

A-LIVING SERVICES CO., LTD.* 雅居樂雅生活服務股份有限公司

(A joint stock company incorporated in the People's Republic of China with limited liability)

Stock Code : 3319

Lifelong Caring



2019 Environmental, Social and Governance Report

*For identification purposes only

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About this Report

1. Introduction to the Report

A-Living Services Co., Ltd. (“A-Living” or the “Company”, together with its subsidiaries, the “Group”) is pleased to publish its 2019 Environmental, Social and Governance (“ESG”) Report (the “Report”), which is aimed to explain the Group’s efforts and performance in ESG aspects in 2019 in response to the expectations of stakeholders for the sustainable development management and information disclosure of the Group and to enhance stakeholders’ understanding of and confidence in the Group.

The ultimate holding company of A-Living is Agile Group Holdings Limited (“Agile Holdings”).

2. Scope of the Report

The information set out in the Report covers the period from 1 January 2019 to 31 December 2019, which is extended forward and backward to an appropriate extent for the purpose of including parts of the content concerning the industry awards received by the Group and the fight against the epidemic outbreak of Coronavirus Disease 2019 (the “COVID-19 outbreak”). The Report covers three major business lines of the Group, namely property management services, extended value-added services and community value-added services. For details of the business of the Group, please refer to the 2019 Annual Report of A-Living Services Co., Ltd.

3. Preparation Basis of the Report

The Report is prepared by the Group in accordance with the Environmental, Social and Governance Reporting Guide (the “Reporting Guide”) issued by The Stock Exchange of Hong Kong Limited (the “Hong Kong Stock Exchange”) and strives to give a thorough and objective view of the efforts and achievements made by the Group for ESG work in 2019. The content index of the Reporting Guide is set out in detail at the end of the Report for easy reference of readers. The Company has complied with the “comply or explain” provisions set out in the Reporting Guide.

4. Information Source of the Report

The information disclosed in the Report has been derived from official documents, reports and internal statistics of the Group and the relevant public information. Unless otherwise stated, Renminbi is used as the settlement currency for the data in the Report.

5. Publication of the Report

The Report is available in both Chinese and English and is published in electronic form. Where there is any discrepancy between the English and Chinese versions, the Chinese version shall prevail. The electronic version of the Report can be accessed on the websites of the Group (www.agileliving.com.cn) and the Hong Kong Stock Exchange (www.hkex.com.hk).

6. Readers’ Feedback

Your comments and suggestions on the Report and the Group’s performance in sustainable development are welcomed.

Contact us:

Address: 35/F, Agile Center, 26 Huaxia Road, Zhujiang New Town, Tianhe District, Guangzhou, Guangdong Province, China

Email: ir@agileliving.com.cn

Corporate Profile

1. Business Overview

The Group is a reputable provider of mid-to high-end property management services in China with three major business lines, namely property management services, extended value-added services and community value-added services, forming an integrated service spectrum covering the entire value chain of property management. Adhering to the core corporate value of “lifelong caring”, the Group enhances its community value-added services to build a better life with the assistance of technologies and demonstrate its social responsibilities with quality services, striving to achieve value co-creation and win-win situation with its stakeholders. As of 31 December 2019, revenue of the Group amounted to RMB5,127.3 million, representing an increase of 51.8% as compared with the corresponding period in the last year; the total contracted GFA and GFA under management were 356.2 million sq.m. and 234.0 million sq.m., respectively, with 1,180 projects under management.

Property management services

Annual revenue of RMB **2,829.7** million
Increased by **74.2%** as compared with last year



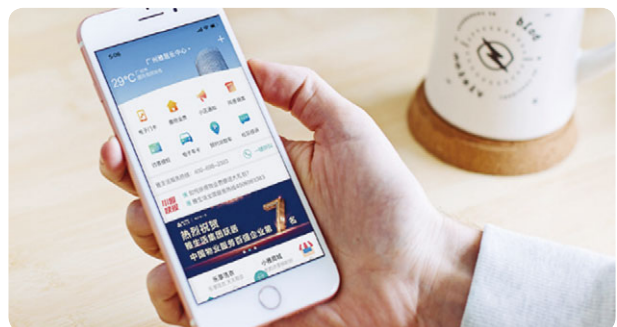
Extended value-added services

Annual revenue of RMB **1,812.3** million
Increased by **23.9%** as compared with last year



Community value-added services

Annual revenue of RMB **485.3** million
Increased by **68.1%** as compared with last year



2. Performance in the Year

With its outstanding performance in the capital market and comprehensive and transparent communications, the Group has been well-recognised by the capital market as evidenced by its successive inclusion in a number of indexes and receipt of various industry awards. In addition to business development, the Group also attaches importance to the implementation of social responsibilities, and actively communicates with its stakeholders, such as investors, in respect of its sustainable development. The Group has been covered by the MSCI ESG with the “A” rating in January 2020. As of now, the indexes in which the Group has been included and the awards the Group has received are mainly as follows:



- Included in the constituents of MSCI China Index in November



- Included in the constituents of Hang Seng Composite Index in February
- Included in the eligible stocks for Shenzhen-Hong Kong Stock Connect in March

No.	Award	Issued by
1	The 7th of the “2019 Top 100 Property Management Companies in China”	China Index Academy
2	2019 China Leading Property Management Company in terms of Service Quality	
3	2019 China Leading Property Management Company in terms of Customer Satisfaction	
4	2019 China Top 10 Property Management Companies in terms of Business Performance	
5	No.1 of the “2019 China Top 100 Property Management Companies in terms of Growth Potential”	
6	2019 China Leading Property Management Enterprise in terms of Characteristic Service – Leading Brand in Vacation Property Management	
7	The 6th of the “2019 Specialized Operational Leading Brand of China Property Service Companies”	
8	The 7th of the “2019 Top 500 Property Management Companies in terms of Comprehensive Strength in China”	China Property Management Institute
9	2019 Leading Companies in Residential Property Services	E-House China R&D Institute
10	2019 TOP 5 Listed Company of Property Management Service	China Real Estate Appraisal Center
11	2019 Top 50 Most Valuable Brand of Property Management Service	
12	2019 Listed Property Management Companies with Growth Potential Award (2019上市房企成長潛力獎)	Gelonghui
13	2019 Blue Chip Property Management Company	The Economic Observer
14	Golden Hong Kong Stock Award 2019	Zhitongcaijing (智通財經) RoyalFlush Caijing (同花順財經)
15	Best Investor Relations Innovation Award	RoadShow China

Sustainable Development Philosophy and Governance

For the fulfilment of its corporate social responsibilities, the Group integrates the sustainable development philosophy into its decision-making and daily operation and continues to promote the philosophy to its employees and external cooperative partners by leveraging the development of enterprise culture and brand influence, through which desirable culture and atmosphere are established for the fulfilment of social responsibilities. At the same time, by actively listening and responding to the expectations of its stakeholders on ESG aspects, the Group continues to improve its management mechanism and is committed to achieving balanced development for economy, environment and social benefits.

With “lifelong caring” as the core value and “provide high quality service with ingenuity and build delicate life with sincerity” as the corporate mission, the Group adheres to its original aims with a dedication to offer property owners comprehensive home life solutions. With an emphasis on the four dimensions, namely property owners, developers, communities and cities, the Group optimises its comprehensive business portfolio layout, accentuates post-acquisition empowerment and develops community economy. With technology as the means and corporate value and culture as the guidance, the Group earnestly puts efforts in its operation and development in order to continuously create value for shareholders, property owners, employees, supply chains and the environment.

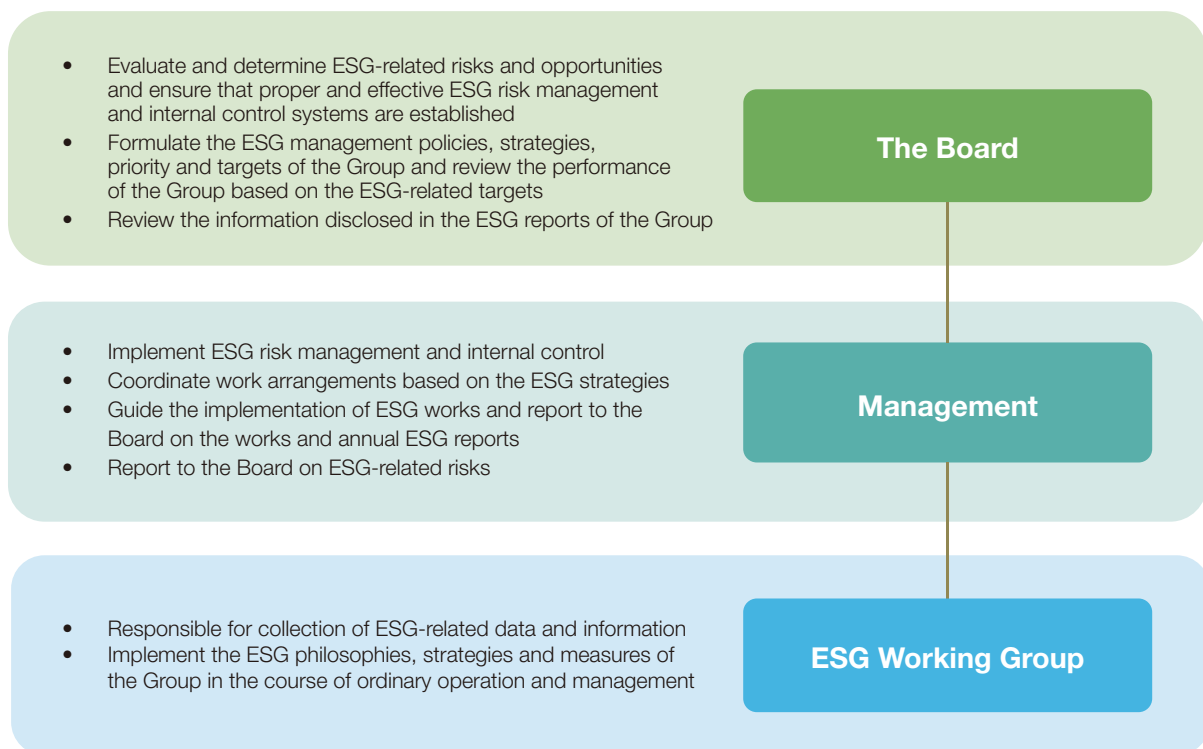
Corporate Value System of the Group



Sustainable Development Philosophy and Governance (continued)

The Group attaches great importance to the relevant ESG work and is fully aware of the potential impacts of ESG issues such as the improvement in service quality, investment in social welfare and employee relationship management on the financial performance and sustainable development of the Group, including the impact on the cost control, fundraising ability and reputation of the Group. The Group monitors its risks relating to ESG issues through its existing risk management and internal control system to safeguard the sustainable development of the Group. For more information on the risk management and internal control of the Group, please refer to the section headed “Corporate Governance Report” of the 2019 Annual Report of A-Living Services Co., Ltd. published on the website of the Hong Kong Stock Exchange at www.hkex.com.hk. In addition, the Group also strengthens its communication with stakeholders through the preparation of and disclosure in the Report and continues to improve its ability to manage ESG issues.

The Board takes full responsibility for the ESG issues of the Group and is responsible for reviewing and approving the annual ESG reports. Meanwhile, the Group has established an ESG working group which is comprised of key personnel from relevant functional departments, such as human resources and administrative departments and property service centres at the Group level and of each region and joint venture. The management structure of the Group in respect of ESG matters is as follows:



Stakeholder Engagement

The trust and support of stakeholders are the foundation for sustainable corporate development. The Group continues to improve its communication mechanism with stakeholders and timely understand and respond to the expectations and demands of stakeholders through diversified channels, such as our WeChat official account and the official website, meetings with suppliers, property owner satisfaction surveys and staff satisfaction surveys. On such basis, it continues to optimize the sustainable development strategies and plans of the Group in order to strengthen its cooperation with stakeholders and make win-win development feasible.

The Group's analysis of and responses to the expectations and demands of stakeholders in 2019 are as follows:

Stakeholder	Major communication channel	Expectation and demand	Communication and response
Shareholders and Investors	<ul style="list-style-type: none"> General meetings Presentations/roadshows Telephone/email for investor contact Official website of the Group 	<ul style="list-style-type: none"> Financial performance Interest protection Corporate transparency Risk control 	<ul style="list-style-type: none"> Improve profitability Convene general meetings Routine information disclosure Optimize risk management and internal control system
Government and Regulatory Organizations	<ul style="list-style-type: none"> Delivery of tax information Regulatory information required to be delivered by the relevant departments 	<ul style="list-style-type: none"> Comply with the laws Pay taxes in compliance with the laws Respond to the national call Support local development 	<ul style="list-style-type: none"> Operate in compliance with the laws Pay taxes in full on time Actively implement relevant policies Actively assume social responsibilities
Employees	<ul style="list-style-type: none"> General meeting of employees representatives OA system Employee caring activities Opinion box to general manager Employee surveys 	<ul style="list-style-type: none"> Career development platform Training opportunities Remuneration and benefits Healthy and safe working environment Listening to the voice of employees 	<ul style="list-style-type: none"> Optimize career promotion mechanism Establish an employee training and education system Competitive salary and benefits Implement management systems for health and safety Equal communication and complaint mechanism
Customers	<ul style="list-style-type: none"> 400 nationwide customer service hotlines Property service satisfaction surveys WeChat official account of the Group Community activities 	<ul style="list-style-type: none"> Product quality and price/performance ratio Customer service quality Customer information security Customer rights protection 	<ul style="list-style-type: none"> Create quality living service platform Comprehensive and considerate service Network security and permission settings Marketing and sales compliance
Suppliers	<ul style="list-style-type: none"> Supplier inspections Regular evaluations of suppliers Supplier conferences 	<ul style="list-style-type: none"> Integrity cooperation Experience sharing Win-win cooperation Business ethics and reputation 	<ul style="list-style-type: none"> Create responsible supply chains Promote daily communication Carry out project cooperation Perform contracts under the laws
Cooperative Partners	<ul style="list-style-type: none"> Expert training Communication meetings Corporate site visits 	<ul style="list-style-type: none"> Market synergy Resource sharing Improvement in management efficiency 	<ul style="list-style-type: none"> Establish market synergy data base Enable access to quality resources of the Group Empowerment and assistance from experts/professional teams
Society and the Public	<ul style="list-style-type: none"> News reports Official website of the Group WeChat official account of the Group 	<ul style="list-style-type: none"> Care for the underprivileged Support social welfare activities Protect natural environment Promote social advancement 	<ul style="list-style-type: none"> Participate in precise poverty alleviation Committed to charities Adhere to green operations Share development achievements

Materiality Assessment of Environmental, Social and Governance Issues

The Group attaches importance to the materiality assessment of ESG issues for the purpose of timely and comprehensive understanding of the materiality of each ESG issue to the business development of the Group and the attention of stakeholders, in order to facilitate the Group's effective disclosure of ESG information and continuous improvement in the management level of relevant issues.

The materiality assessment on ESG issues of the Group during the year covers the following steps:

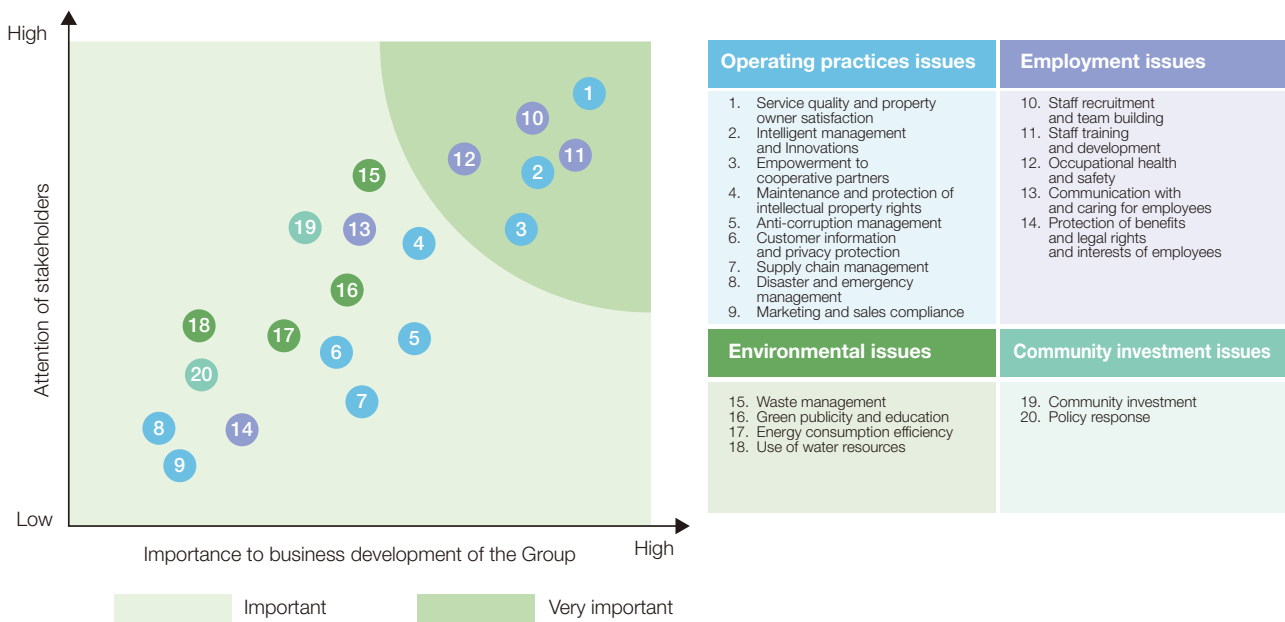


In view of the business characteristics of the Group and after taking into account the industry features and the requirements of the Environmental, Social and Governance Reporting Guide, the Group updated the list of ESG issues for 2019.

Based on the understanding of the demands and expectations of stakeholders during the daily operation, the Group determined the priority and matrix of ESG issues by benchmarking the key points and the trend of ESG works of industry peers.

Based on the results of the materiality assessment, the Group discussed and determined the keynote disclosure of the Report for the year and the key points for improvement in the future ESG work of the Group.

The priorities and matrix of material ESG issues for 2019 are as follows:



According to the assessment results for 2019, stakeholders were highly concerned about issues including service quality and property owner satisfaction, staff recruitment and training, intelligent management and innovations, and occupational health and safety. The Group will make disclosure of the issues in the following sections of the Report and focus on top issues in the priority list in response to stakeholders' concerns. In addition, the Group will determine the focus of its ESG work for 2020 according to the assessment results, continue to improve the relevant management policies and systems, improve performance, and share the value created in economic, social and environmental areas with stakeholders.

Adhering to Ingenuity and Improving Services

The Group strictly abides by and has complied with the relevant requirements of the laws and regulations of the PRC relating to services provided by the Group, such as the Property Management Regulations. A list of relevant laws and regulations is set out in Appendix I to this Report. The Group continues to improve service quality and innovate property management models, and strives to provide specialised, standardised and refined high-quality services and strengthen property owner satisfaction.

In 2019, the Group received more than 30 prizes and awards for its projects under management by virtue of the high-quality services offered. Some of the prizes and awards are as follows:

- Agile Garden Zhongshan project was recognised by the Guangdong Property Management Industry Institute as the “2019 Demonstration Residential Community in Guangdong Province for property management”;
- Agile Garden Yangzhou and Agile City Center Villa Wuxi were each recognised by Jiangsu Provincial Department of Housing and Urban-Rural Development as the “2018 Provincial Demonstration Property Management Project”;
- Agile New Joy Mansion Wuhu project was recognised by the Wuhu Property Management Association as the “2019 Outstanding Property Service Enterprise”;
- Agile Garden Gaochun project was recognised by the Nanjing Housing Security and Real Estate Management Bureau as the “2019 Demonstration Property Management Project in Nanjing City”;
- Agile International Garden Chongqing and Agile Garden Chongqing were each recognised by the Chongqing Property Management Association as the “Demonstration Community of Smart Properties”;
- Platinum Garden Chengdu project was recognised by the Chengdu Property Management Association as the “Five-star Residential Community”.



Platinum Garden Chengdu as the
“Five-star Residential Community in Chengdu City”

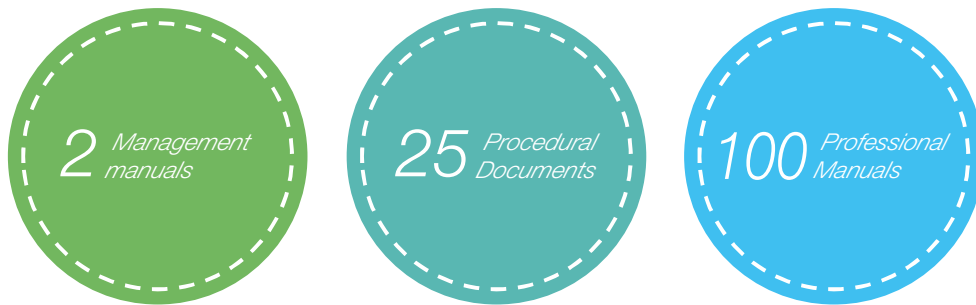
1. Improvement in Service Quality

The Group adheres to the spirit of craftsmen and the philosophy of honest services and endeavours to improve its property management service quality in four aspects, namely customer service management, engineering management, social environment management and community safety and order management, by conducting optimisation of standards and systems, enhancement of staff skills and implementation of information technology and mechanical equipment.

The key measures of the Group for improving service quality in four aspects for 2019 include:

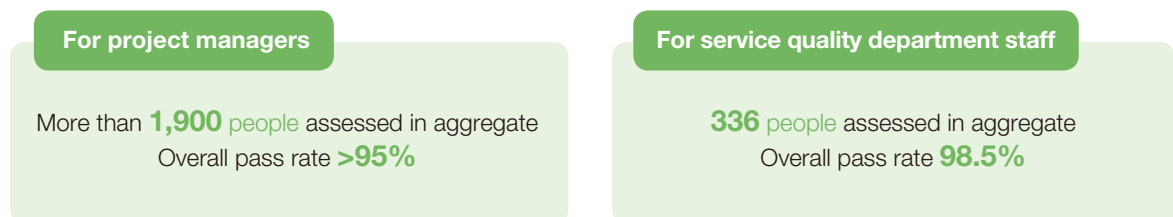
1) Customer Service Management

In active response to the call of China Property Management Institute for the “Year of Standard Establishment”, the Group continued to improve its internal service standards and systems on property management and enhance staff’s understanding and application of rules and standards related to property services through training and assessment, thus implementing the strategy to promote the scale development with standardised management. In particular, the establishment of standardised systems in the property services segment of the Group as of the end of 2019 is as follows:



Study and assessment on property service standards

Since April 2019, the Group’s property services segment has organized activities for project managers and staff of regional service quality departments to study the national rules and regulations, national standards, industry standards and enterprise standards, and assessed them via written tests, in order to enhance their understanding of property service standards and facilitate standardisation and specialisation of the Group’s property services.



Apart from study and assessment of standard, the Group also organised activities in different regions, including professional skill training for customer service staff, annual retreat for customer service supervisors, 400 Call Centre competition and skill competition for property service staff, continuously strengthening the overall service ability and comprehensive quality of staff, gaining recognition of property owners and customers through professional quality services.

Adhering to Ingenuity and Improving Services (continued)



The head of southwest regional quality department developed the program of “From Newbie to Expert in Property Management”, and provided training for the key personnel at junior level, thereby enhancing their practical operation skills and management standard.



The Hainan regional quality department conducted a theme-based training of “Operational Training on the Ticketing System of 400 Platform” for customer service staff to reinforce their operation skills of the ticketing system and enhance their service awareness.

Successful completion of the finals of the A-Living national property service skill competition

On 19 December 2019, the A-Living 2019 national property service skill competition (finals) was kicked off in La Cité Greenville Zhongshan. Property management talents from all across the country joined this competition and delivered a wonderful game. This competition aimed to assess the skill and quality of property management personnel, set examples in service skills and advocated a trend of “strengthening energy conservation and excelling at services”.



Order



Safety



Customer service



Engineering



Cleaning

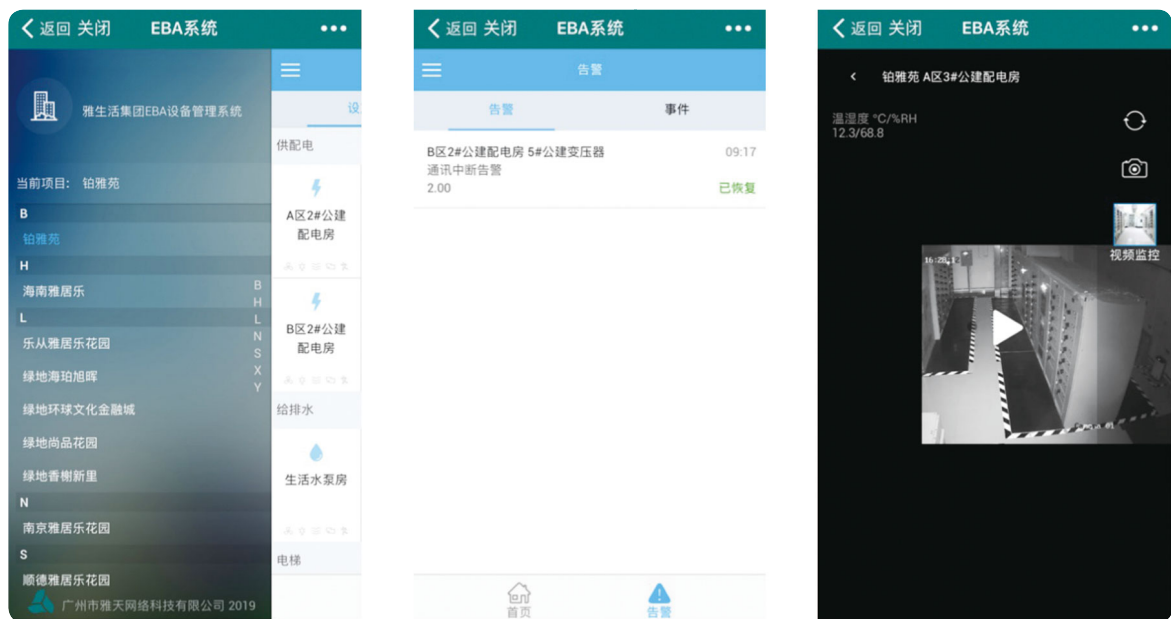


Greening

In addition, to improve the timeliness of its customer services, the Group has implemented centralised operation of property service centres across the country since January 2018. The 400 Call Centre receives all demands of customers on a centralised basis, provides standard and professional services, and realises a closed management cycle from the receipt of demands, job order assignment, follow-up, quality monitoring to closure and accountability. This has effectively shortened the service radius and enabled “zero distance” communication.

2) Engineering Management

The Group implemented the Public Equipment and Facilities Management Regulations, the Operation and Maintenance Procedures for the Power Supply and Distribution System, the Central Air Conditioner Operation and Maintenance Procedures, the Dereliction of Duty and Accountability Management Measures for Elevator Repair and Maintenance Monitoring, the Equipment Room Inspection Management Procedures and other documents in order to provide clear guidance on the operation, maintenance and inspection of power distribution system, central air conditioners, elevators and other equipment and facilities and facilitate the standardisation of engineering management for property projects. In addition, the Group continued to proceed with the upgrade and modification works on the EBA system (equipment remote monitoring and control system) of all projects to ensure the normal operation of equipment and facilities in the projects and improve management efficiency. As of the end of 2019, early warning and real-time management and control were enabled in 1,930 equipment of the Group.

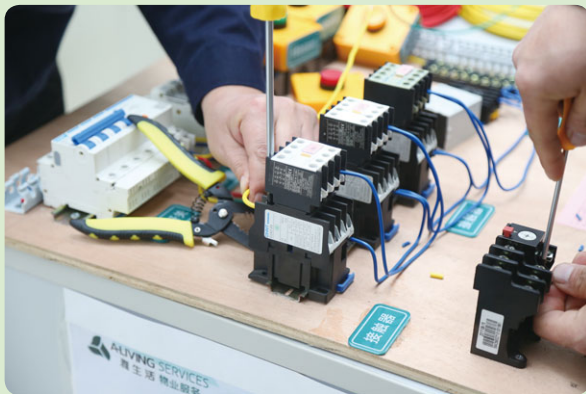


Interface of the EBA system of the Group

In order to improve the professional skills of its engineering management personnel, the Group established four new regional engineering training bases in northwest China, southwest China, central China and north China in addition to its six engineering training bases in 2019, to strengthen the repair skills of property engineering personnel, nurture comprehensive and competent talents and provide a communication and learning platform for engineering personnel. Besides, the Group also organised activities, such as engineering skill competitions and professional trainings, to enhance the exchange and learning among engineering management personnel and promote professional engineering management of property projects.

A-Living's National Engineering Skill Competition

On 19 December 2019, the Group held the national property service skill competition (finals) in La Cité Greenville Zhongshan, aiming to stimulate staff to focus on their own scope of work, strive for excellence with diligence and improve their professional knowledge and skills, thereby forming a desirable learning atmosphere of “compare, learn, pursue, assist and exceed”. Property engineering talents from all across the country joined this competition and fully exhibited their competencies.



Assessment site of A-Living's National Engineering Skill Competition

Participating in special engineering training session organised by the Guangdong Property Management Industry Institute

At the end of November 2019, the Group designated engineering representatives of regional quality department to participate in the “training session for specialised positions on property inspection and facilities & equipment management in China” organised by the Guangdong Property Management Industry Institute, to standardize the inspection of properties and management of facilities and equipment and improve the professional skills of property engineering personnel in all regions. After that, those representatives further provided training to other engineering personnel and staff of various property service centres.



Training session for Specialised Positions on Property Inspection and Facility & Equipment Management in China

Adhering to Ingenuity and Improving Services (continued)

3) Community Environment Management

The Group has formulated and implemented relevant work procedures for leasing and displaying of green plants, prevention and control of greening diseases and pests, daily cleaning services, landscaped pool cleaning, domestic garbage collection and disposal, green maintenance operation and other issues to promote the standardisation of environmental management. It actively promotes mechanisation and automation of environmental management, enhances trainings for environmental management staff, and improves the environmental management level of communities. The Group also conducts regular assessment and provides guidance for environment-related suppliers, in order to actively improve the service quality and provide property owners with a better living environment.

Various mechanical equipment, including electric sweeper vehicles and lawn mowers were used to enhance cleaning efficiency and quality



Sweeper vehicles



Electric lawn mowers

Improve nursery garden and other greening

Improved plant cutting and replanting and replaced aging seedlings, and enhanced development of small-scale nursery garden.

Issue instructions on green maintenance in winter

Issued work instructions on green pruning and conservation of aquatic plants in winter, and monitored the green maintenance works in each project.



Promptly dredge and clean ditches in rainy season

Supervised the cleaning of ditches, drains, gutters and other public areas of each project to get through the flood season safely and keep communities in a tidy and clean condition.



Facilitate renovation of waterscape ecology

Promoted the renovation of waterscape ecology in some projects, such as Agile Garden Zhongshan, and improved water quality of the waterscape in such communities.



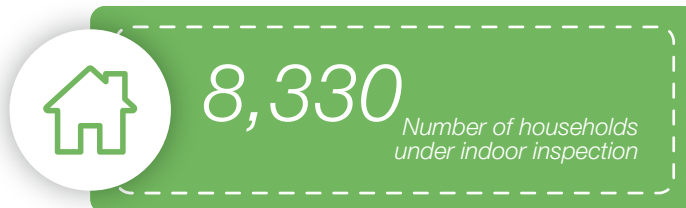
4) Community Safety and Order Management

Under the principle of “safety first, taking precautionary measures and carrying out comprehensive management”, the Group has formulated and implemented the Fire Safety Management Work Procedures, the Handling Procedures for Emergency or Abnormal Situations and other internal rules, actively carries out safety education, inspection and other activities. The Group spares no effort to eliminate potential safety hazards to protect the personal and property safety of property owners.

In 2019, the Group implemented various measures to ensure the safety of property owners, including strengthening the access control, optimising functions of patrol teams and enhancing spot checks on night patrol and emergency drills, which was well recognized and acclaimed by property owners. It received 57 signed commendatory letters and 37 silk banners from property owners. Three order management staff obtained the award of “Righteous and Courageous Person” in their respective city. The major activities that the Group carried out for improving the safety and order management levels in its communities include:

Large-scale indoor safety inspection

In January 2019, the Group organized 155 service centers to conduct inspection on potential safety hazards before Chinese New Year. The engineering staff inspected electricity, water and fuel gas facilities and home security comprehensively and carefully, so as to ensure the safety of property owners during the Chinese New Year. The inspection works were highly acclaimed by property owners.



Engineering personnel inspected electricity switches

Adhering to Ingenuity and Improving Services (continued)

Exerting every effort on the precautionary works against Typhoon Lekima

On 9 August 2019, Typhoon Lekima hit several regions in China, such as Zhejiang, Fujian, Jiangsu, Shanghai and Anhui, etc. In accordance with the internal Flood Control and Emergency Plan, the Group carried out flood control and emergency rescue drills and other works to strengthen the response and coordination ability of on-site staff, in order to protect the safety of lives and properties of all property owners and staff.



Flood control and emergency drills



Inspection on potential safety hazards



Storage of flood control materials



Reinforcement of plants in communities

Theme-based activities of Fire Prevention Promotional Month

In November 2019, the Group conducted theme-based activities of Fire Prevention Promotional Month across the country. The activities mainly included fire prevention promotion in communities, basic fire prevention training for staff and property owners, and fire evacuation drills. The Group aimed at creating a desirable atmosphere of “everyone concerning about and participating in fire prevention” as well as a favorable and safe living environment for property owners. The theme-based activities included:

Over 200 sessions of special fire prevention training with more than 30,000 participants (including property owners)

146 fire prevention drills with approximately 15,000 participants



Fire prevention drills of the projects

2. Intelligent Community and Diversified Services

With changes in the pursuit of people and development of technology and the Internet of Things (IoT), intelligent community is experiencing a booming growth. The Group always focuses on the needs of property owners and enterprises, strengthens the research and development and application of “A-Connection Super Cloud Platform”, and improves its intelligent management level. It strives to provide property owners with comprehensive, high-quality and intelligent life experience and develop itself as an “intelligent community and city operation services provider”.

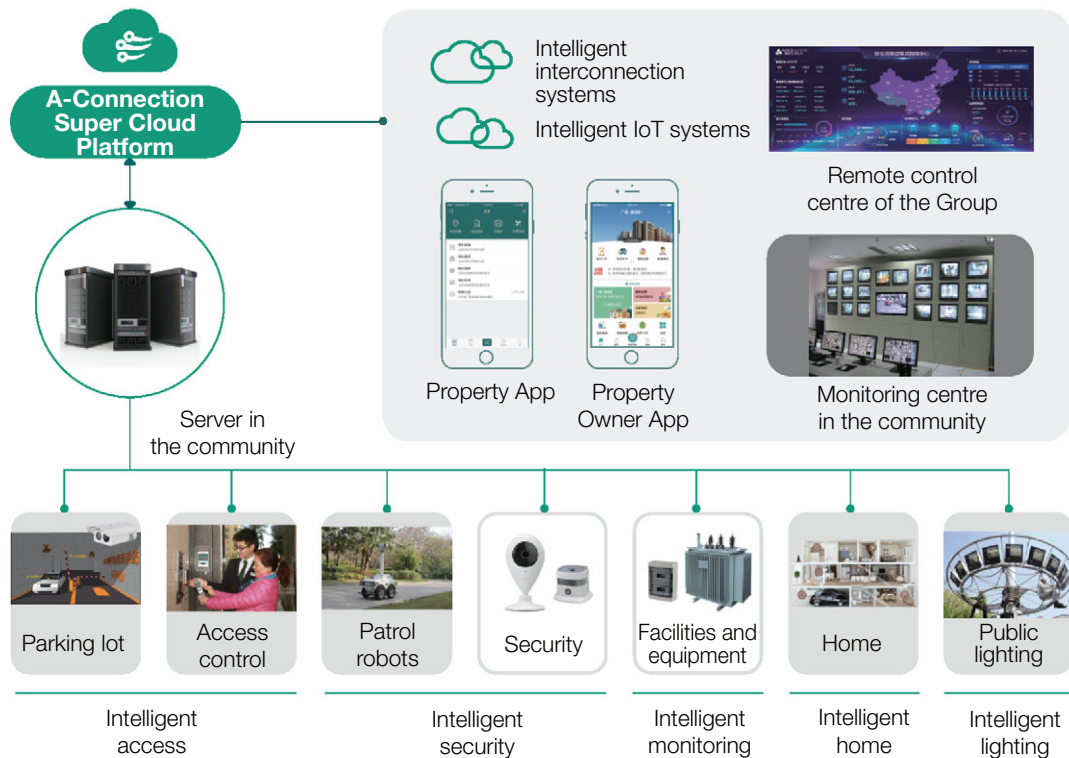
Leveraging on Internet, the IoT, cloud computing and other technologies, the Group’s “A-Connection Super Cloud Platform” is able to integrate resources of people, local areas, goods, sentiment and events in communities to facilitate the connection of data in different systems. It can comprehensively enhance the ability in developing intelligent community services and promote the digitalization and automation of community management. Through the development of intelligent community, it achieves:

- **Safer and more convenient access of people and vehicles:** The intelligent access control system enables facial recognition, QR code and other door-opening modes and supports access authorisation for visitors, which is convenient and safe; touch-free access is enabled by the intelligent parking lot system.
- **Safer and more transparent community security:** Video surveillance and intelligent patrol robots enable real-time monitoring of and round-the-clock security for public areas of the communities.
- **Easier and more effective maintenance of equipment:** The EBA system has a real-time monitoring function and an early warning function for the operation of facilities and equipment, thus improving the timeliness of maintenance works, and realizing closed management cycle with automatic dispatch of job orders for malfunctioned equipment.
- **More high-end and intelligent living experience:** The indoor intercom in buildings and A-Steward App enable integrated control of home security, lighting, electric appliances, door lock and ventilation system.
- **More energy-saving and environmentally friendly lighting system:** The integrated sensor module of light bulbs can automatically switch between the dim light mode and the full light mode, which is more energy efficient and enables a longer lifespan.
- **Smoother and more standardised property management:** Difficulties arising from communities and property management can be fully resolved with A-Assistant App and 12 major systems, including human resources, OA and fee collection systems.

Adhering to Ingenuity and Improving Services (continued)

The Group's general solutions for facilitating the development of intelligent community in reliance on A-Connection Super Cloud Platform are shown as follows:

General solutions for developing an intelligent community



In 2019, the Group continued to enhance the development of intelligent communities. Its achievements in promoting unmanned scenes, automatic equipment maintenance and property service informatisation are particularly shown as follows:

Intelligent access control system

Upgrade and modification of 316 community cloud access control systems were completed

The intelligent access control system was used by people for 23.20 million times in aggregate

Intelligent parking lot system

Revenue from temporary parking in relevant projects in 2019 increased by approximately 17% as compared with 2018 through the upgrade and modification of intelligent parking lots

EBA system

Upgrade and modification of EBA system completed for 24 community projects during the year

1,930 equipment with functions of monitoring and early warning and real-time management and control were installed

Intelligent video surveillance

An intelligent video surveillance system was added or modified for each of the 22 community projects to cover 866 surveillance points and achieve 24-hour, seven-day-a-week full surveillance without blind spots

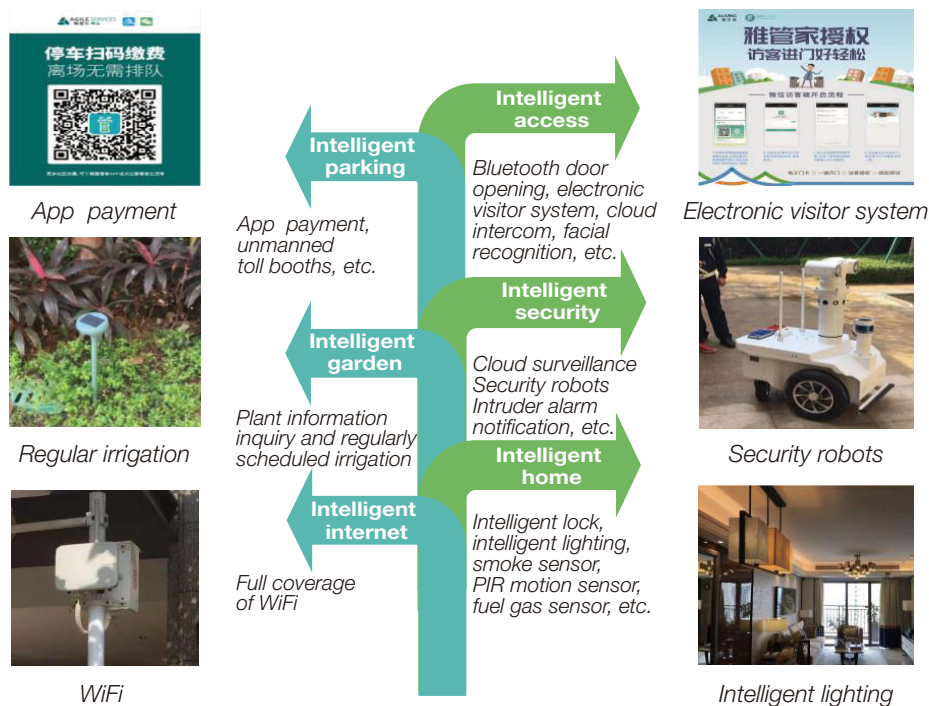
A-Steward App

Key functions, such as electronic invoice, report of incidents and renovation, face-to-face payment of parking fees and intelligent home, were added and improved

Adhering to Ingenuity and Improving Services (continued)

Agile • Haizhu Xiaoya “AI+Community”

Based on the ideology of “AI+Community”, the Agile • Haizhu Xiaoya Guangzhou project under the Group develops an intelligent community well-matched with the needs of customers through six intelligent technology systems to provide convenient and intelligent living experience to customers. The six intelligent technology systems mainly include:

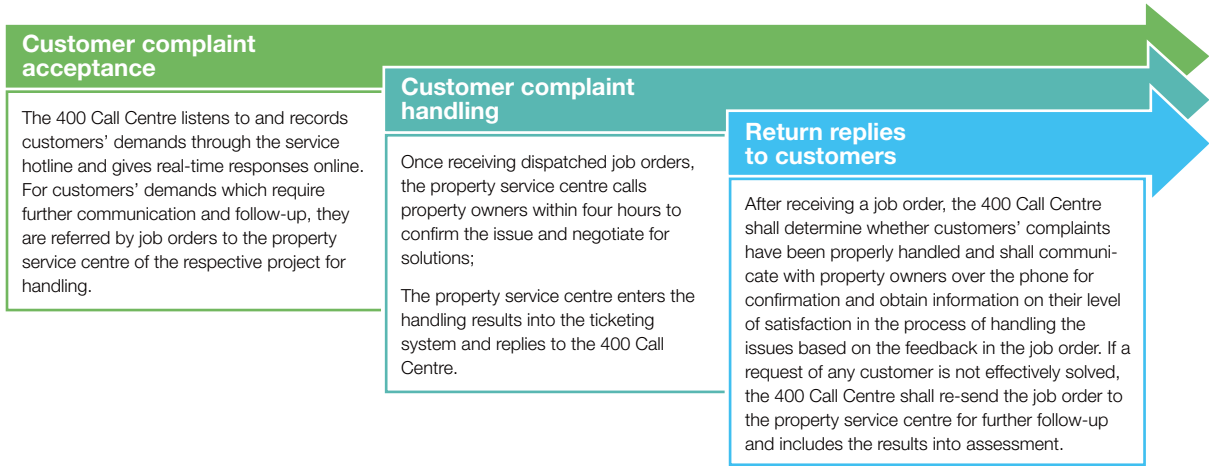


In addition, the Group also provides three major types of community value-added services, namely living and comprehensive services, community asset management services and home improvement services, as well as extended value-added services, such as property inspection and consultation, with an aim to continuously improve the community living experience of property owners and residents. In particular, for living and comprehensive services, the Group has launched a wide range of community retail products through the “Lexianghui” (樂享薈) platform and capitalises on the community economy to satisfy the multifaceted living needs of property owners and residents. The Group also proactively implements diversified development strategies and develops value-added services, striving to provide property owners with comprehensive and high-quality services.

3. Maintenance of Relationship with Property Owners

The Group attaches great importance to the protection of lawful rights and interests of property owners and continues to strengthen the communication with property owners, in order to maintain a harmonious relationship with property owners and improve the satisfaction and brand recognition of property owners. In compliance with the requirements of the Law of the People’s Republic of China on the Protection of Consumer Rights and Interests in relation to the consumers’ rights and interests and the obligations of merchants, the Group has formulated and implemented the Customer Demands Management Work Procedures, the 400 Complaint Handling and Reward and Punishment Measures, the Customer Satisfaction Survey Work Procedures and other internal rules, which set out clear provisions on the process and effectiveness of customer complaint handling and the work of the relevant staff handling complaints, in order to ensure that customers’ complaints and opinions are timely and properly received and dealt with and customers’ lawful rights and interests are protected.

Currently, the Group mainly listens to customers’ opinions and complaints through customer service personnel or stewards at property service centres, the A-Steward App and the service hotline of the 400 Call Centre. In particular, the Group carries out centralised operation of its property service centres in the PRC, whereby the 400 Call Centre serves as the dispatch hub to receive inquiries, complaints and maintenance issues from property owner across China and arranges specialised staff at each property service centre to solve problems for property owners. The process for the 400 Call Centre to handle customers’ complaints and opinions is as follows:

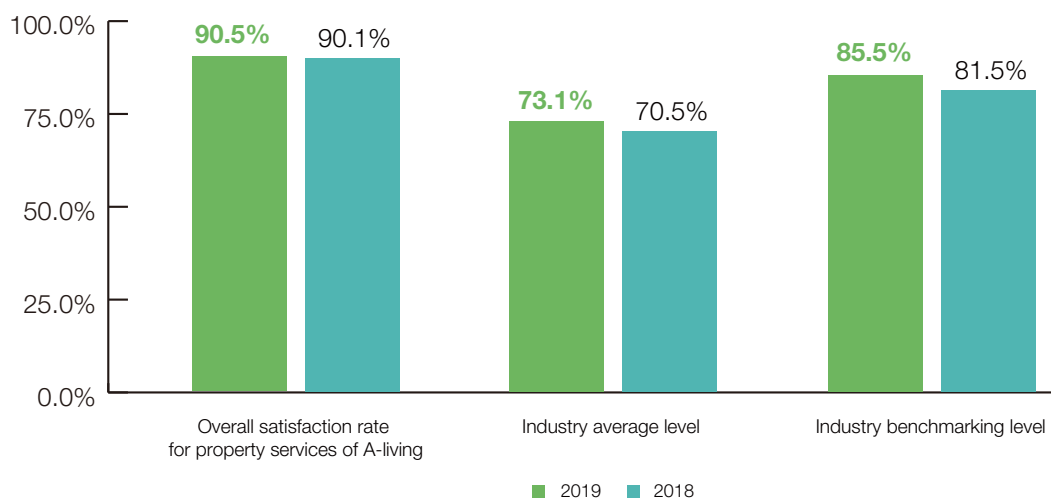


In 2019, the service hotline of the Group’s 400 Call Centre received 500,000 calls form property owners and provided services to property owners in more than 200 communities. Among which, 5,076 calls were customer complaints and the handling of which was shown below. The unsolved customer complaints in 2019 were mainly about the quality issues of real estate construction which were not promptly handled during the warranty period. In this regard, the Group will enhance the communications with relevant real estate developers and require the property service centres to follow up with the customer in an effective manner, in order to continuously improve the handling rate of consumer complaints and satisfaction level of customers.



Furthermore, the Group understands the demands and thoughts of customers proactively through customer satisfaction surveys, the Manager Reception Day and community cultural activities, and further formulates specific improvement plans to increase the satisfaction level of property owners. The Group commissioned China Index Academy to conduct the 2019 satisfaction survey and assessment on property services, covering all of its regional offices in China with 21,367 random samples received in total. The survey included eight indicators, namely order management, environmental management, maintenance of public equipment and facilities, 400 nationwide customer service hotlines, steward services, maintenance services, complaint handling and community cultural activities. According to the findings of the survey, the overall satisfaction rate for property services was 90.5% (excluding those acquired), which was 0.4% higher than that of 2018 and far exceeded the 73.1% and 85.5% of industry average and benchmarking level, respectively.

Overall Satisfaction Rate for Property Services of A-living in 2019



Note: The data on the industry average level and benchmarking level were derived from those of the industrial census conducted by the China Index Academy in 34 cities in 2019.

Manager Reception Day activity in Agile Center in Guangzhou

On 22 November 2019, to listen to the needs of customers, establish good communications and keep improving the quality of property services in a more efficient way, the Manager Reception Day activity was conducted in the conference room on LG1 floor of Agile Center in Guangzhou. The Group actively addressed customers' confusions and listened to customers' suggestions during the activity and categorised the issues received, including access control management of buildings, environmental hygiene, smoking in toilets and others after the end of the activity. It formulated solutions with rectification deadlines and required timely feedbacks to customers about the handling progress.



The Manager Reception Day

4. Protection of Property Owners’ Information and Privacy

The Group strictly abides by the requirements of the Cyber Security Law of the People’s Republic of China and other laws and regulations in relation to information safety and privacy protection. It has implemented a series of internal rules, such as the Information System Security and Operation Management Policy, the Information System Disaster Recovery Policy, the Information System User Account and Authority Management, the Information System Error and Accident Handling Standards, the Network Security Management Standards, the Machine Room Management Policy and the Data Backup and Recovery Policy, which specify the departments responsible for the safe operation of information systems and set out provisions for the authority management of information systems, emergency handling, machine room management, data backup and recovery in order to protect the safe and stable operation of information systems.

In addition, the Group has implemented a number of internal policies, such as the Confidentiality Policy and the Work Procedures for Customer Profile Management, regulating behaviours including the collection and use of customer information by employees and signing confidential agreements with people who manage or have access to the confidential information of the Group in order to protect customer information security. It has issued the User Service Agreement and Privacy Terms and the User Privacy Policy to users, informing users of the Group’s policies on the collection, use, storage, processing or disclosure of user information for the sake of protecting users’ right to know and reminding them of information security.

The Group also effectively manages information security and user privacy through a wide range of measures, such as standardised management, application of new technologies, system iteration and optimisation, which mainly include:

Turn on firewall for all servers; use jump servers for management during daily operation and maintenance; reset authentication certificates and passwords and implement system vulnerability scan and penetration tests on a regular basis to ensure safety of the systems.

Use technologies such as AlwaysOn and “whitelist” setting on database, and use HTTPS encrypted communication with signature authentication or asymmetric cryptography on interface for data transmission in order to prevent illegal access to database and interception of data.

Back up database regularly and synchronously to the off-site disaster recovery centre.

Control the classification and location of users’ information based on different system authority, and restrict the export of sensitive customer information.

In 2019, the Group had 0 reported case of leakage of confidential user data, data loss and illegal access to system, and delivered an annual system non-failure rate of 99.9%.

5. Intellectual Property Rights Management

The Group strictly abides by laws and regulations, such as the Copyright Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China and the Tort Law of the People's Republic of China. It has formulated and implemented a number of internal policies, including the Management Measures for Legal Affairs of A-Living Group and the Management Measures for Trademark Affairs, which set out the rights and obligations of the relevant intellectual property rights management department and specific requirements for the application, registration, use and archives management of trademarks, standardize the management of intellectual property rights, and strengthen the protection of intellectual property rights.

As its business continues to expand, the Group attaches great importance to the management and protection of intellectual property rights. As of 31 December 2019, the Group had obtained trademark registration certificates for 185 trademarks, patent certificates for 14 patents, registration certificates for 63 software copyrights and registration certificates for 36 domain names in total.

6. Supporting Industry Development

Promoting high-quality and sustainable development of the industry is one of the essential parts of the social responsibility of the Group. In 2019, the Group facilitated transformation and upgrade of the industry through proactively participating in the formulation of industry standards, assisting property enterprises in Jieyang and attending industry summit forums.

In active response to the call of China Property Management Institute for the "Year of Standard Establishment", the Group actively summarises its own practical experience in property services and contributes to the formulation of industry standards. In 2019, the Group participated in the preparation of the Residential Property Service Standard (leading the compilation) and the Property Service General Standard (participating in the compilation), which are the association standards proposed by and subject to China Property Management Institute. It also participated in the formulation of national standards, being the Property Service Safety and Emergency Handling and the Customer Satisfaction Survey of Property Services, with an aim to promote industry standardisation development.



The seminar on Property Service General Standard, an association standard of China Property Management Institute

Adhering to Ingenuity and Improving Services (continued)

Jieyang counterpart assistance property management training

During the year, the Group assisted Jieyang City to improve its property management services through visits, exchanges and training to support the sustainable development of the entire industry. From 10 to 11 July 2019, the Jieyang counterpart assistance property management training of the Group was conducted in Puning, Jieyang, in which the Group shared A-living's experience in property management, team building, service awareness, etc. with representatives of the property management enterprises in Jieyang, in order to help Jieyang City improve its property management services and respond to new opportunities and challenges of the industry.



Photo of training session for assisting Jieyang counterparts

Keynote speech of “Property Standardisation under the Trade Conflict” by Mr. Feng Xin, vice president of the Group

The Group attaches importance to communication with industry experts and endeavours to move forward together with peers. On 5 July 2019, the 2019 4th China International Property Management Summit Forum was held in Chengdu Tongwei International Centre, attracting more than 1,000 prominent guests. Mr. Feng Xin, vice president of the Group, attended this event and delivered a keynote speech of “Property Standardisation under the Trade Conflict”, and discussed with the guests on the new opportunities in the property management industry and path of standard establishment.



Mr. Feng Xin, vice president of the Group, delivering the keynote speech

Caring for Employees with Sincerity

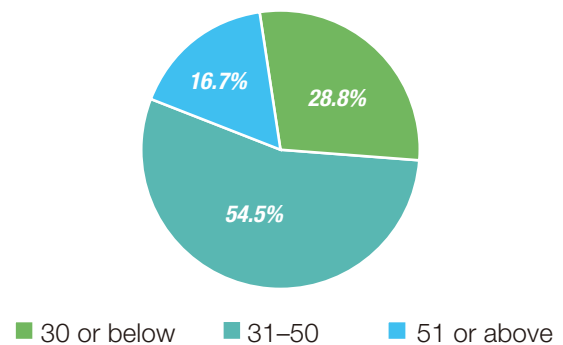
The Group strictly abides by and has complied with the requirements of the Labour Contract Law of the People's Republic of China, the Provisions on Minimum Wages, the Social Insurance Law of the People's Republic of China, the Law of the People's Republic of China on Prevention and Control of Occupational Diseases, and the relevant laws and regulations set out in Appendix I to this Report. It continues to improve its human resources management system, strengthens development of the corporate culture of "Ledong, Lechuang, Lejia" (「樂動、樂創、樂家」), conducts various trainings, effectively protects the lawful rights and interests of employees, provides employees with a broad development platform, and provides talent support for the sustainable development of the Group.

As of 31 December 2019, the Group had a total of 28,771 employees, five of which worked in Hong Kong, China and the rest worked in mainland China. Details of the employees such as age structure were as follows:

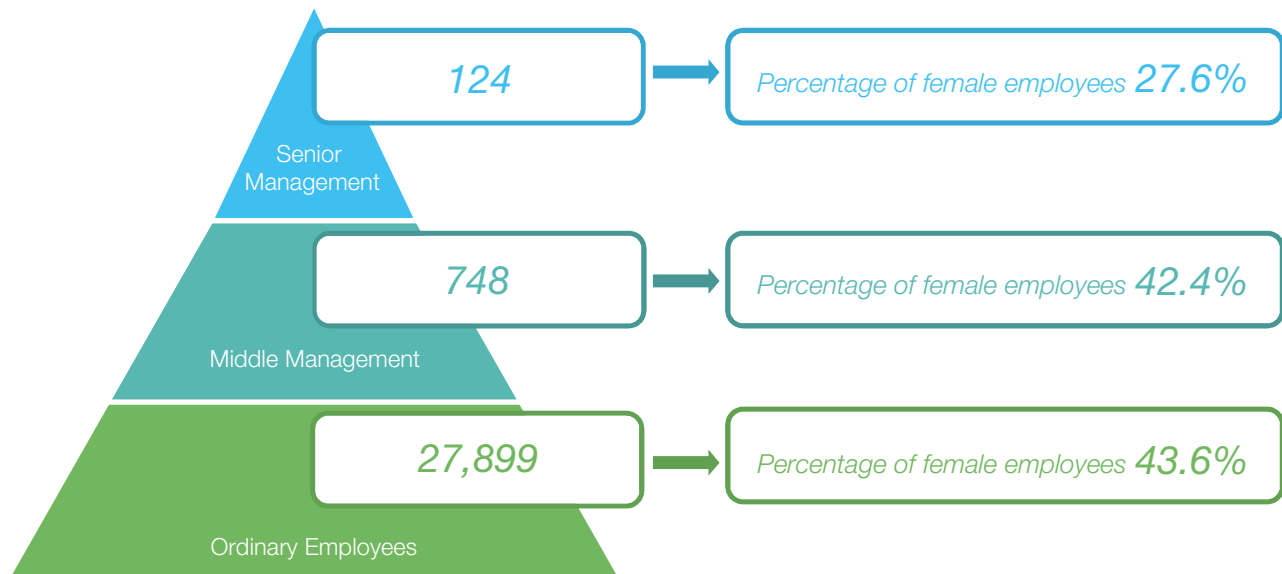
Number of employees by gender



Number of employees by age group



Number of employees by position and gender



Note: The above statistics included data of the employees of acquired enterprises; for the classification of position, senior management include employees at the leading level (same as below), which mean employees who serve as general manager or above, and middle management are employees ranging from assistant manager to deputy general manager of a department.

Caring for Employees with Sincerity (continued)

1. Compliant Employment

The Group strictly implements the Recruitment Management Policy and Labour Contract Management Policy, which expressly stipulate the work procedures and rules for recruitment to ensure the fairness, openness and standardisation of the recruitment process, to protect the legal rights and interests of candidates in equal employment and to attract outstanding talents. The Group amended the Employment Termination Management Policy during the Reporting Period to update the procedures and formalities for resignation and employment termination of employees and stipulate the provisions on economic compensation and payment in lieu of notice for the purposes of further improvement of employment termination management and protection of the legal rights and interests of employees and the enterprises.

The Group expressly provides in the Recruitment Management Policy that employing candidates under the age of 16 is prohibited and that measures such as identification card examination and filling employee background forms shall be adopted to prevent recruitment of child labour. Request for overtime and overwork of employees is subject to the approval of their departments to ensure employees' work and life balance. In 2019, there were no cases of child labour or forced labour in the Group. If it is found that any employee provides false ID information or conceals age, the Group will terminate the employment contract and take disciplinary action against the relevant personnel. For any involuntary labor discovered, the Group will conduct investigations, pursue accountability and compensate according to internal policies.

In addition, the Group has formulated and implemented the Employee Benefit Management Policy, the Staff Manual and other internal policies to ensure that its employees obtain labour remuneration in accordance with the law and enjoy lawful rights and interests such as statutory social insurance contribution and rest time. The Group formulates remuneration standard with reference to market salary level in the industry and internal remuneration positioning. The Group reviews and adjusts remuneration once a year in principle, and is committed to offering salaries with market competitiveness and stimulating employees' enthusiasm for work. The Group implements an eight-hour day policy with different work day systems such as the five-day work week system, five and one-half day week system and comprehensive calculation of working hour system based on different business natures and position characteristics. The Group contributes social insurance and housing fund for all employees and provides paid vacation holidays in accordance with the law. The Group also provides cooling and heating fees, food subsidies, maternity allowances, travel allowances and other cash benefits, as well as non-cash benefits such as physical examinations and property purchase concession, and organises employee caring activities such as birthday parties and festival greetings, to make employees feel being cared by the Group.

The Group also stipulates the conditions and standard procedures on recruitment, performance appraisal, promotion, salary increment and other matters in the Recruitment Management Policy, Promotion Management Policy, Internal Competition Management Measures and other policies. It has established staff complaint channels and created a fair and harmonious working atmosphere to ensure that its employees would not be discriminated because of gender, region, religion and other reasons and are entitled to equal development opportunities.



2020 campus recruitment fair of the Group
(22 October, at Northwest University of Political Science and Law)



Staff birthday party

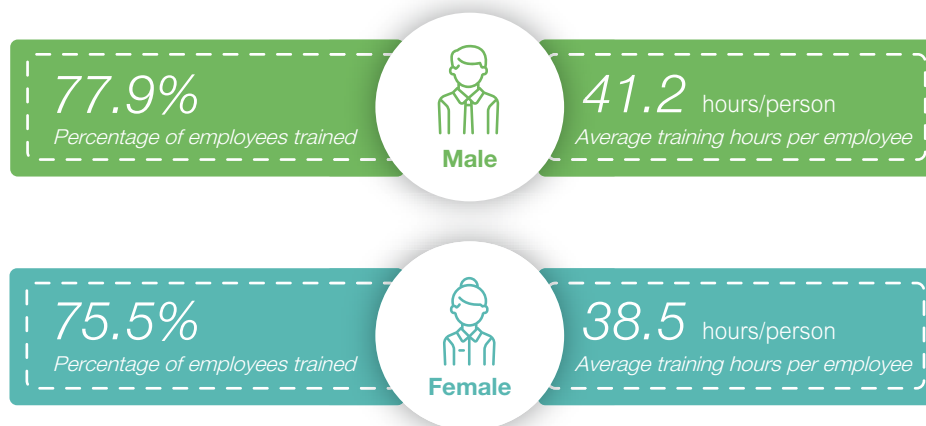


Mid-Autumn Festival gifts to employees

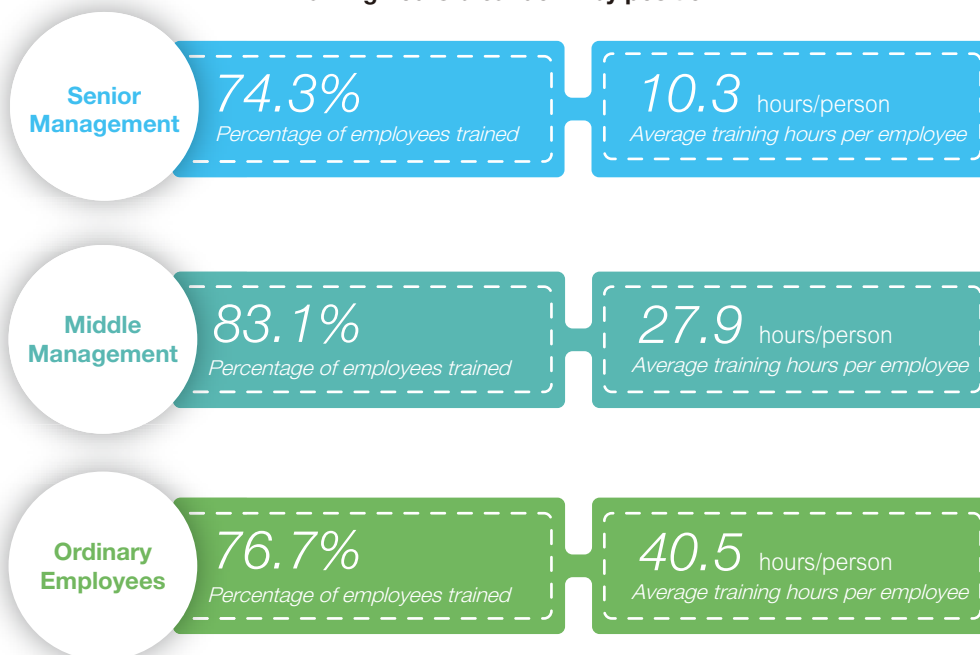
2. Staff Training and Development

By focusing on the establishment of a sound talent training mechanism, the Group has formulated and implemented the Learning and Development Management Policy, the Management Measures for the Learning and Development of New Employees, the Management Measures for the Learning and Development of Graduates, the Internal Trainer Management Measures, the Management Measures for Position Coaches, the Management Measures for External Learning and other internal policies to standardise the training requirements and training plans for various types of employees and internal training management matters. The Group continues to improve its employee learning and development system and strives to realise the common development of the Group and its employees. The overall trainings of the Group in 2019 were as follows:

Training hours breakdown by gender



Training hours breakdown by position



Note: The above statistics did not include the training data of employees of Shenzhen Jingji Domestic Property Management Co., Ltd.* (深圳市京基住宅物業管理有限公司). Percentage of employees trained = number of employees trained in such position / number of employees in such position; average training hours per employee = total training hours of employees in such position / number of employees in such position.

Caring for Employees with Sincerity (continued)

In line with its rapid development, the Group established A-Living Institute in 2018 to nurture a team of talents with a global vision, high-end technologies and professional competence to facilitate the sound development of the Group. A-Living Institute is responsible for conducting key training programs for talent development, such as “A-Talent Cultivation Program”, “A-General Special Training Program” and “Lingyun Program”, and introducing professional programs targeting business modules of quality management, human resources, market expansion, investment and merger and acquisition, diversified management, etc. to continuously strengthen cultivation of internal trainers and develop an expert tank, while offering empowerment to acquired enterprises. During the year, key training programs conducted by the Group through A-Living Institute mainly include:

LOHAS π management trainee program

This program aims to cultivate fresh graduates and help them become qualified managers in two years. In 2019, the Group provided 84 fresh graduates with orientation trainings of one to two days at the regional level, guided position skill trainings of nearly three months, five-day four-night training camps at the Group level, and job rotation learning of four to six months. Their learning and working were evaluated and summarised regularly. All these helped the newly recruited university graduates be familiar with the culture of A-Living and quickly become supervisors and persons in charge of sales centres.



The program provided a total of approximately 25,000 training hours during the year.

A-talent cultivation program

The program mainly provides trainings to employees on management and basic leadership, capability in real business practices, etc., helping them rapidly grow and become qualified managers of property service centres. In 2019, the Group conducted training activities, including centralised trainings, online learning and job rotation learning, for 102 candidates for managers of property service centres in each region, in order to help them to be well-prepared for the further promotion. The program provided a total of approximately 8,000 training hours during the year.



A-general special training program

The program aims to cultivate incumbent property service centre heads. In 2019, 106 centre heads participated in the A-general special training program which covered project management ideology, finance and budget, quality and operation, etc. and were taught by senior management from the headquarters of the Group in person. Moreover, each property service centre head may report to the Group about the demand for trainings arising from business operations and apply for the despatch of expert lecturers to conduct specialised business trainings in their region. The program provided a total of approximately 2,800 training hours during the year.



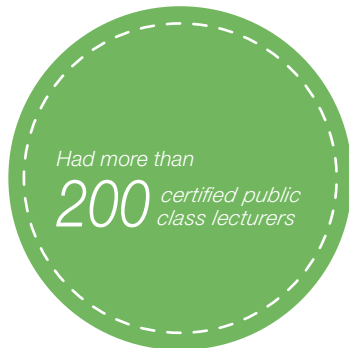
Lingyun program

The program is jointly developed by A-Living Institute and an external training institute at an interval of once a quarter. It is mainly developed and designed for regional vice presidents to enhance their management and leadership capability as well as innovative and strategic thinking. In 2019, through recommendation by regional presidents, evaluation by the Group and assessment by business leaders, a total of 39 incumbent service centre managers/directors and functional department directors were enrolled in the Lingyun program for advanced learning.



Caring for Employees with Sincerity (continued)

Furthermore, the Group has implemented an internal trainer system, under which it provides training and certification to public class lecturers and position skill coaches through A-Living Institute, for the purpose of realising the inheritance, precipitation, extraction and reproduction of the valuable property management experience of the Group and creating an environment in which everyone teaches and learns from others in order to help the Group achieve its strategic objectives. As of the end of 2019, the Group:



Program development workshop for expert lecturers of A-Living Institute

Beginning from March 2019, the Group has conducted through A-Living Institute four phases of program development workshop for experts, provided training and evaluation to internal lecturers of A-Living Institute and specific responsible personnel of all businesses on training skills and business contents, so as to further capitalise on internal expert resources. In 2019, the Group certified 17 expert lecturers in aggregate via training and evaluation and assigned them to provide trainings for the projects across China. The training standard of such expert lecturers was highly recognised by the trainees in cooperating companies and projects.



Program development workshop for expert lecturers

To develop an innovative learning organization and create a favourable atmosphere for every employee to keep on studying and learning, the Group has launched the delighted leisure space of “Yueduhui” (「悦读荟」) in May 2019 to encourage every employee to read more good books and strive for further development by garnering wisdom and strength through reading.

Launch of the delighted leisure space of “Yueduhui”

On 16 May 2019, the Group held the launch ceremony of the delighted leisure space of “Yueduhui” aimed at encouraging employees to pursue continuous self-learning and self-improvement. The Human Resources department of the Group would compile statistics on the reading time record of employees and provide corresponding awards to the top three selected employees. It encourages each unit to utilise existing office resources to develop a mini book corner and encourages employees to bring the classic books they have read to the Company for sharing with other colleagues.



Launch ceremony of the delighted leisure space of “Yueduhui”



A mini book corner

3. Performance Appraisal and Promotion

In order to realise the development strategies of the Group and stimulate the enthusiasm of employees, the Group has formulated and implemented the Promotion Management Policy and the Internal Competition Management Measures, which set out clear provisions for the department responsible for the performance appraisal and promotion of employees, promotion principles, promotion timing, promotion criteria and promotion process, standardise talent promotion management, and provide system guarantee for the equal promotion and development of employees, so that all employees have ideas, motivation, joy and aspiration at work and can realise their career dreams.

In accordance with the selection principle of “both ability and integrity, choosing the best from the best, matching people to positions”, the Group conducts comprehensive assessment of employees on a regular basis in terms of length of service in the relevant field, annual key work performance and contribution, new position match degree and other areas, promotes employees based on the assessment results, and links the remuneration and benefits and career development opportunities of employees with the assessment results. The promotion of employees of the Group can be divided into regular promotion and unscheduled promotion. Regular promotion is conducted during the same window period in the first quarter of each year and applies to all positions of the management channel and the technology channel. Unscheduled promotion mainly applies to the sporadic needs for promotion for the management channel and team leader positions at the entry level during the non-window period. The Group selects people to fill position vacancies in a timely manner and meet the development needs of employees mainly through the selection by the units to which they belong, internal competition or appointment of designated people.

The regular promotion of the Group for each year shall be carried out according to the process stipulated in the internal policies in order to ensure that employees have equal development opportunity. Details of the promotion process are as follows:



4. Occupational Health and Safety

The Group strictly implements the requirements of the Occupational Health Management Measures, the Staff Manual, the Work-related Injury Management Measures and other internal policies regarding the production safety and occupational health protection of employees. It defines the responsibilities of each unit for safety management, strictly carries out supervision and inspection, and actively conducts staff safety education and technical training in order to prevent the occurrence of accidents and to strive to create a safe, healthy and comfortable working environment for employees.

Adhering to its policy for occupational health and safety management of “taking precautionary measures, combining prevention with treatment, management by classification and carrying out comprehensive management”, the Group requires all units to establish their own occupational health management team. These teams shall properly perform works relating to reporting of occupational hazards, identification and inspection of occupational risk factors, occupational health examination, warning and notification of occupational hazards, education for prevention of occupational diseases and accident report and shall continue to improve the occupational health management for effectively providing a safe working environment to employees. In particular, the Group has formulated procedures for internal risk identification, evaluation and control, stipulated the detailed operational standards and emergency plans and measures for relevant risk incidents and applied such control procedures to all projects under management. Meanwhile, the Group proactively facilitates occupational health and safety management system certification for promoting standardised management of occupational safety and health and continuously improving its occupational health and safety management capability.

As of the end of 2019, six projects of the Group, namely Agile Garden Zhongshan (phase 1 to 8), Metro Agile Zhongshan (phase 1 to 6), Majestic Garden Foshan, South Lagoon Guangzhou, Majestic Garden Huadu and Golfer's Paradise, a component of Hainan Clearwater Bay of the Group, had obtained OHSAS 18001:2007 Occupational Health and Safety Management System Certification (the certificates are valid until 11 March 2021).



OHSAS 18001:2007 Occupational Health
and Safety Management System Certificate

The Group attaches great importance to emergency plans and drills for various emergencies such as fires and extreme weather. It has formulated and implemented the Handling Procedures for Emergency or Abnormal Situations and implemented corresponding emergency and handling plans for various types of emergency such as fire, earthquake and flood, in order to ensure that all responsible units or departments can make quick responses and maximisely protect safety of lives and properties of its employees, property owners and other stakeholders in case of emergencies.

Caring for Employees with Sincerity (continued)

Fire safety drill in Agile Center in Guangzhou

On 15 November 2019, the Group conducted a fire drill called “prevent fire risks, establish an ideal home” in the Group’s headquarters office of Agile Center in Guangzhou. This activity was jointly conducted with the municipal fire station, sub-district of Xian Village, police station of Xian Village and Zhujiang West fire detachment, to comprehensively inspect and eliminate various safety hazards and further enhance the safety awareness of all property owners and employees for ensuring zero office safety accident.



The fire drill in Agile Center in Guangzhou

Moreover, in order to protect the physical and mental health of its employees, the Group actively organises various recreational and sports activities to enrich the spare life of employees, relieve their pressure at work and in life, strengthen the communication among employees, and create a cultural atmosphere of exercise and healthy life for all employees. The major recreational and sports activities held by the Group in 2019 included:

The fourth staff sports games

On 3 November 2019, A-Living participated in the fourth staff sports games of Agile Group to demonstrate the sports spirits of A-Living people, which are higher, faster and stronger. A-Living eventually won the championship for the 4th consecutive year in the sports games given its excellent results.



The fourth staff sports games

**“Joyful Cup”
men’s basketball league**

On 23 July 2019, A-Living participated in the “Joyful Cup” men’s basketball league held by the headquarters of Agile Group and eventually won the championship. This activity was highly commended by employees and motivated A-Living people to cooperate and move forward together.



The award receiving moment
in the “Joyful Cup” men’s basketball league

**2019 senior management team
building activity**

On 14 July 2019, the 2019 senior management team building activity of the Group was officially launched in Xunliaowan. This activity aimed to facilitate full cooperation and better communication among senior management of the Group in order to continuously enhance cohesiveness of the senior management team.



Senior management team building
activity in Xunliaowan

5. Staff Communication and Protection of Rights and Interests

In order to strengthen the communication with employees, the Group has set up diversified channels, including the “human resources and administration feedback hotline”, the “general manager reception day” and the “opinion box to general management”, and has established a staff complaint mechanism. The Group conducts various surveys and caring activities to widely listen to employees’ voices and opinions, in order to identify and address employees’ concerns in a timely manner, thereby protecting the legal rights and interests of employees, creating a harmonious and fair corporate culture atmosphere and continuously improving employees’ satisfaction and nurturing their sense of belonging.

Conducting the survey on improvement of corporate management

From 17 to 24 September 2019, the Group conducted a survey on improvement of corporate management and invited 2,141 employees to take part in the survey with an effective response rate of 91%. The questionnaire of this survey was designed with five types of question, namely staff engagement, staff satisfaction, organisation health index, satisfaction of the services of functional departments and open-ended questions, for the purposes of collecting employees’ suggestion on optimisation of the corporate management model and mechanism and improving staff satisfaction and staff engagement. According to the findings of the survey, the score for staff engagement, staff satisfaction and organisation health index was 92%, 83% and 87%, respectively. The Group would subsequently study on and formulate corresponding improvement measures based on the problems identified in the survey.

Holding the first general meeting of employee representatives

To build a harmonious labour relationship and protect the legal rights and interests of employees, the Group held its first general meeting of employee representatives on 10 October 2019 which was hoped to function as the bridge of communication between the enterprises and employees. 103 employee representatives from all over China attended the meeting. The Group announced at the meeting the members of the first presidium and main duties of employee representatives and reported on the formulation and implementation of several policies such as the Employee Benefit Management Policy and Integrity Policy.



First general meeting of employee representatives

Protecting Environment Diligently at All Times

The Group strictly abides by and has complied with the requirements of the Environmental Protection Law of the People's Republic of China and the relevant laws and regulations set out in Appendix I to this Report. It has formulated and rigidly implemented internal policies such as the Public Energy Consumption Management Regulations, the Management Measures for Energy Saving and Consumption Reduction, the Waste Management Measures and the Work Procedures for Collection and Disposal of Domestic Garbage, which provide clear guidance for energy consumption management and control, waste emissions and disposal of domestic garbage in the daily operation of the Group and aim to reduce the impacts of the business operation of the Group on the ecological environment.

The Group has established an organisational structure and a reporting mechanism for environmental management, under which the administration department and engineering management centre are responsible for coordinating the environmental management issues in office areas and projects under management, respectively. Persons-in-charge are designated for environmental management at the headquarters and various projects to supervise the implementation of environmental protection objectives and measures with regular reports to the management of the Group on the progress and effectiveness.

The Group adheres to the concept of green operation and continues to improve the construction of environmental management system. Six projects of the Group, namely Agile Garden Sanxiang Zhongshan (phase 1 to 8), Metro Agile Zhongshan (phase 1 to 6), Majestic Garden Foshan, South Lagoon Guangzhou, Majestic Garden Huadu, Golfer's Paradise, a component of Hainan Clearwater Bay of the Group, had obtained ISO 14001:2015 Environment Management System Certification (the certificates are valid until 10 June 2021).



ISO 14001:2015 Environment Management System Certificate

1. Electricity and Water Consumption Management

The energy and resources consumed in the daily operation of the Group are mainly electricity and water. The water consumed in the operation of the Group mainly comes from the municipal pipe network. For certain property management projects, local river water resources are used in greening and irrigation, and there has been no inappropriate behaviour in obtaining suitable water resources. The Group strictly abides by the local relevant sewage discharge standards, and ensures the harmful chemicals in sewage meets the requirements of relevant standards before emission to sewer pipes.

Protecting Environment Diligently at All Times (continued)

The Group has prepared a public energy consumption ledger in strict accordance with the Public Energy Consumption Management Regulations. It conducts comparison and analysis of energy consumption, deals with abnormal energy consumption and formulates energy saving proposals to minimise energy consumption and the emissions of greenhouse gas generated by energy consumption. In addition, the Group leverages its EBA equipment monitoring centre of the integrated management and control platform to monitor the electricity and water consumption of all machine rooms in real time, which helps to improve the timeliness of identification and handling of abnormal energy consumption situations and reduce unnecessary waste of resources. The measures for electricity and water consumption management of the Group in its daily operation include:

Electricity Saving

Turning off the lights before leaving is advocated, which requires that the energy consumption equipment are turned off when necessary and energy-saving lamps and timing switches are installed in public areas to save electricity;

For energy consumption management of air conditioners, the Group requires temperature range of coolness (warmness), regular check of fins and filters in coil fans and cooling towers of air conditioners, and examination of the insulation effect of the chilled water pipes in order to minimise energy consumption of central air conditioners;

Equipment in water supply pump rooms in the communities were upgraded and modified to further lower energy consumption of water supply equipment.

Water Saving

Water-saving appliances are adopted and publicity slogans for water saving are put up in office areas, toilets and other places. Employees are encouraged to turn off the faucet right after using to save water;

Inspection of water supply pipelines and monitoring of water consumption in the communities are strengthened to prevent water from dripping, emitting, running and leakage. Damaged water appliances are repaired or replaced in a timely manner to avoid unnecessary waste;

Water quality of the waterscape is improved through measures such as planting aquatic plants and adding water circulating pumps; the projects under management use water from sources of the safe waterscape to irrigate green plants, in order to improve the utilisation efficiency of water resources.

In 2019, to strengthen management of water and electricity consumption of the residential property projects under management, the Group formulated and promoted the Management Measures and Procedures for Water and Electricity Consumption, Scheme of Innovative Conservation, Energy Saving and Consumption Reduction and other documents. The Group formulated the assessment indicators for the percentages of water and electricity charges of different types of project with reference to the peers and actual internal conditions, and requires all projects to carry out relevant energy saving and consumption reduction works according to the working guidelines. From September 2019, the Group has also conducted an on-site inspection on 15 property management projects with indicators significantly exceeding the standards (in which the percentage of water and electricity charges to income at the beginning of the year exceeded the predetermined assessment indicators) in order to identify the problems and carry out specific rectification. The electricity and water saving measures suggested by the Group in the Scheme of Innovative Conservation, Energy Saving and Consumption Reduction mainly include:

Electricity and water saving measures suggested in the Scheme of Innovative Conservation, Energy Saving and Consumption Reduction

1	Two-level lighting LED lights in underground garage for energy saving	9	Energy feedback device of elevators for energy saving
2	LED light cups for energy saving	10	Non-negative pressure water supply equipment
3	Solar street lights	11	Alarm device at overflow port of water tank
4	LED emergency exit signs	12	Optimisation of swimming pool sewage suction
5	Sound and light sensitive lighting control switches	13	Swimming pool thermal covers
6	Infrared radar lighting control switches	14	Drip irrigation hoses
7	Microwave radar lighting control switches	15	Improvement of mirrored water ecology
8	Energy-saving cold storage of water (ice) technology for central air conditioners	16	Suggestions on underground pipeline leakage detection methods

Protecting Environment Diligently at All Times (continued)

In 2019, the Group conducted rectification in terms of energy saving and consumption reduction for some residential property management projects according to the Scheme on Innovative Conservation, Energy Saving and Consumption Reduction, such as modification of LED lights for energy saving, through which it achieved:

- **The percentage of water and electricity charges accounted for 4.0% to income at the end of 2019, representing a decrease of 0.82 percentage point as compared with the beginning of 2019**

Note: The percentage of water and electricity charges referred to herein only covered residential property management projects of Agile Group and Greenland Holdings Group Company Limited; the percentage of water and electricity charges refers to the ratio of the cost of water and electricity consumption to management fee receivables.

The Century Zhongshan – Upgrade and modification of equipment in the water supply pump room

The project newly acquired a set of frequency conversion constant pressure water supply equipment and installed a pressure transducer at the water outlet for inspecting and reporting on outlet pressure to realise frequency conversion constant pressure water supply through the intelligent control system. Upon the modification, monthly energy consumption cost decreased by RMB19,200.



Equipment in the water supply pump room of
The Century Zhongshan

At the same time, the Group also actively implemented air-conditioning management, public area energy consumption management and water consumption management for commercial office buildings in order to reduce the consumption and cost of water and electricity in property management.

Energy saving and consumption reduction measures on water and electricity for Agile Center in Guangzhou

Water consumption management

Enhance daily inspection and management to prevent water from dripping, emitting, running and leakage;

Install measurement devices for close monitorings such as water meter regarding the use of water for greening purpose;

Set the hydraulic pressure in washrooms and public areas at the most appropriate level.

Air-conditioning management

With regular meter reading on and analysis of the air conditioning meter, formulate daily coolness indicator, and strengthen patrol and inspection;

Adopt an operational model combining fresh air and cold source;

Repair the chilled water pumps, clean and repair plate heat exchangers, and clean fins and filters in air-handling unit of air conditioners on each floor.

Management of electricity use in public areas

Time switch control;

Check the electricity consumption of equipment regularly, monitor components and operating temperature of equipment in a timely manner;

Replace operating power transformers every year;

Replace the T5 28W fluorescent tubes (approximately 800 pieces) in parking lots with LED lamps.

The overall water and electricity consumption costs in 2019 decreased by approximately RMB624,500 as compared with 2018 without compromising the occupancy rate and degree of comfort.

2. Waste Management

As the Group mainly provides property management services and offers community value-added services and extended value-added services, its business activities have relatively small influences on the environment. The daily operation and management of the Group involve not only consumption of electricity and water resources, but also waste management in the public areas and in office areas of its projects under management. Therefore, the Group proactively responds to the call of the waste classification policy in different regions and urges property owners and employees to engage in waste classification and waste recycling through promotion and adding basic facilities in order to reduce the environmental impacts of its daily operating activities. Details of the Group's waste management measures are as follows:

1) Waste Management in the Community

The Group strictly implements the Waste Management Measures, the Work Procedures for Classification of Domestic Garbage and relevant requirements and strives to reduce, reuse and recycle domestic garbage in the communities.

The Group classifies the garbage in the communities into kitchen waste, recyclables, hazardous waste and other waste, collects and manages them according to the classification, and arranges for professional outsourcing cleaning companies to clean up and transport them on a regular basis. Solid and construction waste generated by the decoration construction of property owners are collected and disposed of in strict accordance with local urban management regulations. Qualified professional companies are engaged to dispose of hazardous waste and the relevant procedures are completed in accordance with the law. Property service centres or offices are encouraged to use kitchen waste and greening garbage for composting if possible. The Group also encourages reuse of waste and used items and cooperates with environmental protection technology companies to set up intelligent waste classification and recycling machines in certain communities for paid collection of metal, plastics, textile, paper, glass, etc., and encourages property owners to actively participate in waste classification and recycling.



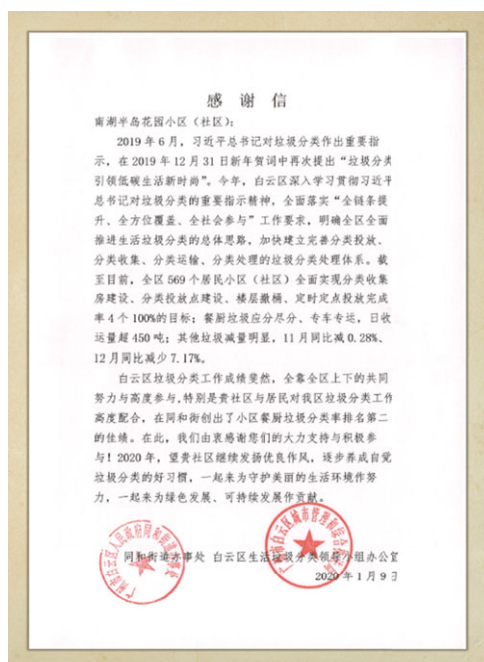
Community waste classification facilities



Intelligent waste classification and recycling machines

In 2019, in active response to the relevant policies on mandatory domestic waste classification promulgated by the local governments of Shanghai, Guangzhou and so on, the Group put great efforts into domestic waste classification in communities by focusing on communications, promotion and guidance. As of the end of 2019, the Group conducted mandatory community domestic waste classification activities in a total of 34 projects in South China, thoroughly implemented a mandatory domestic waste classification policy in a total of 8 projects in East China, and actively carried out preliminary promotion and demonstration of waste classification in its projects under management in Wuxi, Changzhou, Hangzhou, Yangzhou and other cities. Among which, the Guangzhou Greenland Times Yunduhui project and South Lagoon Guangzhou in South China received awards and commendatory letters respectively from the government authorities in relation to waste classification activities.

Recognition of the waste classification works of South Lagoon Garden Guangzhou



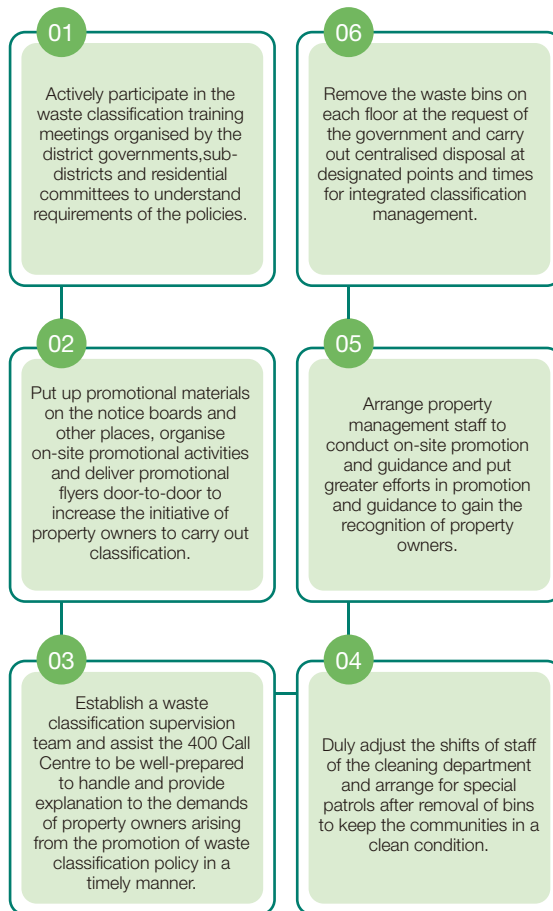
In January 2020, South Lagoon Garden Guangzhou received an commendatory letter from the Baiyun Domestic Waste Classification Leading Team Office of Guangzhou as its kitchen waste classification rate ranked second in the Tonghe Sub-district.



In January 2020, South Lagoon Garden Guangzhou was commended by the Civil Management Office of Tonghe Sub-district in Baiyun, Guangzhou for its complete waste classification ledger, adequate facilities and high accuracy of waste classification.

Protecting Environment Diligently at All Times (continued)

The major steps for the Group to promote the domestic waste classification policy in communities include:



A notice board for domestic waste classification



A place for disposal of wastes at designated times

Waste classification promotional activity in Binjiang Garden Conghua

On 29 August 2019, for building a model community of domestic waste classification, Binjiang Garden Conghua cooperated with the sub-district office and resident committee to conduct a large-scale waste classification promotional activity in order to enhance the awareness, participation and disposal accuracy of residents regarding domestic waste classification treatment and hence laid a solid foundation for subsequent implementation of waste classification.



The waste classification promotional activity in Binjiang Garden Conghua

2) Waste Management in Office Areas

The Group sets up four-colour trash bins for hazardous waste, recyclables, kitchen waste, and other waste respectively in the office areas for implementation of waste classification and recycling, with collection ports for used batteries above the trash bins to ensure centralised disposal of hazardous waste and prevent environmental pollution.

The Group has set up an OA network office platform system, developed and put into use A-Assistant and A-Steward mobile Apps, realizing daily document issue, job order, billing and business approval, and data archiving functions in mobile terminals to promote paperless office by reducing output of documents and data in hard copies and using less paper. Cartons for used paper are placed beside copiers for centralised collection of used paper to improve the paper utilisation efficiency. In 2019, through promoting reuse of paper or encouraging recycling of paper by delivery to professional organisations, the Group recycled 4,551.6 kg of paper (the scope of statistic data is the same as that in the “Key Environmental Performance Indicators in 2019” in this section).

3. Greening Management

Since 2018, the Group has organised its regional offices to establish small-scale nursery gardens in idle sites with its available manpower in order to eliminate bare loess in the communities and meet the needs to replace aged plants in the communities, which also contributed to the ecological environment enhancement and green planting protection in the places where its property management projects are located. In 2019, 16 small-scale nursery gardens of the Group produced seedlings normally with a total number of 851,700 seedlings.



photos of small-scale nursery gardens

4. Key Environmental Performance Indicators in 2019

The Group's key environmental performance indicators in 2019 were as follows:

Key Environmental Performance Indicators	Unit	Consumption/ emission in 2019
Sulphur oxides	kg	0.66
Nitrogen oxides	kg	573.04
Particulate matter	kg	69.20
Greenhouse gas emissions (scope 1)	ton CO ₂ e	1,800.73
Greenhouse gas emissions (scope 2)	ton CO ₂ e	106,385.17
Total greenhouse gas emissions (scope 1+scope 2)	ton CO ₂ e	108,185.89
Hazardous waste	ton	17.03
Non-hazardous waste	ton	63,406.58
Liquefied petroleum gas	kg	3,820.20
Pipeline natural gas	m ³	165,950.00
Gasoline	L	293,538.25
Diesel	L	197,458.35
Electricity consumption	kWh in '000s	125,051.73
Non-renewable fuel (direct)	kWh in '000s	6,823.92
Purchase of energy (indirect)	kWh in '000s	125,051.73
Total energy consumption	kWh in '000s	131,875.65
Energy intensity	kWh in '000s/m ²	0.0022
Water consumption	m ³	12,725,782.58
Water intensity	m ³ /m ²	0.21
Paper consumption	kg	121,057.69

Protecting Environment Diligently at All Times (continued)

Remarks on environmental data:

- 1) The period of data collection was from 1 January to 31 December 2019, with data collection covering office area of the headquarters as well as office areas and public areas of the seven regional offices in North China, Northwest China, Central China, East China, South China, Southwest China and Hainan and the 181 projects thereunder (excluding the resource and energy consumption of property owners or resource and energy consumption the expenses of which were borne by property owners).
- 2) The emissions are derived from the use of corporate business vehicles and the burning of liquefied petroleum gas and pipeline natural gas. Emission factors are based on the Reporting Guidance on Environmental Key Performance Indicators promulgated by the Hong Kong Stock Exchange.
- 3) The emissions of greenhouse gas (scope 1) are mainly from gasoline and diesel consumed by corporate business vehicles, lawn mowers and other mechanical equipment, as well as the liquefied petroleum gas and pipeline natural gas consumed in office areas and public areas. The emissions of greenhouse gas (scope 2) are mainly from purchased electricity. In particular, emissions factors of greenhouse gas of purchased electricity are based on China Regional Power Grid Baseline Emission Factor for Emission Reduction Project for 2017 published by the Ministry of Ecology and Environment. Other emissions factors are based on the Reporting Guidance on Environmental Key Performance Indicators promulgated by the Hong Kong Stock Exchange.
- 4) Hazardous waste mainly includes ink cartridges, toner cartridges, electronic equipment, light tubes and bulbs. Non-hazardous waste mainly includes office garbage, greening garbage and kitchen waste.
- 5) Non-renewable fuel (direct) includes liquefied petroleum gas, pipeline natural gas, gasoline and diesel. Purchase of energy (indirect) mainly included purchased electricity. All types of unit conversion coefficient for energy consumption took the Energy Statistics Manual of International Energy Agency as reference.
- 6) The denominator in the formulas for calculating energy intensity and water intensity is the total site area (including office area) of the projects under analysis.

Faithful Cooperation to Achieve Win-win Results

1. Supplier Management

The Group strictly abides by the requirements of the Tendering and Bidding Law of the People's Republic of China and other laws and regulations, sets out clear requirements for supplier qualifications and management rules and ensures fair and open introduction of suppliers and the high quality of products and services provided by suppliers. The Group actively maintains the cooperation with suppliers and strives to achieve win-win cooperation.

As of 31 December 2019, the number of suppliers of the Group's property management services company and community commercial services company in the PRC was as follows:



Engagement and management of suppliers

The Group has formulated and implemented the Operational Guidelines for the Introduction of Suppliers and Contract Signing and other policies to regulate the permission, screening, review and admission of suppliers in order to implement strict control at the source and ensure the overall quality of suppliers.

To regulate procurement management for the property management system, the Group has implemented the Procurement Management Policy and other internal policies, under which it requires comprehensive collection of supplier information through multiple channels such as market and media, completion of the New Supplier Admission Application Form and carrying out of on-site inspection on the business premises of suppliers for ensuring the authenticity of the qualification and other information of suppliers; monthly assessments and annual reviews should be conducted on suppliers in respect of their product quality, service and cooperation, and price, and unqualified suppliers will be removed from the List of Qualified Suppliers based on the evaluation results to guarantee the overall quality of suppliers. For service contractors, the Group has implemented the Service Supplier Management Policy, pursuant to which it conducts full-process management of service contractors from admission assessment, comprehensive evaluation, rating, elimination to withdraw so as to ensure the suppliers are able to provide top-notch quality services.

In addition, for each type of suppliers involved in community value-added services, the Group requires comprehensive inspection and analysis of the partners in the areas of business philosophy, business scale and strength, brand image and reputation, service system, customer base, market competitiveness and industry position in order to select appropriate and high-quality partners, and it sets out different management requirements on each type of cooperating suppliers:

App shopping mall suppliers

A strict certification system of retail stores is adopted and merchants joining the shopping mall are required to provide the relevant qualification documents with national certification, such as 3C certificates for household appliances and quarantine or exemption certificates for imported goods.

Homecare service suppliers

For homecare service partners and personnel, the Group has formulated the "Homecare Service Partners Management Measures" and relevant work procedures to provide regulations and guidance to the personnel on adopting standardised operational procedures when rendering services to ensure a favourable experience to property owners.

Home improvement service suppliers

For home improvement service business, the Group requires property management service teams to monitor the whole service process. In respect of any customer complaint, settlement within a designated time period is required, or if settlement is not possible, compensation may be made in advance and service providers whose quality dissatisfaction rate exceed 5% are subject to penalties and termination of contract.

Public resource suppliers

The Group follows up on the contract performance of suppliers on a monthly basis and issues rectification letters for non-compliance conditions;

The Group has formulated operational standards (such as safety facilities and compliance of permits and licences) and on-site inspection record forms. For non-compliance conditions, rectification letters are issued to require suppliers to carry out rectification.

Faithful Cooperation to Achieve Win-win Results (continued)

Communication with suppliers

The Group attaches great importance to communication with suppliers, listens to and responds to the expectations and demands of suppliers in a timely manner, in order to maintain mutually beneficial and win-win cooperation and promote sustainable development of the supply chain. In 2019, the Group held quarterly (annual) meetings with service and procurement suppliers of regional companies in order to strengthen the communication, partnership and cooperation with suppliers. In particular, the accumulated numbers of participants of the quarterly (annual) meetings with service and procurement suppliers of regional companies of the Group reached 940 during the year.



Photo of the East China regional meeting with service and procurement suppliers



Photo of the South China regional meeting with service and procurement suppliers



Photo of the North China regional meeting with service and procurement suppliers

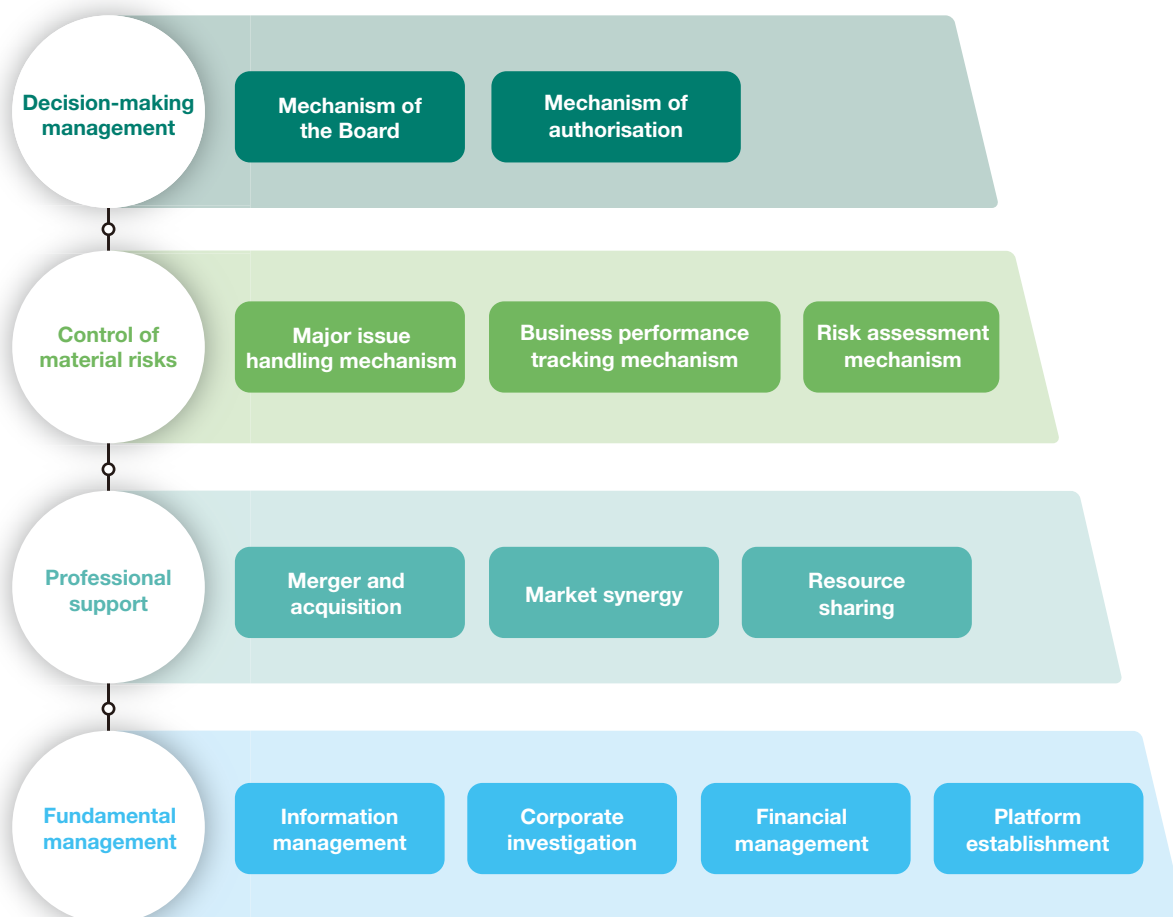


Photo of the Hainan regional meeting with service and procurement suppliers

2. Empowerment of acquired enterprises

The Group attaches significance to the integration and post-acquisition empowerment works for its acquired enterprises. In accordance with the needs of such enterprises, the Group shares resources and empowers them in the aspects of information system, management efficiency, market expansion, etc. in order to eventually realise in-depth integration in terms of management, business and corporate culture. Through these, the Group assists the acquired enterprises to improve management efficiency and grow into the leading property enterprises in the respective niche markets so as to promote the high-quality development of the property management market in general.

Systems and tools for management of acquired enterprises



Among which, with regard to professional support, the Group's focuses in 2019 were as follows: sharing high-quality training resources or expert resources with the acquired enterprises, enhancing the management of acquired enterprises in terms of fee collection, property service standard, project delivery and acceptance system establishment through continuous information transfer in the forms of training meetings and dispatch of professional teams; attaching importance to market synergy with the acquired enterprises by proactively maintaining the market resource database and facilitating the formation of a synergy mechanism; arranging the acquired enterprises to communicate with the community commercial services company of the Group about the community commercial service business and assisted them to set different business performance indicators on value-added services and introduce the innovative business of A-Living. In 2019, the post-acquisition empowerment works carried out by the Group on some of its acquired enterprises were as follows:

**Post-acquisition empowerment trainings by lecturers
from the expert tank of A-Living Institute**

During 2019, in accordance with the development needs of each acquired enterprise, A-Living Institute designated experts specialised in property fee collection to conduct empowerment trainings for the acquired enterprises such as Yuehua, Zizhu and Huaren, which were highly commended and recognised by the acquired enterprises, and it continued to receive further request from the acquired enterprises in relation to empowerment.



Empowerment training for Zizhu Property Management

In-depth empowerment for Lanshi Property Management

In 2019, the Northwest regional office of A-Living provided consulting empowerment to Lanzhou Lanshi Property Management Co., Ltd.* (蘭州蘭石物業服務有限公司) ("Lanshi Property Management") with regard to mixed-ownership reform. Through dispatching professional managers to provide assistance in the areas of quality and operation, it significantly improved the operational quality of the projects and helped Lanshi Property Management to enter into a college-enterprise cooperation property project. Seizing on the opportunity arising from the delivery of the HOPSCA project, it introduced the consulting services of Yaxin and Johnson Asset Management under A-Living to develop a market-oriented delivery engineering system. It helped the HOPSCA project be admitted into the Golden Key International Alliance, which further enhanced the service capability and brand influence of Lanshi Property Management.



Dispatching of the Yaxin engineering consultant team to the HOPSCA project



HOPSCA successfully admitted into the Golden Key International Alliance

Keeping Original Aim in Mind and Preserving Integrity

The Group strictly abides by and has complied with the Interim Provisions on Prohibiting Commercial Bribery and the relevant laws and regulations related to anti-corruption set out in Appendix I to this Report. The Group implements the Integrity Policy, the Management Measures for Employee Rewards and Accountability, the Staff Manual and other internal policies to prevent bribery, extortion, fraud and money laundering. Through the relevant policies, the Group clearly defines employees' illegal acts and dereliction of duty including corruption, bribery, extortion and fraud of employees, sets out corresponding accountability requirements, and effectively protects the lawful rights and interests of the Group. The Internal Audit Department of the Group is responsible for anti-corruption, anti-bribery and other relevant management works and actively strives to create an integrity culture for work and promote the healthy and sustainable development of the Group through the information declaration policy, training and education activities and other measures.

1. Internal management measures

The Group pays attention to the key roles of measures such as information declaration, integrity assessment, training and education in anti-corruption and sets out expressly the requirements in the relevant internal integrity policy as follows:



For employees

Implement integrity information declaration policy on management personnel;

Require all employees to sign the Employee Integrity Commitment, and require the human resource and administration departments of all units to organise at least one integrity policy learning activity for all employees each year;

For employees promoted to positions above the manager level, add and implement the integrity assessment in the promotion approval process.



For partners

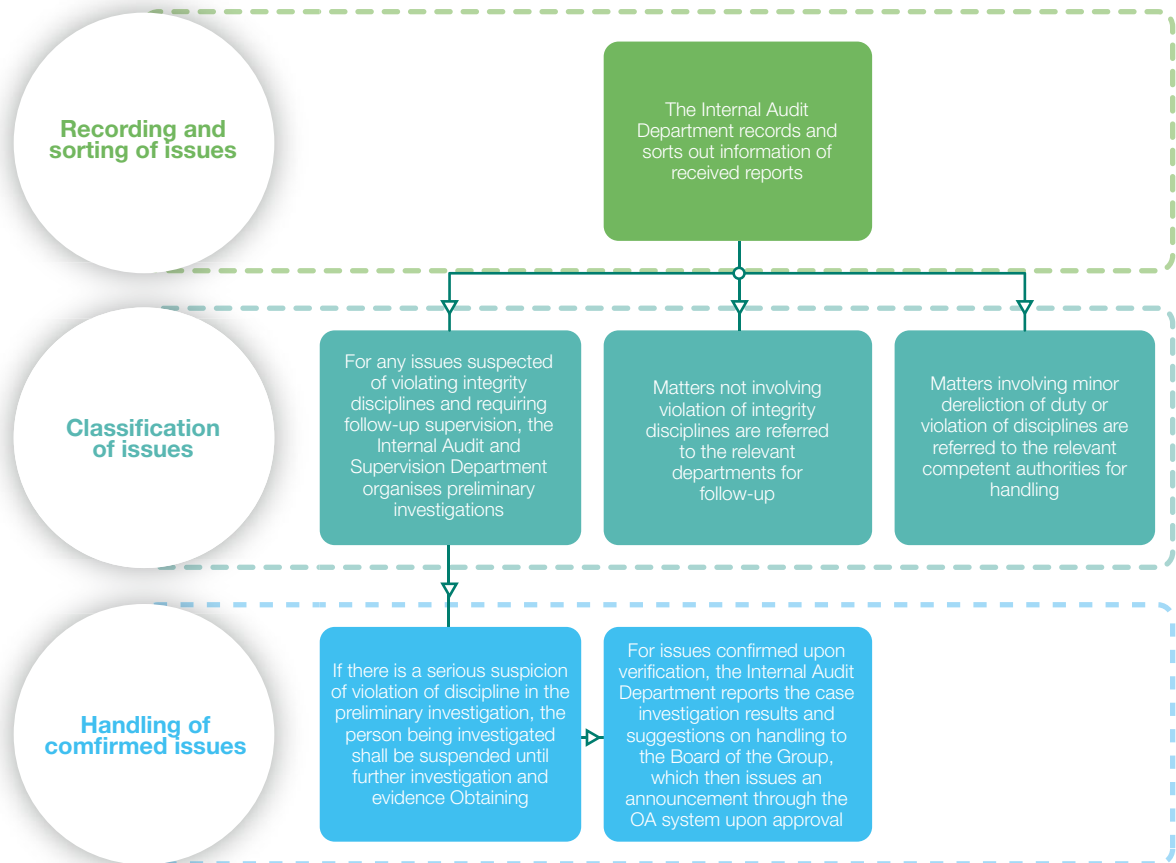
Implement information declaration mechanism for the introduction of partners, and request for signing the Integrity Agreement in a specified form when entering into contracts with business partners for which the information declaration obligations must be complied with;

Pursue legal actions against the partners who have violated the Integrity Agreement, blacklist them and terminate cooperation with them if appropriate.

In addition, the Group encourages employees and external personnel to actively report and expose violations of integrity and discipline through face-to-face reporting, integrity email, integrity hotline, writing letters and other channels in order to avoid damage of reputation and economic loss in a timely manner. For units and individuals which have made outstanding contributions in timely identifying, preventing and correcting violations of integrity and discipline, the Group rewards them in accordance with the relevant regulations and taking into account other factors such as the amount of economic loss recovered. In order to protect whistleblowers, the Group stipulates that information of the whistleblowers is confidential and protected by the Group's Confidentiality Policy, regardless of whether or not the issues reported have been verified. In case of information leakage of the whistleblowers or retaliation against the whistleblowers, the Group demotes, transfers position of, dismisses or hands over the relevant personnel to the public security authorities, as the case may be, in strict accordance with the requirements of the Integrity Policy and other documents. During the year, there were no concluded legal cases regarding corrupt practices brought against the Group or its employees.

Keeping Original Aim in Mind and Preserving Integrity (continued)

The Group handles complaints and reports according to the following process:



Keeping Original Aim in Mind and Preserving Integrity (continued)

In 2019, to improve the overall management efficiency of the Group and ensure achievement of the strategic targets, the Group cooperated with Agile Group to organise a specific anti-corruption campaign named “Essential Reform with an Open Platform for Anti-corruption” to stringently investigate violations of integrity discipline and develop a fair working environment of integrity. The major measures and achievements of this specific campaign were as follows:

Anonymous anti-corruption report and self-declaration

Signed the Anti-corruption Management Responsibility Certificate by the management at each level

Sorted out and announced the “high pressure line” prohibition order and publicised it to all employees

Produced and promoted anti-corruption educational videos



Anti-corruption education to employees

- Repeatedly played the educational videos to ensure all employees can watch and learn from them;
- Integrated the anti-corruption course into the new employee/middle and senior management orientation training.

Organised a total of four sessions of new employee/middle and senior management orientation trainings
Anti-corruption content inclusion rate of 100%
Average training duration of one hour/session



Anti-corruption education to partners

- Sent anti-corruption publicity information to partners and suppliers through WAP Push and pop-ups in the supplier reporting system;
- Promoted the anti-corruption policy of the Group in the annual supplier conferences of all regions.



Signed Integrity Agreement with suppliers of all regions

In addition, the Group arranged for all attendees of the 2019 year-end meeting held on 18 January 2020 to hold an anti-corruption oath with an aim to increase the awareness of employees about anti-corruption and the sense of responsibility.



All attendees holding the anti-corruption oath at the 2019 year-end meeting

2. External communications

The Group pays attention to the communications with anti-corruption associations and anti-corruption experts to learn the latest anti-fraud trends and methods of enterprises in the new era in a timely manner and continuously improve its internal anti-corruption management capability. The Group has already been a member of the China Enterprise Anti-Fraud Alliance (CEAFA), Guangdong Enterprise Institute for Internal Controls and other organisations, and actively participates in various anti-fraud communication and training activities organised by the organisations. CEAFA is a non-profit non-governmental cooperative organisation established by several leading enterprises in various industries in the PRC, Guangdong Enterprise Institute for Internal Controls and other organisations and holds two to three seminars every year to facilitate communications among members of the Alliance and sharing of internal blacklists of staff involving in corruption issues.

Seminar of “Developing upon Original Intention and Thriving on Integrity”

From 31 October to 2 November 2019, the Guangdong Enterprise Institute for Internal Controls held the 2019 General Meeting cum Enterprise Anti-fraud Experience-sharing Seminar in Beijing. With a theme of “Developing upon Original Intention and Thriving on Integrity”, heads of relevant government department and industry experts were invited to attend the seminar and shared information about anti-fraud investigation theory and frontline practices, anti-fraud talent cultivation, system development, etc. The Group also designated relevant employees to participate in the meeting and required them to duly study the sharing in order to help the Group gain a more in-depth understanding of the enterprise anti-fraud works and further improve its integrity management capability.



2019 General Meeting cum Enterprise Anti-fraud Experience-sharing Seminar of the Guangdong Enterprise Institute for Internal Controls

Always Maintaining Enthusiasm and Giving Back to the Society

While pursuing its own excellence in business, the Group actively fulfils its corporate social responsibilities with a sense of gratitude. It responds to the call of national and local policies to facilitate the harmonious and healthy growth of the communities and even the society and create a better and happier life for the people.

1. Overcome the difficult times together

At the beginning of 2020, following the COVID-19 outbreak which spread across China, the whole country has united together to fight against the epidemic. As a “gatekeeper” of prevention and control in residential communities, the Group swiftly took action and always stood in the front-line of epidemic prevention and control by studying relevant measures thereon with comprehensive deployment. The Group commenced a three-level prevention and control mechanism, under which it joined forces with the seven regional offices and acquired companies to implement the prevention and control policy in each unit of community networks. The Group strengthened community disinfection and flow management, jointly launched community public welfare and health services with Chunyu Yisheng, and free medical insurance service with Ping An Insurance so as to protect the life, health and safety of property owners and employees as much as possible.

Meanwhile, A-Living actively donated epidemic-prevention supplies to peers in Hubei Province to alleviate the shortage of those materials. The Group also took the lead in the preparation of the “Operation Guidelines for the Prevention and Control of COVID -19 in the Residential Property Management Area (Trial)” coordinated by the China Property Management Association so as to actively assume social responsibilities.

The timely, comprehensive and thorough epidemic prevention and control measures adopted by the Group were highly commended by the society, government and capital market.

Three-level prevention and control mechanism

At the level of the Group

- Formulated a contingency plan on prevention and control works and a report mechanism;
- Established three working teams responsible for material coordination, technological support and human resources and administration respectively to carry out the epidemic prevention and control works.



At the level of the regional offices and acquired companies

- Worked with regional offices/acquired companies to ensure supply of materials;
- Reported the epidemic status and work arrangements every day and held urgent meetings with the Group at any time.



At the level of the projects

- Paid attention to epidemic prevention and disinfection, epidemic statistics collection and promotion of protection and control measures, and assisted the communities and property owners to properly perform various epidemic prevention measures.



Always Maintaining Enthusiasm and Giving Back to the Society (continued)

As of the end of February 2020, our major measures to help fight against the COVID-19 outbreak were as follows:

1. Rigorously implemented prevention and control measures such as community disinfection, flow management and supplies guarantee

Strict access control

- Semi closed-off management of residential communities;
- Proper inspection of staff health information at commercial office building projects upon resumption of work;
- Proper visitor registration and temperature check.



Comprehensive disinfection

Thoroughly cleaned and frequently disinfected the points where property owners and customers constantly came into contact, such as community public areas, front desks of office buildings, lift buttons and parking lots.



Supplies guarantee

- Provision of online group buying, offline self-pickup and door-to-door delivery services by the Group's "Lexianghui" (樂享薈) shopping mall to reduce the infection risk of property owners in grocery shopping out of communities.
- Set up mask purchase points; provided masks and family standing medicine at the property service front desks and gave away free masks in the communities.



Always Maintaining Enthusiasm and Giving Back to the Society (continued)

2. Strengthened working guidelines to frontline staff and actively promoted epidemic prevention and control knowledge to property owners

Operation Guidelines

The Group took the lead in the preparation of the “Operation Guidelines for the Prevention and Control of COVID -19 in the Residential Property Management Area (Trial)” coordinated by the China Property Management Association for reference and used by property management companies and the Group’s projects under management across the country after taking into account the actual circumstances of the outbreak in the local areas.

Promotion of scientific knowledge

The Group promoted the epidemic prevention and control knowledge and reported relevant information of the epidemic in a timely manner. During the period from 20 January 2020 to 28 February 2020, the WeChat official account of the Group:

- published more than 45 articles in relation to epidemic prevention and control measures and epidemic prevention promotion;
- had more than 220,000 view-counts in aggregate.

3. Jointly launched community public welfare and health services with Chunyu Yisheng and donated emergency supplies to its peers in Hubei



 A-LIVING
雅生活 |  乐享荟 |  春雨医生
医药善生联袂

雅生活携手春雨医生线上义诊 共同抗击冠状病毒

免费咨询医生 实时响应 7*24小时服务

快速提问时间：7*24小时
专家值班时间：8:00-23:00
医疗资源宝贵，呼吸内科、感染科
开放义诊，每人每天3次免费咨询



扫描左侧二维码
关注“优乐一生”公众号
点击菜单栏“问诊”



Actively advocated the regional offices and acquired companies to donated emergency supplies such as masks and disinfectants to property services companies in Hubei

2. Building harmonious communities together

Communities are the basic units of an urban society and the foundation for building a harmonious and healthy society. In 2019, with “A-Angel Tribe”, “Happiness Gathering”, “Oasis Action” and “Arts Palace” as the four themes of the Group’s cultural activities, the Group organised a series of cultural and educational activities, sports and gym activities, festival caring activities and so on in communities as its endeavours to build a warm and caring home for property owners.

The total community service hours of the Group contributed to education, environment, convenient services and other aspects during the year totalled 7,565 hours. The community cultural activities organised across the country were summarised as follows:



Riddle-solving activity at the Lantern Festival
in Cote d'Azure Community



Rice dumpling cooking activity
at the Dragon Boat Festival in Agile Binjiang Garden

Always Maintaining Enthusiasm and Giving Back to the Society (continued)

17th community property owner sports games

The Group held the 17th community property owner sports games from 20 July 2019 to 31 August 2019. Combining professional sports competition and sport carnival, such sports games covered 76 communities in 18 cities across the country with nearly 1,000 excellent activities conducted, through which a sports-for-all atmosphere was truly created and neighbour relationship was improved.



The opening ceremony of the community property owner sports games

National community property owner talent competition

The Group held the 2019 national community property owner talent competition in September 2019 to facilitate communications among property owners and between property owners and properties, establish harmonious and happy communities, and promote traditional Chinese culture such as Tai Chi and modern Peking opera in communities. The activity attracted more than 257 teams and nearly 1,000 property owners from all across the country to participate in.



Performance of Peking opera



Performance of Tai Chi

3. Building a green home together

To respond to and promote the green development strategy of the government, apart from the gradual implementation of domestic waste classification policy in each community, the Group also encourages property owners and employees to practise a green and low-carbon lifestyle through small activities such as recycle of red packets and tree planting activities in order to build a beautiful and green home together.

The environmental protection and public welfare activities implemented by the Group in 2019 were mainly as follows:

The Group has participated for nine consecutive years in the Lai See Packet Recycle and Reuse Programme held by the Greeners Action, a renowned environmental protection organisation in Hong Kong, under which it has stopped printing new red packets for four consecutive years and encouraged all sectors of the society to reduce paper consumption and make good use of resources. In 2019, the Group recycled and reused a total of 20,376 red packets in the activity.



Recycle of red packets by property owners

The Group has participated in Earth Hour for many years and has encouraged employees and property owners to contribute their efforts to energy saving and emission reduction with real actions for building a clean and beautiful home.



Poster of Earth Hour

The Group holds ecological environment protection days every year to call on employees and property owners to plant trees and turfs on the Planting Days for practising the green concepts and building beautiful communities together. In 2019, the Group organised 34 tree planting activities on the themed Planting Day with 1,834 participants.



Activity of Agile Gorgeous Days Panyu on the Planting Day

4. Promoting the kindness practice together

The Group pays attention to the living condition of poverty groups, elderly veterans and relevant vulnerable groups and is dedicated to providing material or spiritual comforts to them through donations and volunteer visits. Warm and positive energy is sent to them through the efforts contributed by everyone.

Donation of clothes

Agile International Yangzhou, a project under management of the Group, conducted the themed activity of “donation with love, warms the heart of all” on 19 December 2019, under which it called on all property owners and staff to donate idle clothes to children in mountainous areas. The activity allowed property owners to realise the importance of reuse of resources and caring for society and facilitated the public welfare awareness of property owners and staff about caring for vulnerable groups, which helped promote the satisfying kind act of warming others.



Staff tidied up and donated recycled clothes

Visits to elderly veterans

In April 2019, the Group arranged for employees to search for elderly veterans in 13 counties and towns in Tengchong, Yunnan, and organised for them activities such as Spring ancestral worship, war fighting talks and greetings. Through these, it urged the society to care for the elderly veterans, allowing them to live a happy life in their twilight years.



Photo of the visit to an elderly veteran

Appendix I List of Policies and Regulations

ESG Indicators	Compliance with Laws and Regulations	Names of Major Internal Policies Followed by the Group
A1 Emissions	<p>Environmental Protection Law of the People's Republic of China</p> <p>Law of the People's Republic of China on Prevention and Control of Environmental Noise Pollution</p> <p>Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution</p> <p>Law of the People's Republic of China on Prevention and Control of Water Pollution</p> <p>Marine Environment Protection Law of the People's Republic of China</p> <p>Administrative Regulations of the People's Republic of China on the Prevention of Marine Environment Pollution Caused by Land-based Pollutants</p>	<p>Waste Management Measures</p> <p>Public Energy Consumption Management Regulations</p> <p>Management Measures and Procedures for Water and Electricity Consumption</p> <p>Management Measures for Energy Saving and Consumption Reduction</p> <p>Work Procedures for Collection and Disposal of Domestic Garbage</p>
A2 Use of Resources	<p>Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste</p> <p>National Catalogue of Hazardous Wastes</p> <p>Measures on the Management of Hazardous Waste Manifests</p> <p>Work Plan for Controlling Greenhouse Gas Emissions for the 13th Five-Year Period</p>	
A3 The Environment and Natural Resources	<p>Technical Policy for Prevention and Control of Hazardous Waste Pollution</p> <p>Energy Conservation Law of the People's Republic of China</p> <p>Regulations on Urban Water Conservation Management</p> <p>Management Measures for Saving Electricity</p> <p>Environmental Impact Assessment Law of the People's Republic of China</p> <p>Regulations on Administration of the Appearance and Environmental Sanitation of Cities</p> <p>Measures on the Administration of Automatic Monitoring of Pollution Sources</p> <p>Municipal Domestic Garbage Management Measures</p>	

Appendix I List of Policies and Regulations (continued)

ESG Indicators	Compliance with Laws and Regulations	Names of Major Internal Policies Followed by the Group
B1 Employment	Labour Law of the People's Republic of China Labour Contract Law of the People's Republic of China Law of the People's Republic of China on Promotion of Employment Social Insurance Law of the People's Republic of China Provisions on Minimum Wages Law of the People's Republic of China on Prevention and Control of Occupational Diseases	Recruitment Management Policy Labour Contract Management Policy Onboarding Management Policy Probation Appraisal Management Policy Retirement Management Policy Employment Termination Management Measures Employee Benefit Management Policy Attendance Management Policy Management Measures for Abnormal Internal Changes Promotion Management Policy Internal Competition Management Measures Occupational Health Management Measures Work-related Injury Management Measures Physical Examination Management Measures Related Party Management and Control Procedures Fire Safety Management Work Procedures Special Incident Reporting Procedures Handling Procedures for Emergency or Abnormal Situations Emergency Handling Procedures for Engineering Accidents Elevator Maintenance Supervision and Management Regulations Operation Safety Management Regulations Emergency Preparation and Emergency Response Control Procedures Barrier-free Facilities Safety Management Regulations Regulations for Basic Business Risk Management and Control at Project Sites Learning and Development Management Policy Management Measures for the Learning and Development of New Employees Management Measures for the Learning and Development of Graduates Management Measures for Position Coaches Internal Trainer Management Measures On-the-job Training Management Policy Management Measures for External Learning Staff Manual
B2 Health and Safety	Law of the People's Republic of China on Work Safety Fire Prevention Law of the People's Republic of China Emergency Response Law of the People's Republic of China Fire Safety Management Regulations for Organs, Organizations, Enterprises and Institutions Regulations on the Safety Management of Hazardous Chemicals	
B3 Development and Training	Regulations on Reporting, Investigation and Handling of Work Safety Accidents Interim Provisions on Investigation and Treatment of Hidden Dangers in Work Safety Accidents Regulations of the People's Republic of China on Work-Related Injury Insurance Regulations on Supervision and Management of Occupational Health in Workplaces Law of the People's Republic of China on the Protection of Women's Rights and Interests Special Regulations on the Labor Protection of Female Employees	
B4 Labour Standards	Trade Union Law of the People's Republic of China Regulations on Safety Supervision of Special Equipment	

Appendix I List of Policies and Regulations (continued)

ESG Indicators	Compliance with Laws and Regulations	Names of Major Internal Policies Followed by the Group
B5 Supply Chain Management	<p>Tendering and Bidding Law of the People's Republic of China</p> <p>Government Procurement Law of the People's Republic of China</p>	<p>Operational Guidelines for the Introduction of Suppliers and Contract Signing</p> <p>Procurement Management Policy</p> <p>Procurement Supplier Management Procedures</p> <p>Procurement Tendering and Bidding Management Procedures</p> <p>Service Tendering and Bidding Management Policy</p> <p>Service Supplier Management Policy</p> <p>Management Regulations for Work Handover between Old Suppliers and New Suppliers of Outsourcing Services</p> <p>Supervision Work Procedures for Environmental Outsourcing</p> <p>Homecare Services Partners Management Measures</p> <p>Home Improvement Services Tendering and Bidding Management Measures</p>
B6 Product Responsibility	<p>Regulations of the People's Republic of China on Property Management</p> <p>Product Quality Law of the People's Republic of China</p> <p>Law of the People's Republic of China on the Protection of Consumer Rights and Interests</p> <p>Cyber Security Law of the People's Republic of China</p> <p>Tort Law of the People's Republic of China</p> <p>Advertising Law of the People's Republic of China</p> <p>Copyright Law of the People's Republic of China</p> <p>Trademark law of the People's Republic of China</p> <p>Patent Law of the People's Republic of China</p>	<p>Property Service Standardization Manual (Quality Operation)</p> <p>Property Takeover and Acceptance Management Regulations</p> <p>Guidelines on Post-acquisition Empowerment Work</p> <p>Management Measures for Property Service Quality of Commercial Office Building Projects (Interim)</p> <p>Sales Center Standardization Management Manual</p> <p>Non-Conformity Control Procedures</p> <p>Monitoring and Measurement Control</p> <p>Procedures for Services and Provision Process</p>

Appendix I List of Policies and Regulations (continued)

ESG Indicators	Compliance with Laws and Regulations	Names of Major Internal Policies Followed by the Group
		Procedures for Corrective and Preventive Measures Public Equipment and Facilities Management Regulations Operation and Maintenance Procedures for the Power Supply and Distribution System Central Air Conditioner Operation and Maintenance Procedures Accountability Management Measures for Elevator Repair and Maintenance Monitoring, Equipment Room Inspection Management Procedures Fire Safety Management Work Procedures Handling Procedures for Emergency or Abnormal Situations Customer Demands Management Work Procedures 400 Hotline Complaint Handling and Reward and Punishment Measures Customer Satisfaction Survey Work Procedures Information System Security and Operation Management Policy Information System User Account and Authority Management Information System Disaster Recovery Policy Information System Error and Accident Handling Standards Machine Room Management Policy Data Backup and Recovery Policy Network Security Management Standards Confidentiality Policy Work Procedures for Customer Profile Management Management Measures for Legal Affairs of A-Living Group Management Measures for Trademark Affairs
B7 Anti-Corruption	Anti-Unfair Competition Law of the People's Republic of China Interim Provisions on Prohibiting Commercial Bribery Anti-Monopoly Law of the People's Republic of China Supervision Law of the People's Republic of China	Code of Business Conduct Integrity Policy Management Measures for Employee Rewards and Accountability Staff Manual Confidentiality Policy

Appendix II Content Index of the Environmental, Social and Governance Reporting Guide by the Hong Kong Stock Exchange

ESG Indicators			Disclosure Status	Corresponding Section
A1	General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Disclosed	"Protecting Environment Diligently at All Times"
A1.1		The types of emissions and respective emissions data.	Disclosed	"Protecting Environment Diligently at All Times"
A1.2		Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	"Protecting Environment Diligently at All Times"
A1.3		Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	"Protecting Environment Diligently at All Times"
A1.4		Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	"Protecting Environment Diligently at All Times"
A1.5		Description of measures to mitigate emissions and results achieved.	Disclosed	"Protecting Environment Diligently at All Times"
A1.6		Description of how hazardous and non-hazardous waste are handled, reduction initiatives and results achieved.	Disclosed	"Protecting Environment Diligently at All Times"
A2	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	Disclosed	"Protecting Environment Diligently at All Times"
A2.1		Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Disclosed	"Protecting Environment Diligently at All Times"
A2.2		Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	"Protecting Environment Diligently at All Times"
A2.3		Description of energy use efficiency initiatives and results achieved.	Disclosed	"Protecting Environment Diligently at All Times"
A2.4		Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Disclosed	"Protecting Environment Diligently at All Times"
A2.5		Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable. The Group mainly provides property services and related value-added services, and is not involved in production of finished products and packaging materials used therein.	—

Appendix II Content Index of the Environmental, Social and Governance Reporting Guide by the Hong Kong Stock Exchange (continued)

ESG Indicators			Disclosure Status	Corresponding Section
A3	General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	Disclosed	"Protecting Environment Diligently at All Times"
A3.1		Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Disclosed	"Protecting Environment Diligently at All Times"
B1	General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.	Disclosed	"Caring for Employees with Sincerity"
B1.1		Total workforce by gender, employment type, age group and geographical region.	Disclosed	"Caring for Employees with Sincerity"
B1.2		Employee turnover rate by gender, age group and geographical region.	Not disclosed	—
B2	General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Disclosed	"Caring for Employees with Sincerity"
B2.1		Number and rate of work-related fatalities.	Not disclosed	"Caring for Employees with Sincerity"
B2.2		Lost days due to work injury.	Not disclosed	"Caring for Employees with Sincerity"
B2.3		Description of occupational health and safety measures adopted, how they are implemented and monitored.	Disclosed	"Caring for Employees with Sincerity"
B3	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	"Caring for Employees with Sincerity"
B3.1		The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	"Caring for Employees with Sincerity"
B3.2		The average training hours completed per employee by gender and employee category.	Disclosed	"Caring for Employees with Sincerity"

Appendix II Content Index of the Environmental, Social and Governance Reporting Guide by the Hong Kong Stock Exchange (continued)

ESG Indicators			Disclosure Status	Corresponding Section
B4	General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Disclosed	"Caring for Employees with Sincerity"
B4.1		Description of measures to review employment practices to avoid child and forced labour.	Disclosed	"Caring for Employees with Sincerity"
B4.2		Description of steps taken to eliminate such practices when discovered.	Disclosed	"Caring for Employees with Sincerity"
B5	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Disclosed	"Faithful Cooperation to Achieve Win-win Results"
B5.1		Number of suppliers by geographical region.	Not disclosed	–
B5.2		Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Disclosed	"Faithful Cooperation to Achieve Win-win Results"
B6	General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Disclosed	"Adhering to Ingenuity and Improving Services"
B6.1		Percentage of the number of products recalled for safety and health reasons to the total products sold or shipped to recalls for safety and health reasons.	Not applicable	–
B6.2		Number of products and service related complaints received and how they are dealt with.	Disclosed	"Adhering to Ingenuity and Improving Services"
B6.3		Description of practices relating to observing and protecting intellectual property rights.	Disclosed	"Adhering to Ingenuity and Improving Services"
B6.4		Description of quality assurance process and recall procedures.	Not applicable	–
B6.5		Description of consumer data protection and privacy policies, how they are implemented and monitored.	Disclosed	"Adhering to Ingenuity and Improving Services"

Appendix II Content Index of the Environmental, Social and Governance Reporting Guide by the Hong Kong Stock Exchange (continued)

ESG Indicators			Disclosure Status	Corresponding Section
B7	General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Disclosed	"Keeping Original Aim in Mind and Preserving Integrity"
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.	Disclosed	"Keeping Original Aim in Mind and Preserving Integrity"
B7.2		Description of preventive measures and whistleblowing procedures, how they are implemented and monitored.	Disclosed	"Keeping Original Aim in Mind and Preserving Integrity"
B8	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.	Disclosed	"Always Maintaining Enthusiasm and Give Back to the Society"
B8.1		Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Disclosed	"Always Maintaining Enthusiasm and Give Back to the Society"
B8.2		Resources contributed (e.g. money or time) to the focus area.	Disclosed	"Always Maintaining Enthusiasm and Give Back to the Society"

A-LIVING SERVICES CO., LTD.*
雅居樂雅生活服務股份有限公司

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