



4ž\$ Ū#v u r6á6 DU%Z !kZ Ā^ QĚ^ u Å! 3İO»4ž\$

世联行二〇二三年可持续发展报告（暨ESG报告）

2023

可持续发展报告（暨ESG报告）



7 01

1.1

г дщ щ ї j†ї j†ї j† jъ jъ 0.01
† CQE c
CQE c

1.2

0.01 / / 0.01 /0 1/ щї jъB
c
B †
c

1.3

щї jъг / XX Д
B c

1.4

1.5

† c † B
c † c

1.6

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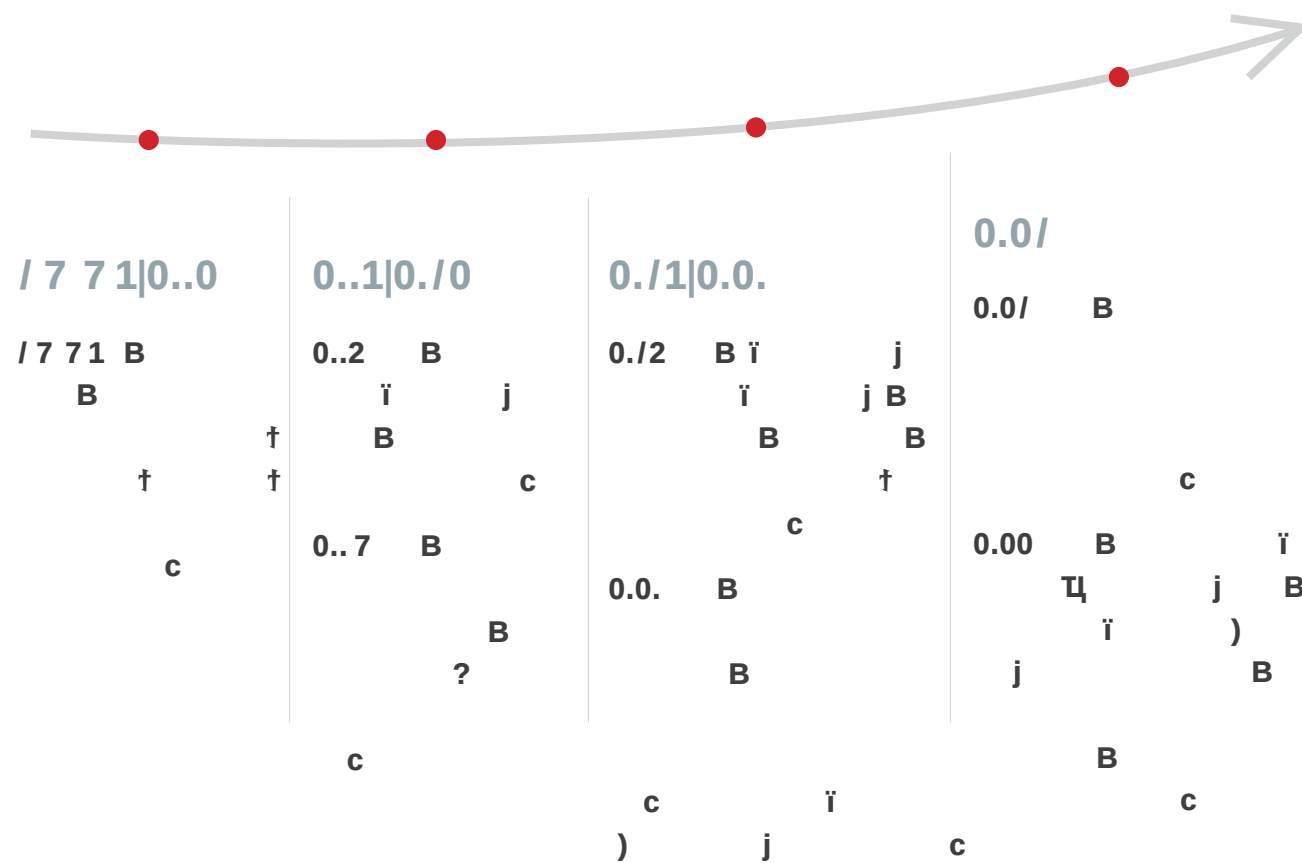
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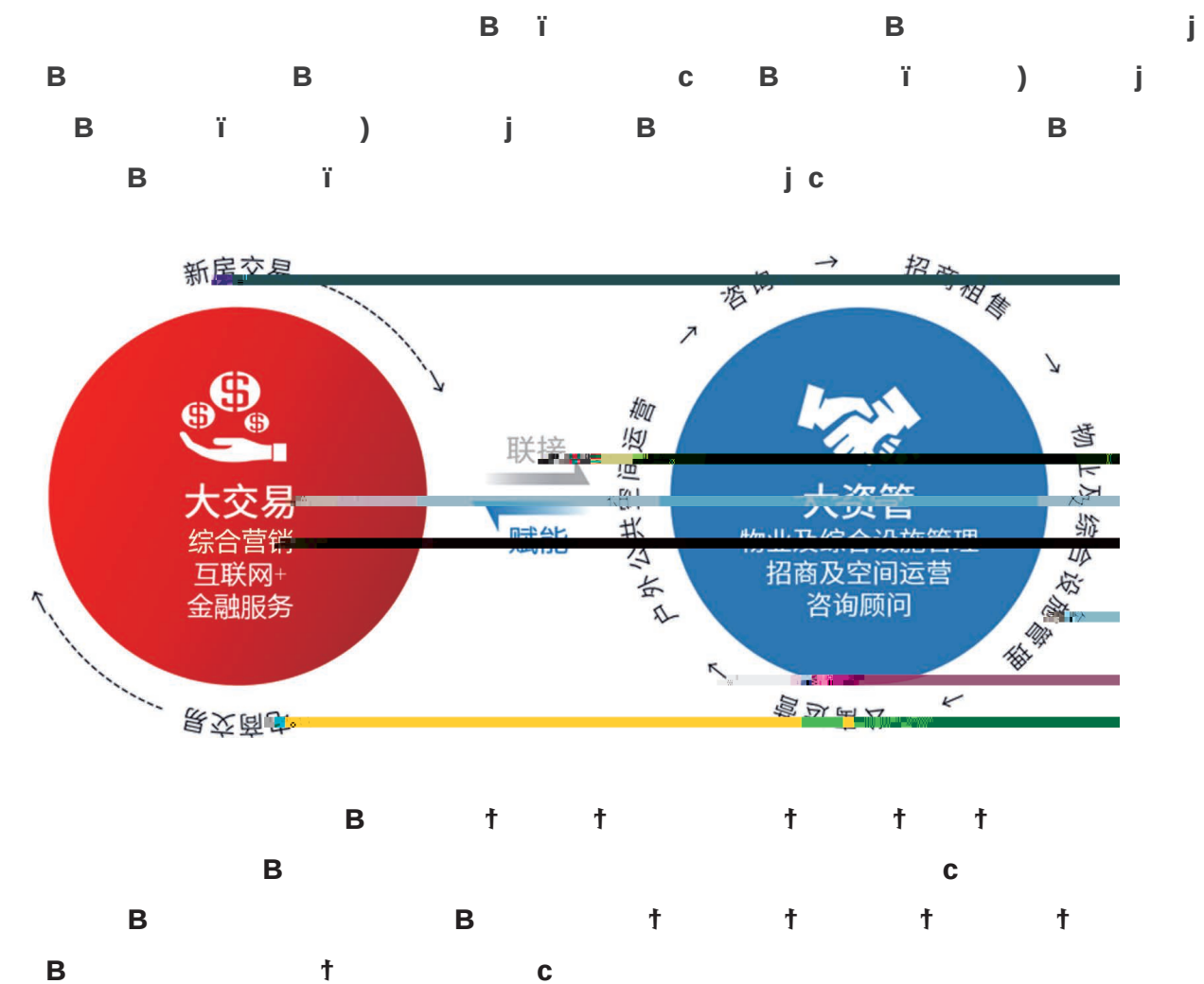
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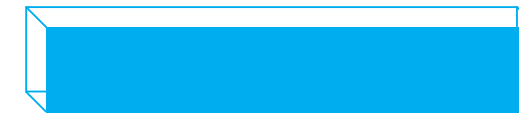


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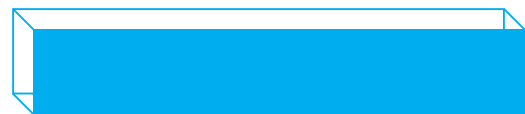


7 03



† † C B † † A B B †

	Week 1	Week 2	Week 3	Week 4
Week 1				
Week 2				
Week 3				
Week 4				
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Week 6				
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Week 50				
Week 51				
Week 52				



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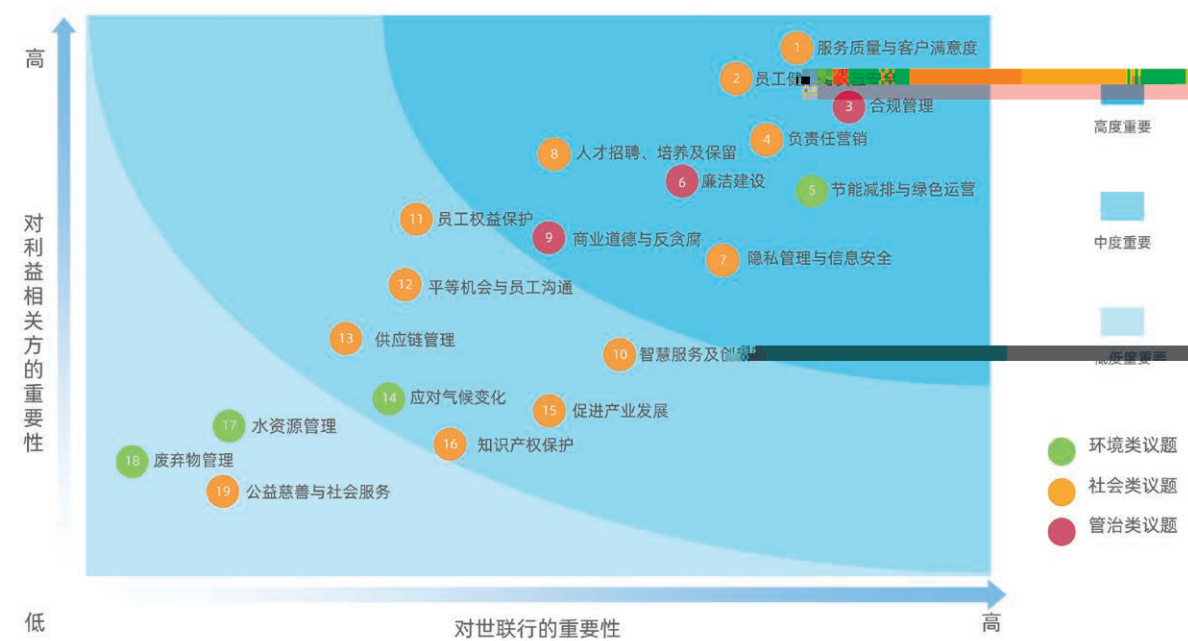
8006600000

6094884000000

700000

1	† B † C QE c B
2	B C QE C QE B c H †
3	c

A



高度重要性

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

中度重要性

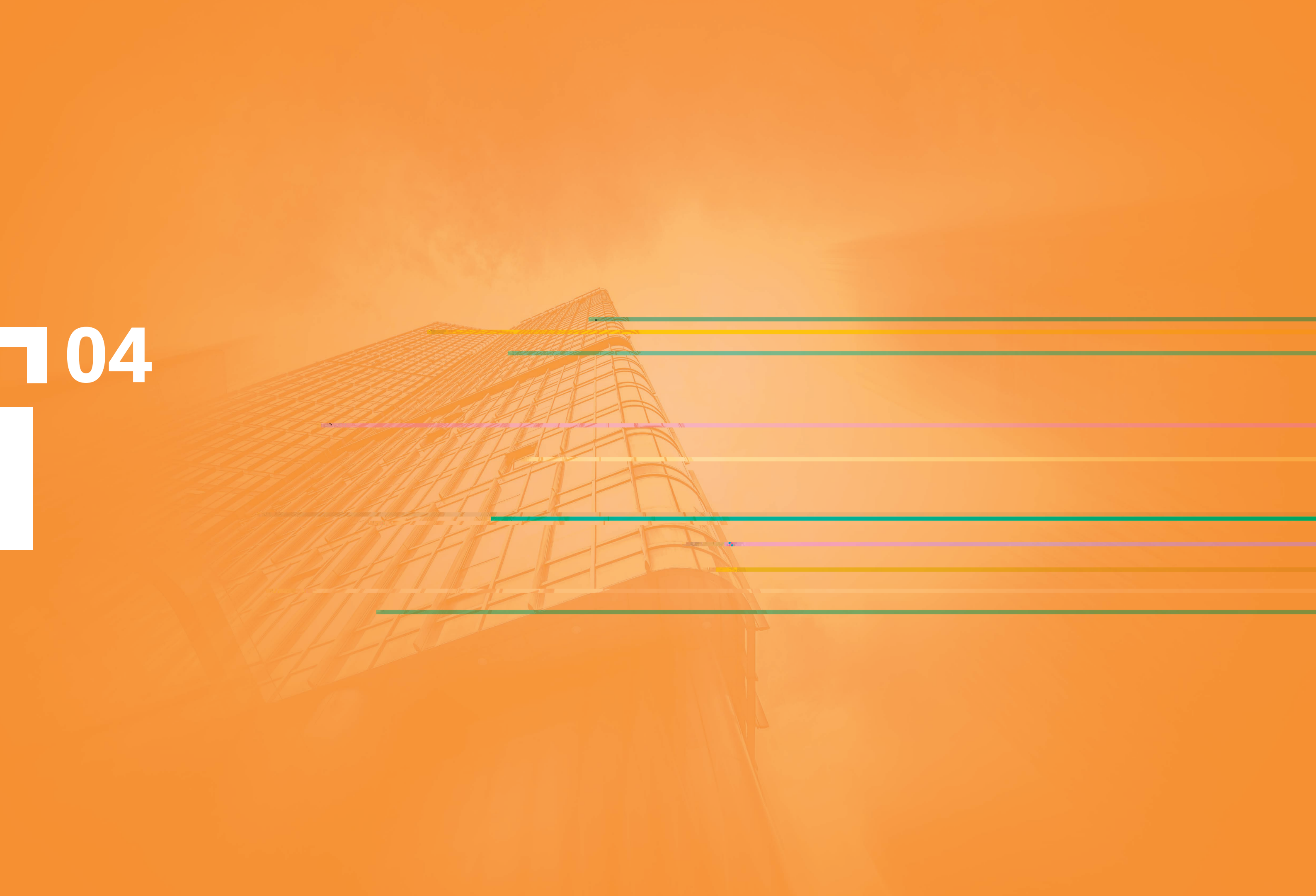
- 10
- 11
- 12
- 13
- 14
- 15
- 16

低度重要性

- 17
- 18
- 19

-
-
-

04





г Д†г Д†г Д†г Д
† В В с Д
† † † † † † †
† с В 0 В † В
В с

3.	

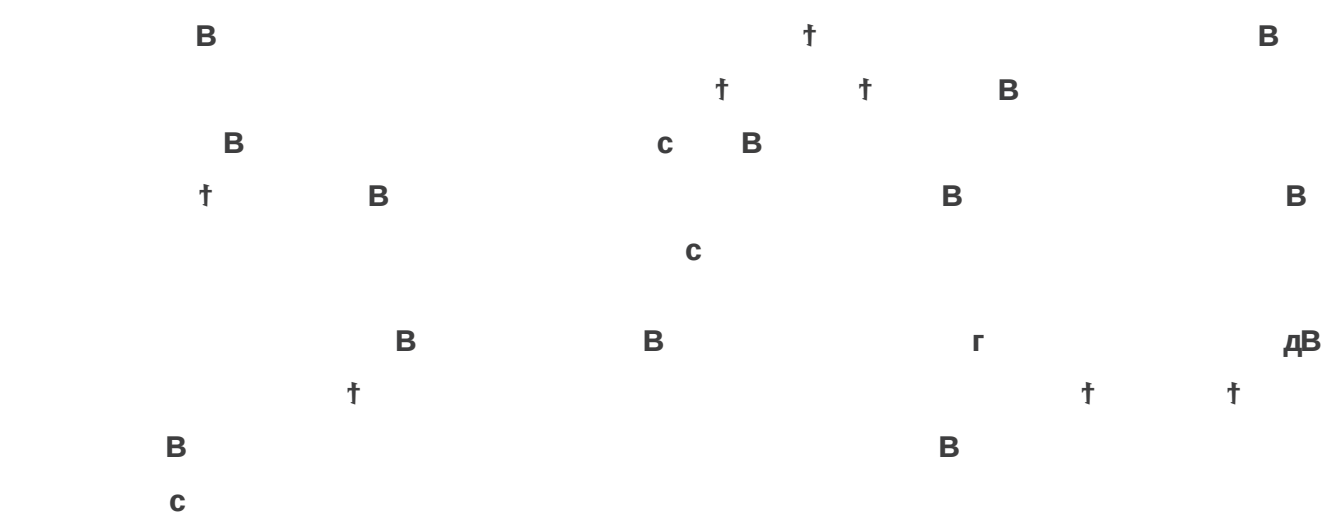


† † В В † †
с В † В
7 // В 4 5 В 1 2 В
0 2 с

	6-6					/-/
	6-6	†			/-/	/-/
	6-6	†	7 - 7			/-/
	6-6	†		/-/	/-/	
	6-6	† †	7 - 7	/-/	/-/	
	6-6	†		/-/		/-/
	6-6					/-/
	6-6	†	7 - 7			/-/
	6-6					/-/
	4-4					
	4-4					



щ ъ	2
	2
	73
	42 щ /..# ъ
	/





Д Г В

[illegible]

Aw_ l e e s _ l e > u m p j b s l g m l , a m k , a	A x e h s ` _ m > u m p j b s l g m l , a m k , a
A.533+00/40454† /153//03450щ ъ	A.533+00/400.6
A 0.06	A 0.06
/1	



B **B** **B**
B **B** † **C**

Concentration of 1,25(OH) ₂ D ₃	Relative expression of IL-12p70	Significance Group
0.00	~0.45	B
0.01	~0.55	B
0.05	~0.65	B
0.1	~0.75	B
0.5	~0.85	c
1.0	~0.90	B
5.0	~0.95	B
10.0	1.00	B





0.16 /0 c B r
Д В ĭ † † j B B c

A ĭ j
† B B c c
† B B c c
† B c c
† B c

B B † † B
c B
B c



B 0.01 B
† B c B
B B c

B B
B B
c B
B B c



0.01 // B r
† Д B
B B
c B



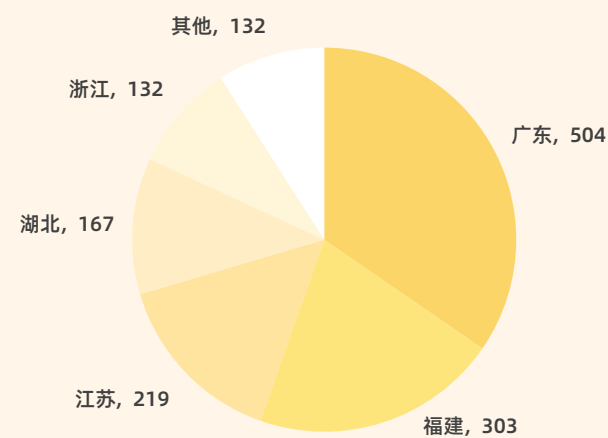
[illegible]

† A B H

† A B B B

† † A Ц ъ B

B **A**

[illegible]

/0	B				B				
	B		†	†	†		†	c	B
/104		B			†				4. c

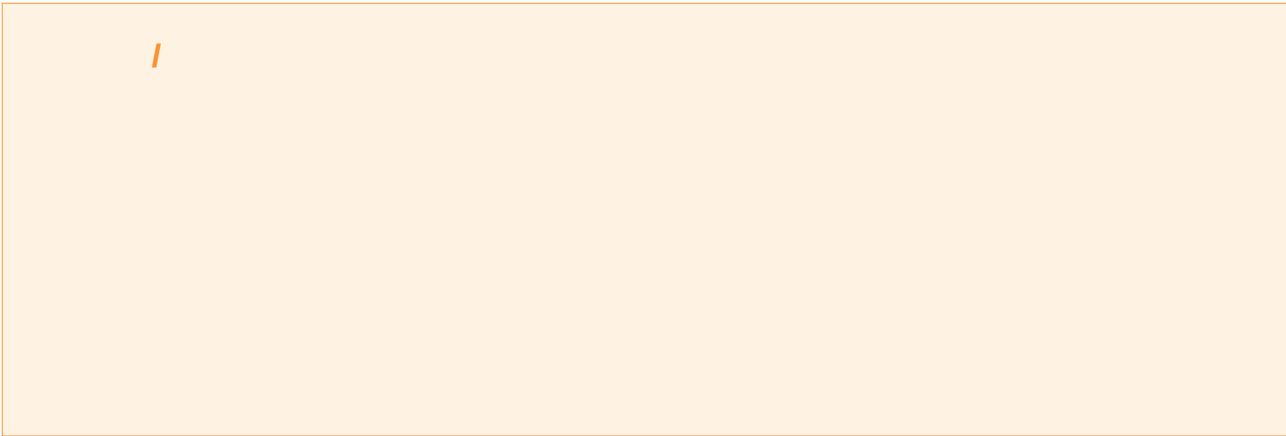
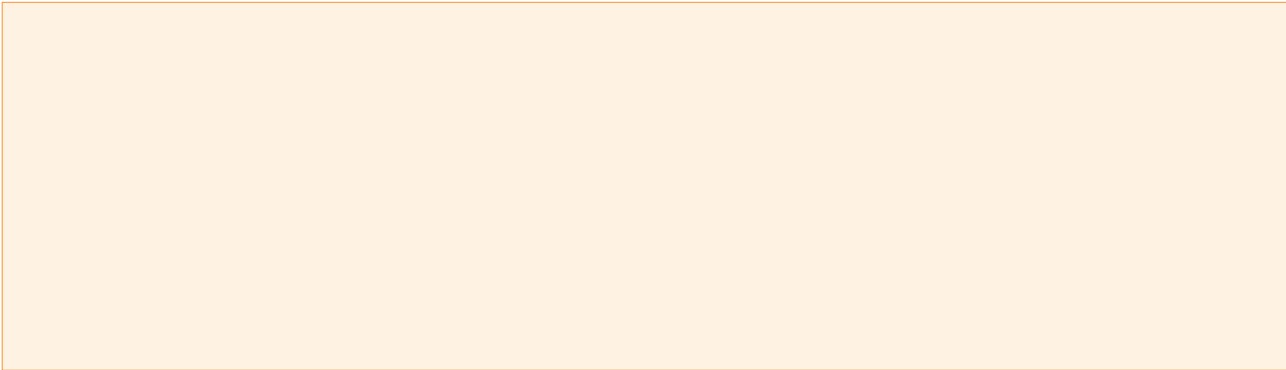
	73& ' 73	H B c	B H
	6.& ' + 72	B	H c
	5.& ' + 6.	B H c	B B
	5.	H / B	c
	.	H	c



B B GQM c

B B

† † c



† † †

B B B B B

† † †

† B c B B

B c



г

B B

c B

B 1 B 2

Д г Д г Д

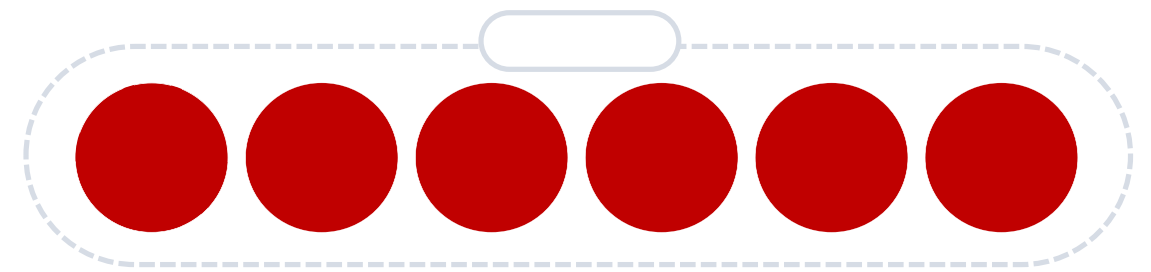
B B B

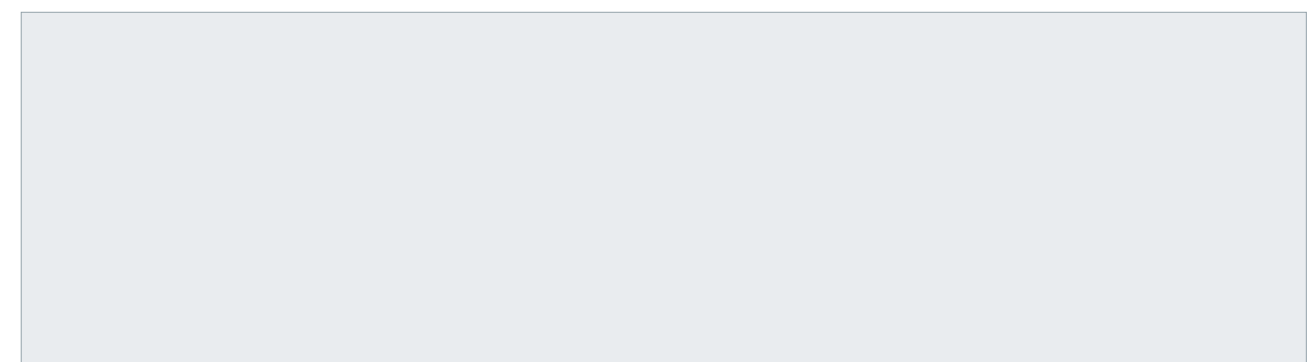
c 0.01 /0 1/ B

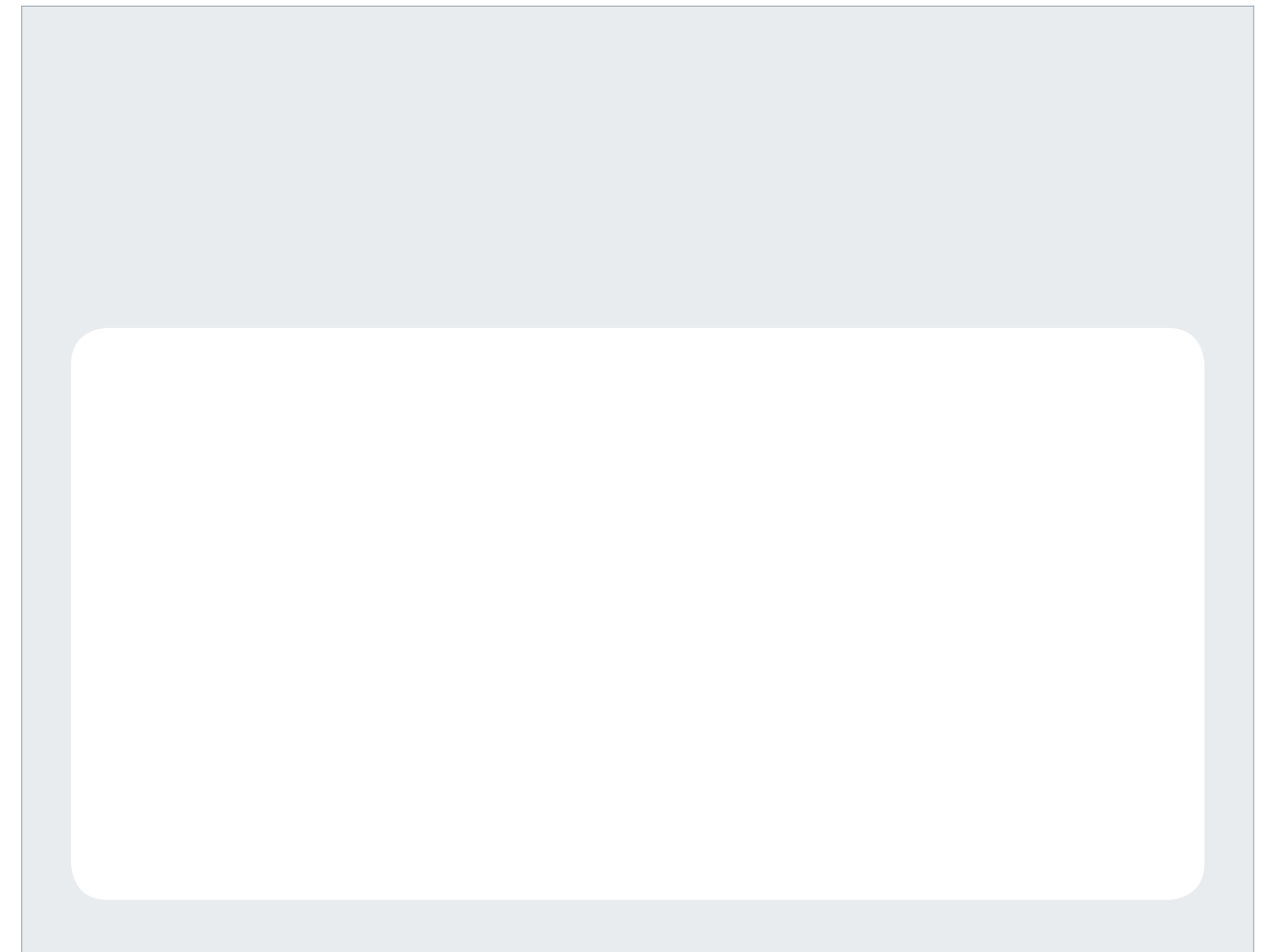
B c

05











B

B

B

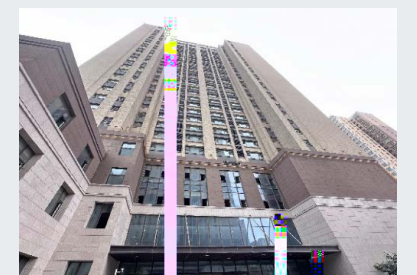
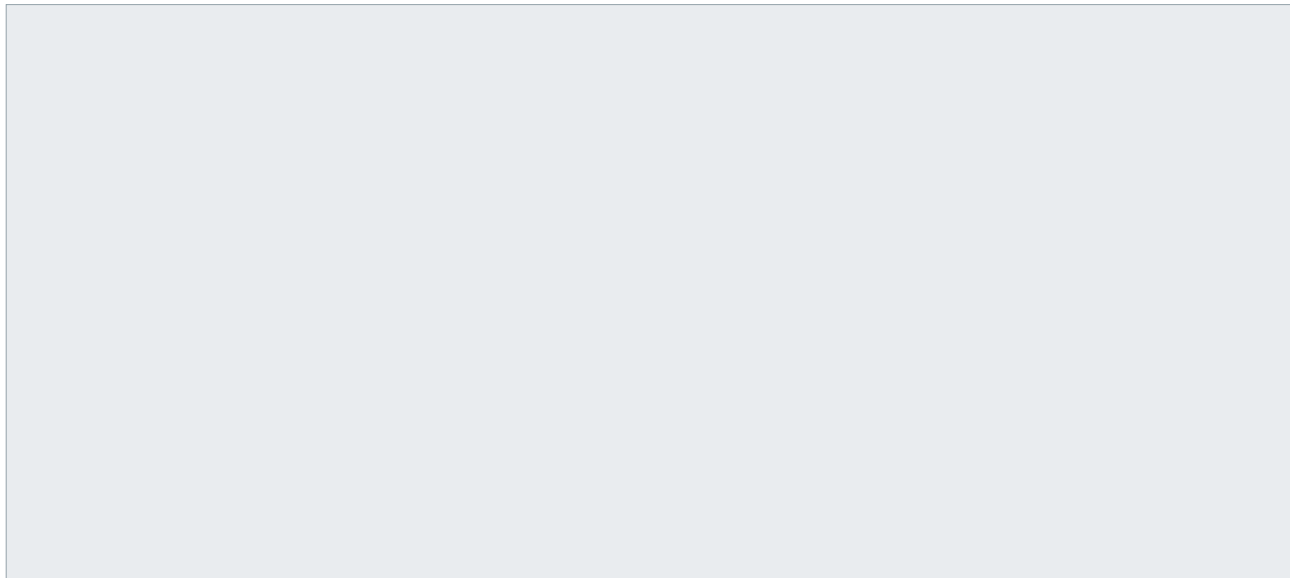
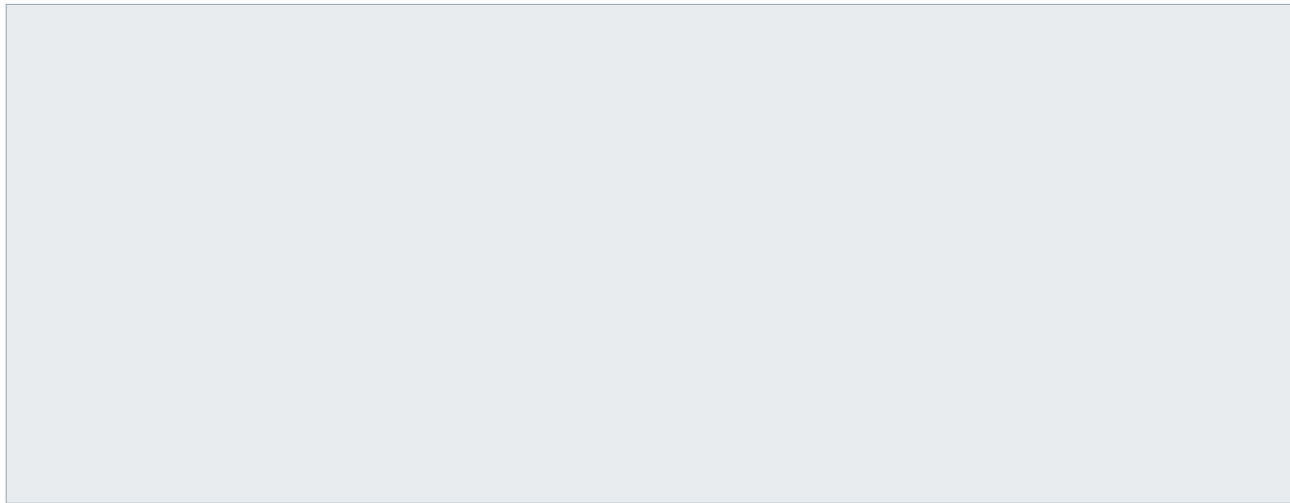
C

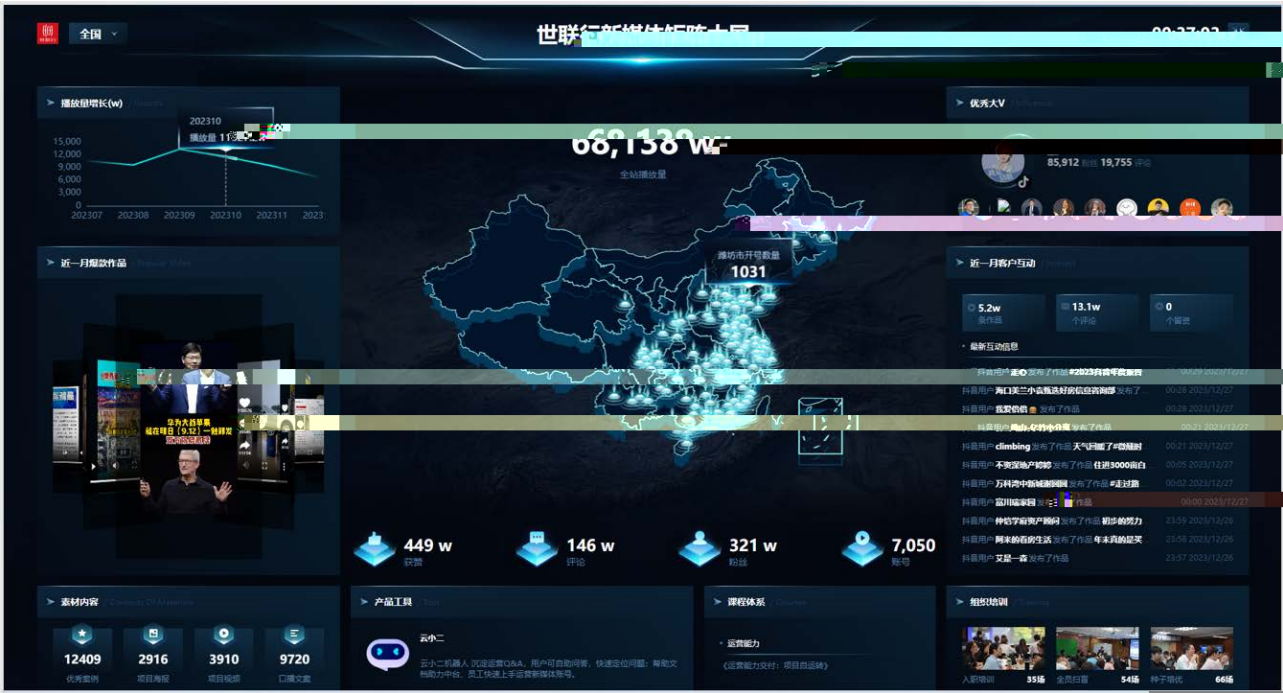
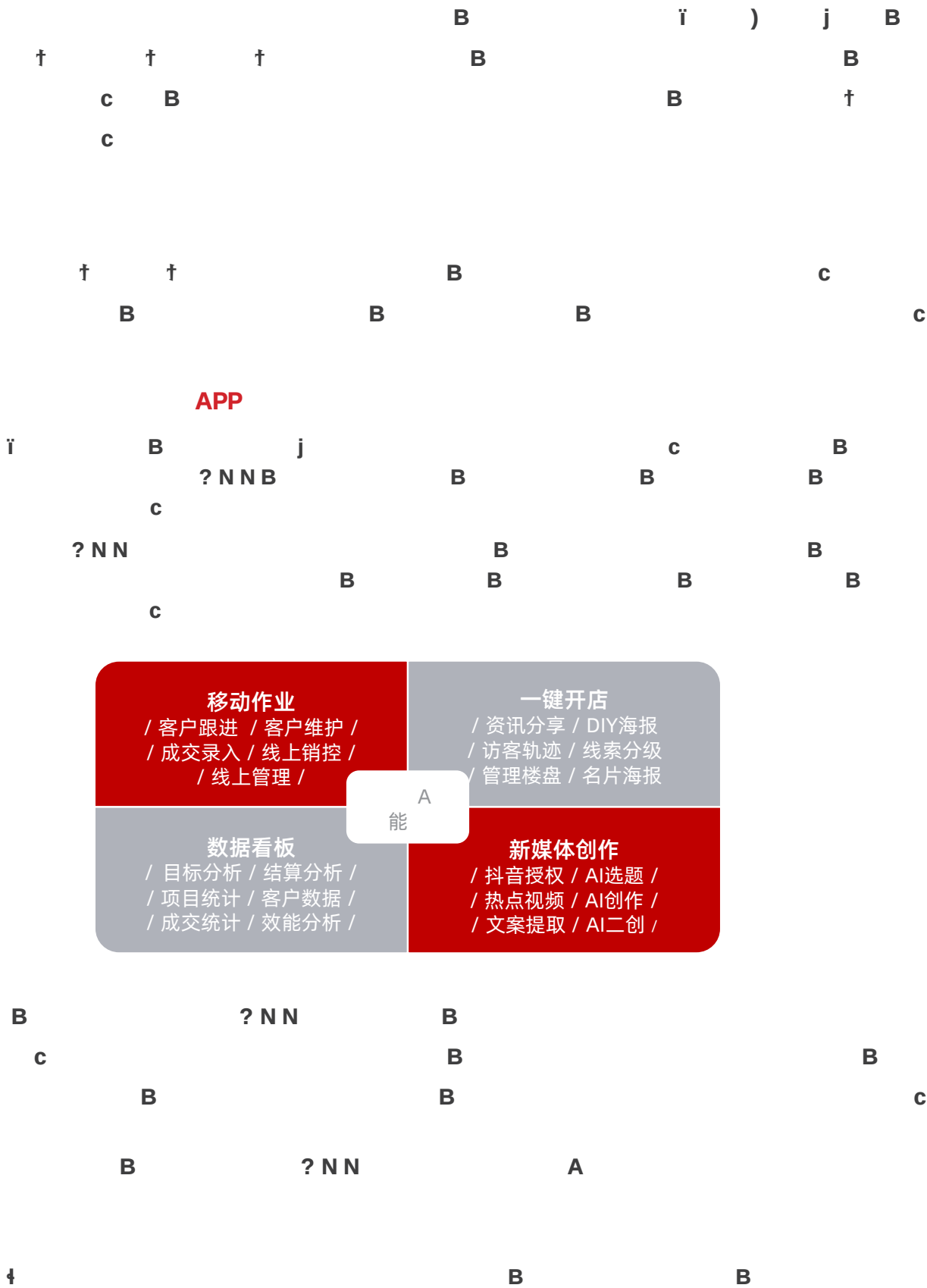
B

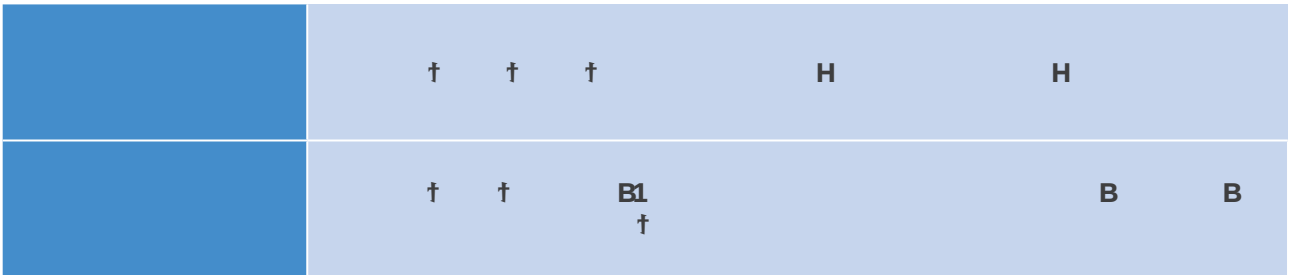
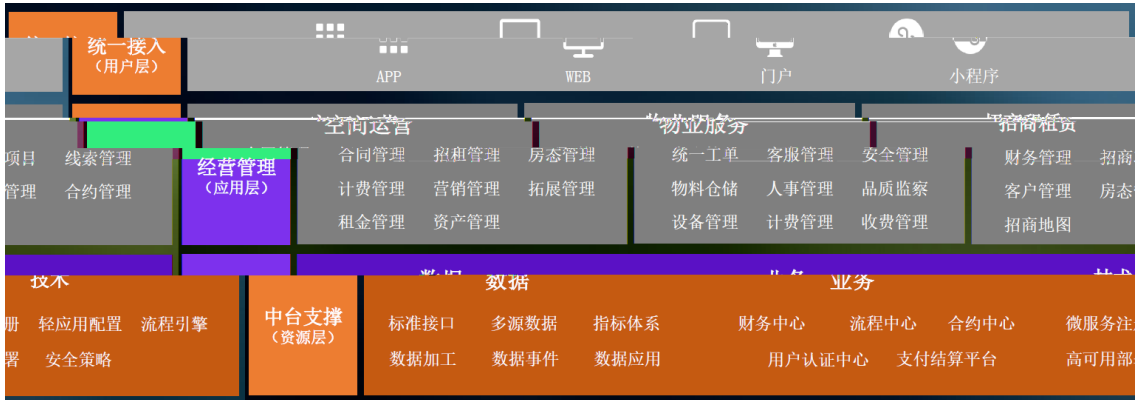
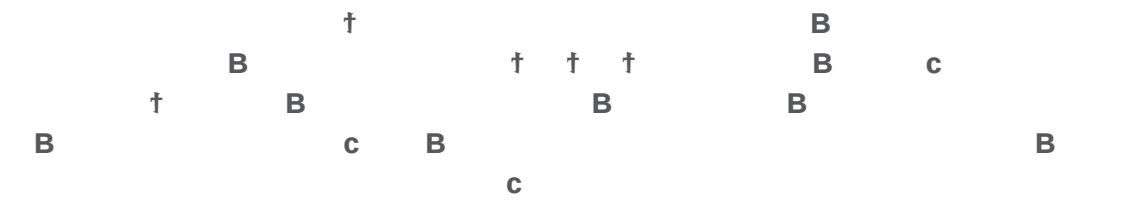
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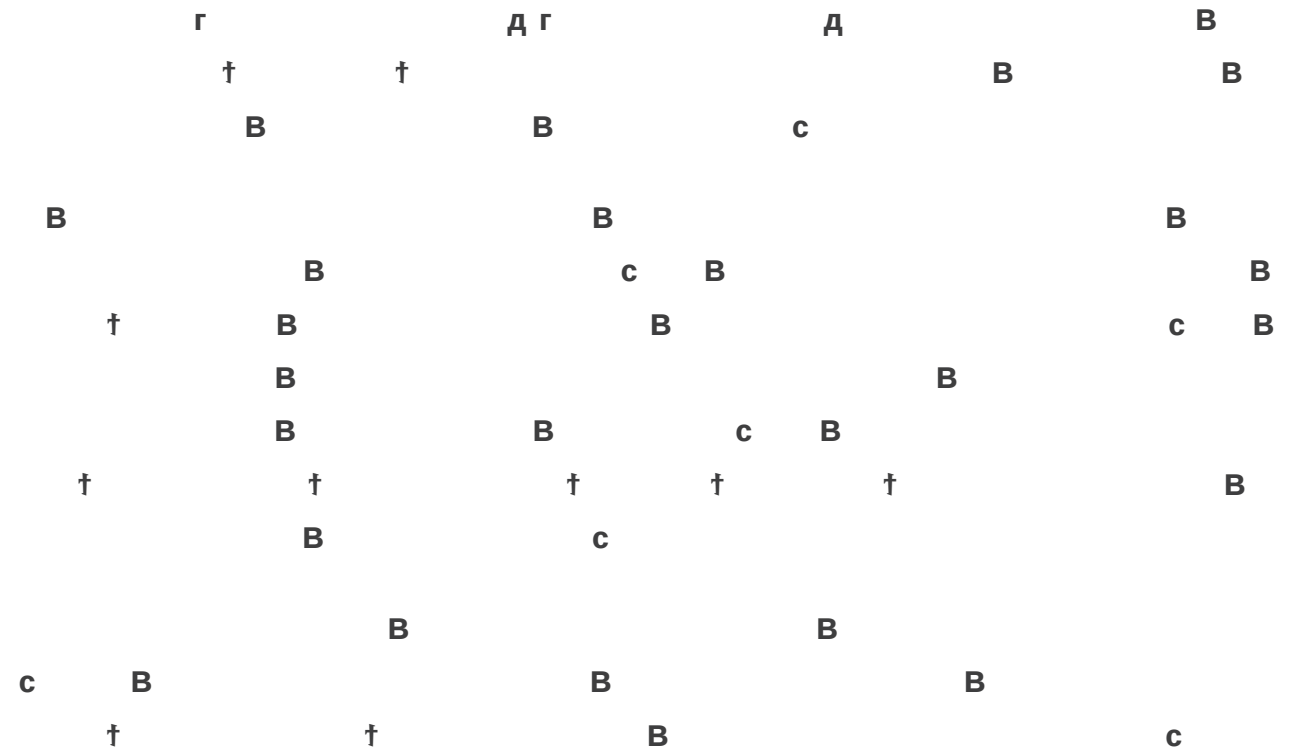
(IFM)

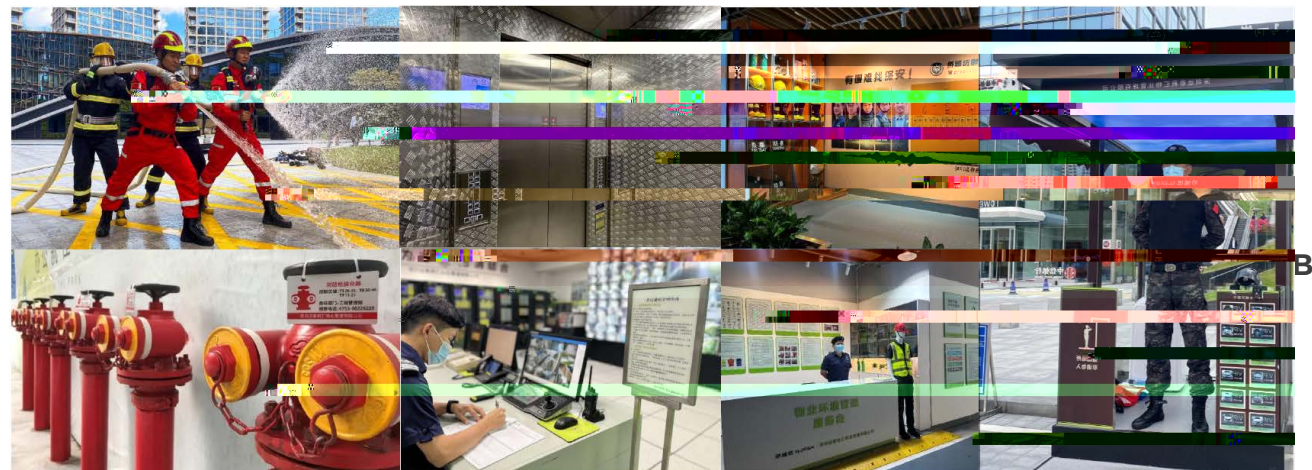








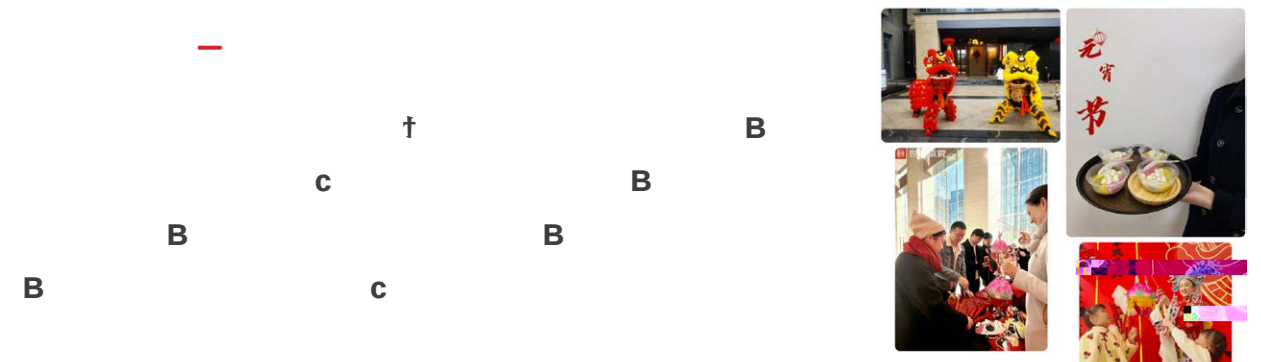


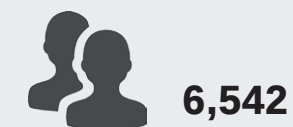
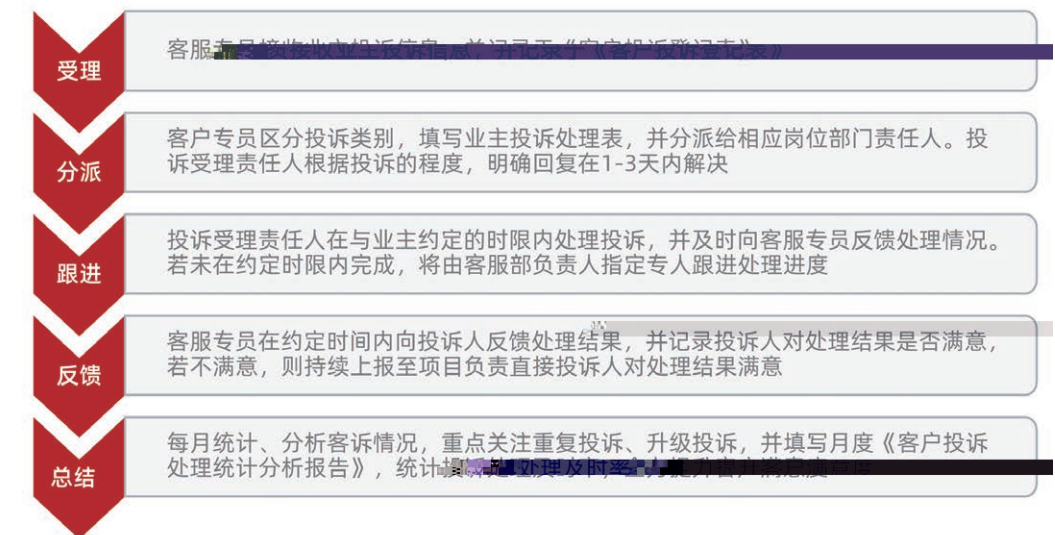
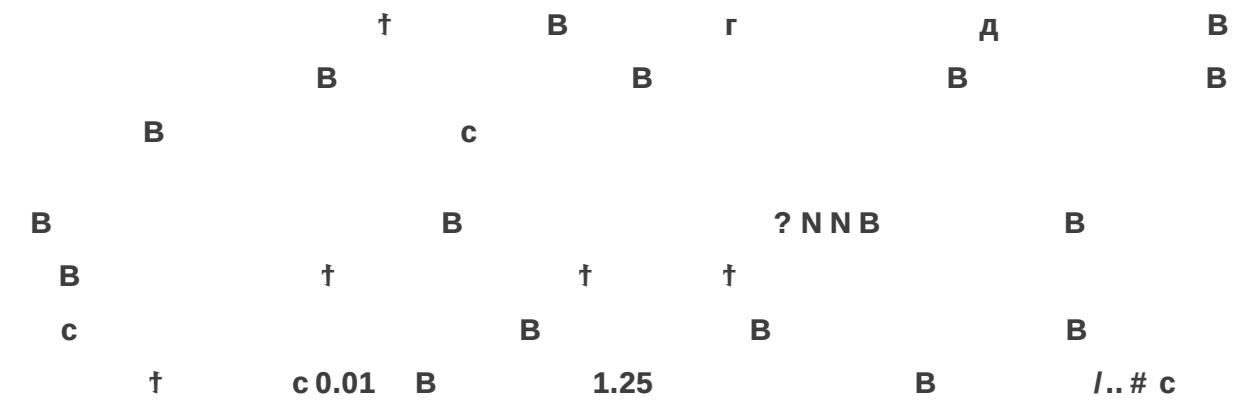
[illegible]

The diagram illustrates a sequence of 20 actions for a task, represented by letters B, H, and C, and symbols †. The actions are arranged in a grid-like pattern, with some actions repeated. The sequence is as follows:

- Row 1: B, †, c, B
- Row 2: †, B, †, B
- Row 3: B, c, B
- Row 4: †, B, H
- Row 5: H, †, B, B, B
- Row 6: H, B, B, B, c

A video frame on the right shows a worker in a blue shirt and yellow gloves performing a task, likely related to the actions described in the diagram.





Scenario 1: 100% of the population is vaccinated			
A B H † A H † A H A B c †	A H A H A H A B B c	B H B B H H H c	A † A H † A c

B

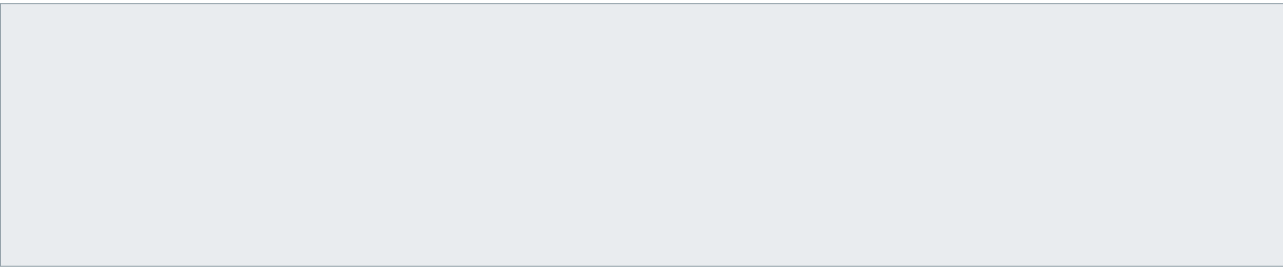
/. **B** **/1** **B** **B**

C

TGN	
↓	↓ TGN
↓	↓
↓	↓
↓	↓ ↑
↓	↓



The diagram illustrates a neural network architecture with 10 layers of nodes. The nodes are represented by various symbols, including Cyrillic letters (Д, Г, В, С), Latin letters (A, B, C, F, P, R), and mathematical symbols (†, @). The connections between layers are represented by lines, with some nodes having multiple incoming or outgoing connections. The diagram is organized into a grid-like structure with 10 horizontal layers and varying numbers of nodes per layer.



B

B

г GMQ 7../

Д † г GMQ05../

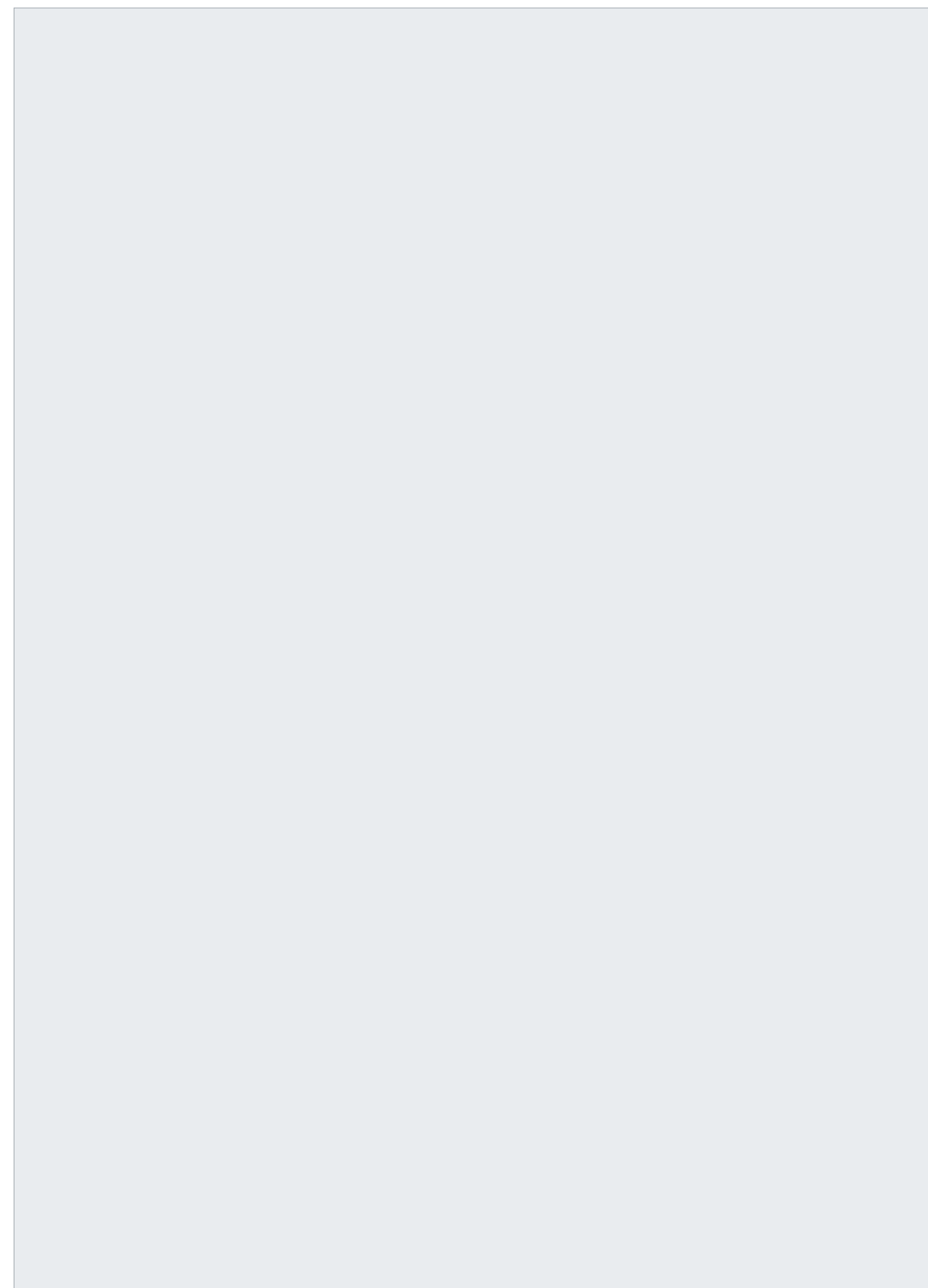
Д c B

B

B

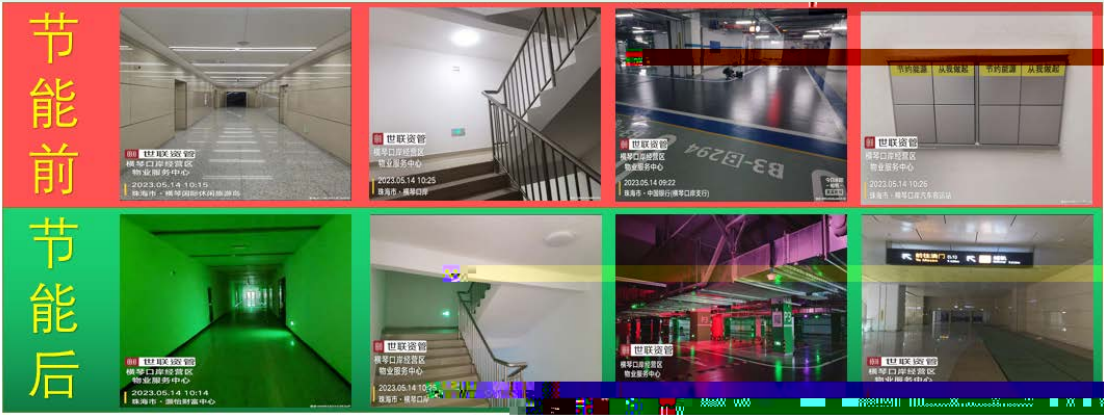
c





06





B B † B c B
B B † B c B
B B † B c B
B † B c

	† B B † B †



B † † B
B c B †

† † † † B † JCB B 3.#	† M? † † B †	† † B † † j B † † j † B	† r † dB † B †



Д r B r Д r † † j
Д B B † † B
† B c B c B

[illegible][illegible][illegible]



† CQE † c CQE CQE B B

В г Д В † †
с В В
В с
В В В
† † В В



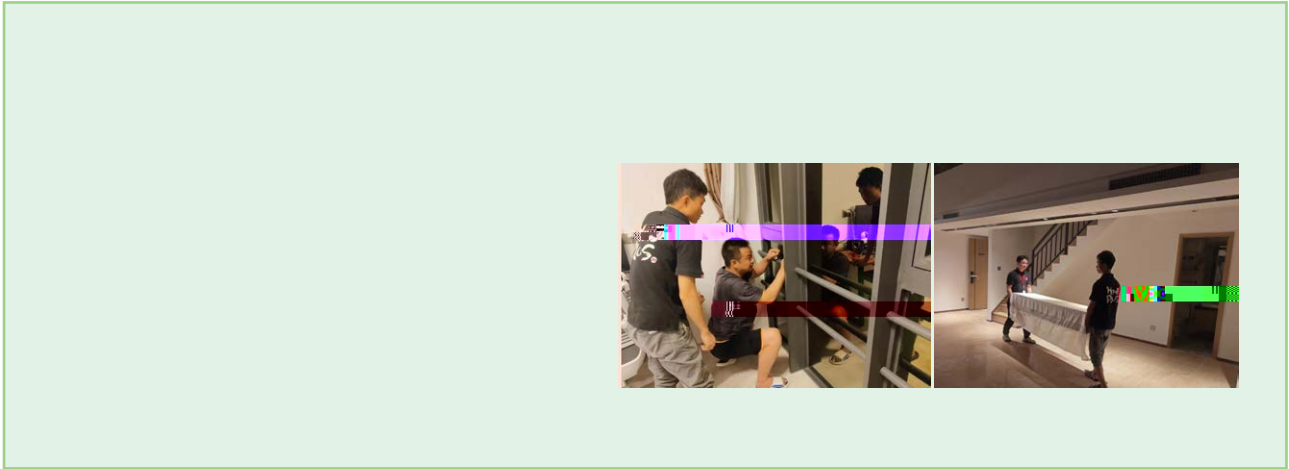
	щ † † † † ъ † В с	† † В
	В В В В	† † †
	В В с	† В
	с В В	† CQE
	† В с В	† †
	В † В	†



	В † В с	† В В
	с В В	

В В ĩ † j с † †
с В В В В †

1	В В † † В В с
2	† В В
3	В В с



07





The diagram illustrates a network of relationships between variables. Key elements include:

- Central Value:** $c\ 0.01$ is located in the lower right area.
- Variables:** Variables B , c , r , D , and t are distributed throughout the diagram, often appearing in bold or italicized fonts.
- Connections:** Lines connect various instances of these variables, forming a complex web. For example, B is connected to c , r , and D in several places. t is connected to B and D .
- Layout:** The diagram is organized into several horizontal layers, with the central value $c\ 0.01$ acting as a focal point in the lower right.



† B † † † †

† c B

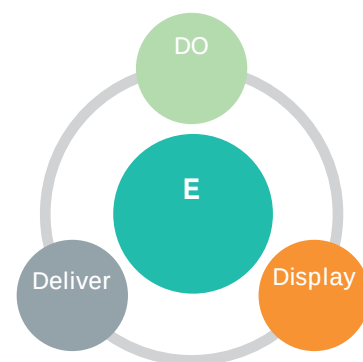
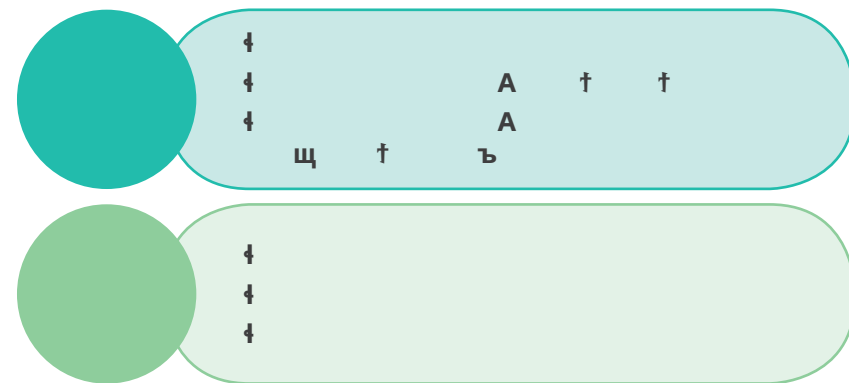
B B c B



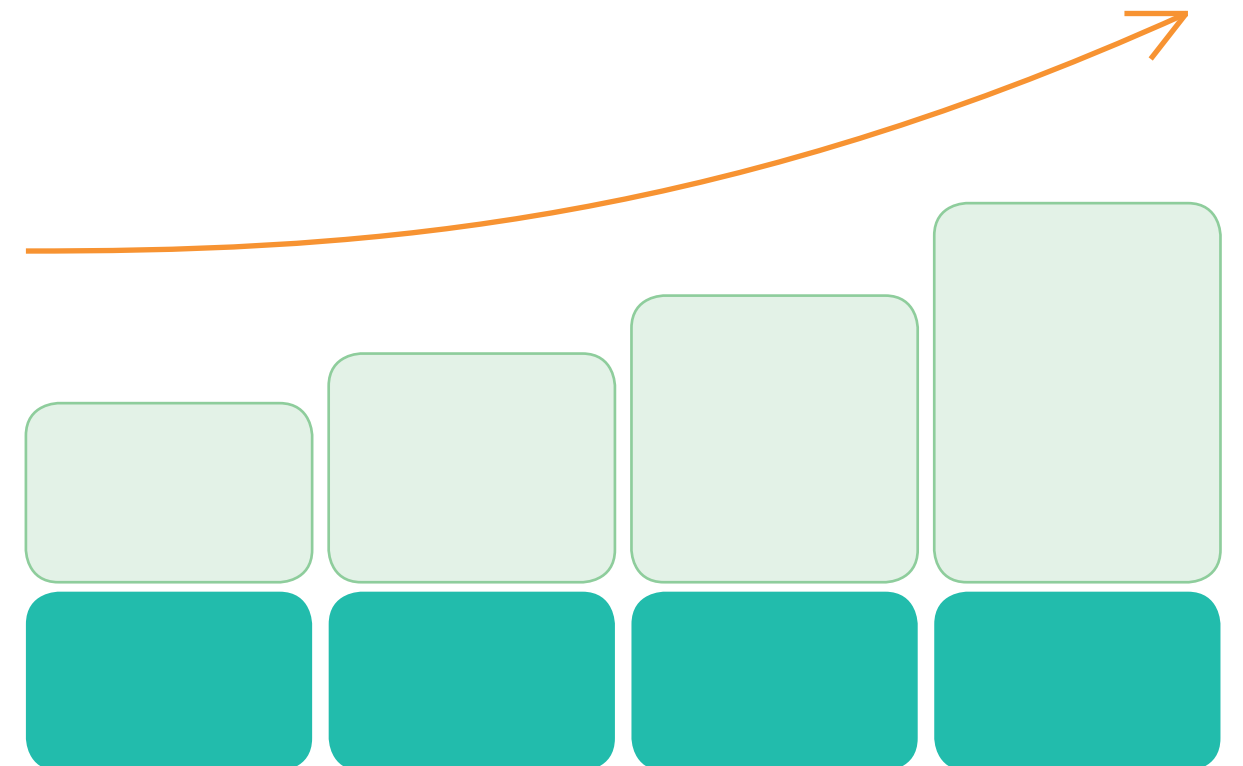
0.01

[illegible]

%								
			1.					

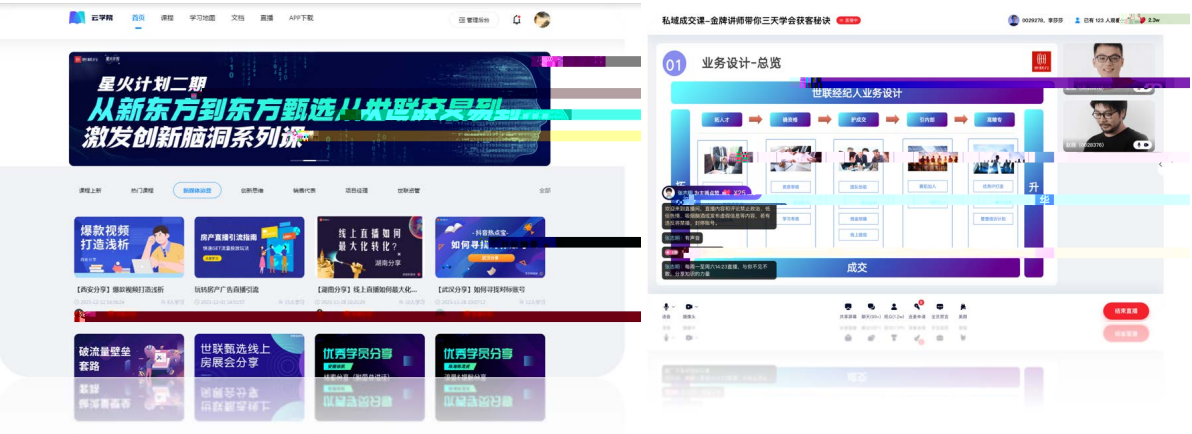
[illegible]

The diagram shows a network of nodes and edges. Nodes are labeled with 'B' and 'c'. Edges are labeled with '†' and '1+ / 0'. The diagram illustrates a complex graph structure with multiple connections between the nodes.

[illegible]



		#	



0.01 I K	0	0.01 †	1 †
0.01 I.			0.01 †
			/0

B

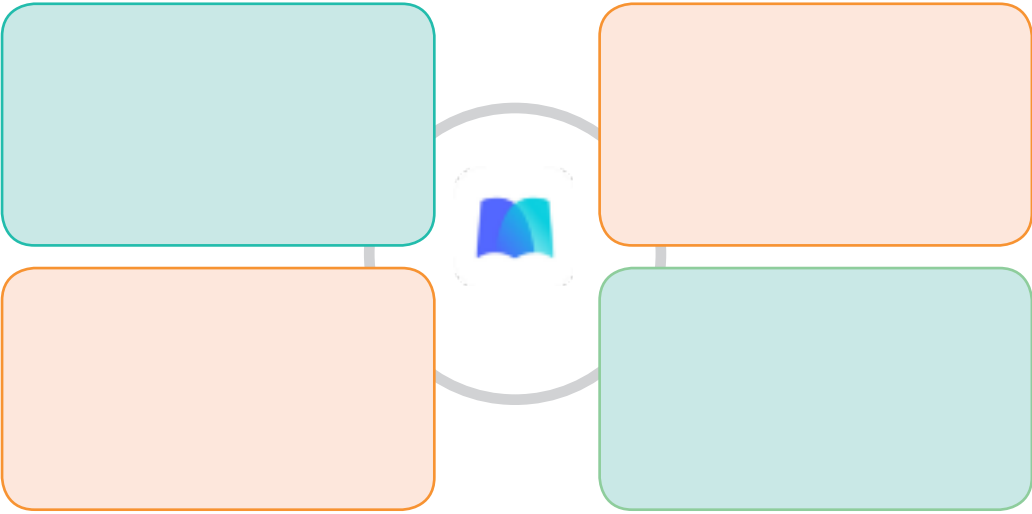
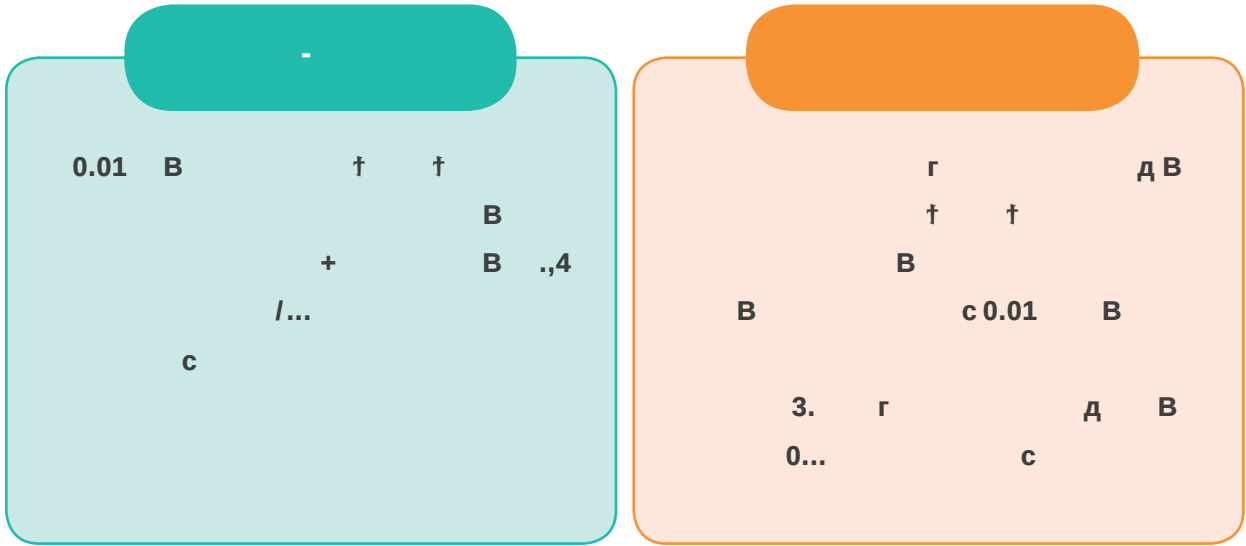
B

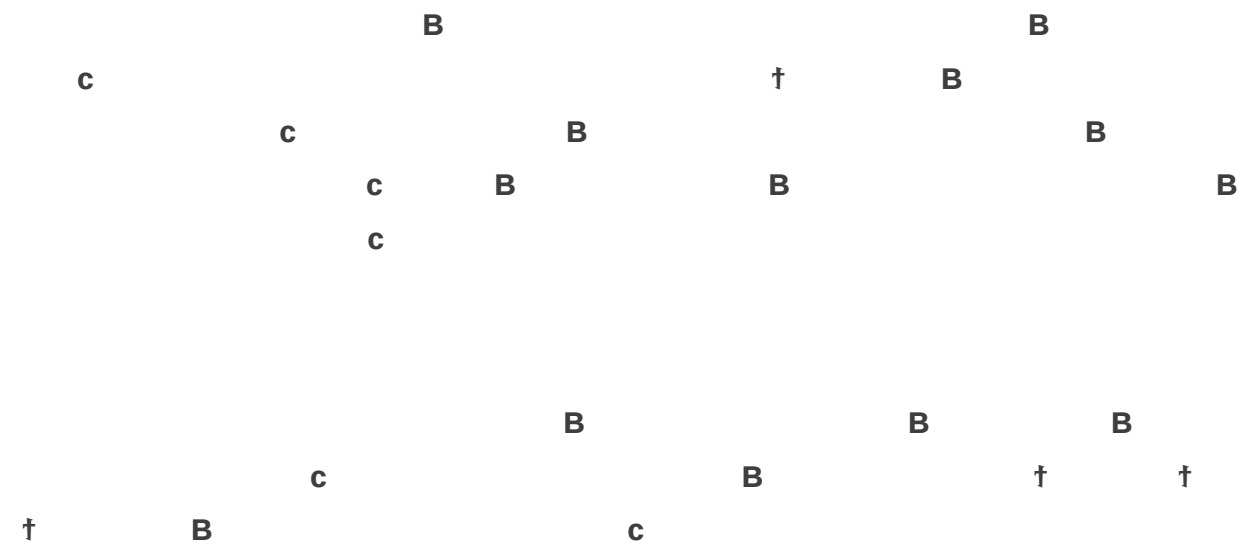
B

†

B

c





时间	内容
第一天	上午 优秀主持人即兴能力构建
	客户第一
	下午 七步成诗法、情景、分析问题
第二天	上午 团队故事、MSE 练习
	下午 七步成诗法、storyline、工作计划
	晚上 逻辑梳理
第三天	上午 团队故事、实践案例之情景分析问题
	下午 团队作业汇报与点评
	晚上 产品发布会
第四天	上午 团队作业、实践案例之情景分析
	下午 团队作业汇报与点评
	晚上 金宇博案例 SCQA 表述练习
第五天	上午 团队作业、实践案例之情景分析
	下午 客户参观
	晚上 团队作业、实践案例之情景分析
第六天	上午 团队作业、实践案例之情景分析
	下午 汇报点评
	团队故事、实践案例之情景分析





世联
物业

质享汇刊

世联资管等物业企业品质提升管理实践案例

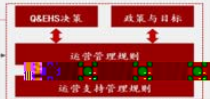
标准/品质/EHS/降本/创新/数字化

管理体系是企业用于建立方针、目标以及为实现这些目标而采用的管理方法，通过建立并有效地实施管理体系，达到规范管理体系的运行，达成顾客、员工和社会对管理体系的需求和期望，促进公司整体发展战略目标的实现

世联资管标准















世联资管运营体系目标定位

- 更积极的客户链接
- 多元化产品交付保障

以客户为中心，关注客户的客户，建立物业服务标准及管理体系标准化基础

基础体系标准保品质，个性化标准满足客户定制化需求，保证服务交付质量

系统性的风险防控

设备设施全周期管理

以风险管控体系作为基础，以过程控制为风险管控手段，对运营体系进行体系化运行

以设备设施全生命周期管理与评估作为基础保障，为客户提供不动产保值增值服务

世联资管

领先的城市资产全价值链运营服务商

产品技术中心

2023 No.01

世界
汉语

质 量 汇 刊

标准/品质/EHS/降本/创新/优秀案例

世联资管物业及综合设施管理品质运营知识平台

客户满意是公司生存的基础，品质管理的目标就是让客户满意。上游客户对阶段性的产品和服务满意，这是品质管理的基础。

品质管理 = 产品 / 服务的特性满足并超越客户需要的能力

一次性把事情做好	高品质就是一次把事情做好，不能一次把事情做低下和运作成本高，一次把事情做好是公司全员参与
全员参与	员工的态度决定了品质，品质是公司全员每一个人的责任，这里没有乘客都是船员，品质取决于公司全员每一个人的努力
预防为主持续改进	品质不是检验和测试出来的，是在基于预防和持续改进的过程中产生的。只有通过过程的执行、改进、固化、再执行的不断循环，才能达成卓越的品质

好的服务 **不好的服务**

✓ 一个满意客户会转告平均5人 ✓ 100个满意客户会带来25个新客户 ✓ 有效解决客户需求，90%客户会再次合作 ✓ 开发新客户比维持老客户多花费5倍的成本	□ 一个不满客户会转告平均10人 □ 20%的不满客户会转告20人 □ 一次不好的服务需要12次好的服务来弥补 □ 4%的不满客户发牢抱怨，其余则沉默离开
--	--

每个员工都应该理解自身的工作品质与客户的满意度和忠诚度以及偏离品质要求而导致的后果。

品质管理的意义

- 品质管理是企业赖以生存和发展的保证，是开拓市场的生命线
- 服务品质是形成客户满意的必备因素，高品质服务会给公司带来较高的利润回报
- 品质管理是企业品牌的保护伞，严格品质管理可以提高品牌美誉度

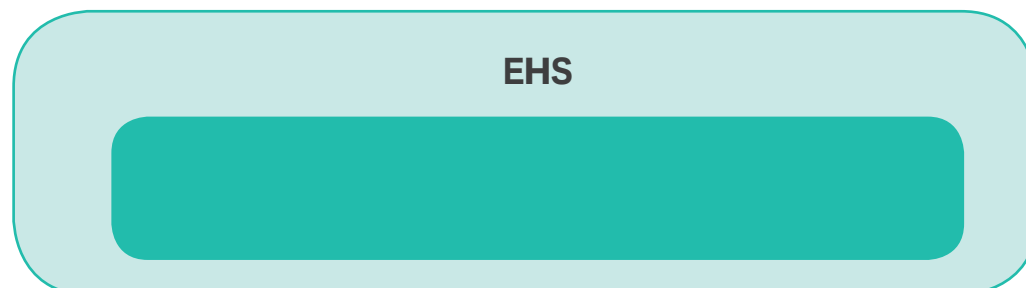
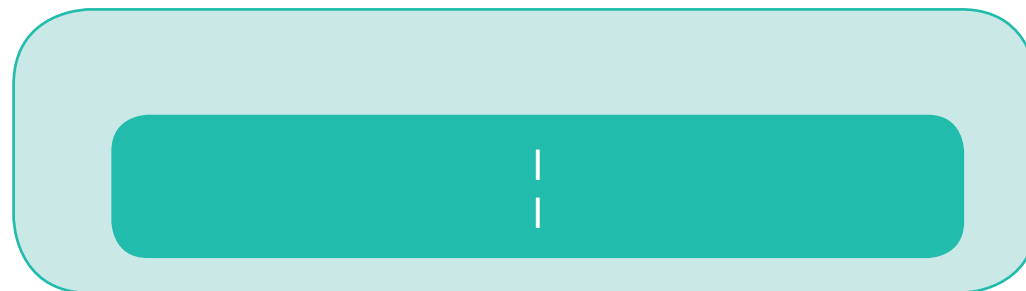
世联资管

领先的城市资产价值链运营服务商

2023 No. 02



Д р
Д † р
В
с C F Q
†
с В
с В
G Q M 23.. /



组织开展安全分线等级管控培训

开展项目管辖范围危险源辨识工作

对辨识出的安全风险进行评价

制定安全风险管控措施并监督措施的有效执行

制定《危险源辨识及风险评价清单》

较大及以上风险公示，开展岗位人员风险培训

专项培训

危险源辨识

风险评价

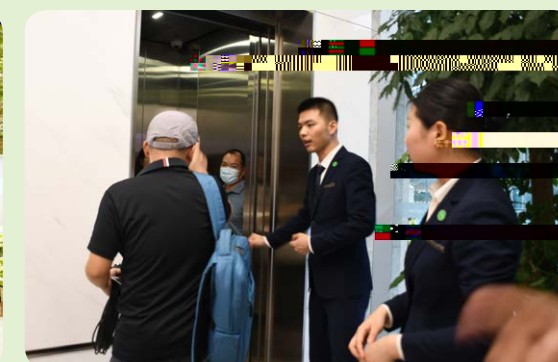
制定措施

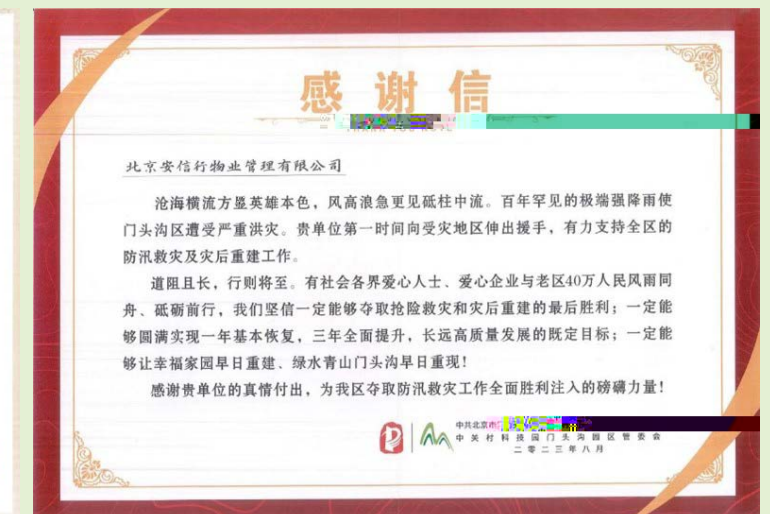
风险清单

风险公示

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2023 ESG

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Итого: 0.01

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