to the principles of "the person in charge shall be responsible for maintenance and handling";
- 發生可持續發展相關危機第一時間與所在事業部風險管理中心、媒體關係主管部門商討，如遇重大危機事項，第一時間會同集團品牌主責部門共同商討。
Discuss immediately with the Risk Management Department and the competent department for media relationship where such crisis are related to sustainability, and discuss with the brand responsibility department of the Group immediately in the event of a major crisis.

02 可持續發展管理工作決策程序

Decision-making procedures for sustainable development management

- 設置層級審批原則，把控可持續發展工作內容質量，管控潛在法律合規風險；
Establish hierarchical approval principles to control the quality of sustainable development work content and control potential legal compliance risks;
- 簽報批准；
Sign for approval;
- 本單位負責人批准；
Approved by the person in charge of the unit;
- 重大決策需經集團可持續發展管理辦公室，及可持續發展管理委員會批准。
Major decisions need to be approved by the Group's Sustainable Development Management Office and the Sustainable Development Management Committee.

遠洋參考國內外權威標準的指標內容、港交所及資本市場指標披露要求，圍繞主要業務，搭建了符合企業自身特色的環境指標和社會責任指標體系，包含定量和定性指標。

本年度，內嵌於公司日常工作管理系統的可持續發展流程已經精確完成環境數據和社會指標的全面收集，在此基礎上實現了可靠的信息披露成果²。在2016-2019年四年實踐的基礎上，通過可持續發展培訓、日常溝通以及配合、系統的不斷更新迭代等，本年度的環境數據收集工作更加細緻、精確、高效。除了對外公開披露並接受監督外，更重要的是通過對數據的審核、對比與分析，能夠更科學地判斷集團、各項目的實際運營情況，提供更好的管理提升建議、能源管理與排放建議，最終幫助公司更好地實現社會責任、環境責任和應對氣候變化風險。

● SUSTAINABLE DEVELOPMENT TRAINING 可持續發展培訓

為提升集團內部的可持續發展意識、提高專業能力和協作水平，集團重點開展可持續發展能力建設。本年度，我們共計開展6場可持續發展培訓，普及可持續發展基礎知識、分享可持續發展趨勢、議題和指標內容等，累計超過1,300人次參與學習，培訓時長約1,950小時。

參與培訓人次
NUMBER OF PARTICIPANTS
IN TRAINING

1,300 人次
PEOPLE

培訓時長約
APPROXIMATE TRAINING TIME

1,950 小時
HOURS

2. 詳細數據請參見本報告「凝初心，共享健康環境」章節
2. Refer to the "Share a Healthy Environment With Original Aspiration" section of this Report for further details

By referring to the indicator of the domestic and foreign standards in authority, the indicator disclosure requirements of the Hong Kong Stock Exchange and the capital market, focusing on the main business, Sino-Ocean built the environmental and social responsibility index system (including quantitative and qualitative indicators) that meet the characteristics of the Company.

During the year, the sustainability process incorporated in the Company's daily work management system has accurately completed the comprehensive collection of environmental data and social indicator, on the basis of which reliable information disclosure results were achieved². Based on the four years of practices from 2016 to 2019, the collection of environmental data for the year has become more detailed, accurate and efficient, through sustainable development training, daily communication and cooperation, continuous updating and iteration of the system. In addition to public disclosure and supervision, more importantly, we can more scientifically judge the actual operation of the Group and various projects through the review, comparison and analysis of data, and provide better management improvement recommendations, energy management and emissions recommendations, so as to ultimately help the Company to better achieve social responsibility, environmental responsibility and handle risks of climate change.

In order to enhance the awareness of sustainable development and improve the professional ability and coordination within the Group, the Group carried out the sustainability capacity building. During the year, we conducted 6 training sessions on sustainable development to popularize basic knowledge of sustainable development, share sustainable development trends, topics and indicators. The trainings attracted more than 1,300 participants with approximately 1,950 training hours.

遠洋集團可持續發展政策 SUSTAINABLE DEVELOPMENT POLICY OF SINO-OCEAN GROUP

綜合香港聯交所合規要求、資本市場評級及投資者關注重點、可持續發展最新趨勢的全面分析，對最新法律法規的實時檢索和關注，我們研究、梳理完成多年來可持續發展相關議題的中長期規劃，並於2020年制定並發佈了《遠洋集團可持續發展政策》，致力於與企業內外各利益相關方攜手，推動可持續發展；同時，為可持續發展落地提供指導性辦法，嚴格規範和有效管理可持續發展各項工作，包括《遠洋集團應對氣候變化政策》《遠洋集團人權政策》《遠洋集團董事會多元化政策》等等。《遠洋集團可持續發展政策》至少每三年進行評估審閱。

Based on the comprehensive analysis on the compliance requirements of the Hong Kong Stock Exchange, the rating of capital markets and investors' concerns and the latest trends of sustainable development as well as the real-time retrieval and concerns over the latest laws and regulations, we studied and sorted out the mid to long term plans related to sustainable development over the years, and formulated and published the "Sustainable Development Policy of Sino-Ocean Group" in 2020. We are committed to working with all internal and external stakeholders to promote sustainable development. At the same time, we provided guiding measures for the implementation of sustainable development, and strictly regulated and effectively managed all aspects of sustainable development, including "Sino-Ocean Group Policy on Climate Change", "Sino-Ocean Group Policy on Human Rights" and "Sino-Ocean Group Policy on Board Diversity", etc. The "Sustainable Development Policy of Sino-Ocean Group" shall be reviewed and evaluated at least every three years.

《遠洋集團應對氣候變化政策》

Sino-Ocean Group Policy on Climate Change

《遠洋集團能源政策》

Sino-Ocean Group Energy Policy

《遠洋集團環保政策》

Sino-Ocean Group Policy on Environmental Protection

《遠洋集團職業健康和安全管理政策》

Sino-Ocean Group Policy on Occupational Health and Safety Management

《遠洋集團綠色採購政策》

Sino-Ocean Group Policy on Green Procurement

《遠洋集團人權政策》

Sino-Ocean Group Policy on Human Rights

《遠洋集團供應商行為守則》

Sino-Ocean Group Code of Conduct for Suppliers

《遠洋集團社區管理政策》

Sino-Ocean Group Policy on Community Management

《遠洋集團企業行為準則》

Sino-Ocean Group Corporate Code of Conduct

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政策詳細內容見本公司網址：
For details of the policies, refer to the Company's website：
<https://www.sinooceangroup.com/zh-cn/Society/Policies>



SUSTAINABLE DEVELOPMENT STRATEGY 可持續發展戰略

結合公司戰略整體發展方向和發展思路，立足於公司業務發展和日常經營的實際情況，本年度，我們通過分析研究、訪談調研，形成統一合力的可持續發展戰略，指導體系化、高效化的可持續發展工作，和 ESG 相關議題的推進，以符合地產行業及社會整體的發展趨勢與全球共識。

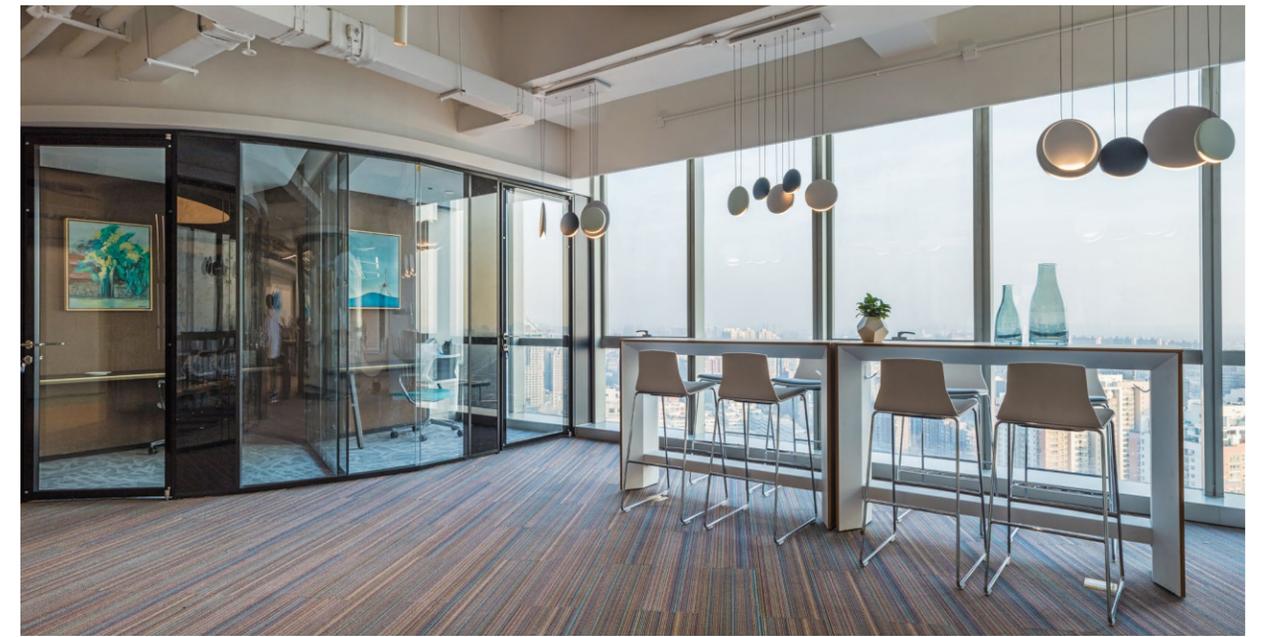
遠洋集團可持續發展戰略以「建築健康和社會價值的創造者」為戰略願景，以「與利益相關方共同實現可持續價值創造，成為中國房地產行業的可持續發展典範企業」為戰略目標，將分別以遠洋集團五期戰略規劃周期、聯合國可持續發展目標的目標年（2030 年），以及可持續發展行業長期規劃目標年（2050 年）為時間節點，分目標、分步驟達成長期戰略願景。圍繞戰略目標和願景，可持續發展戰略以公司主營業務為支撐，將企業管治、產品與服務、環境、員工、社區與社會五大可持續發展方向作為支柱，落實開展 ESG 具體項目工作。在可持續發展管理、可持續發展行動、可持續發展成果、可持續發展目標等方面，遠洋都將不懈努力，致力於成為中國房地產企業的典範和表率。

五大戰略支柱 FIVE STRATEGIC PILLARS

產品與服務 PRODUCTS AND SERVICES	環境 ENVIRONMENT	企業管治 CORPORATE GOVERNANCE	員工 EMPLOYEES	社區與社會 COMMUNITY AND SOCIETY
<p>保持在產品及服務上的高質量發展，為客戶、租戶等相關方持續創造價值，是遠洋實現主業發展和可持續發展的堅實基礎。</p> <p>Maintaining high-quality development of products and services and consistent value creation for clients and tenants is the solid foundation on which Sino-Ocean achieves development and sustainability of its main business.</p>	<p>通過健康與綠色建築的建設，以及環境友好的運營方式為保護環境做出卓越的貢獻。</p> <p>Making extraordinary contributions to environment protection through healthy green buildings and environmentally-friendly operations.</p>	<p>通過適當的機制確保董事會、管理層的有效運作，以及確保供應鏈的可持續建設，為遠洋集團可持續發展奠定基礎。</p> <p>Ensuring effective functioning of the Board and management and sustainable building of the supply chain through appropriate mechanisms will lay the foundation for Sino-Ocean's sustainable development.</p>	<p>通過多元共融的企業文化、有力的職業發展支持、溫暖和諧的工作環境，讓員工盡其才，打造領先於同業的專業團隊。</p> <p>Maximizing employee talent and building an industry-leading professional team through diverse and inclusive corporate culture, strong career development support and a warm and harmonious work environment.</p>	<p>為社區和社會之中的弱勢群體送去關愛，幫助社區和社會實現共生與共榮發展，是遠洋能夠給予社會的力所能及的回報。</p> <p>Helping communities and the general society care for the underprivileged and attain synergy and prosperity is how Sino-Ocean gives back to society.</p>

During the year, we formed a unified sustainable development strategy through analysis and research, interview and investigation, along the lines of strategic development direction and ideas and based on the Company's actual business and operating situation. It systematically and effectively guided the sustainable development work and promoted ESG-related topics to comply with the development trend of the real estate industry and the society as a whole with the global consensus.

Sino-Ocean Group upholds "Creator of Building Health and Social Value" as strategic vision for sustainable development. Our strategic goal is "To achieve sustainable value creation with stakeholders and to become an exemplar of sustainability in real estate industry in China". We will take the five-phase strategic planning cycle of Sino-Ocean Group, the target year of the UN SDGs (2030) and the target year of the industry's long-term planning for sustainable development (2050) as the time nodes to achieve its long-term strategic vision by goals and steps respectively. Focusing on the strategic objectives and vision, the sustainable development strategy is supported by the main business of the Company, and the five sustainable development pillars of corporate governance, products and services, environment, employees, community and society to implement and carry out ESG specific projects. In terms of sustainable development management, sustainable development actions, sustainable development results and sustainable development goals, Sino-Ocean will make unremitting efforts to become a model and example among Chinese real estate enterprises.



戰略願景
STRATEGIC VISION
建築健康和社會價值的創造者
The Creator of Building Health and Social Value

戰略目標
STRATEGIC GOAL
與利益相關方共同實現可持續價值創造，成為中國房地產行業的可持續發展典範企業
To achieve sustainable value creation with stakeholders and to become an exemplar of sustainability in real estate industry in China



2022 全面融入 2022 FULL INTEGRATION

- 率先實現聯交所 ESG 合規要求全面滿足
First to achieve full compliance with the ESG compliance requirements of HKEX
- 初步建立五大可持續發展戰略支柱的完整管理體系
Initially established a complete management system across the five pillars of our sustainability strategy
- 建立運轉良好的可持續發展目標-績效驅動機制
To establish a well-functioning sustainability goal-performance driven mechanism

2030 中國典範 2030 CHINA MODEL

- 在各項可持續發展評估體系中成為中國地產行業領先者
A leader in China's real estate industry in various sustainability assessment regimes
- 成為聯合國 2030 可持續發展目標的堅實實踐者
Become a firm practitioner of the UN 2030 Sustainable Development Goals
- 可持續發展理念在組織內部全面下沉，成為中國社會的價值創造者
Become a social value creator in China by fully embedding the concept of sustainability within the organisation
- 成為可持續發展的可靠的合作夥伴
Become a trusted partner for sustainable development

2050 行業卓越 2050 INDUSTRY EXCELLENCE

- 成為全球範圍內的健康建築領軍企業
To be a global leader in healthy buildings
- 成為「淨零排放」地產企業，成為完全正向價值創造者
To be a 'net-zero emission' real-estate company and a creator of positive values

利益相關方溝通及重要性議題評估

STAKEHOLDER COMMUNICATION & MATERIALITY ASSESSMENT

CORPORATE-ORIENTED STAKEHOLDERS COMMUNICATION AND ENGAGEMENT

企業主導的利益相關方溝通及參與

結合過往發展歷程和未來發展趨勢，遠洋堅持與環境、客戶、社區、投資者、員工、政府及合作夥伴在內的七大利益相關方保持多渠道、積極的雙向溝通協作，攜手各方共同實現經濟、社會和環境價值的可持續發展。根據《遠洋集團可持續發展管理制度》，集團各單位設專人負責集團外各利益相關方的定期溝通、維護。

Based on historical development and future development trends, Sino-Ocean has actively maintained two-way communication and partnerships with seven major stakeholders—the environment, customers, communities, investors, employees, government and business partners—through various channels. We work together with these stakeholders to deliver sustainable development of economic, social and environmental values. According to the "Sustainability Management System of Sino-Ocean Group", all subsidiaries of the Group have appointed employees responsible for regular communications with and maintenance of all stakeholders of the Group.

溝通機制與方式 COMMUNICATION MECHANISM AND MODE		對遠洋集團的期望 EXPECTATIONS FOR SINO-OCEAN GROUP		遠洋集團的回應與成效 RESPONSE AND EFFECTIVENESS OF SINO-OCEAN GROUP		
 環境 ENVIRONMENT	<ul style="list-style-type: none"> 關注環保 環保項目合作 社會團體合作 	<ul style="list-style-type: none"> Concerned about environmental protection Cooperation in environmental projects Social group cooperation 	<ul style="list-style-type: none"> 保護生態環境 推動環境保護 	<ul style="list-style-type: none"> Protection of ecological environment Promotion of environmental protection 	<ul style="list-style-type: none"> 積極節能減排，應用環保新技術 倡導綠色建築，開展綠色環保活動 改造老舊社區，倡導低碳生活 開展綠色辦公，倡導健康生活 	<ul style="list-style-type: none"> Active energy-saving and emission reduction, the application of new technologies for environmental protection Advocating green building, launching green activities Transformation of the old community, advocating low-carbon life Launching green office, advocating healthy lifestyle
 客戶 CUSTOMER	<ul style="list-style-type: none"> 客戶滿意度調查 客戶關係管理 搭建「遠洋會」平台 客戶走訪、溝通 	<ul style="list-style-type: none"> Customer satisfaction survey Customer relationship management Build "Ocean Family" platform Customer visit and communication 	<ul style="list-style-type: none"> 提升產品質量 滿足客戶需求 改善服務質量 	<ul style="list-style-type: none"> Enhance product quality Meet customer needs Improve service quality 	<ul style="list-style-type: none"> 安全質量大檢查 人性化的產品開發 客戶服務流程精細化 持續提高產品和服務品質 豐富多彩的社區文化 	<ul style="list-style-type: none"> Safety quality inspection Humanized product development Customer service process refinement Continuously improve the quality of products and services Great variety of community culture
 社區 COMMUNITY	<ul style="list-style-type: none"> 參與社區項目 定期溝通 媒體溝通 	<ul style="list-style-type: none"> Participate in community projects Regular communication Media communication 	<ul style="list-style-type: none"> 促進社區社會經濟發展 關注社會民生 支持社會公益 	<ul style="list-style-type: none"> Promote the social and economic development of the community Concerned about the livelihood of the people Support social welfare 	<ul style="list-style-type: none"> 參與社區建設，吸納當地人才 開展災害緊急人道援助 關注貧困孩子的生存與教育 倡導員工投身志願者活動回饋社會 支持大學生和社會大眾參與社會公益 	<ul style="list-style-type: none"> Participate in community building and attract local talent Disaster emergency humanitarian assistance Paying attention to the survival and education of poor children Encourage employees to volunteer to give back to society Support college students and the public to participate in social welfare
 投資者 INVESTOR	<ul style="list-style-type: none"> 經營績效考核 信息披露 股東大會 投資關係活動 	<ul style="list-style-type: none"> Operating performance evaluation Information disclosure General meeting of shareholders Investor relations activities 	<ul style="list-style-type: none"> 持續提高公司價值 穩健經營、風險防範 及時準確的信息披露 	<ul style="list-style-type: none"> Continuously improve company value Sound management, risk prevention Timely and accurate information disclosure 	<ul style="list-style-type: none"> 遠洋集團品牌推廣 持續、系統提升風險管理能力 信息披露流程精細化 積極回應 ESG 表現評級 	<ul style="list-style-type: none"> Sino-Ocean Group brand promotion Continuously and systematically improve the risk management ability Information disclosure process refinement Respond positively to ESG performance ratings
 員工 EMPLOYEE	<ul style="list-style-type: none"> 員工培訓 民主管理渠道 職工代表大會 投訴與反饋 績效管理 	<ul style="list-style-type: none"> Staff training Democratic management channel Workers congress Complaints and feedback Performance management 	<ul style="list-style-type: none"> 保障合法權益 公平的薪酬和福利 良好的工作環境與氛圍 個人職業生涯發展績效管理 	<ul style="list-style-type: none"> Safeguard the legitimate rights and interests Fair pay and benefits Good working environment and atmosphere Personal career development performance management 	<ul style="list-style-type: none"> 遵守相關法律，維護員工權益 關注員工福利，完善薪酬管理 營造舒適和諧企業文化與環境 員工的歸屬感與滿意度 	<ul style="list-style-type: none"> Abide by the relevant laws and safeguard the rights and interests of employees Pay attention to employee benefits, improve the compensation management Create a comfortable and harmonious corporate culture and environment Employee's sense of belonging and satisfaction
 政府 GOVERNMENT	<ul style="list-style-type: none"> 項目合作 日常管理 會議交流 監督檢查 	<ul style="list-style-type: none"> Project cooperation Daily management Conference communication Supervision and inspection 	<ul style="list-style-type: none"> 遵守國家政策 遵紀守法 擴大經營 履行企業社會責任 	<ul style="list-style-type: none"> Compliance with national policy Abide by the law Expand operation Perform corporate social responsibility 	<ul style="list-style-type: none"> 響應政府號召 落實保障房建設 守法經營，依法納稅 保證安全質量 助推城市發展 	<ul style="list-style-type: none"> Respond to the call of the government Implementation of affordable housing construction Abide by the law, pay taxes in accordance with the law Ensure safety quality Boost urban development
 合作夥伴 PARTNER	<ul style="list-style-type: none"> 項目合作談判 評估與調查 日常業務溝通走訪 	<ul style="list-style-type: none"> Project cooperation negotiation Evaluation and investigation Daily business communication and visit 	<ul style="list-style-type: none"> 遵紀守法 恪守商業道德 平等協商，互利共贏 建立長期合作關係 	<ul style="list-style-type: none"> Abide by the law Adhere to business ethics Equal consultation, mutual benefit and win-win Establish long-term cooperative relationship 	<ul style="list-style-type: none"> 嚴格遵守合同要求 提高信譽度 嚴格選擇 資格審核 業務領域的拓展與持續合作 	<ul style="list-style-type: none"> Strictly abide by the contract requirements Improve credibility Strict selection Qualification examination Business development and continuous cooperation

MATERIALITY IDENTIFICATION AND ASSESSMENT 重要性議題識別與評估

在對內正式發佈的《遠洋集團可持續發展管理制度》中明確，重要性議題識別與評估工作是可持續發展管理工作中的重要內容，並明確該項工作定期進行，頻率為每兩年一次。

2019年，我們在原有參與重要性議題評估的利益相關方規模基礎上擴大了各相關方的調研，以更加全面公開的渠道輔以激勵措施，收集了更多相關方對於遠洋集團可持續發展議題的意見，最終獲得的核心議題及其重要性評估結果適用程度很高。2020年即繼續沿用之前的評估結果。如需更詳細資料，請參見2019年度可持續發展報告P35-38相關章節 (<https://www.sinooceangroup.com/zh-cn/Society/ResponsibilityReport>)。新一輪的重要性議題識別與評估將在2021年再次開啓。

In the "Sustainable Development Management System of Sino-Ocean Group" officially released to the internal, it clearly states that materiality identification and assessment is a very important part of sustainable development management of Sino-Ocean Group and is therefore regularly performed once every two years.

In 2019, we expanded the research based on the original scale of stakeholders participating in the evaluation of important issues, and collected more stakeholders' opinions on the sustainable development issues of Sino-Ocean Group through more comprehensive and open channels supplemented by incentive measures. Eventually, the core issues and their importance evaluation results were highly applicable. The previous assessment results continued to be used in 2020. For more detailed information, please refer to relevant sections on pages 35 to 38 of the Sustainable Development Report 2019 (<https://www.sinooceangroup.com/zh-cn/Society/ResponsibilityReport>). A new round of identification and evaluation of important issues will start again in 2021.

遠洋集團 2019-2020 年可持續發展重大議題矩陣 SINO-OCEAN GROUP SUSTAINABILITY MATERIALITY MATRIX IN 2019 AND 2020



ADVOCACY ON RESPONSIBILITY 責任倡導



對公眾 TO THE PUBLIC

- 營造社區健康文化
Fostering a healthy community culture
- 號召公益活動參與
Call on people to participate in public welfare activities



對全體員工 TO ALL STAFF

- 連續 9 年頒發責任風尚獎
Responsibility Role Models have been selected and rewarded in nine consecutive years
- 公益項目支持
Public welfare project support



對同行 TO PEERS

- 踐行並推廣健康建築
Practice and promote healthy buildings
- 建立健康建築體系並在業內倡導和分享
Establish a healthy building system and advocate and share it in the industry



對合作夥伴 TO PARTNERS

- 鼓勵共創健康產品
Encourage co-creation of healthy products
- 攜手共益，首次頒發供應商責任風尚獎
The Supplier Responsibility Role Models have been selected and rewarded for the first time



對董事局及中高管 TO THE BOARD AND MID-LEVEL AND SENIOR EXECUTIVES

- 分享可持續發展趨勢
Share sustainable development trends
- 相關管理制度發佈推進
Relevant management systems have been issued and promoted

PROACTIVE MARKET CAPITALIZATION MANAGEMENT 積極主動的市值管理



為進一步回應利益相關方的期望，我們充分重視來自資本市場的評價，並積極主動地回應 ESG 表現評價體系。

2020年，遠洋集團參評 MSCI³ (Morgan Stanley Capital International, 即明晟公司) 指數評級，ESG 評級繼 2019 年提升至 BB 級後，本年再獲提升至 BBB 級，名列行業前茅。同時，遠洋集團繼續入選 2020 年度恒生可持續發展企業基準指數成份股⁴，公開披露信息水平提升至 A+ 級。在「全球房地產可持續性評估指標」(Global Real Estate Sustainability Benchmark, GRESB⁵) 評估中獲得三星，公開披露信息水平處於最高級別 A 級，保持了在可持續發展方面的一貫優秀水平。

In order to further respond to the expectations of stakeholders, we attached great importance to the evaluation from the capital market and actively responded to the ESG performance evaluation system.

In 2020, Sino-Ocean Group participated in the MSCI³ (Morgan Stanley Capital International) index rating, and the ESG rating was upgraded to BBB in the year after upgrading to BB in 2019, ranking top in the industry. At the same time, Sino-Ocean Group continued to be included in the Constituent Stocks of the Hang Seng Sustainable Development Enterprise Benchmark Index⁴ in 2020, and the level of public disclosure of information was upgraded to A+. In the Global Real Estate Sustainability Benchmark (GRESB⁵), we were awarded three stars and the highest level-A level of public disclosure of information, maintaining consistent level of excellence in sustainable development.

3. MSCI 公司是美國著名指數編製公司，MSCI 指數的研究成果具有客觀性、公正性、實用性、參考性以及公開性等特點，其評級結果是投資人進行股權投資的重要參考依據。

3. MSCI is a reputable American index company. The research results of MSCI index is featured by objectivity, fairness, practicability, indicative and openness. The rating result is an important reference for investors to make equity investments.

4. 恒生可持續發展指數（「HSSUSB」）對於成份股公司挑選程序嚴謹，過程中考慮市值準則、成交量準則、上市時間要求，並參考由獨立的專業評審機構香港質量保證局按照其設計之可持續發展評級框架而進行的可持續發展評級結果。此舉令恒生可持續發展企業指數系列達至客觀、可靠，及具有高投資性的標準。

4. The Hang Seng Corporate Sustainability Benchmark Index ("HSSUSB") applies very strict criteria in constituent company selection, including market cap, trading volume and time of stock listing, and sustainable development ratings are issued by an independent appraiser, Hong Kong Quality Assurance Agency, based on its own Sustainable Development Rating Framework. These measures are a guarantee of the objectivity, reliability and high investibility of the index and its constituents.

5. 「全球房地產可持續性評估指標」（GRESB）是一家以投資者為中心的機構，致力於評估全球房地產公司和投資基金的環境、社會及管治（簡稱 ESG）績效。其會員公司包括全球房地產和基礎建設行業的領軍企業，以及近 70 家機構投資者。GRESB 認為應當將 ESG 指標納入投資決策程序，同樣重要的是，投資者、公司和基金經理應當在可持續性問題方面進行積極對話。GRESB 每年更新投資者參與指南。其會員公司使用 GRESB 評估以及 ESG 數據評價其投資管理與決策，以期降低投資風險及優化投資計劃。

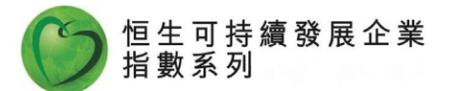
5. The "Global Real Estate Sustainability Benchmark" (GRESB) is an investor-oriented institution specializing in environmental, social and governance (ESG) performance assessment for real estate companies and investment funds worldwide. Its members include the world's leading property and infrastructure developers and nearly 70 institutional investors. GRESB advocates incorporation of ESG metrics into the investment decision-making process. Additionally, investors, companies and fund managers should engage in active dialogues on sustainability related topics. The GRESB investor participation guide is updated every year. Member companies use the GRESB assessment findings and ESG data to gauge the effectiveness of their investment management and decision-making processes, in order to minimize investment risk and optimize investment plans.

MSCI



在 MSCI 指數 ESG 評級中，地產公司的綠色建築表現、產品質量與安全、健康與安全、企業管治以及貪腐與穩定等因素會受到綜合考慮。2020 年，遠洋集團秉持「建築·健康」的品牌理念，繼續打造完整的健康生活體系，大力發展健康綠色建築，獲得包括 LEED 和綠建三星評級在內的多個綠色建築認證。遠洋集團加強對健康安全管理，完善健康和安全管理監督機制，通過可持續發展委員會、工作組和相關 CSR 團隊一起監督相關事宜，通過第三方評估、原材料質量檢查和培訓，提升項目質量控制水平。遠洋集團穩定的所有權結構和協調良好的股東關係，亦使其在公司管治層面取得好成績。

In the MSCI index ESG rating program, factors such as green building performance, product quality and safety, health and safety, corporate governance and corruption and stability of real estate developers shall be considered. In 2020, Sino-Ocean Group upheld the brand concept of "Building·Health", continued to establish sound and healthy living communities and vigorously developed healthy and green buildings, and thus received many green building certifications including LEED and Green Building 3 Star ratings. Sino-Ocean Group strengthened the management of health and safety and improved the health and safety supervision mechanism. Related matters were monitored by the sustainable development committee, the task force and relevant CSR teams, and the quality control level of the project was enhanced through third-party assessment, raw material quality inspection and training. Sino-Ocean Group's stable shareholding structure and well-coordinated shareholder relationships have also enabled it to achieve remarkable results in corporate governance.



HSSUSB

2020 年，遠洋集團繼續入選恒生可持續發展企業基準指數成份股（「HSSUSB」），為企業可持續發展主題提供優質基準。恒生可持續發展指數對於成份股公司挑選程序嚴謹，由獨立的專業評審機構香港品質保證局設計可持續發展評估框架並進行評估，旨在提高各界對企業 ESG 的關注，反映上市公司的 ESG 表現及投資價值。本年度，遠洋集團在可持續發展方面依舊保持一貫優秀表現，為企業可持續發展主題提供優質基準，公開披露水平為 A+ 級。

In 2020, Sino-Ocean Group continued to be selected as a constituent of the Hang Seng Corporate Sustainability Benchmark Index ("HSSUSB"), providing quality benchmarks for the Company's sustainable development topics. The HSSUSB applies very strict criteria in constituent company selection, and its Sustainable Development Rating Framework was designed by the Hong Kong Quality Assurance Agency, an independent appraiser, who also is responsible for rating. It aims to raise concerns from all circles on corporate ESG and reflect the ESG performance and investment value of listed companies. During the year, Sino-Ocean Group continued to maintain our proven track record of continuously delivering sustainable development, and thereby receiving Grade A+ for information disclosure quality, providing quality benchmarks for the Company's sustainable development topics.

GRESB



在 GRESB 的評估體系中，除了一般常見的績效指標信息，如可持續發展管理及政策、利益相關方參與、風險與機會、能源、溫室氣體排放、水和廢棄物外，亦涵蓋更具有行業針對性的新建築和主要改造項目下的綠色發展考慮因素。本年度獲得三星，公開披露成績 A 級。

In addition to the usual performance indicators such as sustainable development management and policy, stakeholder engagement, risks and opportunities, energy, greenhouse gas emissions, water and waste, the GRESB evaluation system also includes green development considerations for new buildings and major retrofits that are more industry-specific. During the year, Sino-Ocean Group was awarded 3 Stars in GRESB rating, and received A score in Public Disclosure.

SOUND AND PRAGMATIC WORK DONE IN THE EPIDEMIC PREVENTION AND CONTROL 穩健務實的疫情防控



2020年，面對新冠肺炎疫情，遠洋人凝心聚力，毫無鬆懈，構築起健康安全的抗疫防線。疫情爆發初期，遠洋迅速通過旗下遠洋之帆公益基金會設立1,000萬元的抗擊新冠肺炎專項基金，千方百計採購各類抗疫物資送遞武漢，支持湖北疫區前線的疫情防治。

在遠洋全國各地的施工現場，按照集團统一部署展開疫情防控和排查，確保現場營造一線人員的健康安全。在遠洋商業旗下商場，針對租賃客戶實施租金減免政策，與客戶共渡時艱；同時落實商業設施防控專項方案，為商家和客戶提供衛生、安全的購物環境。在各地的遠洋养老机构樁萱茂，迅速採取各項封閉措施，特別針對老年長者進行疫情重點防控，讓每一位老人能夠安心休養。在遠洋海醫匯社區醫療服務中心，身着白衣的醫護人員負擔着轄區數十萬人的疫情防護和緊急處置。全國200餘個遠洋社區迅速聯通，每個社區均採取6道防線，以確保社區萬無一失，守護着百萬居者的健康和平安。遠洋400客戶服務熱線也未曾停歇，堅守對客戶的承諾，搭建撫慰客戶的溝通橋梁。

據統計，遠洋一共為集團各單位及業務相關部門、社區等提供醫療物資超過40萬件，同時協助各城市公司對當地政府等相關部門進行防疫支持，集團捐贈現金及專項支出超人民幣2,000萬元。

In 2020, in the face of the COVID-19 epidemic, Sino-Ocean people were concentrated and were never relaxed, and built a healthy and safe defense against the epidemic. In the early days of the epidemic outbreak, Sino-Ocean quickly set up a special fund of 10 million yuan to fight against COVID-19 through Sino-Ocean Charity Foundation, and made every effort to purchase various anti-epidemic materials and deliver them to Wuhan to support the epidemic prevention and control in the front lines of Hubei epidemic areas.

On the construction sites of Sino-Ocean all over the country, epidemic prevention, control and investigation were carried out in accordance with the unified deployment of the Group to ensure the health and safety of front-line personnel on the site. In the stores owned by Sino-Ocean Commerce, rent reduction policies were implemented for leasing customers to tide over difficulties with customers; at the same time, a special plan for the prevention and control of commercial facilities was implemented to provide a healthy and safe shopping environment for merchants and customers. In Sino-Ocean's pension institution Senior Living L'Amore, various closure measures were taken, and key epidemic prevention and control was conducted especially for the elderly, so that every old man could rest at ease. The medical staff in white at Sino-Ocean Haiyihui Community Medical Service Center bore the burden of epidemic protection and emergency treatment for hundreds of thousands of people in the area. More than 200 Sino-Ocean communities across the country were rapidly connected, and each community took six lines of defense to ensure that the community was safe and protected the health and safety of millions of residents. Sino-Ocean's 400 customer service hotline was never stopped, sticking to the commitment to customers and building a bridge to comfort customers.

According to statistics, the Sino-Ocean has provided more than 400,000 pieces of medical supplies to the Group's units, business-related departments, and communities, and assisted city-level branches to provide epidemic prevention support to local government and other relevant departments, with over RMB20 million in cash donation and special expenditure.

● SINO-OCEAN HEALTHY BUILDING RESIDENCE SYSTEM - EPIDEMIC PREVENTION 遠洋健康建築體系－防疫專篇

遠洋積極響應國家「疫情就是命令、防控就是責任的號召」，第一時間研發完成《辦公及商業建築集中空調及通風系統疫情防控指南》《寫字樓項目集中空調機通風系統疫情防控工作指引》《商業項目集中空調機通風系統疫情防控指引》，並迅速推廣應用，保證應用集中空調和新風系統的公共建築的衛生安全。同時，研發完成了《遠洋健康建築體系－疫情防疫專篇》，與時俱進，對遠洋在全國的住宅項目進行應用，保證住戶身體健康遠離疫情，促進公共健康。

Sino-Ocean actively responded to the call of the government that "Go Where There Is Epidemic, Fight It till It Perishes". The "Guidelines for the Prevention and Control of Epidemic in Centralized Air Conditioning and Ventilation System of Office and Business Premises", the "Guidelines for the Prevention and Control of Epidemic in Centralized Air Conditioning and Ventilation Systems of Office Building Projects", and the "Guidelines for the Prevention and Control of Epidemic in Centralized Air Conditioning and Ventilation Systems of Commercial Projects" were researched and developed in the first time, and were rapidly promoted and applied to ensure the health and safety of public buildings with central air conditioning and central ventilation systems. At the same time, we developed and completed the "Sino-Ocean Healthy Building System - Epidemic Prevention", which kept pace with the times and was applied to our national residential projects, so as to ensure the health of residents, keep away from the epidemic and promote public health.



- 《辦公及商業建築集中空調及通風系統疫情防控指南》
Guidelines for the Prevention and Control of Epidemic in Centralized Air Conditioning and Ventilation System of Office and Business Premises
- 《寫字樓項目集中空調機通風系統疫情防控工作指引》
Guidelines for the Prevention and Control of Epidemic in Centralized Air Conditioning and Ventilation Systems of Office Building Projects.
- 《商業項目集中空調機通風系統疫情防控指引》
Guidelines for the Prevention and Control of Epidemic in Centralized Air Conditioning and Ventilation Systems of Commercial Projects
- 《遠洋健康建築體系－疫情防疫專篇》
The Sino-Ocean Healthy Building System-Epidemic Prevention

我們的榮譽

OUR HONORS

2020年，我們獲得的可持續發展相關的主要榮譽如下
 IN 2020, WE WON THE FOLLOWING MAJOR HONORS RELATED TO SUSTAINABLE DEVELOPMENT

獎項名稱 AWARD NAME	獲獎時間 AWARD TIME
MSCI-ESG 評級 BBB 級 MSCI-ESG RATING OF BBB	2020.07
恒生可持續發展企業基準指數成份股，公開披露水平 A+ 級 CONSTITUENT OF THE HANG SENG CORPORATE SUSTAINABILITY BENCHMARK INDEX, WITH A+ PUBLIC DISCLOSURE LEVEL	2020.09
GRESB 公開披露水平 A 級 GRESB PUBLIC DISCLOSURE LEVEL A	2020.11
2020 中國房地產上市公司 ESG 最佳實踐企業 TOP50 2020 中國房地產上市公司最佳環境 (E) 責任實踐企業 TOP10 2020 中國房地產上市公司最佳公司治理 (G) 實踐企業 TOP10 TOP 50 ESG BEST PRACTICE ENTERPRISES AMONG CHINESE REAL ESTATE LISTED COMPANIES IN 2020 TOP 10 BEST ENVIRONMENT (E) RESPONSIBILITY PRACTICE ENTERPRISES AMONG CHINESE REAL ESTATE LISTED COMPANIES IN 2020 AND TOP 10 BEST CORPORATE GOVERNANCE (G) PRACTICE ENTERPRISES AMONG CHINESE REAL ESTATE LISTED COMPANIES IN 2020	2020.09
《財富》中國 500 強 FORTUNE CHINA 500	2020.07
2020 中國房地產公司品牌價值 TOP10 (混合所有) 2020 中國房地產產品力優秀品牌 2020 CHINA REAL ESTATE COMPANY BRAND VALUE TOP10 (MIXED OWNERSHIP) 2020 CHINA OUTSTANDING REAL ESTATE PRODUCT BRAND	2020.09
2020 年房地產上市公司十強財務健康榜樣 TOP 10 FINANCIAL HEALTH ROLE MODELS OF LISTED REAL ESTATE COMPANIES IN 2020	2020.11
年度上市企業 2020 LISTED ENTERPRISES OF THE YEAR 2020	2020.11
2020 年健康中國推動力企業 HEALTHY CHINA DRIVING ENTERPRISE IN 2020	2020.11
2020 年度城市更新傑出運營商 OUTSTANDING OPERATOR OF URBAN RENEWAL IN 2020	2020.11
2020 年度匠心力企業 ANNUAL INGENUITY ENTERPRISE IN 2020	2020.11
中國健康建築品質典範 CHINA HEALTHY BUILDING QUALITY MODEL	2020.08

獎項名稱 AWARD NAME	獲獎時間 AWARD TIME
2020 中國精品住宅產品 TOP10 2020 CHINA'S TOP 10 BOUTIQUE RESIDENTIAL PRODUCTS	2020.09
2020 中國綠色地產 TOP10 TOP 10 CHINESE GREEN REAL ESTATE ENTERPRISES IN 2020	2020.07
中國地產金磚獎——2020 年度綠色地產企業殊榮 CHINA REAL ESTATE GOLDEN BRICK AWARD - ANNUAL GREEN REAL ESTATE ENTERPRISE IN 2020	2020.08
獵聘 2020 年度校園非凡僱主 LIEPIN EXTRAORDINARY CAMPUS EMPLOYER IN 2020	2020.09
2020 中國房地產組織效能 TOP100 2020 中國房地產最佳僱主企業 2020 CHINA REAL ESTATE ENTERPRISES ORGANIZATION EFFECTIVENESS TOP 100 2020 CHINA'S BEST REAL ESTATE EMPLOYER	2020.12
遠洋「築·健未來」大學生建築設計競賽——遠洋「探海者」全國大學生社會實踐獎特別項目： 最佳 CSR 戰略獎、「青年影響力」年度項目 SINO-OCEAN "BUILDING · HEALTHY FUTURE" COLLEGE STUDENT ARCHITECTURAL DESIGN COMPETITION - SPECIAL PROJECT FOR SINO-OCEAN "SEA EXPLORER" NATIONAL COLLEGE STUDENT SOCIAL PRACTICE AWARDS: BEST CSR STRATEGY AWARD, AND "YOUTH IMPACT" ANNUAL PROJECT	2020.09
優秀公益項目獎 OUTSTANDING PUBLIC WELFARE PROJECT AWARD	2020.11

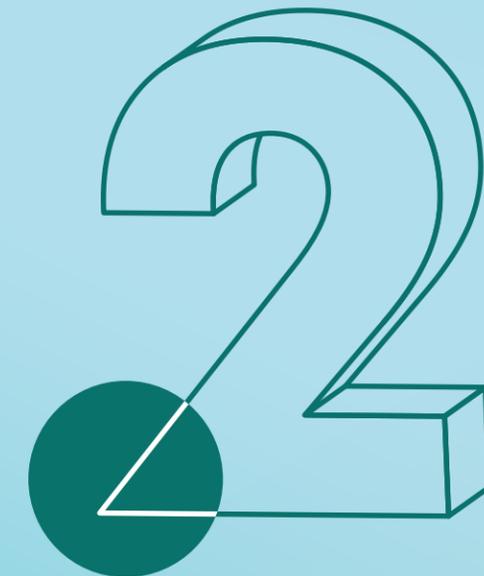


更多獲獎情況請查閱《遠洋集團控股有限公司 2020 年度報告》或訪問：www.sinooceangroup.com 投資者關係財務報告頁面。

More awards can be seen in the 2020 Annual Report of Sino-Ocean Group Holding Limited or by visiting www.sinooceangroup.com and navigating to the investor relations financial reports page.

2020年，疫情讓人們對於健康有了更深的理解和期待，也進一步推動了健康建築的發展。2020年，也是遠洋開啓「建築·健康」的第五年。作為國內「建築·健康」的先行者，我們一直將「建築·健康」作為自身的發展戰略和產品基因，持續聚焦適合國人的健康建築標準的適配研發與落地，打造出了眾多行業領先的健康產品。遠洋將堅持以匠人之心，服務客戶，滿意用戶，不斷提升健康的人居環境，為實現「健康中國」不懈努力。

In 2020, the epidemic has given people a deeper understanding and expectation of health, which further promoted the development of healthy buildings. The year 2020 is also the fifth year for Sino-Ocean to launch "Building-Health". As a pioneer of "Building-Health" in China, we have always taken "Building-Health" as our development strategy and product gene. We continued to focus on the development and implementation of healthy building standards suitable for the Chinese people, and created many industry-leading healthy products. Sino-Ocean will adhere to the heart of ingenuity, guarantee customer service and user satisfaction, constantly improve the health of the living environment, and make unremitting efforts for the realization of "Healthy China".



凝匠心
共築健康品質

BUILD QUALITY AND HEALTH WITH INGENUITY

第二部份
SECOND PART

QUALITY AND HEALTH

建築 · 健康

BUILDING·HEALTH

HEALTH STRATEGY AND IMPLEMENTATION

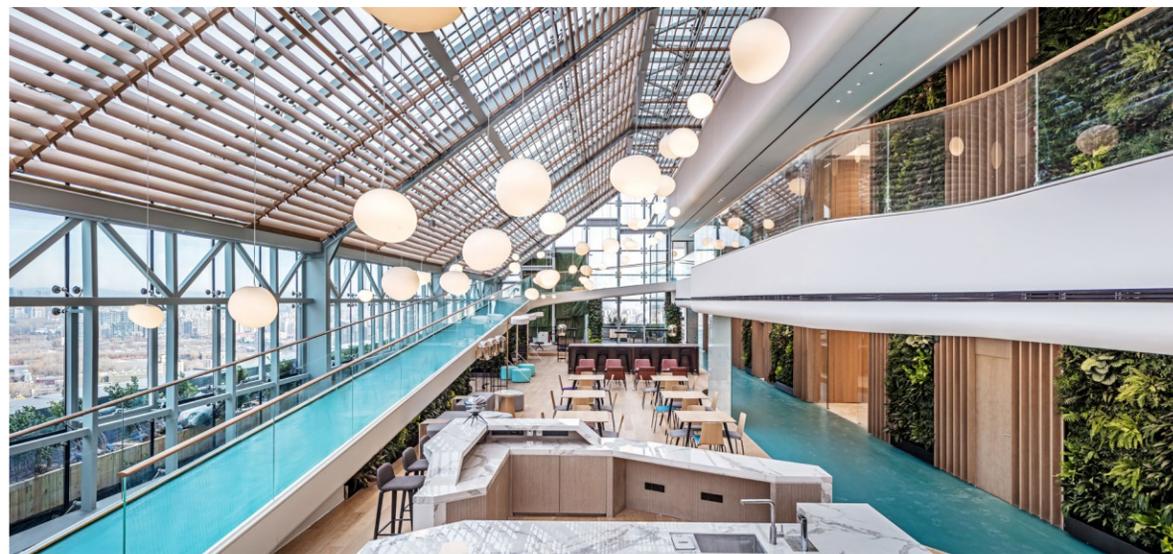
健康戰略及落地

國民的健康意識逐漸轉化為健康行動，健康越來越成為人民美好生活的需要。政府理解人們這一需要，十九大報告倡導健康文明生活方式，而要實現美好生活，健康是其中一個重要的支點。今天，「健康」已成為遠洋產品重要的內核之一，我們不止為客戶提供健康的產品、健康的服務，更為客戶提供健康的生活方式，我們在幫助更多客戶追求美好生活的過程中，助力打造「健康中國」的遠洋樣板間。

27年以來，遠洋以改善人居環境為己任，深耕產品品質，始終在不斷探索、挖掘、提升建築的健康性能，把健康和我們所做的事情結合起來。而作為地產人，我們尋求的方式自然就是用建築去關懷用戶的健康，於是「建築·健康」應運而生。從綠色建築到健康建築，也是遠洋經過多年的研發和實踐而來，健康建築讓我們更關注到建築中「人」的本身。

The Chinese people's health consciousness is gradually turning into healthy actions, and health is increasingly becoming a need for better life of the people. The Government understands such need and has advocated a healthy and civilized lifestyle, in the report of the 19th National Congress and to achieve a better life, health is one of the important components. Today, "health" has become one of the important cores of Sino-Ocean's products. Not only do we provide customers with healthy products and services, we also provide them with a healthy lifestyle. While we help more customers pursue a good life, we help to create Sino-Ocean's model of "Healthy China".

Over 27 years, Sino-Ocean has been committed to improving people's living environment by enhancing product quality and constantly exploring, excavating and improving the health performance of buildings, incorporating health elements into what we have done. As a real estate company, architecture has naturally become the way we seek to care for the health of users, and "Building-Health" thus come into being accordingly. From green building to healthy building, both are the results of Sino-Ocean's R&D and practice over the years, and healthy buildings have made us pay more attention to the "human" element in the course of building.



2015

2015年遠洋集團把「健康」作為第四步發展戰略的產品定位。

In 2015, Sino-Ocean Group positioned "health" as the product for fourth phase of strategic development.

2016

2016年遠洋集團召開品牌發佈會，宣佈開啓健康生活時代，將「健康」打造為遠洋的產品標籤。

In 2016, we held a brand release conference to announce the commencement of an era of healthy lifestyle, striving to forge "health" as a product label of Sino-Ocean.

2017

2017年「建築·健康」在遠洋全面推廣。

2017 saw the full promotion of "Building-Health" in Sino-Ocean.

2018

2018年是遠洋集團的25周歲，《遠洋健康建築體系 1.0》發佈並開始向各地項目進行推廣。

2018 marked the 25th anniversary of Sino-Ocean Group, and the "Sino-Ocean Healthy Building System 1.0" (遠洋健康建築體系 1.0) was released and began to be promoted to projects in different places.

2019

2019年，持續研發，完善細化，在示範區標準化和營銷展示中對體系內容做出嚴正規範。

In 2019, we continued research and development as well as improvement and refinement, and strictly standardized the system content in the standardization and marketing exhibition of the demonstration area.

2020

2020年，遠洋進入第五步發展戰略期，「建築·健康」寫入新的發展戰略；2020年是遠洋「建築·健康」五周年，正式發佈《遠洋健康建築體系 1.1》。

In 2020, Sino-Ocean enter the fifth-step development strategic period, and "Building-Health" was included in the new development strategy; 2020 is the fifth anniversary of Sino-Ocean's "Building-Health", and "Sino-Ocean Healthy Building System 1.1" was officially released.

● SINO-OCEAN HEALTHY BUILDING SYSTEM 1.1
遠洋健康建築體系 1.1

循證學 + 醫學 + 創新方法論
EVIDENCE-BASED SCIENCE + MEDICINE + INNOVATION METHODOLOGY

遠洋集團秉承「共同成長 建築健康」的品牌理念，歷時多年探索、積累和沉澱，以循證學、醫學、創新方法論為理論基礎，迭代升級研發出具有體系化、全面性和適用性，更適用於中國人身心健康的遠洋健康建築體系。

Sino-Ocean Group adheres to the brand concept of "Joint Growth, Building Health". After years of exploration, accumulation and experience, based on the theory of evidence-based science, medicine and innovative methodology, Sino-Ocean Group has developed systematic, comprehensive and applicable Sino-Ocean Healthy Building System, which is more suitable for the physical and mental health of Chinese people.

01 2020年1月，《遠洋健康建築體系 1.1》正式發佈，涵蓋4大健康維度，74項健康價值。升級後的1.1體系融合WELL2.0、WELL社區、FITWEL3大國際標準和綠建標準，健康小鎮、海綿城市、健康建築評價標準、健康住宅評價標準5大國內標準經驗，內容更加全面；增設74個配置標識，優化43項落地措施描述，更利於推廣；體系中參照醫學基礎及文獻200餘條，夯實體系健康論據，理論基礎更加扎實；將產品信息轉換為用戶價值，讓健康更加貼近居住者的生活習慣。

In January 2020, "Sino-Ocean Healthy Building System 1.1" was officially released, covering four health dimensions and 74 health values. The upgraded 1.1 system integrates three international standards (WELL2.0, WELL Community and FITWEL) and the five domestic standards (Green Building Standard, Healthy Town, Sponge City, the Healthy Building Evaluation Standard and the Healthy Housing Evaluation Standard), containing more comprehensive content; 74 configuration signs were added, and 43 measures were optimized to promote the application; in the system, reference was made to more than 200 pieces of medical foundation and literature to consolidate the health evidence of the system, and the theoretical basis became more solid; product information was converted into user value, so that health was closer to the living habits of residents.

02 《遠洋健康建築住宅體系 1.1》詳細內容見遠洋集團2019年可持續發展報告 P52 (<https://www.sinooceangroup.com/zh-cn/Society/ResponsibilityReport>)

For the details of "Sino-Ocean Healthy Residential System 1.1", see P52 of 2019 Sustainable Development Report of Sino-Ocean Group (<https://www.sinooceangroup.com/zh-cn/Society/ResponsibilityReport>)

90

90 餘個項目
OVER 90 PROJECTS

14,930,000M²

落地實施
FLOOR IMPLEMENTATION

85%

到2025年新建項目落地
NEW PROJECTS TO BE
IMPLEMENTED BY 2025

30,000,000

到2025年研發投入(元)
TO BE INVESTED IN
R&D 2025 (RMB)

作為遠洋集團自主研發的成果，《遠洋健康建築體系》已獲得國家版權局著作權認證，目前已應用在全國40餘個城市、90餘個項目，覆蓋面積1,493萬平方米。遠洋健康建築體系的發展目標是構建大健康理念——主動健康方向，以循證學、醫學、創新方法論為研究基礎，創建以醫學為基礎、中國人自己的、體系化的、全業態大健康人居環境。2021年，遠洋將完成遠洋健康建築體系迭代；到2025年，至少85%新建項目落地遠洋健康建築體系；到2025年，遠洋健康建築體系標準研究、專利申請、試驗設備、研究人員、專業外部諮詢等研發投入不低於3,000萬元。

As a result of independent research and development by Sino-Ocean Group, "Sino-Ocean Healthy Building System" has been certified by the National Copyright Administration and has been applied to more than 90 projects in more than 40 cities across the country, covering an area of 14.93 million square meters. The development goal of Sino-Ocean Healthy Building System is to create the concept of great health - an active health direction, and to create a medical-based, systematic and full-service healthy living environment for Chinese people on the basis of evidence-based science, medicine and innovative methodology. In 2021, Sino-Ocean will complete the iteration of Sino-Ocean Healthy Building System; by 2025, at least 85% of new projects will be incorporated into Sino-Ocean Healthy Building System; by 2025, no less than RMB30 million will be invested in the R&D of standard research, patent application, test equipment, researchers and professional external consulting of Sino-Ocean Healthy Building System.

《遠洋健康建築體系》是一個完備的健康體系。從住區規劃、戶型平面、細節設計、材料選擇、設備使用、施工過程、竣工驗收、社區文化等全體系保障為用戶提供健康的人居環境。

"Sino-Ocean Healthy Building System" is a complete health system. From residential planning, house type plans, detail design, material selection, equipment use, construction process, completion acceptance to community culture, the whole system guarantees to provide users with a healthy living environment.

《遠洋健康建築體系》是適合中國人自己的健康體系。綜合考慮中國的氣候、自然環境、文化等因素提出的適合大眾生活的健康體系，這也是與其他一些國外建築標準的不同之處。

"Sino-Ocean Healthy Building System" is a health system suitable for Chinese people. In consideration of China's climate, natural environment, culture and other factors, the healthy system suitable for the public life is put forward, which is different from some other foreign building standards.

《遠洋健康建築體系》是生理健康與心理健康兼顧的健康體系。體系註重人的活動體驗和生活舒適性，滿足業主的精神需求，為業主打造「身心兼顧」的健康人居環境。

"Sino-Ocean Healthy Building System" is a health system that combines physical and mental health. The system pays attention to people's activity experience and life comfort, meets the spiritual needs of owners, and creates a healthy living environment covering "both body and mind" for owners.

HEALTH PRODUCTS

健康產品

WELL 建築標準™⁶ (簡稱「WELL」) 與遠洋的「建築·健康」理念不謀而和，成為遠洋打造健康建築的重要工具。遠洋集團是中國獲得 WELL 認證項目個數最多、面積最大的企業，目前已有 11 個項目正式獲得 WELL 最終認證。其中，1 個項目獲 WELL 鉑金級認證，9 個項目獲 WELL 金級認證，1 個項目獲 WELL 銀級認證。截至 2020 年 12 月 31 日，完成 WELL 健康建築註冊達 127 萬 m²，距離目標還需要完成 123 萬 m² 的項目註冊任務。2021 年，預計將有 4 個新增項目獲得 WELL 預 / 中期認證，3 個項目獲得 WELL 最終認證。

對於受限於客觀條件而不適用於完整 WELL 建築標準™ 的項目，我們也同樣秉持健康建築的原則，最大可能的為客戶創造健康價值。

The WELL Building Standard™⁶ ("WELL" for short) is in harmony with the concept of "Building-Health" and has become an important tool for Sino-Ocean to create healthy buildings. Sino-Ocean Group is the enterprise with the largest number of WELL certification projects and the largest certified area in China. Up to now, 11 projects have officially obtained the final WELL certification. Among them, 1 project has obtained WELL platinum certification, 9 projects have obtained WELL gold certification and 1 project has obtained WELL silver certification. By December 31, 2020, 1.27 million square meters of WELL healthy building had completed registration, and 1.23 million square meters of projects were needed to complete registration to reach the target. In 2021, four additional projects are expected to obtain WELL pre-certification / interim certification and three are expected to obtain WELL final certification.

For the projects that are limited by objective conditions and, therefore, not applicable to complete WELL Building Standard™, we also adhere to the principle of healthy building, and create health value for customers as much as possible.

截止 2020 年 12 月 31 日 (2015.07-2020.12)

AS OF DECEMBER 31, 2020 (JULY 2015 – DECEMBER 2020)

完成 WELL 註冊項目 COMPLETED WELL REGISTRATION

數量
QUANTITY **25**
規模
SCALE **1,270,605 M²**

完成 WELL 預認證項目 COMPLETED WELL PRE-CERTIFICATION

數量
QUANTITY **15**
規模
SCALE **663,075 M²**

完成 WELL 最終認證項目 COMPLETED WELL FINAL CERTIFICATION

數量
QUANTITY **11**
規模
SCALE **492,517 M²**

截至 2020 年底計註冊綠色建築⁷ THE TOTAL NUMBER OF REGISTERED GREEN BUILDINGS⁷ BY THE END OF 2020

數量
QUANTITY **106**
規模
SCALE **15,376,426 M²**

截至 2020 年底累計完成認證綠色建築 THE TOTAL NUMBER OF CERTIFIED GREEN BUILDINGS BY THE END OF 2020

數量
QUANTITY **63**
規模
SCALE **8,117,000 M²**

綠色建築項目數量約占總項目數的 61.5% NUMBER OF GREEN BUILDINGS ACCOUNTS FOR 61.5% OF TOTAL NUMBER OF PROJECTS

61.5%

6. WELL 建築標準™ 是一種獨立驗證、基於性能的系統，用於測量、認證和監控影響人類健康和福祉的建築環境特征，也是首個專門關注建築環境中人類健康和福祉的建築標準。

6. WELL Building Standard™ is an independently validated, and performance-based system for measuring, authenticating and monitoring building environment characteristics that affect human health and well-being. It is also the first building standard specifically focusing on human health and well-being in the building environment.

7. 綠色建築包含取得 LEED 標準認證、國家綠色建築標準（一 / 二 / 三星）、深圳綠色建築評價標準銅級的建築項目。

7. Green buildings include construction projects that have obtained LEED standard certification or have reached the National Green Building Standard (1 / 2 / 3 stars) or Shenzhen Green Building Evaluation Standard Copper Level.

截至 2020/12/31
AS OF 31 DECEMBER 2020

WELL 健康建築達
WELL HEALTHY BUILDINGS

1,270,000 M²

WELL 認證項目 PROJECTS CERTIFIED BY WELL

11 個 (PROJECTS)



遠洋取得WELL最終認證項目 SINO-OCEAN PROJECTS THAT HAVE OBTAINED WELL FINAL CERTIFICATION

城市 CITY	項目 PROJECT	類別 LEVEL	
廣州 Guangzhou	遠洋天驕住宅 Elite Palace (Residence)	WELL MFR 金級	WELL MFR Gold Level
	遠洋天驕商業 Elite Palace (Commerce)	WELL CS 金級	WELL CS Gold Level
瀋陽 Shenyang	遠洋大河宸章 Grand Canal Milestone	WELL MFR 金級	WELL MFR Gold Level
北京 Beijing	遠洋國際中心遠洋集團總部 Ocean International Center, Headquarter of Sino-Ocean Group	WELL NEI 鉑金級	WELL NEI Platinum Level
	中國人壽金融中心 China Life Financial Center	WELL CS 金級	WELL CS Gold Level
	遠洋天著春秋 Ocean Epoch	WELL MFR 金級	WELL MFR Gold Level
杭州 Hangzhou	遠洋國際中心遠見樓 Vision Building, Ocean International Center	WELL NEI 銀級	WELL NEI Silver Level
	杭州遠洋國際中心 Hangzhou Ocean International Center	WELL CS 金級	WELL CS Gold Level
上海 Shanghai	遠洋萬和四季 Ocean Melody	WELL MFR 金級	WELL MFR Gold Level
無錫 Wuxi	遠洋太湖宸章 Taihu Milestone	WELL MFR 金級	WELL MFR Gold Level
中山 Zhongshan	遠洋世家 Sino-Ocean Aristocratic Family	WELL MFR 金級	WELL MFR Gold Level

2020年度內，遠洋新增的主要健康建築項目 IN 2020, NEW MAJOR SINO-OCEAN HEALTHY BUILDING PROJECTS

城市 CITY	項目 PROJECT
北京 Beijing	國譽萬和城 Captain House
	遠洋國際中心遠見樓 Vision Building, Ocean International Center
福州 Fuzhou	東江灣 East Bay
廣州 Guangzhou	遠洋風景 Ocean Prospect
杭州 Hangzhou	宸章新邸 Ocean New Masterpiece
濟南 Jinan	遠洋湖印都會 Sino-Ocean Metropolis
廊坊 Langfang	遠洋現庭 Sino-Ocean Brilliant Courtyard
南京 Nanjing	遠洋萬和方山望 The One
上海 Shanghai	遠洋·虹橋萬和源 Hongqiao Origin
石家莊 Shijiazhuang	風景長安 Family Park
	遠洋福美瑾園 Jade Mansion
天津 Tianjin	遠洋·萬和府 Harmony Mansion
溫州 Wenzhou	遠洋泊雲庭 Harbor Heart
	遠洋山海萬和園 Shan Hai One
無錫 Wuxi	遠洋太湖宸章 Taihu Milestone
	公園里 Life in Park
揚州 Yangzhou	遠洋·廣陵宸章 Sino-Ocean Grand Canal Milestone
鄭州 Zhengzhou	遠洋沁園山水 Ocean Landscape Courtyard
中山 Zhongshan	遠洋世家 Sino-Ocean Aristocratic Family

新增健康建築面積 (含WELL標準及遠洋健康建築標準)

Area of new healthy buildings (including the WELL Building Standard and the Sino-Ocean healthy building standard)

4,976,883M²

● 遠洋新增完成認證的主要綠色建築項目 NEW MAJOR CERTIFIED GREEN BUILDING PROJECTS

城市 CITY	項目 PROJECT	類別 CERTIFICATION LEVEL
廣州 Guangzhou	遠洋風景 Ocean Prospect	綠建二星 National Green Building - 2 star
湛江 Zhanjiang	遠洋城 Ocean City	綠建一星 National Green Building - 1 star
福州 Fuzhou	東江灣 East Bay	綠建一星 National Green Building - 1 star

新增獲取綠建認證項目
New projects that have obtained green building certification

513,600M²

截止目前，遠洋正在申請或已經獲得5項健康專利/著作權，包括：

UP TO NOW, SINO-OCEAN HAS APPLIED FOR OR OBTAINED 5 HEALTH PATENT/COPYRIGHTS, INCLUDING:

軟（硬）包、木飾面板安裝工藝（公示期）

Soft (hard) package, wood trim panel installation process (under publicity period)

一種過門石與木地板交接收口健康工藝用新型鋁型材

A new type of aluminium profile used in the healthy process for the intersection between the threshold stone and the wooden floor

健康型多重空氣過濾設備

Healthy multi-layered air filtration equipment

遠洋5H社區與全齡健康景觀

Sino-Ocean 5H community and whole age health landscape

《遠洋健康建築體系1.0》

Sino-Ocean Healthy Building System 1.0

無錫遠洋太湖宸章 Taihu Milestone(Wuxi)



武漢設計之心 Wuhan Design Heart



遠洋建立《遠洋室內 W.E.R.（健康精裝）體系》，從健康設計、健康材料、健康工藝、健康管理、健康檢測、健康評估幾個方面出發，嚴控施工和裝飾過程，以人為本，確保空間的安全環保。

Sino-Ocean has established "Sino-Ocean Indoor W.E.R. (Health Refinement) System", which strictly controls the construction and decoration process from the aspects of healthy design, healthy materials, healthy process, healthy management, healthy inspection and healthy evaluation, so as to ensure the safety and environmental protection of the space by putting people in the first place.

健康設計
HEALTHY DESIGN

在設計的各個階段即與其他各專業同步，在充分考慮社會發展需要的前提下，預留必要的接口和條件，提供未來建築品質升級與功能擴展的可能；

In all stages of the design, it synchronizes with other specialties and reserves necessary interfaces and conditions under the premise of fully considering the needs of social development, so as to provide the possibility of building quality upgrading and function expansion in the future.

健康工藝
HEALTHY PROCESS

通過工藝的升級與優化，減少現場各種膠類的使用，降低有害物質的排放，提高空氣質量，從而實現少膠化；通過環保無甲醛材料和減少木類材料的使用量，避免因材料、質量引發的空氣中甲醛及 VOC 超標對人體各系統的損傷，做到少木化；以工廠流水化作業代替現場加工，減少濕作業的項目，從而降低粉塵對室內環境的污染；

The process of upgrading and optimization, the Group decreases the use of various kinds of glue on the site, reduces the emission of harmful substances and improves air quality, so as to use less glue; by using environmentally friendly formaldehyde-free materials and reducing the use of wood materials, the Group avoids the damage caused by excessive formaldehyde and VOC in the air caused by materials and quality to various human systems, so as to use less wood; the Group replaces on-site processing with factory flow operation to reduce wet operation items, thus reducing the dust pollution to the indoor environment;

健康檢測
HEALTHY INSPECTION

着重於空氣、材料、環保三方面，嚴格執行國家對室內空氣標準的各種規定，且施工過程中會不定期對現場材料進行抽檢，如有不合格，立即退場進行更換；

Focusing on air, materials, environmental protection, the Group strictly implements various national provisions on indoor air quality standards, and on-site materials will be spot-checked irregularly during the construction process; if unqualified, they will immediately leave the site for replacement;

健康管理
HEALTHY MANAGEMENT

從防塵、抑塵、噪聲控制、節水、光污染、廢棄物處理、成品保護和保潔、工人防護、資料管理等方面入手，積極踐行健康裝飾管理舉措；

Starting from dust prevention, dust suppression, noise control, water saving, light pollution, waste treatment, finished product protection and cleaning, worker protection, data management and other aspects, the Group actively practices healthy decoration management measures;

健康材料
HEALTHY MATERIALS

以現有 WELL 項目為基礎，建立「健康材料資源庫」，所用材料皆從健康裝飾資源庫中選擇，並按照吸附性、揮發性、易燃類、普通類分別設置材料堆放庫房，避免材料交叉污染，杜絕安全隱患；

Based on the existing WELL project, a "Healthy Material Resource Bank" is established. The materials used will be selected from the Health Material Resource Bank, and the materials will be stacked according to the adsorptive, volatile, flammable and common types, so as to avoid cross contamination of materials and eliminate safety risks;

健康評估
HEALTHY EVALUATION

將健康裝飾各個元素進行分解，共設置 68 項分項內容，90 分以上為金級標準，80—90 分之間為銀級標準，低於 80 分為不合格。其中尤為側重環保方面的數據與指標。

Each element of health decoration is decomposed, and a total of 68 sub-items are set. More than 90 points means reaching the gold standard, 80-90 points means reaching the silver standard, and projects with less than 80 points are unqualified. In particular, the focus is put on data and indicators on environmental protection.

· 案例CASE

匠心鑄就匠品——WELL 金級和 PROTEK 雙認證的中山遠洋世家
CREATE FINE PROJECTS WITH INGENUITY-SINO-OCEAN ARISTOCRATIC FAMILY (ZHONGSHAN)
OBTAINED WELL GOLD LEVEL AND PROTEK CERTIFICATIONS

2020年11月，中山遠洋世家各項檢測指標一次性通過美國WELL現場性能測試，獲得了「WELL多用戶住宅（MFR）金級認證」。同時，項目還通過了Intertek天祥集團對場所Protek健康管理方案的評估認證，成為遠洋集團第一個獲得WELL和Protek健康管理方案雙認證的項目。



In November 2020, all the test indicators of Sino-Ocean Aristocratic Family passed the WELL performance on-site testing, and obtained the "WELL Multi-Family Residential (MFR) gold certification". At the same time, the project has also passed the evaluation and certification of the site Protek health management program by Intertek Group, becoming the first project of Sino-Ocean Group that has obtained the dual certifications of WELL and Protek health management program.



項目深入研究WELL工法的落地實施，在地下室統一設置材料加工區域，避免室內大量灰塵污染；全屋天花材料採用E0級低甲醛多層夾板，最大限度減少甲醛、TVOC揮發；天花安裝完後進行高壓空氣吹洗，確保密閉空間內無塵無污染；通過工藝優化減少打膠；全部燈具均選擇不含汞且防眩光的LED燈；採用高效過濾的新風系統，保證室內空氣質量PM2.5處於優質水平；三重淨水保證飲用水安全。歷經四年，經過了近千次的過程檢測，大小近80餘次工作會議，材料送檢近20餘次，中山遠洋世家秉持着對品質的極致追求，兌現了遠洋健康住宅的標準。

The project thoroughly studied the implementation of the WELL construction method, and uniformly set the material processing area in the basement to avoid a large amount of indoor dust pollution; the ceiling materials of the whole house adopted E0 low-formaldehyde multi-layer plywood to minimize formaldehyde and TVOC volatilization. After the installation of the ceiling, high-pressure air cleaning was carried out to ensure that the enclosed space is dust-free and pollution-free; gluing was reduced through process optimization; all lamps are mercury-free and anti-glare LED lamps; the fresh air system with a high-efficiency filter was adopted to ensure that the indoor air quality PM2.5 is at the high-quality level; triple water purification ensures the safety of drinking water. After four years, through nearly a thousand times of process detection, nearly 80 working meetings and nearly 20 time of submission of materials for inspection, Sino-Ocean Aristocratic Family (Zhongshan) has upheld the ultimate pursuit of quality and has achieved Sino-Ocean healthy residential standards.

· 案例CASE

智慧人居以人為本，健康長跑從心出發
PEOPLE-ORIENTED SMART HOME TO SUSTAIN LONG-TERM HEALTHY LIVING



在健康人居的基礎上，遠洋通過科技賦能助力提升健康人居產品的用戶價值與服務能力。作為遠洋集團在地產智能化應用領域的專業平台，瑞鄰智慧人居打造8R智慧健康人居體系，其解決方案已經在集團超過20個項目應用落地，2020年榮獲《財經》長青獎「AIoT硬科技可持續發展創新獎」。



2020年，瑞鄰智慧人居為秦皇島蔚藍海岸的慧聽穀、森氧小築、極嶼、精品酒店、度假園區等期區提供了從智能家居，智慧社區，到會員系統，服務小程序等完整的智慧文旅解決方案。針對文旅度假地產項目不同於普通住宅的用戶需求與痛點，實現了更健康舒適、更簡單易用、更安全可靠、更靈活開放的四大智慧場景升級，以「科技+人文」的創新，重新定義了智慧健康人居在文旅度假項目應用場景的新高度，得到秦皇島蔚藍海岸業主與用戶的廣泛好評。

On the basis of healthy habitat, Sino-Ocean helps to improve the user value and service ability of healthy habitat products through technology empowerment. As the professional platform of Sino-Ocean Group in the field of real estate intelligent application, Ruijin Smart Home creates a 8R intelligent and healthy living system, and its solutions have been applied and implemented in more than 20 projects of the Group. In 2020, it won the "AIoT Innovation Award for Sustainable Development of Hard Technology" awarded by the "Caijing" Evergreen Awards.

In 2020, Ruijin Smart Home provided complete smart cultural tourism solutions from the perspectives of smart home, smart community, membership system and service mini-program for Huixin Valley, Senyang Xiaobu, Jiyu, boutique hotels and resort parks in Seatopia (Qinhuangdao). In view of the user needs and pain points of the cultural tourism resort real estate project which are different from those of ordinary residential buildings, it has realized the upgrading of four smart scenes which are healthier and more comfortable, easier to use, safer, more reliable, more flexible and more open. With the innovation of "technology + humanities", it redefines the new height of smart and healthy human settlements in the application scene of cultural tourism resort projects, and has been widely praised by the owners and users of Seatopia (Qinhuangdao).

HEALTH SERVICES 健康服務

● COMMUNITY SERVICES 社區服務

我們圍繞遠洋住宅產品提供了一系列配套生活及精神健康的服務，並通過定期走訪，根據對客戶的需求劃分了解，除了繼續配合舉辦針對性的活動，「遠洋會」圍繞健康主題進行着豐富的業主活動，我們還支持客戶參與由當地社區、物業、集團以及遠洋之帆舉辦的運動和公益等活動，使其在獲得個人身心健康的同時，共同營造健康和諧的生活社區⁸。

We provided a series of supporting life and mental health services around Sino-Ocean residential products. Through regular visits, we understood the needs of our customers. In addition to organize targeted activities continually, "Ocean Family" carried out a wealth of owner activities around the theme of health. We also supported customers' participation in the activities organized by local communities, property companies and the Group and the sports and public welfare activities organized by Sino-Ocean Charity Foundation, so that they could achieve personal physical and mental health, and jointly create a healthy and harmonious living community at the same time⁸.

● ELDERCARE 養老服務

爲更好地提升中國長輩的養老生活品質，作爲中國國際化養老事業的先行者，遠洋·椿萱茂肩負社會責任，積極響應國家養老倡導，不斷探索全球領先的養老理念、運營模式、照顧經驗養老服務體系，精耕細作國際化標準的核心服務體系，繪就中國高端養老服務新藍圖。

椿萱茂引進美國先進的養老理念和國外成熟養老模式結合國內養老特點，通過提供優美的居住環境、高品質的生活服務和設施，打造精神與物質生活充盈的長者樂園。引入國外成熟養老模式的同時，椿萱茂在服務、運營和管理方面打造獨特的養老服務體系，讓長輩在這裏樂享健康、快樂、安心、有尊嚴的幸福生活。在「樂享生活服務、科學膳食服務、椿萱管家服務、健康管理服務、生活照料服務、失智照護服務、醫療護理服務」7大國際化標準的核心服務基礎上，用心照料長輩，用心踐行「家」的承諾，爲中國長輩帶來了全新的國際化養老服務新選擇。

In an effort to enhance the living standards of the elderly in response the government's call for eldercare, Senior Living L'Amore, as one of the first pioneers in China's eldercare industry, has developed core service systems of international standards through continuous exploration of world-leading eldercare theories, operation models and nursing service systems, drawing the new blueprint for China's high-end eldercare services.

Senior Living L'Amore adopted the advanced pension concept of the United States and the foreign mature pension model combined with domestic pension characteristics, and created an elderly paradise with rich spiritual and material life by providing an excellent living environment and high-quality life services and facilities. While the foreign mature pension model was introduced, Senior Living L'Amore created a unique pension service system in terms of service, operation and management, so that the elders there could enjoy a healthy, happy, secure, dignified and happy life. Based on the core services of seven international standards of "happy life service, scientific diet service, Chun Xuan housekeeper service, health management service, life care service, dementia care service and medical care service", we took good care of the elderly and fulfilled the promise of "home", bringing a new choice of international pension services for Chinese elders.

⁸ 更多與支持客戶參與運動及公益活動相關內容請見「凝愛心，共益健康社會」章節中「綠色健康社區」板塊。

⁸ For more information on supporting customers' participation in sports and public welfare activities, please refer to the section of "Green Healthy Communities" in the chapter of "Contribute to a Healthy Society with Love".

養老產品線 ELDERCARE PRODUCT LINE

CLRC 長者社區
CLRC Senior Community

CB 老年公寓
CB Senior Apartments

CBN 護理院
CBN Nursing Homes

擁有項目
OWN PROJECT

30個
PROJECTS

擁有床位
BEDS OWNED

15,000+ 張
BEDS

累計服務長者
CUMULATIVE SERVICE TO THE
ELDERLY

10,000+ 名
PEOPLE

椿萱茂在不同的城市，不同的區域，均塑造一種溫馨的家庭和社區氛圍，滿足每位長輩對於家庭與親情的需求。同時在各城市採用國際養老服務理念及標準，保證各地長者享受到高品質的專業服務，成爲引領各城市高端養老服務水平的標竿。歷經多年發展，遠洋·椿萱茂以「立足北京、重點深耕、全國佈局」爲戰略思路，在京津冀、長三角、珠三角、長江中游、成渝五大城市群佈局連鎖發展，現已在北京、上海、廣州、天津、成都、重慶、武漢、蘇州、大連等城市，擁有超過 30 個項目 15,000 餘張床位，累計服務長者 10,000 餘名。養老產品線包括 CLRC 長者社區、CB 老年公寓、CBN 護理院，爲中國長輩提供全生命周期的各層級服務。

Senior Living L'Amore has created a warm family and community atmosphere in different cities and regions to meet the needs of senior citizens, giving them the experience of being cared for by family members. Meanwhile, it has adopted international concepts and standards of eldercare services in all cities to ensure that senior citizens of all places can enjoy high-quality professional services, thus making Senior Living L'Amore the benchmark for leading high-end eldercare services in all cities. Over the years, Senior Living L'Amore has set up locations in the five metropolitan regions covering the Beijing-Tianjin-Hebei Region, the Yangtze River Delta, Pearl River Delta Regions, the Yangtze Mid-stream and Chengdu-Chongqing Regions, and currently operates more than 30 projects and 15,000 beds in Beijing, Shanghai, Guangzhou, Tianjin, Chengdu, Chongqing, Wuhan, Suzhou and Dalian, having provided services for over 10,000 elderly people, adhering to a strategy that "focuses on Beijing and other major markets with a nationwide service network". The eldercare product lines include the CLRC Senior Community, CB Senior Apartments and CBN Nursing Homes, which provide full life-cycle services at all levels for Chinese senior citizens.



椿萱茂與時俱進，秉承「數字驅動健康，智慧賦能養老」的理念，開發了遠洋養老信息管理系統 WeCaring 並已全面落地，通過運營平台、物聯網平台、移動平台、大數據平台「四大金剛」平台，讓健康養老生活便捷化、科學化。家屬可通過平台掌握每日健康狀態，醫生可通過各類常見慢性病指標的長期監測，隨時調整長輩用藥及醫療建議，達到控制病情的目的。

Senior Living L'Amore advanced with the times, adhered to the concept that "digital technology drives health and wisdom enables pension", developed and fully implemented the Sino-Ocean pension information management system "WeCaring", and made health pension life convenient and scientific through the "four major" platforms-the operating platform, the Internet of Things platform, the mobile platform, the big data platform. Family members can know the daily health status of their elders through the platforms, and doctors can adjust the elders' medication and medical advice at any time through long-term monitoring of various common chronic disease indicators, so as to achieve the purpose of disease control.

HEALTH CULTURE 健康文化

「健康」已經成為遠洋品牌的核心，除了在產品中着力落實以外，同時也非常註重「健康」文化的建立和傳播，希望通過遠洋的努力，可以帶動更多的人、更多的企業和機構對「健康」理念的認識、認可及採納。

"Health" now occupies a central position in our branding strategy and has been implemented in product design and development. Furthermore, a "health culture" has been established and promoted, with the aim of promoting the awareness, recognition and adoption of the "Health" concept among the community and businesses to a greater extent.

遠洋集團每年在「遠洋健康日」舉辦的「遠洋益跑」活動應運而生，這一健康活動帶領全國的員工、客戶、業主、合作夥伴、供應商、媒體朋友們共同攜手「益起跑更健康」，體驗「健康」倡導的同時，身體力行支持公益。在疫情期間，遠洋益跑增加線上參與，以線上健康打卡的方式傳播「健康」理念；北京、天津、武漢、濟南、石家莊、三亞等城市陸續開展線下益跑活動，眾多愛心人士熱忱參與其中。

詳細內容可參見「凝愛心，共益健康社會」中「綠色健康社區」章節。

Sino-Ocean Group holds the "Ocean Marathon" event on the "Ocean Health Day" every year. This activity leads employees, customers, owners, partners, suppliers and media across the country to join hands in "Beneficial Running for Health" to experience the advocacy of "health" and support public welfare at the same time. During the pandemic, "Ocean Marathon" introduced online participation and spread the concept of "health" through online health sign-in; offline running activities were launched in Beijing, Tianjin, Wuhan, Jinan, Shijiazhuang, Sanya and other cities with the participation of many enthusiasts.

For more information, please refer to the section of "Green Healthy Communities" in the chapter of "Contribute to a Healthy Society with Love".

2016年6月，遠洋集團通過「品牌煥新」新聞發佈會，第一次對外提出了全新品牌理念——「建築·健康」，並出版了《建築健康》書籍，明確闡述了「建築健康」、「健康建築」、「健康生活家」理念。2017年，遠洋集團出版第二本書《健康生活家》。該書通過對「健康住宅」、「健康生活」和「健康家園」的闡釋，從實現人、建築、環境三者和諧健康的角度出發，系統性輸出「健康生活家」的健康理念。2018年11月，遠洋集團隆重推出第三本書《健康方法論》，把「建築健康」詳細內涵落實到項目上，給人們展示了一幅全景式的健康方法論。遠洋集團在出版的健康書籍上，如同建造項目一樣，遵循迭代升級之路，一步一個台階，從《建築健康》到《健康生活家》，再到《健康方法論》，形成自身的「健康三部曲」，關於健康理論逐漸臻於完善。

During the Sino-Ocean "Brand Facelift" press conference in June 2016, we unveiled the new branding concept "Building Health" and released a book elaborating the notions of Building Health, Healthy Buildings and Healthy Living. Our second book "Healthy Living," published in 2017, gives a thorough account of healthy living based on detailed interpretations of "healthy homes", "healthy life" and "healthy communities" from the perspective of harmonious people, buildings, and the environment. Our third publication "Health Methodology" published in November 2018 shows people a panoramic of health methodology- that is, how principles of the Building Health are applied in real estate development projects. Similar to the healthy building approach, Sino-Ocean's "health trilogy" - "Building Health", "Healthy Living" and "Health Methodology" - introduces readers to healthy building theories step-by-step, and also serves as a reflection of how our understanding of healthy building has evolved over the years.

2020年，「健康」成為遠洋五期戰略的核心發展關鍵詞，遠洋將努力為客戶創造健康高品質人居環境；為員工創造健康高效率工作條件；為股東和相關利益方創造健康的企業經營狀況；為社會創造可持續發展價值。為了利於「健康」理念傳播，增加客戶感受，珍視客戶觸點，讓客戶沉浸體驗，感受遠洋所倡導的「健康」生活方式，在產品健康的基礎上，踐行大健康的智慧，使利益相關方均獲益於健康，是遠洋持之以恆的追求。

In 2020, "health" became the core development keyword of the fifth phase of Sino-Ocean strategy. Sino-Ocean will strive to create a healthy and high-quality living environment for customers, healthy and efficient working conditions for employees, healthy business operation conditions for shareholders and relevant stakeholders, and sustainable development value for the society. In order to facilitate the dissemination of the concept of "health", enhance customer experience, cherish customer touch points and let customers experience the "healthy" lifestyle advocated by Sino-Ocean, on the basis of product health, Sino-Ocean practices the wisdom of big health, so that all stakeholders can benefit from health, which is the persistent pursuit of Sino-Ocean.

HEALTH INDUSTRY 健康行業

健康夥伴 HEALTH PARTNERS

遠洋與合作夥伴一路相伴、共同成長，共同推動中國健康產業發展及人居健康環境的改善，攜手為客戶創造更大的價值，積極響應「美麗中國」國家戰略。

We work and grow together with our partners to promote the development of the health industry and healthy living environment in China, striving to jointly create greater value for our customers for active response to the "Beautiful China" national strategy.

國壽股份 CHINA LIFE



中國人壽保險股份有限公司（「國壽股份」）是國內壽險行業的龍頭企業，經營業績連續多年位居行業前列。自2009年國壽股份入股遠洋集團以來，雙方在多個業務領域積極合作，取得了豐碩成果。2021年2月24日，國壽股份與遠洋集團正式簽署戰略合作協議。雙方本着「資源共享、優勢互補、互惠互利、合作發展」的原則，結成戰略合作夥伴關係，進一步鞏固加強資本紐帶關係，優勢互補，聯合開發創新型養老保險產品；同時，不斷加強雙方在寫字樓、商業、數據中心（IDC）、物流倉儲等領域的協同發展。

China Life Insurance Company Limited ("China Life") is a leader in the domestic life insurance industry and has been ranking high in the industry for years in terms of operating results. Since China Life invested in Sino-Ocean Group in 2009, the two parties have actively cooperated in various business sectors and have achieved fruitful results. On February 24, 2021, China Life and Sino-Ocean Group formally entered into a strategic cooperation agreement. Following the principles of "resources sharing, complementary advantages, mutual benefit, cooperation and development", the two parties established strategic partnership to further consolidate the relationship of capital ties and complementary advantages and jointly develop new types of pension insurance products. Meanwhile, they will strengthen coordinated development in office buildings, commerce, data centers (IDC), logistic storage and other industries.

太古地產 SWIRE PROPERTIES



與可持續發展表現領先的太古地產合作已超過十年，歷次合作充分發揮雙方開發管理大型商業綜合體的經驗，結合了遠洋集團在設計實施、施工優化、成本控制和工程建造等方面廣泛的本土經驗和太古地產在前期定位、規劃、設計和招商運營方面的專長，尊重當地歷史文化積澱，先後聯合開發推出北京頤堤港和成都遠洋太古里兩個城市綜合體精品項目，均已成為當地城市名片。2020年，遠洋與太古地產三度攜手，成功獲取北京頤堤港二期項目，強強聯合打造又一大型商業綜合體項目。

We have been partners of Swire Properties, a leader in sustainable development, for over 10 years. In our cooperation, by utilizing both parties' experience in developing and managing large commercial complexes and leveraging Sino-Ocean Group's extensive local experience in design implementation, construction optimization, cost control and project construction and Swire Properties' expertise in early positioning, planning, design and investment promotion operations and respecting local historical and cultural conventions, we have developed and launched two upscale urban complex projects, INDIGO (Beijing) and Sino-Ocean Taikoo Li Chengdu (Chengdu), both of which are widely recognized as local landmarks. In 2020, Sino-Ocean and Swire Properties successfully acquired INDIGO II (Beijing) by joining hands for three times, and jointly built another large-scale commercial complex project.

2016年，遠洋集團與創立房地產業 WELL 建築標準的美國 Delos 公司達成戰略合作協議，遠洋集團除在中國建築中率先並大量引入 WELL 建築標準，在中國的建築及人居環境中進一步推廣 WELL 建築標準。同時，遠洋也在不遺餘力的將因與 Delos 合作而帶來的健康建築理念與中國國情相結合，將健康理念更廣泛的傳播至遠洋涉及的各行各業。雙方聯合打造的世界第二個、亞洲首個 WELL 人居實驗室也落址中國北京遠洋盈創健康產業園，並正在建設中。

In 2016, we established a strategic partnership with Delos, the American developer of the WELL Building Standards of healthy buildings for the real estate industry, enabling us to take the lead to introduce the standards extensively to Chinese buildings and further promote their use in China's buildings and living environments. Furthermore, we have dedicated to aligning the healthy building concept brought by cooperation with Delos with the realities of China, aiming to spread the health concept more extensively to all industries we involved in. The world's second and Asia's first WELL Habitat Laboratory jointly established by both parties was also settled in Sino-Ocean Ying Chuang Wellness Industrial Park in Beijing, China, and is under construction.

健康投資 HEALTH INVESTMENT

自 2017 年十九大作出「實施健康中國戰略」的重大決策以來，遠洋集團旗下遠洋資本踐行負責任投資，已深耕大健康領域多年，並持續發力。

目前，遠洋資本大健康基金已投資佈局醫療服務、醫療器械、生物創新等多條賽道，包括 IVD 領域的豪思生物、橡鑫生物，婦兒領域的美中宜和、杏林護理、美德因，醫美領域的聯合麗格、腫瘤領域的美中愛瑞、康復領域的瑞德醫療、耳鼻喉領域的萊諾醫療以及影像領域的銳視康等「明星」企業，形成了豐富的投資組合。

此外，遠洋資本亦積極發揮基金專業管理和產業資源整合優勢，與地方政府在大健康產業領域開展合作。2018 年起，遠洋資本與成都市溫江區政府引導基金攜手，在醫療健康產業領域開展股權投資、資本運作等合作，通過設立專項基金，盤活醫療資源，引入科研項目及人才，逐步構建多元化的醫療健康生態服務體系，助力溫江區實現「三醫兩養」產業高地的戰略目標，實現政府、投資方及被投企業方「三贏」。

Since the 19th National Congress of the People's Republic of China made the major decision of "implementing the strategy of healthy China" in 2017, Sino-Ocean Capital, a subsidiary of Sino-Ocean Group, has practiced responsible investment and has been deeply engaged in the field of health for many years and has continued to make efforts.

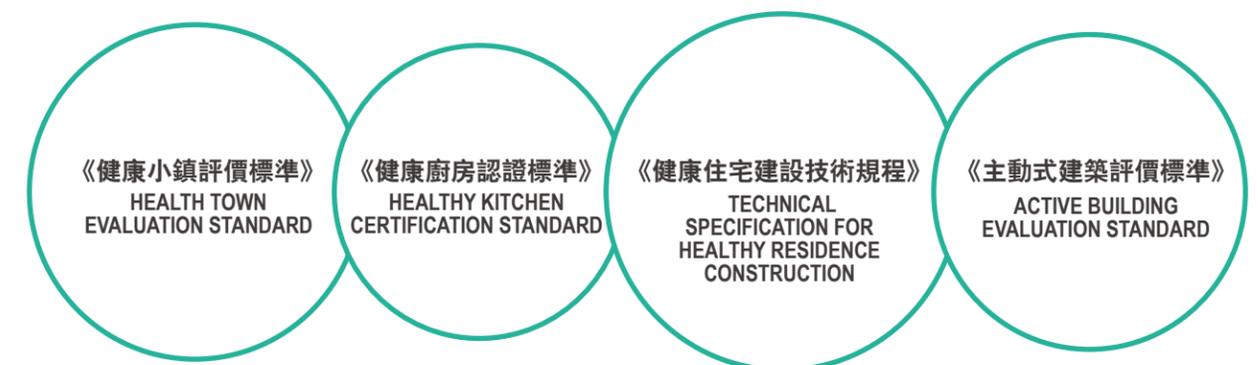
Sino-Ocean Capital Big Health Fund has investment layout covering medical services, medical devices, biological innovation and other fields, including Health Biotech and Acornmed in the field of IVD, Amcare, Xinglin Nursing and Madein in the field of women and children, BeauCare in the field of medicine and beauty, Amcare in the field of tumor, Ryzur in the field of rehabilitation, Nanos Medical in the field of otorhinolaryngology and Arrays in the field of medical imaging, forming a rich investment portfolio.

In addition, Sino-Ocean Capital also actively gives full play to the advantages of professional fund management and industrial resource integration, and cooperates with local governments in the field of big health industry. Since 2018, Sino-Ocean Capital has joined hands with Chengdu Wenjiang District Government Guiding Fund to make equity investment and carry out capital operation and other cooperation in the field of medical health industry, and by setting up a special fund, it has revitalized medical resources, introduced scientific research projects and talents, gradually established a diversified medical, health and ecological service system and helped Wenjiang District to achieve the strategic target of "three medical areas, health maintenance and pension" and realize the "triple win" of the government, the investor and investees.

健康標準 HEALTH STANDARDS

在打造自身健康產品和服務、與健康夥伴深入合作之外，遠洋積極參編國內外相關健康標準，推動整個行業的健康發展。截至 2020 年底，遠洋已經與國際健康建築學會、國家住宅與居住環境工程技術研究中心、中國建築標準設計研究院等權威機構形成良好互動，為「WELLv1、v2 建築標準」、《健康小鎮評價標準》《健康廚房認證標準》《健康住宅建設技術規程》《主動式建築評價標準》的編制建言獻策。

In addition to creating our own health products and services and in-depth cooperation with health partners, Sino-Ocean actively participated in the compilation of relevant health standards at home and abroad to promote the healthy development of the entire industry. By the end of 2020, Sino-Ocean had formed a good interaction with the International Academy of Architecture, the National Engineering Technology Research Center for Residences and Living Environments, the China Institute of Building Standard Design and Research and other authoritative institutions, providing advice and suggestions for the compilation of "WELL v1 and v2 Building Standard", the "Health Town Evaluation Standard", the "Healthy Kitchen Certification Standard", the "Technical Specification for Healthy Residence Construction", and the "Active Building Evaluation Standard".



「健康」是國家戰略，是人民群眾的美好需求，也是遠洋一貫的產品理念和企業追求。我們將通過自身的努力，與行業共進步、與國民共健康、與國家共繁榮。

"Health" is a national strategy, a good demand of the people, and also the consistent product philosophy and enterprise pursuit of Sino-Ocean. We will make progress with the industry, live a healthy life with all citizens and achieve prosperity with the country through our own efforts.

PRODUCT AND SERVICE QUALITY

CONSTRUCTION QUALITY 工程質量

我們遵循國務院《建設工程質量管理條例》、住房和城鄉建設部《房屋建築和市政基礎設施工程質量監督管理規定》等國家要求，秉持「抓過程、促交付、快速提升客戶滿意」的管理要求，對工程管理貫徹「實測實量成績持續提升、交付結果迅速改善、安全風險持續受控」的工作要求，以匠心兌現安心。

We followed the Construction Engineering Quality Management Regulations of the State Council, the Housing Construction and Municipal Infrastructure Project Quality Supervision and Management Regulations as promulgated by the Ministry of Housing and Urban-Rural Development and other national requirements, upheld the management requirements of "control the process, promote delivery and improve customer satisfaction rapidly", and carried out the work requirements of "continuous improvement of measured results, rapid improvement of delivery results and continuous control of safety risks" for project management so as to rest assured with ingenuity.

● TECHNICAL MANAGEMENT LEVEL 技術管理層面

2020年，為提高集團工程管理工作的標準化、規範化、程序化，指導各項目完善管理流程，規範現場管理，確保工程質量、進度及安全受控，集團產品營造中心工程專業編制工程管理相關制度和標準31項。制度和標準對工程前期的策劃、開工申請、材料檢查，工程過程中的裝配式、景觀、裝修等各專業技術要求、關鍵點把控，交付前期的質量評估、驗收標準等進行了全周期、全方位規範指導。

In 2020, in order to improve the standardization, normalization and routinization of the Group's project management, guide each project to improve the management process, standardize on-site management, and ensure the project quality, progress and safety under control, the Group Product Construction Center's Construction specialty team compiled 31 Construction management-related policies and standards. The policies and standards provide full-cycle and all-round normative guidance for the planning, application for construction commencement and material inspection in the early stage of the project, the control of the technical requirements and key points of various specialties such as prefabricated building, landscape and decoration in the process of the project, and the quality evaluation and acceptance standards before the delivery.

● 目前各項目已經在參照運行的工程質量制度包括：
AT PRESENT, CONSTRUCTION QUALITY POLICIES OR STANDARDS WHEREBY VARIOUS PROJECTS HAVE BEEN OPERATING INCLUDE THE FOLLOWING:

制度名稱 LIST OF CONSTRUCTION QUALITY POLICIES OR STANDARDS	
工程管理制度	Project Management Rules
標段劃分管理辦法	Administrative Measures for Bidding Section Division
工程開工申請制度	Rules of Application for Project Construction Commencement
工程管理策劃管理辦法	Management Measures for Project Management Planning
住宅產品營造工期標準	Residential Projects Construction Period Standards
施工單位進場管理辦法	Administrative Measures for Construction Enterprise Management
專項管控工藝標準匯編——外窗工藝標準	Compilation of Special Control Process Standards-Process Standards for Exterior Windows
工程樣板管理制度	Project Model Management Rules
住宅產品實測實量標準（2020版）	Survey and Measurement Standard for Residential Projects (2020)
過程質量關鍵點管理工作指引	Guidelines for Management of Key Points in Process Quality
住宅項目工程檢查管理辦法	Administrative Measures for the Engineering Inspection of Residential Projects
公建項目工程檢查管理辦法	Administrative Measures for the Engineering Inspection of Public Construction Projects
毛坯住宅交付驗收標準	Acceptance Standards for Rough House Delivery
交付項目工程質量評估管理辦法	Administrative Measures for Quality Evaluation of Delivery Projects
交付返修數據統計評價辦法	Statistical Evaluation Methods for Delivery Rework Data
遠洋集團工程滲漏評估問責管理辦法	Administrative Measures for Accountability of Leakage Assessment of Sino-Ocean Group
現場材料第三方抽樣送檢實施方案	Implementation Plan for Third-party Sampling Inspection of Field Materials
工程維修管理辦法	Administrative Measures for Engineering Maintenance and Warranty
批量精裝項目實施管理辦法	Administrative Measures for the Implementation of Batch Hardcover Projects
景觀實施管理辦法	Landscape Implementation Management Measures
裝配式實施工作管理辦法	Administrative Measures for Assembly Implementation
精裝修成品保護標準	Protection standard for Finished Products of Fine Decoration
精裝修工藝標準	Fine Decoration Technology Standard
遠洋集團裝配式項目疊合樓板平面佈置及接縫支座節點處理技術標準	Technical Standard for Layout of Assembled Floor Slabs and Treatment of Joints and Pedestal Joints of Sino-Ocean Group Assembled Project
項目備品備件清單標準	Standard for the Spare Parts List of the Project

在制度管理的基礎上，遠洋在《供應商底線要求（工程採購類）》中明確要求所有土建和機電總承包單位取得質量管理體系認證；遠洋建設擁有質量管理體系認證，符合ISO9001標準。

On the basis of system management, Sino-Ocean clearly requires all civil construction and mechanical and electrical contractors to obtain Quality Management System Certification in the Bottom Line Requirements for Suppliers (Project Procurement); Sino-Ocean Construction has obtained the Quality Management System Certification and complied with the ISO9001 Standard.

● QUALITY INSPECTION 質量檢查方面

交付評估
平均成績提升
INCREASED AVERAGE SCORE FOR
DELIVERY ASSESSMENT

1.75分 / POINTS

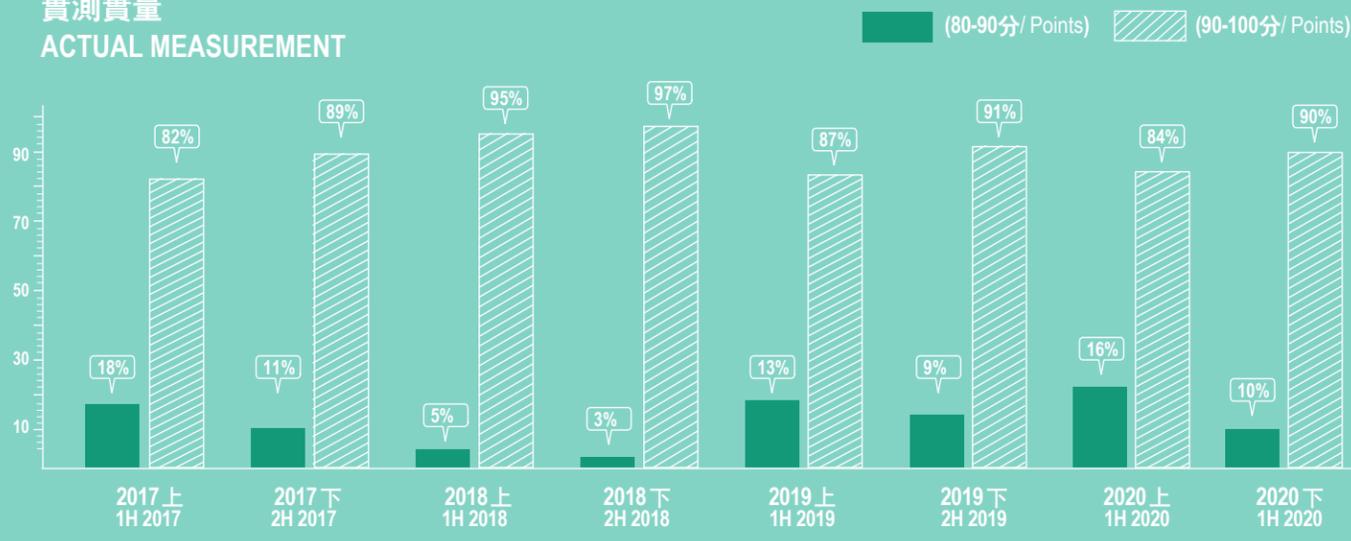
為確保項目實施過程質量可控、交付品質達優，集團按季度組織實測質量，並對交付項目進行交付前評估檢查，制定了質量安全底線指標。2020年實測質量⁹平均成績為93.49分，保持行業領先且穩步提升；交付評估¹⁰平均成績為79.74分，較2019年提升1.75分，工程管理的專業性與規範性得到進一步提升，保持業內先進水平。

In order to ensure that the quality of the project implementation process is controllable and the delivery quality is excellent, the Group organizes the actual quality measurement on a quarterly basis, carries out the pre-delivery evaluation and inspection of the delivered projects, and formulates the bottom line indicators of quality and safety. In 2020, the average score for actual measurement⁹ was 93.49 points, maintaining industry leading position and stable improvement; the average score for delivery assessment¹⁰ was 79.74 points, which was recorded an increase of 1.75 points in comparison with 2019, indicating that our project management capabilities in terms of professionalism and standardization have further improved and maintaining the leading position in the industry.

交付評估 DELIVERY ASSESSMENT



實測質量 ACTUAL MEASUREMENT



9. 根據相關質量驗收規範，現場測量建築物各項施工精度等評價指標，真實反應產品質量數據的方法。
A method for on-site measurement of all assessment indicators such as the construction accuracy of buildings base on relevant quality acceptance specifications to accurately reflect data of product quality.

10. 在產品交付前，從客戶角度出發，針對觀感品質與功能性缺陷，通過定性及定量的方式對交付產品予以全面、客觀評價的評估方法。
Comprehensive and objective qualitative and quantitative assessment of a product's appearance, quality and functional defects conducted from the customer perspective prior to product delivery.

成績的持續提升是遠洋規範化管理的結果，嚴控前端策劃，過程深入項目現場支持和巡檢工作常態化，除此之外同時推動：

The continuous improvement in results is attributable to Sino-Ocean's standardized management, stringent front-end planning, in-depth on-site project support and routinized inspections during the process. In addition, the followings were promoted:

● 品質管控細節 DETAIL-ORIENTED QUALITY CONTROL

通過前端方案會審、圖紙會審、圖紙深化、標準層樓棟會驗、材料飛檢、樣板引路、關鍵工序驗收、第三方過程專項評估、施工質量專題會等管理動作，出具驗收檢查報告及問題分析，提升產品品質。2020年，重點開展防滲漏工作，全周期監管，為實現零滲漏項目提供保障。實現42個城市防滲漏/防開裂/防沉降工程構造措施城市標準做法落圖。完善防滲漏系統預控方案，覆蓋項目5大類27個關鍵部位。

We issues the acceptance and inspection report and problems analysis through front-end scheme review, drawing review, drawing polishing, standard floor building inspection, material random inspection, model approach, key process inspection and acceptance, third-party process special assessment and construction quality seminar and management actions to improve product quality. In 2020, the focus was put on anti-leakage work and full-cycle supervision to guarantee the realization of zero-leakage projects. It completed the standard drawing on anti-leakage/anti-cracking/anti-sedimentation measures on project structure in 42 cities. It improved the proposal of the anti-leakage system, covering 27 key positions in 5 categories.

● 品質提升 IMPROVING APPEARANCE OF INTERFACE

在部份項目推行室內牆面由粉刷石膏替代傳統抹灰，有效的保證了毛坯交界面的觀感及實測合格率，減少空鼓開裂等缺陷發生；推行薄抹灰和高精度地面，客戶界面品質提升明顯。推行交付前實施業主工地開放日活動及高管驗房活動，提前發現問題規避風險。精裝交付項目實行交付樣板聯合驗收100%覆蓋，聚焦使用功能、對客觀感、工藝缺陷。

In some projects, traditional lime plastering in interior walls was replaced with gypsum plastering, which is effective to ensure the look and actual pass rate of the delivered interface of the roughcast house, and to reduce defects such as hollowing and cracking. Thin plastering and high precision ground were implemented, the quality of the interface delivered to customer has improved significantly. Before the delivery, the property owner's open day activities and senior executives' home inspection activities are implemented to identify problems in advance to avoid risks. For the delivery of fine decorated projects, it achieves 100% joint acceptance on samples with the focus on functions, appearance to customers and process defects.

● 改進施工工藝 IMPROVING CONSTRUCTION TECHNIQUES

推行遠洋特有的SCS (Sino-Ocean Construction System) 新建造體系，加大智能爬架、裝配式建築、被動式建築、ALC條板、鋁合金模板、鋁框木模、爬模、乾法施工等工藝的應用，提升施工質量。

Sino-Ocean's unique SCS (Sino-Ocean Construction System) construction system has been implemented, and efforts were made to promote the application of advanced techniques such as intelligent climbing frames, prefabricated buildings, passive buildings, ALC panels, aluminum alloy formworks, aluminum frames with wood molds, climbing molds and dry construction in order to improve construction quality.

● 全周期/全部位/全過程管控 FULL-CYCLE/ FULL-PART/ FULL-PROCESS MANAGEMENT AND CONTROL

嚴格實行施工單位、監理單位、集團檢測「三檢制」。如發現工程質量隱患，督促及時整改，要求一周內必須進行質量整改反饋。成立建設單位、監理單位、總包單位、分包單位在內的實測質量小組，明確各單位檢查比例，數據上牆記錄要求，整改反饋復查管理機制。按月檢查糾偏，季度曬單、復盤和培訓。關鍵材料、敏感點不定期飛檢。

The Group will strictly implement the "three-inspection system" among the construction unit, the supervision unit and the Group's testing. If the hidden danger of project quality is found, the Group will urge timely rectification, and require the feedback of quality rectification within one week. The Group will set up an actual measurement group composed of the construction unit, the supervision unit, the general contractor and subcontractors, clarify the inspection ratio of each unit, record the data and requirements on the wall, and rectify and report the review management mechanism. It conducts inspection and rectification on a monthly basis and conducts publication, review and trainings on a quarterly manner. Irregular random inspections are conducted on key materials and sensitive points.

● **全面提升工作標準 FULLY IMPROVING WORKING STANDARDS**

迭代工程管理策劃及精裝修、園林、装配式等專項策劃模板，提升項目策劃水平與管理顆粒度。

Through the iteration of project management planning and refined decoration, gardens, prefabricated and other professional planning templates, it improves the planning of projects and the management refinement.

● **優化第三方評估體系，加大客戶界面質量風險的檢查力度。交付前預評估，淋水試驗 100% 覆蓋。**

Optimized third-party assessment system and strengthened inspection of risks associated with the quality of customer interfaces. It achieved 100% coverage of pre-evaluation and water pouring test before the delivery.

● **狠抓產品源頭質量，加強供應商資源和材料管控，樣板先行，材料品類和項目全覆蓋。**

Strengthened inspection on the product source and control of supplier resources and materials, pattern coming first, fully covering all types of materials and items.

● **深度參與示範區、樣板間全過程工程實施各環節。**

Deeply involved in all segments during the whole process of pilot area and showroom construction.

● **通過加強培訓、內外部交流、嚴格考試、考核等方式，確保項目工程團隊工作標準統一、管理體系在項目高效運行。各事業部和項目工程專業、總包單位和承包單位核心人員均參與產品質量培訓。本年度，還在線上開通「工程大講堂」，內容涵蓋住宅交付質量提升、装配式專項質量提升、優秀項目經驗分享等，供全員學習。**

Ensured harmonized operating standards for construction teams and effective performance of the in-project management system by strengthening trainings, internal and external communications and stringent test/appraisal operations. All departments and project-related engineering professionals and the main contractors and contractors participated in trainings on product quality. During the year, it carried out the online "classes on construction projects" with the contents covering quality improvement for the delivery of residential houses, prefabricated professional quality improvement and sharing of experiences on excellent projects for all employees to study.

● **持續加強維修管理工作，加強制度建設，細化服務標準，提升服務水平；針對普發、多發問題開展專項整治，提升客戶滿意度。**

Consistently strengthened maintenance and repair management, reinforced system building and refined service requirements to enhance service standards, and carried out special remediation targeting common and high-frequency issues to increase customer satisfaction.

● **設置產品質量滿意度考核底線，未達要求的扣除考核分數。**

The bottom line of the product quality satisfaction assessment is set, and the assessment score will be deducted if it fails to meet the requirements.



工地開放日
SITE OPENING DAY

集團的產品及服務項目質量檢測過程遵循現行國家、行業、地區及遠洋集團企業標準，秉承「零容忍」態度，在驗收過程中如遇因質檢不合格時將及時返工，合格後再交付客戶。遠洋嚴格控制產品質量，年內未發生因質檢不合格而需要回收的產品質量事件，產品質檢合格率高為 100%。同時，為主動避免不必要的潛在風險，對於有可能因產品或服務質量造成的客戶損失，遠洋設置了專門的賠償流程。

The quality inspection process of the Group's product and service projects complies with relevant national, industrial and regional standards as well as the Company's policies, sticking to rule of zero tolerance. In the event of any sub-quality products detected during the acceptance process, they will be reworked in a timely manner and delivered to the customer after passing the inspection. Sino-Ocean has effectively controlled product quality, no quality-related product was recalled during the year, and quality inspection of product reached a pass rate of 100%. Meanwhile, as a proactive risk prevention measure, we have special compensation procedures in place with respect to losses caused to the customers due to quality defects in our products or services.

SERVICE QUALITY 服務質量

為進一步提升客戶滿意度，我們制定了《遠洋集團客戶滿意度維護動作指引》《遠洋集團銷售案場滿意度及銷售服務考核實施辦法指引》等標準和制度，組織第三方滿意度調研、400 客戶服務平台滿意度專項調研、遠洋集團季度神秘客戶、遠洋集團季度營銷飛行檢查結果專項調研，細化服務標準，提升服務質量。2020 年，針對服務質量提升：

In order to further improve customer satisfaction, we formulated the "Guidelines of Sino-Ocean Group for Customer Satisfaction Maintenance Action", the "Guidelines of Sino-Ocean Group for Sales Field Satisfaction and Sales Service Evaluation Implementation Measures" and other standards and systems, organized third party satisfaction research, carried out research on customer satisfaction through 400 Customer Service Platform, conducted special survey for quarterly flight test results of Sino-Ocean Group's quarterly mystery customers and Sino-Ocean Group's quarterly marketing, detailed service standards and improved service quality. In 2020, we acted as follows to improve service quality:

- 加強前期介入管理工作，在前端規避可能發生的客戶風險問題；
Strengthened the early intervention management to avoid potential customer risk at the front end;
- 啓用第三方公司對交付前房屋品質進行檢查，監督項目交付品質；
Services of third-party companies were engaged for pre-delivery property quality inspections to guarantee satisfactory quality of properties delivered;
- 對集團住宅項目進行客戶滿意度調研，監督一線項目的客戶維護情況；
A residential property customer satisfaction survey was carried out to gauge the effectiveness of customer retention concerning frontline projects;
- 針對客服人員召開多次交流營及培訓課程，包括高管與一線開發客服人員面對面交流；
Various communication campaigns and training courses were made available to customer service staff, including face-to-face communication of senior management with the frontline customer service staff;
- 根據系統內的客戶報修、投訴數據，進行分析解讀，供各專業提升改進產品質量和服務質量；
Customer maintenance requests and complaint data stored in the system were analyzed for each professional team to upgrade and improve product and service quality;
- 啓動了針對全國 40 個重難點項目物業基礎服務品質檢查；
Embarked on quality inspection of basic property services for 40 key projects across the country;
- 針對 400 客戶端聲音，跟進基礎數據的問題整改，提升服務品質；
Followed up the rectification of problems based on the feedback from 400 Customer Service Platform to improve service quality;
- 梳理重難點項目的重難點問題，跟進問題的處理進展，進一步提升服務質量。
Listed the tough issues of key projects, followed up the processing progress of the issues to further improve the service quality.

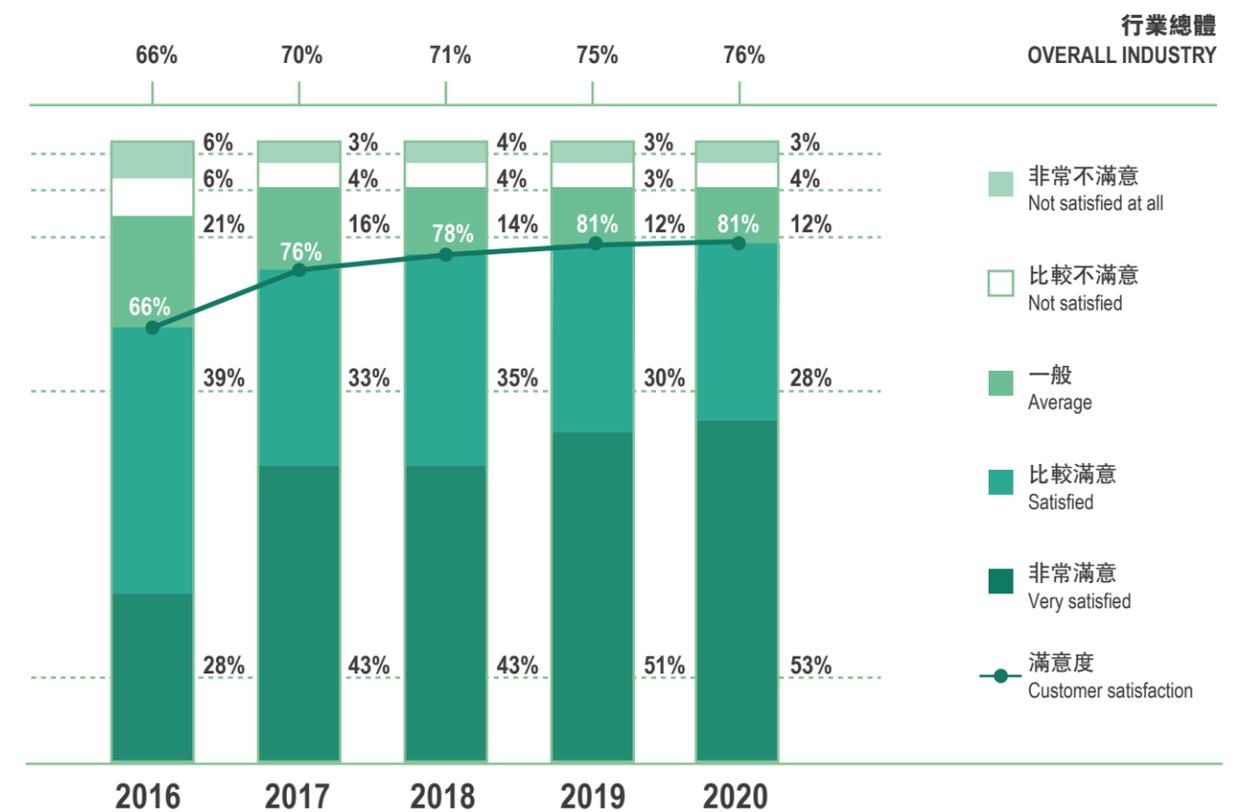
集團視客戶服務為紐帶，將客服端口收集的客戶需求反饋給各專業條線；同時注重產品缺陷案例的收集和整理，通過產品缺陷案例的共享，進一步預防重復問題的發生，提升產品質量；並通過系統的、科學的管理評價體系確保產品交付質量。

2020 年度，全集團客戶滿意度 81 分，與上一年度持平，遠超行業總體水平；全集團忠誠度 62 分，比 2019 年穩中有升。

The Group regards customer service as a bridge through which customer feedback collected by customer service staff can be shared with various business lines. In addition, due attention is paid to the collection and arrangement of product defect cases to prevent similar issues from occurring again and improve product quality by sharing information of product defect cases; and the quality of products delivered is guaranteed through the adoption of an effectively organized scientific management assessment system.

In 2020, the customer satisfaction of the Group recorded 81 points, remaining flat as compared with 2019 which was far beyond the overall level of the industry; 62 points for customer loyalty, improved steadily as compared with 2019.

遠洋客戶滿意度 SINO-OCEAN CUSTOMER SATISFACTION



不同專業滿意度提升 IMPROVEMENT OF CUSTOMER SATISFACTION IN DIFFERENT SECTORS

2020 年客戶滿意度得分中有 10 個專業的滿意度較 2019 年穩中有升。
Customer satisfaction of ten sectors in 2020 has improved steadily from 2019.

不同生命周期滿意度提升 IMPROVEMENT OF CUSTOMER SATISFACTION AT DIFFERENT LIFE CYCLES

2020 年準業主、磨合期、穩定期、老業主四個周期的客戶滿意度得分較 2019 年穩中有升。
Customer satisfaction at approaching period, running-in period, stable period, and long-term residence period in 2020 has improved steadily from 2019.

為系統化地提升客戶滿意度，我們在不同生命週期採取以下措施提升服務質量：

In order to systematically improve customer satisfaction, we took the following measures to improve service quality in different periods:

準業主 APPROACHING PERIOD	在簽約後介入客戶服務管理，避免因銷售人員更換導致服務中斷及工程進度信息未及時與業主互動； Intervene in customer service management after signing the contract to avoid the service interruption caused by the sales personnel replacement and the failure to interact with the owners in time about the project progress information;
磨合期 RUNING-IN PERIOD	進一步加強與設計、工程、營銷等專業溝通，協同設計、工程專業共同關注交付前產品整改，加大質量缺陷考核力度，客戶視角納入設計、工程標準化建設，避免圖實不符、沙盤及展示區與實際不符等風險發生； Further strengthen communication with design, engineering, marketing and other specialties, cooperate with design and engineering specialties to pay attention to the rectification of products before delivery, reinforce quality defect assessment, incorporate the customer perspective into design and engineering standardization construction, and avoid the risk of inconsistency between drawings and realities and between sand tables and exhibition areas and realities and other risks;
穩定期 STABLE PERIOD	加強維修及日常物業基礎服務質量管理，做好客戶關係維繫工作； Strengthen maintenance and upkeep and daily basic service quality management of property, and do well in maintaining customer relations;
老業主 LONG-TERM RESIDENCE PERIOD	做好日常基礎服務管理提升，做好客戶關係維繫。 Do well in improving daily basic service management and maintaining good customer relations.

CUSTOMER RELATIONS

客戶關係

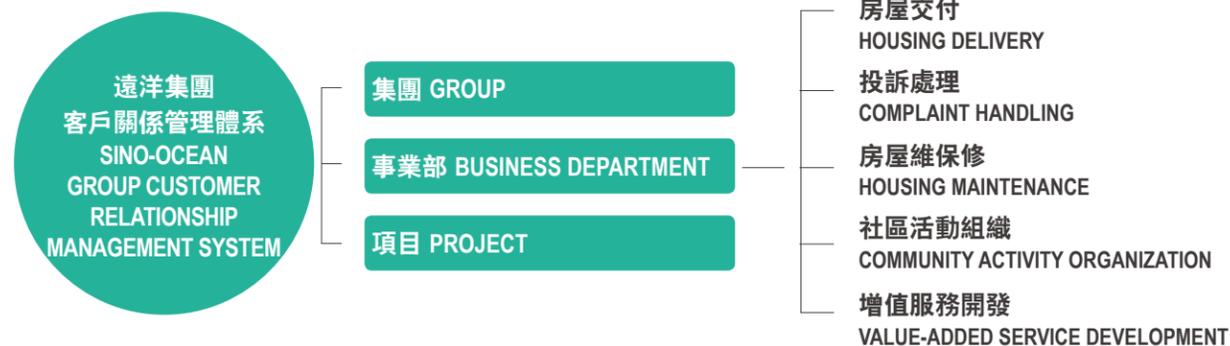
● RESPONSIBLE MARKETING 負責任營銷

遠洋集團十分重視對於客戶的承諾，並制定《遠洋集團推廣銷售行為規範》進行明確規定，如「信息應真實、完整、合法，遵守公平競爭、不詆毀競爭對手，不應含有虛假內容，不應導受眾」等，保證對客戶的承諾真實有效，保障客戶利益。

Sino-Ocean Group has attached great importance to our customers and developed the "Code of Conduct for Promotional and Sales Activities of Sino-Ocean Group" with explicit provisions, such as "information shall be true, complete and legal, in compliance with the principles of fair competition and no defamation against competitors, contain no false, misrepresented and misleading contents to audiences", thus ensuring true and valid commitments to customers and protecting customers' interests.

遠洋集團設置了集團、事業部、項目三級的客戶關係管理體系。在房屋交付、投訴處理、房屋維修、社區活動組織、增值服務開發等各方面為業主提供優質高效的服務。

Sino-Ocean Group has established Customer Relationship Management System at the Group, Business Department and Project levels. We provide property owners with high quality and efficient services including housing delivery, complaint handling, housing maintenance, community activity organization and value-added service development.



● ONE-STOP MEMBERSHIP PLATFORM-OCEAN FAMILY 一站式會員平台——遠洋會



掃描二維碼以了解更多遠洋會信息
Scanning the following QR code for more information about Ocean Family

● CUSTOMER COMPLAINT MANAGEMENT 客戶投訴管理

遠洋會（Ocean Family）是由遠洋集團發起創立的，面向廣大遠洋業主、客戶、及其他社會人士的非營利性會員組織。以「共同成長、快樂相伴」為理念，為會員提供一個開放、平等、自由的一站式生態服務會員平台。2020年10月，遠洋集團一站式生態服務會員平台——遠洋會小程序正式上線，正式實現業主服務的線上化。在移動互聯網的大趨勢下，升級業主服務體驗，致力於打造更有溫度的服務，更智慧化的服務、更尊享定制化的服務。通過遠洋會平台，遠洋將持續聚焦會員生活的切實需求，提升服務品質，以超越所有人的期待為目標，不斷迭代更新，解鎖更多服務功能，用創新性服務豐富會員權益，營造美好生活新體驗。

Ocean Family is a non-profit membership organization initiated and founded by Sino-Ocean Group, which is open to the owners and customers of Sino-Ocean and other social people. With the concept of "Joint Growth and Happy Company", we provide members with an open, equal and free one-stop ecological service member platform. In October 2020, Sino-Ocean Group's one-stop ecological service member platform-Ocean Family Mini Program was officially launched, officially realizing the online service for owners. Under the general trend of mobile Internet, we upgraded the service experience of owners, and devoted ourselves to creating more warm services, more intelligent services and more customized services. Through the platform of Ocean Family, Sino-Ocean will continue to focus on the practical needs of members' life, improve service quality, aim to exceed all people's expectations, keep iterating and updating, unlock more service functions, enrich members' rights and interests with innovative services, and create a new experience of a better life.

集團一貫以客戶為中心，重視客戶感受。本年，我們編制《遠洋集團客戶投訴處理工作指引》，以規範遠洋集團客戶投訴定義、分類及處理流程，強調以客戶為中心，提升客戶服務意識，提高投訴處理的主動性、及時性、有效性，修復客戶關係，提升客戶滿意度，規範投訴處理流程。

The Group has always centered on customers and attached great importance to customer experience. In the current year, we compiled the "Working Guidelines of Sino-Ocean Group for the Handling of Customer Complaints" to standardize Sino-Ocean Group's definition, classification and handling process of customer complaints, emphasize "customer centric", improve customer service consciousness, enhance the initiative, timeliness and validity of complaint handling, repair customer relations, improve customer satisfaction, and standardize the complaint handling process.

各業務單位均設有對客溝通渠道，由客服物業專業主責客戶投訴處理工作，並開發投訴處理系統，實現了投訴管理的信息化，及時受理客戶投訴。對於工單超時及未處理投訴，將按照升級處理機制升級到相關事業部及集團各專業負責人。

Each business unit has a customer communication channel, and customer service professionals are mainly responsible for customer complaint handling; the complaint handling system is developed to realize the informatization of complaint management and timely acceptance of customer complaints. For overtime work orders and unhandled complaints, it will be escalated to the competent persons of relevant business divisions and departments of the Group according to the escalation handling mechanism.

同時，我們建立客戶投訴處理體系：

At the same time, we have set up a Customer Complaint Handling System:

- 在項目前期，主動評估和分析紅線內外風險因素，預先作出風險預警並執行風險檢查，確定各階段客戶滿意標準，交付前組織第三方風險檢查，提前發現風險進行整改，確保產品無瑕疵交付；

In the early stage of the project, we will take the initiative to evaluate and analyze the risk factors inside and outside the red line, provide an early warning of the risk and carry out the risk inspection in advance, and determine the customer satisfaction standard at each stage; we will organize third party risk inspection before delivery, identify risks in advance and make rectification to ensure the flawless delivery of products;

- 在接到客戶投訴後，第一時間流轉責任人處理；並已啓用覆蓋全國的 400 呼叫中心系統（7*24 服務）作為統一平台受理客戶投訴，可承接遠洋集團所有業態客戶的投訴、諮詢等服務，坐席派單根據處理時限，採取層層升級手段，保障投訴問題的解決；

After receiving customer complaints, we will assign the competent persons to deal with them in the first instance; The 400 call center system covering the whole country (7*24 service) has been used as a unified platform to receive customer complaints, which can undertake the complaints, consultation and other services of all types of customers of Sino-Ocean Group. The complaints will be assigned to customer services representative according to the handling time limit, and the means of escalation layer by layer will be adopted to ensure the settlement of complaints.

- 在投訴解決完畢後，進行 2 日內回訪，並對處理效果進行持續整改跟蹤；事後定期分析和解讀客戶滿意度數據、客戶投訴原因，對各專業服務質量提出要求。

After a complaint is settled, we will pay a return visit within 2 days, and carry out continuous rectification and tracking on the handling effect; after the regular analysis and interpretation of customer satisfaction data and customer complaint reasons, we will make requirements for the service quality of each specialty.

2020 年，遠洋集團全年共接受客戶投訴 6,829 條，解決 6,829 條，投訴解決率 100%。

In 2020, Sino-Ocean Group received a total of 6,829 customer complaints, all of which have been successfully settled, representing a 100% resolution rate.

400 呼叫中心系統
(7*24 服務)

CALL CENTER
(7*24 SERVICE)

6,829 條
CALLS

2020 年遠洋集團全年共接受客戶投訴
Total customer complaints received by Sino-Ocean Group in 2020

100%

投訴解決率
Complaint resolution rate

6,829 條
CALLS

2020 年遠洋集團全年解決客戶投訴
Total customer complaints resolved by Sino-Ocean Group in 2020

對於因產品或服務質量造成的客戶損失，我們設置了專門的賠償流程，根據不同的賠償金額設置審批權限，積極高效的響應客戶訴求，補償客戶損失，並按相關工作指引執行，積極面對並高效處理客戶賠償事件。

A special mechanism has been introduced to compensate customers for losses caused by product or service quality. Different levels of authority for compensation approval have been granted based on the amount involved in individual claims to ensure that customers' requests are timely responded and their losses are effectively addressed. Customer compensation claims were positively and efficiently tackled in compliance with relevant guidelines.

TENANT MANAGEMENT AND COMMUNICATION

租戶管理溝通

在項目運營過程中，為租戶提供安全、健康、舒適的環境是遠洋的義務與責任。遠洋致力於提高自身運營管理能力，提供卓越優質的租戶體驗，同時舉辦世界無煙日、「地球一小時」等綠色環保教育、租戶綠色運營活動，簽訂禁煙倡議書等，攜手租戶可持續發展。

In the process of project operation, it is the obligation and responsibility of Sino-Ocean to provide a safe, healthy and comfortable environment for tenants. Sino-Ocean is committed to improving its own operation and management capabilities, providing excellent tenant experience. At the same time, green environmental education including World No Tobacco Day, "Earth Hour", and the Green Operations of Tenants, and the Signing of No Smoking Proposals have been held to achieve sustainable development jointly with tenants.

遠洋國際中心二期成功獲得 BOMA 中國 COE 認證，成為遠洋商業首個綜合體認證項目。項目在踐行國際標準保障租戶健康安全、優質空間體驗的同時，精細化貼心租戶服務，將租戶信息溝通、貼心服務放大，增強與租戶的積極互動溝通，提升租戶黏性。遠洋國際中心二期重新審視租戶滿意度，以 BOMA 中國租戶滿意度調研數據為指導，從室內空氣質量、室內溫度、服務人員、安全服務等 8 個角度全方位提升運營管理水平，租戶滿意度提升 10.9%。

The second phase of Ocean International Center was successfully certified by BOMA China COE, becoming the first certificated complex project of Sino-Ocean Commerce. While practicing international standards to ensure tenants' health and safety and a quality living space experience, the project provides considerate services for tenants, emphasizes communication and considerate services for tenants, enhances positive interaction and communication with tenants, and improves tenant stickiness. The second phase of Ocean International Center reexamined tenant satisfaction. Guided by the survey data of BOMA China tenant satisfaction, Ocean International Center comprehensively improved its operation and management level from eight perspectives, such as indoor air quality, indoor temperature, service personnel and safety service, and tenant satisfaction increased by 10.9%.



↑ 10.9%

租戶滿意度提升
Tenant satisfaction increased by 10.9%.

CUSTOMER PRIVACY 客戶隱私

集團一貫重視對客戶信息及消費者隱私的保護，我們將客戶信息視作商業機密，建立《遠洋集團保密工作規範》《遠洋集團保密工作實施規範》《遠洋集團客戶服務工作檔案資料管理標準》《遠洋集團員工行為規範》等制度文件對相關工作進行管理，從管理上、系統上對客戶信息的查詢權限進行了嚴格設置，銷售員只能查詢到自己的客戶，項目銷售負責人也只能查詢本項目客戶，且僅能查詢，無法導出。同時，針對所有權限人員的系統密碼定期更新功能，保證權限人員的賬戶安全。針對銷售代理公司，尤其對於不同公司之間互相交流客戶信息的情況，一經查實，嚴懲不貸。2020 年度對於客戶信息及隱私保護的遵循情況良好，未發生過泄露客戶信息（導致的投訴或其他重大影響）事件。

The Group has always attached great importance to the protection of customer information and consumer privacy. We regard customer information as commercial confidential, and formulated the "Confidential Work Rules of Sino-Ocean Group", the "Confidential Work Implementation Rules of Sino-Ocean Group", the "Guidelines on Handling Archives and Documents of Customer Service Work of Sino-Ocean Group" and the "Employee Code of Conduct of Sino-Ocean Group" to manage relevant matters. We have implemented strict permissions on the inquiry of customer information from management and system; salespeople can only make inquiry of their own customers, while persons in charge of the sales of the projects can only inquiry the customers of related projects, and query results cannot be exported. Meanwhile, system passwords of all authorized personnel are regularly updated to ensure the security of authorized personnel's accounts. Sales agencies that are confirmed to have exchanged customer information between different agencies will be severely punished. In 2020, customer information and privacy protection were well complied, with no incidents of customer information leakage which result in complaints or other major impacts.

● INFORMATION SECURITY CLASSIFIED PROTECTION 信息安全等級保護

2020 年，為提供數據存放管理和防止客戶信息泄露，集團遵循國家《信息安全等級保護管理辦法》規定，完善信息管理系統，並於 2020 年 9-11 月由北京市公安局朝陽分局進行網絡安全等級保護評測，符合等級保護 GB/T 22240-2020 的規範要求，評測等級為三級。

In 2020, in order to provide data storage management and prevent customer information leakage, the Group improved the Information Management System in compliance with the "Administrative Measures for Information Security Classified Protection", and during September to November 2020, Chaoyang Branch of Beijing Public Security Bureau conducted network security classified protection evaluation, showing that it meets the requirements of GB/T 22240-2020 and that the evaluation level is level 3.

同時，遠洋集團制定了《信息安全組織機構管理制度》《數據存儲介質管理制度》《重大信息安全事件應急處置制度》等 30 餘項系列制度，加強內部控制和風險管理，保障信息安全。

At the same time, Sino-Ocean Group devised more than 30 regulations, including the "Management System for Information Security Organizations", the "Management System for Data Storage Media", and the "Emergency Response System for Major Information Security Events", so as to strengthen internal control and risk management and ensure information security.

可持續供應鏈

SUSTAINABLE SUPPLY CHAIN

遠洋集團堅持與所有合作夥伴攜手成長、共創共贏，在保障價值鏈產品和服務質量的基礎上，積極推動合作夥伴的可持續發展與社會責任履行。2020 年，我們的供應商管理逐漸突顯出體系化、標準化建設方面的優勢。我們在《採購管理規範》和各項管理程序下進行規範化的誠信合作。集團制定公平公正的範本合同，要求各單位嚴格執行且誠信履行合同，同時匹配開展對員工以及供應商有關誠信經營、公平競爭政策的培訓，設置舉報渠道，維護雙方利益。

Sino-Ocean Group adheres to growing together with all partners to create a win-win situation, and actively promotes the sustainable development to our business partners and encourage them to fulfill social responsibilities on the basis of ensuring the quality of products and services in the value chain. In 2020, our supplier management gradually highlighted the advantages of systematic and standardized construction. We enforce the "Code of Conduct for Procurement Management" and other management procedures to ensure effective regulation of and good faith in collaborations with partners. The Group has formulated fair and equitable template contract, and all sub-centers are required to strictly implement and fulfill the contracts in good faith. Trainings on business integrity and fair competition policies are provided to employees and suppliers. Whistleblowing channels are set up to safeguard the interests of both parties.

SUPPLIER SOCIAL RESPONSIBILITY MANAGEMENT 供應商社會責任管理

遠洋集團將可持續發展工作延伸拓展至供應鏈。2020 年，遠洋為了更明確貫徹責任理念，帶動供應商共同踐行，我們有針對性地修訂了要求供應商共同履行社會責任的《供應商行為守則》，以及《遠洋集團供應商入庫標準》；明確供應商考察團隊職責與團隊績效相關；在資訊初審階段，要求所有供應商必須簽署《廉潔自律承諾書》《供應商關聯性說明》《供應商行為守則》並共同遵守。集團所有供應商均承諾遵守上述相關社會責任行為準則，供應商責任培訓績效達 100%。

Sino-Ocean Group has expanded its sustainable development effort to supply chain. In 2020, for reinforcing sense of duty among suppliers, we revised the "Code of Conduct for Suppliers" that requires our suppliers to fulfil their social responsibilities and amended the "Criteria for Entry into Suppliers List of Sino-Ocean Group"; clarified the correlation between responsibilities and work performance of suppliers' review teams; requested each supplier to sign and abide by a "Statement of Undertaking on Anti-Corruption and Self-Discipline", "Statement on Affiliation between Suppliers" and the "Code of Conduct for Suppliers" during initial credit review. All of our suppliers have pledged to observe the above-mentioned relevant codes of conduct on social responsibilities, and the training on supplier responsibilities covered 100%.

- 《供應商行為守則》
Code of Conduct for Suppliers
- 《遠洋集團供應商入庫標準》
Criteria for Entry into Suppliers List of Sino-Ocean Group
- 《廉潔自律承諾書》
Statement of Undertaking on Anti-Corruption and Self-Discipline
- 《供應商關聯性說明》
Statement on Affiliation between Suppliers

本年度，我們重點清潔供應商庫內資源，針對履約中不合格供應商，包括安全文明施工方面對環境產生惡劣影響的供應商進行約談整改，整改後仍不合格則出庫。2020 年度，因為社會責任不合規被中止合作的供應商數量 49 家，其中沒有因腐敗有關違規而終止的情況。

In the current year, we focused on cleaning the resources of suppliers, and conducted interview and rectification for unqualified suppliers in the performance of the contract, including those suppliers that have negative impact on the environment in terms of safe and civilized construction. After rectification, the unqualified suppliers were removed from the list. In 2020, 49 suppliers were suspended from cooperation due to their non-compliance of social responsibility. Among them, there is no termination due to corruption-related violations.

同時遠洋也將「微公益、共參與、可持續」的公益價值觀傳遞給所有的供應商夥伴，在「共益」倡導下，已經有越來越多的合作夥伴與遠洋攜手加入到了共同為世界創造多一份美好的遠洋大家庭。為激勵合作夥伴共同履責、踐行可持續發展，2020 年，我們首次啟動遠洋集團供應商責任風尚獎的評選，以表彰在環境、社會和管治方面具有突出表現的供應商。

At the same time, Sino-Ocean has also passed on the public welfare values of "micro public welfare, joint participation and sustainability" to all its suppliers. Under the advocacy of "common benefit", more and more partners have joined Sino-Ocean to create a better Sino-Ocean family for the world. In order to encourage our partners to fulfill their responsibilities and practice sustainable development, in 2020, we launched the Sino-Ocean Supplier Responsibility Role Model Awards for the first time to honor suppliers with outstanding environmental, social and governance performance.

集團重視農民工合理權益，要求各項目對各類勞務分包和材料供應商進行系統梳理和排查，要穿透到班組及工人，高度協同，全力保障和嚴密監控合作方勞務工資、材料賬款等款項，規範農民工工資支付監管流程並督促供方嚴格執行，保障農民工權益。

The Group attaches great importance to the reasonable rights and interests of migrant workers, and requires each project to systematically sort out and investigate various labor subcontracting and material suppliers, penetrating from the team to workers with high level of coordination. We have made every effort to guarantee and strictly monitor the labor wages and material accounts of the partners, standardize the supervision process of migrant workers' wage payment and urge the suppliers to strictly implement the process, in order to protect the rights and interests of migrant workers.

SUPPLIER SUPERVISION AND EVALUATION

供應商監督與評估

環境管理體系認證
Environmental Management System
Certification

質量管理體系認證
Quality Management System Certification

職業健康管理體系認證
Occupational Health Management System
Certification

2019 年，發佈新版《遠洋集團供應商管理辦法》，內容涵蓋供應商分類、入庫考察、供應商評估等相關內容，《供應商總評估分計算及等級評定標準》，詳細闡述了供應商評估分值計算邏輯。遠洋還一直關注供應商的環境和社會表現，識別供應鏈各環節的環境及社會風險，並執行監察和評估。按照供應商入庫考察相關要求，要求施工總承包單位必須提供「三認證」，即環境管理體系、質量管理體系、職業健康管理體系認證書。2020 年，新入庫供應商共 2,456 家。

In 2019, we released a new version of the "Administrative Measures for Suppliers of Sino-Ocean Group", which covers the contents of supplier classification, supplier qualification examination, supplier evaluation, etc., and the "Calculation of Total Score and Rating Standards for Supplier Evaluation", which elaborates the score calculation logic of supplier evaluation. Sino-Ocean has also been concerned about the environmental and social performance of suppliers, identified the environmental and social risks from all respects of the supply chains and carried out supervision and evaluation. According to the relevant requirements of supplier qualification examination, all construction contractors must provide "three certifications" by third party, namely Environmental Management System Certification, Quality Management System Certification and Occupational Health Management System Certification. In 2020, there were a total of 2,456 new qualified suppliers.

環境管理
Environmental management

環境表現
Environmental performance

勞資關係
Labour Relations

職業健康安全
Occupational health and safety

社會責任
Social responsibility

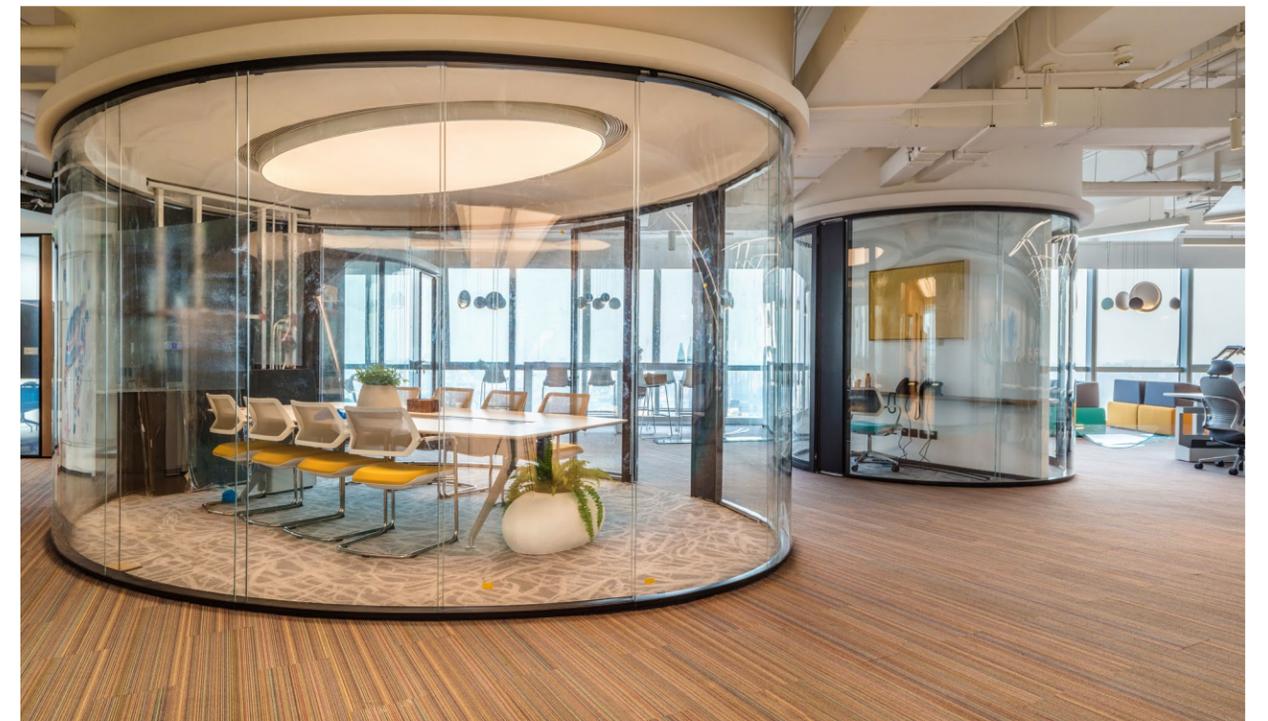
10 個維度
10 dimensions

為提升供應商的可持續發展表現，降低價值鏈風險，2020 年，遠洋搭建了供應商環境、社會和管治（ESG）評估體系，從環境管理、環境表現、勞資關係、職業健康安全、社會責任等 10 個維度，面向核心供應商開展首次 ESG 評估，該評估每年執行一次，並將作為今後供應商選取的參考信息。

In order to enhance the supplier's sustainability performance and reduce the risk of the value chain, in 2020, Sino-Ocean set up the environmental, social and governance (ESG) evaluation system for suppliers, and conducted the first ESG evaluation for core suppliers from 10 dimensions, including environmental management, environmental performance, labor relations, occupational health and safety and social responsibility. The assessment is performed once a year, and will be used as reference information for future suppliers selection.

我們還制定了流程化的管理機制與合作夥伴定期交流，按照《供應商管理規範》要求，各事業部 / 區域供應商管理崗每季度上報供應商訪談交流計劃，並組織至供應商處進行訪談和交流，摸底供應商層面的履約反饋意見和評價；《遠洋集團供應商履約評估規範（營造類工程、貨物、服務類）》制度中明確規定每半年對戰略採購供應商進行評估，每兩個月收集合作情況反饋表，隨時了解合作夥伴情況。2020 年，審查供應商數量比例為 100%。

We have also developed a process management mechanism for regular communication with partners. In accordance with the requirements of the "Supplier Management Specification", each business division/regional supplier management post shall report the supplier interview and exchange plan quarterly, and organize interviews and exchanges with suppliers to find out the feedback and evaluation on the performance of the contract at the supplier level. It is clearly stipulated in the "Specification of Sino-Ocean Group for Supplier Performance Assessment (Construction Engineering, Goods and Services)" that suppliers for strategic sourcing shall be evaluated every six months, and that cooperation feedback forms shall be collected every two months to know the situation of partners at any time. In 2020, the percentage of reviewed suppliers was 100%.



RESPONSIBLE PROCUREMENT 負責任採購

集團遵循《採購管理規範》，從環境保護、支持當地經濟、降低成本等角度出發，鼓勵內部更多選用與項目距離較近供應商。由於項目遍佈全國，集團管控範圍內供應商遍佈全國，公司系統和規範標準對供應商進行分類管理，其中包括相應的考察評分。我們根據項目所在地優先選用本地供應商，並遵循「透明公正、合理低價、保密與回避」等原則，全部通過「海鷗II招標平台」在線採購運行。每個步驟、環節均可以查閱網絡資料審核驗證，確保採購結果的公正公平。

Taking into account factors such as environmental protection, support to local economy and cost reduction, the Group encourages internal departments to choose suppliers near projects in compliance with the "Code of Conduct for Procurement Management". As our projects located throughout the country, The Group manages and controls suppliers throughout China. We classify and manage our suppliers based on systematic and standardized criteria, including relevant scoring mechanisms. Giving priority to local suppliers depending on project location, we conduct procurement operations exclusively through the online "Seagull II Tender Platform", following principles of "transparency, fairness, competitive pricing, confidentiality and recusal". Every single step can be retrieved and verified via the internet to ensure impartiality of procurement results.

綠色 / 健康材料比例 PROPORTION OF GREEN / HEALTHY MATERIALS

80%

遠洋集團重視和珍惜自然資源，並認識到可持續採購、可持續消費的長遠影響力和重要性。因此，遠洋 2020 年開展供應商綠色採購調研，制定並發佈《遠洋集團綠色採購政策》，力爭在採購環節優先採用綠色材料和健康材料，減少對環境和社會的不利影響。集團戰略採購供應商在遠洋項目建設過程中採用綠色材料或健康材料比例不低於 80%。

Sino-Ocean Group values and cherishes natural resources and recognizes the long-term impact and importance of sustainable procurement and consumption. Therefore, in 2020, Sino-Ocean carried out a survey on suppliers' green procurement, formulated and released the "Sino-Ocean Group Policy on Green Procurement", and strived to give priority to green materials and healthy materials in the procurement process, so as to reduce the adverse impact on the environment and society. The proportion of green materials or healthy materials used in the construction process of Sino-Ocean projects by the Group's suppliers for strategic sourcing is not less than 80%.

遠洋集團建立健康材料庫、健康供應商庫，遵循健康建築品質要求，全方位、嚴苛甄選建築材料、部品部件和合作夥伴，保證原材料質量，從源頭把控產品品質。我們制定形成第三方材料送檢方案，對原材料定期檢驗，包括對室內外環境採用不低於國家標準的檢測標準進行送檢。

Sino-Ocean Group established a healthy material database and a healthy supplier database, followed the requirements for healthy building quality, and comprehensively and rigorously selected building materials, parts and partners to ensure the quality of raw materials and control the quality of products from the source. We formulated and formed a third-party material inspection program to conduct regular inspection of raw materials, including using indoor and outdoor environment testing standards not lower than the national standards for inspection.

作為「建築·健康」的先行者，遠洋從以下三個方面帶領供應商共同提升產品健康屬性

AS A PIONEER OF "BUILDING-HEALTH", SINO-OCEAN HAS LED SUPPLIERS IN IMPROVING THE HEALTH PERFORMANCE OF THEIR PRODUCTS IN THE FOLLOWING THREE ASPECTS

環保意識提升 ENHANCING ENVIRONMENTAL AWARENESS

從產品生產管理到現場實施管控管理，促使企業人員提升對環保意識的重視與把控；
We enhanced employees' awareness of the importance of environmental protection and sharpened their environment management skills throughout the project development process, from production management all the way through to on-site management and control;

環保性能管控 ENVIRONMENTAL PROTECTION PERFORMANCE CONTROL

產品環保性能的管控不僅針對成品材料，針對產品原材料環保選擇，生產過程的設備環保管控以及生產標準的制定均確保嚴格管控；
The management of environmental protection performance of the product is not only for finished materials and raw materials, but also for the control of environmental protection equipments in the production process and the formulation of production standards;

環保施工要求 ENVIRONMENTAL FRIENDLY CONSTRUCTION REQUIREMENTS

制定更全面的產品施工工藝措施，推廣無膠化和少木化的關鍵管控工藝以及除塵降塵的環保施工措施。
We developed a complete set of product construction process measures, and introduced key control processes and environmental protection policies to minimize the use of plastic and wood materials and eliminate dust.

供應商總數目 TOTAL NUMBER OF SUPPLIERS

數量
QUANTITY 13,948

新入庫供應商數目 NUMBER OF NEW SUPPLIERS

數量
QUANTITY 2,456

● 按地區劃分的供應商數目 (個) NUMBER OF SUPPLIERS BY REGION (UNITS)

華東地區
EASTERN CHINA
數量
QUANTITY 5,372

華南地區
SOUTHERN CHINA
數量
QUANTITY 228

華北地區
NORTHERN CHINA
數量
QUANTITY 4,943

華中地區
CENTRAL CHINA
數量
QUANTITY 1,159

西南地區
SOUTHWESTERN CHINA
數量
QUANTITY 789

西北地區
NORTHWESTERN CHINA
數量
QUANTITY 260

東北地區
NORTHEASTERN CHINA
數量
QUANTITY 1,197

● 按類別劃分的供應商數目 (個) NUMBER OF SUPPLIERS BY CATEGORY (UNITS)

工程類
ENGINEERING
數量
QUANTITY 5,805

貨物類
GOODS
數量
QUANTITY 2,916

服務類
SERVICES
數量
QUANTITY 4,426

物業維保類
PROPERTY MAINTENANCE
數量
QUANTITY 506

其他類
OTHERS
數量
QUANTITY 295



凝初心 共享健康環境

第三部份
THIRD PART

SHARE A HEALTHY ENVIRONMENT WITH ORIGINAL ASPIRATION

ENVIRONMENT

生態的健康是遠洋所追求健康的根基，在升級人居健康的同時，我們更加注重人、建築與環境的共榮共生。綠色健康標準在遠洋一脈相承，作為一家對環境具有廣泛影響的企業，我們積極響應「建設美麗中國」的號召，以精益求精、精耕細作的工作標準，持續通過綠色的產品、運營、辦公、伙伴及環境信息披露的方式參與「構建政府為主導、企業為主體、社會組織和公眾共同參與的環境治理體系」，響應國家「2030實現碳達峰、2060實現碳中和」的號召。

Ecological health is the foundation of Sino-Ocean's pursuit of health. While upgrading the health of human living environment, we pay more attention to the co-prosperity and co-existence of human, architecture and the environment. Green health standards are carried forward at Sino-Ocean. As an enterprise with extensive environmental impact, based on the working standards of excelsior and intensive cultivation, we respond positively to the call of "Building a Beautiful China" and continue to participate in "building a government-led and enterprise-oriented environmental governance system with the participation of social organization and the public" through green products, operation, office, partners and environmental information disclosure. We also actively respond to the national call of "reaching carbon peak by 2030 and realizing carbon neutralization by 2060".

應對氣候變化 CLIMATE CHANGE

為積極應對氣候變化問題，2020年我們制定了《遠洋集團應對氣候變化政策》，發佈《遠洋集團應對氣候變化宣言》。我們進一步根據TCFD（氣候相關財務信息披露工作組）框架的建議，從管治、風險管理、策略、指標和目標四個方面進行披露。

In order to actively response to climate change, in 2020, we formulated "Sino-Ocean Group's Policy on Climate Change", and issued "Sino-Ocean Group's Declaration Responses to Climate Change". We made further disclosures on governance, risk management, strategy, indicators and targets based on the suggestions of the TCFD (Task Force on Climate-Related Financial Disclosures) framework.



管治 GOVERNANCE

遠洋集團董事局負責遠洋集團可持續發展戰略的制定並定期審閱執行情況，其中包括氣候變化議題。董事局亦認可《遠洋集團應對氣候變化政策》，以及碳排放、能源消耗等環境目標，並定期審閱達成情況。董事局授權可持續發展管理委員會負責全面監督ESG管理工作，並開展每年不少於兩次的ESG溝通會議，就氣候變化風險相關問題進行討論。

可持續發展管理委員會定期向董事局匯報重大氣候變化風險，以及主要應對措施的落實情況。在可持續發展管理委員會的指導下，可持續發展工作組協同運營、工程、設計等專業和各事業部，日常評估和管理氣候變化議題。

The Board of Sino-Ocean Group is responsible for the formulation of the sustainable development strategy of Sino-Ocean Group and regularly reviewing the implementation, including issues on climate change. The Board also recognizes the "Sino-Ocean Group's Policy on Climate Change" and the carbon emission, energy consumption and other environmental targets and regularly reviews the achievement progress of the targets. The Board authorizes the Sustainable Development Management Committee to be fully responsible for the full supervision on ESG management and conducts meetings on ESG communications no less than twice a year to discuss relevant issues on climate change risks.

The Sustainable Development Management Committee regularly reports significant climate change risks and the implementation of major measures to the Board. Under the guidance of the Sustainable Development Management Committee, the Sustainable Development Task Force coordinates with operation, construction, design and other professional divisions and departments in daily evaluation and management of issues on climate change.

風險管理 RISK MANAGEMENT

遠洋集團已識別氣候風險和可能的機遇。我們已經將氣候風險納入集團風險管理的一部分，並將持續進行氣候風險評估。

Sino-Ocean Group has identified climate change risks and possible opportunities. We have included climate risks into the risk management of the Group and will consistently conduct appraisal on climate risks.

評估流程 Appraisal Process



遠洋集團重大氣候風險 TOP5

Top 5 significant climate risks of Sino-Ocean Group

- 轉型風險 – 技術風險 – 綠色建築技術要求
Transition risk – Technology risk – Technical requirements on green buildings
- 轉型風險 – 政策及法規風險 – 綠色建築目標及標準
Transition risk – Policy and legal risk – Targets and standards of green buildings
- 實體風險 – 急性風險 – 極端降水
Physical risk – Acute risk – Extreme precipitation
- 轉型風險 – 市場風險 – 原材料成本及供應
Transition risk – Market risk – Cost and availability of raw materials
- 轉型風險 – 市場風險 – 客戶偏好的轉變
Transition risk – Market risk – Customer preference shifts

策略 STRATEGY

實體風險：遠洋集團認同並掌握實體風險的情況，認為暴雨、颱風等極端事件正在對我們的業務產生影響。例如極端降水將較大幅度地導致在建工程延期、客流量和銷售受限、資產受損、維修成本提升等。

Physical risk: Sino-Ocean Group recognizes and controls physical risks and believes that rainstorms, typhoons and other extreme weathers are having effects on our business. For example, extreme precipitation will result in the postponement of projects under construction, restricted customer flows and sales, asset losses and increases in repairing costs to a great extent.

轉型風險：遠洋集團認同並掌握轉型風險的情況，例如綠色建築標準的政策、技術要求將愈加嚴格，中至長期而言會增加項目設計和運營成本。

Transition risk: Sino-Ocean Group recognizes and controls transition risks. For example, the increasingly tightening policies and technical requirements on the standards of green buildings will increase the cost in project design and operation in the medium to long term.

機遇：綠色建築、客戶偏好轉變等因素同時為集團帶來發展機遇。我們會密切關注國內外、不同地區對綠色建築的要求和趨勢，以及深入研究和分析客戶需求，以建造更多綠色建築和健康建築，提高設計和建造標準，抵抗氣候影響，適應市場和政策。

Opportunities: Green buildings, customer preference shifts and other factors also brought development opportunities to the Group. We will pay close attention to domestic and overseas requirements on and trends of green buildings in different regions and deeply study and analyze customers' demands to create more green buildings and healthy buildings, improve design and construction standards, respond to the effects of climate and adapt to the market and policies.

我們的主要策略包括：
Our major strategies include:

- **制定應對措施和計劃：**
FORMULATION OF MEASURES AND PLANS:
我們組織相關專業制定氣候風險應對措施和計劃，並傳達至事業部和項目實施，定期跟蹤實施效果。
We arrange relevant professional employees to formulate measures and plans on climate risks and distribute them to departments and projects for implementation and regularly track the implementation effects.
- **減緩及適應措施：**
MITIGATION AND ADAPTATION MEASURES:
我們鼓勵所有項目，尤其是華東和華南地區，採用海綿城市理念，收集雨水以應對極端降水風險。同時，推進裝配式建築，減少現場澆灌等工序；
我們亦在新建項目設計中考慮氣候變化風險，針對不同地區的氣溫、空氣、雨水等因素進行特殊設計和調整，提高其適應氣候能力；
我們對項目所在地區的降水量進行分析排序，並已經依據此進行架空層等空間的課題研究；
我們在行業內展開新興技術的交流溝通，以及收集核心供應商的綠色環境信息，作為未來供應商選擇的參考。
We encourage all projects, especially in Eastern and Southern Regions, to adopt the sponge city concept and collect rainwater to deal with extreme precipitation risks. At the same time, the prefabricated construction is promoted to reduce the process of on-site irrigation;
We also consider the risk of climate change in the design of new projects, and carry out special designs and adjustments based on factors such as temperature, air, and rain in different regions to improve their ability to adapt to climate;
We analyzed the precipitation in the project areas, and based on which, we conducted subject research on overhead floors and other spaces;
We carried out communication on emerging technologies in the industry, and collected green environmental information from core suppliers, as a reference for future supplier selection.
- **建立氣候變化意識：**
ENHANCING AWARENESS ON CLIMATE CHANGE:
集團通過開展氣候變化風險工作坊、內部環境科普資訊、環保宣傳活動等方式，提高管理層、員工、租戶、業主以及公眾對氣候變化問題的認知。
The Group enhances the awareness of management, employees, tenants, property owners and the public on climate change through the workshop on climate change risks, publicity of information on internal environment and promotion of environmental protection.
- **利用綠色金融：**
GREEN FINANCE:
遠洋集團已訂立綠色金融框架，並由第三方評級機構對框架提供認證並出具二方意見書。集團計劃通過綠色金融工具，為綠色建築認證項目以及提高既有建築的適應氣候變化能力提供資金支持。
The Sino-Ocean Group has entered into a green financial framework. A third-party rating agency has issued the certification of the framework and a two-party opinion. The Group plans to provide funds to the green building certification projects and the improvement of the adaptability of existing buildings to climate change through green financial instruments.

指標和目標
INDICATORS AND TARGETS

- 我們每年監察兩次本集團的能源資源使用量和碳排放表現，並按年度予以披露。
We monitor the use of energy and resources and the performance in carbon emissions of the Group twice a year and disclose data on a yearly basis.
- 集團承諾到 2050 年實現「淨零排放」。
The Group commits to achieve "net zero emission" by 2050.
- 我們已制定碳排放、能源使用、水資源和廢棄物使用目標，以及綠色建築目標。
We have formulated targets on carbon emission, energy consumption, water resources and waste as well as targets on green buildings.

環境目標：
Environmental targets:



- 碳排放 / 能源消耗 Carbon emissions / energy consumption:
到 2025 年，碳排放 / 能源強度減少 35% (以 2018 年為基準年)
By 2025, carbon emissions/energy consumption intensity is reduced by 35% (2018 as base year) ↓ 35%



- 水資源 Water resources:
到 2025 年，耗水強度減少 10% (以 2019 年為基準年)
By 2025, the water consumption is reduced by 10% (2019 as base year) ↓ 10%



- 廢棄物 Waste:
到 2025 年，運往堆填區的無害廢棄物強度至少減少 7%；
By 2025, the non-hazardous waste transported to the filling area is reduced by at least 7%; ↓ 7%

積極帶動租戶、業主、員工、供應商等相關方，提高垃圾分類率和綜合利用率 (以 2019 年為基準年)
By 2025, the non-hazardous waste transported to the filling area is reduced by at least 7%;
Actively propel tenants, owners, employees, suppliers and other stakeholders to enhance waste sorting rate and comprehensive utilization rate (2019 as base year)

遠洋集團應對氣候變化宣言
SINO-OCEAN GROUP'S DECLARATION RESPONSES TO CLIMATE CHANGE

- 我們關注地球變暖，高度重視氣候變化挑戰和風險，支持環境的可持續發展，並將應對氣候變化納入企業管理。
We pay attention to global warming, attach great importance to the challenges and risks of climate change, support the sustainable development of the environment, and count climate change response into our business management.
- 我們將承擔環境責任，開發更多環境友好的產品和技術，致力於到 2050 年成為「淨零排放」地產企業。
We will undertake environmental responsibility and develop more environment-friendly products and technologies so as to become a real estate enterprise with "net zero emission" by 2050.
- 我們承諾通過低能耗的健康建築與綠色建築，以及環境友好的運營方式，減少溫室氣體排放，為保護環境做出卓越的貢獻。
We promise to reduce greenhouse gas emissions and make outstanding contributions to environmental protection through healthy and green buildings with low energy consumption and environment-friendly operation.
- 我們承諾主動倡導供應商、承包商、合作夥伴、行業夥伴，攜手為應對氣候變化貢獻力量。
We promise to actively advocate cooperating with suppliers, contractors, partners and peers to contribute to adapting climate change.
- 我們鼓勵、倡導環保低碳、健康可持續的辦公、生活和消費方式。
We encourage and advocate environment-friendly, low-carbon, healthy and sustainable ways of work, life and consumption.

環境績效

ENVIRONMENTAL PERFORMANCE

• 案例 CASE

武漢遠洋里 CITYLANE 因地制宜，高科技改善「微環境」 CITYLANE (WUHAN) ADAPTED INTO LOCAL CONDITIONS AND IMPROVED "MICRO-ENVIRONMENT" WITH HI-TECH



武漢夏季非常炎熱，加之全球升溫，對於半開放式商業街區來說，充滿考驗和挑戰。着重於項目「微環境」的營造，遠洋里邀請了世界著名的風工程與環境工程諮詢公司 RWDI，從日照、降水、風等多維度，指導規劃、建築及景觀設計。結合其研究成果，以「雲」為靈感，在街區部分區域製作膜結構天幕。通過增加通風、遮陽擋雨、收集建築餘風等手法實現酷夏之時，體感溫度下降 4°C 的清涼，大大提高了遊逛舒適度，提高了適應氣候的能力。此外，街區的正中心設計半開放式治癒空間「中央花園」，打造以「城市綠洲 City Oasis」為概念的約 1500 平方米的中央花園。圍繞中央花園，局部採用全開啓式玻璃門，能夠自如的根據天氣情況實現室內外的靈活切換，使陽光與冷氣兼得，也充分塑造了綠意湧動的氛圍。

The semi-open commercial blocks are put to tests and facing challenges with the very hot summer in Wuhan and global warming. Focusing on the "Micro-Environment" construction, Sino-Ocean invited RWDI, a world-famous wind engineering and environmental engineering consulting company, to guide the planning, architecture and landscape design of the project in a multi-dimensional manner from sunshine, precipitation, wind, etc. RWDI, on basis of its research results, and with the inspiration of "cloud", made a film structure curtain in the block. By enhancing ventilation, sunshade and rain protection, collecting building residual wind and other means, the project realizes the coolness of the body temperature drop by 4°C in the hot summer, greatly improving the walking comfort and the adaption to the climate. Besides, the center of the block is designed with "Central Garden", a semi-open healing space, which aims to create a central garden of about 1,500 square meters with the concept of "City Oasis". Around the central garden, the project adopts flat-push glass door, which can freely realize the flexible switching between indoor and outdoor according to the weather conditions, bringing the project both comfortable sunshine and effective air conditioning, and fully shaping the atmosphere of green.

集團一直以來都非常重視環境問題，嚴格按照《中華人民共和國環境保護法》《中華人民共和國建築法》等進行環境問題相關管理。關鍵環境績效的統計和披露是我們持續履行環境責任和不斷提升綠色表現的基礎，集團基於對實際情況的調研分析，分別從項目建設運營（由遠洋集團主導開發和運營的項目）和公司行政辦公¹¹（遠洋集團行政辦公區域）兩個維度，根據各自對環境的實質性影響，針對關鍵績效數據進行收集統計。我們針對所有數據進行內部分析沉澱，並對其中重大且可靠的數據進行公開披露¹²。

The Group has always attached great importance to environmental issues and conducted environmental management in strict accordance with the "Environmental Protection Law of the People's Republic of China" and the "Construction Law of the People's Republic of China". Key environmental performance statistics and disclosure of related information provide the basis for continuous performance of our environmental responsibility and consistent improvement in environmental performance. Based on surveys and analyses of actual operations, we collected statistics on key performance metrics focusing on construction operations (projects in which Sino-Ocean Group acted as the main developer and operator) and corporate administration (Sino-Ocean Group's offices)¹¹, taking into account their respective impact on the environment. We synthesized and analyzed all the data collected internally, and material and reliable information were publicly disclosed¹².

2020 年遠洋集團環境數據 SINO-OCEAN GROUP ENVIRONMENTAL DATA IN 2020

2020 年度，總能源消耗強度（吉焦 / 平方米）較上一年度減少約 16.4%。
Total energy consumption intensity (GJ/m²) in 2020 was reduced by about 16.4% as compared to the last year.

↓ 16.4%

● 建設運營亮點績效 PERFORMANCE HIGHLIGHTS IN CONSTRUCTION AND OPERATION

總能源消耗量（吉焦）
TOTAL ENERGY CONSUMPTION (GJ)
1,283,045.091
2019
40.5%
763,467.90
2020
同比減少
YEAR-ON-YEAR DECREASE

溫室氣體總排放量（二氧化碳排放當量）
TOTAL GREENHOUSE GAS EMISSIONS (TCO₂E)
188,469.86
2019
39.7%
113,608.45
2020
同比減少
YEAR-ON-YEAR DECREASE

總可再生能源消耗量（吉焦）較上一年度增加約 7.2%。
Total renewable energy consumption (GJ) was increased by about 7.2% as compared to the last year.

↑ 7.2%

● 行政辦公亮點績效 PERFORMANCE HIGHLIGHTS IN OFFICES

廢棄物回收率近 98%；行政辦公資源消耗情況（水、電力、用紙）均有所下降。
The waste recovery rate remains nearly 98%；The consumption of resources (water, electricity, and paper) in offices has declined.

無害廢棄物 NON-HAZARDOUS WASTES	2019	2020	同比減少 YEAR-ON-YEAR DECREASE
無害廢棄物總量（噸） Total amount of non-hazardous waste (t)	506.70	251.56	50.4%
資源消耗密度 RESOURCE CONSUMPTION INTENSITY	2019	2020	同比減少 YEAR-ON-YEAR DECREASE
辦公用紙總消耗量（千克） Total office paper consumption (kg)	57,652.72	50,489.36	12.4%

11. 由於部份公司的辦公區域難以獨立統計，所披露的行政辦公數據包括部份外圍運營區域及對公眾開放的員工食堂。
11. Given the difficulty of counting some companies' office areas separately, the office data shown in the table include peripheral operating areas and staff cafeterias that are open to the public.

12. 本年度，環境數據的統計範圍與調整後的集團組織架構以及年報合併報表範圍保持一致，同時我們根據香港聯交所 2020 年 3 月更新的《環境關鍵績效指標匯報指引》以及《中國 24 個行業溫室氣體排放核算方法與報告指南》《IPCC 第五次評估報告》中的計算系數與公式，對環境指標系數和歷史數據進行全面核查和更正。因此，請以本年計算披露的環境數據為準。
12. During the year, the statistical scope of environmental data is consistent with the adjusted organizational structure of the Group and the scope of the consolidated annual report. We also conducted a comprehensive verification and correction of the environmental indicator coefficients and historical data in accordance with the calculation coefficients and formulas in the "Guidelines for Reporting Key Environmental Performance Indicators" updated by the Stock Exchange of Hong Kong in March 2020, the "Guidelines for Accounting and Reporting of Greenhouse Gas Emissions from 24 Industries in China" and the "IPCC Fifth Assessment Report". Please refer to the environmental data calculated and disclosed this year.

不可再生能源及燃料消耗 NON-RENEWABLE ENERGY AND FUEL CONSUMPTION

建設運營 CONSTRUCTION AND OPERATION	2018	2019	2020
煤 (噸) Coal (t)	65.33	41.54	0.00
汽油 (升) Gasoline (l)	719,087.47	364,082.38	138,406.11
柴油 (升) Diesel (l)	2,048,659.36	2,696,147.00	646,032.72
煤油 (噸) Kerosene (t)	48.40	73.00	0.00
天然氣 (立方米) Natural gas (m³)	2,209,734.34	1,829,288.84	842,042.00
液化石油氣 (噸) Liquefied petroleum gas (t)	194.11	9,916.56	5,010.03
外購電力 (千瓦時) Outsourcing electricity (kWh)	208,543,559.88	110,367,248.39	91,905,389.57
外購蒸汽 (吉焦) Outsourcing steam (GJ)	161,417.00	233,527.48	134,762.51
行政辦公 OFFICES			
煤 (噸) Coal (t)	0.00	0.00	0.00
汽油 (升) Gasoline (l)	243,761.46	241,747.95	156,550.07
柴油 (升) Diesel (l)	0.00	10,922.86	0.00
煤油 (噸) Kerosene (t)	0.00	0.00	0.00
天然氣 (立方米) Natural gas (m³)	29,536.87	27,601.44	69,350.59
液化石油氣 (噸) Liquefied petroleum gas (t)	33.40	38.01	13.59
外購電力 (千瓦時) Outsourcing electricity (kWh)	10,903,068.22	9,042,678.75	4,638,879.58
外購蒸汽 (吉焦) Outsourcing steam (GJ)	78,416.90	216,045.86	15,335.30
匯總 SUMMARY	2018	2019	2020
總能源消耗量 (吉焦) TOTAL ENERGY CONSUMPTION (GJ)	2,043,645.20	1,542,451.78	803,732.43
能源消耗量密度 (吉焦 / 萬元營收) INTENSITY OF ENERGY CONSUMPTION (GJ / RMB TEN THOUSAND REVENUE)	0.49	0.30	0.14
製冷劑總消耗量 (千克) TOTAL REFRIGERANT CONSUMPTION (KG)	170,177.67	6,084.38	3,933.20
溫室氣體總排放量 ¹³ (二氧化碳排放當量) TOTAL GREENHOUSE GAS EMISSION ¹³ (TCO ₂ E)	253,349.27	188,469.86	116,367.84
溫室氣體排放密度 (二氧化碳排放當量 / 萬元營收) INTENSITY OF GREENHOUSE GAS EMISSIONS (TCO ₂ E / RMB TEN THOUSAND REVENUE)	0.06	0.04	0.02
氮氧化物排放量 (千克) NO _x EMISSIONS (KG)		1,883.80	950.67
硫氧化物排放量 (千克) SO _x EMISSIONS (KG)		61.91	15.16

13. 溫室氣體排放數據依據集團能源及燃料消耗估算所得，2020 年度包含範疇三的排放。中國各電網碳排放系數參考國家發改委 2012 年發佈的《2012 年中國區域電網基準線排放因子》。

14. Greenhouse gas emissions data are based on the estimated energy and fuel consumption of the Group, and the data for 2020 include the emissions from Scope 3. The carbon emission factors of various power grids in China refer to the "Emission Factors for Purchased Electricity in Mainland China (2012)" published by the National Development and Reform Commission in 2012.

溫室氣體總排放量 (二氧化碳排放當量)
TOTAL GREENHOUSE GAS EMISSION (TCO₂E)

2020

範疇一 SCOPE 1	13,524.11
範疇二 SCOPE 2	79,007.75
範疇三 ¹⁴ SCOPE 3 ¹⁴	23,835.98
溫室氣體總排放量 TOTAL GREENHOUSE GAS EMISSION	116,367.84

水資源 (立方米) WATER RESOURCES (M³)

建設運營 CONSTRUCTION AND OPERATION	2018	2019	2020
市政供水 Public water supply	5,924,875.28	14,629,615.96	2,939,134.41
收集雨水 Rainwater collection	30,952.00	123,278.00	38,237.85
中水 Recycled water	90,527.00	124,699.00	87,155.00
飲用純淨水 Purified drinking water	41,742.28	183,430.79	981.34
行政辦公 OFFICES	2018	2019	2020
市政供水 Public water supply	203,614.49	117,138.64	83,653.19
收集雨水 Rainwater collection	500.00	0.00	840.00
中水 Recycled water	1,750.00	2,535.00	200.00
飲用純淨水 Purified drinking water	1,071.19	963.55	446.05
匯總 SUMMARY	2018	2019	2020
總耗水量 (立方米) TOTAL WATER CONSUMPTION (M ³)	6,295,037.24	15,181,660.94	3,150,647.83
耗水量密度 (立方米 / 萬元營收) WATER CONSUMPTION INTENSITY (M ³ / RMB TEN THOUSAND REVENUE)	1.52	2.98	0.56
行政辦公總耗水密度 (立方米 / 平方米) INTENSITY OF WATER CONSUMPTION IN OFFICES (M ³ /M ²)	2.88	1.47	1.86

資源消耗 RESOURCE CONSUMPTION

行政辦公 OFFICES	2018	2019	2020
辦公用紙消耗量 (千克) TOTAL OFFICE PAPER CONSUMPTION (KG)	68,204.14	57,652.72	50,489.36

14. 範疇三包括在建項目中第三方總包單位在管項目所有的排放，以及員工差旅消耗量。

14. Total emissions from projects under construction which are also under management of the third-party constructor and consumption from employee travels are included in Scope 3.

無害廢棄物產出量 (噸) NON-HAZARDOUS WASTE GENERATED (T)

建設運營 CONSTRUCTION AND OPERATION	2018	2019	2020
木質材料垃圾 Wood waste	12,832.22	10,528.82	3,627.20
混凝土 Concrete	48,107.26	26,691.53	37,088.26
金屬類垃圾 Metal waste	10,880.58	2,791.79	2,726.45
其他 Others	16,424.32	5,018.67	5,655.30
行政辦公 OFFICES	2018	2019	2020
殘食垃圾 Wasted residual food	631.41	188.40	104.30
辦公室垃圾 Office trash	492.41	305.75	140.09
廢棄家具 Discarded furniture	15.87	0.90	3.24
其他 Others	6.53	11.65	3.94
匯總 SUMMARY	2018	2019	2020
無害廢棄物總量 (噸) TOTAL NON-HAZARDOUS WASTE (T)	89,390.60	45,537.51	49,348.76
無害廢棄物密度 (噸 / 萬元營收) INTENSITY OF NON-HAZARDOUS WASTE (T / RMB TEN THOUSAND REVENUE)	0.02	0.01	0.01

有害廢棄物產出量 (噸) HAZARDOUS WASTE GENERATED (T)

建設運營 CONSTRUCTION AND OPERATION	2018	2019	2020
廢油漆和油漆容器 Wasted paint and paint containers	53.68	255.17	262.81
廢棄的防水塗料 Obsolete waterproof coating	14.53	26.36	112.48
過剩的木材防腐劑 Excess wood preservatives	10.57	49.33	1.48
醫療廢物 Medical waste	5.63	10.42	2.35
其他 Others	0.00	31.34	1.28
行政辦公 OFFICES	2018	2019	2020
廢棄安保設備 Obsolete security equipment	0.00	0.00	0.01
廢棄電子電器產品 Obsolete electronic and electrical products	0.88	0.35	0.13
硒鼓與墨盒 Toner cartridge and ink cartridge	3.64	1.99	0.85
含汞螢光燈或節能燈 Mercury-containing fluorescent or energy-saving lamps	0.02	0.04	0.13
其他 Others	0.01	0.00	0.24
匯總 SUMMARY	2018	2019	2020
有害廢棄物總量 (噸) TOTAL AMOUNT OF HAZARDOUS WASTE (T)	88.96	374.99	381.75
有害廢棄物密度 (千克 / 萬元營收) INTENSITY OF HAZARDOUS WASTE (KG / RMB TEN THOUSAND REVENUE)	0.02	0.08	0.07

綠色健康建造

GREEN AND HEALTHY CONSTRUCTION

GREEN BUILDINGS

綠色建築

為全力打造綠色產品，遠洋形成了自身的綠色建築標準，並在實踐過程中不斷升級完善；所有項目嚴格按照節能 65% 標準建設、保證 30% 的綠地率、系統化地應用綠色環保建築技術、綠色建築與國際接軌，高端商業項目獲取美國能源與環境設計先鋒 LEED 認證等。

In order to create green products, Sino-Ocean has established its own green building standards and keeps upgrading and perfecting such standards in practice. All projects are constructed strictly in accordance with the standards of saving energy by 65%, ensuring 30% green space, systematically applying green and environment-friendly architectural technologies and green buildings and keeping pace with international standards. Its high-end commercial projects have been certified for American LEED.

截至 2020 年底，遠洋集團已註冊 106 個綠色建築項目，註冊總面積超 15,376,426 平方米。其中完成綠色建築認證的項目共 63 個，包括 14 個 LEED 認證、1 個綠建三星、15 個綠建二星項目。2020 年內註冊項目 9 個，面積約 976,226 平方米。更多詳情請參見本報告「凝匠心，共築健康品質——健康產品」章節。

By the end of 2020, Sino-Ocean Group had registered 106 green building projects with a total registered area of more than 15,376,426 square meters. Among them, 63 green building projects were certificated, including 14 LEED certifications, 1 three-star green building project and 15 two-star green building projects. In 2020, 9 projects were registered with total area of about 976,226 square meters. For more details, please refer to the chapter of "Build quality and health with ingenuity - Healthy Products" of this Report.

TARGETS OF GREEN/HEALTHY BUILDINGS

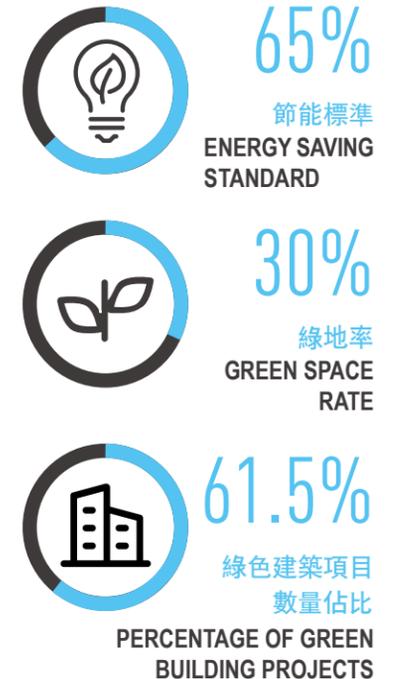
綠色建築 / 健康建築目標

2021 年起，集團所有新建項目達到國家綠色建築標準，並鼓勵獲得更高等級認證（如：國家綠色建築二星級、三星級、美國 LEED 認證、WELL 認證）；

到 2025 年，自持項目 100% 達到高星級綠色建築標準。

From 2021, all new projects of the Group meet the requirement of National Green Building Standard and pursue higher level of certifications (such as: 2 Star and 3 Star of National Green Building, US LEED Certification, WELL Certification);

By 2025, 100% of the self-held projects will achieve high-star level of green building standards.



自持項目達到高星級
綠色建築標準

SELF-HELD PROJECTS CAN
OBTAIN A HIGH-STAR LEVEL
OF GREEN CONSTRUCTION
STANDARDS

100%

• 案例CASE

遠洋裝配式建築全面提效，助力低碳建築與住宅產業化發展

SINO-OCEAN IMPROVED THE EFFICIENCY OF PREFABRICATED BUILDINGS TO HELP THE DEVELOPMENT OF LOW-CARBON BUILDINGS AND HOUSING INDUSTRIALIZATION



遠洋集團積極推進裝配式建築的實踐，全面推動在施裝配式項目的提質提效，以及裝配式關鍵技術的應用研究和專業人才的培養，有效控制和降低了建造過程中能源資源消耗，同時減少廢棄物排放和環境污染。相對於現澆建設方式，裝配式建築可節水約 25%，降低抹灰砂漿用量約 55%，節約模板木材約 60%，降低施工能耗約 20%，同時減少 75% 以上的建築垃圾，顯着降低施工粉塵和噪聲污染，減少碳排放。

Sino-Ocean Group actively promotes the practice of prefabricated buildings, comprehensively promotes the improvement of quality and efficiency in prefabricated building projects, as well as the application research of key

prefabricated building technologies and the training of professionals for prefabricated buildings. Prefabricated buildings effectively controls and reduces energy and resource consumption during construction and also reduces waste emissions and environmental pollution. Compared with cast-in-place construction, prefabricated buildings can reduce water consumption by approximately 25%, reduce the amount of plastering mortar by approximately 55%, save formwork wood by approximately 60%, reduce construction energy consumption by approximately 20%, and reduce construction waste by more than 75%; therefore, prefabricated buildings significantly reduce construction dust, noise pollution and carbon emissions as well.

2020 年度內，遠洋集團的在施裝配式項目增長 53.3%，目前共計 46 個。遠洋集團加強管理體系和制度建設，專設裝配式專項工作組和技術專家組，並通過《遠洋集團開發項目裝配式實施工作管理辦法》《遠洋集團裝配式項目施工安全管理技術標準》等工具標準，提升項目精細化管理水平。此外，遠洋積極參與及組織「第四屆中歐建築工業化論壇」、「第四屆裝配式建築暨建築工業化發展論壇」等行業分享；參編中國工程建設協會《裝配式建築企業質量管理標準》、參與國家認證認可監督管理委員會《建築行業裝配式建築企業質量管理體系要求》標準文件評審等工作，推動行業裝配式發展。

In 2020, Sino-Ocean Group realized a 53.3% growth in prefabricated building projects under construction, and at present, the Group has a total of 46 prefabricated building projects. Sino-Ocean Group strengthened the management system and institutional construction, specially set up a special working group and a technical expert group for prefabricated buildings. We improved the level of fine project management through the "Management Measures of Sino-Ocean Group for Implementation of Prefabricated Building Projects" and the "Technical Standard of Sino-Ocean Group for the Construction Safety Management of Prefabricated Building Projects" and other standards. In addition, Sino-Ocean actively participated in and organized the Fourth China-EU Forum on Building Industrialization, the Fourth Development Forum on Prefabricated Buildings and Building Industrialization, etc. We participated in the compilation of the "Quality Management Standards for Prefabricated Building Enterprises of China Construction Industry Association" and the review of the "Quality Management System Requirements for the Prefabricated Building Enterprises in the Construction Industry" of Certification and Accreditation Administration of the People's Republic of China, etc., in order to promote the development of the prefabricated buildings in the construction industry.

隨着智能建造與建築工業化協同發展、消費者對於綠色建築需求和要求的不斷提升，遠洋集團也將奮力提高創新能力和技術水平，助力綠色建築發展和建築工業化的全面實現。

With the coordinated development of intelligent construction and building industrialization and the continuous increase of consumers' demand and requirements for green buildings, Sino-Ocean Group will also strive to improve its innovation ability and technical level to fully realize the development of green buildings and building industrialization.

GREEN CONSTRUCTION

綠色施工

集團嚴格遵守《中華人民共和國安全生產法》《中華人民共和國環境保護法》《中華人民共和國建築法》等關於環境的法律法規和相關標準規範，2020 年度內，本集團未發生重大違反環境法律法規事件。我們始終依據項目當地政策要求，在項目開工前嚴格履行項目環評審批程序，均通過《環境影響評價報告》，認真組織開展新項目的可行性評估和環境影響評價，並在當地環保部門批覆後據此進行開發安排；且在項目驗收、交付時，按照《環境影響評價報告》要求落實，並在政府制定相關網站中進行公示，方便大眾監督。

房地產建造與開發造成負面的環境影響，也可能侵犯附近居民享受清潔環境的基本權利。因此，建造過程中，我們避免對水、空氣、土壤等環境造成生態影響。我們保障產品全周期在排放物、資源消耗以及生態影響等各方面均控制在相關法律法規要求範圍內，並在此基礎上竭力達到更高標準。

遠洋時刻關注排放問題，為固化相應工作流程，制定了集團內部制度標準，以保障產品全周期在排放物、資源消耗以及生態影響等各方面均控制在相關法律法規要求範圍內，並在此基礎上竭力達到更高標準。集團旗下承建單位遠洋國際建設有限公司（「遠洋建設」）已通過 ISO14001 環境管理體系認證，同時集團也要求所有總包施工單位取得環境管理體系認證，貫徹供應鏈的環境管理。

為改善作業人員的工作環境，建立與開發環境的和諧關係，推進營造項目現場施工管理標準化，依據《建築施工高處作業安全技術規範》《遠洋營造安全文明施工視覺識別手冊》《遠洋集團開發項目現場文明施工管理標準》等相關規定要求進行落地執行。對於項目監理單位、總承包單位和裝飾單位，按照《遠洋營造主要供方安全（文明施工）評價作業指引》的要求，開展文明施工和環境管理。

The Group strictly abides by the applicable laws and regulations, standards and codes on environment such as the "Law of the People's Republic of China on Work Safety", the "Environmental Protection Law of the People's Republic of China", the "Construction Law of the People's Republic of China", etc. In 2020, no major violations of environmental laws and regulations occurred in the Group. In compliance with local policy requirements, we followed the Environmental Impact Assessment (EIA) procedures for construction projects, conducted effective feasibility evaluation and EIA on new projects. We started our development upon approval by local environment authorities, carried out actual measurements on EIA Report upon acceptance of inspection and delivery of projects and published the EIA results on governments' relevant websites for public monitoring.

Real estate construction and development will cause negative environmental impacts, and may also violate the fundamental rights of nearby residents to enjoy a clean environment. Therefore, during the construction process, we avoided ecological impacts on the environment such as water, air and soil. We guaranteed that the product lifecycle is controlled within the scope as required by the relevant laws and regulations in terms of the emissions, resource consumption and ecological impact, and thereby striving to achieve higher standards.

Sino-Ocean is concerned about emission issues all the time. Internal policies and standards related to emissions, resource consumption and ecological impact were introduced to routinize processes and ensure compliance with laws and regulations throughout product development cycles. Wherever possible, we made every effort to further improve the standards of our operations and products. Sino-Ocean International Construction Co., Ltd. ("Sino-Ocean Construction"), which under the Group, has passed the certification of ISO14001. At the same time, the Group also requires all general construction contractors to obtain the certification of environmental management system and implement supply chain environmental management.

In order to improve the working environment, establish a harmonious relationship with the development environment, and promote the construction management standardization for the construction project site, the Group requires all its units to carry out projects according to the applicable regulations such as the "Technical Code for Working Safety at Height of Building Construction", the "Manual of Sino-Ocean for Visual Identification of Safe and Civilized Construction", and the "Management Standard of Sino-Ocean for the Civilized Construction on the Development Project Sites", etc. The project supervision units, general contracting units and decoration units should carry out civilized construction and environmental management in accordance with the "Guidelines of Sino-Ocean for the Evaluation of Safety (Civilized Construction) of Major Suppliers".

在**施工過程中**，集團在穩步推進的綠色施工體系下注重
WHILE STEADILY DEVELOPING THE GREEN CONSTRUCTION SYSTEM IN CONSTRUCTION PRACTICES, WE FOCUSED ON



避免土地閑置
MINIMIZING IDLE LAND

集團在多個項目落地實施全穿插施工，提高工效；重視國家對於「避免土地閑置」的要求，在2018年正式發佈《遠洋集團關於落實開發業務快周轉工作的通知》及《遠洋集團快周轉項目示範區標準化》等相應一系列策略指引文件，要求加快開工等工作進度。各相關部門持續跟蹤相關通知、標準等文件落實情況，及時作出相應補充及修訂，切實有效避免土地閑置可能性。2019年，集團發佈《遠洋集團開發業務快周轉實施指引》再次明確快周轉要求和具體實施策略，發佈《遠洋集團產品標準化管理辦法》促進快周轉實現。

The Group fully interspersed construction has been introduced in various projects to optimize productivity. In 2018, the Group formally issued a serial of strategic guidance documents, such as the "Notice from Sino-Ocean Group on Implementing Accelerated Turnover for Development Projects" and "Standardization of Demonstration Areas in Accelerated Turnover Projects of Sino-Ocean Group", to comply with the national requirement of "minimizing idle land" and accelerate construction progress. Besides continuously following up on implementation of such notices and standards, all relevant departments made supplements and revision in a timely manner, so as to minimize the possibility of idle land practically and effectively. In 2019, the Group issued the "Guidelines for the Implementation of the Fast Turnover of Development Business of Sino-Ocean Group", which clarifies again the requirements for fast turnover and specific implementation strategies, and issued the "Administrative Measures for the Products Standardization of Sino-Ocean Group", which aims to promote the realization of fast turnover.



智慧化工地
SMART SITE MANAGEMENT

現場設置實名認證人臉識別道閘，實現現場人員實名化管理；現場佈設攝像頭，精確掌握現場實時動態；現場設置揚塵監控設備及噪聲監控設備，實時掌握現場噪聲及揚塵狀態，及時採取應對措施；部份項目推行利用VR虛擬現實技術搭建的教育培訓中心對現場進行安全管理教育；

Barrier gates with real-name authentication and face recognition access control were set up at the site to realize real-name management of on-site personnel; cameras were set up at the site to accurately monitor the real-time dynamics of the site; dust monitoring equipment and noise monitoring equipment were set up at the site to monitor the noise and dust status of the site in real time and take timely measures if necessary; safety management education was conducted on site in some projects through an education training center powered by VR technology;



健康工地、施工管理理念推廣
PROMOTION OF HEALTHY BUILDING SITES AND CONSTRUCTION MANAGEMENT

嚴格落實省市場塵管控制度及「六個百份百」，推行空氣在線檢測系統、噴淋系統、實時監控系統、場地硬化覆蓋、樓棟封閉等措施有效的控制揚塵；

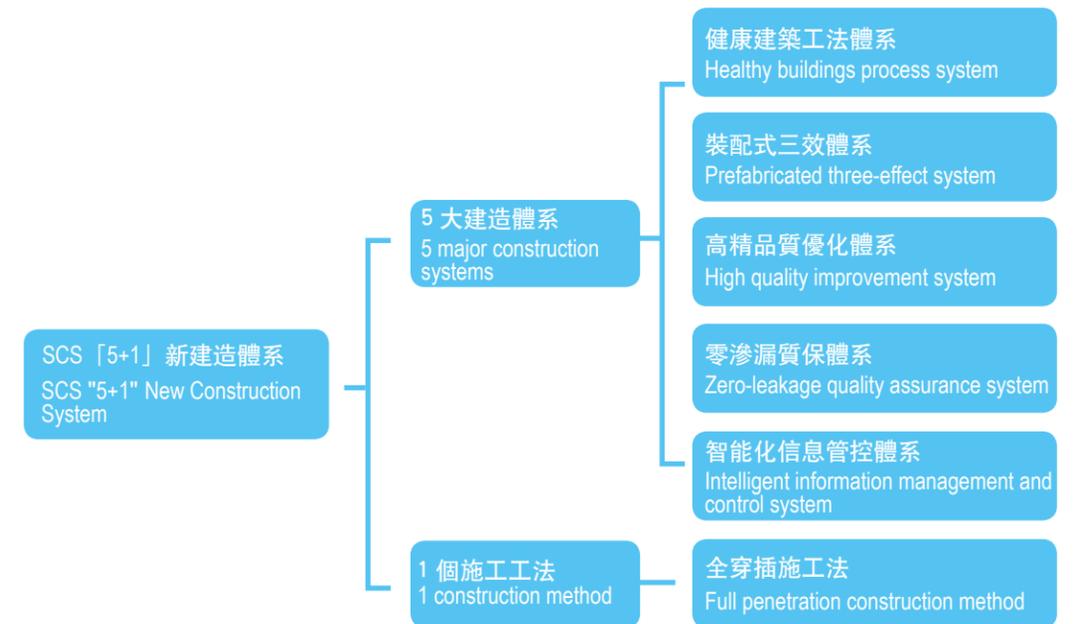
Dust control rules at provincial and municipal level and "six hundred percent" were strictly implemented, the online air detection systems, spray facilities, real-time monitoring systems, site hardening coverage, and building closures were adopted to effectively control dust;



改進施工工藝
IMPROVEMENT OF CONSTRUCTION PROCESSES

推行遠洋特有的SCS (Sino-Ocean Construction System) 新建造體系，結合WELL健康建築及住宅產業化制定的成套施工技術工法，以健康建築工法體系、裝配式三效體系、零滲漏質保體系、高精品質優化體系、智能化信息管控體系及全穿插施工法，形成「5+1」強力組合，加強智能爬架、裝配式、鋁合金模板、鋁框木模、爬模、乾法施工、BIM等13項工藝工法的應用，旨在營造優品 (Splendid)、安全 (Safe)、智能 (Smart)、高效 (Speed) 4S 理念下的新一代遠洋健康建築。

Sino-Ocean practices its exclusive new SCS (Sino-Ocean Construction System). On basis of the complete set of construction techniques for industrialization of WELL and healthy buildings and houses, with the healthy building construction system, the prefabricated building three-effect system, the zero-leakage quality assurance system, the high-quality optimization system, the intelligent information control system and the full interspersed construction method, Sino-Ocean established a "5+1" construction framework. Moreover, it enhanced the application of 13 processes such as intelligent climbing frame, prefabricated construction, aluminum alloy formwork, aluminum frame, wood formwork, climbing formwork, dry construction, BIM, etc. in order to create a new generation of Sino-Ocean buildings under the 4S conception, i.e. Splendid, Safe, Smart and Speed.



控制傳統污染
TRADITIONAL POLLUTION CONTROL

設置全封閉垃圾站、主要車輛出入口設置清洗裝置、現場土方施工設置移動式霧炮，對裸露土方進行綠網覆蓋，控制揚塵污染。

Fully-enclosed garbage station, cleaning device at the entrance, and mobile fog cannon at the on-site earthwork construction site were set up and the exposed earthwork was covered with a green net to control dust pollution.

ENERGY AND RESOURCE MANAGEMENT

ENERGY MANAGEMENT

能源管理

2020年，我們制定了《遠洋集團能源政策》¹⁵，承諾採取相應措施，攜手相關方，共同提升能源利用效率。遠洋在住宅、商業和寫字樓等多業態，以及行政辦公區域推行和實踐。為降低能源消耗，提升能效，我們採取如下措施：

In 2020, we formulated the "Sino-Ocean Group Policy on Energy"¹⁵, promising to take appropriate measures to work with stakeholders to improve energy efficiency. In residence, commerce, office and other business types, as well as office areas, we promoted and practiced this policy. To reduce energy consumption and improve energy efficiency, we take the following measures:

運營過程中 IN OPERATION PROCESS



能源管控監測系統 ENERGY CONTROL AND MONITORING SYSTEM

能源檢測管理：搭建能源管控監測系統平台，做到分項計量的能源數據每月定期追蹤與查詢，為日後的節能工作打好基礎；

Energy inspection and management: We set up the energy control and monitoring system platform, so that the energy data measured by items could be tracked and checked on a monthly basis, laying a good foundation for the future energy conservation;

節能改造：增加中央空調能源管理控制系統，對製冷季的空調系統和制熱季的鍋爐採暖系統進行集中控制，通過增加必要的控制器、傳感器、閥門等；照明系統將原有熒光燈更換為LED智能控制燈具；採暖循環泵加裝變頻設備；

Energy-saving reconstruction: We added a central air conditioning energy management control system to carry out concentrated control to the air conditioning system in cooling season and the boiler heating system in heating season; we added necessary controllers, sensors, valves, etc. for the system; for lighting system, we replaced the original fluorescent lamp with LED intelligent control lamps; we added variable frequency equipment to the heating circulating pump;

節能管理：根據營業和辦公時間調整製冷、空調、電梯、照明等系統開啓關閉時間，冬季、夏季根據天氣溫度調整製冷、空調系統開啓關閉時間和區域；

Energy conservation management: We adjusted the opening and closing time of refrigeration, air conditioning, elevator, lighting and other systems according to business and office hours, and adjusted the opening and closing time and area of refrigeration and air conditioning system according to the weather temperature in winter and summer;

可再生能源使用：部分商業和住宅項目安裝太陽能光伏發電、太陽能熱水系統；

Renewable energy use: We installed solar photovoltaic power generation, solar hot water systems for some commercial and residential projects;

碳排放核查：商業和寫字樓重點項目開展年度碳排放核查工作，實現能源消耗追根溯源，為日後節能改善提供堅實基礎。

Carbon emission verification: For key commercial and office projects, we carried out annual carbon emission verification to achieve energy consumption traceability and provide a solid foundation for future energy conservation improvement.

在建工程中 PROJECTS IN PROGRESS

建立節能減排標準化工地公示制度：在施工現場的展示區設立節能減排公示牌，公佈節能減排主要責任人、工作目標及指標、主要措施；

Establishment of energy conservation and emission reduction standardization site publicity system: In the construction site exhibition area, we set up energy conservation and emission reduction publicity board, announced the main responsible person, work objectives and indicators and main measures;

部分新建項目在設計階段進行能耗分析，出具能耗模擬報告。例如武漢設計之心項目通過能耗分析軟件 eQUEST 對現有設計的能耗情況進行了分析，其與 ASHRAE 90.1-2010 能源標準進行比較，年用電量節省 18%；

For some new projects, at the design phase, we carried out energy consumption analysis and issued energy consumption simulation reports. For example, for Wuhan Design Heart Project, we analyzed the energy consumption of the existing design through eQUEST, an energy consumption analysis software. Compared with ASHRAE 90.1-2010, the project reduced its annual use of power by 18%;

日常辦公中 IN DAILY OFFICE WORK

加強每日節能巡查，及時關閉會議室照明和空調，辦公區域夏天辦公室空調調節到 26 度；

We strengthened daily energy conservation inspection, closed conference room lighting and air conditioning in time, and adjusted the air-conditioning in office area to 26 degrees in summer;

由行政部門牽頭綜合各職能中心、通過組織日常宣傳、每季度組織節能減排知識競賽等方式使節能減排工作深入人性，促進節能減排工作的開展；

Staff awareness of the importance of energy saving and emission reduction has been reinforced through routine publicity activities and quarterly energy saving and emission reduction quizzes organized by the administrative department in collaboration with functional centers;

節能倡導和培訓：高度重視環境保護、綠色健康理念，組織全員加節能環保培訓，使環境理念根植員工心中；

Energy conservation advocacy and training: We attached great importance to environmental protection, green and health concept; we organized energy conservation and environmental training, so that the concept of the environmental protection can be rooted in the hearts of employees;

建立節能減排考核制度：定期組織人員對各節能減排項目進行考核、考核結果與績效掛鉤、以利提高參與人員積極性；

Establishment of energy conservation and emission reduction assessment system: we regularly organized personnel to assess each energy conservation and emission reduction project, and linked the results with performance to arouse the enthusiasm of the participants;

通過《遠洋集團境內及港澳地區出差服務規範》細化差旅制度，明確差旅政策，杜絕不必要的公務出行，增加視頻、電話會議設備，減少「會面」差旅，實現節能減排；

Through the introduction of "Standards of Sino-Ocean Group for Business Travel Services in Domestic and Hong Kong and Macau", business travel regulations were refined to eliminate unnecessary business trips, video and phone meeting equipment are added to reduce the face-to-face meetings, video and phone meeting equipment are added to reduce the face-to-face meetings, thus achieving energy saving and emission reduction;

鼓勵垂直健身、使用樓梯，減少不必要的電梯運行；

Taking the stairs is encouraged as a form of exercise to reduce unnecessary use of elevators;

15. 詳見公司官網查詢 <https://www.sinooceangroup.com/zh-cn/Society/Policies>

15. For more information, please refer to the official website of the Company for enquiry: <https://www.sinooceangroup.com/zh-cn/Society/Policies>

• 案例CASE

成都遠洋太古里實現「淨零碳」並獲頒全球首個 LEED V4.1 鉑金認證開放式街區商業 SINO-OCEAN TAIKOO LI CHENGDU (CHENGDU) HAS REALIZED "NET ZERO CARBON" AND HAS BEEN THE FIRST OPEN COMMERCIAL BLOCK CERTIFIED FOR LEED V4.1 PLATINUM IN THE WORLD



2020年11月6日，成都遠洋太古里已全面使用可再生電能，成為四川省2020年度首批於業主及租戶營運中實現「淨零碳」用電的項目之一。通過與認可電力零售商簽約購買由水力、太陽能及風力產生的可再生電能，成都遠洋太古里的可再生電能占比成功達100%，正式實現「淨零碳」。

On November 6, 2020, Sino-Ocean Taikoo Li Chengdu (Chengdu) started to fully use renewable power, becoming one of the first projects in Sichuan Province to realize "net zero carbon" in the operation of owners and tenants in 2020. By signing up with recognized power retailers to buy renewable power produced from water, solar and wind power, Sino-Ocean Taikoo Li Chengdu (Chengdu) renewable power accounted for 100% successfully, officially realizing "net zero carbon".

除了成功實現「淨零碳」外，成都遠洋太古里還因符合能源和環境可持續設計的理念，及可達成有效節約能源消耗和降低碳排放的效能，而獲頒能源與環境設計先鋒建築評級體系（既有建築：營運與維護類別V4.1）鉑金級別認證，成為了全球第一個取得LEED v4.1鉑金認證的開放式街區商業項目，同時也是中國第一個取得LEED v4.1鉑金認證的純購物中心項目，及四川省第一個獲得LEED v4.1認證的項目。

In addition to the successful realization of "net zero carbon", Sino-Ocean Taikoo Li Chengdu (Chengdu) has also passed the platinum certification for the Leadership in Energy and Environmental Design (LEED) system (existing building: V4.1 in operation and maintenance category) because it conforms to the concept of energy and environmentally sustainable design and can achieve effective energy conservation and carbon emission reduction. It is the first open block commercial project certified for LEED v4.1 Platinum in the world. Meanwhile, it is the first pure shopping center project in China and the first project in Sichuan Province certified for LEED v4.1 Platinum.

作為城市級地標，也是遠洋的代表性商業項目，成都遠洋太古里項目切實踐行了對城市健康的承諾與實踐，更推動着西部商業未來實現可持續發展的環保發展。運營5年多以來，成都遠洋太古里不斷運用各種綠色節能環保技術，運用錯峰用電、精細化管理租戶、能耗審計直購電等有效的節能降耗措施，只希望創造一個更加綠色的環保商業街區。

As an urban landmark and a representative commercial project of Sino-Ocean, Sino-Ocean Taikoo Li Chengdu (Chengdu) has carried out the promise and practice of urban health and has promoted the sustainable development and environment-friendly development of the commercial projects in West China in the future. For more than five years of operation, Sino-Ocean Taikoo Li Chengdu (Chengdu) has been using various green, energy-saving and environment-friendly technologies and has been using effective energy saving and consumption-reduction measures such as staggered peak power consumption, fine management of tenants, energy consumption audit, direct purchase of power, and so on, only wishing to create a greener and environment-friendly commercial block.

• 案例CASE

蘇州萬和悅花園、大連遠洋時光海，積極推動太陽能使用 MANSION YUE (SUZHOU) AND DALIAN TIME OCEAN ACTIVELY PROMOTE THE USE OF SOLAR POWER

蘇州萬和悅花園着力打造遠洋健康品牌標籤，是遠洋在蘇州的首個綠建二星項目。項目設置太陽能熱水系統，太陽能集熱器設置於屋頂，使用燃氣輔助熱源，太陽能設置比例達到48%，節能率達到65%。在商業運營方面，大連遠洋時光海採用太陽能光伏發電，安裝560塊電池板，年度發電量超過24萬千瓦時，極大減少了運營過程中不可再生能源的消耗和浪費。

Mansion Yue (Suzhou) intends to become a healthy brand of Sino-Ocean and is the first Green Building 2-star project of Sino-Ocean in Suzhou. The solar water heating system is provided in the project with solar collectors on the roof and gas as auxiliary heating source. The proportion of solar energy of the project is up to 48% and the energy saving rate is up to 65%. In commercial operation, Dalian Time Ocean uses solar PV power and has installed 560 solar panels, which generates more than 240,000 kw.h power annually, greatly reducing the consumption and waste of non-renewable energy in the operation process.

WATER RESOURCE MANAGEMENT 水資源管理

集團十分重視水資源使用和管理，我們在《遠洋集團環保政策》¹⁶中承諾，將在項目投資、項目設計、項目開發、項目運營等環節中，充分考慮水資源使用，並通過水資源重複利用，盡可能減少資源浪費和污水產生。集團通過多種手段倡導節約用水：

The Group attaches great importance to the use and management of water resources. In the "Sino-Ocean Group Policy on Environmental Protection"¹⁶, we promise to fully consider the use of water resources in project investment, project design, project development, project operation and other stages, and minimize the waste of resources and the production of sewage through the reuse of water resources. The group advocates water conservation through various means:

遵從政策 COMPLIANCE POLICY	集團相關節水政策均參照各辦公所在地當地政府倡導的節水政策進行實施； The related water-saving policies of the Group are implemented with reference to the water-saving policies advocated by the local governments in each office location;
辦公場地 WORKPLACE	於辦公場所相關位置張貼倡導「節約用水」字樣及相關海報，杜絕水資源浪費；更換節水用具； The slogan "Save Water" and related posters are posted at relevant locations in the workplace to prevent water wastage; used water saving devices;
設計階段 PROJECT DESIGN	應用「海綿城市」理念實施設計，進行節水和回水設計。 Implement the design with the concept of "sponge city", and carry out water-saving and water-reuse design.
施工現場 CONSTRUCTION SITES	於項目建設地，倡導節約用水，在有條件的場地進行雨水回收使用，將收集雨水用於施工現場打掃使用； Water conservation is advocated at the project construction site through recycling rainwater at qualified sites, and collecting rainwater for cleaning the construction site;
運營管理 OPERATION MANAGEMENT	增加主用水設備巡查頻率，每月能耗分析用水異常水表，並針對性檢查，每天抄總表用水量，分析是否有用水異常；因地制宜採取雨水收集，回用於保潔、綠化澆灌等工作。 We increase the frequency of main water equipment inspection, conduct a monthly energy consumption analysis of abnormal water meters, and carry out targeted inspection, read the water consumption of the general water meter on a daily basis, and analyze the readings to see whether there is abnormal water use; according to local conditions, we collect rainwater and use the collected rainwater in cleaning, greening irrigation and other purposes.

16. 詳見公司官網查詢 <https://www.sinooceangroup.com/zh-cn/Society/Policies>

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WASTE MANAGEMENT 廢棄物管理

遠洋集團在地產項目建設和運營過程中，十分注重減少廢棄物對於環境增加的負擔，我們採取以下措施

In the construction and operation of real estate projects, Sino-Ocean Group pays great attention to reducing the burden on the environment. We take the following measures

在施工過程中 PROCESS OF CONSTRUCTION

倡導施工材料盡量做到重復使用，由施工安排回收、金屬、木質廢棄物均由專業回收單位進行回收，混凝土破碎後運至其他項目臨時道路路基使用、部分金屬類可回收物用於臨時施工圍板的骨架加固等；

We advocate the reuse of construction materials as far as possible; the construction unit arranges the recovery of construction materials; metal and wood wastes are recovered by professional recycling units; concrete is broken and transported to other projects for temporary road subgrade use, some metal recyclable materials are used for temporary construction coaming skeleton reinforcement, etc.;

選用裝配式建築、使用鋁框木模快拆體系、過梁構造柱一次成型、ALC 廠家排版加工、石膏薄抹灰等措施，兼顧品質提升和垃圾減排；

Using prefabricated buildings, using aluminum frame wood mold rapid demolition system, one-time molding of beams and structures, processing by ALC, plastering thin plaster and other measures, to improve quality and reduce waste;

推廣鋁模，提高現場模板周轉利用率，降低損耗；

We promote aluminum formwork, improve the turnover utilization rate of field formwork in order to reduce loss;

根據施工圖紙精確計算，編制材料計劃，從源頭減少生產損耗；

According to the construction drawings, we carry out accurate calculation and prepare material plan in order to reduce production loss from the source;

對於售樓處、品牌展廳、會客廳等空間盡可能保留原始設計，減少工程改造中拆除施工，減少建築垃圾產生量。

For the sales center, brand exhibition hall, meeting room and other spaces, we keep the original design as far as possible, to reduce the demolition and the amount of construction waste.

在項目運營和辦公區域 PROJECT OPERATION AND OFFICE AREA

加強垃圾分類管理，並設置統一回收有害廢棄物裝置，由專業公司進行回收利用或安全處置；同時引導租戶共同踐行垃圾分類；

We strengthen the classification management of garbage and set up a unified recycling of hazardous waste device, and we contract with professional companies for recycling or safe disposal of garbage; at the same time, we guide tenants to carry out garbage classification;

鼓勵自帶飲具，減少一次性紙杯、瓶裝水使用；

We encourage people to use their own permanent drinking utensils and reduce disposable paper cups and bottled water;

提倡打印前事先檢查好，沒有錯誤再打印，避免產生廢紙；默認雙面打印、復印，雙面重復利用，減少紙張浪費。

We advocate checking before printing to avoid wasting paper; we also advocate double-sided printing, copying, double-sided reuse in default to reduce paper waste.

• 案例CASE

打造會「呼吸」的海綿城市，讓城市更健康

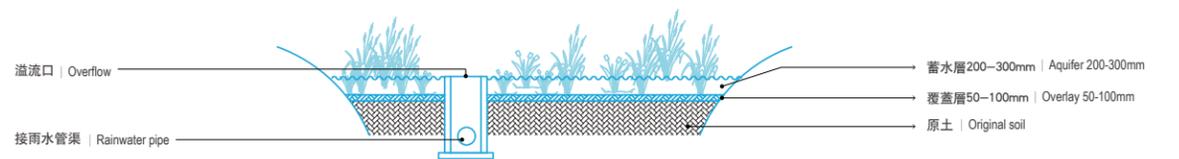
BUILD A "BREATHING" SPONGE CITY AND MAKE THE CITY HEALTHIER

海綿城市是推動綠色建築建設、低碳城市發展、智慧城市形成的創新表現，是新時代特色背景下現代綠色新技術與社會、環境、人文等多種因素下的有機結合。目前，遠洋實施海綿城市的項目共計 60 餘個，主要採用滲透鋪裝、下沉式綠地、雨水花園、植草溝、生物滯留設施、蓄水池設施、虹吸排水等。

Sponge city is an innovative platform that promotes the construction of green buildings, the development of low-carbon cities, and the development of smart cities which integrates modern green technologies and social, environmental, and human factors in the context of the characteristics of the new era. At present, there are more than 60 "Sponge City" projects of Sino-Ocean Group, mainly featuring permeable pavement, sinking green space, rainwater garden, grass planted in ditches, biological detention facilities, reservoir facilities, siphon drainage and so on.

無錫溪山宸章項目積極推進海綿城市設計的工作，在滿足政府建設要求基礎上，結合景觀進行海綿城市設計：

Scenery Mansion (Wuxi) Project actively promotes the work of sponge city design. On basis of meeting the construction requirements of the government, it integrates landscapes to carry out sponge city design:



• 採用透水鋪裝減少場地徑流，淨化路面雨水；

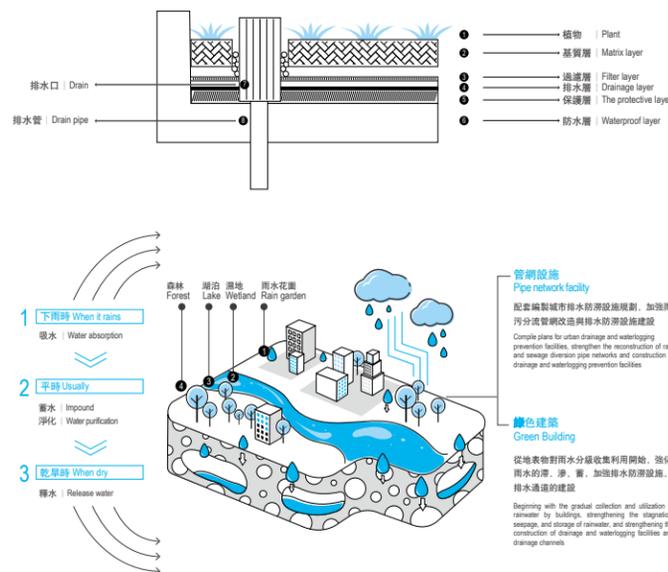
It uses permeable pavement to reduce site runoff and purify pavement rainwater;

• 採用植草溝連接下凹綠地及雨水花園，收集、淨化並緩滯雨水，在暴雨前期可適當減少雨水管網壓力；

It uses grass-planting ditch to connect concave green spaces and rainwater gardens, collect, purify and slow down rainwater, able to reduce the pressure of rainwater pipeline properly at the early stage of rainstorm;

• 採用雨落管斷收集、淨化屋面雨水。

It adopts the down spouts to collect and purify the roof rainwater.



以上海綿設施結合雨水回用，盡可能對本項目進行全面徑流淨化，並將回用系統收集雨水反補景觀用水、綠化灌溉等，節約水資源。無錫溪山宸章項目已通過海綿城市方案報審工作，並獲取批復。

The above sponge facilities, together with rainwater reuse, carry out comprehensive runoff purification for the project as possible, and the reuse system will collect rainwater back and use the same as landscape water, green irrigation and so on, saving water resources. Scenery Mansion (Wuxi) Project has been submitted to the competent authority as a sponge city project, and has been approved.

生態治理與生物多樣性

ECOLOGICAL RESTORATION AND BIODIVERSITY

SINO-OCEAN ECOLOGY

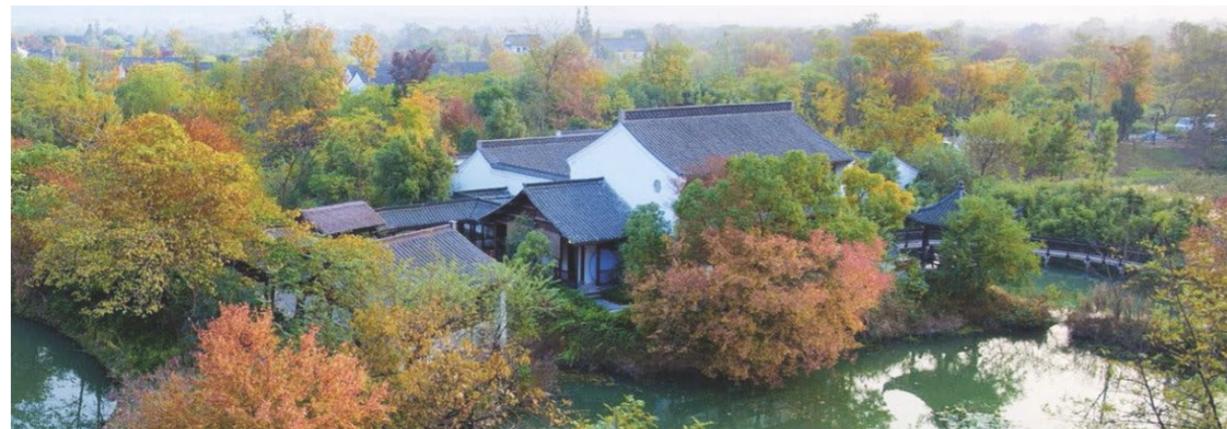
遠洋生態

遠洋生態是遠洋集團旗下以風景園林規劃設計和工程建設、生態環境修復、生態城鎮綜合開發建設等為主營業務的專業服務平台，致力於成為生態環境治理的中堅力量，構建人與自然和諧共生的生態環境。

Sino-Ocean Ecology is the professional service platform of Sino-Ocean Group, which is mainly engaged in landscape architecture planning, design and engineering construction, ecological environment restoration and comprehensive development and construction of ecological towns, and is committed to becoming the backbone of ecological environment governance and creating an ecological environment with the harmonious co-existence of people and nature.

多年來，遠洋生態持續以推動健康人居升級，促進城市可持續發展為理想，堅持「生態優先、綠色發展」的理念，為實現「綠水青山」的美麗中國夢，不懈奮鬥。遠洋生態積極開展生態治理項目，例如青島市即墨區墨水河—龍泉河城區段水生態治理工程，治理區域 24 公里；上饒櫛溪河生態綜合治理項目，規劃治理面積 422.8 公頃，整治河道約 33 千米；北京市延慶區京藏高速（八達嶺林場段）沿線景觀提升工程，綠化面積 139,800.7 平米。2020 年，憑借在修復生態系統，優化生態景觀的表現，遠洋生態榮獲「中國風景園林學會科學技術獎」園林工程金獎，創新性及生態價值、社會價值和經濟價值均得到業界高度肯定和認可。

Over years, Sino-Ocean Ecology has been promoting the upgrading of healthy human settlements and the sustainable development of the city. Under the philosophy of "Ecological Priority, Green Development", it keeps struggling for the realization of the beautiful China Dream of "Clear Waters and Green Mountains". Sino-Ocean Ecology actively carries out ecological restoration projects, such as the water ecological governance project in Jimo District, Qingdao City with a governance area up to 24 km; the comprehensive ecological governance project of the Zhuxi River, Shangrao with a planned governance area of 422.8 ha. and treating about 33 km river course; the landscape upgrading project along Beijing-Tibet Expressway (Badaling Forest Farm Section), Yanqing District, Beijing, with green area of 139,800.7 m². In 2020, Sino-Ocean Ecology won the gold prize of "Science and Technology Award of Chinese Society of Landscape Architecture" for restoring ecosystem and optimizing the performance of ecological landscape, indicating that its innovation and ecological value, social value and economic value have been highly recognized and affirmed by the industry.



BIODIVERSITY

生物多樣性

遠洋集團致力於在項目投資、規劃和開發過程中注重生物多樣性，保護項目所在地的生態系統，如自然保護區、生態保護區等。

Sino-Ocean Group is committed to focusing on biodiversity in the process of project investment, planning and development, and protecting the ecosystem of the project site, such as nature reserves, ecological reserves, etc.



三亞大茅村背靠海南甘什嶺省級自然保護區，坐擁 1200 畝的三濃水庫，蜿蜒 12 公里的大茅河，具備水系、灘塗、平原、山地、雨林等多樣化的自然生態景觀。在大茅遠洋生態村，採摘園內的百香果、西紅柿、火龍果、芒果等數十種田園熱帶水果，夜間的生態精靈雷公馬、小蝴蝶、小飛蛾……，營造出一個豐富多彩的生態世界。遠洋集團充分利用大茅村的自然生態資源，堅持不破壞生態環境，不興建大型裝置，專注自然教育和環境保育的推廣，倡導和宣傳生物多樣性保護。遠洋致力於在海南創造一種回歸田園、回歸自然的健康生產生活體系，為自貿港背景下的海南鄉村發展探索更多可能性。在發展熱帶高效農業之外，遠洋積極探索「農業 + 教育、+ 旅游、+ 科技」等更多產業外延。在自然博物研學上，大茅遠洋生態村已構建農業科教、自然教育、STEAM 課程、親子拓展等主題鮮明的課程體系。

2020 年，大茅遠洋生態村組織開展多場自然教育為主題的冬、夏令營。9 月，聯合國教科文組織聯系學校網絡國際中心（ICUA）與大茅遠洋生態村達成戰略合作，並授予首個挂牌「可持續發展教育基地」；同時，藍絲帶海洋保護協會與遠洋一起在大茅村創建「海洋衛士環境教育基地」。

Sanya Damao Village is situated in Ganshiling Nature Reserve, and embraces a 1,200 mus of Sannong Reservoir and a 12-kilometer Damao River. It boasts of a variety of natural ecological landscapes such as water systems, Tidelands, plains, mountains and rain forests. In Damao Sino-Ocean Ecological Village, picking the dozens of rural tropical fruits such as passion fruit, tomato, dragon fruit, mango, etc., and the night ecological elves such as thunder horse, small butterflies, small moths and so on, creates a rich and colorful ecological world. Sino-Ocean Group makes full use of the natural ecological resources of Damao Village, insists on not destroying the ecological environment, does not build large installations, focuses on the promotion of natural education and environmental conservation, and advocates and propagandizes biodiversity conservation. Sino-Ocean is committed to creating a healthy production and living system in Hainan to return to countryside and nature, and exploring more possibilities for the rural development in Hainan under its background of free trade port. In addition to the development of tropical efficient agriculture, Sino-Ocean actively explores the industrial extension of "agriculture+education, +tourism, +science and technology", etc. Based on the practical study of natural history, Damao Sino-Ocean Ecological Village has constructed a curriculum system with distinct themes such as agricultural science and education, nature education, STEAM curriculum and parent-child relationship development.

In 2020, Damao Sino-Ocean Ecological Village organized a number of winter and summer camps under the theme of natural education. In September 2020, UNESCO ICUA reached a strategic cooperation with Damao Sino-Ocean Ecological Village and awarded the title of the First Education Base for Sustainable Development to the village. Moreover, BlueRibbon Ocean Conservation Association, together with Sino-Ocean, established the "Marine Guard Environmental Education Base in Damao Village".



綠色合作夥伴

GREEN PARTNERS

遠洋集團旗下遠洋資本踐行負責任投資，早在2015年，遠洋資本就明確了「大環保」作為股權投資重點賽道的投資策略。包括盈創再生資源有限公司、北京仁創生態環保科技股份有限公司以及航天凱天環保科技股份有限公司等在內的多家「大環保」領域被投企業，積極地發揮各自專長，持續為社會貢獻生態、健康價值。

Sino-Ocean Capital under Sino-Ocean Group practices responsible investment. As early as 2015, Sino-Ocean Capital defined the investment strategy of "big environmental protection" as the key track of equity investment. It has invested in a number of environmental businesses including Incom Recycle Co., Ltd., Beijing Rechsand Ecological Environmental Protection Science & Technology Co., Ltd. and Aerospace Kaitian Environmental Technology Co., Ltd. These businesses have continuously contributed to the creation of ecological and health living values for Chinese society, deploying unique resources in their respective fields.

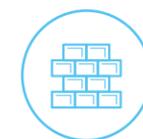
WASTE RECYCLING 廢棄物循環利用



北京盈創再生資源回收有限公司是「智能固廢回收自助機具及回收系統整體解決方案」提供商及運營商，其子公司擁有年處理廢舊飲料瓶3萬噸的食品級再生聚酯切片生產線，該生產線工藝和產品曾獲得原國家衛生部、原國家質檢總局認可，曾達到美國食品藥品監督管理局（FDA）、國際生命科學學會（ILSI）標準。

Incom Recycle Co., Ltd. is a provider and operator of "intelligent solid waste recycling self-service machines and recycling system solutions". Its subsidiary has a food-grade recycled PET chip production line with an annual processing capacity of 30,000 tons of used beverage bottles. The processes and products of the production line have been accredited by the former Ministry of Health and the former AQSIQ, and meet the standards of the U.S. Food and Drug Administration and International Life Sciences Institute (ILSI).

SPONGE CITY DEVELOPMENT 海綿城市建設



北京仁創生態環保科技股份有限公司主要面向海綿城市的建設提供生態治理綜合解決方案的定制化服務，應用於道路與廣場、建築與小區、公園與綠地和城市水系統、農田改良，並配套以核心砂基透水、濾水、淨水產品等。

Beijing Rechsand Ecological Environmental Protection Science & Technology Co., Ltd. specializes in the development of ecological governance solutions customized to sponge city development projects. Its products and services have been widely applied in many areas ranging from roads and plazas, buildings and communities, and parks and green spaces to urban water supply systems and farmland amelioration, with key sand base permeable, water filtration and water purification accessories provided.

GREEN ECOLOGICAL ENVIRONMENT SERVICES 綠色生態環境綜合服務



航天凱天環保科技股份有限公司以綠色生態環保智慧城市、綠色生態美麗鄉村、綠色生態工業園區和綠色生態健康家庭為核心業務領域，是國家環保部授予的首批17家環境服務試點單位、「AAA」級環保信譽企業及中國環保產業協會副會長單位。

Aerospace Kaitian Environmental Technology Co., Ltd.'s core businesses include eco-friendly smart city, eco-friendly countryside, eco-friendly industry parks and green households. It is one of the first 17 environmental service pilot companies designated by the Ministry of Environmental Protection, and has been appointed as "AAA Trusted Environmental Protection Enterprise" and Vice Chairman of the China Association of Environmental Protection Industry (CAEPI).



凝真心 共繪健康職場

第四部份
FOURTH PART

FORM A HEALTHY WORKPLACE WITH SINCERITY

HEALTHY WORKPLACE

我們相信，塑造遠洋人才的個人價值，才能更好地共創遠洋價值。本年度，集團塑造「責任、共享、健康」新企業文化，形成勇於擔當、同舟共濟、行穩致遠的文化格局。集團遵照法律法規制定並執行僱傭政策，通過精心設計的多種措施充份保障員工權益、重視其安全與健康，並通過激勵引導和培訓助力人才發展。

We believe that employees can make greater contributions to the Company's development by redefining their individual values. For the year, the Group shaped the new corporate culture of "Responsibility, Sharing and Health" and formed a cultural pattern of responsibility, cooperation and stable development. The Group has formulated and implemented employment policies in compliance with laws and regulations. By taking several carefully designed measures, we fully protect employees' rights and interests, attach great importance to their safety and well-being, and provide incentives, guidance and trainings to encourage career development among staff members.

人才概況¹⁷

TALENT OVERVIEW¹⁷

TOTAL EMPLOYEE HEADCOUNT 員工總數

按僱傭類型 BY EMPLOYMENT TYPES

正式員工¹⁸ FORMAL EMPLOYEES¹⁸

2020

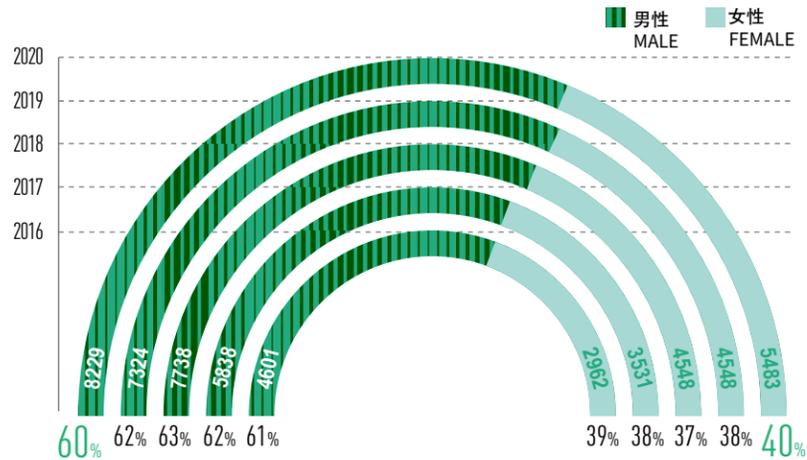
13,712 人
PEOPLE

2019 11,872

2018 12,323

2017 9,369

2016 7,563



非正式員工¹⁹ INFORMAL EMPLOYEES¹⁹

2020

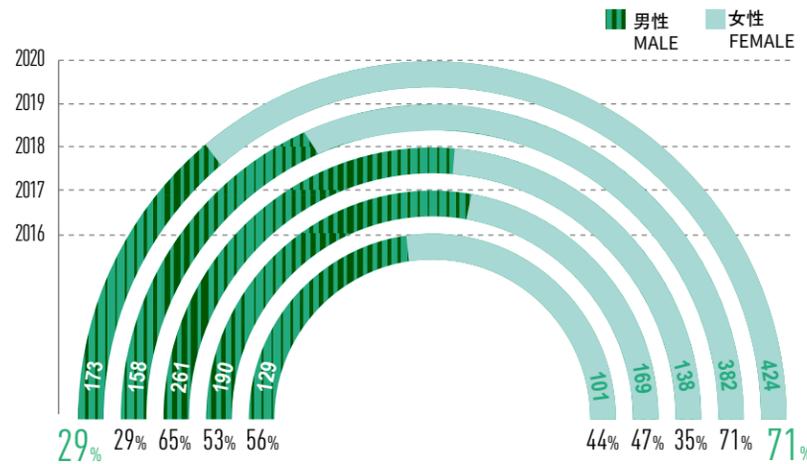
597 人
PEOPLE

2019 540

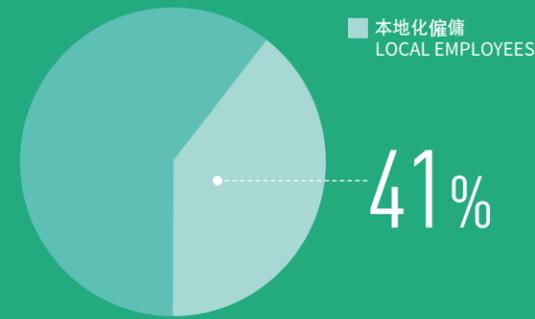
2018 399

2017 359

2016 230



本地化僱傭 LOCAL EMPLOYEES



2020年員工年齡分佈 EMPLOYEES BY AGE (2020)



員工平均年齡情況 AVERAGE AGE OF EMPLOYEES



各事業部員工人數情況²⁰ (各事業部所涉及城市請見附錄3) EMPLOYEES' BREAKDOWN BY DEPARTMENT²⁰ (FOR CITIES INVOLVED IN EACH BUSINESS DIVISION, PLEASE REFER TO APPENDIX 3)

事業部 (DEPARTMENT)	北京開發事業部 (BEIJING DEVELOPMENT DEPARTMENT)	華東開發事業部 (EAST DEVELOPMENT DEPARTMENT)	華南開發事業部 (SOUTH DEVELOPMENT DEPARTMENT)	華西開發事業部 (WEST DEVELOPMENT DEPARTMENT)	華中開發事業部 (CENTRAL DEVELOPMENT DEPARTMENT)	渤海開發事業部 (BOHAI-RIM DEVELOPMENT DEPARTMENT)	客戶服務事業部 (CUSTOMER SERVICE DEPARTMENT)	商業地產事業部 (COMMERCIAL REAL ESTATE DEPARTMENT)	寫字樓事業部 (OFFICE BUILDING DEPARTMENT)	資本運營事業部 (CAPITAL OPERATION DEPARTMENT)	職能中心 (FUNCTIONAL CENTERS)	專業公司 (PROFESSIONAL COMPANY)	其他 (OTHERS)	總計 (TOTAL)
2020年 (YEAR 2020)	1,095	732	646	477	469	843	5,261	847	202	804	308	1,960	68	13,712

17. 人才概況數據包含遠洋服務控股有限公司；本報告僅展示披露近五年員工數據（即 2016-2020 年度），更多歷史數據請參見往年報告。

17. The talent data include the data of Sino-Ocean Service Holding Limited. This Report only shows and discloses the staff data of the latest five years (2016-2020). See previous reports for more historical data.

18. 正式員工按照人力資源中心 2020 年度管理範圍統計，未含客戶服務事業部自建保安、保潔。

18. The formal employees do not include self-built security guards and cleaners of Customer Service Department, as calculated in accordance with the management scope of Human Resources Center in 2020.

19. 非正式員工包括實習生和返聘，不含派遣員工和外包員工。

19. Informal employees include interns and re-employed personnel, excluding dispatched and outsourced employees.

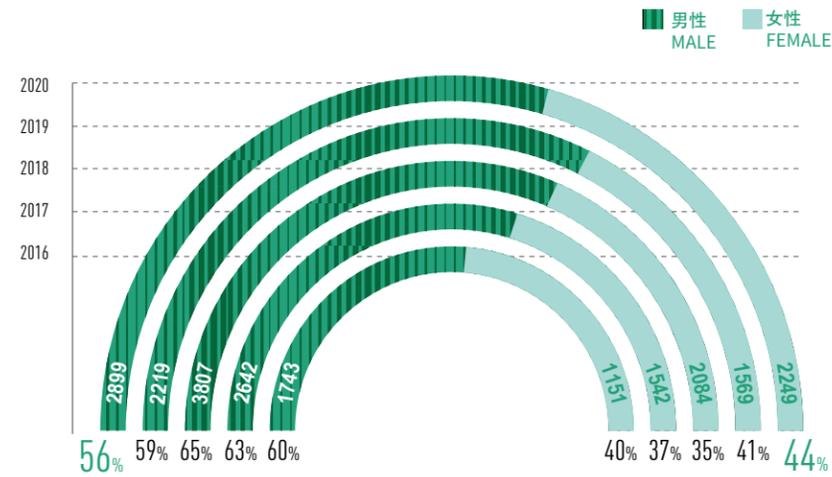
20. 2020 年，集團以項目和業務為中心運行「4+8」經營管理體系，並對組織架構進行相應調整。本報告僅按照截止至 2020 年 12 月 31 日的組織架構進行展示，過往年度各事業部人數情況請參見往年報告。

20. In 2020, the Group operated the "4+8" operation management system focusing on projects and operations and adjusted the organizational structure accordingly. Only the organizational structure as of December 31, 2020 is shown in this report. Please refer to previous reports for the number of employees of all departments in previous years.

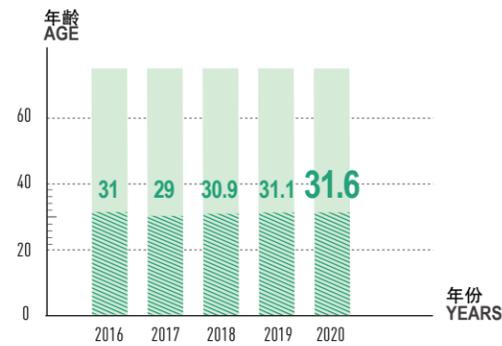
NEW EMPLOYEE 新員工概況

● 新員工總數 NUMBER OF NEW EMPLOYEES

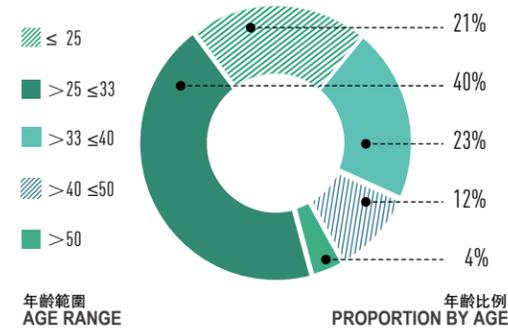
新員工合計
TOTAL NEW EMPLOYEES



● 新員工平均年齡情況 AVERAGE AGE OF NEW EMPLOYEES



● 2020年新員工年齡分佈 NEW EMPLOYEES BY AGE (2020)

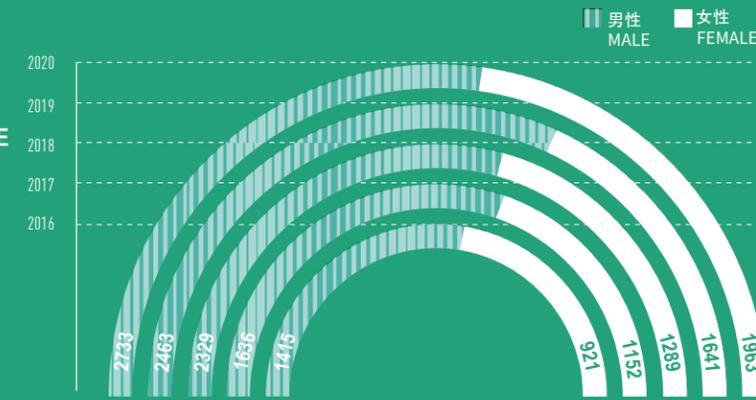
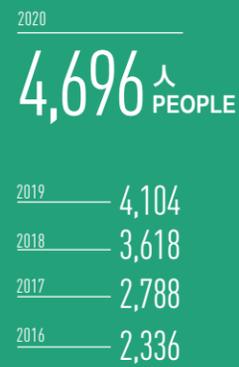


● 各事業部新員工人數情況 NEW EMPLOYEES' BREAKDOWN BY DEPARTMENT

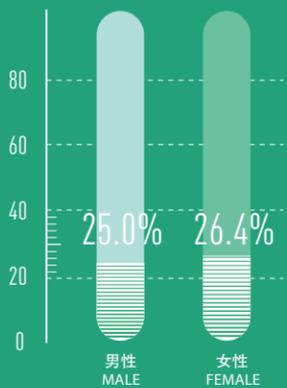
事業部 DEPARTMENT	北京開發事業部 BEIJING DEVELOPMENT DEPARTMENT	華東開發事業部 EAST DEVELOPMENT DEPARTMENT	華南開發事業部 SOUTH DEVELOPMENT DEPARTMENT	華西開發事業部 WEST DEVELOPMENT DEPARTMENT	華中開發事業部 CENTRAL DEVELOPMENT DEPARTMENT	渤海灣開發事業部 BOHAI RIM DEVELOPMENT DEPARTMENT	客戶服務事業部 CUSTOMER SERVICE DEPARTMENT	商業地產事業部 COMMERCIAL REAL ESTATE DEPARTMENT	寫字樓事業部 OFFICE BUILDING DEPARTMENT	資本運營事業部 CAPITAL OPERATION DEPARTMENT
2020年 YEAR 2020	352	313	223	240	181	213	2,444	275	30	245

EMPLOYEE TURNOVER 員工流失概況

● 流失員工總數 TOTAL LOST EMPLOYEES



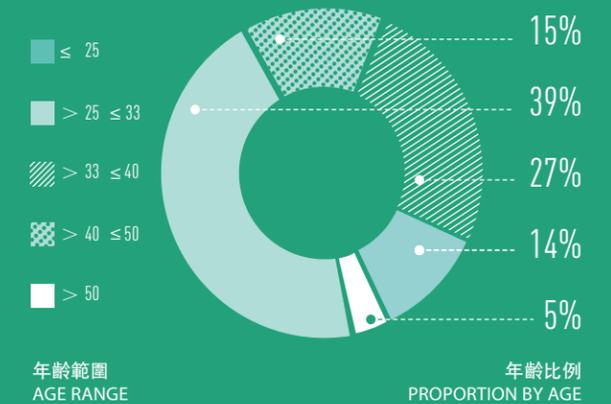
● 按性別流失率²¹ TURNOVER RATE BY GENDER²¹



● 流失員工平均年齡情況 AVERAGE AGE OF DEPARTED EMPLOYEES



● 2020年流失員工年齡分佈 DEPARTED EMPLOYEES BY AGE (2020)



● 各事業部流失員工人數情況 TURNOVER RATE BY DEPARTMENT

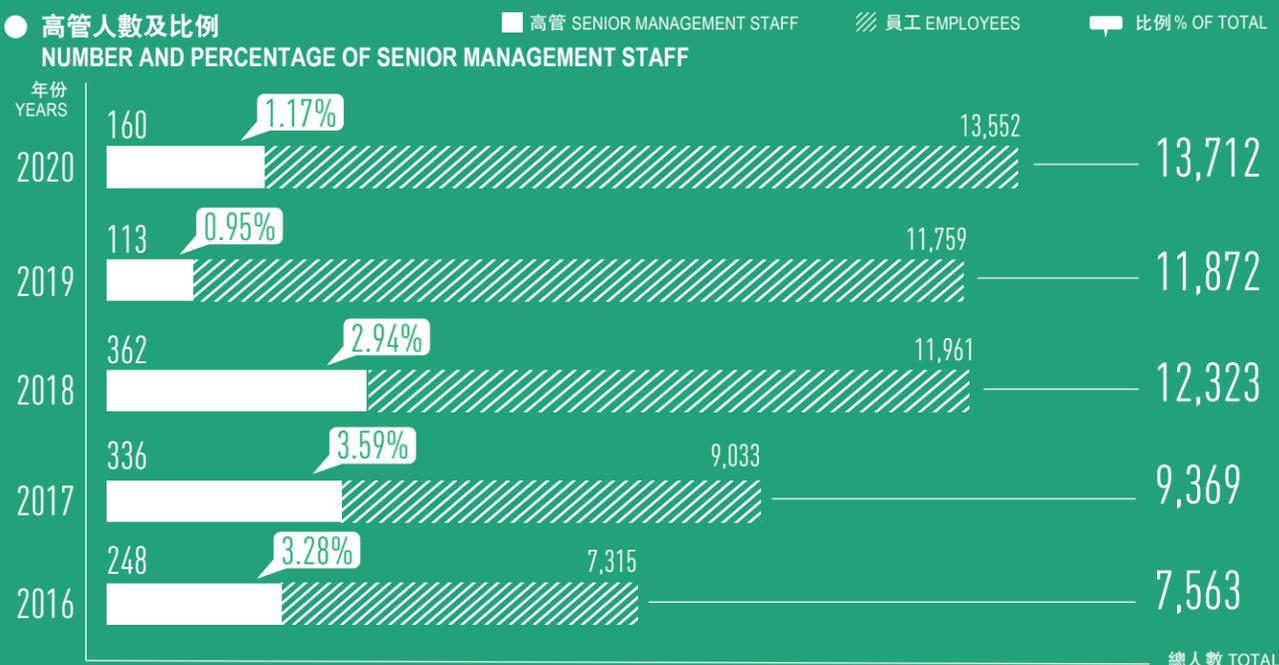
事業部 DEPARTMENT	北京開發事業部 BEIJING DEVELOPMENT DEPARTMENT	華東開發事業部 EAST DEVELOPMENT DEPARTMENT	華南開發事業部 SOUTH DEVELOPMENT DEPARTMENT	華西開發事業部 WEST DEVELOPMENT DEPARTMENT	華中開發事業部 CENTRAL DEVELOPMENT DEPARTMENT	渤海灣開發事業部 BOHAI RIM DEVELOPMENT DEPARTMENT	客戶服務事業部 CUSTOMER SERVICE DEPARTMENT	商業地產事業部 COMMERCIAL REAL ESTATE DEPARTMENT	寫字樓事業部 OFFICE BUILDING DEPARTMENT	資本運營事業部 CAPITAL OPERATION DEPARTMENT
2020年	408	280	219	201	217	186	2,317	281	39	82
2020年平均離職率 2020 AVG. TURNOVER	18.0%	20.2%	21.4%	22.4%	21.4%	16.3%	28.6%	17.5%	15.3%	10.7%

21. 按性別流失率計算方法較往年有更正，統一採用年化方式計算。

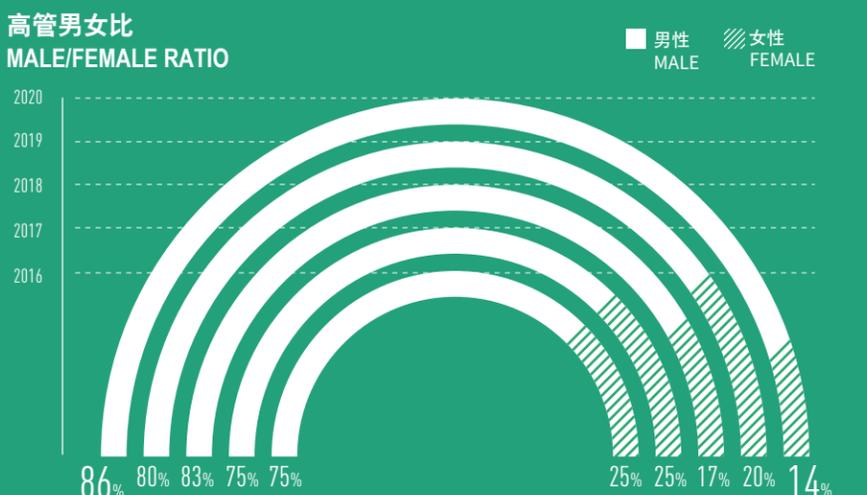
21. The calculation method for turnover rate by gender is corrected compared with previous years, and the annualized calculation is adopted.

高管情況 SENIOR MANAGEMENT

● 高管人數及比例
NUMBER AND PERCENTAGE OF SENIOR MANAGEMENT STAFF



● 高管男女比
MALE/FEMALE RATIO



● 高管平均年齡
AVERAGE AGE OF SENIOR MANAGEMENT



● 高管漢族和少數民族比
SENIOR MANAGEMENT PROPORTION OF THE HAN TO THE MINORITY NATIONALITIES



● 聘用當地高層管理人員佔高管的比例
PROPORTION OF LOCALLY RECRUITED SENIOR MANAGEMENT MEMBERS



公平僱傭 FAIR EMPLOYMENT

為保障員工合法權益，建立良好的勞動關係，公司在工作時間、假期保障、招聘、解聘等方面的僱傭制度，如《員工工作時間規範》《員工休假申請規範》《人員引進規範》《錄用管理標準》《勞動爭議管理規範》等，相關管理嚴格遵守國家勞動法規定，管理文件參照國家法規進行制定，如《中華人民共和國勞動法》《中華人民共和國勞動合同法》《勞動爭議調解仲裁法》《企業勞動爭議協商調解規定》。

In order to protect the legitimate rights and interests of employees and establish good labor relations, the relevant management for employment system of the Company in terms of working hours, holiday guarantee, recruitment and dismissal, such as "Standards for Employee's Working Hours", "Standards for Employee's Vacation Application", "Standards for Staff Introduction", "Recruitment Management Standards" and "Labor Dispute Management Standards", are in strict compliance with the provisions of China labor laws, and the management documents of which are formulated with reference to China laws and regulations, such as the "Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China", the "Law on Mediation and Arbitration of Labor Disputes" and "Labor Dispute Coordination and Mediation Regulations of Enterprise".

INCLUSIVENESS AND DIVERSITY

包容性與多元化



公司鼓勵和尊重人才的多元化，在招聘、入職、培訓、晉升、獎勵過程中，禁止因員工性別、年齡、種族、膚色、性取向、國籍、籍貫、宗教等因素而出現歧視行為、進行差別化對待，在招聘時不添加違檢項目。另外，集團「提名委員會」至少每年檢討董事局的架構、人數、組成及多元化（包括但不限於性別、年齡、文化及教育背景、專業技能、知識及經驗方面），營造工作環境中的開放、平等氛圍，並採取措施進行監督。2020年，未發生歧視事件。

The Company encourages and respects the diversity of talents. In the process of recruitment, entry, training, promotion and reward, the Company prohibits discrimination and differential treatment on the basis of employee's gender, age, race, color, sexual orientation, nationality, place of origin, religion, etc. No illegal inspections are imposed on the recruitment process. In addition, the Group's "Nomination Committee" reviews the structure, number, composition and diversity of the Board of Directors at least annually (including but not limited to gender, age, cultural and educational background, professional skills, knowledge and experience) to create an open and equal atmosphere in the work environment, and took measures to monitor its implementation. In 2020, no incident of discrimination occurred.

CHILD LABOR AND FORCED LABOR

童工及強制勞工



公司反對童工、強制勞動、勞工奴役，反對霸凌和騷擾行為，承諾不低於法律法規要求的最低工資標準，堅決保護員工基本權益。公司嚴格執行國家關於禁止聘用童工及強制勞工的法律法規，嚴格依法律處理違規事項。招聘時，系統篩查發現年齡低於16周歲的應聘者時將會發出預警，無法進行入職流程。2020年度內未發生違反與僱傭、童工和強制勞工相關的重大法規制度情況。

The Company opposes child labor, forced labor, labor slavery, bullying and harassment. We promise not to pay the employees with the wage lower than the minimum wage required by the applicable laws and regulations, and resolutely protects the basic rights and interests of employees. The Company strictly enforces the government's ban on child labor and forced labor, and any violations have been investigated and handled according to law. During applicant screening, warnings are automatically generated if an applicant is found to be under 16, and the applicant will not be considered for employment. No material violations of recruitment or child or forced labor related regulations have occurred in 2020.

REMUNERATION AND BENEFITS 薪酬福利



集團以「業績」和「進步」作為激勵基礎，形成以利潤、業務和戰略為核心的激勵體系，在此框架內充分授權一線業務管理單元，對表現優秀、勇於承擔的「奮鬥者」團隊和個人進行及時、重點激勵，鼓勵員工與公司共同成長。同時不斷優化、完善薪酬體系，致力於保持合理的薪酬競爭力。基於集團多元化業務發展特性，針對不同業務板塊，提供符合其行業特點和業務發展階段的薪酬管理方式，不斷提高吸引和保留內外部優秀人才的能力。集團福利計劃及退休政策均按照國家法定退休政策執行。

The Group adopts a "performance" and "progress" based staff incentive program, where the focus is placed on profits, business operations and development strategies. Frontline managers are authorized to reward outperforming, responsible and enterprising teams and employees in a timely manner to encourage staff members to develop together with the Company. Furthermore, the pay system has been continuously developed and improved to ensure our competitiveness in the labor market. Given the Group's diversified business lines, compensation management practices adapted for respective trades and growth phrases have been developed to attract internal and external talents and retain core staff members. The Group has formulated staff benefit and retirement policies in compliance with national retirement regulations.

集團建立完善的福利保障制度，除根據國家有關法律、法規及當地政策為所有在職員工繳納社會保險及住房公積金等外，公司還為員工提供：

In addition to contributions to social insurance and the housing provident fund for all employees in accordance with relevant national laws, regulations and local policies, the Company also provides employees with:

五險一金 FIVE TYPES OF SOCIAL INSURANCE AND HOUSING PROVIDENT FUND	年度健康體檢 ANNUAL PHYSICAL CHECKUP
	中秋慰問金 MID-AUTUMN FESTIVAL CASH GIFT
補充醫療保險 SUPPLEMENTARY MEDICAL INSURANCE	購房優惠等福利 HOMEBUYER DISCOUNTS
生日慰問 BIRTHDAY CASH GIFT	喪葬慰問 FUNERAL CONSOLATION MONEY
節日慰問 HOLIDAY CASH GIFT	福利年假 WELFARE ANNUAL LEAVE
洗衣費 LAUNDRY ALLOWANCE	產假、產前檢查假和陪產假，有權享受育兒假比例 100% MATERNITY LEAVE, PRENATAL EXAMINATION LEAVE AND PATERNITY LEAVE (EMPLOYEES ENTITLED TO PARENTAL LEAVE 100%)



2020 年人均帶薪年假天數
THE AVERAGE PAID LEAVE TAKEN IN 2020

6.1 天/DAYS



集團總部員工起薪 / 當地最低工資比例
STARTING SALARY AT GROUP HEADQUARTER / LOCAL MINIMUM WAGE

2.2:1 男/MALE 3.83:1 女/FEMALE

遠洋集團僱傭 27 名殘疾人士就業，努力解決殘疾人士就業，承擔社會責任。

Sino-Ocean Group recruited 27 people with disabilities, with efforts made to resolve the employment of the disabled and assume social responsibilities.

EMPLOYEE SATISFACTION 員工滿意度



集團每年度開展員工滿意度調研，並邀請第三方獨立開展員工敬業度調研（管理有效性調研），傾聽員工心聲，發現、識別和解決問題，不斷提升公司對員工的管理和服務能力，提升員工滿意度。

The Group carries out annual employee satisfaction research, and invites the third party to independently carry out employee engagement research (management effectiveness research), listens to the voice of employees, discovers, identifies and solves problems, constantly improves the Company's management and service ability to employees, and improves employee satisfaction.



2020 年員工滿意度分數為（滿分 5 分）
較去年提升 0.21 分
參與度 100%

EMPLOYEE SATISFACTION IN 2020
(OUT OF 5 POINTS)
UP 0.21 POINT FROM LAST YEAR
100% PARTICIPATION

4.76 分 /POINTS



2020 年新入職員工滿意度分數為
（滿分 5 分）

NEW EMPLOYEE SATISFACTION IN 2020
(OUT OF 5 POINTS)

4.88 分 /POINTS



2020 年員工敬業度分數為（滿分 100 分）
參與度 93%

THE EMPLOYEE ENGAGEMENT IN 2020
(OUT OF 100 POINTS)
93% PARTICIPATION

90 分 /POINTS

STAFF COMMERCIAL MORALITY 員工商業道德



根據《員工行為準則規範》，維護公司利益是員工的義務，未經公司批准，員工不得超越本職工作和職權範圍開展經營活動、從事投資業務。員工存在下述任一行為的，無論是否給公司造成了損失、損失數額大小，均視為嚴重違反公司規章制度的行為，公司有權單方立即與之解除勞動合同且無需支付任何經濟補償。包括：有貪污、行賄、欺騙公司的行為；挪用公款的行為；索取或收受業務關聯單位利益的受賄行為；若遇禮品、禮金且當場拒絕會被視為嚴重失禮的情況下，員工可在公開場合下接受，但必須在接受後兩個工作日內上交公司財務單位統一處理。

According to the "Code of Conduct for Employees", it is the duty of employees to protect the interests of the Company. Without the approval of the Company, employees shall not carry out business activities and engage in investment business beyond their own work and terms of reference. Any employee who has any of the following acts, whether a loss has been caused to the Company or no matter what the amount of the loss is, shall be deemed to be a serious violation of the Company's rules and regulations, and the Company shall have the right to terminate the employment contract with him/her immediately without any financial compensation, including: embezzlement, bribery, deception of the Company; embezzlement of public funds; solicitation or acceptance of the interests of business-related units. In the event that gifts or cash gifts are received, if the rejection on the spot will be regarded as serious disrespect, employees can accept the gifts or cash gifts in public, but such gifts must be handed over to the finance department of the Company for centralized handling within two business days.

權益保障

INTEREST PROTECTION

遠洋嚴格遵照《中華人民共和國勞動合同法》等國家相關法律規定，規範勞動合同管理，依法與員工簽訂勞動合同，簽訂率達100%。

我們參照參考《世界人權宣言》《聯合國工商企業及人權指導原則》《國際人權憲章》等，制定《遠洋集團人權政策》，讓員工、客戶、投資者、供應商等合作夥伴的人權受到充分尊重和保護。公司不侵犯員工個人隱私，嚴格遵循公司制度規定，秉持實事求是原則，對員工獎勵、違規事項的紀律處分等信息進行披露。例如在招聘環節，嚴格保守候選人信息，杜絕任何形式的信息泄露。

此外，遠洋通過豐富全面的員工活動，為員工提供關懷。

Sino-Ocean standardizes labor contract management practices in strict compliance with the "Labor Contract Law of the People's Republic of China" and other relevant national laws. We sign labor contracts with all employees (100% contract signing rate) in accordance with law.

We have developed the "Sino-Ocean Group Policy on Human Rights" by taking into account, inter alia, the "Universal Declaration of Human Rights", the "United Nations Guiding Principles on Business and Human Rights" and the "International Charter on Human Rights", so that the human rights of partners such as employees, customers, investors and suppliers are fully respected and protected. The Company prohibits any forms of violation of employees' personal privacy, and discloses information on staff rewards and disciplinary measures imposed on regulatory offenses based on company policies and rules, upholding the principle of "seeking truth from facts". Job applicants' information is treated with strict confidentiality to avoid data leakage.

In addition, Sino-Ocean, through rich and comprehensive staff activities, provided care for employees.

EMPLOYEE CARE

員工關懷

2020年，遠洋工會全面支持「抗擊新冠疫情」慰問工作，通過發放撫慰金和防疫物資，以及多次走訪開展一線員工慰問進行員工的關懷工作。遠洋工會全年共採購了419.16萬元防疫物資保障職工的必要的防護品和生活必需品，同時向身患新冠肺炎的疑似病例、確診病例員工及家屬，陸續分五批次送去撫慰金共計21萬元。2020年度，遠洋工會共進行了10次走訪一線員工慰問，共慰問近萬名員工，慰問品價值193.03萬元。比以往走訪慰問次數增加了5倍，讓員工體會到疫情形勢下企業對員工的關懷。

In 2020, the Labor Union of Sino-Ocean fully supported the condolence under the theme of "fighting against the COVID-19". By giving away relief financial support and epidemic prevention materials, as well as many visits, we convey greetings to front-line staff and show concern for them. The Labor Union of Sino-Ocean purchased epidemic prevention materials and necessities worthy of RMB4,191,600 to ensure the necessary protection for the living of the staff. At the same time, the Labor Union gave out a total of RMB210,000 to the employees with suspected and confirmed COVID-19 and their family members in five batches. In 2020, the Labor Union of Sino-Ocean conveyed 10 greetings to nearly 10,000 front-line employees with gifts worth RMB1,930,300. This was five times more than the number of visits to employees in the past, so that they can feel care from the Group.

採購防護品和生活必需品
PROTECTION PRODUCTS AND
NECESSITIES PURCHASED

4,191,600 元/RMB

送撫慰金共計
SOLATIUM DELIVERED TOTALING

210,000 元/RMB

送溫暖慰問品價值
WORTH OF CONSOLATION GIFTS

1,930,300 元/RMB

EMPLOYEE ACTIVITIES

員工活動

2020年，遠洋集團在疫情得到穩定控制的情況，開展了多元化的員工活動：

In 2020, Sino-Ocean Group carried out diversified employee activities in the context of stable control of the COVID-19:



- 滿足員工各種需求的員工俱樂部，組織豐富多彩的俱樂部活動：羽毛球、足球、籃球分別舉辦了一場內部聯賽活動，攝影協會、舞蹈協會、戶外健身協會、網球協會、傳統文化協會、親子活動等紛紛開展了線下21場興趣協會活動。

The staff clubs to meet the needs of the staff organized a variety of club activities, for example, internal badminton league event, internal football league event and internal basketball league event were held respectively; and the photography association, the dance association, the outdoor fitness association, the tennis association, the traditional culture association, the parent-child activity club, etc. carried out 21 offline events.

- 豐富員工工作生活的各項日常活動：家庭日、祝福生日會、節日主題轟趴、手工藝制作、傳統文化鑒賞、非物質文化遺產品鑒、職工運動會、健步走系列活動……

Daily activities to enrich the working life of employees: family day, birthday party, holiday theme party, handicraft production, traditional culture appreciation, intangible cultural heritage, staff sports meeting, walking series activities, etc.

- 1993年6月12日遠洋集團正式成立，每年6月12日遠洋集團都會和員工一起來慶祝自己的生日。

Sino-Ocean Group was formally established on June 12, 1993, so each year, on June 12, Sino-Ocean Group celebrates its birthday with employees.

6.12

6月12日遠洋司慶日
COMPANY ANNIVERSARY
(12 JUNE)

• 案例CASE

遠洋首屆 FAMILY DAY，奇妙「家」年華彰顯遠洋健康風採

SINO-OCEAN'S FIRST FAMILY DAY, SHOWING THE HEALTHY STYLE OF SINO-OCEAN WITH WONDERFUL "FAMILY" CARNIVAL



為了讓每個遠洋人的家人都感受到遠洋集團的人文關懷，了解自己的親人在公司的生活與工作狀態，以給予他們更多支持和鼓勵，遠洋集團特別推出「FAMILY DAY（家庭日）」活動。2020年8月21日，遠洋集團首屆 FAMILY DAY 奇妙「家」年華活動在全國 18 個城市，53 個項目共同展開；277 組家庭，近千人在遠洋各地辦公區歡聚一堂。通過打造細心有趣的活動，表達遠洋對於員工家人支持遠洋人工作的感謝。在活動現場，員工和家人還可以通過共享工作成果，加深彼此的了解，讓企業融入家庭，成為家庭的一部分。

In order to make every family member of Sino-Ocean's staff feel the humanistic concern of Sino-Ocean Group, understand their relatives' living and working status in the Company, and give them more support and encouragement, Sino-Ocean Group specially launches the FAMILY DAY. On August 21, 2020, the first FAMILY DAY of Sino-Ocean was held in 18 cities for 53 projects jointly. 277 families and nearly 1,000 people gathered together in the office areas of Sino-Ocean. Through carefully designed and interesting activities, the Group expressed its thanks to the staff and their families. Employees have sharing with their families about their work achievements which helped deepen mutual understanding, so that the enterprise could have a positive influence on families and become a part of them.

EMPLOYEE INTEREST

員工權益

我們的工會建立了完善的員工申訴機制，員工可以根據需要向工會提交申訴。2020年，遠洋工會參與調解員工勞動爭議 1 次，及時有效地聽取員工意見，參加調解工作，並出具工會法律意見。同時有效規範了遠洋工會員工爭議調解工作流程，起草並發佈《遠洋控股集團（中國）工會委員會參與協調勞動關係工作流程參與協調勞動關係工作流程》。

2020年遠洋工會嚴格履行職代會主席團會議制度，代表成員參與審議公司涉及員工權益制度 4 項制度，主席團成員表決率 100%，通過民主協商進行了修訂，制度通過率 100%。

Our Labor Union has established an improved Employee Complaint Mechanism, and employees can submit complaints to the Labor Union as needed. In 2020, the Labor Union of Sino-Ocean participated in one mediation of labor dispute, promptly and effectively listened to the opinions of employees, participated in mediation, and issued legal opinions. At the same time, the Labor Union effectively standardized the workflow of dispute mediation for the employees of Sino-Ocean, and drafted and issued the "Workflow of the Labor Union of Sino-Ocean Holdings Group (China) to Participate in Coordinating Labor Relations".

In 2020, the Labor Union of Sino-Ocean Group strictly enforced the presidium joint meeting system of the Labor Union Workers Congress, and members of the presidium participated in deliberation on 4 proposals involving staff interests. All members cast a ballot (100% voter turnout). Amendments were made through democratic consultation, with a pass rate of 100%.

健康活動 / 體貼的員工關懷

SAFETY AND HEALTH CARE TO EMPLOYEES

01 健康關懷 PHYSICAL HEALTH

- 健康生活理念的引導
GUIDE TO A HEALTHY LIFESTYLE CONCEPT
- 健康理療
FREE PHYSICAL THERAPY
- 健身房福利
FREE EMPLOYEE GYM
- 健康類講座
LECTURES ON FITNESS-RELATED TOPICS
- 體檢報告解讀
PHYSICAL CHECKUP REPORT ANALYSIS
- 各類員工健康活動
VARIOUS EMPLOYEE HEALTH ACTIVITIES
-

02 家庭關懷 FAMILIES ACTIVITIES

- 家庭日 / 親子活動
EVENTS FOR FAMILIES
- 生態藝術園遊覽
ECOLOGY PARK AND ART SHOW TOURS
- 摩比思維館求知
INTELLECTUAL DEVELOPMENT SERVICES AT MOBBY STEM CENTER
- 傳統文化館參觀
TRADITIONAL CHINESE CULTURE EXHIBITIONS
- 風箏製作
KITE CRAFTS
- 戶外採摘燒烤
ORCHARD BARBECUE
- 蛋糕 DIY
BAKERY DIY
-

03 生活關懷 LIFE CARE

- 享受供應商優惠政策
SUPPLIER DISCOUNTS
- 保險類產品團購
GROUP BUYING OF INSURANCE PRODUCTS
- 通信家電類產品優惠
TELECOMMUNICATION AND HOME APPLIANCE DISCOUNTS
- 疾病疫苗類產品優先享受
FAST-TRACK ACCESS TO NEW VACCINES
- 員工菜園
STAFF VEGETABLE GARDEN
-

04 工作關懷 HEALTHY WORKPLACE

- 一線慰問
SPECIAL THANKSGIVING EVENTS FOR FRONTLINE EMPLOYEES
- WELL 金級標準的新辦公區
WELL-CERTIFIED NEW OFFICE BUILDING
- 開放自由的空間
OPEN SPACE
- 輕鬆舒適的工作氛圍
RELAXED AND COMFORTABLE WORKING ATMOSPHERE
- 共享透明的工作理念
SHARING TRANSPARENT WORK PHILOSOPHY
-

SAFETY AND HEALTH

遠洋不僅提倡「建築·健康」，也關注員工健康與安全，集團遵循國家在員工健康與安全方面的法律法規包括《中華人民共和國勞動法》《勞動合同實施條例》《工傷保險條例》《女職工勞動保護規定》《中華人民共和國職業病防治法》等。2020年，我們編制了《遠洋集團職業健康與安全政策》，覆蓋集團各單位、供應商及承包商。

Sino-Ocean is not a pioneer of "Building-Health" only, and also cares about the safety and health of employees by complying with national laws and regulations concerning the safety and health of employees, including the "Labor Law of the People's Republic of China", "Regulations on the Implementation of Employment Contracts", "Regulations on Work-Related Injury Insurance", "Regulations on the Labor Protection of Women Workers", "The Law of the People's Republic of China on Prevention and Control of Occupational Diseases". In 2020, we prepared "Sino-Ocean Group Policy on Occupational Health and Safety", which covers all business units, suppliers and contractors of the Group.

EMPLOYEE WELL-BEING 員工健康

集團提倡人文健康與工作生活平衡。除了一直以來舉辦的豐富活動，使員工勞逸結合，快樂工作之外，本年度還更多地通過健康相關的專項活動提升員工的身體狀況。而業餘時間，集團也組織和鼓勵員工參與大量運動和公益活動，讓員工身體力行地為自己的身體和社會加油，提升員工的身心健康。

每年的4月22日是屬於遠洋人自己的節日——「遠洋健康日」，我們為地球日賦予新的內涵，倡導積極、健康、環保的生活方式。自2017年起，「遠洋益跑」已經連續四年成為遠洋集團聯結內外部受眾的遠洋品牌活動，旨在推動內外部受眾對「健康」品牌形象認知再上新台階，助力員工、工作開展。此項活動將長期舉辦，打造成為遠洋專屬的運動IP。

集團以員工身心健康為空間環境設計的核心，提供安全健康的職場環境，設置閱讀、休息、健身、瑜伽、冥想、眺望、母嬰室、跑步坡道等多功能區，配置符合人體工程學的辦公桌椅、跑步機辦公桌等。

The Group promotes personal well-being to help maintain work-life balance. In addition to a diverse range of employee events aimed at making work at Sino-Ocean more enjoyable, we organized health-themed activities to improve the overall employee well-being. Furthermore, employees are encouraged to take part in sports and charitable activities during leisure time, contributing to their own physical and mental health as well as the well-being of the community.

April 22 is the "Sino-Ocean Health Day," a new way of celebrating Earth Day that promotes positive, healthy and eco-friendly lifestyles. The "Ocean Marathon" has been held in the past four years since 2017 as a branding event that connects internal and external audiences, raising the public's perception of the Company as a health brand while facilitating HR operations. "Ocean Marathon" will be hosted on a long-term basis to forge a corporate identity among athletics lovers.

The Group takes the physical and mental health of employees as the key purpose of workspace environment design, provides a safe and healthy workplace environment, sets up reading rooms, rest rooms, fitness rooms, yoga rooms, meditation rooms, viewing rooms, nursing room, running ramps and other multi-functional areas, and provides ergonomic office tables, chairs, treadmills, desks and so on for its employees.



繼2019年遠洋集團總部新辦公區獲得亞洲最大鉑金級 WELL 認證之後，2020年6月，遠洋集團又一辦公室項目獲得 WELL 銀級認證。項目以過往遠洋健康項目落地經驗積累與沉澱進行設計改造、運行管理及局部優化與提升，並在此基礎之上進行全新的嘗試與探索，是一次關注員工健康體驗、提升員工健康水平的「建築技術與措施創新型實驗」。改造通過提升室內空氣品質、選配飲水機和飲水點空間佈置、構成綠植牆等，營造出支持健康精神狀態的工作氣氛，對員工的心理和生理健康都有顯著的積極影響。

在改善員工工作環境的同時，集團同樣關注員工的身體健康，為提升員工的健康質量。2020年度，健康體檢覆蓋率100%。在煥新後的遠洋總部辦公區內，特設「中醫理療小屋」，並提供理療設備，定期邀請中醫理療師為員工提供按摩理療，幫助員工放鬆身心，提升員工滿意度。在新辦公區中，「員工菜園」中的無土栽培蔬菜深受員工好評，員工既可以在綠意盎然中見證成長和健康，也可以享用到新鮮的有機時蔬。

集團不僅為員工打造健康舒適的辦公環境，並且提供強有力、有溫度的後勤保障。特別是在今年疫情爆發初期，本集團特設立「遠洋工會抗擊新冠疫情專項慰問金」，用於支持各單位採購員工使用的口罩、消毒液、防護衣等防護用品，以及其他慰問品，有效保障了員工特別是一線員工的身體健康，也確保了復工復產的有序開展。

After the office area of the headquarters of Sino-Ocean Group was certified for WELL Platinum, the highest in Asia in 2019, another office project of Sino-Ocean Group also was certified for WELL Silver in June 2020. With the experience in the development of Sino-Ocean's health projects in the past, the Group carried out the design transformation, operation management and local optimization and promotion, and on this basis, it made a new attempt and exploration for the project. The project is an "innovative experiment of building technology and measures" to focus on employee health experience and improve their health. Through improving indoor air quality, selecting water dispenser and drinking water point space arrangement, forming green planting wall and so on, the transformation creates a working atmosphere beneficial to a positive mental state, which has a significant positive influence on the psychological and physical health of employees.

While improving staff working environment, the Group also cares about the body health of employees in order to improve their health quality. In 2020, all staff received physical examination. In the upgraded headquarters office area, the Group sets up a special "TCM Physiotherapy Cabin", and provides physiotherapy equipment, regularly invites TCM physiotherapists to provide massage physiotherapy for employees to help them relax physically and mentally and increase the employee satisfaction. In the new office area, vegetables cultivated in soilless environment in the "Employee Vegetable Garden" are favored by employees because they can take part in the healthy activity and enjoy fresh organic vegetables.

The Group not only creates a healthy and comfortable office environment for employees, but also provides strong and warm logistics for them. Especially in the early stage of the outbreak of COVID-19, the Group specially set up "Sino-Ocean Labor Union's Special Relief Fund to Fight against COVID-19" for all units to purchase masks, disinfectant, protective clothing and other protective equipment for employees. At the same time, the Group provided other condolence articles. This effectively ensured the health of employees, especially front-line employees, and ensured the orderly resumption of work of the Group.

遠洋集團堅持「安全第一、預防為主、綜合治理」的方針，本着「責任清晰、監督有力」的原則，建立了完善的安全管理制度體系，按照《遠洋集團職業健康和安全管理政策》進行安全管理，覆蓋集團各業務單元、員工、客戶、供應商、合作伙伴等相關方的健康與安全，為日常安全監管提供了有力支撐，為人員安全提供有效保障。遠洋集團安全委員會（簡稱「安委會」）為負責集團安全管理的非常設機構，安委會主要任務是在集團總裁的領導下，貫徹國家安全管理法律法規和行業標準、規範，研究安全工作中的重大舉措，協調、解決安全管理中的重大問題，指導全集團的安全工作，針對安全管理中帶有普遍性和傾向性的問題提出指導性意見，實現對所有業務單位安全管理全覆蓋。安委會主任由集團主管安全工作的高管擔任，安委會委員由各事業部及安委會其他成員單位安全主管高管擔任。安委會全體會議根據內部安全形勢及業務發展需要不定期召開。

Following the principles of "prioritization of safety and integrated safety control focusing on hazard prevention" and "clear division of responsibilities and effective supervision", Sino-Ocean Group has developed a comprehensive safety management system and conduct safety management according to the "Sino-Ocean Group Policy on Occupational Health and Safety Management", covering all business units, employees, customers, suppliers and partners. Thereby, we provide strong foundation for daily safety supervision and management, and effective safety protection for all personnel. Sino-Ocean Group Safety Committee (referred to as "the Safety Committee") is a non-permanent safety management organization of Sino-Ocean Group. The Safety Committee is responsible for the Group's Health & Safety strategy and performance and its main tasks are to implement national laws and regulations for work safety administration as well as related industry standards and rules under the leadership of the Group's president, study major measures in relation to work safety, coordinate and resolve major issues in safety management, guide the safety management of the Group, and provide directive opinion for the universal and ordinary issues in relation to safety management. The chairman of the Safety Committee is the senior executive in charge of work safety of the Group. The members of the Safety Committee comprised of senior executives in charge of safety management in the various business units and other divisions under the Safety Committee. The plenary meetings of the Safety Committee are held on a regular basis according to the internal safety situation and business development needs.

SAFETY INSPECTIONS 安全檢查

依據《遠洋集團項目安全檢查工作指引》，集團安委會統一組織集團層面安全檢查，包括定期檢查、突擊檢查和專項檢查三種形式，全方位保障集團整體安全形勢持續穩定及人員安全。其中，開發業務重點項目實行季度覆蓋；商寫、物流、養老運營項目均作為重點項目，實行年度全覆蓋檢查；住宅物業重難點項目進行針對性檢查。同時，每季度組織第三方過程評估對所有在施開發項目安全管理進行量化評價；每半年對風險較大起重設備進行第三方全覆蓋檢測；每半年對存在較大風險的大型設備進行第三方全覆蓋檢測；結合項目進度及生產經營節奏不定期開展地下結構專項評估；及時全面地識別項目實施風險，針對重、難點問題與項目進行專項溝通，提出預警與合理化建議。

In accordance with the "Guidelines of Sino-Ocean Group for Project Safety Inspection", the Safety Committee of the Group organizes the safety inspection at the Group level in a unified manner, including regular inspection, surprise inspection and special inspection, to fully guarantee the continued stability of the overall safety of the Group and the safety of personnel. Among the measures we took, we conducted quarterly check on the key projects of development business, regular check on key projects of commercial, office, logistics and pension operations in the whole year, and targeted examinations on the key or difficult projects of residential property. At the same time, the third-party process assessment has been organized every quarter to quantify the safety management of all the project under construction; the third-party detection has been performed on the all lifting equipment with higher risks every six months; third-party full-coverage testing of large equipment with large risks will be conducted every six months; special evaluation of underground structures will be carried out from time to time according to the project schedule and the production and operation timeline; the Group will carry out timely and comprehensive identification of project implementation risks, conduct specific communication with the project about major and difficult issues, and give early warnings and rationalization suggestions.

TARGETS OF SAFETY CONSTRUCTION 安全施工目標



2025 年目標：
年度百萬平米事故率持續控制在 0.1 以下；

Target for 2025:
To control the annual accident rate per million square meters below 0.1;

2035 年目標：
杜絕發生因工死亡事故，年度百萬平米事故率降低至零。

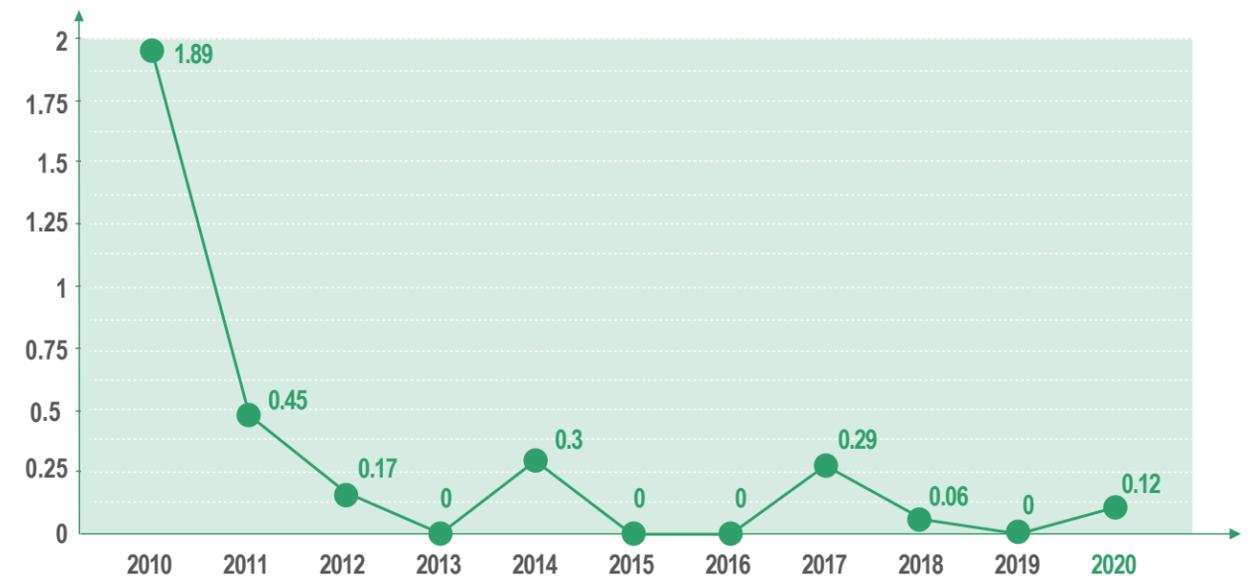
Target for 2035:
To put an end to industrial deaths, with the annual accident rate per million square meters reduced to zero.

2020 年，集團範圍內未發生較大及以上級別生產安全事故²²；百萬平米事故率²³持續處於行業低位，體系運行平穩，安全風險整體可控。

In 2020, there were no major or material production safety accidents²² in the Group; the accident rate per 1 million square meters²³ maintained lower level in the industry, the operation system was in good order, and safety risks were under control.

- 2020 年集團層面安全檢查合格率（≥80 分）100%；
2020 safety inspection pass rate at the Group level (≥80) was 100%;
- 百萬平米事故率 0.12；
Accident rate per 1 million square meters: 0.12;
- 集團 2020 年員工死亡人數為 0；集團連續三年員工死亡人數均為 0，比例為 0；
In 2020, the number of the deaths of the Group was 0; the number of the deaths of the Group has been 0 and the death rate has been 0 successively for 3 years.
- 工傷人數 1 人，工傷損失工作天數為 0 個工作日。
1 work-related injuries, and 0 working day lost due to work-related injuries.
- 因工傷導致的缺勤率為 0。
The absence rate due to work-related injuries was 0.

歷年百萬平米事故率統計
ACCIDENT RATE PER 1 MILLION SQUARE METERS



22. 較大及以上安全事故指造成 3 人及以上死亡，或者 10 人及以上重傷，或者 1000 萬元及以上直接經濟損失的事故。

22. An accident at major level and above refers to an accident that causes 3 or more deaths, or 10 or more serious injuries, or RMB10 million or more direct economic losses.

23. 百萬平米事故率 = 事故數量 / (年開復工面積 / 1,000,000)。

23. Accident rate per million square meters = Number of accidents / (annual area of commencement or resumption / 1,000,000).

MANAGEMENT AND CONTROL OF MAJOR SAFETY RISKS 重大安全風險管控



根據行業安全生產形勢和所屬各業務項目特點，及時、準確識別各業態安全事故風險，組織開展階段性主題活動 3 次；通過內網、郵件發佈動態風險識別及事故預警預控相關通知 18 次，通過集團安全工作群發佈 14 次。

對集團範圍內各開發項目重大安全風險進行充分識別，對開發項目全年涉及的 571 項危大工程、142 項超危大工程進行清單式管理；協同各事業部積極參與項目重大方案三方會審及超危大工程專家論證；督促項目依據方案或規範要求定期開展實施過程風險評估並明確評估結果，針對主要風險逐項制定並落實控制措施。

According to the situation of work safety in the industry and the characteristics of each business project, we promptly and accurately identified the risk of safety accidents in each business form, organized and carried out three periodic thematic activities, issued 18 relevant notices of dynamic risk identification and accident early warning and pre-control through intranet and email, and issued 14 notices through the safety work messaging group of the Group.

We fully identified the major safety risks of each development project in the Group, and carried out list management for 571 dangerous items and 142 super dangerous items involved in the development projects throughout the year. We cooperated with various business divisions to actively participate in the tripartite review of major project plans and expert demonstrations of ultra-hazardous projects; supervised and urged the project to regularly carry out risk assessments during the implementation process and clarify the assessment results according to the plan or specification requirements, and formulated and implemented control measures for major risks.

SAFETY CONSTRUCTION 安全施工



在集團的安全應急管理機制下，制定有《安全事故應急救援預案》，建立「集團—事業部/專業公司—項目」三級應急管理體系，每一層級均成立事故應急救援領導小組，明確各部門及人員的應急管理職責。執行事故應急分級響應機制，定期組織應急預案培訓及演練，演練結束後及時對應急預案的合理性進行評審，針對暴露的問題和不足，對預案進行調整和完善。遠洋建設已取得 ISO45001 標準的職業健康安全管理體系認證。

The Group has released the "Safety Accident Emergency Aid Program". A three-level emergency management system of "Group-Department/Professional Company-Project" has been established. Each level is required to set up an emergency rescue team and the emergency management responsibilities of each department and personnel are clearly defined. We implement the emergency response mechanism, regularly organize emergency preplan training and drills. After the drill, we will review the rationality of the emergency preplan in time. In view of the exposed problems and shortcomings, we will adjust and improve the preplan. Sino-Ocean Construction has passed the Occupational Health and Safety Management System Certification of ISO45001.

SAFETY EDUCATION AND TRAINING 安全教育與培訓



遠洋組織全員參與《中華人民共和國建築法》《中華人民共和國安全生產法》《建設工程安全生產管理條例》等國家安全管理相關法律法規宣貫、學習，強化各級管理人員安全意識，提升安全管理水平。2020 年，為實現精準賦能，結合各業務單位特點和實際問題，以運營及住宅物業業務冬季消防安全管理、開發項目開復工安全保障、安全生產月等為契機，共建共享、創新形式，共組織 14 次專題培訓、615 次安全消防演練活動；建立「遠洋學院」安全管理視頻培訓資源庫，分業態、分類別梳理 28 項優質培訓資源並不斷完善，為業務靈活開展針對性賦能提供前置條件；組織開發項目參建各方，包括總包單位、分包單位等的安全關鍵崗位人員 773 人基礎能力測評助力各業務單元及項目一線專業管理能力快速提升。本年度新項目安全教育與培訓覆蓋率為 100%，職業安全健康培訓總時長約為 5,400 小時。

職業安全健康培訓總時長（小時）
Total training hours of occupational
safety and health (hours)

5,400

Sino-Ocean arranges all the employees to participate in the publicity and study of the applicable national laws and regulations in respect of safety management, such as the "Construction Law of the People's Republic of China", the "Law of the People's Republic of China on Work Safety", and the "Regulations on the Administration of the Work Safety of Construction Projects" etc., so as to strengthen the safety awareness of the officers at all levels and enhance safety management. In 2020, for precision empowerment, on basis of the characteristics of each business unit and practical problems, by virtue of the operation and fire safety management of residential properties, the safety assurance for the work resumption of the development projects, work safety month, etc., we established a shared innovative form of safety education and we organized a total of 14 special trainings and 615 fire safety exercise activities. We set up a "Ocean College" safety management video training resource base and sorted out 28 quality training resources and improved them, providing preconditions to enable flexible business development. We organized basic ability evaluation for 773 key personnel from the parties participating in the development projects, including contractors and sub-contractors, in order to help each business unit and front-line officers quickly improve their professional management ability. For 2020, the new project safety education and training coverage reached 100% and the total training hours of occupational safety and health training was approximately 5,400 hours.

發展培訓

DEVELOPMENT AND TRAINING

ORGANIZATIONAL DEVELOPMENT 組織發展

公司的學習發展工作以「721」人才培養模型為基礎，結合以「賽」、「帶」、「訓」的方式，為業務職能提供經過系統培養並富有奮鬥進取精神的優秀人才。公司堅持各級「匯報人」是員工培養的第一責任人的理念，由「匯報人」結合日常工作對員工進行輔導反饋，並結合人才發展工具制定及落實學習培養計劃，推動員工成長。此外，為加強跨層級交流，遠洋還設置了導師計劃。除一線物業、銷售人員外，其餘定期接受績效和職業發展考核的員工達 100%。集團員工晉升、績效管理都嚴格按照制度《職級管理標準》《遠洋集團績效管理辦法》進行。

遠洋在組織建設與人才培養上，始終注重組織的自我完善及人才的全面發展。區別於過去矩陣式的人才管理方式，遠洋內部提出了人才池的概念，推動平台化的人力資源管理模式。使得人員使用更加靈活，實現人員在集團範圍內的選配；人員使用有「章」可循；更關注人才培養和發展。

Staff education and career development are carried out based on the "721" training model, combining "competition" with "coaching" activities, with the aim of ensuring a reliable supply of systematically trained and aspiring professionals for all business units. "Reporters" at various levels are held directly responsible for training of their team members. They provide on-the-job training and feedback and facilitate career development among employees by devising and implementing education and training plans with the assistance of HR management tools. In addition, in order to strengthen cross-level communication, Sino-Ocean also set up a mentor program. Except for frontline property management and sales staff members, regular performance and career development appraisal has been conducted for all other employees. The promotion and performance management of the Group employees are strictly carried out in accordance with the rules: "Position Grade Management Standards" and "Performance Management Measures of Sino-Ocean Group".

In organizational construction and talent training, we always pay attention to the self-improvement of the organization and the overall development of talents. Different from the past matrix talent management, we put forward the concept of talent pool and promote the platform human resource management model. This makes the use of personnel more flexible so as to achieve the selection of personnel within the Group and formal use of personnel use. In addition, we also pay more attention to talent training and development.

TRAINING ENABLING 培訓賦能

我們制定《遠洋集團人才發展體系管理辦法》《遠洋集團學習發展管理工作指引》，明確規定了集團所建立的員工培訓體系，包括各級培訓主管部門工作職責、範圍，培訓主要形式、內容。

遠洋內部針對人才培養有完善的機制配套。從 2019 年起，公司重新升級了「遠洋學院」的線上系統，並要求各專業以線上線下相結合的方式開發課程。2020 年，遠洋設置了一些分層分類的培訓項目，包含培養管培生的探海者計劃、揚帆生計劃，培養其他關鍵崗位人才的賦能計劃、護航計劃、蓄勢成長計劃、遠航計劃、領航計劃等諸多人才發展項目，以及啓航訓練營、四點鐘課堂、案例說、匠心講堂等品牌學習項目。

We formulated "Management Measures for Talent Development System of Sino-Ocean Group" and "The Guidelines for Learning and Talent Development Management of Sino-Ocean Group", which clearly stipulate the employee training system of the Group containing the duties and scope of the training divisions at all levels, and the main form and content of training.

Sino-Ocean has its own sound talent training mechanism. Since 2019, we have upgraded the online system of "Ocean College" and required all disciplines to develop courses in a combination of online and offline. In 2020, we set up a number of stratified training programs, including the Sea Explorer Program and the Sailing Program to cultivate management trainees, the Enabling Program, the Escort Program, the Growth Program, the Long Voyage Program and the Pilot Program to cultivate other key personnel and many other talent development programs, as well as the Sailing Training Camp, Four O'clock Class, Case Theory, Craftsmanship Lecture Hall and other brand learning programs.





遠洋集團針對中高管設有多個人才發展項目，如遠航計劃、領航計劃，同時也註重派出高管參與各類高級別學習活動。其中，針對項目總的「遠航計劃」，在半年內，每個月抽三天，以集團高管、各職能負責人與外部聘請講師相結合的形式，為項目總做全面培訓，結合行動學習與心得分享，切實提升項目總的領導力。

集團 2020 年全年培訓課程 1,537 課，總學時 394,601 小時，人均學時 28.78 小時。女性員工人均學時 28.79 小時，男性員工培訓總時長 28.77 小時，中基層員工人均學時 28.24 小時，高層員工人均學時 74 小時，高管及員工受訓比例均為 100%。培訓類別主要包括：新員工入職培訓、管培生訓練營、專業類培訓、管理類培訓、高管深造類學習等。

集團還針對重點培訓項目進行培訓考核評估和學員滿意度調查。例如 2020 年開展的五期戰略測試、新員工入職培訓考試等，啟航訓練營學院整體評價 9.47 分。

整體評分 OVERALL SCORE

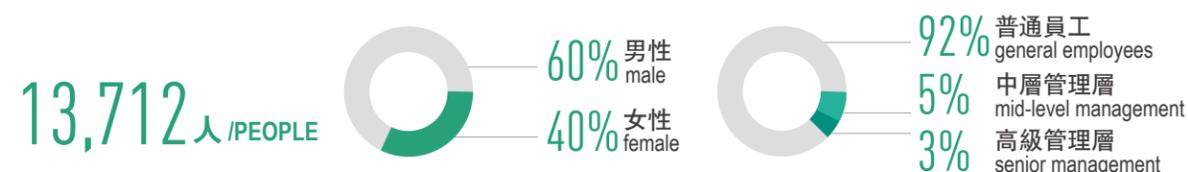
9.47 分 / SCORES

We also have a number of talent development programs for mid and senior level staffs, such as the Long Voyage Program, the Pilot Program, but also focus on sending senior management to participate in various high-level learning activities. Among them, for the Long Voyage Program for each project, and each half a year, we invite the Group's senior management officers, persons-in-charge of respective functions and external lecturers to provide comprehensive training for three days a month. Through theory learning and experience sharing, the trainees can effectively improve their overall leadership in their projects.

In 2020, the Group conducted 1,537 courses of training throughout the entire year, with a total of 394,601 hours, and an average of 28.78 study hours per person. Female employees averaged 28.79 hours, male employees averaged 28.77 hours, mid-level employees averaged 28.24 hours, and senior management employees averaged 74 hours. 100% of senior management and employees have received training. The training categories mainly include: induction training for new employees; management trainee training camp; professional training; management training; and senior executive education.

The Group also carries out training appraisal and the student satisfaction survey for the key training programs, including the test of fifth-phase strategy and induction training examination in 2020. The Sailing Training Camp College got a score of 9.47 in the overall evaluation.

員工培訓總人數 (人) TOTAL NUMBER OF EMPLOYEES ATTENDING THE TRAINING



員工培訓比例 (%) Employee training rate (%)	100%	女性員工培訓總時長 (小時) Total training hours of female employees	157,840
員工培訓課程總數量 (課) Total training courses of employees	1,537	高級管理層培訓總時長 (小時) Total training hours of senior management	11,838
員工培訓總時長 (小時) Total training hours of employees (hours)	394,601	中層管理層培訓總時長 (小時) Total training hours of mid-level management	19,730
男性員工培訓總時長 (小時) Total training hours of male employees	236,761	普通員工培訓總時長 (小時) Total training hours of general employees	363,033

本年度按主題開展的培訓 TRAINING CONDUCTED ON THEMES DURING THE YEAR

促進僱員遵守競爭立法和公平競爭意識培訓總時長 (小時) Total training hours on enhancing the awareness of employees on compliance with competition laws and fair competition (hours)	10,000	參與僱員比例 (%) Employee training rate (%)	100%
職業健康與安全培訓總時長 (小時) Total training hours on occupational health and safety (hours)	5,400		
可持續發展培訓總時長 (小時) Total training hours on sustainable development (hours)	1,950		

CULTIVATE PROFESSIONAL R&D TEAM 培養專業研發團隊

遠洋專門成立研究院、健康建築研發中心，中心涵蓋建築、精裝、設備、景觀、工程等全專業人員，是探索實踐建築健康的研究型技術團隊。遠洋集團也是中國擁有 WELL AP²⁴ 數量最多的企業，截至目前，擁有近 160 位 WELL AP，約占全球 WELL AP 的 3%，在中國健康建築人才儲備方面保持領先。

Sino-Ocean has established a special research institute and Health Building R&D Center for the personnel for architecture, fine decoration, equipment, landscape, engineering, etc. These personnel constitute a technical R&D team to explore and fulfill the healthy buildings. Sino-Ocean Group is also an enterprise in China with the largest number of WELL APs²⁴. So far, there are nearly 160 WELL APs, in Sino-Ocean accounting for about 3% of the total of the world and keeping ahead in China in terms of health construction talent reserves.

24. WELL AP 考試是採用 GBCI 嚴格測試程序而開發出來的，它是基於從事建築、設計、健康與福祉領域的先鋒從業者、學術研究人員和醫生的專業知識考試。考試目的是為了測試考生對 WELL 建築標準的原則、實踐和應用的理解，獲得證書的目的是對 WELL 建築標準學習的理解，能夠將標準更好的應用於工作實踐。

24. The WELL AP exam was developed using GBCI rigorous test procedures. It is based on the professional knowledge examination of pioneer practitioners, academic researchers and physicians engaged in architecture, design, health and well-being. The purpose of the exam is to test the examinee's understanding of the principle, practice and application of the WELL Building Standard. The purpose of obtaining the certificate is to understand the learning of the WELL Building Standard and to be able to apply the standard better to work and practice.

遠洋集團長期關注並支持所運營社區及更廣泛區域的發展，努力以「建築·健康」理念倡導下轄事業部、公司，支持周邊社區、鄉村、城市實現美好生活，以遠洋之帆公益基金會（「遠洋之帆」）為社會責任履行平台，協同各利益相關方共同從7個主要社會影響角度為社區和城市相應的可持續發展目標助力。

Sino-Ocean Group has paid attention to and supported the development of the community and the wider region for long time, and it has made great efforts to promote the departments and sub-companies to support the surrounding communities, villages and cities to achieve a better life under the concept of "Building-Health". Taking Beijing Sino-Ocean Charity Foundation ("Sino-Ocean Foundation") as the platform for fulfilling social responsibility, the Group works with various stakeholders to help the community and the city to achieve the corresponding sustainable development goals from seven major social impact aspects.

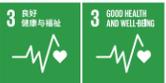


凝愛心 共益健康社會

CONTRIBUTE TO A HEALTHY SOCIETY WITH LOVE

第五部份
FIFTH PART

HEALTHY SOCIETY

社會影響角度 SOCIAL IMPACTS	具體項目 EVENTS/CAMPAIGNS	對應 SDGs CORRESPONDING SDGs
推動城市更新 PROMOTING URBAN REVITALIZATION	<p>成都遠洋太古里、武漢歸元寺、武漢賀家墩、深圳遠洋新幹線、深圳遠洋新天地、深圳遠洋濱海大廈、深圳遠洋天著等項目：進行拆除重建、有機更新、綜合整治三種模式的靈活選擇</p> <p>Sino-Ocean Taikoo Li Chengdu, Wuhan Guiyuan Temple, Wuhan Hejiadun, Shenzhen Ocean Express, Shenzhen Ocean New World, Shenzhen Ocean Binhai Building, Shenzhen Ocean Tianzhu and other projects flexible choices from: demolition and reconstruction, organic renewal, comprehensive renovation</p>	<p>11. 可持續城市和社區 11. Sustainable Cities And Communities</p> 
助力鄉村振興 SUPPORTING RURAL REVITALIZATION	<p>鄉村扶貧賦能：探索「農業 + 教育」「農業 + 旅遊」「農業 + 文化」等多產業融合發展模式；為村民進行培訓，提供就業機會</p> <p>Rural poverty alleviation and empowerment: exploring multi-industry integrated development models such as "agriculture + education", "agriculture + tourism" and "agriculture + culture"; conducting training for villagers and offering job opportunities</p>	<p>1. 消除貧困 1. No Poverty</p>  <p>3. 良好健康與福祉 3. Good Health & Well-being</p> 
	<p>鄉村扶貧旅遊：攜手工行資助鄉村扶貧旅遊示範點</p> <p>Rural poverty alleviation tourism: work with ICBC to fund rural poverty alleviation tourism demonstration sites</p>	<p>10. 減少不平等 10. Reduced Inequalities</p> 
智慧城市建設 CONSTRUCTION OF SMART CITY	<p>智慧城市新基建：打造大數據產業園</p> <p>New infrastructure of smart city: build a big data industrial park</p>	<p>11. 可持續城市和社區 11. Sustainable Cities And Communities</p> 
社區文化藝術 COMMUNITY CULTURE AND ART	<p>CBD 公共文化發展：文化藝術與建築空間、城市空間的有機融合</p> <p>Development of CBD public culture: the organic integration of culture with architectural space and urban space</p>	<p>11. 可持續城市和社區 11. Sustainable Cities And Communities</p> 
綠色健康社區 GREEN HEALTHY COMMUNITY	<p>健康(環保)公益項目：建築健康(城市/鄉村)基金，遠洋益跑</p> <p>Health (Environmental Protection) Public Welfare Project: Healthy Building (Urban / Rural) Fund, Ocean Marathon</p>	<p>1. 消除貧困 1. No Poverty</p>  <p>3. 良好健康與福祉 3. Good Health & Well-being</p> 
	<p>參與城市可持續建設、常態化運營社區公益、「老社區 新綠色 健康+」項目</p> <p>Engaging in sustainable urban construction, normal operation of community public welfare, "Greener Old Community, Healthier Life" project</p>	<p>11. 可持續城市和社區 11. Sustainable Cities And Communities</p> 

社會影響角度 SOCIAL IMPACTS	具體項目 EVENTS/CAMPAIGNS	對應 SDGs CORRESPONDING SDGs
教育助學 EDUCATION & SPONSORSHIP	<p>小夥伴成長計劃、愛唱響民族文化傳承、小公民創新公益項目、全國大學生社會實踐</p> <p>Little Partners Education Sponsorship Scheme, Singing for Love Ethnic Cultural Heritage Performance Fund, Young Citizen Innovation Public Welfare Project and Students-in-Action Awards</p>	<p>4. 優質教育 4. Quality Education</p>  <p>10. 減少不平等 10. Reduced Inequalities</p> 
長者關懷 CARING FOR VETERANS	<p>中國脊梁健康支持計劃</p> <p>China Backbone Health Care Plan</p>	<p>3. 良好健康與福祉 3. Good Health & Well-being</p> 

助力社區發展

BOOSTING COMMUNITY DEVELOPMENT

我們在《遠洋集團社會管理政策》的引導和要求下，支持當地社區建設，推動社區和城市的可持續發展。遠洋通過社區風險評估和社區共融，減少對社區的負面影響，致力於打造和諧宜居、多元共融、具文化特色與創新活力的社區，促進社區共榮與協同發展。

Under the guidance and request of the "Sino-Ocean Group Policy on Social Management", we support the construction of local communities and promote the sustainable development of communities and cities. We reduce the negative influence on the community through community risk assessment and community integration. We are committed to building a harmonious and livable, diverse and inclusive community with cultural characteristics and innovative vitality to promote community co-prosperity and coordinated development.

PROMOTING URBAN REVITALIZATION 推動城市更新

遠洋集團積極佈局城市更新領域，在諸多城市更新項目的落地實踐中，遠洋根據城市更新項目的不同，進行拆除重建、有機更新、綜合整治三種模式的靈活選擇，遵循城市有機體內在的發展邏輯和規律，循序漸進地推動着城市更新與發展，促進人與建築、城市的有機成長，實現整體環境的健康發展，為城市注入更多活力。本年，遠洋集團榮獲「2020 年度城市更新傑出運營商」稱號。

Sino-Ocean Group actively arranges for the field of urban revitalization. In the implementation of many urban revitalization projects, according to the different urban revitalization projects, the Group flexibly chooses demolition and reconstruction, organic renewal, comprehensive renovation. The Group follows the logic and law of the development of urban organic bodies, promotes the renewal and development of the city step by step, promotes the organic growth of people, architecture and city, realizes the healthy development of the whole environment, and infuses more vitality into the city. In 2020, Sino-Ocean Group won the title of "2020 Outstanding Operator of Urban Renewal".

· 案例 CASE

推動城市更新，創造更加健康、可持續的社區生活環境

PROMOTE URBAN REVITALIZATION AND CREATE A HEALTHIER AND MORE SUSTAINABLE COMMUNITY LIVING ENVIRONMENT



武漢，是一座歷史悠久的城市，也因着長期以來的發展和演變，如今留有許多城中村，賀家墩就是其中之一。賀家墩破敗感較嚴重，居住密度高、生活設施簡陋，社會治安隱患突出，同時有大量原住民的就業問題需要安置解決。在此基礎條件下，遠洋集團關注到當地居民和社區的需要，通過打造集住宅、酒店和商業於一體的大型綜合體——武漢遠洋心漢口項目。遠洋幫助 1,500 逾戶原住民拆遷安置，並引入世界 TOP5 酒店集團——溫德姆旗下五星級商旅度假酒店——溫德姆花園酒店，協助賀家墩村集體代建星級酒店，整合創新，支持村集體產業發展。項目為當地居民提供了多元化的就業發展機會，就業崗位增加 374 個，村民月收入增長約 2,800 元，帶來了人居生活品質的提升改善。憑借對當地社區的突出貢獻，武漢遠洋心漢口項目入選「2020 年度十大城市更新典範案例」。

Wuhan is a city with a long history, but also because of the long-term development and evolution, now there are many villages in the city, and Hejiadun is one of them. Hejiadun was seriously dilapidated and it featured high living density, simple living facilities, prominent hidden danger of social security; and at the same time, there were a large number of aboriginal employment problems to be settled. Based on this, Sino-Ocean Group paid attention to the needs of local residents and communities, and built Wuhan Ocean Heart Hankou Project, a large complex of residence, hotel and commerce. The Group helped more than 1,500 aboriginal households with relocation, and introduced the 5-star Wyndham Garden Hotel under Wyndham Group, a World TOP5 hotel group. The Group also assisted Hejiadun Village to establish star-level collective hotels and integrate innovation, supported the development of the collective industry of the village. The project provides a diversified employment development opportunity for local residents. The number of jobs provided by the project has increased by 374, and the monthly income of villagers has increased by about RMB2,800, greatly improving their living quality. With the outstanding contribution to the local community, Wuhan Ocean Heart Hankou Project was selected as "2020 Top10 Urban Renewal Model Case".

拆遷安置原住民 RELOCATION

1,500 逾戶 / HOUSEHOLDS

村民月收入增長 VILLAGERS' MONTHLY INCOME INCREASED

2,800 元 / RMB

SUPPORTING RURAL REVITALIZATION 助力鄉村振興

隨着黨的十九大提出實施「鄉村振興戰略」，中國農業現代化的發展正在進入大發展的時期，遠洋集團着眼於國家「鄉村振興戰略」、企業「產業協同主業戰略」，願意發揮自身在項目建設、資本運作、成果轉化、市場運營等方面的機制優勢，與科研單位和相關企業一道，發揮各自優勢，相互支持，攜手共進，盡快形成現代農業的產業化和商業化，最終實現農業科研成果向市場的轉化。

With the "Rural Revitalization Strategy" proposed at the 19th National Congress of the Communist Party of China, the development of China's agricultural modernization is entering a period of great development. Focusing on the country's "Rural Revitalization Strategy" and the Company's "Industrial and Principal Business Coordination Strategy" and leveraging its strengths in project construction, capital operation, achievement transformation and market operation, Sino-Ocean Group worked with scientific research units and relevant enterprises to exert their respective advantages and support each other to realize the industrialization and commercialization of modern agriculture as early as possible, and finally put agricultural research result into market.

ENABLING RURAL REVITALIZATION WHILE VILLAGERS' INCOMES DOUBLED

鄉村振興賦能，村民收入翻倍

在四區規劃定位下，遠洋集團以產業導入和生態保護為支點，從生態、生產、生活三個方面，融合美麗鄉村、田園綜合體的發展思路，努力將大茅區域打造成為產業興旺、生態宜居、鄉風文明、治理有效、生活富裕的樣板項目。



大茅遠洋生態村以「企業 + 農戶 + 合作社」的模式，相繼成立百香果、龍眼、芒果種植合作社、火龍果共享種植園等，向農戶輸出優質種苗和技能培訓，並保底包銷，促進農業產業發展並保障農戶收入；2020 年通過租賃村民四荒地，引進合作方共同建設房車露營地，並招聘村民在房車營地工作，讓村民獲得土地租金、工作報酬及房車運營的收益分成。

截至 2020 年底，大茅遠洋生態村及合作方商家已累計為在地村民、返鄉大學生提供 200 多個就業崗位。2020 年人均收入近 18,000 元，較 2017 年人均收入翻倍。

Guided by the Four-areas planning, Sino-Ocean Group takes industrial introduction and ecological protection as the fulcrum. From the three aspects of ecology, production and life, Sino-Ocean Group integrates the concept of beautiful village and countryside garden into its development, and strives to develop the Damao area into a model project with thriving industry and livable ecology, civilized custom, effective governance and wealthy life.

In the model of "enterprises + farmers + cooperative", Damao Ocean Ecological Village has set up granadilla, longan and mango planting cooperatives, pitaya sharing plantation, etc., and has provided high-quality seedlings and skill training for farmers, and guarantees the sales of the fruits, promoting the development of agricultural industry and ensuring farmers' incomes. In 2020, by leasing villagers' wastelands, the Group introduced working partners to jointly build RV campsites and recruit villagers to work in RV camps, so that villagers can get land rent, work compensation and share of proceeds from RV operation.

By the end of 2020, Damao Ocean Ecological Village and cooperating business partners had provided more than 200 jobs for local villagers and returning college students. The per capita income of Damao Village of 2020 was nearly RMB18,000, doubling that of 2017.

TARGETED POVERTY ALLEVIATE, WORK WITH ICBC TO FUND THE DEVELOPMENT OF RURAL TOURISM

精準扶貧，攜手工行資助鄉村旅游建設



由於疫情原因，開展「雲」捐贈儀式
DUE TO THE EPIDEMIC, WE CARRIED OUT A DONATION CEREMONY IN THE FORM OF "CLOUD" DONATION

2020年4月，遠洋集團旗下遠洋之帆公益基金會資助1,000萬元，專項用於萬源市太平鎮水窩子村脫貧攻堅鄉村扶貧旅游示範點建設。在項目前期，遠洋集團旗下遠洋之帆公益基金會與工商銀行北京市分行、萬源市政府聯手，全面深入了解當地實際情況，並綜合考慮地理條件、效益分析和可持續發展等多方面因素，經過多次研究論證，最終確定項目地址和建設方案。項目選址在水窩子村村委會周邊地塊，占地約106畝，對110戶347人的舊房進行集中整體改造，旨在全面改善村民居住環境，確保住房安全，鞏固脫貧成效，探索出適合水窩子村振興發展的新路子。

In April 2020, Beijing Sino-Ocean Charity Foundation of the Group provided RMB10 million specially for the construction of poverty alleviation tourism demonstration sites in Taiping Town, Wanyuan City. At the early stage of the project, Sino-Ocean Charity Foundation, together with Beijing Branch of ICBC and the Wanyuan Municipal People's Government, fully and deeply understood the local actual situation, and comprehensively considered various factors such as geographical conditions, benefit analysis and sustainable development. After many studies and arguments, the project address and construction plan were finally determined. The project is located around the villagers' committee of Shuiwozi Village, covering an area of about 106 acre. The project is to collectively reconstruct the old houses of 110 houses and 347 people. The purpose of the project is to comprehensively improve the living environment of the villagers, ensure housing safety, consolidate the effectiveness of poverty alleviation and explore a new way suitable for the revitalization and development of Shuiwozi Village.

**扶貧資助
DONATION**

10,000,000元/RMB

**項目選址占地約
PROJECT AREA**

106畝/ACRE

**CONSTRUCTION OF SMART CITY
智慧城市建設**

黨的十九屆五中全會中明確提出「數字中國」、「加快數字化發展」等要求，《中共中央關於制定國民經濟和社會發展第十四個五年規劃和二〇三五年遠景目標的建議》中也對發展數字經濟作了安排部署，為大數據產業發展提供了根本遵循。遠洋把握發展機遇，充分發揮經驗優勢，致力於促進大數據產業健康發展。近年來，遠洋深耕大數據產業園建設，通過產業投資、園區開發、數據中心運營等方式，持續加碼在IDC產業領域的佈局，在全國打造全方位的IDC網絡。

At the Fifth Plenary Session of the 19th CPC Central Committee, the requirements of "Digital China" and "Speeding up Digital Development" were clearly put forward, and the 14th Five-Year Plan Proposal of the CPC Central Committee also made arrangements for the development of digital economy, paving the way for the development of big data industry. Sino-Ocean seized the opportunity of development with the benefit of its extensive experience and aimed at the healthy development of big data industry. In recent years, Sino-Ocean has been deeply engaged in big data industrial park construction. Through industrial investment, park development, data center operation and other means, it continues to further the IDC industry field layout and create a comprehensive IDC network nationwide.

• 案例 CASE

**驅動數字發展，南寧五象遠洋大數據產業園助力智慧城市新基建
DRIVING DIGITAL DEVELOPMENT, NANNING WUXIANG OCEAN BIG DATA INDUSTRIAL PARK HELPS THE CONSTRUCTION OF THE NEW INFRASTRUCTURE OF SMART CITY**



南寧五象遠洋大數據產業園在大勢之下應運而生，是遠洋在國內IDC領域成熟產業佈局中的重要一環，項目重點服務於數據存儲、雲計算、數據應用、數據交易等產業方向，務求全力驅動數字經濟的發展，為智慧城市新基建作出應有貢獻。

在園區的建設和運維方面，南寧五象遠洋大數據產業園也走在了市場前列。硬件上，園區核心設備精選國際一線品牌，供配電系統具有「三級保障，雙路備份」的特征，供電可靠性可達99.99%；機房採用高效可靠的制冷系統，實現恆溫、恆濕，有效降低PUE；園區具備優越的網絡接入優勢及超大的網絡交互能力，以用戶需求為導向，提供個性化支持與擴展；引入國際領先的動環監控系統、智能運維管理以及網絡安全防護平台等。運維上，有專業團隊7*24小時服務，真正實現園區設備的「無憂托管」。也正是依托突出的硬、軟件優勢，園區可為入駐用戶提供專屬定制化服務的「私有數據中心」。

Nanning Wuxiang Ocean Big Data Industrial Park came into being under the general trend. It is an important part of the mature industrial layout in the domestic IDC field. The project focuses on data storage, cloud computing, data application, data transaction and so on, in order to drive the development of the digital economy and make due contribution to the new infrastructure of smart city.

In the construction and operation of the industrial park, Nanning Wuxiang Ocean Big Data Industrial Park is also in the forefront of the market. In terms of hardware, the core equipment of the park is of the international first-line brand. The power supply and distribution system has the characteristics of "three-level guarantee, two-way backup", and the reliability of power supply can reach 99.99%. A high-efficiency and reliable refrigeration system is adopted in the machine room to realize constant temperature and humidity and reduce PUE effectively. The park has superior network access advantages and super network interaction ability. It is user-oriented and provides personalized support and expansion. In addition, the park introduces the world-leading mobile ring monitoring system, intelligent operation and maintenance management, network security protection platform, etc. In terms of operational maintenance, the park has a professional team providing 7x24h services, realizing "worry-free custody" for the equipment in the park. Relying on outstanding hardware and software advantages, the park can provide users with a "private data center" offering exclusive customized services.

COMMUNITY CULTURE AND ART 社區文化藝術



2020年12月，遠洋集團參與「北京 CBD 公共文化發展專家委員會成立儀式暨 CBD 公共文化發展圓桌會」。遠洋集團董事局主席、總裁李明受聘為「北京 CBD 公共文化發展專家委員會」首批智庫專家，並就北京 CBD 在國家自由貿易試驗區、國家服務業擴大開放綜合示範區「兩區」建設背景下，如何推動公共空間及公共藝術融合做了交流。

作為首批智庫專家，李明總裁表示「公共藝術正是城市對外展示形象的重要名片，建議集眾智、匯眾力，形成北京 CBD 公共藝術的發展規劃、建立 CBD 公共藝術品名錄，為城市公共藝術建設和調動更多企業深度參與營造有序的生長空間」。遠洋集團作為 CBD 發展建設的長期參與者，一直積極探索城市空間和城市中心的創造性發展，不斷深挖城市公共空間營造的可能性，在北京 CBD 乃至全國進行了豐富的探索和實踐。未來，也將會加大文化藝術與建築空間、城市空間的有機融合，持續提升建築格調，助推城市名片打造。

In December 2020, Sino-Ocean Group participated in the "Establishment Ceremony of Beijing CBD Public Cultural Development Expert Committee and CBD Public Cultural Development Round Table". Li Ming, chairman and president of Sino-Ocean Group was appointed as one of the first group experts of Beijing CBD Public Culture Development Expert Committee. He expressed his opinion on how to promote the integration of public space and public art in Beijing CBD under the background of the construction of "two areas", i.e. the national pilot free trade area and the national service industry opening-up expansion comprehensive demonstration area.

"Public art is an important business card for the city to display its image," said Li Ming, one of the think-tank experts, it is advised to gather the wisdom and strength of the public for the development plan of Beijing's CBD public art, the establishment of a list of CBD public works of art so as to create space for the gradual development of urban public art and the mobilization of more enterprises". Sino-Ocean Group, as a long-term participant in the development and construction of CBD, has been actively exploring the creative development of urban space and urban center, and has been constantly studying the possibility of urban public space construction. In Beijing CBD and even the whole country, it has carried out extensive explorations and much work are being advanced. In the future, the Group will also step up the organic integration of culture and art and architectural space, urban space, continue to enhance architectural style, promote the construction of the landmark buildings of the city.

社區「共益」

SHARING BENEFITS WITH COMMUNITIES

遠洋集團自 1993 年成立伊始，即積極投身於社會公益事業，持續踐行社會責任。2008 年，於北京市民政局正式設立北京遠洋之帆公益基金會，有序推進公益事業，組織志願者積極參與社會公益事業。為進一步統籌集團社會責任履行、社會捐贈行為，制定《公益慈善性社會捐贈管理規範》《公益慈善性質社會捐贈操作工作指引》等文件，同步集團責任履行意識，規範化慈善行為及相應流程。經過多年運作，遠洋集團累計支持社會公益的款項總額超 5 億元人民幣，惠及全國超過 150 個城市超過 50.5 萬人次。遠洋之帆公益基金會平台也已孕育出多個公益品牌項目，集團正以此為平台，帶領城市公司、專業公司、合作夥伴、客戶等，積極投身於公益慈善事業，為健康社區、社會共同努力。

本年度集團持續踐行「微公益，共參與，可持續」的遠洋公益價值觀，在倡導「讓愛心成為行動」的遠洋之帆公益基金會的大力支持下，不僅使更多遠洋人親身參與，充分鼓勵他們帶動了親朋好友、客戶、夥伴甚至陌生人共同助力了從抗戰老兵健康醫療、兒童自信培養、民族文化傳承、城鄉交流、公民教育，再到廣泛的公眾運動健康等社會發展議題。同時還實現了引導集團的專業資源支持各地的區域、鄉村、城市建設、及健康理念的傳播和更廣泛堅立當中。為了聯合全國慈善力量，溝通社會各方，促進行業自律，推動行業發展，2020 年遠洋之帆公益基金會加入首都公益慈善聯合會²⁵並成為第一批會員單位。

Since the establishment of Sino-Ocean Group in 1993, it has actively devoted itself to social charity and continued to implement social responsibilities. In 2008, Beijing Sino-Ocean Charity Foundation was officially established in the Beijing Municipal Civil Affairs Bureau to promote charity in an orderly manner and organize volunteers to actively participate in charity. In order to further coordinate the Group's social responsibility fulfillment and social donation behaviors, we formulated the "Public Charity Social Donation Management Regulations" and "Public Welfare Social Donation Operation Guidance" and other documents to synchronize the Group's responsibility fulfillment awareness, standardize charitable behavior and corresponding process. After years of operation, Sino-Ocean Group donated more than RMB500 million to support social public welfare, benefiting more than 505,000 people in more than 150 cities. Sino-Ocean Charity Foundation has also cultivated a number of charity brand projects. The Group is using this as a platform to lead city companies, professional companies, partners, customers, etc. to actively participate in public welfare and charity, and work together for a healthy community and society.

In 2020, through continuous promotion of "micro-philanthropic, inclusive and sustainable" charity campaigns, the Group managed to engage more employees in related initiatives with the strong support of the Sino-Ocean Charity Foundation, a champion of "putting love into action". The employees also invited friends and relatives, clients, business associates and even strangers to take part in the charitable causes such as healthcare for war veterans, confidence-building for children, ethnical cultural heritage preservation, urban-rural exchanges, public education, popular sports and other social development campaigns. Meanwhile, it also guided the Group's professional resources to support the regional, rural, urban construction, and the spread and wider practice of health concepts. In order to unite the national charitable forces, connect all social parties, promote the self-discipline of the industry and promote the development of the industry, in 2020, Sino-Ocean Charity Foundation joined the Capital Charity Federation²⁵ and became one of the first group of member units.

25. 首都慈善聯合會是經民政部批准，致力於我國慈善事業具有行業性、聯合性、樞紐型的社會組織，是連接政府、慈善公益組織和社會的橋梁和紐帶。

25. Capital Charity Federation is a social organization dedicated to the charity of China and featuring industry, union and hub, approved by the Ministry of Civil Affairs, and is a bridge and link between the government, charitable organizations and society.

● SINO-OCEAN YOUTH VOLUNTEER LEAGUE
「遠洋青年志願者聯盟」



與受影響社區的溝通是有效支持社區發展的基礎。我們通過多渠道與不同層面社區保持有效溝通，如通過集團自媒體公開收集客戶及受影響社區需求與意見；遠洋之帆通過回訪調研了解受助群體的真實情況，遠洋會專員根據業主在線提交的信息分析需求來提供對應服務等。而最高效的溝通方式之一是鼓勵社區成員參與到項目本身。2020 年度，遠洋之帆完成「遠洋青年志願者聯盟」（或「青盟」）組織系統建立，在基金會組織系統中增設「志願者工作部」負責志願者活動整體組織，鼓勵各城市根據業務需求設立各城市志願者小隊，共直接帶動 8,082 位志願者付出了 92,880 小時的志願服務，其中包括客戶、員工、合作夥伴等利益相關方。

Communication with affected communities provides the basis for effectively supporting community development. We maintained close ties with communities at different levels through various channels. For example, we collected information about what customers and local communities needed and gained opinions through the Group's social media accounts; the Sino-Ocean Charity Foundation gained a deeper understanding of the real situation at donation-receiving communities through surveys and follow-up visits; and members of the Ocean Family adapted our services based on analysis of information submitted by property owners online. The most effective method of communication has been to encourage community members to participate in projects. In 2020, Sino-Ocean Charity Foundation completed the establishment of Sino-Ocean Youth Volunteer League (or "Youth League"). In the foundation's organization system, the Volunteer Work Department was established and is responsible for the overall organization of volunteer activities. Cities were encouraged to set up city volunteer teams according to their business needs. A total of 8,082 volunteers were directly led to provide 92,880 hours of volunteer services, including customers, employees, partners and other stakeholders.

	2018	2019	2020
總體捐贈(包含基金會捐贈)(人民幣 百萬元) TOTAL DONATIONS (INCLUDING DONATIONS FROM FOUNDATION) (RMB MILLION)	8.15	6.94	30.75
帶動社會捐贈(人民幣 百萬元) DONATIONS FROM OTHER SOURCES (RMB MILLION)	6.79	2.83	7.88
扶貧相關投入(人民幣 百萬元) POVERTY ALLEVIATION RELATED INVESTMENT (RMB MILLION)	7.27	4.26	10.68
志願者服務時間(小時) VOLUNTEER SERVICE HOURS (HOURS)	56,948	60,486	92,880
志願者人數(人) NO. OF VOLUNTEERS (PERSONS)	7,710	8,196	8,082
項目直接受益人數(人) NO. OF DIRECT BENEFICIARY (PERSONS)	59,000	60,000	80,500
影響人數(人) NO. OF PEOPLE AFFECTED (PERSONS)	3,628,500	4,454,500	7,100,277

綠色健康社區 GREEN HEALTHY COMMUNITIES

● SINO-OCEAN HEALTH (ENVIRONMENTAL PROTECTION)
CHARITY PROGRAM
遠洋健康(環保)公益計劃



2019 年起，遠洋之帆公益基金會正式啓動了「遠洋健康(環保)公益計劃」。該計劃除了包括一年一度的「遠洋益跑」外，還設立了「遠洋建築健康基金」，用以支持社區、鄉村或城市開展建築健康、環境健康方向的活動及相應建設。

Sino-Ocean Charity Foundation officially launched of the "Sino-Ocean Health (Environmental Protection) Charity Program" since 2019. In addition to the annual "Ocean Marathon", "Sino-Ocean Building Health Fund" was established support communities, villages, or cities to conduct building health activities and relevant development.

遠洋建築健康基金 SINO-OCEAN BUILDING HEALTH FUND



在遠洋建築健康基金的支持下，2020 年 8 月，遠洋之帆公益基金會邀請來自城市和大茅村的 21 位小公民們齊聚大茅遠洋生態村，開啓 4 天 3 晚的夏令營奇幻之旅，探秘大茅雨林和鄉村、認識奇特的熱帶植物、分享生活中環保小技巧。建築健康基金促進集團「建築·健康」理念全面落地，樹立「遠洋健康」公眾形象，廣泛傳播「建築·健康」定位及理念。

With the support of Sino-Ocean Building Health Fund, in August 2020, Sino-Ocean Charity Foundation invited 21 children from the cities and Damao Village to gather in Damao Ocean Ecological Village to start a four-day and three-night summer camp fantasy tour, exploring the rain forest and the countryside, understanding strange tropical plants, and sharing small tips on environmental protection in life. Sino-Ocean Building Health Fund enables to promote the full implementation of the Group's "Building-Health" concept, create a public image of "Healthy Sino-Ocean", and widely spread the positioning and concept of "Building-Health".

第四屆遠洋益跑 THE FOURTH OCEAN MARATHON



遠洋益跑是遠洋健康公益計劃的主要載體，參賽者完成指定公里數後，將由遠洋集團捐出公益金用於公益項目，自 2017 年首屆舉辦以來已獲得諸多城市公司及共益夥伴的支持。

疫情當下，第四屆遠洋益跑在 4 月 22 日「遠洋健康日」當天正式啟動「健康大富翁」線上益跑微信小程序。從 4 月 22 日到 11 月 26 日共歷時 7 個月，分為「春暖花開」、「歡樂仲夏」、「一葉知秋」和「瑞雪紛飛」四季共 102 個站點。活動總瀏覽量超過 17 萬，參與人數超過 3500 人，全國聯動 22 個城市，所獲愛心公益配捐用於發放 2020 年小夥伴成長計劃秋季助學金。此外，北京、天津、武漢、濟南、石家莊、三亞等城市陸續開展線下益跑活動，傳遞綠色與健康。

Ocean Marathon is the main platform of the Sino-Ocean Health Charity Program. After the participants have completed the specified number of kilometers, corresponding donations are made by Sino-Ocean Group for public welfare projects. Since its debuting in 2017, it has received support from many companies and partners.

Despite the COVID-19 epidemic, the Fourth Ocean Marathon was officially launched on WeChat mini program "Health Monopoly" online on April 22, Sino-Ocean Health Day. The marathon lasted 7 months from April 22 to November 26 and was divided in four seasons, i.e. "Blooming Spring", "Joyful Summer", "Fruitful Autumn" and "Snowy Winter", and 102 sites. The total number of views of the event was more than 170,000, the number of participants was more than 3,500, and 22 cities were included. The charity donation from the event was used as the autumn grant of the Little Partner Education Sponsorship Scheme in 2020. In addition, Beijing, Tianjin, Wuhan, Jinan, Shijiazhuang, Sanya and other cities organized offline run events to deliver green and health.



「老社區 新綠色 健康+」環保公益項目 GREENER OLD COMMUNITY, HEALTHIER LIFE



「老社區 新綠色 健康+」環保公益項目源於「老社區，新綠色」項目²⁶。2020 年，集團積極響應國務院《關於全面推進城鎮老舊小區改造工作的指導意見》，為實現「全面推進城鎮老舊小區改造工作，滿足人民群眾美好生活需要」的要求，項目全面升級，旨在為老舊社區增添「健康」元素，融入「建築·健康」的理念，通過改造建設環境及配套設施，創建綠色健康社區，推進可持續社區和城市發展。

The environmental-protection public welfare program "Greener Old Community, Healthier Life" originates from the program "Old Neighborhood Greening"²⁶. In 2020, the Group responded positively to the State Council's "Guiding Opinions on Comprehensively Promoting the redevelopment of Old Urban Areas". In order to realize the requirement of "comprehensively promoting the transformation of old urban residential areas and meeting the needs of the people for a better life", the program aims to add "healthy" elements to the old communities and integrate the concept of "Building·Health", and promote sustainable community and urban development by creating green and healthy communities.



聚焦社區更新 FOCUS ON COMMUNITY UPDATES

項目聚焦老舊社區更新，結合遠洋城市更新的研究成果，以及「遠洋健康建築體系」中園區規劃、健康文化等板塊，梳理出能够在老舊社區改造中充分實現的內容，例如有氧跑道、療愈植物、老少同樂等，使老舊社區煥然一新。

The project focuses on renewing old communities. Based on the research results of Sino-Ocean on urban renewal as well as the communities planning, healthy culture and other sectors under the "Sino-Ocean Health Building System" we have sorted out contents to be fully achieved in the transformation of old communities, such as aerobic runways, healing plants and happiness of the elderly and children, to refresh the old communities.

社區互動溝通 COMMUNITY INTERACTIVE COMMUNICATION

在項目前期設計和規劃過程中，面向社區、街道和業主開展調研溝通，了解社區需求和訴求，結合實際情況有針對性地展開實施，滿足不同人群的全齡健康。

In the preliminary design and planning of projects, it conducts surveys and communications with communities, sub-districts and property owners to understand community demands and needs and meet the demand for health of groups with different ages based on actual conditions with targeted measures.

多方聯動參與 MULTI-PARTY LINKAGE PARTICIPATION

項目以社區、街道、供應鏈和合作夥伴等多方聯動的形式，建立多元化的共建、共治、共享平台，共同推動健康社區發展。

The project establishes diversified platforms for common construction, governance and sharing through the linkage with communities, sub-districts, supply chain, partners and other parties to jointly promote the development of healthy communities.

26. 「老社區，新綠色」始於 2006 年，針對老舊社區，圍繞水資源多渠道利用和節約、鄉土植物栽種推廣、可再生資源利用和節能減排等主題建立環保改善或改造示範項目和組織環境宣傳教育活動，共在 17 個省市 800 多個社區開展，至少 4,000 萬人因活動受益。

26. "Old Neighborhood Greening" began in 2006 and is for the old communities. Around the multi-channel use and conservation of water resources, local plant growing and promotion, renewable resources and energy conservation and emission reduction and other topics, it establishes environmental improvement or transformation demonstration projects and organizes environmental publicity and education activities. The project is carried out in more than 800 communities in 17 provinces and municipalities, benefiting at least 40 million people.

教育助學

EDUCATION AND SPONSORSHIP

在教育及助學方面，集團在教育扶持領域積累了十二年經驗、專注公益、且以支持教育為主要方向之一的遠洋之帆實施。

The Group fulfills its commitments to education and student sponsorship through the Sino-Ocean Charity Foundation, a philanthropic venture that specializes in education support and has more than 12 years' practical experience in education funding.

小夥伴成長計劃

LITTLE PARTNER EDUCATION SPONSORSHIP SCHEME



「小夥伴成長計劃」(原項目名稱「心手相連」助學支持計劃)，是遠洋之帆公益基金會設立的核心項目，涵蓋助學金、獎學金、關愛基金、愛唱響和民族文化傳承等子項目。基金會還吸引社會力量為學生們提供助學金、提供廣闊舞台、為改善其學習和生活狀況做出努力，迄今為止共計捐贈金額 1,287 萬元。

2020 年，該計劃共實現資助 16 所學校 674 人。截至目前，基金會累計資助 90 餘所學校的超過 8 萬名學生。2020 年，遠洋通過「抗疫物資專項基金」為少數民族受助學校提供兒童口罩、免洗洗手液等防疫物資，覆蓋北京、四川、海南、甘肅、新疆、湖南共 8 所受助學校；9 月初結合「青盟」志願者行動，到甘肅隴南角弓中心小學開展實地回訪，給受助學生們送去學習用品並發放秋季助學金。



The "Little Partner Education Sponsorship Scheme" (formerly known as "Connecting Hands and Hearts" Education Aid Scheme), is a core project founded by the Sino-Ocean Charity Foundation, which comprises of grant funds, scholarships, care funds, Singing for Love and inheritance of national culture projects. The Foundation also attracts social forces to provide students with grants, broad horizons and makes efforts to improve their study and living conditions, with a total donation of RMB12.87 million to date.

In 2020, the scheme funded a total of 674 students in 16 schools. Until now, the foundation has funded over 80,000 students in more than 90 schools. In 2020, with the "special fund for anti-epidemic materials", Sino-Ocean provided children's masks, hand sanitizers and other epidemic prevention materials to 8 minority schools from Beijing, Sichuan, Hainan, Gansu, Xinjiang and Hunan. In early September, combined with the volunteer action of the Youth League, Sino-Ocean went to Jiao Gong Center Primary School, Longnan, Gansu for a field return visit, providing school supplies and autumn grants for the students.

「愛唱響」民族文化傳承

"SINGING FOR LOVE" ETHNIC CULTURAL HERITAGE PERFORMANCE FUND



「愛唱響」系列公益活動於 2014 年首度開展，旨在延續遠洋對精神品質一貫追求的同時，以音樂和藝術為切入點為邊區孩子架起通往外面世界的橋梁，表達專注於改變基礎教育發展不均衡的持續態度和行動。2017 年起，建立「愛唱響」民族文化傳承展演基金，扶持、鼓勵更多民族文化項目傳承和傳播。

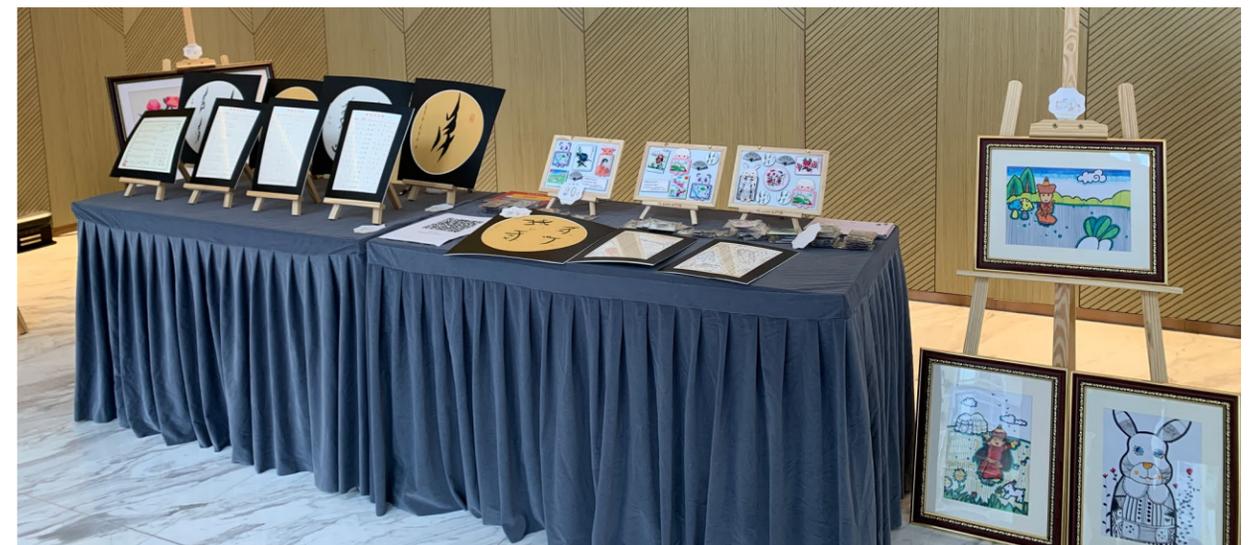


2020 年，我們資助青海、內蒙 2 所學校 8 萬元，

用於藏、蒙少數民族文化傳承教育基地專項基金，繼續支持少數民族地區教育的發展和民族文化的傳承。此外，11 月 16 日感恩節當天舉辦「感恩有你 一路相伴——愛唱響少數民族感恩藝術季義賣活動」，將少數民族小朋友們的書法、繪畫、刺繡等作品以及由這些作品制作成的冰箱貼成品進行展示義賣。活動當天義賣所獲籌款已全部捐入「愛唱響藝術夢想基金」公益項目。

Debuting in 2014, the "Singing for Love" campaign seeks to broaden our pursuit of spiritual well-being and connect children in remote areas and the outside world through arts and music. Its top priority is to redress the balance in primary education development. The Ethnic Cultural Heritage Performance and Exhibition Fund was established in 2017 to promote and encourage ethnic culture inheritance and dissemination.

In 2020, we provided RMB80,000 of financial assistance for two schools in Qinghai and Inner Mongolia, which will be used as the special fund for the cultural heritage education base of ethnic minorities in Tibet and Inner Mongolia. We will continue to support the development of education and the inheritance of ethnic culture in minority areas. Besides, on the Thanksgiving Day on November 16, 2020, we held "Thanks for Your Accompanying All the Way: Singing for Love and Minority Thanksgiving Art Season Bazaar", the minority children's calligraphy, paintings, embroidery and other works, as well as the refrigerator stickers made from these works were displayed for sale. All the funds raised that day have been donated to the "Singing for Love" Art Dream Foundation.





「小公民」創新公益活動由「園丁獎」項目演化而來，2016年與中國少年兒童新聞出版總社、《輔導員雜誌社》合作正式設立。該活動倡導全社會關注少年兒童「小公民」責任意識的培養，鼓勵少年兒童以兒童的視角發現問題，提出問題，解決問題，促進少年兒童用愛心與公益行動去影響成人世界，為社會盡一份「小公民」的力量，用實際行動去踐行社會主義核心價值觀。

2020年「小公民微課堂」面向北京市中小學生啓動，鼓勵小公民表現自我，通過學習和實踐挖掘自我潛力，參與公益的同時收穫自我認同。同學們將自己所掌握的課外知識和技能錄制成教學視頻，並接受專業視頻制作的培訓，視頻在遠洋之帆自媒體平台展示評選後，遠洋之帆將優質視頻制作成U盤寄給山村學校，供孩子們一起學習成長，同時激發孩子們互幫互助的友愛之心，熱愛公益。同時邀請央視專業媒體人開展短視頻培訓，面向參賽學生進行技能培訓，為貧困山區老師儲備免費短視頻課程，實現手拉手幫扶。

本年活動共收到來自不同學校小公民自我制作的視頻30個，經過專業老師評選和抖音拉票，評選出「最佳人氣獎」5名和「年度優秀獎」9名，共計為貧困邊遠地區小朋友們籌得愛心配捐5,100元。

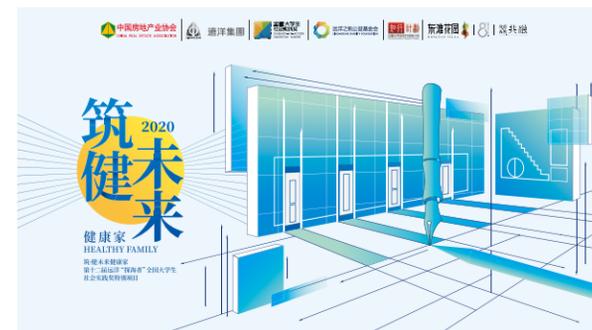
Formerly known as the "Teachers Awards," the "Young Citizens" Innovation Charity Project was co-founded by China Children's News Press and "Instructor" magazine in 2016 to promote the engagement of children and teenagers in social work as "young citizens," and encourage them to identify and solve problems from their own perspective. The ultimate goal is to let children influence adults through good deeds and make their own contributions to social development, promoting core socialist values among China's younger generations.

In 2020, "Young Citizen Micro-classroom" was launched for primary and middle school students in Beijing to encourage them to express themselves, to tap their potential through study and practice, and to gain self-identity while participating in public welfare. The students recorded their extracurricular knowledge and skills into teaching videos and received training in professional video production. After the videos were displayed and selected by its media platform, the Sino-Ocean Charity Foundation made them into a memory stick and sent to the children of the schools in mountainous areas to learn and grow together, and at the same time inspire the children to help each other and love the public welfare. At the same time, we also invited CCTV professional media personnel to provide short video training and training for participating students, reserve free short video courses for the teachers from the poor and mountainous areas, in order to achieve hand-in-hand help.

The event of this year received a total of 30 videos produced by young citizens from different schools. Through the selection of professional teachers and canvassing at TikTok, five students won the "Best Popularity" and nine students won the "Excellence of the Year", and a total of RMB5,100 was raised for the children in poor and remote areas.

遠洋「探海者」全國大學生社會實踐獎於2009年創立，是在團中央學校部的指導下，面向全國開展的社會實踐項目，也是團中央學校部「中國大學生社會實踐知行促進計劃」核心項目。該項目主要目的是支持大學生實踐團隊開展助學支教、藝術實踐、教師培訓、環境保護、養老調研、創業創新等方面的實踐項目。

Founded in 2009, under the leadership of the Central Committee of the Communist Youth League of China, the Seafaring Students-in-Action Awards have been offered on a nationwide scale for teams of higher education graduates. It is also the core project of the "China Education Support Project" under the CYL Central School Department, which is designed to support student to engage in social work initiatives such as teaching in remote areas, artistic creation, teacher training, environmental protection, elderly-care market surveys, startup incubation and innovation.



2019年，遠洋「探海者」全國大學生社會實踐獎（簡稱「實踐獎」）首次開展「築·健未來」大學生建築設計競賽，支持大學生聚焦「建築與兒童教育」主題。2020年遠洋「築·健未來」大學生建築設計競賽再度創新，響應「美麗中國」政策號召，鼓勵和支持大學生發揮創新能力，支持大學生聚焦「健康與安全的生態人居室內設計」主題，結合設計需求，以專業知識和能力，打造更安全、更健康、更生態的室內設計空間。

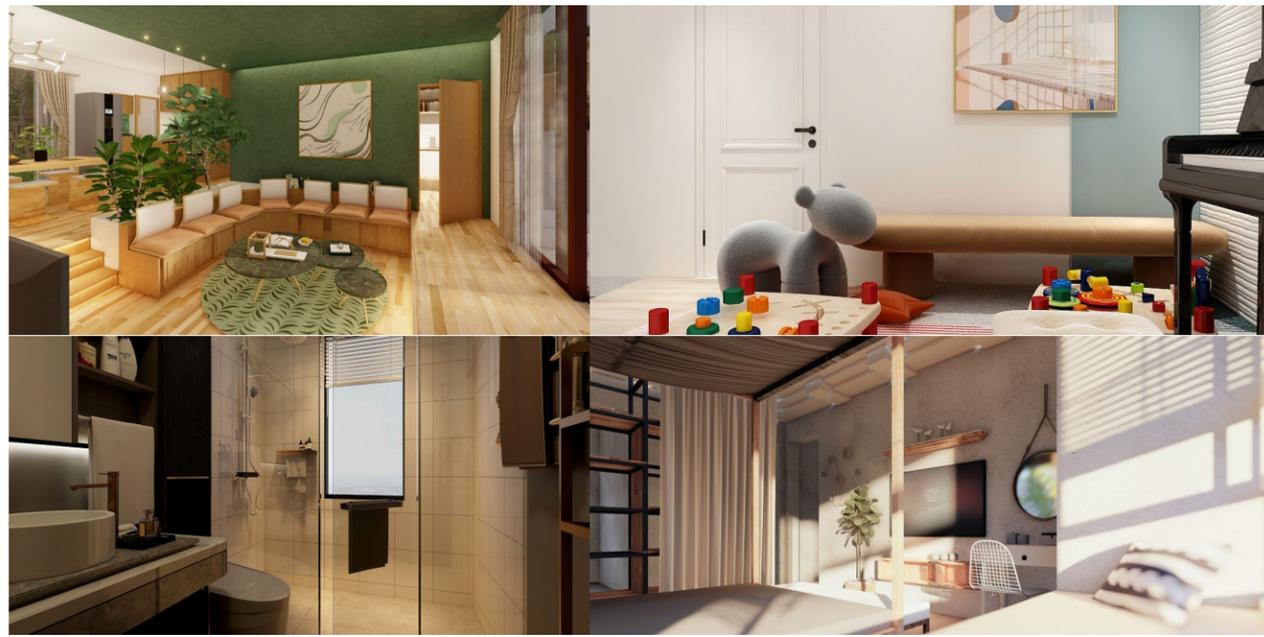
自賽事啓動以來，共有來自39所海內外高校，78支團隊，共計280名大學生申報參與競賽，提交29份設計作品。賽事與知行計劃平台聯動，觸達400+高校，吸引44.9萬+閱讀互動；參賽團隊自制視頻，拉票爭奪「最佳視頻獎」，17支視頻累計獲得1.5萬+投票。

10月24日，2020「築·健未來」大學生建築設計競賽終評暨建築健康高峰論壇在上海東灘花園順利召開，活動邀請建築專業、媒體及教育界知名人士參與，對參賽學生們提供了專業指導和點評，引導學生們對於「建築·健康」理念有新的思考。

In 2019, the "Building-Healthy Future" College Students Architectural Design Competition under the Seafaring Students-in-Action Awards (the "Action Award") was launched to support college students to focus on the theme of "architecture and children's education". In 2020, "Building-Healthy Future" College Students Architectural Design Competition was innovated again. In response to the policy call of "Beautiful China", the competition encourages and supports college students to exert their innovative ability, supports college students to focus on the theme of "healthy and safe ecological human interior design" so that they can create a safer, healthier and more ecological interior design space with professional knowledge and ability.

From the start of the event, a total of 280 college students of 78 teams from 39 colleges and universities at home and abroad applied to participate in the competition and submitted 29 design works. The event cooperated with China Education Support Plan, touched up to 400+ colleges and universities, attracted 449,000+ reading interactions. The teams produced videos and canvassed for the "Best Video" and 17 videos obtained 15,000+ votes in total.

On October 24, 2020, "Building-Healthy Future" College Students Architectural Design Competition Final Evaluation and Architectural Health Summit Forum was held smoothly in Shanghai Dongtan Garden. The event invited celebrities from the architectural sector, media and education community, and provided professional guidance and comments to the participating students and guided them to have a fresh thinking to the "Building-Health" concept.



遠洋「築·健未來」大學生建築設計競賽獲獎作品

WINNING WORKS OF "BUILDING · HEALTHY FUTURE" COLLEGE STUDENTS' ARCHITECTURAL DESIGN COMPETITION

金獎作品 GOLD AWARD WORKS

- | | |
|--|---------------------------------------|
| 浙江大學
Zhejiang University | 《生生不息》
Endless |
| 中國建築設計研究院研究生院
中國建築大學
Graduate School of China Architecture
Design & Research Group Architecture,
China University of Civil Engineering
and Architecture | 《隨時遇見的家》
Home whenever
You Meet |

銀獎作品 SILVER AWARD WORKS

- | | |
|---|--|
| 天津大學、魯迅美術學院
Tianjin University and
Luxun Academy of Fine Arts | 《Life & Work Balance》
Life & Work Balance |
| 東南大學
Southeast University | 《頤安人居》
Peaceful Human Habitat |
| 東南大學
Southeast University | 《光合作用的聯覺意動》
Synesthesia in Photosynthesis |
| 北京建築大學
Beijing University of Civil
Engineering and Architecture | 《竹栖小築》
Bamboo Perch |



掃描如下二維碼，可瀏覽《2020年「築·健未來」大學生設計作品集》

Scan the following QR Code to view the Collection of 2020 "Building·Healthy Future" College Students' Design Works



長者關懷

CARING FOR VETERANS

中國脊梁健康支持計劃是基金會特為對國家和民族做出特殊貢獻的特定老人設立的健康專項計劃。該項目於2015年設立，設立之初即聯合海醫匯等醫護資源對河北赤城老兵提供健康支持和關懷，並通過公眾募捐設立專項基金定向支持該項目運行。目前該項目已經連續運行5年，共計捐贈金額29.5萬元。

The "China Backbone Health Care Plan" was a special elderly-care project introduced by the Sino-Ocean Charity Foundation in 2015 to support senior citizens who have made significant contributions to the country. We provided health care and support to veterans in Chicheng, Hebei, in collaboration with Sino-Ocean Health In Here and other long-term partners. Public donations were collected via a special fund to fund related operations. At present, the project has been running for 5 years with a total donation of RMB 295,000.

2020年5月23日及6月6日，遠洋之帆委托河北赤城志願者聯盟代勞探訪了25位抗戰老兵，並為老兵們送去生活物資和共計2.5萬元慰問金；10月16日，遠洋之帆聯合中共遠洋控股集團（中國）有限公司委員會舉辦「尋訪紅色記憶，感恩英雄老兵」——遠洋黨委「抗戰老兵健康關懷」主題黨日活動，攜手員工志願者和赤城志願者一起再次前往河北赤城縣探望抗戰老兵，為老兵們送去紀念相冊、生活物資和共計2.5萬元慰問金。

On May 23 and June 6, 2020, the Sino-Ocean Charity Foundation commissioned Hebei Chicheng Volunteer Union to visit 25 Anti-Japanese War veterans and sent supplies and a total of RMB 25,000 condolences for them; On October 16, the Sino-Ocean Charity Foundation and the Committee of China Sino-Ocean Holdings Group (China) Limited of CPC jointly held the "War Veterans Health Care" Theme Party Day under the theme of "Searching for Red Memory, Gratitude for Hero Veterans". The Foundation organized staff volunteers and Chicheng volunteers to visit anti-war veterans again in Chicheng County, Hebei Province, bringing veterans souvenir albums, living supplies and a total of RMB 25,000 condolences.

如需了解更多遠洋之帆公益基金會信息，可關注遠洋之帆官方微信公眾號及遠洋之帆官方抖音。
For more information about Sino-Ocean Charity Foundation, visit the official WeChat public account and official Tik Tok account.



展望 OUTLOOK

公司策略 CORPORATE STRATEGY

2021 年是本集團五期發展戰略「出城」的決勝之年，對於遠洋的高質量發展、可持續發展是至關重要的一年。集團將堅持「匠心·服務·用戶」理念，以匠人之心，服務客戶，滿意用戶，走贏得生存和可持續發展的必由之路，打造好的產品，提供好的服務，更加注重用戶體驗；同時，進一步夯實集團的經營管理體系，提升遠洋的生存力和競爭力。

可持續發展管理 SUSTAINABLE DEVELOPMENT MANAGEMENT

隨着可持續發展戰略的發佈，在集團業務不斷擴張和外部針對企業可持續發展要求不斷提升的趨勢下，我們將沿着戰略路徑通過更規範的制度體系、完善合理有效的管理系統、強化更有針對性的激勵、配合更積極有效的宣傳溝通和培訓，將遠洋集團的可持續發展管理工作朝着系統化、科學化以及常態化方向推進。在做好可持續發展管理的同時，遠洋立志「與用戶共同成長、與行業共同進步、與員工共同成長」，繼續與各利益相關方攜手同行，在「健康」理念的倡導下，創造價值共享，從而實現人的健康、建築健康、環境健康三者和諧、穩定發展。

遠洋之帆公益基金會 SINO-OCEAN CHARITY FOUNDATION

基金會進入新的階段，將支持教育，幫助更多的欠發達地區的學生們接受教育、完成學業，發掘這些學生的真實需求把資助落到實處；關注環保，支持社區、鄉村、城市環保建設，健康理念的宣傳引導。通過與捐贈單位、愛心人士的更多互動，帶動更多志願者參與、支持公益。更多結合公眾力量，在「共益」倡導下，為弱勢群體持續帶去更多的資金支持及社會關注。

2021 is the decisive year of the Group's Five-phase Development Strategy, which is crucial to the high-quality development and sustainable development of Sino-Ocean. We will adhere to the concept of "Craftsmanship • Service • User" and serve customers and satisfy users with proficient craftsmanship. We will take the only way to win survival and sustainable development, create good products, provide good services, and pay more attention to user experience. At the same time, we will further consolidate the Group's management system and enhance our viability and competitiveness.

With the release of the sustainable development strategy, in view of the Group's continuous business expansion and increasingly stringent requirements imposed by external parties on sustainable development, we will continue to implement standardized systems, rationalize and improve management systems, and develop more targeted staff incentive schemes, aiming to further enhance our sustainable development practices in terms of rationalizing and routinizing sustainable development management through effective marketing, communication and training. While doing a good job of sustainable development management, we are determined to "grow with users, progress with the industry, and grow with staff", and continue to work with all stakeholders. Under the advocacy of the concept of "health", we will strive to create value sharing, so as to realize the harmonious and stable development of human health, building health and environmental health.

The foundation has entered a new phase of development, where the top priority is to focus resources on making education more accessible for students from poor families and effectively aligning funds allocation with students' actual needs. It focuses on environmental protection and supports community, rural, and urban environmental protection construction, and promote health concepts. Through increased interactions between donors and caring people within the Group, we aim to elicit the support of more volunteers for charitable causes, and work with the public to secure greater publicity and financial support for the disadvantaged under the advocacy of "common benefit".

意見反饋表 FEEDBACK

尊敬的讀者，
您好！

感謝您抽出寶貴時間閱讀本報告，為了持續改進遠洋集團可持續發展工作及相關信息披露內容，我們特別希望傾聽您的意見和建議。

為減少紙張的使用，請您通過掃描以下二維碼或登錄
<https://www.wjx.top/jq/39834176.aspx> 的方式，協助完成意見反饋表。

此外，您還可以通過發送郵件給遠洋集團企業社會責任郵箱：
csr@sinooceangroup.com 提出您的寶貴意見和建議。

Dear readers,

Thank you for taking the time to read this Report. In order to continuously improve the sustainable development of Sino-Ocean Group and information disclosure practices, we kindly request you share your opinions and suggestions with us.

For the sake of paper consumption reduction, please help complete the feedback form by scanning the following QR code or by visiting the website <https://www.wjx.top/jq/39834176.aspx>.

Alternatively, you may send your valuable comments and suggestions to Sino-Ocean Group CSR team email: csr@sinooceangroup.com.



掃描二維碼提供您的寶貴意見和建議
Scan QR code to share your valuable comments and suggestions

附錄 APPENDICES

附錄1 APPENDIX 1

香港聯交所《環境、社會及管治（ESG）報告指引》
ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING GUIDE OF HONG KONG STOCK EXCHANGE

主要範疇、層面、一般披露及關鍵績效指標 SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		在本報告中的位置 POSITION IN REPORT
環境 ENVIRONMENTAL		
層面 A1: 排放物 ASPECT A1:EMISSIONS	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政策及遵守對發行人有重大影響的相關法律及規例的資料。 INFORMATION ON THE POLICIES AND 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.	P32, P88-P91 P102
A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	P89-P90
A1.2	直接（範圍 1）及能源間接（範圍 2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P89-P90
A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P91
A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P88, P91
A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emission target(s) set and the steps taken to achieve them.	P85-P86, P93-P96
A1.6	描述處理有害及無害廢棄物的方法、及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	P85-P86, P93-P96 P102
層面 A2: 資源使用 ASPECT A2: USE OF RESOURCES	有效使用資源（包括能源、水及其他原材料）的政策。 POLICIES ON THE EFFICIENT USE OF RESOURCES, INCLUDING ENERGY, WATER AND OTHER RAW MATERIALS.	P32, P97-P101
A2.1	按類型劃分的直接及/或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	P89-P90
A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P90
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target (s) set and steps taken to achieve them.	P85-P86, P97-P101
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target (s) set and steps taken to achieve them.	P85-P86, P100-P101 <small>(2020 年內，遠洋集團沒有發生與獲取水資源相關問題 Sino-Ocean Group did not experience any issues related to access to water resources in 2020.)</small>
A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位估量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	不適用 NOT APPLICABLE

主要範疇、層面、一般披露及關鍵績效指標 SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		在本報告中的位置 POSITION IN REPORT
層面 A3: 環境及天然資源 ASPECT A3: THE ENVIRONMENT AND NATURAL RESOURCES	減低發行人對環境及天然資源造成重大影響的政策。 POLICIES ON MINIMISING THE ISSUER'S SIGNIFICANT IMPACTS ON THE ENVIRONMENT AND NATURAL RESOURCES.	P32, P83-P86
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P83-P106
層面 A4: 氣候變化 ASPECT A4: CLIMATE CHANGE	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。 POLICIES ON IDENTIFICATION AND MITIGATION OF SIGNIFICANT CLIMATE-RELATED ISSUES WHICH HAVE IMPACTED, AND THOSE WHICH MAY IMPACT, THE ISSUER.	P32, P83-P87
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage.	P83-P87
社會 SOCIAL		
僱傭及勞工常規 EMPLOYMENT AND LABOR PRACTICES		
層面 B1: 僱傭 ASPECT B1:EMPLOYMENT	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政策及遵守對發行人有重大影響的相關法律及規例的資料。 INFORMATION ON THE POLICIES AND 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.	P107-P120
B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type, age group and geographical region.	P109-P110
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	P112
層面 B2: 健康與安全 ASPECT B2: HEALTH AND SAFETY	有關提供安全工作環境及保障僱員避免職業性危害的政策及遵守對發行人有重大影響的相關法律及規例的資料。 INFORMATION ON THE POLICIES AND 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.	P121-P126
B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years (including the reporting year).	P124
B2.2	因工傷損失工作日數。 Lost days due to work injury.	P124
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, how they are implemented and monitored .	P121-P126
層面 B3: 發展及培訓 ASPECT B3: DEVELOPMENT AND TRAINING	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 POLICIES ON IMPROVING EMPLOYEES' KNOWLEDGE AND SKILLS FOR DISCHARGING DUTIES AT WORK. DESCRIPTION OF TRAINING ACTIVITIES.	P126-P130
B3.1	按性別及僱員類別劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category.	P130
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	P130
層面 B4: 勞工準則 ASPECT B4: LABOR STANDARDS	有關防止童工或強制勞工的政策及遵守對發行人有重大影響的相關法律及規例的資料。 INFORMATION ON THE POLICIES AND COMPLIANCE WITH RELEVANT LAWS AND REGULATIONS THAT HAVE A SIGNIFICANT IMPACT ON THE ISSUER RELATING TO PREVENTING CHILD AND FORCED LABOUR.	P114
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labor.	P114
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of the steps taken to eliminate such practices when discovered.	P114

主要範疇、層面、一般披露及關鍵績效指標 SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		在本報告中的位置 POSITION IN REPORT
營運慣例 OPERATION PRACTICES		
層面 B5: 供應鏈管理 ASPECT B5: SUPPLY CHAIN MANAGEMENT	管理供應鏈的環境及社會風險政策。 POLICES ON MANAGING ENVIRONMENTAL AND SOCIAL RISKS OF THE SUPPLY CHAIN.	P76-P77
B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	P80
B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	P76-P80
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	P77-P78
B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	P79-P80
層面 B6: 產品責任 ASPECT B6: PRODUCT RESPONSIBILITY	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策及遵守對發行人有重大影響的相關法律及規例的資料。 INFORMATION ON THE POLICIES AND 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.	P23-P24, P47-P75
B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	P68
B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	P72-P73
B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	P23-P24
B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	P63-P70
B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	P75
層面 B7: 反貪污 ASPECT B7: ANTI-CORRUPTION	有關防止賄賂、勒索、欺詐及洗黑錢的政策及遵守對發行人有重大影響的相關法律及規例的資料。 INFORMATION ON THE POLICIES AND COMPLIANCE WITH RELEVANT LAWS AND REGULATIONS THAT HAVE A SIGNIFICANT IMPACT ON THE ISSUER RELATING TO BRIBERY, EXTORTION, FRAUD AND MONEY LAUNDERING.	P20-P24
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	P22-P23
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	P20-P22
B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and employees.	P22
社區 COMMUNITY		
層面 A8: 社區投資 ASPECT A8: COMMUNITY INVESTMENT	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 POLICIES ON COMMUNITY ENGAGEMENT TO UNDERSTAND THE NEEDS OF THE COMMUNITIES WHERE THE ISSUER OPERATES AND TO ENSURE ITS ACTIVITIES TAKE INTO CONSIDERATION THE COMMUNITIES' INTERESTS.	P133-P150
A8.1	專注貢獻範疇。 Focus areas of contribution.	P133-P134
A8.2	在專注範疇所動用資源。 Resources contributed to the focus area.	P133-P150

附錄2 APPENDIX 2

《中國企業社會責任報告指南 CASS CSR4.0》指標體系表 INDICATOR SYSTEM TABLE OF CHINESE CSR REPORT GUIDE (CASS-CSR4.0)

序號 SERIAL NO.	指標內容 INDICATORS DESCRIPTION	在本報告中的位置 POSITION IN THIS REPORT	指標性質 INDICATORS CHARACTERISTICS
第一部份：報告前言 (P 系列) PART I : REPORT PREFACE (SERIES P)			
P1: 報告規範 P1:REPORT SPECIFICATION			
P1.1	質量保證 Quality assurance	P2	拓展 Extension
P1.2	信息說明 Information description	P1-P2	核心 Core
P1.3	報告體系 Reporting system	P2	核心 Core
P2: 高管致辭 P2:MANAGEMENT STATEMENT			
P2.1	履行社會責任的形勢分析與戰略考量 Situational analysis and strategic consideration regarding performing social responsibilities	P5-P6, P33-P34	核心 Core
P2.2	年度社會責任工作進展 Annual social responsibility work progress	P6, P25-P38	核心 Core
P3: 責任聚焦 P3:CSR HIGHLIGHTS			
P3.1	社會責任重大事件 Major social responsibility events	P33-P34, P41, P43-P44 P133-P150	拓展 Extension
P3.2	社會責任重點議題進展及成效 Development and results of key social responsibility issues	P33-P37, P41-P42 P133-P150	拓展 Extension
P4: 企業簡介 P4:ABOUT THE ENTERPRISE			
P4.1	組織架構及運營地域 Organization structure and operation regions	P11-P13	核心 Core
P4.2	主要產品、服務和品牌 Major products, services and brands	P9-P12	核心 Core
P4.3	企業規模與影響力 Enterprise scale and influence	P7-P10	核心 Core
P4.4	報告期內關於組織規模、結構、所有權或供應鏈的重大變化 Material changes in respect of organization scale, structure, ownership or supply chain during the reporting period	P7, P13-P14 P76-P80	拓展 Extension
第二部份：責任管理 (G 系列) PART II : RESPONSIBILITY MANAGEMENT (SERIES G)			
G1: 願景 G1:VISIONS			
G1.1	企業使命、願景、價值觀 Corporate mission, visions, values	P9-P10	核心 Core
G1.2	企業社會責任理念或口號 CSR concepts or slogans	P5-P6, P25-P26	核心 Core
G2: 戰略 G2:STRATEGIES			
G2.1	實質性社會責任議題識別與管理 Identification and management of substantial social responsibility issues	P35-P37	核心 Core
G2.2	社會責任戰略規劃與年度計劃 Strategic planning and annual plan of social responsibilities	P33-P36	核心 Core
G2.3	推動社會責任融入企業發展戰略與日常經營 Promoting the integration of social responsibilities into corporate development strategies and routine operation	P25-P34	拓展 Extension

序號 SERIAL NO.	指標內容 INDICATORS DESCRIPTION	在本報告中的位置 POSITION IN THIS REPORT	指標性質 INDICATORS CHARACTERISTICS
G3: 組織 G3:ORGANIZATION			
G3.1	企業高層參與社會責任工作 Corporate executives' involvement in social responsibility work	P27-P28	核心 Core
G3.2	社會責任領導機構及工作機制 Social responsibility leading organization and work mechanism	P27-P30	核心 Core
G3.3	社會責任組織體系及職責分工 Social responsibility organizational system and division of responsibilities	P27	核心 Core
G4: 制度 G4:SYSTEM			
G4.1	制定社會責任管理制度 Developing social responsibility management system	P29-P32	核心 Core
G4.2	構建社會責任指標體系 Creating social responsibility indicator system	P29-P31	核心 Core
G4.3	開展社會責任考核或評優 Conducting social responsibility review or evaluation	P38	核心 Core
G5: 能力 G5:CAPABILITY			
G5.1	組織開展社會責任培訓 Organizing and conducting social responsibility trainings	P31-P32	核心 Core
G5.2	開展社會責任理論研究 Conducting social responsibility theoretic research	P33, P37	核心 Core
G5.3	參與國內外社會責任標準、倡議、指南的研究與制定 Involved in the research and formulation of domestic and foreign social responsibility standards, initiatives and guides	不適用 NOT APPLICABLE	拓展 Extension
G6: 參與 G6:PARTICIPATION			
G6.1	識別和回應利益相關方的訴求 Identifying and responding to the demands of stakeholders	P35-P37	核心 Core
G6.2	企業社會責任內外部溝通機制和活動 CSR internal-external communication mechanism and activities	P27-P38	核心 Core
G6.3	加入的社會責任組織或公約 Social responsibility organizations or conventions joined	P140	拓展 Extension
第三部份：市場績效 (M 系列) PART III : MARKET PERFORMANCE (SERIES M)			
M1: 股東責任 M1:SHAREHOLDER RESPONSIBILITY			
M1.1	規範公司治理 Standardizing the corporate governance	P17-P24	核心 Core
M1.2	最高治理機構及其委員會的提名和甄選過程 Nomination and selection process of the supreme governing body and its committees	P17-P18	拓展 Extension
M1.3	反腐敗 Anti-corruption	P20-P23	核心 Core
M1.4	合規信息披露 Compliant information disclosure	P17-P19	核心 Core
M1.5	保護中小投資者利益 Protecting the interests of small and medium investors	P17-P18	拓展 Extension
M1.6	成長性 Growth	P7-P12	核心 Core
M1.7	收益性 Profitability	P7-P8	核心 Core
M1.8	安全性 Safety	P7-P8, P19	核心 Core

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M2: 客戶責任 M2:CUSTOMER RESPONSIBILITY			
M2.1	提升產品 / 服務可及性 Improving the accessibility to products/services	P49-P56	核心 Core
M2.2	產品 / 服務質量管理體系 Products/services quality management system	P63-P64, P69-P73	核心 Core
M2.3	產品合格率 Rate of qualified products	P65	核心 Core
M2.4	堅持創新驅動 Adhering to innovation-orientation	P23, P25, P47-P49, P56	核心 Core
M2.5	研發投入 R&D investment	P50	核心 Core
M2.6	新增專利數 Number of new patents	P53	核心 Core
M2.7	科技成果產業化 Industrialization of high-tech achievements	P49-56	拓展 Extension
M2.8	嚴禁虛假或者引人誤解的宣傳 Strict prohibition on false or misleading promotion	P71	核心 Core
M2.9	產品知識普及或客戶培訓 Product knowledge promotion or customer training	P23-P24, P72	拓展 Extension
M2.10	潛在風險警示 Warning against potential risks	P71-P75	拓展 Extension
M2.11	公平交易 Fair trade	P71-P74	拓展 Extension
M2.12	倡導可持續消費 Advocating sustainable consumption	P47-P80	拓展 Extension
M2.13	客戶信息保護 Protection of customer information	P75	核心 Core
M2.14	主動售後服務體系 Proactive after-sales service system	P72-P73	核心 Core
M2.15	積極應對消費者投訴 Actively addressing complaints from consumers	P72-P73	核心 Core
M2.16	投訴解決率 Complaint settlement rate	P73	核心 Core
M2.17	止損和賠償 Loss prevention and compensation	P74	核心 Core
M2.18	客戶滿意度 Customer satisfaction	P70	核心 Core
M3: 夥伴責任 M3:PARTNER RESPONSIBILITY			
M3.1	誠信經營 Operating with integrity	P76-P80	核心 Core
M3.2	經濟合同履約率 Performance rate of economic contracts	P23, P94, P121, P123	拓展 Extension
M3.3	公平競爭 Fair competition	P76-P80	核心 Core
M3.4	戰略共享機制和平台 Strategic sharing mechanism and platform	P60-P62, P76	核心 Core
M3.5	尊重和保護知識產權 Respecting and protecting intellectual property rights	P23-P24	核心 Core
M3.6	助力行業發展 Empowering the industry development	P62-P93	拓展 Extension

序號 SERIAL NO.	指標內容 INDICATORS DESCRIPTION	在本報告中的位置 POSITION IN THIS REPORT	指標性質 INDICATORS CHARACTERISTICS
M3.7	公平貿易 Fair trade	P76-P80	拓展 Extension
M3.8	針對供應商的社會責任政策、倡議和要求 Supplier-specific social responsibility policies, initiatives and requirements	P76-P78	核心 Core
M3.9	因為社會責任不合規被否決的潛在供應商數量 Number of potential suppliers rejected due to incompliance with social responsibilities	P77	拓展 Extension
M3.10	供應商社會責任日常管理機制 Routine management mechanism of supplier social responsibilities	P76-P78	拓展 Extension
M3.11	供應商社會責任審查的流程與方法 Review procedures and methods of supplier social responsibilities	P76-P78	核心 Core
M3.12	報告期內審查的供應商數量 Number of suppliers audited during the reporting period	P77, P80	核心 Core
M3.13	因為社會責任不合規被中止合作的供應商數量 Number of suppliers terminated due to incompliance with social responsibilities	P77	拓展 Extension
M3.14	供應商社會責任績效考核與溝通 Performance review and communication of supplier social responsibilities	P77-78	拓展 Extension
M3.15	供應商社會責任培訓 Supplier social responsibility training	P76	核心 Core
M3.16	供應商社會責任培訓績效 Supplier social responsibility training performance	P76	核心 Core

第四部份：社會績效 (S 系列) PART IV : SOCIAL PERFORMANCE (SERIES S)

S1: 政府責任 S1:GOVERNMENT RESPONSIBILITY

S1.1	守法合規體系建設 Establishment of compliance system	P20-P22	核心 Core
S1.2	守法合規培訓 Compliance training	P22	核心 Core
S1.3	納稅總額 Total tax	P7	核心 Core
S1.4	參與全面深化改革 Participation in comprehensive deepening reform	不適用 NOT APPLICABLE	核心 Core
S1.5	帶動就業 Enhanced employment rate	P109-P113, P133-P139	核心 Core
S1.6	報告期內吸納就業人數 Number of employees added during the reporting period	P111, P136	核心 Core

S2: 員工責任 S2:EMPLOYEE RESPONSIBILITY

S2.1	員工構成情況 Employee composition	P109-P113	核心 Core
S2.2	平等僱傭 Employment equality	P114-P116	核心 Core
S2.3	勞動合同簽訂率 Execution rate of labor contracts	P117	核心 Core
S2.4	民主管理 Democratic management	P117-119	核心 Core
S2.5	女性管理者比例 Proportion of female executives	P113	拓展 Extension
S2.6	僱員隱私管理 Employee privacy management	P116, P119	核心 Core

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S2.8	多元化和機會平等 Diversity and equal opportunities	P114	拓展 Extension
S2.9	每年人均帶薪年休假天數 Days of paid annual leave per employee	P115	核心 Core
S2.10	薪酬與福利體系 Remuneration and welfare system	P115	核心 Core
S2.11	職業健康管理 Occupational health management	P121-P122	核心 Core
S2.12	工作環境和條件保障 Working environment and conditions guarantee	P121-P122	核心 Core
S2.13	員工心理健康援助 Mental health assistance to employees	P121-P122	拓展 Extension
S2.14	員工培訓體系 Employee training system	P128	核心 Core
S2.15	年度培訓績效 Annual training performance	P130	核心 Core
S2.16	職業發展通道 Occupational development channel	P127	核心 Core
S2.17	生活工作平衡 Balance between work and life	P118-P120	拓展 Extension
S2.18	困難員工幫扶 Helping the needy employees	P117	拓展 Extension
S2.19	員工滿意度 Employee satisfaction	P116	核心 Core
S2.20	員工流失度 Rate of left employees	P112	核心 Core

S3: 安全生產 S3:PRODUCTION SAFETY

S3.1	安全生產管理體系 Production safety management system	P123-P126	核心 Core
S3.2	安全應急管理機制 Safety emergency management mechanism	P125	核心 Core
S3.3	安全教育與培訓 Safety education and training	P126	核心 Core
S3.4	安全培訓績效 Safety training performance	P126	核心 Core
S3.5	安全生產投入 Production safety investment	未納入指標體系 NOT INCLUDED IN THE INDICATOR SYSTEM	核心 Core
S3.6	安全生產事故數 Number of production safety accidents	P124	核心 Core
S3.7	員工傷亡人數 Number of casualties of employees	P124	核心 Core

S4: 社區責任 S4:COMMUNITY RESPONSIBILITY

S4.1	社區溝通和參與機制 Community communication and participation mechanism	P133-150	拓展 Extension
S4.2	員工本地化政策 Employee localization policy	P110	核心 Core

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S4.3	本地化僱傭比例 Local employment ratio	P110	核心 Core
S4.4	採購本地化政策 Local procurement policy	P79	核心 Core
S4.5	支持社區婦女、土著居民、農民、牧民和漁民的發展 Supports to development of women, aboriginal inhabitant, farmers, shepherds and fishermen in the community	P136	拓展 Extension
S4.6	公益方針或主要公益領域 Public welfare policy or main public welfare areas	P133-P134, P140	核心 Core
S4.7	建立企業公益基金基金會 Establishment of corporate public welfare fund/foundation	P140	核心 Core
S4.8	捐贈總額 Total amount of donations	P140-P141	核心 Core
S4.9	打造品牌公益項目 Launch of brand public welfare projects	P142-150	拓展 Extension
S4.10	支持志願者活動的政策、措施 Policies and measures to support volunteer activities	P141	核心 Core
S4.11	員工志願者活動績效 Performance of volunteer activities by employees	P141	核心 Core
S4.12	助力精準扶貧 Supports to accurate poverty alleviation	P137, P145-P146	核心 Core
S4.13	扶貧專項資金投入 Investment in special fund for poverty alleviation	P137, P141	核心 Core
S4.14	脫貧人口數量 Number of people out of poverty	P137	核心 Core
第五部份：環境績效（E 系列） PART V : ENVIRONMENTAL PERFORMANCE (SERIES E)			
E1: 綠色管理 E1:GREEN MANAGEMENT			
E1.1	環境管理體系 Environmental management system	P88	核心 Core
E1.2	環保預警及應急機制 Environmental warning and emergency mechanism	P83-P86	核心 Core
E1.3	環保技術研發與應用 Environmental technology research and application	P92-P102	核心 Core
E1.4	環境指標統計核算體系方法 Environmental indicator statistical accounting system and methods	P88-P91	拓展 Extension
E1.5	環保培訓和宣教 Environmental protection training and education	P31, P98	核心 Core
E1.6	建設綠色供應鏈 Establishment of green supply chain	P79-80, P105-P106	拓展 Extension
E1.7	支持綠色低碳產業發展 Supports to development of green and low-carbon industries	P92-P96	核心 Core
E1.8	環保總投資 Total investment in environmental protection	P49-P50	核心 Core
E1.9	應對氣候變化 Reaction to climate changes	P83-P87	核心 Core
E1.10	碳匯 Carbon sink	不適用 NOT APPLICABLE	拓展 Extension

序號 SERIAL NO.	指標內容 INDICATORS DESCRIPTION	在本報告中的位置 POSITION IN THIS REPORT	指標性質 INDICATORS CHARACTERISTICS
E2: 綠色生產 E2:GREEN PRODUCTION			
E2.1	綠色設計 Green design	P54,P92	核心 Core
E2.2	採購和使用環保原材料 Procurement and use of environmentally friendly materials	P54	拓展 Extension
E2.3	節約能源政策及措施 Energy saving policies and measures	P97-P98	核心 Core
E2.4	提高能源使用效率 Improvement of energy efficiency	P97-P98	核心 Core
E2.5	全年能源消耗總量及減少量 Total annual energy consumption and reduction	P88-P90	拓展 Extension
E2.6	單位產值綜合耗能 Comprehensive energy consumption per unit of production	未納入指標體系 NOT INCLUDED IN THE INDICATOR SYSTEM	核心 Core
E2.7	使用清潔能源的政策、措施 Policies and measures for using clean energy	P97,P99-P100	核心 Core
E2.8	清潔能源使用量或比重 Usage amount or proportion of clean energy	P88	核心 Core
E2.9	節約水資源政策、措施 Water resources saving policies and measures	P100	核心 Core
E2.10	年度新鮮水用水量 Annual fresh water consumption	P90	核心 Core
E2.11	單位工業增加值新鮮水耗 Fresh water consumption per unit of industrial added value	P90	拓展 Extension
E2.12	減少廢氣排放的制度、措施或技術 Regulations, measures or techniques to reduce waste gas emissions	P88-P90, P92-P98	核心 Core
E2.13	廢氣排放量及減排量 Waste gas emissions and discharge reduction	P88-P90	核心 Core
E2.14	減少廢水排放的制度、措施或技術 Regulations, measures or techniques to reduce waste water discharges	不適用 NOT APPLICABLE	核心 Core
E2.15	廢水排放量及減排量 Waste water discharges and discharge reduction	不適用 NOT APPLICABLE	核心 Core
E2.16	減少廢棄物排放的制度、措施或技術 Regulations, measures or techniques to reduce waste emissions and discharge	P102	核心 Core
E2.17	廢棄物排放量及減排量 Waste emissions and discharges, and the reductions	P91	核心 Core
E2.18	發展循環經濟政策、措施 Policies and measures to develop circular economy	P83-P104	核心 Core
E2.19	循環經濟發展績效 Circular economy development performance	P83-P104	核心 Core
E2.20	綠色包裝 Green packaging	不適用 NOT APPLICABLE	核心 Core

附錄3 APPENDIX 3

各事業部員工所涉及城市：

CITIES WHERE EACH BUSINESS DEPARTMENT EMPLOYEES ARE LOCATED :

北京開發事業部（所含城市）：保定、北京、滄州、德州、蘭州、廊坊、洛陽、秦皇島、商丘、石家莊、太原、唐山、烏魯木齊、西安、許昌、張家口、鄭州
BEIJING DEVELOPMENT DEPARTMENT (cities covered): Baoding, Beijing, Cangzhou, Dezhou, Lanzhou, Langfang, Luoyang, Qinhuangdao, Shangqiu, Shijiazhuang, Taiyuan, Tangshan, Urumqi, Xi'an, Xuchang, Zhangjiakou, Zhengzhou

環渤海事業部（所含城市）：長春、大連、撫順、濟南、青島、瀋陽、天津、煙台
BOHAI RIM DEVELOPMENT DEPARTMENT (cities covered): Changchun, Dalian, Fushun, Jinan, Qingdao, Shenyang, Tianjin, Yantai

華中事業部（所含城市）：長沙、合肥、南昌、武漢、鄭州

CENTRAL CHINA DEVELOPMENT DEPARTMENT (cities covered): Changsha, Hefei, Nanchang, Wuhan, Zhengzhou

華東事業部（所含城市）：常州、滁州、杭州、湖州、嘉興、連雲港、馬鞍山、南昌、南京、南通、寧波、上海、上饒、紹興、蘇州、台州、溫州、無錫、徐州、揚州、宜興、鎮江

EAST CHINA DEVELOPMENT DEPARTMENT (cities covered): Changzhou, Chuzhou, Hangzhou, Huzhou, Jiaxing, Lianyungang, Ma'anshan, Nanchang, Nanjing, Nantong, Ningbo, Shanghai, Shangrao, Shaoxing, Suzhou, Taizhou, Wenzhou, Wuxi, Xuzhou, Yangzhou, Yixing, Zhenjiang

華西事業部（所含城市）：成都、貴陽、昆明、南寧、太原、西安、重慶

WEST CHINA DEVELOPMENT DEPARTMENT (cities covered): Chengdu, Guiyang, Kunming, Nanning, Taiyuan, Xi'an, Chongqing

華南事業部（所含城市）：澳門、成都、東方、東莞、佛山、福州、贛州、廣州、貴陽、海口、河源、惠州、江門、樂東黎族自治縣、龍岩、茂名、南寧、寧德、清遠、泉州、三亞、汕頭、深圳、廈門、陽江、湛江、漳州、肇慶、中山、珠海

SOUTH CHINA DEVELOPMENT DEPARTMENT (cities covered): Macau, Chengdu, Dongfang, Dongguan, Foshan, Fuzhou, Ganzhou, Guangzhou, Guiyang, Haikou, Heyuan, Huizhou, Jiangmen, Li Autonomous County, Longyan, Maoming, Nanning, Ningde, Qingyuan, Quanzhou, Sanya, Shantou, Shenzhen, Xiamen, Yangjiang, Zhanjiang, Zhangzhou, Zhaoqing, Zhongshan, Zhuhai

商業地產事業部（所含城市）：北京、成都、大連、杭州、天津、西安、武漢

COMMERCIAL PROPERTY DEPARTMENT (cities covered): Beijing, Chengdu, Dalian, Hangzhou, Tianjin, Xi'an, Wuhan

寫字樓事業部（所含城市）：北京、成都、廣州、杭州、嘉興、昆明、南京、上海、深圳、蘇州、天津、武漢、西安、徐州

OFFICE BUILDING DEPARTMENT (cities covered): Beijing, Chengdu, Guangzhou, Hangzhou, Jiaxing, Kunming, Nanjing, Shanghai, Shenzhen, Suzhou, Tianjin, Wuhan, Xi'an, Xuzhou

資本運營事業部（所含城市）：北京、長沙、常州、成都、德陽、濟南、嘉興、昆明、瀘州、南昌、寧波、青島、上海、石家莊、天津、武漢、西安、鄭州、重慶

CAPITAL OPERATION DEPARTMENT (cities covered): Beijing, Changsha, Changzhou, Chengdu, Deyang, Jinan, Jiaxing, Kunming, Luzhou, Nanchang, Ningbo, Qingdao, Shanghai, Shijiazhuang, Tianjin, Wuhan, Xi'an, Zhengzhou, Chongqing

客戶服務事業部（所含城市）：保定、北京、濟南、廊坊、秦皇島、石家莊、太原、天津、西安、張家口、鄭州、成都、大連、貴陽、哈爾濱、合肥、昆明、南京、南寧、青島、瀋陽、煙台、長春、長沙、鄭州、重慶、杭州、瀋陽、南昌、南京、寧波、上海、蘇州、溫州、武漢、鎮江、福州、贛州、廣州、佛山、貴陽、海南、江門、茂名、南寧、廈門、汕頭、東莞、深圳、湛江、中山

CUSTOMER SERVICE DEPARTMENT (cities covered): Baoding, Beijing, Jinan, Langfang, Qinhuangdao, Shijiazhuang, Taiyuan, Tianjin, Xi'an, Zhangjiakou, Zhengzhou, Chengdu, Dalian, Guiyang, Harbin, Hefei, Kunming, Nanjing, Nanning, Qingdao, Shenyang, Yantai, Changchun, Changsha, Zhengzhou, Chongqing, Hangzhou, Liyang, Nanchang, Ningbo, Shanghai, Suzhou, Wenzhou, Wuhan, Zhenjiang, Fuzhou, Ganzhou, Guangzhou, Foshan, Guiyang, Hainan, Jiangmen, Maoming, Nanning, Xiamen, Shantou, Dongguan, Shenzhen, Zhanjiang, Zhongshan

香港公司（所含城市）：香港

HONG KONG COMPANY (cities covered): Hong Kong

附錄4 APPENDIX 4

遠洋集團所遵循國家法律法規列表（部分）：

LIST OF NATIONAL LAWS AND REGULATIONS FOLLOWED BY SINO-OCEAN GROUP (PART):

《中華人民共和國刑法》	Criminal Law of the People's Republic of China	《信息安全等級保護管理辦法》	Administrative Measures for the Graded Protection of Information Security
《中華人民共和國刑事訴訟法》	Criminal Procedure Law of the People's Republic of China		Ecological restoration and management
《中華人民共和國治安處罰法》	Law of the People's Republic of China on Penalties for Administration of Public Security	《中華人民共和國環境保護法》	Environmental Protection Law of the People's Republic of China
《中華人民共和國廣告法》	Advertising Law of the People's Republic of China	《中華人民共和國建築法》	Construction Law of the People's Republic of China
《中華人民共和國商標法》	Trademark Law of the People's Republic of China	《中華人民共和國勞動合同法》	Employment Contract Law of the People's Republic of China
《中華人民共和國專利法》	Patent Law of the People's Republic of China	《中華人民共和國勞動爭議調解仲裁法》	Labor Dispute Mediation and Arbitration Law of the People's Republic of China
《中華人民共和國著作權法》	Copyright Law of the People's Republic of China	《企業勞動爭議協調調解規定》	Provisions on the Coordination and Mediation of Enterprise Labor Dispute
《中華人民共和國反不正當競爭法》	Law of the People's Republic of China against Unfair Competition	《勞動合同實施條例》	Regulations on the Implementation of Employment Contracts
《建設工程質量管理條例》	Regulation on the Quality Management of Construction Projects	《工傷保險條例》	Regulations on Work-Related Injury Insurance
《房屋建築和市政基礎設施工程質量監督管理規定》	Provisions on the Supervision and Administration of the Quality of Housing Building Projects and Municipal Infrastructure Projects	《女職工勞動保護規定》	Regulations on the Labor Protection of Women Workers
《建設工程安全生產管理條例》	Administrative Regulations on the Work Safety of Construction Projects	《中華人民共和國職業病防治法》	Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases

序號 SERIAL NO.	指標內容 INDICATORS DESCRIPTION	在本報告中的位置 POSITION IN THIS REPORT	指標性質 INDICATORS CHARACTERISTICS
E2.21	製成品所用包裝材料的總量（以噸計算）及（如適用）每單位佔量 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	不適用 NOT APPLICABLE	拓展 Extension
E2.22	綠色運輸 Green transportation	未納入指標體系 NOT INCLUDED IN THE INDICATOR SYSTEM	核心 Core
E2.23	產品/人力運輸過程中對環境的影響 Impact of product/human powered transportation on the environment	P90	拓展 Extension
E2.24	減少溫室氣體排放的計劃及行動 Plan and actions of reducing greenhouse gas emissions	P83-P86	核心 Core
E2.25	溫室氣體排放量及減排量 Greenhouse gas emissions and emission reduction	P88-P90	核心 Core
E3: 綠色運營 E3:GREEN OPERATION			
E3.1	綠色辦公措施 Green office measures	P98, P100, P102	核心 Core
E3.2	綠色辦公績效 Green office performance	P98, P100, P102	核心 Core
E3.3	生態恢復與治理 Ecological restoration and management	P103	拓展 Extension
E3.4	保護生物多樣性 Protection of biological diversity	P104	拓展 Extension
E3.5	零淨砍伐 Zero net deforestation	不適用 NOT APPLICABLE	拓展 Extension
E3.6	環保公益活動 Environmental-protection public welfare activities	P142-P144	核心 Core
第六部份：報告後記（A系列）PART VI: REPORTING AFTERWARD (SERIES A)			
A1	未來計劃：公司對社會責任工作的規劃 Future plan: Corporate planning for social responsibility work	P151	核心 Core
A2	關鍵績效表：企業年度社會責任關鍵數據的集中展示 Key performance indicators: Centralized presentation of annual CSR key data	P88-P91, P109-P113	拓展 Extension
A3	企業榮譽表：企業年度社會責任重要榮譽的集中展示 Corporate awards: Centralized presentation of important annual CSR awards	P43-P44	拓展 Extension
A4	報告評價：社會責任專家或行業專家、利益相關方或專業機構對報告的評價 Reporting assessment: Assessment of reporting from social responsibility experts or industry experts, stakeholders or professional organizations	P40, P165-P166	拓展 Extension
A5	參考索引：對本指南要求披露指標的採用情況 Reference index: The application of the disclosure indicators required by this guide	P153-P163	核心 Core
A6	意見反饋：讀者意見調查表及讀者意見反饋渠道 Opinions and feedbacks: Questionnaire for readers' opinions and feedback channel of readers' opinions	P152	核心 Core

《遠洋集團 2020 年度可持續發展報告》評級報告

受遠洋集團控股有限公司委托，「中國企業社會責任報告評級專家委員會」抽選專家組成評級小組，對《遠洋集團 2020 年度可持續發展報告》（以下簡稱《報告》）進行評級。

一、評級依據

中國社會科學院《中國企業社會責任報告指南（CASS-CSR 4.0）》暨「中國企業社會責任報告評級專家委員會」《中國企業社會責任報告評級標準（2020）》。

二、評級過程

1. 評級小組審核確認《報告》編寫組提交的《企業社會責任報告過程性資料確認書》及相關證明材料；
2. 評級小組對《報告》編寫過程及內容進行評價，擬定評級報告；
3. 評級專家委員會副主席、評級小組組長、評級小組專家共同簽署評級報告。

三、評級結論

過程性（★★★★★）

集團成立可持續發展管理委員會，總裁擔任委員會主席，總裁事務中心牽頭組建可持續發展工作組，統籌推進報告編制工作，總裁及董事局負責報告終審簽發；將報告定位為信息合規披露、回應利益相關方期望、提升企業品牌形象、提高責任管理水平的重要工具，功能價值定位明確；根據國內外社會責任標準、行業對標分析、公司發展規劃、利益相關方調查等識別實質性議題；構建完善的可持續發展指標數據填報系統，提升了企業信息披露質量；計劃通過公司重大活動發佈報告，並將以電子版、印刷品、中英文版、簡版等形式呈現報告，過程性表現卓越。《報告》系統披露了貫徹宏觀政策、確保房屋質量、提供優質服務、綠色建築、避免土地閒置、噪音污染控制、新建項目環評、廢棄物循環利用等所在行業關鍵性議題，敘述詳細充分，實質性表現卓越。

實質性（★★★★★）

《報告》系統披露了貫徹宏觀政策、確保房屋住宅質量、合規拆遷與老城區建設、避免土地閒置、噪音污染控制、新建項目環評、廢棄物循環利用、綠色建築等所在行業關鍵性議題，敘述詳細充分，具有卓越的實質性表現。

完整性（★★★★★）

《報告》主體內容從「凝匠心，共創健康管理」「凝匠心，共築健康品質」「凝初心，共享健康環境」「凝真心，共繪健康職場」「凝愛心，共益健康社會」等角度系統披露了所在行業核心指標的 91.24%，具有卓越的完整性表現。

平衡性（★★★★★）

《報告》披露了「平均離職率」「處理違紀員工人數」「工傷損失工作天數」「客戶投訴條數」等負面數據信息，並簡述企業處理違紀員工的過程及結果，平衡性表現卓越。

可比性（★★★★★）

《報告》披露了「基金會捐贈額」「高管人數及比例」「交付評估得分」等 92 個關鍵指標連續 3 年的對比數據，並就「百萬平米事故率」「全集團客戶滿意度」等進行橫向比較，可比性表現卓越。

可讀性（★★★★★）

《報告》以「凝聚責任 共享健康」為主題，以「凝...，共...」為主線貫穿全篇，框架結構清晰，章節體例統一，系統展現了企業在關鍵議題上的履責理念、行動與成效；多處設置二維碼對報告內容進行影像化延伸，增強了報告的擴展性；對行業專有名詞進行解釋，提升了報告的易讀性；整體色調呼應企業品牌標識，全篇採用中英對應排版設計，強化了報告的傳播效果，可讀性表現卓越。

創新性（★★★★☆）

《報告》積極回應聯合國 2030 可持續發展目標（SDGs）、健康中國戰略、新冠肺炎疫情防控、精準扶貧等熱點議題，彰顯了企業的責任擔當和價值追求；制定並發布《遠洋集團可持續發展政策》，利於進一步提升企業可持續發展管理水平和促進利益相關方溝通，具有領先的創新性表現。

綜合評級（★★★★★）

經評級小組評價，《遠洋集團 2020 年度可持續發展報告》為五星級，是一份卓越的企業社會責任報告。



遠洋集團可持續發展報告連續第六年獲得五星級評價

四、改進建議

增強報告內容和設計的表现形式，進一步提高報告的創新性。

評級專家委員會副主席

評級小組組長

評級小組專家



掃碼查看企業評級檔案

出具時間：2021 年 4 月 7 日

RATING REPORT OF "SUSTAINABLE DEVELOPMENT REPORT 2020 OF SINO-OCEAN GROUP"

Upon the request of Sino-Ocean Group Holding Limited, the Chinese Expert Committee on CSR Report Rating invited experts to form a rating team to rate the "Sustainable Development Report 2020 of Sino-Ocean Group" (hereinafter referred to as "the Report").

I. Rating Criteria

"Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises (CASS-CSR 4.0)" of the Chinese Academy of Social Sciences and "China Corporate Social Responsibility Report Rating Standards (2020)" of "Corporate Social Responsibility Report Rating Expert Committee of Chinese Enterprises".

II. Rating Process

1. The rating team reviews and confirms the "Process Data Confirmation of Corporate Social Responsibility Report" submitted by the "Report" writing group and relevant supporting materials;
2. The rating team conducts evaluation on the preparation process and the content disclosed by the "Report", and then drafts the rating report;
3. The Vice Chairman of the Rating Expert Committee, the leader of the rating team, and the experts of the rating team jointly sign the rating report.

III. Rating Results

Process（★★★★★）

The Group has established a sustainable development administration committee chaired by the President, and the President Affairs Center leads to organize a sustainable development work team to overall promote the preparation of the report. The President and Board of Directors are responsible for the final approval and issuance of the report. The report, with definite function value position, is taken as an important tool for compliant disclosure of information, responsiveness to expectations of stakeholders, promotion of brand image, and improvement of accountability management level. A perfect reporting system for sustainable development indicators is built based on the identification of substantive issues such as internal and external social responsibility standards, industry benchmarking analysis, company development planning, investigation of stakeholders, etc., which has promoted the quality of information disclosed by the enterprise. The report is planned to be published on major events of the company, and to be presented in electronic version, printed form, and Chinese and English version, long chart version, etc., with excellent performance in process.

Materiality（★★★★★）

The Report systematically discloses the key industrial issues such as implementation of macro policies, guarantee of housing quality, compliant demolition and construction of old town, avoiding idle of land, control of noise pollution, environmental impact assessment of new projects, waste recycling, green building, etc., with detailed and full description and excellent performance in materiality.

Integrity（★★★★★）

The main body of the Report systematically discloses 91.24% of the core indicators of the industry from the perspectives of "Conduct healthy management with concerted efforts", "Build quality and health with ingenuity", "Share a healthy environment with original aspiration", "Form a healthy workplace with sincerity" and "Contribute to a healthy society with love".

Balance（★★★★★）

The Report reveals negative data such as "average turnover rate", "number of undisciplined employees handled", "number of working days lost due to work injury", and "number of customer complaints", and briefly describes the process and results on handling undisciplined employees, with excellent performance in balance.

Comparability（★★★★★）

The Report discloses the comparative data of 92 key indicators such as "donations to funds", "number and proportion of senior executives", and "scores of assessment on deliveries" for three consecutive years, and makes a horizontal comparison on "accident rate per million square meters" and "customer satisfaction of the whole group", with excellent performance in comparability.

Readability（★★★★★）

Based on the theme of "building accountability and sharing health", the report presents a clear structure, uniform style and systematically shows the company's concepts, behaviors and achievement on duty performance. QR codes are provided on several places of the report to provide an image information, which extends the contents of the report. Industrial terms are interpreted to improve the readability of the report. The overall tone echoes the brand logo of the company and the whole report adopts Chinese-English layout design, enhancing the communicating effect of the report, with excellent performance in readability.

Innovation（★★★★☆）

The Report actively responds to hot issues such as UN Sustainable Development Goals (SDGs) for 2030, health China strategy, prevention and control of COVID-19, targeted poverty alleviation, etc., demonstrating the responsibility performance and value pursuit of the enterprise. The Sustainable Development Policy of Sino-Ocean Group was formulated and released, which is conducive to further improving the management of sustainable development and promoting communication among stakeholders, with leading performance in innovation.

Overall Rating（★★★★★）

According to the rating team's assessment, "Sustainable Development Report 2020 of Sino-Ocean Group" is of five-star rating, and it is an excellent corporate social responsibility (CSR) report.



The Sustainable Development Report of Sino-Ocean Group was rated five stars for six consecutive years.

IV. Improvement Suggestions

Enhance the expressive forms of reported contents and designs and further improve the innovation of the Report.

Vice President of Chinese Expert Committee on CSR Report Rating

Leader of the Rating Team

Expert of the Rating Team

Issuance date: April 7, 2021

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