



AGILE GROUP HOLDINGS LIMITED

雅居樂集團控股有限公司

(Incorporated in the Cayman Islands with limited liability) Stock code: 3383



**Environmental, Social  
and Governance Report 2019**

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# ABOUT THIS REPORT

## Introduction

Agile Group Holdings Limited ("Agile") is pleased to present the fourth Environmental, Social and Governance ("ESG") Report (this "Report"). This Report is an annual report to disclose the latest performance related to Agile's sustainable development during the period from 1 January 2019 to 31 December 2019.

## Reporting Reference

This Report complies with all the "Comply or Explain" provisions contained in the Environmental, Social and Governance Reporting Guide ("Guide") in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited ("Hong Kong Listing Rules") issued by the Stock Exchange of Hong Kong Limited ("HKEX"), and follows all suggested disclosure specified in the Guide. Index of the Guide is attached to the Appendix II of this Report.

Contents of this Report are formulated in accordance with a set of systematic procedures. These procedures include identifying and prioritising important stakeholders, identifying and prioritising important ESG-related issues, determining the scope of this Report, collecting relevant materials and receipts, preparing this Report based on the data, and reviewing the data in this Report.

## Reporting Scope and Boundary

This Report discloses the Company's ESG risks and management measures in accordance with the "materiality principle", "quantification principle", "balance principle" and "consistency principle" mentioned in the Guide. This Report covers the Company and its wholly-owned subsidiaries and holding subsidiaries. The scope of this Report is consistent with that of the consolidated statements of 2019 Annual Report, and shall be read in conjunction with the Company's 2019 Annual Report.

## Title Description of Appellation

To facilitate presentation and reading, unless otherwise specified, "the Company" and "Company" in this Report refer to Agile Group Holdings Limited, and "Agile", "the Group" and "us" refer to the Company and its subsidiaries.

## Data Source and Reliability Statement

The data and cases in this Report are mainly derived from Agile's official documents, statistical reports and relevant public information. The Company undertakes that there are no false records or misleading statements in this Report, and is responsible for the authenticity, accuracy and completeness of its content.

## Confirmation and Approval

The Company's Board of Directors (the "Board") and the senior management team have reviewed and approved this Report to ensure that there are no false records, misleading statements or material omissions in the content of this Report.

## Access and Response to This Report

This Report is available and can be downloaded from the websites of the HKEX (<https://www.hkexnews.hk>), the Singapore Exchange Limited (<https://www2.sgx.com/>) and the Company (<https://www.agile.com.cn/>).

For further inquiries, comments or suggestions on this Report, please contact the Company by email at [ir@agile.com.cn](mailto:ir@agile.com.cn).

This Report is prepared in Chinese and English respectively. In case of any discrepancies between the Chinese and English versions, the Chinese version shall prevail.

## MESSAGE FROM THE CHAIRMAN

Dear shareholders,

Through 28 years of development, Agile Group Holdings Limited (“Agile”) has grown into a comprehensive enterprise group that “focusing on property development, supported by a diversified range of businesses”. Dedicated to helping people pursuing a better life, the Company highlights the sustainable development of economic benefits, environmental benefits and social benefits. As it seeks to become a leading provider of excellent living services, Agile is making unrelenting efforts to refine its ESG management and performance.

We move steadily and aim far to continuously optimise our sustainable management system. The Risk Management Committee under the Company’s Board is responsible for overseeing the Company’s ESG matters, and a sustainable development supervision working group is established during the reporting period to assist the Board in determining ESG risks, assessing the management and control performance, and working with key functional departments to jointly promote the implementation of ESG management.

We keep a firm hold of our roots to insist on creating a high-quality living environment and living supporting services for the public. We adhere to high-standard control of quality by requiring all contractors and raw material suppliers to possess quality and safety management qualifications, and conducting quality and safety field review to effectively manage and control the quality standards of all links during the project development. During the reporting period, Agile was awarded “Real Estate Branding Enterprise 2019”, and its customer satisfaction and brand value continued to increase.

We work together to create a community environment in harmony with nature and interpret the concept of “Lifestyle of a Lifetime”. We actively evaluate green building opportunities and set up special funds for design and research of green and energy-efficient buildings. During the reporting period, we invested more than RMB6 million in the design and research of green buildings. Altogether 47 green building projects have passed certification. Besides, we constantly explore the Research and Development mode for sponge cities. The Sponge City concept has been employed in over 60% projects to help build a sustainable water cycle system.

We deepen our efforts in environmental protection and lay out in such businesses as hazardous waste treatment, water treatment and common solid waste treatment to help facilitate the improvement of the natural ecological environment. In the face of the public emergencies that began at the end of 2019, we established an epidemic prevention and control emergency team to respond to the surge in medical waste disposal needs, help the epidemic prevention frontline with medical waste disposal, safeguard ecological environment and public health.

We care about the community and insist on sponsoring public welfare programmes for education aid, poverty alleviation and environmental protection with “Empathy”. We set up scholarships and grants and established education foundations in many regions and colleges to help cultivate talents for the region and the nation. We actively contributed funds to help the underdeveloped areas improve their medical and educational conditions and set up special funds for disaster relief to fund the reconstruction of the affected areas. In response to the novel coronavirus (“COVID-19”), we donated RMB30 million for procurement of medical materials and equipment in Wuhan and other affected places, as well as targeted assistance of frontline medical staff, as our contribution to the epidemic prevention and control.

We will continue to gather high-quality resources, dig deeper into diversified business areas, help build a beautiful home and liveable environment and work with all stakeholders to practice the sustainable development.

*Chairman and President*  
**CHEN Zhuo Lin**

Hong Kong, 29 June 2020



# ABOUT THE COMPANY

## Corporate Profile

Agile is a comprehensive enterprise group focusing on property development, supported by a diversified range of businesses. Agile has been adhering to the concept of “Lifestyle of a Lifetime”, focusing ceaselessly on people’s pursuit of a better life and devoting itself to be a provider of quality life services.

Agile Group Holdings Limited (stock code: 3383) and A-Living Services Co., Ltd. (stock code: 3319) were listed on the main board of the HKEX in 2005 and 2018 respectively.

The shares of Agile are constituent stocks of Hang Seng Composite Index, Hang Seng Global Composite Index, Hang Seng Stock Connect Hong Kong Index Series, Hang Seng Mainland China Companies High Dividend Yield Index, Hang Seng Mainland Properties Index, Hang Seng High Beta Index, Hang Seng China (Hong Kong-listed) 100 Index, MSCI China Index and Lippo Select HK & Mainland Property Index.



## ABOUT THE COMPANY (CONTINUED)

### Business Overview

Agile and its subsidiaries are principally engaged in the development of large-scale mixed-use property projects, with extensive presence in the businesses such as property management, environmental protection, construction, real estate construction management and commercial. The Group has established diversified businesses in various cities in China and overseas.



#### Property Development

Agile has laid out over 200 landmark projects at different development stages at home and abroad, such as low-rise houses, high-rise houses, large-scale houses, tourism property, commercial centres, and star-rated hotels. During the reporting period, the Property Group yielded sales revenue of RMB54.177 billion, and had a land bank with a total attributable planned GFA of 39.70 million sq.m. in 75 cities.



#### A-Living

Its businesses involve residential property services, high-end commercial office asset management, public property services, and community commerce. During the reporting period, the GFA under management and the contracted GFA of A-Living were 234.0 million sq.m. and 356.2 million sq.m. respectively.



#### Environmental Protection

Focus on the three major areas of hazardous waste treatment, water treatment and common solid waste treatment. As to the environmental protection business, the maximum hazardous waste processing capacity of the environmental protection business exceeded 3.30 million tonnes per year. The total capacity of its landfill was over 18.00 million cubic metres. The daily maximum water treatment capacity exceeded 2.20 million tonnes. The daily maximum domestic waste-to-energy treatment capacity reached 4,850 tonnes. Of these, the hazardous waste treatment business recorded outstanding performance, securing a leading position in the industry.



#### A-City

A leading ecological habitat service provider in the PRC, has engaged in two major provisions of ecological landscaping services and intelligent home and decoration services. The geographic coverage of the business was expanded to 119 cities in 27 provinces and municipalities.



#### Real Estate Construction Management

Offering one-stop agent construction management services to the market, the Company, an expert of real estate development and empowerment in China, has an output of high-end brand of listing company, core professional teams and composite resources of the entire industry chain, and maintained stable and wholesome development of businesses. Real estate construction management projects are distributed in four regions: Southern China, Eastern China, Western China, and Northern China, with the accumulated value of saleable resources exceeding RMB60.0 billion.



#### Commercial

It has integrated commercial businesses such as hotels and investment properties with community retail and cultural tourism projects, with office buildings, shopping malls, hotels, cultural tourism, community retail, boutique streets and other projects distributed in over 50 cities across the country, the overall commercial volume exceeding 8.00 million sq.m. and more than 100 projects under management.

## ABOUT THE COMPANY (CONTINUED)

## Business Performance Highlights



## Total Assets

RMB

**273.232** billion

## Revenue

RMB

**60.239** billionProportion of  
Non-property  
Development  
Businesses' Revenue**10.1** %

## Pre-sale Value

RMB

**117.970** billionProfit Attributable  
to Shareholders

RMB

**7.512** billionProfit Margin  
Attributable  
to Shareholders**12.5** %

## Attributable Land Bank

**39.70** million sq.m.Full Year Dividend  
Per Share

HK

**100.0** cents



# SUSTAINABLE DEVELOPMENT MANAGEMENT





# SUSTAINABLE DEVELOPMENT MANAGEMENT

## Concept of Sustainable Development

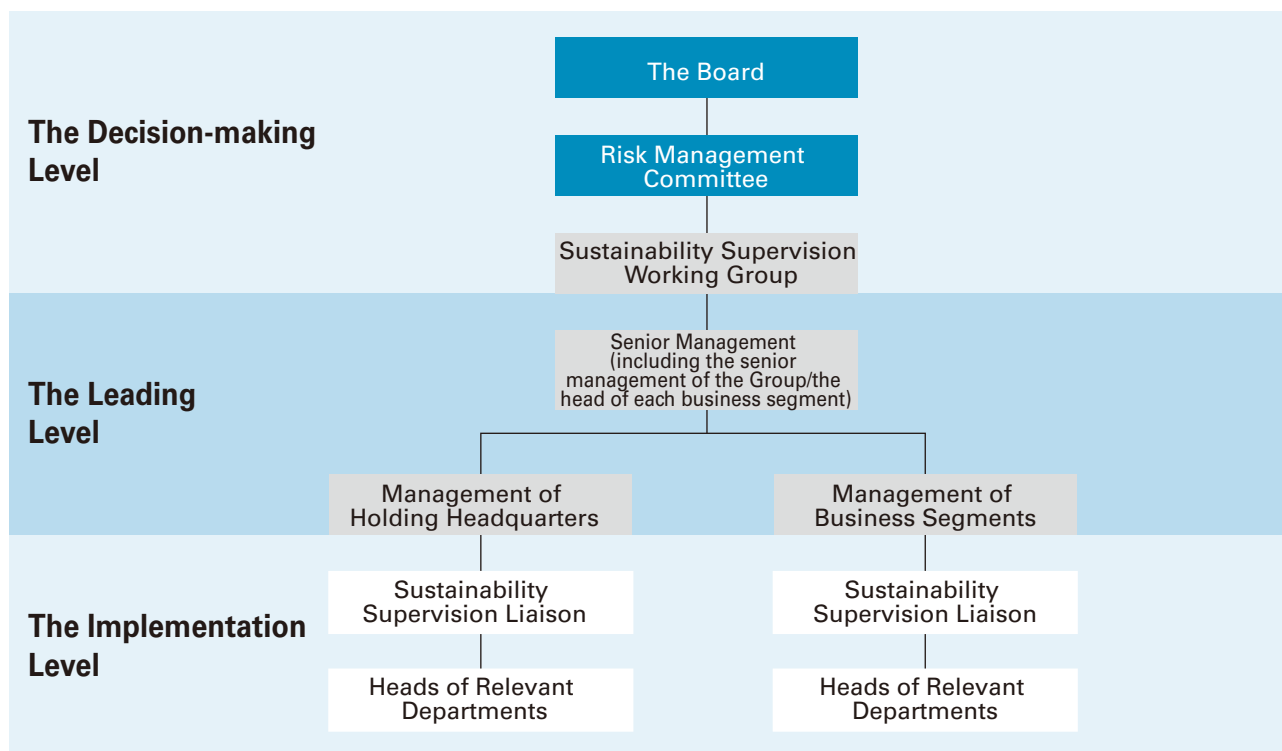
Constantly adhering to the business philosophy of “Lifestyle of a Lifetime”, Agile has been always concerned about people’s pursuit of a better life, and devoted to creating refined living for the public through developing real estate and diversified businesses.

Agile attaches great importance to the sustainable development of economic, environmental and social benefits during its operation, maintains a good level of corporate governance to protect shareholders’ rights and interests, implements the concept of green development to safeguard local ecological environment, creates occupational development opportunities to help employees realise their own values, keeps steady and healthy growth of main businesses to achieve joint development with suppliers, and makes active participation in community construction to assume corporate social responsibility.

## Sustainable Development Management Structure

Agile underscores the sustainability management, keeps a close eye on ESG-related proposals and standards at home and abroad, and makes timely assessment and optimisation of its managerial structure and system, ensuring that it has sufficient and effective management capabilities over each ESG topic.

During the reporting period, Agile further improved its sustainability management structure. The Board authorised the Risk Management Committee to identify and respond to the ESG risks faced by the Group, and to supervise and manage the ESG work conducted in the Group. Besides, the Risk Management Committee has set up a sustainability supervision working group to take responsibility for coordinating the ESG management of the various industrial groups of the Group, and assisting the Board in carrying out ESG information disclosure, target formulation, risk assessment and policy improvement. Each industrial group has designated a sustainability supervision liaison to conduct execution work such as ESG information collection and summary according to instructions of the sustainability supervision working group, thus offering important basis for formulating and adjusting Agile’s sustainability strategies.



**Agile's Sustainability Management Structure**

## SUSTAINABLE DEVELOPMENT MANAGEMENT (CONTINUED)

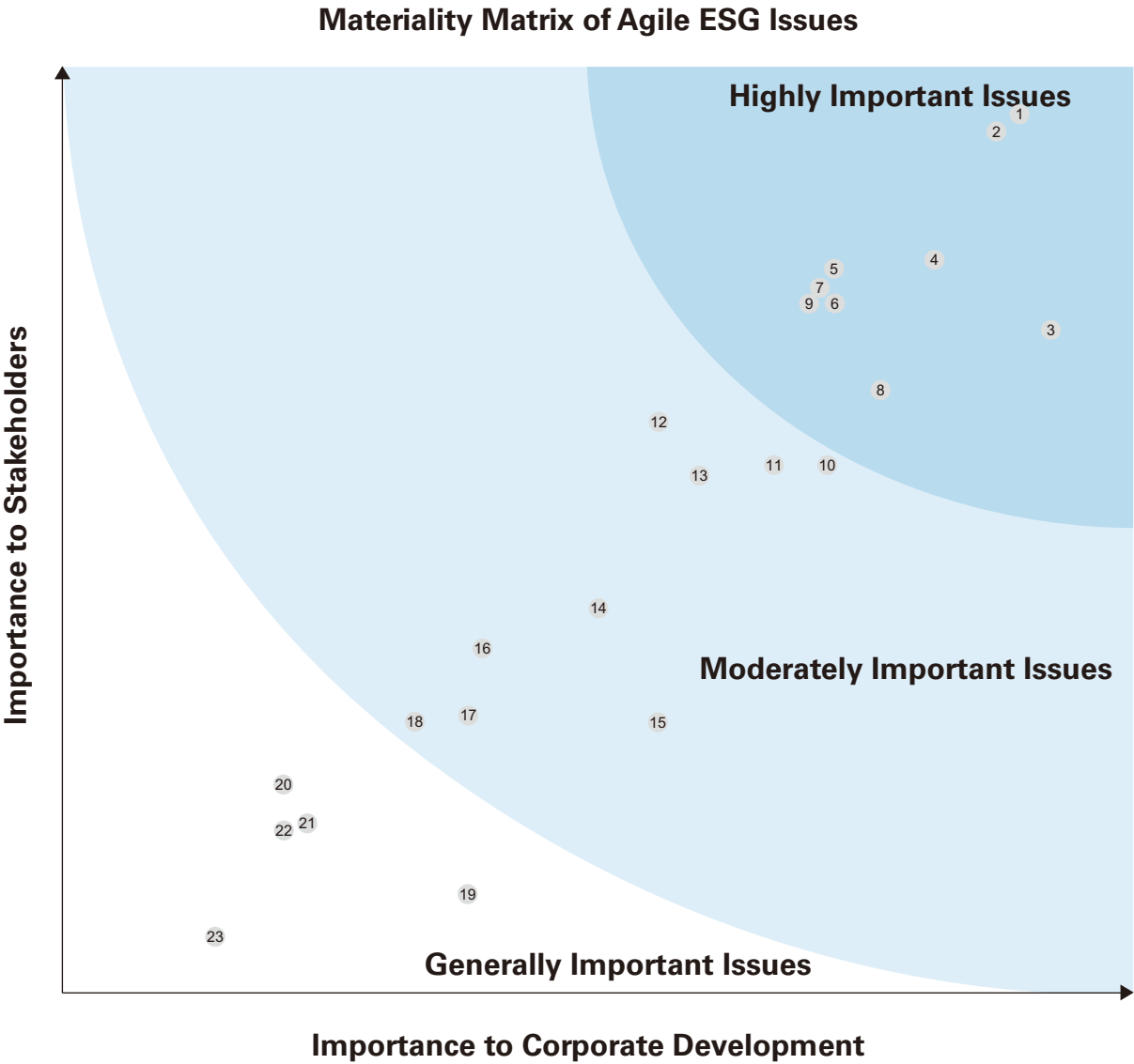
### Stakeholders' Communication

Agile spotlights sustainable development of the enterprise. It has established a normalised communication mechanism with employees, investors and other stakeholders to timely understand all stakeholders' expectations and demands on us, and communicate and makes feedback via different channels to continuously improve the Group's management of environmental, social and corporate governance.

Stakeholder Category	Communication Aim	Communication Channels
Government/regulators	<ul style="list-style-type: none"> <li>Contribute to regional economic construction</li> <li>Create employment opportunities</li> <li>Operate in accordance with the laws and regulations</li> </ul>	<ul style="list-style-type: none"> <li>Government and enterprise forum</li> <li>Supervision and inspection</li> <li>Work report and research</li> </ul>
Shareholders and investors	<ul style="list-style-type: none"> <li>Long-term stable development</li> <li>Compliance information disclosure</li> <li>Safeguard shareholders' rights</li> </ul>	<ul style="list-style-type: none"> <li>Investor presentations</li> <li>General meeting of shareholders</li> <li>Telephone and correspondence</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Protect legal rights and interests</li> <li>Guarantee safety and health</li> <li>Provide training and development opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Employee engagement survey</li> <li>Employee representatives meeting</li> <li>Opinions feedback platform</li> </ul>
Customers/property owners/tenants/consumers	<ul style="list-style-type: none"> <li>Guarantee product and service quality</li> <li>Provide communication and feedback channels</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction survey</li> <li>Customer communication hotline</li> </ul>
Suppliers/contractors/subcontractors/service contractors	<ul style="list-style-type: none"> <li>Maintain long-term stable cooperation</li> <li>Make joint efforts for development of the industry</li> </ul>	<ul style="list-style-type: none"> <li>Partners meeting</li> <li>Telephone and correspondence</li> </ul>
Industrial associations/professional institutions	<ul style="list-style-type: none"> <li>Make joint efforts for development of the industry</li> </ul>	<ul style="list-style-type: none"> <li>Industrial associations</li> </ul>
Media	<ul style="list-style-type: none"> <li>Open and transparent information</li> </ul>	<ul style="list-style-type: none"> <li>Press conferences</li> <li>Telephone and correspondence</li> </ul>
Community	<ul style="list-style-type: none"> <li>Promote community development</li> <li>Protect the community environment</li> </ul>	<ul style="list-style-type: none"> <li>Community activities</li> <li>Telephone and correspondence</li> </ul>

SUSTAINABLE DEVELOPMENT MANAGEMENT (CONTINUED)

Materiality Analysis





## SUSTAINABLE DEVELOPMENT MANAGEMENT (CONTINUED)

List for Materiality Analysis of ESG Issues of Agile in 2019

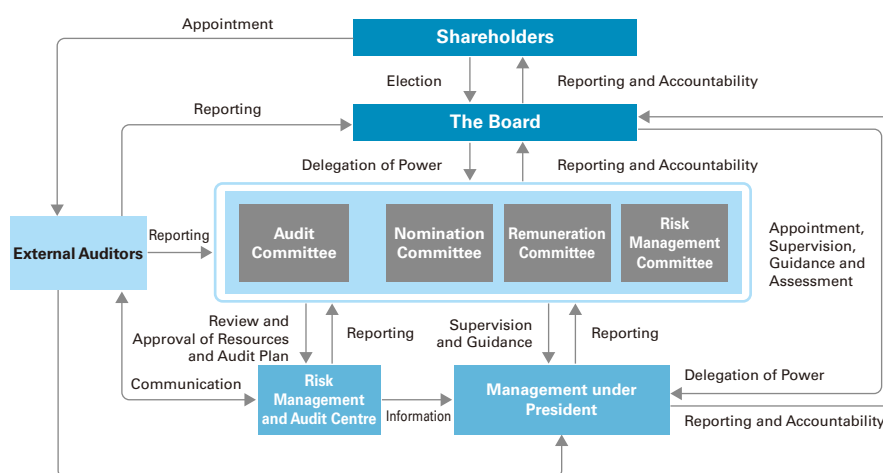
	No.	Issue
<b>Highly Important Issues</b>	1	Employee health and safety
	2	Salary and incentive mechanism
	3	Customer privacy security
	4	Product quality and safety
	5	Employee training and development
	6	Customer service and satisfaction
	7	Whistleblower protection
	8	Compliance with business ethics standards
	9	Employment management and compliant
<b>Moderately Important Issues</b>	10	Transparency of information disclosure
	11	Responsible marketing
	12	Diversity and inclusion
	13	Risk management and internal control
	14	Control pollution during operation
	15	Improvement of energy consumption efficiency
	16	Supply chain, environment, and social risk management
	17	Policy response and public participation
	18	Development of green buildings and green communities
<b>Generally Important Issues</b>	19	Public welfare, charity and volunteer services
	20	Establishment of environmental management system
	21	Construction waste treatment and material recycling
	22	Conservation of biodiversity in project development and operation areas
	23	Identify and respond to climate change risks

# A-GOVERNANCE • DEVELOPING OUR FUTURE TOGETHER



## A-GOVERNANCE • DEVELOPING OUR FUTURE TOGETHER

Agile is committed to protecting the rights and interests of shareholders. With reference to domestic and foreign standards and the Corporate Governance Code of HKEX, it formulates and improves the Articles of Association and other corporate governance charters. The Board and its audit committee, nomination committee, remuneration committee and risk management committee jointly supervise the implementation of the corporate governance, monitor and suggest financial and business development strategies and objectives for the management, oversee affairs related to public disclosure, and assess whether the management's performance meets the Company's operational objectives. During the reporting period, the Group continued to improve its corporate governance structure and charter, established a comprehensive system, implemented effective internal supervision, and ensured transparent information disclosure.



### Integrity System

As a member of the China Anti-corruption Enterprise Alliance, Agile has always maintained a zero tolerance attitude towards corruption. The Group strictly abides by the Anti-unfair Competition Law of the PRC, the Supervision Law of the PRC, the Tort Law of the PRC, the Criminal Law of the PRC, the Criminal Procedure Law of the PRC, the Contract Law of the PRC, the Company Law of the PRC, the Labour Law of the PRC, the Public Security Administration Punishment Law of the PRC and other relevant laws and regulations in the areas where we operate, and formulates and implements the Anti-corruption System, the Code of Business Conduct, the Accountability System for Defaults and the Administrative Measures for Anti-Corruption in Procurement System, to lower the risk of internal fraud and commercial bribery.

Taking into account the industrial criterion and actual operation, each business sector implements the Group's integrity management systems, and further develops business ethics guidelines for various regions and project companies based on the Group's system to form a set of systems applicable to the Group as a whole and conforming to actual operation of all industrial groups.

Depending on the Group's continuous investment in the integrity work and its effective internal supervision, no corruption or other forms of litigation occurred during the reporting period.



## A-GOVERNANCE • DEVELOPING OUR FUTURE TOGETHER (CONTINUED)

### Signing of Anti-corruption Commitment

The Board of the Group directly supervises the integrity construction work of the Group and requires all employees to complete and sign the Employee Anti-corruption Commitment during the reporting period, undertake to abide by the Code of Business Conduct, and prevent violations intended for improper benefits. Meanwhile, to prevent violations of laws and disciplines that seek to gain illegitimate benefits, the Group requires relevant partners and suppliers to sign the Anti-corruption Agreement, asks the partners to comply with relevant laws and regulations and the Administrative Measures for Anti-Corruption in Procurement System to ensure that the staff of both parties are clean, self-disciplined, honest and trustworthy in the process of contract execution, and ensure the compliance of the cooperation process.

### Enhancing Internal Supervision

The Group has continuously improved its internal supervision mechanism. The Risk Management and Audit Centre under the Group is a dedicated department responsible for continuously monitoring of operation processes among all departments and assessing the risks, so as to assist the Board and senior management in risk management and monitoring to ensure that relevant processes are in compliance with established regulatory requirements and guidelines. In this way, it seeks to strengthen the efficiency of internal governance mechanisms and ensure the effective operation of internal control mechanisms.

### Optimising Risk Management

The Group has established a comprehensive risk management framework as the foundation of the risk management system, continuously improved the Risk Management System, and implemented closed-loop risk management processes that cover identification, analysis, response, monitoring, summarisation and reporting procedures, so as to continuously monitor and manage risks. Based on the Group's industrial nature, operation characteristics, strategic objectives, and senior management's risk preference, we have established risk assessment dimensions and standards applicable to different business segments to meet risk assessment results that are consistent with the actuality of the business.

The Board is responsible for supervising the design, implementation and monitoring of the Group's risk management mechanism, conducting continuous monitoring of major risks and performing regular review of the implementation of the control measures. Besides, a Risk Management Committee has been set under the charge of the Board to be responsible for formulating the risk management framework, reviewing and evaluating the effectiveness of the Group's risk management framework, monitoring the implementation of risk control measures and ensuring their effective implementation.

### Improving Internal Control

According to the anti-corruption management system, the Group assigns the Review Committee to supervise and manage the internal audit, review and evaluate the effectiveness of the Group's internal control procedures, and improves the internal control process in a timely manner in conjunction with external auditors' assessment and management's recommendations. The dedicated department for risk control and audit has continuously monitored the operation processes of all departments, and effectively supervised the implementation of the Group's financial management and the effective use of funds, thereby averting risk incidents such as duty encroachment.

## A-GOVERNANCE • DEVELOPING OUR FUTURE TOGETHER (CONTINUED)

### Establishment of Whistleblowing Mechanism

In accordance with the regulations in the Anti-corruption System for whistleblower's management, Agile has set up an anti-corruption whistleblowing hotline and email account to encourage employees and partners to report and disclose internal violations. The department for risk control and audit of the Group will register and sort the information received, conduct preliminary investigations of suspected corruptions, report the investigation results and handling opinions to the Board if it is true upon verification, and deal with the case according to the Group's Anti-corruption System, Employee Manual, Accountability System for Defaults and other relevant provisions. Minor breaches of discipline or non-corruption violations shall be transferred to relevant authorities for follow-up treatment. The whistleblower is protected by the Confidentiality System. When the whistleblower's information is leaked or the whistleblower is retaliated against, the Group will strictly punish relevant personnel according to the provisions of the Accountability System for Defaults. Whistleblowers can also report under real names. The Group encourages real-name whistleblowers and promises to maintain absolute confidentiality of their information and never hold real-name whistleblowers accountable.

Report of Corruption	The Group has established a whistleblower incentive system to reward units and individuals that have made outstanding contributions to the timely detection, control and correction of integrity violations. The Group will reward whistleblower units and individuals in accordance with relevant regulations, depending on the specific circumstances of the amount of economic loss recovered.
Self-report	Persons with past disciplinary violations shall truthfully declare their own integrity violations to the Group. The Group will punish them in accordance with their violation severity. Those who conceal or fail to report will be dealt with strictly.

### Building of Integrity Culture

Agile underlines the construction of an anti-corruption culture, and advocates honest, compliant values of business conduct. The Group provides different forms of integrity education and training projects for all employees, and launched the "Keep the Source Clean and Fight Corruption Openly" special actions to continuously enhance employees' compliance awareness.

#### Case: "Keep the Source Clean and Fight Corruption Openly" Special Action

In January 2019, Agile established a special action group led by Mr. Huang Fengchao, an executive director and vice president, to promote the "Keep the Source Clean and Fight Corruption Openly" action. In the action, the Group organised the management to participate in the oath of integrity, and signed the 2019 Anti-corruption Management Responsibility Certificate on the spot.

During the action, the special action team conducted integrity lectures and produced promotion videos that were attended and watched by all employees to fully enhance the Group's compliance awareness.

In addition, the Group pushed relevant training materials to partners and suppliers, and required all industrial groups to arrange at least one Supplier Integrity Conference by 30 June thus spreading Agile's concept of "Clean Cooperation and Honest Win-win" and its integrity policies to our partners and suppliers.

# A-STAFF · SINCERE COLLABORATION





## A-STAFF • SINCERE COLLABORATION

### Diversified Employment

Agile strictly abides by the Labour Law of the PRC, the Labour Contract Law of the PRC, and the Provisions on the Prohibition of Using Child Labour etc., and gradually improves the Company's human resources system and management system. It strives to systematically manage and protect the legitimate rights and interests of employees regarding compensation and dismissal, recruitment and promotion, working hours, vacations, equal opportunities, diversity, and anti-discrimination. Championing a diverse and inclusive atmosphere and adhering to the principles of fairness, justice and openness, the Group provides employees with equal opportunities for recruitment, promotion and training development. Discriminatory behaviours, such as those related to race, religion, age, nationality, gender, marital status and health status, are clearly prohibited in the Employee Manual.

**Staff Breakdown by Type in 2019**

Classification	Indicator	Unit	Data of 2019
By region	Mainland China	Person	38,160
	Hong Kong, Macao and Taiwan	Person	42
	Overseas	Person	111
By gender	Male	Person	22,615
	Female	Person	15,698
By position	Top Management	Person	17
	Senior Management	Person	305
	Middle Management	Person	890
	General Staff	Person	37,101
Agile's total staff		Person	38,313

In addition, Agile strictly abides by the Provisions on the Prohibition of Using Child Labour to verify the previous company and related work certificate of the one to be employed, or conduct relevant background checks, and involve a third-party organisation for inspection, thereby ensuring that no child labour or other illegal employment cases occur. Child labourer, once discovered, will be forced to stop work immediately and settle his/her wages, and be sent to his/her original place of residence and handed over to his/her guardian. If forced labour behaviour is found, the Group's Administration and Human Resources Department will follow relevant management regulations to hold the employer department responsible for the case, and provide compensation to the employee. In the meantime, the Group will sign labour contracts with all formal employees and labour contracts with interns and temporary workers to fully protect their legitimate rights and interests. During the reporting period, no labour disputes and violations such as child labour or forced labour occurred in the Group.

## A-STAFF • SINCERE COLLABORATION (CONTINUED)

## Training and Development

Agile regards talents as the core driving force of the Group's sustainable development, and actively introduces high-quality training resources to create full career development opportunities for employees.

In accordance with training-related management systems, such as the Training System, Guidelines on Internal Trainer Management, Guidelines on Orientation Training for New Employees and Administrative Measures for Career Mentors, the Group has provided employees of different grades and positions with training programmes that meet their professional development needs. The Group continues to improve the training programme system with the "Senior Management Classroom" and "Team  $\pi$  Programme" as the core projects, and strives to improve the leadership and management capability of employees.

In 2019, total training hours of employees were 2,178,860 and average training hours per employee were 56.87 in Agile.

### Training Hours Breakdown by Position in 2019

Classification	Indicator	Unit	Data of 2019
Training hours of all employees		Hour	2,178,860
By position	Top Management	Hour	945
	Senior Management	Hour	18,231
	Middle Management	Hour	57,440
	General Staff	Hour	2,102,244
Average training hours per employee		Hour	56.87
By position	Top Management	Hour	55.59
	Senior Management	Hour	59.77
	Middle Management	Hour	64.54
	General Staff	Hour	56.66

## A-STAFF • SINCERE COLLABORATION (CONTINUED)

**Case: Leadership Training Programme of “Senior Management Classroom”**

“Senior Management Classroom” is a training programme at the highest level in the talent training system of Agile, mainly focusing on senior management at L2 level and above of the Group. The learning contents are mainly about macroeconomic policy study, case teaching and discussion, and inspection and communication of benchmarking enterprises. According to the learning needs of all trainees and the business challenges encountered by the Group in the development process, Agile has designed learning modules of special topics, engaged top academic, business and political and economic experts and scholars at home and abroad to share the trend or research findings and carried out exchange and training activities to enhance the strategic vision and thinking pattern of senior management.





## A-STAFF • SINCERE COLLABORATION (CONTINUED)

**Case: Talent Management Programme of “Team  $\pi$  Programme”**

“Team  $\pi$  Programme” is the talent management brand of Agile, which helps fresh graduates to develop rapidly through strict selection, systematic training and dynamic evaluation, and reserves new emerging forces for the Group.

Since 2007, “Team  $\pi$  Programme” has evolved from the upgrade of the fresh graduate training plan carried out by Agile, and has achieved rapid career development through a combination of training mechanisms such as post practice, job rotation learning, key tasks, career mentor guidance, centralised training and dynamic evaluation. For over a decade, “Team  $\pi$  Programme” has trained a batch of excellent management talents and professionals, earning the honour of “Top Graduate Employers China” for Agile.

**Case: Training Programme of “Industry-city College”**

On 28 June 2019, the opening ceremony of “Industry-city College” and its phase I course was successfully held in Guangzhou Agile Centre. The leaders of Industry-city R&D Department, Industry Development Department and Industry-city Development Department gave lectures on the planning and application skills of Industry-city business. Then Mr. Shi Bochuan, director of Industry Development Department, gave a lecture on Foundation of Industrial Development Work, clarifying the core work of industrial development, and introduced a series of investment expansion tools, dedicated to enhancing the instrumentalisation and practicality of expansion work, which brought benefits to every participant. This course has trained a compound Industry-city team of “Knowing Industry-city, Knowing management, Developing well” and also provided cultural power and talent power for sustainable development in the future.

## A-STAFF • SINCERE COLLABORATION (CONTINUED)

## Employee Care

Adhering to the concept of “Putting People First, Lifestyle of a Lifetime”, Agile actively builds a professional and dedicated work atmosphere with communication and collaboration while paying attention to work-life balance of employees. In 2019, the Group launched a variety of employee care activities, and enhanced corporate cultural cohesion and employee satisfaction through theme activities, such as “Happy Home, Happy Innovation and Happy Sports”.

## Case: Promoting Corporate Cultural Cohesion by Happy Home, Happy Innovation and Happy Sports

- Happy Home: Through brand upgrading, we build a warm enterprise. By carrying out activities such as “Real Estate Carnival of Happy Home” and “A-Living Happy Treat of Afternoon Tea”, we encourage employees to exchange and communicate with each other and to raise problems in their work life and help solve, so as to effectively enhance their sense of belonging. In 2019, the benefit association of the Group’s headquarters contributed more than RMB2.5 million, benefiting 440 people in total.



- Happy Sports: We promote healthy and happy living and stimulate team vitality. The “Green Sports Plan of A-City Group” and other activities have strengthened the physical fitness of the employees, and also enhanced the cohesion of the team, among others, the Group’s headquarters held activities such as hiking, mountaineering, basketball matches and work-break workout, with more than 1,000 participants. This year, the scale of “Agile Sports Day” reached a record high, with more than 1,500 participants.



## A-STAFF • SINCERE COLLABORATION (CONTINUED)

- Happy Innovation: Innovation is driven with potential benefits exceeding RMB5 billion. The Group carried out the first innovation competition of “Holdings’ Platform + Industrial Performance” covering a wide range of areas and for all employees of the Group. In 2019, the Group conducted 48 trainings with more than 3,000 participants, and more than 560 innovative proposals were generated with potential benefits of more than RMB5 billion.



## Case: Agile Property Group Won “Employer Branding Creativity Awards”

Through a series of innovative practices, Agile Property Group effectively attracts talents and promotes talents. With excellent performance in the field of innovative practice, Agile Property Group stood out in the “Employer Branding Creativity Awards in Greater China 2019” and won “Best Employer Branding Practice” and “Best Innovative Employee C&B Programme”. The Best Employer Branding Practice is designed to commend the continuous contribution and practical achievements of the enterprise in the field of employer branding; and the Best Innovative Employee C&B Programme emphasises the proposed innovative welfare schemes in addition to the original welfare system.





## A-STAFF • SINCERE COLLABORATION (CONTINUED)

In 2019, Agile's continuous input and achievements in talent development were highly recognised by the society and won several important awards related to human resource management.

### Holdings Group

The First Prize of 2018–2019 National Excellent Achievement of Corporate Culture  
China Enterprise Confederation, China Enterprise Directors Association

### Property Group

2019 Best Talent Management Innovation Award  
Talent Development and Management Association of Guangdong

2019 AmCham's CHRMA HR Best Practice Premium Innovation Pioneer Award  
AMCHAM's CHRMA

### A-Living

2019 China Training Week Excellent Enterprise University Award  
China Training Week Organising Committee, Organising Committee of "I Am a Good Lecturer" series competition

### A-City Group

2019 Best Employer Enterprise Award of Guangdong Province  
Guangdong Provincial Enterprise Confederation, Guangdong Provincial Association Entrepreneurs



## A-STAFF • SINCERE COLLABORATION (CONTINUED)

## Health and Safety

Agile attaches great importance to safety and occupational health management, and strives to create a healthy and safe working environment for employees. We actively pay attention to the relevant laws and standards for safety management in regions where we operate, regularly review and adjust the Group's safety management structure in due course, continuously improve the safety management system, implement the responsibility for safe production, and fully guarantee the health and safety of employees.

### Safety Management System

According to business characteristics and industrial standards, all business segments of Agile have formed a three-level Environment, Health and Safety (EHS) management structure with the main body of "Industrial group-Region-Project company" in property, environmental protection and property management, for comprehensive identification and control of safety risks and implementation of responsibility system for safety in production level by level.

In 2019, areas under the property, environmental protection and other business segments and project companies of Agile signed Work Safety Responsibility Certificate, and hierarchically set the Group's responsibility targets for safe production. Agile Property Group, Environmental Protection Group and A-City Group set the safety management objectives for 2019. The engineering and operation management departments shall be responsible for promoting the implementation of safety management, continuously following up the implementation, and successfully achieving the annual safety management objectives during the reporting period.

#### Objectives and Achievement Situation of Safety Management in 2019 (part)<sup>1</sup>

Safety Management Indicators	Quantitative Objectives	Achievement Situation
Coverage of safety education	100%	Achieved✓
Certificate holding rate of special operation personnel	100%	Achieved✓
Passing rate of safety management system of project construction unit	100%	Achieved✓

<sup>1</sup> Covering part of objectives and achievement situation of safety management of Agile Property Group, Environmental Protection Group and A-City Group

## A-STAFF • SINCERE COLLABORATION (CONTINUED)

### Safe Production

Agile strictly complies with Production Safety Law of the PRC, Fire Protection Law of the PRC, Emergency Response Law of the PRC, Regulations on Reporting and Investigation and Disposition of Safe Production Accidents, Regulations on Safety Supervision over Special Equipment and other laws and regulations of the region where we operate, according to the standards over Occupation Health Safety Management System OHSAS18001/ISO45001, Agile establishes and implements the management systems and articles of association, including Work Safety Accountability System, Management System for Safety and Civilised Construction, Measures on the Administration of Engineering Inspection and Evaluation, Measures on the Administration of Engineering Management and Accountability, Measures on the Administration of Safety Bottom Line, and Measures on the Administration of Accidents, which comprehensively cover safety management supervision, assessment measures, responsibility investigation, and emergency response plans, providing effective guidance for the Group's safety management.

### Safety Risk Control

In order to fully identify potential safety hazards in the operation process of each business segment and effectively control safety risks, each business segment of Agile has formulated an annual internal audit plan for EHS according to relevant safety management policies, and carried out safety supervision on subordinate regions and project companies. The management system, operation specifications, safety guarantee facilities and other dimensions of construction and operation projects have been evaluated according to the OHSAS18001/ISO45001 system standard, and the problems found have been timely summarised and required to be rectified by the project companies before the deadline.

#### Case: A-City Group Conducted Annual EHS Evaluation

In order to further promote the safety management standardisation of the construction business, A-City Group engaged a third-party engineering consultant during the reporting period to cooperate with the Engineering Group of the Operation Centre and the Engineering Department of the specialised company to carry out safe and civilised production evaluation for Engineering Procurement Construction EPC ("EPC") and decoration projects under construction in accordance with the Engineering Project Process Evaluation System.

The evaluation results showed that the safety and civilisation score of A-City Group's EPC was 85.19, and that of decoration was 90.68, and the safety management performance was continuously improved. The matters to be promoted found in the evaluation process were also rectified during the reporting period.

### Safety Emergency Management

To effectively prevent safety accidents and improve emergency management capability, Agile supervises all business segments to establish and improve safety emergency plans and improve safety emergency response management mechanisms in accordance with Emergency Response Law of the PRC, Production Safety Law of the PRC, Regulation on Emergency Responses to Work Safety Accidents, Measures for the Administration of Emergency Response Plans and Measures for the Administration of Contingency Plans for Work Safety Incidents. During the reporting period, each business segment of Agile have completed the planning and preparation of safety emergency response plans, and have successively completed the approval and filing work.

## A-STAFF • SINCERE COLLABORATION (CONTINUED)

All business segments of Agile continuously push forward the effective implementation of safety emergency management mechanism. For example, A-City Group has set up a safe production and occupational health management framework coordinated by the Engineering Group of the Operation Centre. At the same time, in order to implement the safety emergency response mechanism, all business segments of the Group conducted safety emergency drills respectively according to business characteristics and safety management risks, so as to continuously strengthen employees' safety awareness and emergency response capacity.

### Case: Agile Property Group Organised Safety Emergency Drills for All Projects under Construction

In June 2019, Agile Property Group organised the annual "Safety Month" activity, in which Agile Property Group actively organised various projects under construction to carry out safety emergency drills, fully implemented the safety emergency plan, and enhanced the safety awareness of all employees.



### Case: Energy Division of Agile Environmental Protection Group Carried Out Fire Emergency Drill

In order to strengthen the fire safety emergency management capacity in the course of operation, in 2019, Agile Environmental Protection Group conducted a fire emergency drill in its subordinate, Hunan Huiming Energy Division. The employees participating in the drill preliminarily acquired knowledge of fire hazard identification, initial firefighting and evacuation and escape through drill practice, which helped enhance their fire safety awareness and emergency response capacity.





## A-STAFF • SINCERE COLLABORATION (CONTINUED)

### Safety Training and Education

Adequate safety training and education is an important guarantee for managing and controlling safety risk. According to business characteristics and job requirements, all business segments of Agile formulate a safety training plan matching the positions of employees, and the corresponding functional departments in the safety management framework are responsible for supervising the implementation, to ensure that employees can master safety knowledge and operation skills related to their positions.

#### Case: Agile Environmental Protection Group Continuously Improves the Safety Training System

Agile Environmental Protection Group continuously improves the safety training and education system to ensure that all employees receive the safety training required by their positions. In addition, Agile Environmental Protection Group implements the Management System for Special Equipment and Special Operating Personnel, further improved the safety standards for employees in the operation process through special operation training, and carries out special safety training for special operation such as fire operation, ascend operation and confined space operation involved in the operation process.

### Occupational Health

Agile attaches great importance to the occupational health of our employees and abides by applicable laws and regulations related to occupational health in China and at the places where we operate, including but not limited to the Occupational Disease Prevention and Control Law of the PRC, Measures for the Categorised Administration of Occupational Disease Hazards in Construction Projects, and Measures for the Administration of Occupational Health Monitoring. According to the standards over Occupation Health Safety Management System OHSAS18001/ISO45001, Agile establishes and implements the Occupational Health management Systems, including but not limited to Occupational Health Management System, Occupational Hazards Warning and Notification System, Personal Protective Equipment Management System, and Occupational Health Examination System, to fully protect the occupational health of employees.

In accordance with the Occupational Health Management System, all business segments of Agile regularly engage a third-party occupational health consulting firm to conduct a comprehensive evaluation on the occupational health hazards in the project construction and operation process. For positions with occupational health hazards, we will inform employees of the specific risks and take occupational disease prevention measures according to Occupational Hazards Warning and Notification System through written materials.

Agile provides adequate health protection for employees involved in occupational health hazard positions in accordance with Personal Protective Equipment Management System, provides appropriate labour protection articles, and supervises the employees to properly wear and use them. Additionally, according to the Occupational Health Examination System, the Group provides annual occupational health examination for employees in relevant positions, establishes occupational health archives, and tracks management.

During the reporting period, the Group had sound occupational health management, and the coverage rate of occupational health examination and labour protection articles reached 100%. No occupational disease or suspected occupational disease cases occurred.

# A-LIFE · LIFESTYLE OF A LIFETIME





## A-LIFE • LIFESTYLE OF A LIFETIME

Adhering to the brand concept of “Lifestyle of a Lifetime”, Agile always pays attention to people’s pursuit of a beautiful life, attaches importance to product quality management, and integrates the concept of “Green Living” into the process of project development and design, and actively introduces new design concepts, such as green construction and sponge city, dedicated to providing quality products and life services to the public.

### Creating a Liveable Living Environment

#### Product Quality and Safety

Quality and safety is the lifeline of Agile products. The Group strictly abides by the Product Quality Law of the PRC, the Urban Real Estate Administration Law of the PRC and other relevant laws and regulations at the places where we operate, and formulates and implements standardised quality management systems in accordance with the technical specifications of the construction industry, such as Unified Promotion Practices for Construction, Unified Standard Atlas of Civilised Construction, and Quality Common Problem Prevention Manual. The Design Management Department of the Group conducted a comprehensive review of the design management system during the reporting period, including the revision of the Special Management System for Structural Design Control (2019 Edition) and the formulation of the Management Process on Structural Limit Design, to ensure that each region and project company may use the latest industrial standards and specifications. In accordance with the quality management standards of the Group and the actual business operation, Agile Property Group and A-City Group have further worked out detailed operation guidelines to form a standardised quality management system.

In 2019, Agile continued to adopt phased strong management and control measures on project plans to further enhance the quality management and control capacity of the project. Strong management and control measures require all project plans to start condition screening, proposal review, optimisation of consensus and reporting at design stage, and deepen plan preliminary review and finalisation after decision-making at the meeting before carrying out construction drawing design. The review process is strictly controlled to control the quality of the plan. At the same time, the Planning and Design Department of the Group has added a special review of design plans, and carried out multiple rounds of plan selection for key projects to ensure that the construction drawings comply with the industry and the Group’s quality management standards.

To know the customer’s feedback on the project quality in a timely manner, Agile carried out a programme named “Listening to customers’ voice” in 2019 and collected 1,600 project-related messages from 61 in-sale projects in 11 marketing regions. At the same time, Agile sorted out 150 customer complaints on delivered products from seven property management regional companies, summarised common problems of products, collected internal rectification opinions in an all-round manner according to product suggestions, and continuously optimised and improved product quality.

During the reporting period, there were no product quality-related violations in Agile.

#### Product Design and Innovation

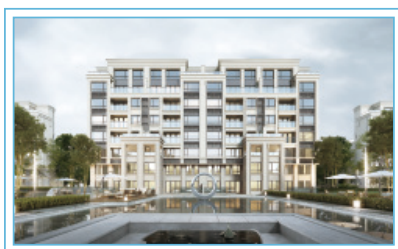
High-quality product design and innovative product concept are the determinants of competition in the real estate industry. Agile fully recognises that real estate enterprise reform is imminent, and is committed to building the Group’s product standardisation system. It collects and analyses excellent product information in the market, organises the design and development direction of research projects, pushes forward the application and evaluation of technology, formulates and improves various design management standards, and jointly drives the promotion of Agile products.

## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

The Group's Product Research and Development ("R&D") Department has established a "5+3" product system and applied it to 20 projects according to the "6 standards and 7 dimensions". In 2019, Agile's projects accounted for 84.42% of the total area applied the standardised product system, significantly shortening the design cycle, improving the operation efficiency, and realising the standardisation of the project product value system.

Furthermore, Agile conducts in-depth cooperation with domestic and foreign design units to apply overlapping and other cutting-edge technologies to project design and development. During the reporting period, some of our projects introduced innovative technologies.

### Innovative Overlapping Products



Agile Star County Chongqing



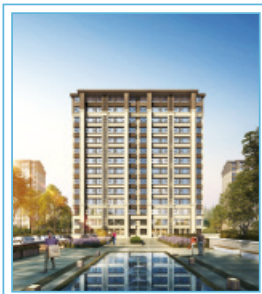
Wanning Shanqin Bay Project,  
Hainan

### Innovative High-rise Product



Xishan District Project in Kunming

### Innovative Foreign-style House Product



Agile Jinghua Ya Jun Beijing



## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

## Innovative Façade R&amp;D



Agile Star County Chongqing



Agile Jinghua Ya Jun Beijing

## Case: A-City Group Promotes Industrial Upgrading and Integrates and Involves in Habitat Technology Segment

Adhering to the concept of serving modern life, A-City Group continuously expands the market, strengthens business innovation and devotes itself to building a good space with great strength and rich resources and a new era of urban green ecological habitat. In 2019, A-City Group made great efforts to build the “Habitat Technology” segment, with the layout covering scientific and technological innovative products and services in the fields of landscape and home decor, and promoted industrial upgrading by leveraging the advantages of the whole industrial chain.

In addition, A-City Group, with its brand-new research and development achievements in landscape, made its debut in “International Kinpan Week 2019”, presenting a garden experience space with a combination of nature and modernisation, and interaction and appreciation. It won several awards during the “International Kinpan Week 2019” with excellent design concept and high engineering quality.



A-City Group won several awards during the “International Kinpan Week 2019”

## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

## Green Building Opportunity

Agile attaches great importance to the harmonious coexistence between the community environment and the natural ecology, actively pays attention to the relevant policies and technical specifications of the green buildings at the places where it operates, and prudently evaluates the green building opportunity in the process of project development in each region. The Group has continuously invested in the R&D and design of green buildings and energy-saving buildings. In 2019, we invested RMB6.793 million in the design and research of green and energy-saving buildings. As of 31 December 2019, Agile has a total of 127 green building projects, of which 47 have been certified as green buildings, and 33 have been certified as one-star green buildings.

## Certified Green Building Projects in 2019 (part)

Name of Project	Certification Time	Star Level of Project	Project Rendering
Agile Honorable Mansion Zhanjiang	August 2019	One-star green building	
Agile Chairman Sanshui	September 2019	One-star green building	

In 2019, the Group actively carried out cooperation and communication with research institutions, trade associations and peers in building design and other aspects, actively promoted innovation and creation in the industry, established industrial standards and realised common development.

**Case: Agile Property Group Worked Hand in Hand with South China University of Technology to Build the State Key Laboratory of Building Science**

Agile Property Group worked hand in hand with South China University of Technology. They jointly carried out residential performance optimisation work, analysed Agile's nationwide project layout, simulated and optimised the typical group and typical household types, sorted out the existing problems in the layout of project groups, sorted out the list of problems to be optimised, and summarised the design optimisation strategy based on the geographical environment and climate characteristics.

## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

### Jointly Building of Sponge Cities

Along with the extreme weather conditions and the trend of precipitation changes brought about by the global climate change trend, maintaining and improving the adaptability of the urban water cycle has become a common concern of various industries. Agile pays close attention to climate change-related frontier researches and energy saving and emission reduction initiatives, assesses the risks related to climate change and ability to respond to climate change in its business process, and actively introduces the design concept of sponge city to enhance the adaptability of water cycle at the areas where the projects are located to improve the habitability of the community.

In 2019, Agile introduced the design concept of sponge city at the design stage of 47 projects, accounting for 61% of the total project design area. At the same time, the Group also actively carried out sponge city technology research, and applied some of the research results to the project development process. At present, Agile has set up a 1:1 garden demonstration template for Foshan project to develop the related R&D of the utilisation of sponge city in the garden.

#### Case: Concave Green Space Design Adopted for Agile Tianfu Tianjin

Featuring good water permeability and construction cost similar to conventional green space, concave green space can reduce the water consumption for greening and improve the urban environment. In addition, it also has the functions of supplementing groundwater, regulating runoff and flood detention, and reducing runoff pollutants. In the event of heavy rain, the concave green space can temporarily store rainwater. Even if there is not enough time for penetration, it can store rainwater with a depth of approximately 10cm which will slowly penetrate into the ground.



Agile Tianfu Tianjin

#### Case: Blending Permeable Pavement Design Adopted in Zhuhai Agile International Garden

Permeable pavement is an excellent material for protecting groundwater, maintaining ecological balance, and alleviating the urban heat island effect. It is conducive to the healthy development of human living environment, urban rainwater management, and water pollution prevention. The permeable pavement system adopted in Zhuhai Agile International Garden features a series of colour formulas. Coupled with creative design, it can be laid under different environments and with customised decorative styles with individual requirements.



## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

### Providing Quality Living Services

In the process of marketing, sales and product delivery, the Group strictly abides by the Advertising Law of the PRC, the Consumer Rights and Interests Protection Law of the PRC and other relevant laws and regulations in the areas where we operate. In 2019, we formulated and applied standardised product plans and prepared the Rules on Project Delivery Management (Trial) and Project Delivery Guidelines to continuously improve the customer framework and service levels.

### Complaint Handling

We value feedback from customers as we seek to better understand customer demands and continuously improve our service quality. Customer demands, opinions and suggestions may vary among different customer groups. To optimise the handling of customer complaints, each business segment will establish its own complaint management system and make targeted response to customer needs based on its own business characteristics and management methods.

#### Standardised Actions for Dealing with Customer Complaints of Agile Property Group

Agile Property Group's Marketing Centre has formulated the Standardised Actions for Dealing with Customer Complaints, which divides customer complaints into three levels of "General Complaints, Emergency Complaints, and Major Complaints/Public Opinions". The Group will cope with customer complaints and problems in strict line with the standardised actions and quickly respond to customer needs.

- **Complaint channel:** Customers can report the questions or objections to the project's Sales Centre, on the "Mobile Customer Service APP" or by customer service hotline.
- **Complaint handling:** The department where the complaint takes place shall handle it, according to the nature of the question or objection raised by the customer. The Customer Relations Management Department of the region shall perform collective follow-up and overall planning. The Customer Relations Management Department of the Group shall conduct daily monitoring of the handling results and summarise relevant information. Also, it will confirm the handling plan with the business department within 24 hours, and call back the customer within 24 hours after the complaint is handled.

#### Customer Opinions Handling Mechanism of Agile Business Group

Agile Business Group provides its tenants with opinions and complaints feedback channels and online channels for open complaints, as well as special property management reception offices to receive visitors. Front desk switchboards and various OTA online platforms are provided in hotels, and member's opinions books are offered at front desk of ball clubs to receive opinions and suggestions of the members and give timely feedback to relevant departments for follow-up handling.

After receiving opinions and feedback, the responsible department will communicate with relevant departments in a timely manner, propose solutions, consult customers' opinions, and promise a time limit for the solution. After the problem is solved, the customer record will be reviewed to form a closed service loop. All feedbacks will be analysed regularly and corrective measures in terms of management mechanisms, systems, and procedures will be proposed to prevent the recurrence of similar incidents.

## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

### Information Protection

In terms of protecting customer data and privacy, the Group strictly abides by the Cybersecurity Law of the PRC and personal data protection related laws and regulations, and formulates the Trademark and Brand Management Standards. The Information Department of the Group strictly controls the output of customer data. In special cases where it's necessary to obtain customer's contact information, the approval process shall be initiated. The process shall be encrypted after archiving. Customer's database shall be strictly managed to protect their data and privacy.

#### Information Rights Adopted by Agile Property Group to Manage and Protect Customers' Privacy

The Information Department of Agile Property Group conducts a graded management on the system use rights. For all regions, only staff in certain posts can export customers' phone numbers and addresses (excluding ID card information). Salespersons can view contact information only of customers who have concluded a deal with them. The rest of the staff has no authority to export customer's information. In addition, each employee shall sign the confidentiality agreement to regulate their confidentiality responsibility during and after their employment. The Company reserves the right to hold violators responsible for the consequences.

#### Agile Business Management Provides Full-time Staff to Safeguard Customers' Information Security

As to property management, Agile Business Group assigns special persons for specific information and uses it for the special purpose. The property management takes collective control of the access rights. External visitors must register for the visits. Tenants have a responsibility system to manage the staff rights of employees. With regard to the contract-signing information, the Company has set exclusive rights and arranged special personnel for the archive management. If the customer's privacy is infringed, the personnel with exclusive rights will be held responsible and remedy will be made according to the customer's request.

### Satisfaction Improvement

To protect customer rights and improve customer satisfaction, Agile has conducted satisfaction surveys and customer demand surveys to understand the status quo of customer satisfaction, and use this as an opportunity to quickly respond to customer needs and improve brand services.

In 2019, Agile Property Group scored 96.25% in the prospective owner's satisfaction survey, demonstrating our persistence in product quality and customer's recognition of us. Agile Business Group reached an overall, average satisfaction of 93.51% in 2019, with 94.57% for business, 93.75% for hotel, and 92.2% for ball club.

## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

Agile Property Group has set the following processes to improve customer satisfaction, refine service quality, and strengthen maintenance of relationship with signed customers:

- **Service standardisation:** 27 items including appearance, property service, behaviour, and reception etiquette;
- **Display standardisation:** 69 items including five-sense experience standards in Sales Office and demonstration area, material display specification and trademark use specification;
- **Management standardisation:** 14 items including rotation system, morning and evening meetings system, customer information management, and daily training and assessment;
- **Language standardisation:** 8 items including communication texts, brand language, project language, and affinity language.

A-Living also highlights customer experience during the property management and operation and constantly summarises the items to be improved in their services. Its ceaseless input in customer service management has been highly recognised by the outsiders.

#### Customer Service Related Awards Won by A-Living

- Blue Chip Property Management Company Award for three consecutive years
- 2019 Top 50 Most Valuable Brand of Property Service
- 2018–2019 Property Service Innovation Pioneer Award



Blue Chip Property Management  
Company Award



## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

### Public Welfare and Charity

Agile has invariably adhered to the philosophy of “Benefiting from Society, Giving Back to Society” for public welfare and charity. Complying with stipulations in the Charity Law of the PRC and the Articles of Agile Public Welfare Foundation and other internal management policies, the Company has actively fulfilled its corporate social responsibilities by participating in charitable activities themed on education assistance and sponsorship, disaster relief, poverty alleviation and sustainable development.

As of 2019, Agile’s various charitable donations have exceeded RMB1.8 billion. In 2019, we continued to carry out charitable activities under themes of education and student assistance, disaster relief and sustainable development in hopes of realising joint development with the community.

#### Investment in Public Welfare and Charity of Agile in 2018–2019

	Unit	2018	2019
Capital investment in public welfare and charity	RMB Yuan	151,746,851	<b>106,450,720</b>

#### Case: Agile Held the “Press Conference on Empathy — Agile Charity Theme”

On 13 July 2019, the “Press Conference on Empathy — Agile Charity Theme” was held in Guangzhou, attended by some 300 participants from all walks of life including representatives from more than 20 well-known charity organisations. The conference displayed Agile’s commitment to public welfare cause in the past 27 years and held the “Empathy” Charity Forum to discuss the connotation of “Empathy” and how the concept is reflected in every aspect of daily operation of Agile. Also, the “Empathy Micro-film” has captured over 8 million plays online.

At the press conference, Mr. Chen Zhuo Lin, Chairman and President of Agile, donated RMB8,751,341 to the Agile Foundation on the spot and clearly declared to put the money all in education assistance as a support to the talent development of the nation and science & technology development in the future.



## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

Agile's nonstop investment in public welfare and charity has been highly recognised by the outside world. In 2019, the Group won several important honours and awards in the field of public welfare.

- On 9 November 2019, Agile was awarded the "2019 Public Welfare Innovation Enterprise" jointly issued by the International Financial News of the People's Daily and Shangqiu Municipal People's Government of Henan Province.
- On 26 November 2019, Agile was awarded the "Excellent Poverty Alleviation Contributor Enterprise of the Year" in the "2019 China Corporate Citizenship Selection" hosted by the 21st Century Business Herald.
- On 18 December 2019, Agile's "Empathy" charity project won the "Influential Real Estate Charity Project of the Year" at the "2019 Weibo Real Estate Influence Summit".

## Education Aid

**Case: Agile Qinghai Scholarship Fund**

Since the establishment of the "Agile Qinghai Scholarship Fund", Agile has sponsored 8,740 teachers and students for eight consecutive years, and issued a total amount of RMB15.969 million. The 2019 "Agile Qinghai Scholarship Fund" was held in Qinghai Normal University and the General Office of CPC Yushu Prefecture Committee. On the spot, 211 outstanding teachers and 170 high school students were commended, and 319 scholarships, worth altogether RMB1.868 million, were issued for poor students.



## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

**Case: Happy Visit to Sunshine Playroom**

In response to the national development strategy of rural area and to allow children in rural areas to get more access to educational resources, Agile has joined hands with public welfare organisations to build “Agile Sunshine Playroom” in many provinces across the country since 2017. These are intended to allow children of school age in rural areas to experience the pre-school education and activities, and various teaching aids. Besides, we offered, free of charge, pre-school education training for teachers in the donated areas. In July 2019, Agile launched the activity of “Happy Visit to Sunshine Playroom”, and recruited volunteers from all over the country to extend the “Agile Sunshine Playroom” programme from construction to subsequent follow-up visit through targeted courses of “Happy Living Classroom”, “Happy Living Clinic” and “Happy Living Base”.

On 4 December, Agile Property Group set its second stop of the “Happy Visit to Sunshine Playroom” programme in Erlongshan Hope Primary School in Nanchong City, Sichuan Province. We joined hands with Bazaar Charity Fund and volunteers to carry out classroom activities in three aspects: “Happy Living Classroom”, “Happy Living Clinic” and “Happy Living Base”. Give children fun through love and convey Agile’s “Empathy” public welfare concept. We hope to put our feet in others’ shoes and make our own efforts to make the society better.

## Disaster Relief

**Case: Contribution to Fight against COVID-19**

At the end of 2019, a novel coronavirus epidemic broke out in Wuhan. Agile donated a total of RMB30 million for purchasing medical materials and equipment to support the local epidemic prevention and control, and set up a special fund for targeted assistance to affected families, first-line medical care personnel, and epidemic prevention and treatment institutions.

Furthermore, Agile paid a close eye on the epidemic development and offered various assistances to the epidemic prevention and control. Agile Environmental Protection Group urgently established a special working group to deal with the surge of medical wastes around the country, assisted in the transfer and disposal of wastes, and protected the local ecological environment and public health. A-Living collaborated with local government departments to quickly establish epidemic prevention and control mechanisms for temperature measurement and public area disinfection, assisted in registering the past travel history of the property owner, and contributed to local epidemic prevention work by publicity on epidemic prevention knowledge.



## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

**Case: 30-Hour Famine**

In April 2019, in order to arouse the public awareness on poverty, famine, disasters and disability, Agile has been chief sponsoring the “30-Hour Famine” campaign in Hong Kong and Macau organised by World Vision for ten consecutive years since 2010. The theme of this year’s conference is to “Walk Hungry, For Refugees”. Staying hungry for over 20 hours, participants shared feelings with their friends and family to let more people know and care about refugees in Syria, South Sudan and Rakhine State of Myanmar.



## Community Care and Poverty Alleviation

**Case: Agile House Renovation Charity Walk**

In May 2019, the “Agile House Renovation Charity Walk” was officially launched. The Company joined hands with the Guangzhou City Management Volunteers Association to form a charity alliance. Through charitable exploration of the relationship between city and human living, and between space and life, we endeavour to be a practitioner of “Green and Ecological Living Services”.

Against the theme of “Love is not Past”, the activity in 2019 helped the elderly who urgently demanded renovation of their living space but couldn’t afford it to restructure their residence free of charge. Agile brought in professionals to improve the living environment for the old and weak groups, to show the love and warmth of the Company. Upholding the brand new concept of “Prefabricated Renewal of Space”, the Company led its premium designer team and home decoration team to visit communities to help the disadvantaged groups living in narrow, dirty and uncomfortable spaces renovate their homes and make their life better.





## A-LIFE • LIFESTYLE OF A LIFETIME (CONTINUED)

**Case: “Join Hands and Help Together for Happy Living” Charity**

In 2019, responding to the national call for precise poverty alleviation, Agile launched the “Join Hands and Help Together for Happy Living” charity programme in Yunnan Province and Hainan Province to conduct housing renovation, road repair and hardening, street lamp installation, and construction of garbage pools, public toilets and sewage treatment tanks. These measures have greatly improved the local poverty. In Mandian Village, Yunnan Province, Agile assisted in the reconstruction of 612 rural dilapidated houses. In response to the medical and health conditions in remote areas, we built 49 clinics for local villages to provide strong guarantees for villagers’ medical and health needs. In addition, Agile has always insisted on using enterprise resources to promote local economic development and carrying out a number of agricultural planting activities in accordance with local conditions. As of June 2019, Mandian Village of Yunnan Province officially achieved poverty alleviation and completely removed its title of a poor village for decades.

**Case: Weihai Nanhai Love Foundation Donation Ceremony**

On 17 August, the “Weihai Nanhai Love Foundation Donation Ceremony” was held in Nanhai New District, Weihai, Shandong. Agile donated RMB50 million to the foundation and established the “Agile Innovation Development Fund” to reward key scientific research projects, major scientific research achievements, etc. and to help the public to start businesses and devote to innovation.



# A-STYLE · GREEN LIFE



## A-STYLE • GREEN LIFE

Agile attaches great importance to the sustainable development of economic benefits, environmental benefits and social benefits, concentrates on people's pursuit of a better life, spotlights the protection of ecological environment during the operation, and insists on providing quality living services to the public.

We have fully considered the all-cycle environmental impact of the real estate project. We took into thorough account the bio-diversity protection around the project premise and green construction opportunities during the design phase, made active use of prefabricated buildings and other green construction techniques to control pollution during the project construction process, and concentrated on and heightened the utilisation efficiency of resources and energy during the project operation process, as well as continued to practice the green development concept of energy saving and emission reduction.

At the same time, we are deeply involved in environmental protection business, focusing on the three major areas of hazardous waste treatment, water treatment and common solid waste treatment, and devoted to providing platform-level environmental system solutions and comprehensive environmental services.

Under the EHS management framework of each business segment, Agile assigns relevant departments to be responsible for the overall planning, supervision and execution of the environmental management tasks, and the continuous improvement of environmental management system based on the business characteristics and referring to the standards of the ISO14001 environmental management system. We have also set annual environmental management goals. By collecting and monitoring daily management data, we assess the achievement of the goals and adjust management strategies accordingly. During the reporting period, Agile induced no environmental pollution accidents, and reached an environmental emission qualification rate of 100%.

### Resource Utilisation

Agile actively promotes the development of the circular economy. By resource reduction and reuse, it aims at improving the efficiency of resource use. We abide by the Circular Economy Promotion Law of the PRC, the Water Resources Protection Law of the PRC and other relevant laws and regulations in the areas where we operate during the construction and operation processes, and all business segments constantly improve the resource management system in accordance with characteristics of the business.

#### Recycling and Utilisation of Building Materials

For the use of building materials in the development and construction of real estate projects, Agile has established Technical Guidelines for Prefabricated Building Construction, Guidelines on Techniques of Quick Demolition of Aluminium Cast Structure and Implementation Rules for Material Management of Self-operated Projects, and promoted the pre-fabricated construction technologies and other refined processes to realise less use and reuse of building materials and enhance efficiency of resource use.

#### Case: A-City Group Recycles Building Materials

During the project construction, A-City Group uplifts the resource use efficiency by recycling various building materials through multiple methods such as making the concrete residue into prefabricated blocks for masonry construction, recycling the seedling shading net for producing it into the plant shelves used on construction sites, collecting the colour-band cloth for protection of finished products into the rainproof shelves for construction in rainy seasons, and fabricating the PVC residue used in hydropower engineering into the drainage and ventilation pipes for plants. Through resource recycling during the construction, we have effectively improved the efficiency of resource use and reduced the wastes generated.

## A-STYLE • GREEN LIFE (CONTINUED)

## Use of Building Materials in 2019

Indicator	Unit	The Company and the Property Development Segment
Concrete	Ton	24,766,029
Bricks	Ton	2,614,192
Iron & Steel	Ton	1,189,930

## Saving Water and Paper Consumption

Other major types of resource recycling employed in all business segments of Agile include the office consumption of water and paper. We adopt the reclaimed water reuse technology and other water-saving technologies during the project construction and operation processes, actively advocate the water conservation and paperless office concept, and encourage employees to raise awareness of conservation in the working process, thus making joint contribution to the resource protection.

## Case: Agile Actively Introduced Water-saving Technologies to All Business Segments

In active response to the national policies and related requirements, Agile encourages all business segments to apply water-saving technologies during construction and operation in an effort to promote the recovery and reuse of water resources.

Agile Property Group continues to promote the reclaimed water reuse technology. It has set up reclaimed water reuse facilities for the projects under construction to use the recycled water for cleaning and seedling irrigation.

A-City Group adopts the fixed-spot, fixed-time water supply mechanism and introduces the drip-irrigation technology for trees and spraying technology for ground turfs, thereby apparently enhancing the efficiency of water use.

In the water treatment business, Agile Environmental Protection Group changed the backwash water of industrial water plants from the original domestic water to industrial water now, thus saving 2,000m<sup>3</sup> of domestic water each day.

In addition, Agile insists on advocating the water-saving awareness during the office operation process. By strengthening publicity on water saving for environmental protection and on replacement of water-saving taps, it makes joint contribution to the water saving.



## A-STYLE • GREEN LIFE (CONTINUED)

## Office Paper and Water Consumption in 2019

Indicator	Unit	The Company and the Property Development Segment			Business Segment
			A-City Group		
Office paper consumption	Ton	33.00	73.62		24.67
Water consumption	Ton	12,248,878.30	58,754.33		884,393.38

## Case: Community Environmental Protection Activities

The Group always supports environmental protection activities with a view to building a clean and beautiful home for local residents. For example, we have participated in the “Lai See Packets Reuse and Recycle Programme” organised by Greeners Action, a Hong Kong green group, for the ninth consecutive year. We have also stopped issuing lai see packets for the fourth consecutive year, with an aim to reduce paper consumption and to disseminate the message of making better use of resources. In 2019, more than 100 properties developed by Agile in Mainland China, including residential estates, hotels, shopping malls and offices took part in the programme. To reduce carbon emissions from transportation, Agile continued with its policy of recycling and reusing lai see packets locally at its properties in Mainland China by distributing lai see packets collected under the programme to local residents and employees.



## A-STYLE • GREEN LIFE (CONTINUED)

## Energy Saving and Emission Reduction

Agile attaches importance to the management of energy saving and consumption reduction. Complying with the Energy Conservation Law of the PRC and other relevant laws and regulations in the areas where we operate, Agile has established and implemented management systems including the Administrative Measures for Office Energy Conservation, Administrative Measures for Energy Conservation and Consumption Reduction, and Public Energy Consumption Management Regulations. Agile actively pays attention to energy use data and timely adjusts energy consumption control strategies to achieve cost decreasing and benefit increasing.

### Case: On “World Environment Day”, Agile Advocates Green Office

Agile actively advocates the concept of energy saving and consumption reduction, and continuously implements green environmental protection initiative through various measures such as providing energy-saving small lamps for employees, uniformly setting temperature of office air conditioners, using enterprise WeChat instead of fixed telephone, and calling for paperless office. On 5 June 2019, the “World Environment Day”, Agile also produced a promotional video on office energy saving to further popularise the awareness of environmental protection and energy saving.

All business segments of Agile continue to promote energy saving and emission reduction measures. Agile Property Group has continuously popularised energy saving facilities, including energy saving vertical transportation machinery and new variable frequency people-cargo elevator energy pumps. At present, it has basically realised 100% coverage of all projects under construction, significantly reducing the energy consumption level. Agile actively introduces solar water heaters and lighting facilities into the projects to replace the use of traditional energy types. In the solid waste treatment process, Agile Environmental Protection Group uses the heat residue of the deaerator exhaust to heat the raw material tank so as to save electricity. It also adds a heat exchange fan in the waste treatment facility to ensure the temperature and effect on fermentation, and to raise the calorific value of waste incineration to achieve higher energy efficiency conversion.

## A-STYLE • GREEN LIFE (CONTINUED)

**Case: Water Affairs Division of Agile Environmental Protection Group Explores the Operation Mode of Energy Saving and Emission Reduction**

Water Affairs Division of Agile Environmental Protection Group continues to explore the operation mode of energy saving and emission reduction and ensures safe and stable production by implementing refined management measures such as monitoring water quality and adjusting process while trying our best to reduce energy consumption of single ton. Sludge produced is treated by deep dewatering technology to reduce the water content of sludge which is conducted mixed incineration with coal of power plant, achieving energy saving and emission reduction as well as recycle of resources.

In addition, each project company of the Water Affairs Division sets management targets for unit power consumption, unit wastewater discharge amount and unit sludge production amount for water treatment and supply business according to actual operation, and regularly reviews the completion of targets.

Management Indicators	Completion of Water Affairs Projects in Hainan in 2019
Water supply business: power consumption per ton of water	Down by 3%
Water supply business: wastewater discharge amount per ton of water	Down by 1%
Wastewater treatment business: power consumption per ton of water	Down by 5%
Wastewater treatment business: sludge production amount per ton of water	Down by 2%

## A-STYLE • GREEN LIFE (CONTINUED)

## Energy Consumption in 2019

Indicator	Unit	The Company and the Property Development Segment		
			A-City Group	Commercial Segment
Gasoline	GJ	8,087.34	3,608.82	1,440.98
Diesel	GJ	396.93	420.14	8,516.81
Natural gas	GJ	—	—	5,986.88
<i>Direct energy consumption</i>	GJ	8,484.27	4,028.96	15,944.67
Power consumption of the purchased power grid: China Southern Power Grid	GJ	201,468.18	24,979.51	88,658.57
Power consumption of the purchased power grid: North China Grid	GJ	24,692.98	191.69	—
Power consumption of the purchased power grid: Northeast China Grid	GJ	9,155.73	—	—
Power consumption of the purchased power grid: Central China Grid	GJ	76,793.51	—	—
Power consumption of the purchased power grid: East China Grid	GJ	103,100.28	1,758.25	10,599.85
Power consumption of the purchased power grid: Northwest China Grid	GJ	19,365.73	—	999.99
<i>Indirect energy consumption</i>	GJ	434,576.41	26,929.45	100,258.41
<i>Total energy consumption</i>	GJ	443,060.68	30,958.41	116,203.08



## A-STYLE • GREEN LIFE (CONTINUED)

## Emission of Greenhouse Gas in 2019

		The Company and the Property Development Segment		
Indicator	Unit		A-City Group	Commercial Segment
Scope I: Greenhouse gas emissions	tonne CO <sub>2</sub> e	646.45	230.06	1,105.88
Scope II: Greenhouse gas emissions	tonne CO <sub>2</sub> e	185,175.01	4,930.68	24,066.84
Total greenhouse gas emissions	tonne CO <sub>2</sub> e	185,821.46	5,160.74	25,172.72

## A-STYLE • GREEN LIFE (CONTINUED)

**Case: Joint University Eco-Business Innovation Award**

Since 2011, we have sponsored the “Joint University Eco-Business Innovation Award” organised by the Environmental Management and Technology Students’ Society, Hong Kong University of Science and Technology Students’ Union. The event is a seven-month programme that includes company visits, workshops, field trips and a green business competition. In 2019, participants were required to take “Green Property Development and Property Management” as the theme with Agile Chairman Taishan in Jiangmen City being the blueprint and formulate a creative and feasible eco-business solution with a brand-new concept under the regulation of the site environment. Participants were required to use that solution for developing Agile Chairman Taishan and nearby Agile Garden Taishan into green and low-carbon communities. Agile led participants to visit the Group’s project on Lamma Island in Hong Kong to understand the project’s eco-business concept and the construction of a green and low-carbon community, thereby enriching participants’ awareness of eco-business innovation concept and bringing them new creative inspiration to the solution. Agile also offered generous prizes and summer internship for the winning team.



## A-STYLE • GREEN LIFE (CONTINUED)

### Compliant Discharge

“Lucid waters and lush mountains are invaluable assets”, Agile attaches great importance to pollutant emission management and control in the course of operation. All business segments abide by relevant laws and regulations in the areas where the operation is conducted, and establish an effective pollutant and noise monitoring mechanism to ensure compliance with local standards. Agile deeply deploys environmental protection business areas such as solid waste treatment and sewage treatment while ensuring the compliant discharge of pollutants during the Group’s business operation, assists in the harmless treatment of pollutants and strives to create a liveable ecology for the public.

### Solid Waste Management

The solid wastes involved in the operation of Agile mainly include the construction garbage of the projects under construction, domestic waste of property management and office process, and solid waste generated during the operation of the environmental protection business. We adhere to the principle of “Reduction, Recycling and Harmlessness” in the Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste, and abide by the Provisions on the Administration of Urban Construction Garbage, the Administrative Measures for Municipal Solid Waste and other relevant laws and regulations in the areas where we operate. During the development of the project, the construction unit is required to collect and dispose of all construction garbage and domestic wastes in a centralised manner and construction garbage shall be regularly cleaned and transported for harmless treatment according to Unified Promotion Practices for Construction. At the same time, we actively adopt the prefabricated building technology to transport the prefabricated components produced in a centralised manner to the projects under construction, so as to effectively reduce the generation of construction garbage.

## A-STYLE • GREEN LIFE (CONTINUED)

**Case: Agile Promotes Prefabricated Building Technology to Reduce Generation of Wastes**

A prefabricated building is a building technology in which prefabricated components are collectively produced and transported to a construction site for assembly. In accordance with the Technical Guidelines for Prefabricated Building Construction, Agile continuously promotes the prefabricated building technology in the process of project design and construction, so as to improve the use efficiency of building materials and reduce the generation of wastes. At present, in the project development and design, Agile actively takes into full consideration the use efficiency of building materials and the harmless disposal of wastes. Many projects, including Hainan Clearwater Bay, have adopted the prefabricated building technology. At present, projects which account for nearly 10% of the comprehensive design area have introduced the prefabricated process to effectively reduce the generation of building wastes.



Hainan Clearwater Bay adopts prefabricated technology

At the same time, Agile Environmental Protection Group has comprehensively involved in the fields of hazardous waste disposal and common solid waste disposal. It has waste landfill, incineration, plasma gasification, biological recycling and other disposal technologies. As for the hazardous waste disposal business in the environmental protection business segment, Agile Environmental Protection Group applies for and obtains the hazardous waste operation license according to the Measures for the Administration of Permit for Operation of Hazardous Wastes, and currently has 45 types of qualifications for hazardous waste disposal. Agile Environmental Protection Group strictly implements the Standard for Pollution Control on Hazardous Waste Storage, formulates the Standard Management System for Hazardous Wastes, establishes a ledger for hazardous wastes generated during business operation and entrusts qualified treatment institutions to carry out transfer and disposal in accordance with the Administrative Measures for Transfer of Hazardous Waste.

**Case: Agile Environmental Protection Group Improves Recycling, Harmlessness and Reduction Technology of Domestic Waste**

The Shandong Chiping Project of Energy Division of Agile Environmental Protection Group constantly explores the operation mode of recycling, harmlessness and reduction of domestic waste. In 2019, Shandong Chiping Project effectively reduced the emission of organised pollutants by about 20% by reasonably allocating the combustion load of domestic waste and adjusting the combustion temperature and the appending proportion of auxiliary materials during the process of waste incineration and power generation. Moreover, good mechanical operation can reduce the replacement frequency of machine oil, and also reduce the generation of waste oil.



## A-STYLE • GREEN LIFE (CONTINUED)

## Generation of Solid Waste in 2019

The Company and the Property Development Segment				
Indicator	Unit	Segment	A-City Group	Commercial Segment
Amount of office and domestic waste	Ton	1,330.71	60.62	2,239.03
Amount of building waste	Ton	1,074,914.00	—	—

## Wastewater Management

In the course of operation, all business segments of Agile abide by the Water Pollution Prevention and Control Law of the PRC and other relevant laws and regulations in the areas where we operate, and strictly implement the Integrated Wastewater Discharge Standard to ensure compliant discharge.

Agile Property Group has set up sewage collection pipelines and treatment facilities in the projects under construction to reduce the generation of sewage through reclaimed water reuse technology, and the waste water generated is treated to ensure that it meets local sewage discharge standards before being discharged to municipal sewage pipe network.

Water Affairs Division of Agile Environmental Protection Group has a number of waterworks and sewage treatment plants to provide systematic solutions for local residents' water, municipal water, municipal sewage and industrial wastewater treatment in Guangdong, Shandong, Hainan and Yunnan Province. By incorporating new technologies such as Internet of Things and cloud computing, the Water Affairs Division effectively monitors the water quality of incoming and outgoing water, and ensures that the outgoing water quality conforms to the Discharge Standard of Pollutants for Municipal Wastewater Treatment Plant or other sewage discharge standards in other areas where the operation is conducted.

## Exhaust Gas Management

In active response to the call for "Winning the War to Protect Blue Skies", Agile strictly complies with Law of the PRC on the Prevention and Control of Atmospheric Pollution, Regulations on the Administration of Construction Project Environmental Protection and the other relevant laws and regulations in the areas where we operate, as well as implements the Integrated Emission Standard of Air Pollutants, carries out pollutant monitoring and ensures that the discharge meets the standards.

In order to actively control the dust pollution generated by the construction projects, Agile can effectively suppress dust pollution by setting up wall spray, tower crane spray, floor spray, car wash pool and other facilities at all construction sites, and adopting safety net bare soil cover protection and other measures. In addition, PM2.5 monitoring instruments have been set up according to relevant national and local standards for the projects under construction in Agile, and the monitoring results are announced on the construction sites in real time. During the reporting period, all monitoring indicators were kept at a good level, and the air quality around the construction sites was effectively maintained.

## A-STYLE • GREEN LIFE (CONTINUED)

For the atmospheric pollutants generated during the operation of environmental protection business, Agile Environmental Protection Group establishes pollutant monitoring plan, establishes and implements such management systems as Management System for Exhaust Gas and Management System for Environmental Information Disclosure in accordance with the Measures for the Administration of Environmental Surveillance, the Measures for the Self-Monitoring and Information Disclosure by the Enterprises subject to Intensive Monitoring and Control of the State and other relevant provisions, to ensure the discharge of nitrogen oxides, sulphur dioxide and other atmospheric pollutants meet the standard. In addition, Agile Environmental Protection Group adopts measures such as bag-type dust removal, incinerator modification and process improvement to continuously reduce the level of pollutants.

## Emission of Air Pollutants in 2019

Indicator	Unit	The Company and the Property Development Segment		
			A-City Group	Commercial Segment
Nitrogen oxides	kg	1,637.79	5,051.15	195.24
Sulphur dioxide	kg	3.87	1.84	4.53

## Noise Management

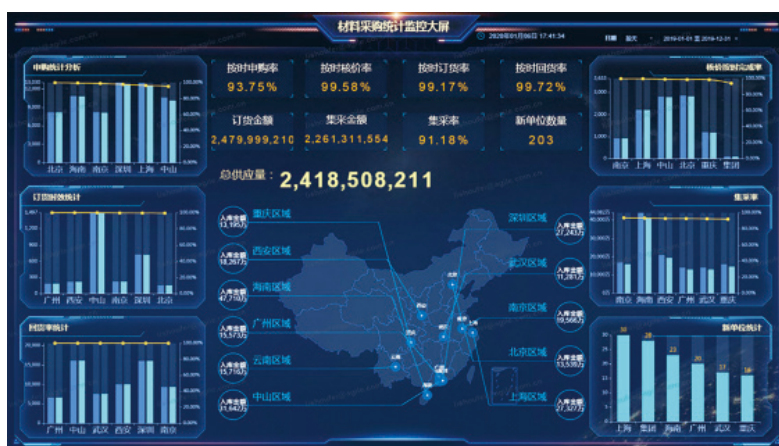
During the construction of projects under construction, Agile strictly complies with the provisions on prevention and control of construction noise pollution stipulated in Law of the PRC on the Prevention and Control of Pollution from Environmental Noise. In accordance with the Administrative Regulations on Construction Noise in the areas where the projects are located, Agile submitted to local relevant administrative department of environmental protection environmental noise values and measures to prevent environmental noise pollution, establishes noise monitoring instruments and monitors in real time, in order to ensure that noises generated in the construction process meet the national and local standards. At the same time, Agile actively communicates with the residents of the surrounding community and provides advice, feedback and complaint at the construction sites in order to find out the interference factors that may exist in the construction process in time on the surrounding community and actively introduces low noise equipment such as static pile press machine to effectively control the noise level.

## Supply Chain Management

In order to establish long-term and stable cooperation with suppliers, Agile strictly complies with the Bidding Law of the PRC, the Regulation on the Implementation of the Bidding Law of the PRC, the Product Quality Law of the PRC, the Anti-unfair Competition Law of the PRC and other relevant laws and regulations in the areas where we operate, formulates and improves the Supplier Management System, Manual on Procurement Management Operation and other systems and articles of association, and during the reporting period, the Supplier Management System, the Bidding Management System, the Manual on Procurement Management Operation and the Manual on Rights and Responsibilities were updated according to the actual operation, and the procurement bidding and supplier audit were effectively managed.

During the reporting period, Agile focused on building the supplier online management system to realise the one-stop shop online management from the launch of bidding to the deployment of materials, with the aim of realising resource sharing within the Group. Through the supplier management system, the procurement management department can summarise the number of suppliers, cost saving rate and other key management indicators in real time. Agile is developing mobile apps to further improve the efficiency of digital management of suppliers.

## A-STYLE • GREEN LIFE (CONTINUED)



Supplier Online Management System

At the stage of supplier access, the procurement department releases the recruitment information through the public platform, and cooperates with the engineering and technology departments to comprehensively inspect six scopes, such as scale of corporates, production qualification and related track records of the applying enterprises while inspecting corporates' management capability in quality, safety and environment to ensure that it has an effective management system in order to establish a long-term and stable good cooperation.

For the existing suppliers in the supplier database, the procurement department conducts quantitative assessment on the performance of suppliers by regularly assessing suppliers from the four scopes, namely quality, time of delivery, price and service and by reference to feedback opinions from the procurement and engineering departments in each region. The procurement department of the Group regularly conducts supplier review meetings, classifies suppliers into excellent, good, qualified and unqualified based on the assessment results, and adopts the supplier red-yellow card system. In case of yellow card, the supplier shall be rated down. Once the red card is issued, the supplier will be eliminated directly and no longer has the supply qualification.

In order to ensure the quality requirements for the material suppliers, Agile Property Group sent 70% of the materials to a qualified third-party institution for testing during the reporting period, and all the results were in compliance with international and local quality-related standards.

- Number of suppliers by region

## Number of Suppliers by Region in 2019

Regions	Unit	Number of Suppliers
Mainland China	/	16,852
Hong Kong, Macao, Taiwan and overseas	/	157

## A-STYLE • GREEN LIFE (CONTINUED)

**Case: Supplier Conference of Agile in 2019**

On 13 May 2019, the supplier conference with the theme of “Be United and Build the Future Together” was held in Guangzhou.

A total of 357 excellent domestic and foreign suppliers and more than 600 representatives attended the conference, covering the cooperative enterprises in the whole real estate development chain ranging from construction, design, material and equipment to cost management. At the conference, Agile proposed the pursuit of “High, Precise and New” of cooperation win-win standard. In the three aspects of design, construction and materials, we will take high standard, high quality, fine work and innovative development as the common product goal. At the same time, to further promote the quality of products, Agile Property Group put forward ten technical construction method and process systems of project quality. The conference aimed to enhance mutual understanding between the Company and its partners, establish a long-term and close partnership, emphasise the Company’s control over product quality, and promote the supplier’s pursuit of high-quality products. In the future, Agile Property Group hopes to “Deepen Understanding and Win-win Cooperation” with our partners.

**Case: “Partner College” Supplier Training Activity**

On 6 September 2019, Agile joined hands with Shenzhen Region Engineering Management Department and Heyuan Project Department of East Guangdong Business Division to carry out the “Partner College” activity to train suppliers. A total of 38 leaders and colleagues, including Mr. Xu Junjie, deputy general manager of the Engineering Centre and Mr. Huang Xing, project controller and others from 11 civil engineering general contractor partners from 7 regions of the Group, attended the observation seminar. Through the introduction of system interpretation, delivery standards, technology sharing and other related contents, partners could understand the quality concept and product attitude of “Agile Quality and Fine Workmanship”, and familiarise themselves with the requirements for delivery of roughcast house, sample house setup, process construction, safety and civilisation and site layout standardisation of Agile products. The supplier conference not only promoted the exchange and communication with suppliers, enhanced the understanding and recognition of partners, but also set up the pre-guarantee mechanism and quality standard exchange platform of good cooperation, which is more conducive to the realisation of the goal of “Be United and Build the Future Together”.



# APPENDIX 1 — LIST OF POLICIES

## Policies and Indicators

Aspects of ESG	Compliance with Laws and Regulations	Partial Policies of the Company
<b>A1. Emissions</b>	Environmental Protection Law of the PRC	
	Measures for the Administration of Environmental Surveillance	
	Measures for the Self-Monitoring and Information Disclosure by the Enterprises subject to Intensive Monitoring and Control of the State	
	Regulations on the Administration of Construction Project Environmental Protection	Management System for Environmental Information Disclosure
	Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste	Standard Management System for Hazardous Wastes
	Directory of National Hazardous Wastes	Administrative Measures for Transfer of Hazardous Waste
	Provisions on the Administration of Urban Construction Garbage	Management System for Exhaust Gas
	Regulations of Guangdong Province on Prevention and Control of Environmental Pollution by Solid Wastes	Provisions on the Administration of Urban Construction Garbage
	Measures for the Administration of Permit for Operation of Hazardous Wastes	Administrative Measures for Municipal Solid Waste
	Standard for Pollution Control on Hazardous Waste Storage	Unified Promotion Practices for Construction
	Water Pollution Prevention and Control Law of the PRC	Technical Guidelines for Prefabricated Building Construction
	Integrated Wastewater Discharge Standard	
	Discharge Standard of Pollutants for Municipal Wastewater Treatment Plant	
	Law of the PRC on the Prevention and Control of Atmospheric Pollution	
	Integrated Emission Standard of Air Pollutants	
	Environmental Protection Tax Law of the PRC	
	Soil Pollution Prevention and Control Law of the PRC	

## APPENDIX 1 — LIST OF POLICIES (CONTINUED)

Aspects of ESG	Compliance with Laws and Regulations	Partial Policies of the Company
<b>A2. Use of Resources</b>	Energy Conservation Law of the PRC Circular Economy Promotion Law of the PRC Water Resources Protection Law of the PRC	Administrative Measures for Office Energy Conservation Administrative Measures for Energy Conservation and Consumption Reduction Public Energy Consumption Management Regulations Technical Guidelines for Prefabricated Building Construction Guidelines on Techniques of Quick Demolition of Aluminium Cast Structure Implementation Rules for Material Management of Self-operated Projects
<b>A3. Environment and Natural Resources</b>	Environmental Protection Law of the PRC Energy Conservation Law of the PRC Law of the PRC on the Prevention and Control of Pollution from Environmental Noise Administrative Regulations on Construction Noise	Administrative Measures for Energy Conservation and Consumption Reduction Technical Guidelines for Prefabricated Building Construction Unified Standard Atlas of Civilised Construction
<b>B1. Employment</b>	Labour Law of the PRC Labour Contract Law of the PRC Law of the PRC on the Protection of Labour's Rights and Interests Social Insurance Law of the PRC Provisions on the Prohibition of Using Child Labour	Human Resources Management System Compilation

## APPENDIX 1 — LIST OF POLICIES (CONTINUED)

Aspects of ESG	Compliance with Laws and Regulations	Partial Policies of the Company
<b>B2. Health and Safety</b>	Labour Law of the PRC	Occupational Health Management System
	Labour Contract Law of the PRC	Occupational Hazards Warning and Notification System
	Social Insurance Law of the PRC	Personal Protective Equipment Management System
	Occupational Disease Prevention and Control Law of the PRC	Occupational Health Examination System
	Fire Protection Law of the PRC	Work Safety Accountability System
	Production Safety Law of the PRC	Work Safety Responsibility Certificate
	Emergency Response Law of the PRC	Management System for Safety and Civilised Construction
	Regulations on Reporting and Investigation and Disposition of Safe Production Accidents	Measures on the Administration of Engineering Inspection and Evaluation
	Measures for the Administration of Contingency Plans for Work Safety Incidents	Measures on the Administration of Engineering Management and Accountability
	Regulations on Safety Supervision over Special Equipment	Measures on the Administration of Safety Bottom Line
	Regulation on Emergency Responses to Work Safety Accidents	Measures on the Administration of Accidents
	Measures for the Administration of Emergency Response Plans	Engineering Project Process Evaluation System
	Measures for the Categorised Administration of Occupational Disease Hazards in Construction Projects	Management System for Special Equipment and Special Operating Personnel
	Measures for the Administration of Occupational Health Monitoring	
		Training System
		Guidelines on Internal Trainer Management
<b>B3. Development and Training</b>	Labour Law of the PRC	Guidelines on Orientation Training for New Employees
	Labour Contract Law of the PRC	Administrative Measures for Career Mentors
	Social Insurance Law of the PRC	

## APPENDIX 1 — LIST OF POLICIES (CONTINUED)

Aspects of ESG	Compliance with Laws and Regulations	Partial Policies of the Company
<b>B4. Labour Standards</b>	Labour Law of the PRC Labour Contract Law of the PRC Social Insurance Law of the PRC Provisions on the Prohibition of Using Child Labour	Human Resources Management System Compilation
<b>B5. Supply Chain Management</b>	Company Law of the PRC Contract Law of the PRC Bidding Law of the PRC Regulation on the Implementation of the Bidding Law of the PRC Product Quality Law of the PRC Anti-Unfair Competition Law of the PRC	Supplier Management System Bidding Management System Manual on Procurement Management Operation Manual on Rights and Responsibilities Administrative Measures of Bidding for Materials Suppliers Measures for Identification and Handling of Quality Problems concerning Materials Supplied by Party A Administrative Measures for Anti-Corruption in Procurement System
<b>B6. Product Responsibilities</b>	Product Quality Law of the PRC Urban Real Estate Administration Law of the PRC Advertising Law of the PRC Consumer Rights and Interests Protection Law of the PRC Cybersecurity Law of the PRC	Unified Promotion Practices for Construction Engineering Project Process Evaluation System Unified Standard Atlas of Civilised Construction Manual for Prevention and Control of General Quality Problems Project Delivery Guidelines Rules on Project Delivery Management (Trial) Trademark and Brand Management Standards Special Management System for Structural Design Control (2019 Edition) Management Process on Structural Limit Design Standardised Actions for Dealing with Customer Complaints



## APPENDIX 1 — LIST OF POLICIES (CONTINUED)

Aspects of ESG	Compliance with Laws and Regulations	Partial Policies of the Company
<b>B7. Anti-corruption</b>	Criminal Law of the PRC	Anti-Corruption System
	Criminal Procedure Law of the PRC	Code of Business Conduct
	Contract Law of the PRC	Accountability System for Defaults
	Company Law of the PRC	Administrative Measures for Anti-Corruption in Procurement System
	Anti-Unfair Competition Law of the PRC	Articles of Association
	Interim Provisions on Banning Commercial Bribery	Employee Anti-corruption Commitment
	Supervision Law of the PRC	Anti-corruption Agreement
	Tort Law of the PRC	Employee Manual
	Labour Law of the PRC	Accountability System for Defaults
	Public Security Administration Punishment Law of the PRC	Confidentiality System
		Anti-corruption Management Responsibility Certificate
<b>B8. Community Investment</b>	Charity Law of the PRC	Articles of Agile Public Welfare Foundation

## APPENDIX 2 — LIST OF DATA

### Environmental KPIs

		The Company and Property Development Segment		
ESG Indicator	Unit	Segment in 2019 <sup>2</sup>	A-City Group in 2019 <sup>3</sup>	Commercial Segment in 2019 <sup>4</sup>
<b>A. Environment</b>				
<b>A1. Emissions</b>				
<b>A1.1 Category and Data of Emissions</b>				
Nitrogen Oxides (NOx) emissions	KG	1,637.79	5,051.15	195.24
Sulphur dioxide (SO <sub>2</sub> ) emissions	KG	3.87	1.84	4.53
<b>A1.2 Greenhouse Gas Emissions and Density</b>				
Greenhouse gas emissions (Scope 1)	tonnes CO <sub>2</sub> e	646.45	230.06	1,105.88
Greenhouse gas emissions (Scope 2)	tonnes CO <sub>2</sub> e	185,175.01	4,930.68	24,066.84
Total greenhouse gas emissions	tonnes CO <sub>2</sub> e	185,821.46	5,160.74	25,172.72
Emission intensity of greenhouse gas per turnover of RMB1 million	tonnes CO <sub>2</sub> e/RMB million	3.08	0.09	0.42
<b>A1.4 Non-hazardous Waste Generated</b>				
Amount of office waste generated	tonnes	1,330.71	60.62	2,239.03
Amount of construction waste generated	tonnes	1,074,914.00	— <sup>5</sup>	—
Total amount of non-hazardous waste generated	tonnes	1,076,244.71	60.62	2,239.03
Non-hazardous waste generated per turnover of RMB1 million	tonnes/RMB million	17.87	—	0.04
<b>A2. Use of Resources</b>				
<b>A2.1 Total Energy Consumption and Intensity</b>				
Gasoline	GJ	8,087.34	3,608.82	1,440.98
Diesel	GJ	396.93	420.14	8,516.81
Natural gas	GJ	—	—	5,986.88
<b>Direct Energy Consumption</b>	GJ	8,484.27	4,028.96	15,944.67
Power consumption of the purchased power grid: China Southern Power Grid	GJ	201,468.18	24,979.51	88,658.57
Power consumption of the purchased power grid: North China Grid	GJ	24,692.98	191.69	—

<sup>2</sup> The scope of the data includes the administrative offices of Agile Group Holdings Limited and property development segment and all projects under construction of property development segment during the reporting period.

<sup>3</sup> The scope of the data includes the administrative offices of A-City Group and major projects constructed and operated thereby during the reporting period.

<sup>4</sup> The scope of the data includes the administrative offices of commercial segment and special projects of hotel operations and golf club operations.

<sup>5</sup> “—” denotes that the indicator is not applicable or the indicator is not collected.

## APPENDIX 2 — LIST OF DATA (CONTINUED)

		The Company and Property Development Segment in 2019 <sup>2</sup>	A-City Group in 2019 <sup>3</sup>	Commercial Segment in 2019 <sup>4</sup>
ESG Indicator	Unit			
Power consumption of the purchased power grid: Northeast China Grid	GJ	9,155.73	—	—
Power consumption of the purchased power grid: Central China Grid	GJ	76,793.51	—	—
Power consumption of the purchased power grid: East China Grid	GJ	103,100.28	1,758.25	10,599.85
Power consumption of the purchased power grid: Northwest China Grid	GJ	19,365.73	—	999.99
<b>Indirect Energy Consumption</b>	GJ	434,576.41	26,929.45	100,258.41
Total energy consumption	GJ	443,060.68	30,958.41	116,203.08
Energy consumption intensity per turnover of RMB1 million	GJ/ RMB million	7.36	0.51	1.93
<b>A2.2 Water Resources Consumption and Density</b>				
Total water consumption	tonnes	12,248,878.30	58,754.33	884,393.38
Water consumption intensity per operating revenue of RMB1 million	tonnes/ RMB million	203.34	0.98	14.68
<b>Use of Materials</b>				
Concrete consumption	tonnes	24,766,029	—	—
<b>Brick Consumption</b>	tonnes	2,614,192	—	—
Steel bar consumption	tonnes	1,189,930	—	—

## APPENDIX 2 — LIST OF DATA (CONTINUED)

## Social KPIs

	ESG Indicator	Unit	Data of Agile in 2019
<b>B.</b>	<b>Society</b>		
<b>B1.</b>	<b>Employment</b>		
<b>B1.1</b>	<b>Number of Employees: Breakdown by Position and by Region</b>		
	Total number of employees	person	<b>38,313</b>
<b>By Position</b>	Top management	person	<b>17</b>
	Senior management	person	<b>305</b>
	Middle management	person	<b>890</b>
	General staff	person	<b>37,101</b>
<b>By Gender</b>	Male	person	<b>22,615</b>
	Female	person	<b>15,698</b>
<b>By Region</b>	Mainland China	person	<b>38,160</b>
	Hong Kong, Macau and Taiwan	person	<b>42</b>
	Overseas	person	<b>111</b>
<b>B3.</b>	<b>Development and Training</b>		
<b>B3.1</b>	<b>Number of Training Hours Received by Employees</b>		
	Total training hours received by overall staff	hour	<b>2,178,860</b>
<b>By Position</b>	Total training hours received by top management	hour	<b>945</b>
	Total training hours received by senior management	hour	<b>18,231</b>
	Total training hours received by middle management	hour	<b>57,440</b>
	Total training hours received by general staff	hour	<b>2,102,244</b>
<b>B3.2</b>	<b>Number of Training Hours per Employee</b>		
	Average training hours received by staff	hour	<b>56.87</b>
<b>By Position</b>	Average training hours received by top management	hour	<b>55.59</b>
	Average training hours received by senior management	hour	<b>59.77</b>
	Average training hours received by middle management	hour	<b>64.54</b>
	Average training hours received by general staff	hour	<b>56.66</b>
<b>B5.</b>	<b>Supply Chain Management</b>		
<b>B5.1</b>	<b>Number of Suppliers</b>		
<b>By Region</b>	Mainland China	/	<b>16,852</b>
	Hong Kong, Macau, Taiwan and overseas	/	<b>157</b>
<b>B7.</b>	<b>Anti-corruption</b>		
<b>B7.1</b>	<b>Number of Filed or Concluded Legal Cases regarding Corruption</b>	piece	<b>—</b>
<b>B8.</b>	<b>Community Investment</b>		
<b>B8.2</b>	<b>Resources Contributed to the Focus Area</b>		
	Fund donation	RMB	<b>106,450,720</b>



## APPENDIX 3 — INDICATOR INDEX

### Aspects, General Disclosures and KPIs

ESG Indicator	Description	Paragraph
<b>Aspect A1: Emissions</b>		
General Disclosure	Information on: (a) policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to exhaust gas and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	Energy Saving and Emission Reduction Compliant Discharge Appendix 1
KPI A1.1	The types of emissions and respective emissions data	Compliant Discharge Appendix 2
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity	Energy Saving and Emission Reduction Appendix 2
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity	Not applicable as hazardous waste is not a highly important issue and the scale of businesses involving hazardous waste have taken up relatively small percentages of the overall scale of businesses in Agile
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity	Compliant Discharge Appendix 2
KPI A1.5	Description of measures to mitigate emissions and results achieved	Compliant Discharge
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Compliant Discharge

## APPENDIX 3 — INDICATOR INDEX (CONTINUED)

ESG Indicator	Description	Paragraph
<b>Aspect A2: Use of Resources</b>		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	Compliant Discharge
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity	Energy Saving and Emission Reduction Appendix 2
KPI A2.2	Water consumption in total and intensity	Resource Utilisation Appendix 2
KPI A2.3	Description of energy use efficiency initiatives and results achieved	Resource Utilisation Energy Saving and Emission Reduction
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Resource Utilisation Energy Saving and Emission Reduction
KPI A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced	N/A
<b>Aspect A3: The Environment and Natural Resources</b>		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	Creating a Liveable Living Environment Energy Saving and Emission Reduction Compliant Discharge
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Creating a Liveable Living Environment Energy Saving and Emission Reduction Compliant Discharge
<b>Aspect B1: Employment</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Diversified Employment  Appendix 1
KPI B1.1	Total workforce by gender, employment type, age group and geographical region	Diversified Employment
KPI B1.2	Employee turnover rate by gender, age group and geographical region	Not disclosed

## APPENDIX 3 — INDICATOR INDEX (CONTINUED)

ESG Indicator	Description	Paragraph
<b>Aspect B2: Health and Safety</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	Health and Safety  Appendix 1
KPI B2.1	Number and rate of work-related fatalities	Not disclosed
KPI B2.2	Lost days due to work injury	Not disclosed
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Health and Safety
<b>Aspect B3: Development and Training</b>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work Description of training activities	Training and Development
KPI B3.1	The percentage of employees trained by gender and employee category	Not disclosed
KPI B3.2	The average training hours completed per employee by gender and employee category	Training and Development
<b>Aspect B4: Labour Standards</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	Diversified Employment  Appendix 1
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	Diversified Employment
KPI B4.2	Description of steps taken to eliminate such practices when discovered	Diversified Employment

## APPENDIX 3 — INDICATOR INDEX (CONTINUED)

ESG Indicator	Description	Paragraph
<b>Aspect B5: Supply Chain Management</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain	Supply Chain Management
KPI B5.1	Number of suppliers by geographical region	Supply Chain Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Supply Chain Management
<b>Aspect B6: Product Responsibility</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	Creating a Liveable Living Environment Providing Quality Living Services Appendix 1
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not applicable as no product quality incidents that have had a significant impact occurred during the reporting period
KPI B6.2	Number of products and service related complaints received and how they are dealt with	Providing Quality Living Services
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights	Not disclosed
KPI B6.4	Description of quality assurance process and products recall procedures	Not applicable as no product quality incidents that have had a significant impact occurred during the reporting period
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	Providing Quality Living Services



## APPENDIX 3 — INDICATOR INDEX (CONTINUED)

ESG Indicator	Description	Paragraph
<b>Aspect B7: Anti-corruption</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to the prevention of bribery, extortion, fraud and money laundering	Integrity System Building of Integrity Culture Appendix 1
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Integrity System
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Integrity System
<b>Aspect B8: Community Investment</b>		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	Public Welfare and Charity
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	Public Welfare and Charity
KPI B8.2	Resources contributed (e.g. money or time) to the focus area	Public Welfare and Charity



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