



保利物業服務股份有限公司
POLY PROPERTY SERVICES CO., LTD.

A joint stock company incorporated in the People's
Republic of China with limited liability
Stock Code: 06049.HK

Environmental, Social and Governance Report



About the Report



Reporting Guideline

This report is prepared in accordance with the Environmental, Social and Governance Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

Reporting Boundary

The report is the second Environmental, Social and Governance ("ESG") report published by Poly Property Services Co., Ltd. The report primarily discloses the Company and its subsidiaries' ESG performance, along with the relevant information during the period from January 1, 2020 to December 31, 2020. Unless otherwise specified, the scope of this report is consistent with Poly Property Services Co., Ltd.'s 2020 annual report.

Reporting Principles and Data Sources

The report is based on the reporting principles of materiality, quantitative, balance and consistency of the Environmental, Social and Governance Reporting Guide. The data and cases are all extracted from statistical reports and relevant documents of the Company. The Company undertakes that the report does not contain false records or misleading statements and takes responsibility for the authenticity, accuracy and completeness of the content. Unless otherwise specified, the monetary amounts in this report are in RMB.

Reference Terms

Poly Property Services Co., Ltd. is also referred to as "Poly Property", "the Company", "we" in the report for the convenience of expression and reading.

Confirmation and Approval

The report was reviewed and approved by the Board of Directors on March 24, 2021 for release.

Access to the Report

The digital report can be accessed from the Hong Kong Stock Exchange's website (www.hkexnews.hk) or the Company's official website (www.polywuye.com).

Feedback on the Report

If you have any questions or suggestions on this report and its content, please contact us via the following methods:

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About Us

Company Profile

Poly Property Services Co., Ltd. is a leading comprehensive property management service provider in China with extensive property management scale and state owned background, ranking the third among the listed property management companies according to the List of Top Ten Listed Property Management Companies in 2020 released by the China Property Management Institute ("CPMI"). With high-quality services and brand strength, we have enjoyed an industry-wide reputation. Our brand was valued at more than RMB12.2 billion in 2020. The Company's three main business lines, namely, property management services, value-added services to non-property owners, and community value-added services, form a comprehensive service offering to its customers along the value chain of property management. As of 31 December 2020, the Company has entered 184 cities in 29 provinces, autonomous regions and municipalities across the country, and recorded a gross floor area ("GFA") under management of approximately 380.1 million sq.m. with 1,389 projects under management, and a contracted GFA of approximately 567.2 million sq.m. with 1,948 contracted projects. The Company continuously pushes forward the "Comprehensive Property" strategy and its business portfolio covers residential communities, commercial and office buildings and public and other properties.

As of December 31, 2020,
the contracted gross floor
area reached approximately

567.2 million sq.m.

The number of
contracted projects reached

1,948

The Company established a
presence in **184** cities

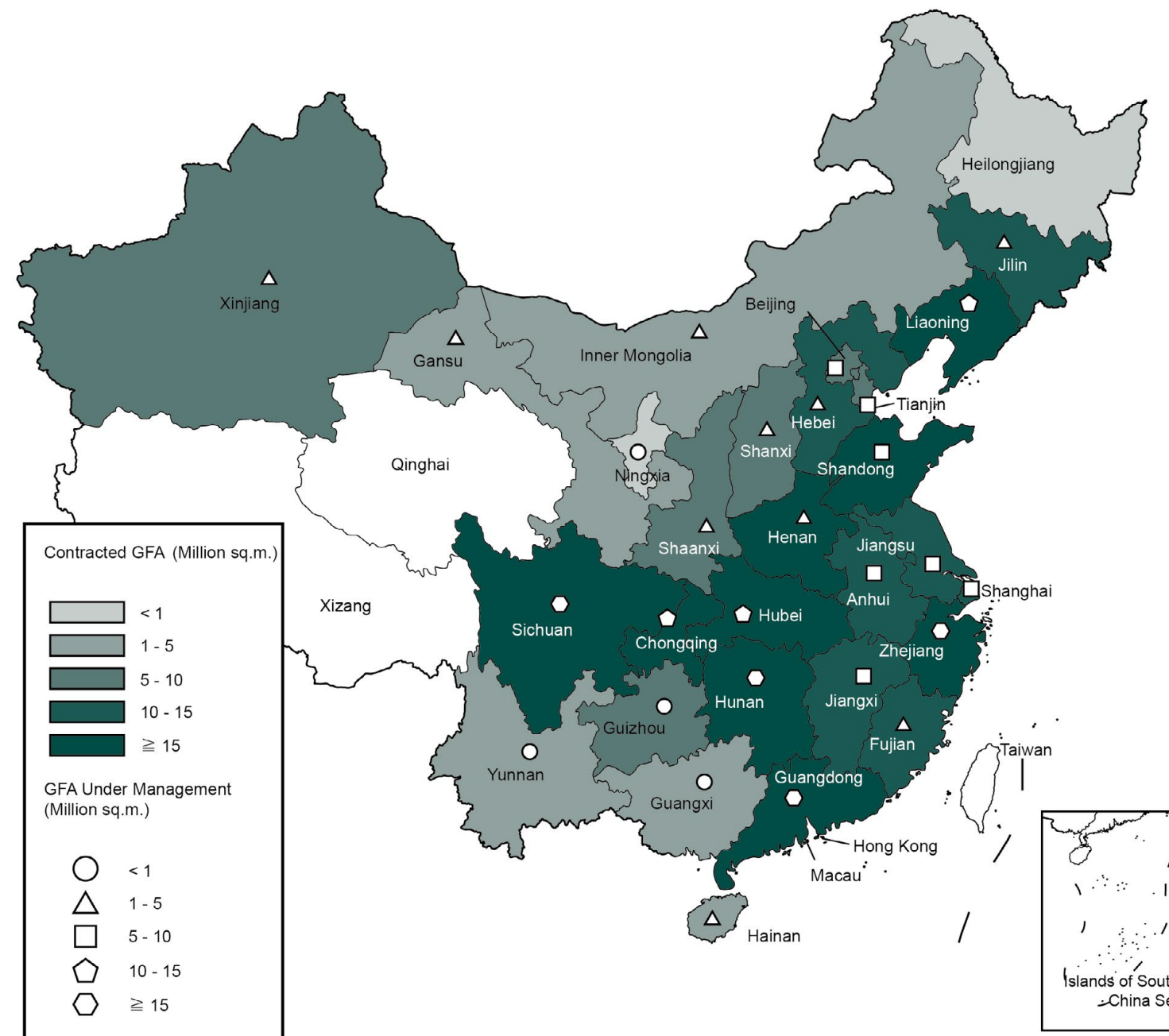
in **29** provinces

With a gross floor area under
management of approximately

380.1 million sq.m.

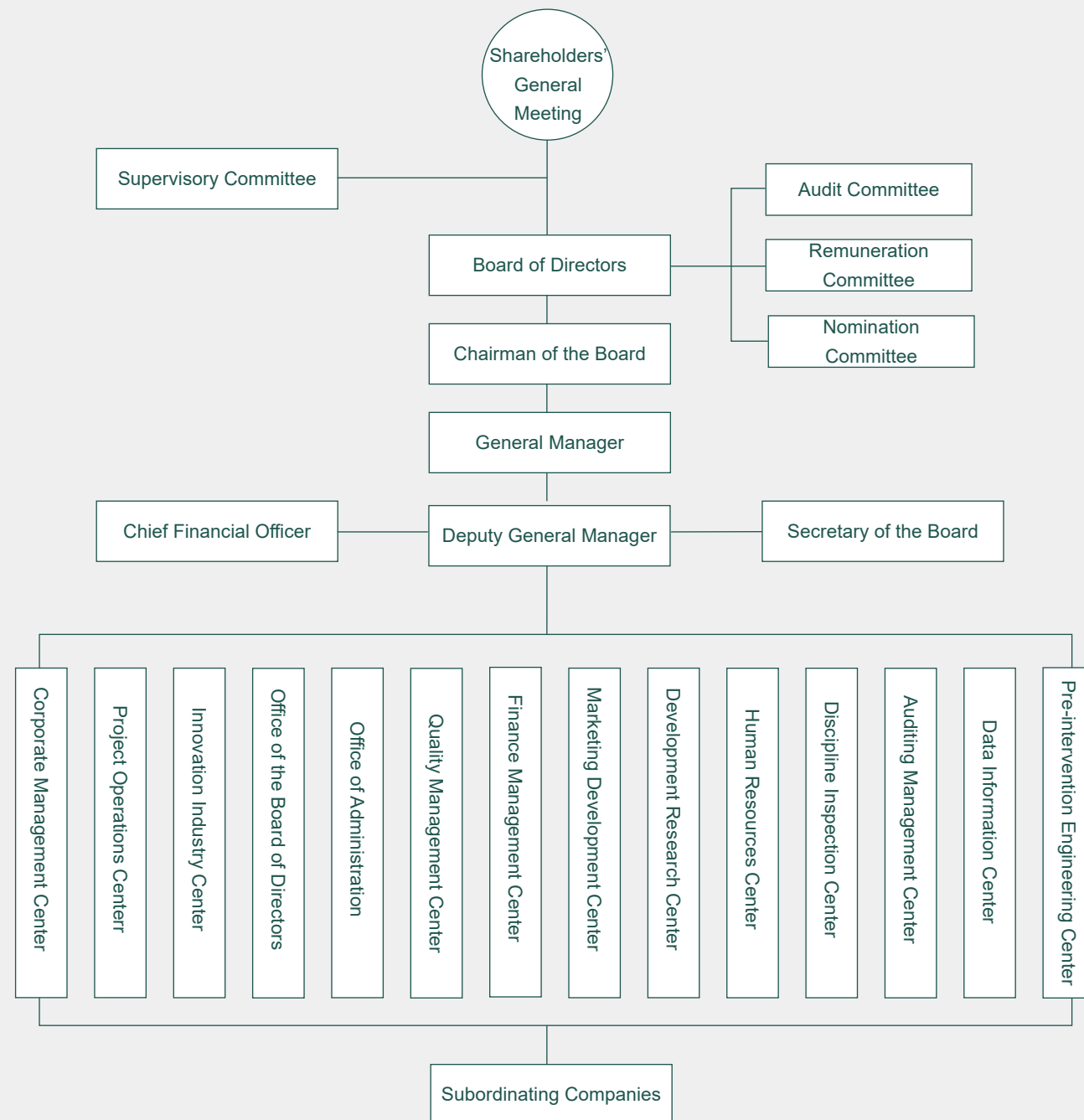
The number of projects
under management

reached **1,389**



Organizational Structure

The Company's headquarters and functional departments are divided into three business lines: core business, innovative industry and shared support services.



Key Performance in 2020

Business Performance

Revenue

RMB **8,037.2** million

Gross profit

RMB **1,499.1** million

Net profit RMB

696.1
million



Profit attributable
to owners of the
Company RMB
673.5
million

Basic earnings
per share RMB

1.22
million



Number of
projects under
management
1,389

Contracted GFA
567.2
million sq.m.



GFA under
management
380.1
million sq.m.



Social Performance

Number of employees at the
end of the reporting period

44,351

Average training
hours per
employee

48 hours



Percentage
of female
employees

38%



Percentage of employees
receiving training

100%

Company Honours

Award Name	Awarding Organization
Industry	
2020 China TOP10 Property Companies in terms of Digital Power	National Real Estate CIO Alliance, E-house CRIC
2020 China Listed Companies Brand Value List - Emerging 50	National Business Daily
2020 TOP10 Listed Companies of Property Service Companies – TOP3	China Property Management Institute (the "CPMI")
2020 TOP500 Property Service Companies in terms of Comprehensive Strength	China Property Management Research Institution (the "CPMRI"), Yiju Real Estate Research Institute
2020 Leading Commercial Property Service Company	CPMRI, Yiju Real Estate Research Institute
2020 Featured Property Service Brand Company ("Harmony Courtyard")	CPMRI, Yiju Real Estate Research Institute
2020 TOP100 Property Service Corporate Brand Value	CPMRI, Yiju Real Estate Research Institute
2020 Leading Company of Quality Property Services	CPMRI, Yiju Real Estate Research Institute
2020 Leading Public Property Services Company	CPMRI, Yiju Real Estate Research Institute
2020 China Leading Company of Urban Property Services	China Index Academy (the "CIA")
2020 China Leading Companies in terms of Property Satisfaction	CIA
2020 China Top100 Property Service Companies in terms of Service Scale – TOP10	CIA
2020 China Top100 Property Service Companies in terms of Operation Performance – TOP10	CIA
2020 China Leading Brand Companies in terms of Professional Operation of Property Services	CIA
2020 Guangdong Property Management Industry Special Contribution Award	Guangdong Property Management Industry Institute (the "GPMII")
2020 Brand Company of Property Services in the Greater Bay Area	GPMII
2020 Guangdong Province Property Service Company - Comprehensive Development Competency	GPMII
2020 China TOP30 Annual Influential Property Services (China Property Style Award)	Guandian Index Academy
Safety	
Beijing Level 2 Safe Production Standardization – Beijing Poly International Plaza	Beijing Municipal Commission of Housing and Urban-Rural Development
Environment	
Capital Greening Landscaped Garden Communities – Poly Central Park	The People's Government of Beijing Municipality Capital Greening Office
Water Conservation Communities in Guangdong Province – Poly Universe Plaza	Guangdong Province Residential Property and Urban-Rural Development Department
Municipal Landscaped Communities 2020 – Poly Haishang May Flower	The People's Government of Zhengzhou Municipality
Water Conservation Communities 2020 – Poly Champagne International, Lavish Mansion, Poly Zijingshan	Nanjing Water
Landscaped Communities – Poly Golden Champagne Project	Lanzhou Greening Committee, Lanzhou Forestry Bureau
Hunan Province Water Conservation Residential Communities – Changsha Poly International Plaza	Changsha Municipal Housing and Urban-Rural Development Bureau

Award Name	Awarding Organization
Employment	
Hefei Harmonious Labor Relations Enterprise – Anhui Branch	Ministry of Human Resources and Social Security of Hefei City
Social Responsibility	
Advanced Group in Combating COVID-19 Pandemic - Central Enterprises	State Council State-owned Assets Supervision and Administration Commission
Advanced Group in Combating COVID-19 Pandemic in Guangdong Province	Guangdong Provincial Committee, the People's Government of Guangdong Province
2020 China Annual Social Responsibility Company of Property Services	CIA
The Most Beautiful Property Company amid the COVID-19 Pandemic	GPMII
Outstanding Social Contribution Company	The Economic Observer

Corporate Governance

The Board of Directors of the Company (the "Board") is committed to maintaining a high standard of corporate governance and believes that good corporate governance is critical to the Company's sustainable development and stable business growth. Sound corporate governance is put in place to safeguard the interests of shareholders and enhance corporate value.

A clear governance structure has been established by the shareholders' general meeting, the Supervisory Committee, the Board, the Audit Committee, the Remuneration Committee and the Nomination Committee of the Company in accordance with the relevant laws, Articles of Association of the Company (the "Articles of Association") and their respective terms of reference. Each entity of the governance structure takes on their respective duties and responsibilities and coordinates with each other with effective supervision to continuously improve the corporate governance standard of the Company, form a sound corporate governance structure. The Company ensures its operations to strictly adhere to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Listing Rules"). In 2020, the Company held 7 Meetings of the Board, 2 Shareholders' General Meetings, 2 Supervisory Committee meetings and 7 Meeting of the Board Committees.

As the implementation body of daily operation, the management of the Company is responsible for organizing the general meeting of shareholders, implementing the resolutions of the Board and taking charge of day-to-day managerial work in accordance with the authorization of the Board.



7 Meetings of the Board



2 Shareholders' General Meetings



2 Supervisory Committee Meetings



7 Meetings of the Board Committees

Risk Management

Poly Property established comprehensive and effective internal control systems throughout its business to achieve its business objectives and sustainable development. The Company adopts multi-level management for its comprehensive risk management work. The framework includes the Board, Audit Committee, Operation Management of the Company, Management at the Headquarters of the Company and its subsidiaries, and the Auditing Management Center. The risk management process is ensured by risk identification, risk analysis, risk rectification, risk control and regular risk reporting.

The Company conducted risk assessment for the year, during which the Company prioritized key risks from five major risk categories, namely, strategic risk, financial risk, market risk, operational risk and legal risk. A series of targeted internal control initiatives were implemented in order to minimize the potential effect of risks. The operation management adopted a systematic evaluation scheme to review the changes of nature and extent of major risks, recognized material risks, streamlined the current condition of risk control, decided on the next response measures and key risk management programs, and reported to the Board and the Audit Committee.



Poly Property's Main Achievements of Risk Management in 2020:

- The Company organized a "Corporate Governance Salon", participated by the Company's management and regional company's chairmen and general managers, to implement the Company's strategic positioning on risk management from the top down. The entire Company reached a consensus on the key concerns and strategic points of risk management in 2020 through efficient communication and in-depth discussions.
- The Company carried out risk management assessment across its operations in Mainland China, and its executive departments completed risk treatment and supervision as planned.
- The Company completed several life-cycle risk management guidelines based on its business processes to address risks faced by specific businesses.
- Regarding some newly explored businesses, the Company streamlined business flow charts, business risk checklists and supporting business contract templates to strengthen the operational foundation.

Anti-bribery and Corruption

Poly Property strictly adheres to corporate governance policies, promotes clean governance and fights against corruption, actively creating an anti-corruption environment. The Company strictly complies with the Company Law of the People's Republic of China, Anti-money Laundering Law of the People's Republic of China, Anti-Unfair Competition Law of the People's Republic of China, Interim Provisions on Banning Commercial Bribery and other relevant laws and regulations. The Company established and implemented measures, such as Measures of Implementing Discipline Inspection and Supervision System, Ten Prohibitions for Leading Cadres, Convention on Integrity of Cadres, Measures for Cadre Supervision and Management and Eight Prohibitions for Management Cadres, in order to ensure the integrity of the Company alongside integrity education. As the highest supervisory body for anti-corruption and business ethics matters, the Board and the Audit Committee confirmed that the Company's risk management and internal control systems and procedures were adequate and effective during the reporting period, ensuring controls over operational activities, including corruption risks, were effectively implemented. In terms of operations, the Company established a three-layer inspection and supervision system which covers the headquarters, regions and projects. Implemented by the Company's discipline committee, the secretary of the committee allocates supervision responsibilities to subordinate units to report timely to the Company's discipline inspection department, integrating anti-corruption work and business management.

Anti-bribery and Corruption Management

The Company takes measures such as signing The Letter of Commitment to Integrity and Self-discipline with staff, establishing an anti-bribery governance archives and conducting off-office auditing to implement anti-bribery and corruption management. The Company offers official channels for reporting, such as reporting hotlines, emails as well as an integrity supervision function in the Company's online OA platform, encouraging staffs and other stakeholders to report existing and potential bribery and corruption activities. In order to protect whistleblowers, the Company ensures that their information is kept private with effective initiatives. In case of retaliation of the informant, the Company will deal with the matters in a serious manner. In addition, the Company ensures that whistleblowers' information is adequately protected, and that all information received is kept confidential except as required by law or by law enforcement authorities. The Company encourages reporting in real names in order to promote the effective investigation of reports. The Company also accepts anonymous reports, taking into account the wishes of the whistleblowers in special cases. During the reporting period, there was no corruption lawsuit against the Company or its employees.

Public Channels for Anti-bribery Reporting:

- Reporting email: polyjijian@polywuye.com
- Reporting hotline: 13544576242
- Internal reporting system: Online office OA platform "Integrity Supervision"
- Online reporting system QR code
- Website address: <http://x.polywuye.com/baoli/searchAnony.jsp>

Anti-bribery and Corruption Education

The Company, together with its various units, launched a wide range of innovative anti-corruption education activities, such as education movies, social networking channels and learning materials, to improve employee integrity awareness. In 2020, the Company organized a clean governance and anti-corruption education conference to promote the rule-abiding, anti-bribery and anti-corruption spirit among staff. Special activities of clean governance were also organized to cultivate the awareness of cadres' clean practice and create an upright corporate atmosphere. During the reporting year, the Company organized 503 anti-corruption educational events, in order to ensure that the anti-corruption education covers all staffs without any omission.



▲ Integrity Training

Sustainable Development Management

Management Policy

The Company believes that promoting sustainable development is as important as achieving long-term business growth. It has therefore made continuous efforts to maintain a high degree of sustainable development in its operations. The Company is committed to propelling a sustainable development plan in areas such as corporate governance, environmental protection, labor rights and community investment, actively maintaining good communication and relationships with various stakeholder groups, such as customers, investors, governments, suppliers and non-profit organizations, etc.

Sustainable Development Strategy of Poly Property

Financial Responsibility

Actively responds to the national policies, ensures operations are in compliance with legal and regulatory requirements, protects the rights and interests of investors, maintains good business capacity and effective risk control system, and creates sustainable economic value.

Client Responsibility

Adheres to high-quality service, creates industry-leading service standards, enhances customer satisfaction, ensures community safety, creates special community cultures, maintains multi-dimensional communication, and explores smart property services.

Social Responsibility

Innovative implementation of social governance, participates in social public governance, improves urban and rural life, builds a community relationship based on the "collaboration, participation and common interests" model, and engages in poverty alleviation and charity activities.

Employee Responsibility

Adheres to people-oriented principles, protects the rights and interests of employees, creates job opportunities for different groups, stimulates employee's career growth, adheres to occupational health and safety, and cares for employees.

Partnership Responsibility

Develops multi-level cooperation, promotes win-win cooperation in the industry, promotes community business ecology, and establishes the value chain of social responsibility.

Environmental Responsibility

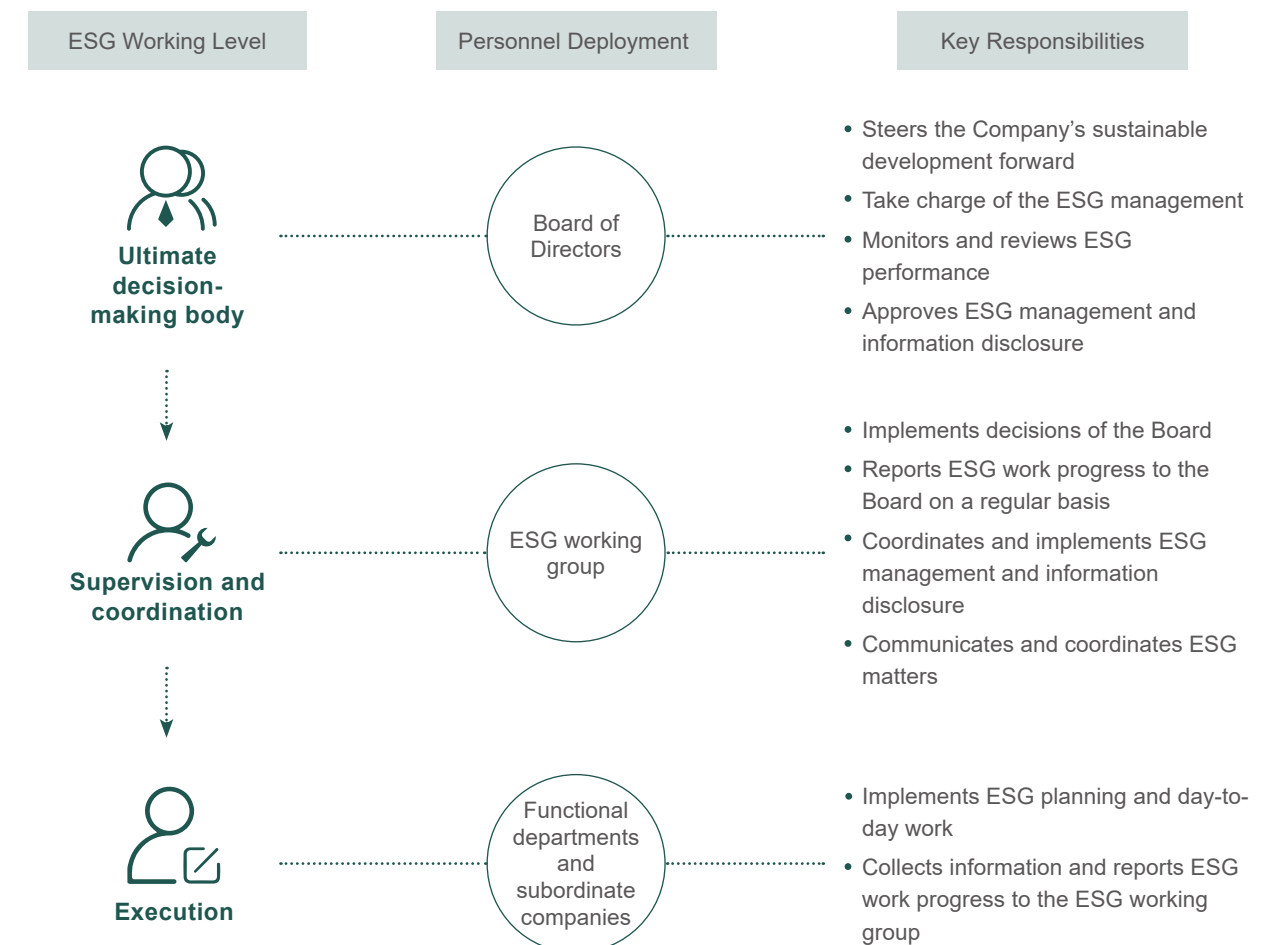
Adheres to the concept of green development, builds green communities, implements green operations, spreads green culture, and promotes sustainable lifestyles.

ESG Governance Structure

To ensure effective ESG management of Poly Property, the Company's ESG governance structure, composed of the Board of Directors, ESG working group, respective functional departments and subordinate companies, was established to promote ESG management and disclosure.







The Board, the ultimate decision-making body of the Company, is responsible for the Company's ESG governance. The Board steers the Company's sustainable development forward and bears the overall responsibility of its ESG efforts. In the future, the Board will continue to strengthen ESG risk management and improve ESG working mechanism and regulatory processes to enhance its ESG governance standard. The ESG working group, serving on the supervision and coordination level, is responsible for implementing ESG governance strategy, coordinating ESG matters, compiling ESG reports, and reporting relevant work progress to the Board on a regular basis. Each functional department and subordinate company, serving on the execution level, is responsible for rolling out initiatives set up by the ESG working group and reporting relevant work progress and data.

Sustainable Organization Structure



Stakeholder Communication

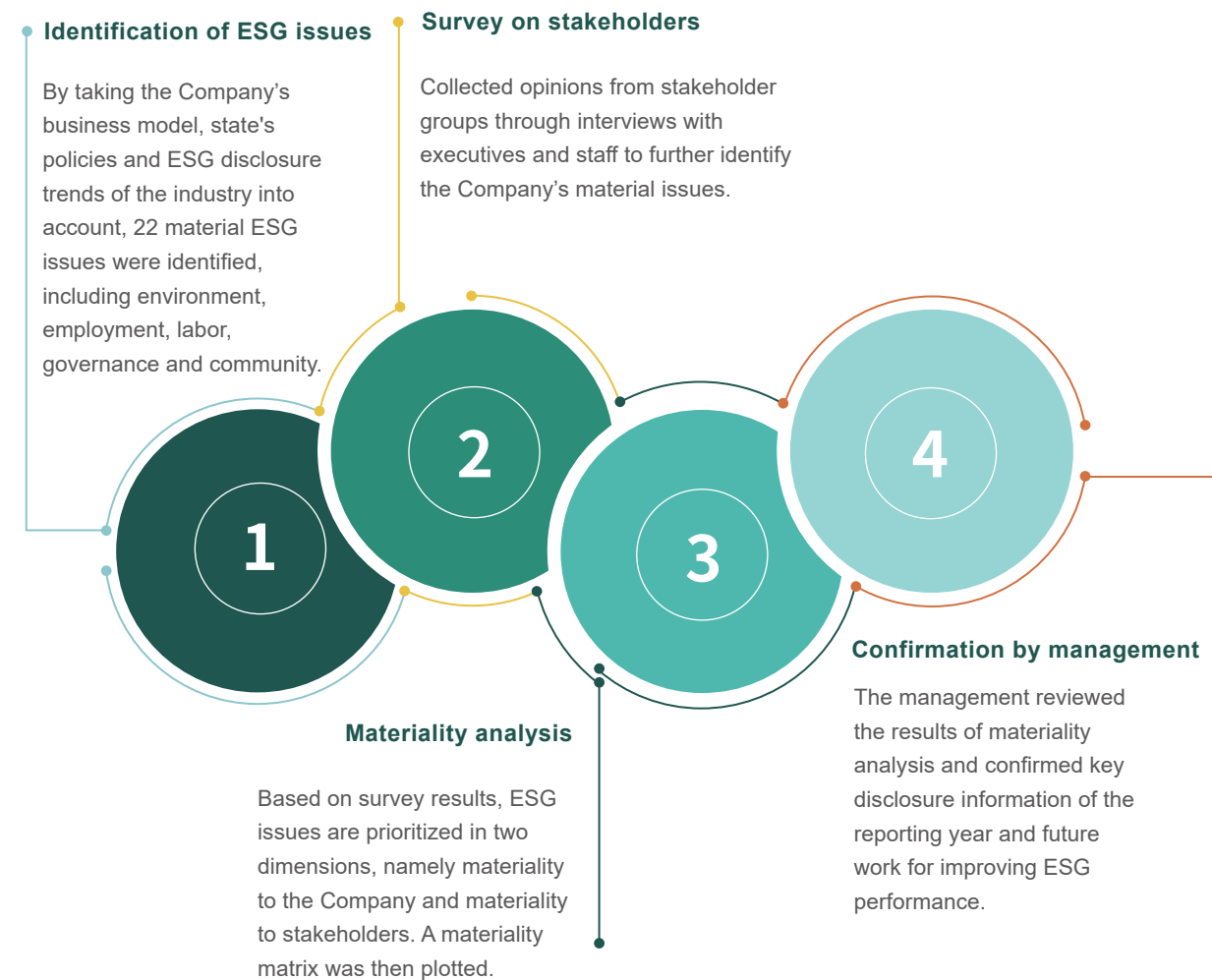
Maintaining close communication with stakeholders is fundamental to the Company's sustainable development. The Company is committed to establishing a multi-level, multi-channel communication mechanism to actively listen to stakeholders' opinions and suggestions regarding the Company's sustainable development. The Company also reviews its performance on key issues to ensure that it is responding effectively to stakeholder needs while improving ESG governance capabilities and performance.

Types of Stakeholders	 Investors / Shareholders	 Customers / Owners	 Government & Regulatory Agencies	 Employees	 Suppliers & Partners	 Non-profit Organizations & the Public
Major Requests	<ul style="list-style-type: none"> Sustainable profitability Protection on shareholders' rights and interests Effective risk management Improved information transparency 	<ul style="list-style-type: none"> Professional and responsible property services Safe and comfortable community environment Harmonious community culture 	<ul style="list-style-type: none"> Operation compliance with laws and regulations Implementation of state's policies Participation in social governance 	<ul style="list-style-type: none"> Protection on basic labour rights and interests Guarantee for occupational health and safety Competitive remuneration and benefits Equal opportunities and communication channels 	<ul style="list-style-type: none"> Cooperation and mutual benefit Promotion of industry development 	<ul style="list-style-type: none"> Participation in targeted poverty alleviation Development of community charity Support for charity activities Protection of ecological environment
Ways of Communication	<ul style="list-style-type: none"> Shareholders' general meeting Announcements and notices Performance conference Investors hotline and email 	<ul style="list-style-type: none"> Surveys on customer satisfaction Customer service hotline Service APP for property owners Meetings with property owners Community cultural activities 	<ul style="list-style-type: none"> Policy implementation report Government inspections 	<ul style="list-style-type: none"> Staff's democratic life meetings Workers representative assembly Complaint hotlines and emails 	<ul style="list-style-type: none"> Daily communication of bidding and procurement Participation in cross-sector cooperation Participation in and promotion industry exchange and promote sustainable development of the industry 	<ul style="list-style-type: none"> Conducting "Spark Class" and engaging in poverty alleviation projects Collaboration on charity events Donations and volunteer activities Involvement in urban environmental enhancement projects

Materiality Assessment for ESG Issues

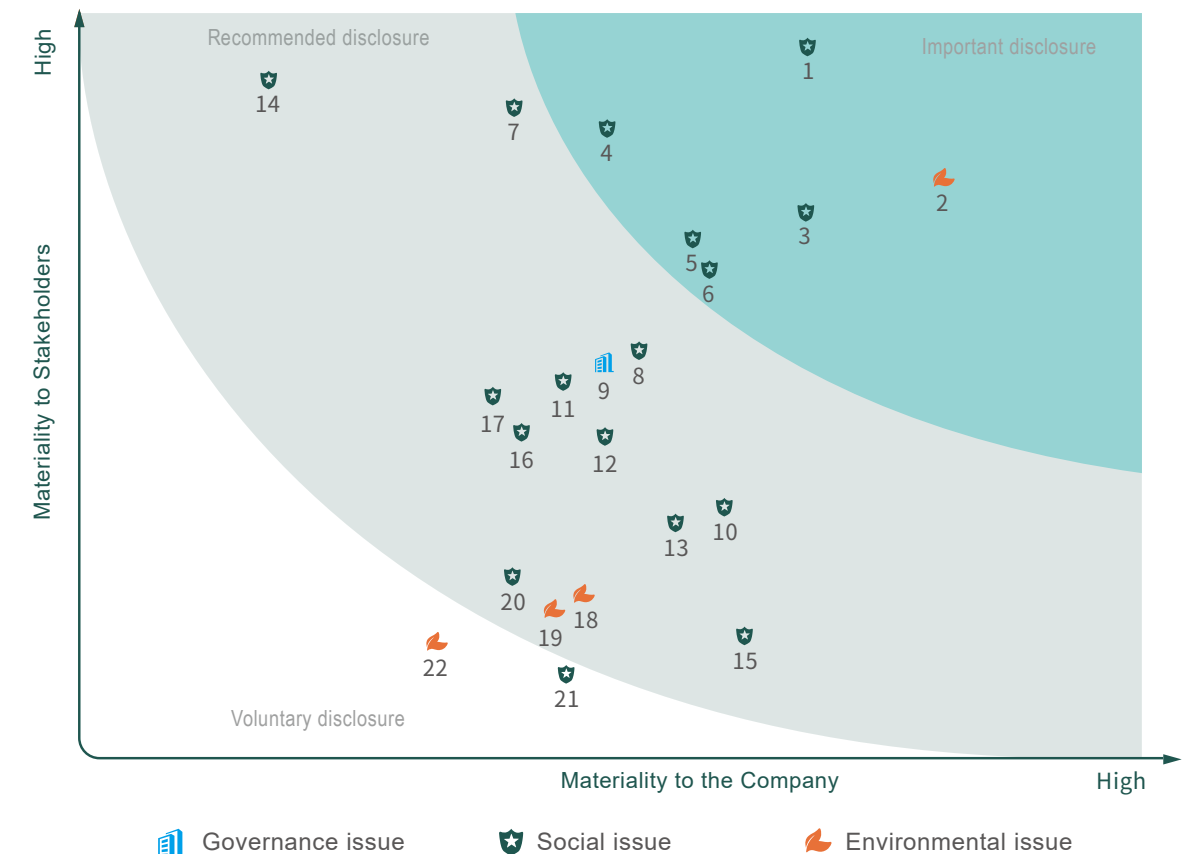
To assess stakeholders' concerns and expectations on ESG issues of the Company, we conducted materiality assessment for ESG issues with the following procedures.

Assessment procedures for materiality of ESG issues



Based on the assessment procedures above, the Company plotted a materiality matrix of ESG issues for 2020. The Company grouped 22 issues into three categories: important disclosure, recommended disclosure, and voluntary disclosure. The issues are arranged to different levels according to materiality to the Company and materiality to stakeholders.

Poly Property Materiality Matrix of ESG Issues



List of ESG issues			
Materiality level	No.	Issue	Type of issue
Important disclosure	1	Service quality	Social
	2	Green property services	Environmental
	3	Innovative service model	Social
	4	Employee health and safety	Social
	5	Community culture	Social
	6	Customer relationship management	Social
Recommended disclosure	7	Customer health and safety	Social
	8	Involvement in social governance	Social
	9	Anti-corruption	Governance
	10	Employees career growth	Social
	11	Customers privacy protection	Social
	12	Employees rights and interests	Social
	13	Smart services	Social
	14	Supply chain management	Social
	15	Remuneration and benefits	Social
	16	Charity	Social
Voluntary disclosure	17	Intellectual property protection	Social
	18	Green culture advocacy	Environmental
	19	Green office work	Environmental
	20	Targeted poverty alleviation	Social
	21	Prohibition of child labor and forced labor	Social
	22	Responding to climate change	Environmental

Fighting the Pandemic Together

The pandemic is a battle. The Company has always been on the frontline of fighting the pandemic, working hard and guarding customer health. When the pandemic in the country was sporadic and localized, it actively responded to the country's call to maintain strict anti-pandemic measures and management, established a sound anti-pandemic mechanism and system for all types of businesses, and guarded families, fighting the pandemic together.



Guarding Families amid
the Pandemic



Fighting the Pandemic
Fearlessly

Guarding Families amid the Pandemic

The Company swiftly responded to the pandemic at the early stage of the outbreak, and set up an anti-pandemic project team to quickly deploy anti-pandemic work for residential, commercial and public service projects. As the pandemic entered a normalized stage, the Company continued to adhere to normalized anti-pandemic management, standardized anti-pandemic measures in detail, integrated anti-pandemic initiatives into its daily services, and built a firewall against the pandemic in all types of businesses, fighting the pandemic with customers while guarding their health and safety.

Establishing Anti-pandemic Communities

Community is the smallest unit of urban governance in the country. The Company regards residential communities as the core of property management services, and considers good community control as an anti-pandemic foundation. It established a "1, 2, 3, 4, 5" anti-pandemic control system especially for the Company's residential projects, while ensuring the daily disinfection of public facilities:

- 1 — Check the body temperature of every single "one" of our owners, staff and guests.
- 2 — Strengthened disinfection efforts for "two" types of places – key areas and areas with high footfall.
- 3 — "Three" types of protection equipment, namely masks, goggles and protective gear, to protect staff exposed to high-frequency, close contact with quarantined customers.
- 4 — "Four" types of publicity, with channels including WeChat account, WeChat group, community bulletin board, and joint street anti-pandemic department promotion, to actively cooperate with the local government to convey the latest updates.
- 5 — Collaboration of "five" parties, namely Poly Property headquarters, regional platform companies, projects, street communities and anti-pandemic departments, to establish a pandemic emergency handling mechanism.

In addition to daily anti-pandemic work, the Company launched the "Community Vegetable Basket Project" to open up direct vegetable supply channels and roll out community vegetable purchase and home delivery services, providing professional services for community owners and responding to their needs.



▲ Disinfection of residential community facilities

Strengthening Anti-pandemic Measures at Commercial and Office Buildings

As different industries resume work and production, anti-pandemic control in commercial office buildings has become a key part of the pandemic battle. Regarding commercial office buildings, the Company adopted intelligent anti-pandemic control measures, such as thermal imaging thermometer, face recognition access control, contactless intelligent induction masks and special trash cans. In addition, the Company strengthened professional anti-pandemic control in public areas with high traffic flow, such as elevators and toilets, to ensure the orderly resumption of work and production, building a safety barrier in office buildings.



▲ Disinfection of office facilities

Creating a Public Service Anti-pandemic Mechanism Office Buildings

The pandemic undoubtedly brought new challenges to public governance. In public service businesses, the Company actively contributed to social grassroots governance, bearing frontline anti-pandemic responsibility. It established special anti-pandemic mechanisms for the public service business, and ensured that key businesses, such as transportation hubs and farmer markets, were fully operational during the pandemic. In high-speed service area projects, the Company carried out special monitoring of traffic flow, increased service frequency and strengthened protective measures. In hospital projects, it performed logistical responsibilities, such as access control, disinfection inspection, and publicity guidelines, to guard the health and safety of doctors and patients while ensuring the normal operation of frontline anti-pandemic personnel.



▲ Body temperature check at entrance

Fighting the Pandemic Fearlessly

In view of the rebound of the pandemic and severe situations in some areas, the Company quickly responded to the needs of the society and helped the government to promote regional anti-pandemic work. As the outbreak was serious in Shijiazhuang in Hebei, the Company swiftly responded to the government's call and assisted in the construction of the quarantine site by forming a Poly support team. It also quickly engage in the high-intensity construction of the quarantine site in Huangzhuang Apartment, supporting the government with anti-pandemic work.

The Company rose to the challenge in the face of the pandemic, proactively responded to the pandemic backlash phenomenon, and strictly implemented anti-pandemic control measures, which was recognized by the government and owners. The Company made its debut on CCTV news broadcast, and was featured on central-level media platforms, such as People's Daily, Xinhua News Agency, and Learning Power, for a number of times. It was even awarded the Advanced Group Commendation by SASAC and Guangdong Provincial Government for fighting against the novel coronavirus pandemic.



▲ Advanced Group in Combating COVID-19 Pandemic - Central Enterprises



To Serve the People by Managing and Achieving

In 2020, the Company upgraded its new "Comprehensive Property" strategy, upholding the corporate philosophy of "To Serve the People by Managing and Achieving" to provide customers with all-round property service experience. The Company further expanded its property services to a broader range of urban services, including more public services and business segments, and achieved leapfrog development. The Company also upgraded and digitized its service to provide owners with smart lifestyles, ensure customer safety, respond to customer needs comprehensively, and build happier lives of a higher value for customers.



Enhancing Service
Quality



Tapping into the
promising market of
public service



Guarding the Land
and Customers



Diverse Activities to
Enrich Community Life



All-round Communication
to Respond to Customer
Needs



Promoting a Smart
Lifestyle for Owners

Enhancing Service Quality

The Company adheres to the strategy of "comprehensive property, small scenario, new business, digital drive". As a model of scenario-driven community modeling, the Company focuses on a variety of property scenarios to express its care for customers and customizes the standard system of property services for different types of businesses. The Company is committed to providing high-quality services for customers and continuously improves customer satisfaction. Strictly complying with the the Urban Real Estate Administration Law of the People's Republic of China and Regulation on Realty Management and other laws and regulations, the Company formulated a series of standardized policies for service brands, including "Harmony Courtyard", "Oriental Courtesy" and "Nebula Ecology". The Company continues to promote the standardization of its system. The Company obtained the ISO 9001 quality management system certification and developed a series of systems to standardize management.



Property Service for Residential Communities

Poly Property is a leader of standardized and quality service. Centering on its two brands, "Harmony Courtyard" and "Oriental Courtesy", it continues to optimize service standards and provide better customers services.

Harmony Courtyard

Poly Property created a residential service brand by integrating "Truth, Kindness, Beauty and Harmony" into its warm and humanistic services. The Company organized an array of community activities to build a harmonious community; built a shared library in the community to create a pleasant atmosphere; celebrated the Mid-Autumn Festival with customers to forge a friendly neighborhood. In 2020, celebrating the tenth anniversary of the brand, the Company continued to promote "Harmony Courtyard" projects across the country and improved the "two books one volume 2.0" standard service system in conjunction with the product development concept. In addition, the Company built 172 "Harmony Courtyard" residential projects in 2020.

Oriental Courtesy

Oriental Courtesy, a high-end residential service brand of Poly Property, was rebranded in September 2020. The new brand image offers a trinity service system of "Total Security, Double Butler Service and Community Co-creation" with a brand concept of "Understanding and Courteous", achieving customer service standards supported by the SOP Manual for High-end Project Basic Services, the Exclusive Scenario Service Manual, the Community Co-creation Manual and other institutional policies.

Poly Property is committed to creating a better life for customers. We therefore conducted professional research on high net worth individuals, combining the characteristics and needs of the customer group to provide top-notch Oriental Courtesy community service for customer satisfaction. The Company developed a comprehensive service process assessment and evaluation system to effectively control, evaluate and optimize service for different stages of customer needs to achieve continuous improvement of service quality.

Property Services for Commercial and Office Buildings

To enhance the influence of its commercial office brand in the country, the Company launched Nebula Ecology in the first batch of key cities in 2020. This will improve the quality of management services in terms of building intelligence, employee humanities, corporate development and asset appreciation, creating a benchmark for quality office buildings.

Poly Property continues to improve building facilities and keep pace with the times to undergo intelligent transformation for facilities. Beijing Poly International Plaza upgraded its hardware and equipment, including setting up special parking spaces for women and accessible spaces for the disabled in its underground parking lot, making humanistic improvements for the convenience of customers, offering comprehensive humanistic care. Shanghai Poly West Coast Center was upgraded with intelligent elements by providing convenient robot services and setting up intelligent locations throughout the building to provide food delivery and express delivery services.

On top of updating hardware and equipment, Poly Property adheres to the development concept of growing with service enterprises and pursuing higher standards of soft services. Wuhan Poly International Center provides asset management and operation services covering the whole life cycle, including all stages from handover to the end of leasing term, providing customers with one-on-one asset leasing services. Guangzhou Poly International Plaza invites experts to host seminars on finance, government subsidies, tax incentives and exemptions, honors and qualifications, talent and other policies to offer information while promoting local economic growth and achieving a win-win situation between the government and enterprises.



Case: Poly Property Nebula Security guarding commercial buildings

Committed to guarding the country and the people, Poly Property injected the red spirit into modern commercial property services and created a high-standard Nebula Security team. As one of the benchmark products of Nebula Ecology, all members of Nebula Security are outstanding veterans, providing top-notch escort service for commercial businesses while displaying a neat, competent corporate image.



▲ Nebula Security

Diversified Value-added Services

Poly Property promotes service innovation and explores new business models to meet customer needs, driving local economic development with domestic demand. The Company provides customers with move-in and furnishing services, community retail, parking lot management services, community space management, community convenience and other services to meet customer needs.



In terms of community value-added services, Poly Property launched a joint operation housekeeping and home maintenance model to provide relevant one-stop in-home services for users. Within 3 months of its launch, it has provided services for thousands of homeowners with a satisfaction rate of 95%. In addition, combining user profiles and demands, move-in and furnishing services launched the collaboration of "full-project designer + furniture designer" to provide customers with more personalized solutions. In the community retail, with community live broadcast, community market and other new community marketing methods, the timeliness, convenience and accessibility of services and service experience were enhanced.



▲ Housekeeping service



▲ Home decoration service

Tapping into the promising market of public service

As Poly Property enters the era of "Comprehensive Property" and during the process of promoting the relevant practice, the Company proposed that future property industry development will move from "hard space" to "soft infrastructure" in the context of the country's 14th Five-Year Plan. Poly Property will move from community to society, continue to cultivate the public service field, optimize the service standards of the public service, and provide flexible protection for the increasing well-being of people.

Focusing on Public Service Layout

Poly Property adheres to developing the "Territorial Public Service" governance model, with "Service + Management + Operation + Empowerment" as governance pillars and "Party Building + Grid + Digitalization" as service features. It strengthens the 5G product service system of "Gridded Governance + Integrated Municipal Services + Urban Renewal and Maintenance + Intelligent Management Supporting Service + Local Business Empowerment" in towns and cities. It focuses on three major business types, including town and scenic area, railway and transportation properties, and higher education, teaching and research properties, leveraging its absolute advantages. In addition, Poly Property continues to develop other public service fields to achieve a comprehensive layout, strengthening its leading position in the domestic public service field, and promoting its multi-dimensional participation in comprehensive social governance.



▲ Territorial Public Service

Urban Public Service Management – "Towns Revitalization"

Poly Property established public service brand "Towns Revitalization", with "Hundreds of Cities and Thousands of Towns" as its stage strategic goal, covering the whole industry scenario with towns as the field, and providing premium property services for town and scenic area and town residents.



Case: Xitang Ancient Town, Jiashan, Zhejiang – Scenic Area Service Extension

Since 2016, Poly Property has provided a full range of services for Xitang Scenic Area, continuously exploring and upgrading the service model, and helping the area to be promoted to a national 5A tourist attraction, which won applause from many parties. In 2020, Poly Property successfully extended its services to Xitang Town. We completed the upgrade of Xitang town governance model through grid-based management and diversified industrial empowerment, forming a unique "Xitang model" and creating a "Xitang role model" for the new practice of grassroots social governance and the extension of scenic area service.



▲ Xitang Ancient Town



Case: Wuxi Xidong New City – practicing "Government + Enterprise" modern governance model

Xidong New City is an important part of Wuxi's "Five New Cities". The municipal government strives to make Xidong New City a new showcase of Wuxi's innovative development and a new platform for Xishan's transformative development. With our professional standardized management experience including grid governance and intelligent empowerment, Poly Property participated in the local government's innovative grassroots governance practice. We put into practice the "Government + Enterprise" modern governance model, which had improved the timeliness and efficiency of urban security and cleaning operations by nearly 60%. This helped the government to set up a new practice of urban governance pattern as a "Wuxi role model".



▲ Xidong New City



Case: The Third China Mayor Forum on "Township Harmony, Beautiful China" to discuss new urban construction

In December 2020, Poly Property held the third Social Governance and Collaborative Innovation China Mayor Forum, inviting renowned local and overseas scholars of urban governance research, town government leaders and property industry representatives to discuss new exploration and directions of grassroots social governance. Riding on corporate opportunities thanks to national strategies, Poly Property upgraded the 5G+ product packages of our public service product "Towns Revitalization", signed strategic agreements for ten social governance and public service projects, and established a public service think tank, promoting the positioning of high-capacity public service in cities and towns.

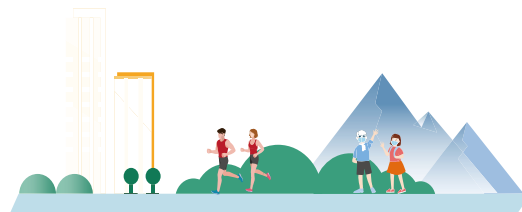


▲ The theme of The Third China Mayor Forum



Case: Digital City Management for Yaozhuang, Jiashan, Zhejiang

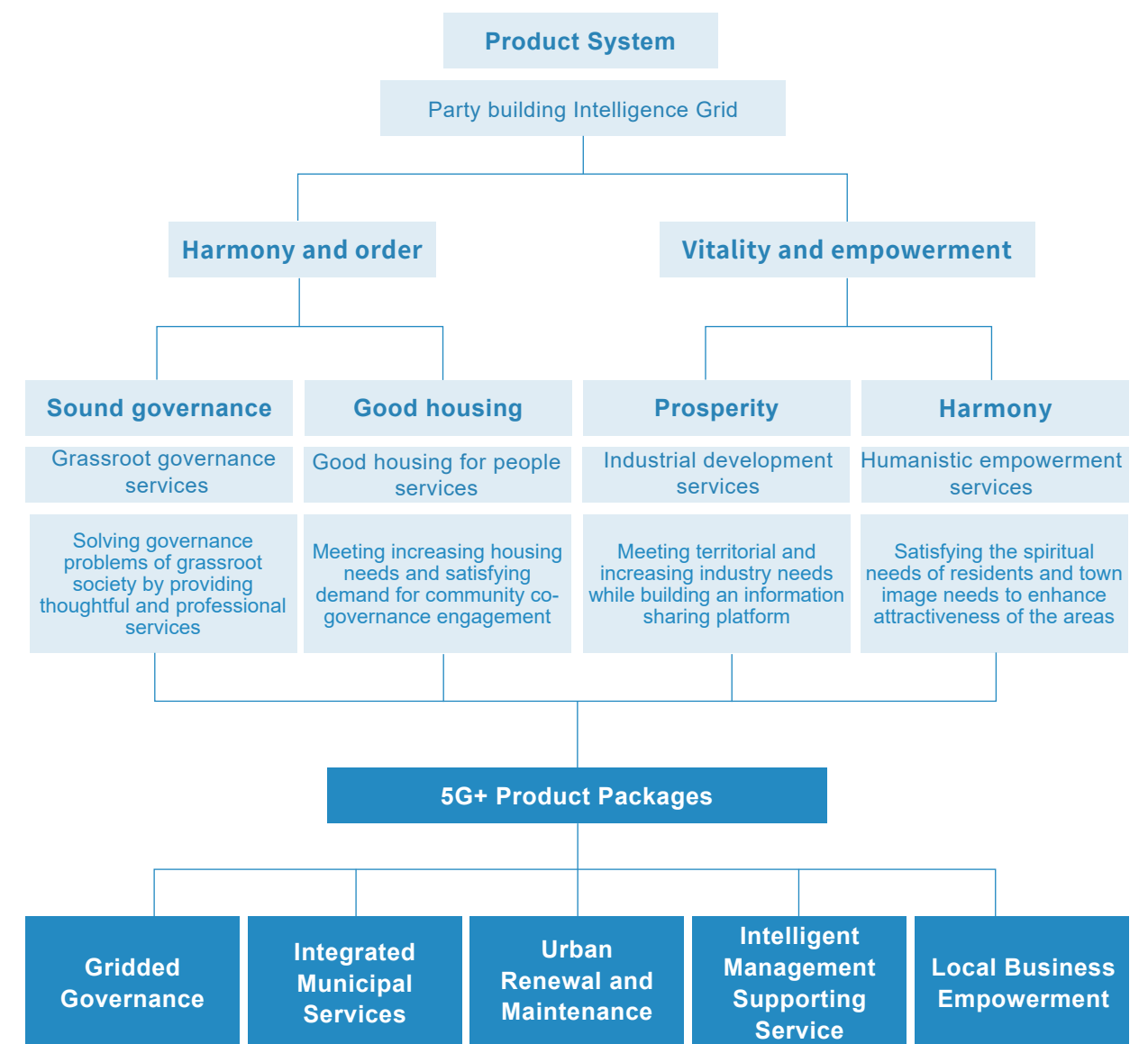
Yaozhuang Town is one of the five core towns in the Yangtze River Delta Demonstration Zone. Poly Property started to help to prevent and control the novel coronavirus pandemic in Yaozhuang in April 2020. The Company implemented "Territorial Service" for Yaozhuang Town, developed a territorial management platform system, established a smart management model, and conducted multiple professional trainings for all staff in a scientific and meticulous manner to maximize the protection of people's lives and properties.



Creating a New Product System

After years of efforts, Poly Property formed a customized product system of public sector services to meet town needs combining multiple factors, including town development direction and humanistic environment.

In 2020, Poly Public Service launched a brand new product system supported by 5G+ product packages, 4 major model projects and 3 major support systems. The system divides town services into two dimensions, namely "harmony and order" and "vitality and empowerment", from a macro perspective. It extends downward to four categories, "grassroots governance, good housing for people, industrial development, and humanistic empowerment", as well as 80 service scenarios. Based on 30 relevant policies and requirements with the professional service experience of nearly 30 towns, the Company customized 5G+ product packages for different scenarios, including "gridded governance, integrated municipal services, urban renewal and maintenance, intelligent management supporting service, local business empowerment". It aims to meet different needs of different towns and continuously improve the public service product system.



Public Service Standard

Poly Property Public Service is dedicated to pursuing ultimate standardization. In 2020, we officially launched the "three integration" standardization system:

Integrated
business
document
template

Poly Property developed "1+9" business document templates according to the requirements of the whole process of market expansion of public service projects and in accordance with the principles of uniformity, coordination and applicability. The objective is to achieve the standardization of pre-project research, modularization of service plan, rationalization of bidding quotation and proceduralization of bidding process, establishing language and expression guides.

Integrated
standard
operational
documents

Based on the requirements of each step in the operation and management process of public service projects, Poly Property formed a set of exclusive operational standards according to the principles of controllable, orderly and efficient operation. It subsequently published the "4+6+1" standard operational document guideline. The guideline standardizes project operation before entering the site, management during operation and operation at the exit stage.

Integrated
inspection
standard
documents

Poly Property leverages information technology and on-site quality inspection tools to implement inspection operation standards and formulate uniform inspection standard documents. We streamlined the core elements of different public service types and project control, establishing standards for public service management projects and on-site quality inspection of public service projects. We combined the core modules and control elements to form process control points and implement project quality control.

To ensure the scientific, applicability and practicality of the standardized system documents, before issuing the operation service standards, Poly Property Public Service Center collected feedback from typical projects of 9 businesses for a number of times. It evaluated the rationality according to the actual operation of the projects. After several adjustments, the trial public service standardization system documents were launched nationwide.

Guarding the Land and Customers

Guarding Customer Health and Safety

Poly Property emphasizes on "safety first, prevention first and integrated management" and takes community safety seriously. The Company strictly abides by the laws and regulations of the People's Republic of China, such as Production Safety Law of the People's Republic of China and Fire Protection Law of the People's Republic of China. We also established internal systems and process specifications, such as Safe Production Management System and the Emergency Response Manual. The Company regularly carries out activities to check community safety hazards, implement safety inspection mechanisms, implement strict safety control and assessment on equipment maintenance, order maintenance, travel management, etc. We also conducted daily safety training and emergency drills to ensure a safe and secured community life for customers.

Safe Production Management

Poly Property set up a Safe Production Committee to lead the company-wide safe production work in a unified manner. The Safe Production Committee is led by the general manager to drive the development and promotion of the safety management system. Management departments were set up at the Company's headquarters, branch companies and projects for safe production duties. This clarifies the objectives of safe production, and promotes safety education, emergency drills and other relevant work. In 2020, two projects of Poly Property completed the Level 3 certification of safety management standardization. No production safety fatalities occurred throughout the year, and safety work was carried out smoothly and orderly.

In 2020, the Company

organized

5,799

safety training sessions

with

230,487

participants

9,020

safety meetings were held

with

165,214

participants

Safe Production Management Measures

Equipment maintenance

Regular maintenance of machine rooms, and water and electricity, timely investigation of safety risks to ensure the safety and reliability of infrastructure;

Order management

Set up monitoring systems and equipment, arranged security personnel to inspect in shifts to ensure the environment is orderly and stable;

Traffic control

Adopted personnel information system to ensure the authenticity of information of passers-by, and improved the security of the managed area;

Safety training

(1) Provided "Safety Education Registration Card" and safety training for all new employees;
(2) Implemented comprehensive safety education for existing employees;

Creating a safety case library

Prepared and distributed "Safety Case Library" to facilitate the learning of representative production safety cases;

Safety inspection

Carried out internal inspection and prepared flight inspection reports.





Case: Harmony Court Safe Production Day in Summer

Poly Property organized "Production Safety Day" in 2020 to improve and consolidate the safety awareness of employees and tenants. All projects carried out on-site production safety publicity work to create a safe community atmosphere.



▲ On-site safety training activities

"Harmony Courtyard Little Bee" event: Poly Property invited the owners of Harmony Courtyard to participate in the new model of tripartite community governance by conducting the "Harmony Courtyard Little Bee Firefighter" event. The local fire department was invited to teach children safety and emergency knowledge. A total of more than 4000 owners' children from more than 300 communities in 26 cities in the country participated in the event, laying a solid foundation for community safety for local children.



▲ Harmony Courtyard Little Bee event



▲ Door-to-door distribution/explanation of safety information/knowledge for tenants

In 2020, the Company
carried out

3,284 emergency drills

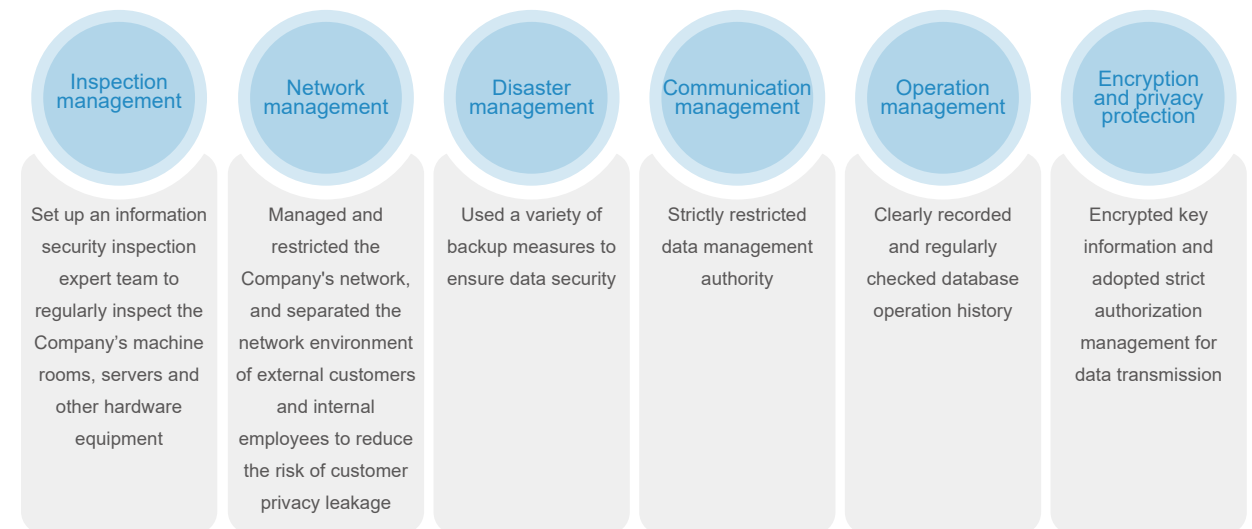
with

61,003 participants



Protecting Customer Privacy Safety

Poly Property prioritizes customer privacy protection and strictly complies with the Law of the People's Republic of China on the Protection of Rights and Interests of Consumers and other laws and regulations. We formulated and implemented guidelines, such as the Guidelines for the Management of Residential Property Records and Information, established an information security team and built an information security management system to improve operational procedures and safeguard customer privacy. The main control measures implemented by the Company included:



Diverse Activities to Enrich Community Life

Poly Property is committed to building humanistic communities, enriching the community life of customers and creating a harmonious, exciting community neighborhood environment. The Company carried out community humanities activities across the country benefitting multiple groups, enhanced communication and connection with owners and achieved tripartite management of collaboration, participation and common interests. In 2020, a total of 5,976 community events were held in projects managed by regional companies in the country. Typical activities included:



Mid-Autumn Festival Activities

2020 marked the Company's 10th anniversary of its Mid-Autumn Festival Activities. Poly Property organized humanistic celebration activities with the theme of "family lights warming China" to promote the traditional Chinese family culture, spreading warmth to every corner of the community. Over 1.5 million owners in more than 300 communities in 26 cities across the country participated.



▲ Mid-autumn festival activities



Community Convenience Activities

In 2020, Poly Property organized 2,713 community convenience activities across the country, providing owners living in Poly projects with convenient services, such as sharpening scissors, cleaning carpets and trimming hair. The objective was to provide owners with convenient community life service life and satisfy their needs.



▲ Community convenience activities



Case: Poly Property Chengdu Host Activities for Children

In September 2020, Poly Property Chengdu organized a series of museum night activities, inviting a total of 324 owners' children from various communities in Chengdu to participate. The event was a lively way to educate and entertain children with general and science knowledge.



▲ the Wonderful Night event



▲ the Care for Children Growth event

All-round Communication to Respond to Customers' Needs

Innovative Methods to Build Harmonious Relationships

Responding to the country's call to build a "collaboration, participation and common interests" social governance model, Poly Property continues to put into practice the tripartite management model in the Harmony Courtyard. The model gradually showed good results under the Harmony Courtyard service system. For garbage classification, the community joined hands with the Garbage Classification Guidance Center and the Property Service Center to remove barrels from the building and supervise the classification at regular intervals, so as to guide residents to participate in garbage classification. The successful practice of garbage sorting was recognized by government departments.

Multi-channel Communication

Poly Property maintains active communication with owners and set up various online and offline communication channels to collect opinions and feedback from owners. This helped the Company to rectify any shortcomings in the service process in a timely manner and maintain a long-term harmonious relationship with the owners.



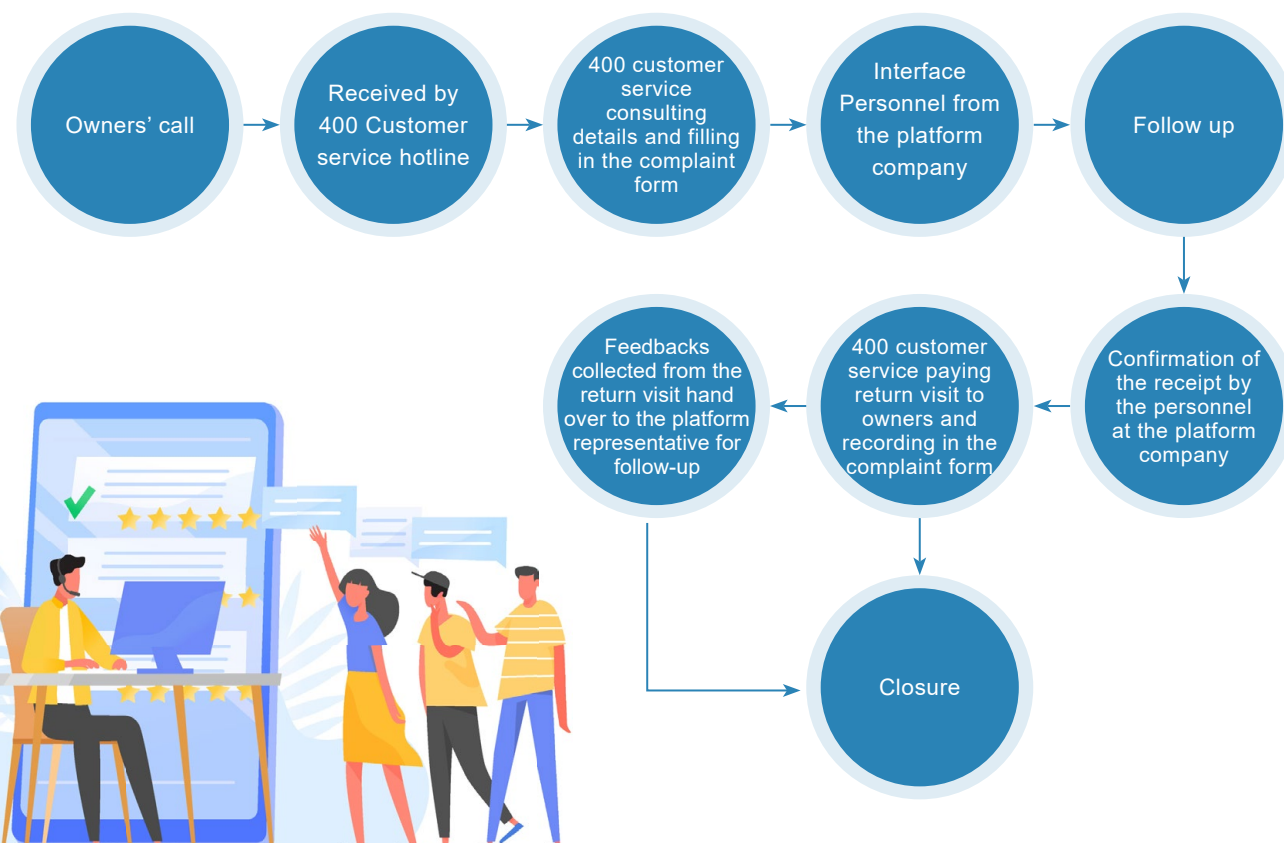
Customer Complaint Management System

Poly Property established a comprehensive customer complaint management system, formulated customer complaint handling standards and assessment systems, and clarified the process of handling customer enquiries and complaints. Customer complaints and enquiries received via the service hotline are coordinated and distributed by the headquarters and followed up directly by projects. The headquarters will make follow-up visits after the completion of processing.

In 2020, the Company responded quickly to all kinds of customer enquiries and complaints. The headquarters achieved a closed-loop process of 100% return visits to elevate owners and customers satisfaction. All the 25,692 customer enquiries and complaints received by the Customer Complaint Center were recorded and dispatched by the Company's headquarters within 30 minutes, and projects handled them within 24 hours.



Customer Complaint Handling Workflow



Promoting a Smart Lifestyle for Owners

Intelligent Building Network

Poly Property continues to strengthen its information operation and smart community investment. The Company combined digital property scenario application strategies to plot digital plannings in order to promote smart operation and management, create new business models and provide owners with a more convenient lifestyle.

In 2020, all business centers collaboratively developed and implemented smart parking projects and gradually achieved the goals of reducing costs and increasing revenue, standardizing management, improving customer satisfaction, and going unattended. Based on the four goals, Poly Property also streamlined service classification and launched a number of intelligent empowerment projects, such as online mall and smart community.

Owner's Apps Program

Poly Property drives innovative intelligent services to meet the needs of owners and continuously optimizes products for owners. In 2020, Poly Harmony Courtyard app program continued to strengthen its function and provided owners with more precise services through more accurate customer identification, while laying the foundation for the Company's continuous business expansion.

Based on this, Poly Property created a next-generation community membership service platform and launched Poly Harmony Courtyard Premium Community Retail app program. Supported by domestic and international premium supply chains, the app program provides diversified products to meet customer needs, adhering to high standards of product selection and full chain control. We provided accurate community-to-home services with the help of marketing functions, such as grouping, live streaming and coupons, and brings owners a premium, convenient one-stop shopping experience.



Intellectual Property Protection

Abiding by 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, the Tort Law of the People's Republic of China¹ and other relevant laws and regulations, Poly Property formulated Intangible Assets Management Measures and Brand Management Regulations. We integrated the intellectual property management into the construction of the legal system, and the legal department form the intellectual property risk prevention mechanism. Also, we continue to improve the intellectual property risk prevention mechanism through multi-departmental collaboration, and regularly organize staff training regarding intellectual property protection and audit. As at December 31, 2020, Poly Property obtained 21 registered trademarks, 7 patents, 26 software copyrights and 1 domain name.

¹The Civil Code of the People's Republic of China has been effective since January 1, 2021. The Tort Law of the People's Republic of China covered by this report are effective during the reporting period (2020.1.1 - 2020.12.31).



Professional People-oriented Services

Employees are the key to the competitiveness of an enterprise. Adhering to people-oriented concepts, Poly Property improved the employment, salary and welfare system to strengthen employees' sense of belonging, organized a variety of health service activities to strengthen employees' sense of security; strengthened the construction of talent ladder to optimize employees' sense of identity; enriched learning platform resources to enhance employees' sense of acquisition; and enriched employees' spare time to enhance employees' sense of well-being.



Protecting Employees'
Rights and Interests



Protecting
Employees' Health



Attracting Talents



Stimulating Growth



Caring for Employees

Protecting Employees' Rights and Interests

Equal Employment

Poly Property strictly abides by the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, local regulations and other relevant laws and policies. It established labor relations based on the principles of "legal and justice, equality and voluntary, consensus and credibility". Poly Property provides equal employment opportunities for people with disabilities and recruited a total of 72 people with disabilities this year. The Company published the Labor Contract Management Measures and other regulations, which clearly define the conditions and procedures for the formation, implementation, alteration and termination of labor contracts. In addition, the Company built a strict internal hiring control mechanism. It carries out professional and rigorous background investigation to verify new employees' documents to prevent non-compliant employment practices, such as child labor. During the reporting period, there were no cases of child or forced labor.

Compensation and Benefits

Poly Property prioritizes to seek benefits and development space for employees. The Company formulated and implemented the Measures for the Administration of Compensation to continuously optimize the remuneration and benefits system. It conducted in-depth salary research and strived to provide employees with more competitive salaries and benefits relative to the market. In accordance with the Social Insurance Law of the People's Republic of China and the respective local implementation rules, the Company pays "five insurances and one fund" to employees. According to the Labor Contract Management System, the Company implemented a standard working hours system and defined working hours and remuneration composition in the labor contract to protect employee rights. In 2020, the Company introduced performance assessment incentive mechanism to motivate all employees in the form of annual performance rating awards, quarterly Poly Star, monthly Poly Star and other bonus packages. In addition, the Company provides employees with comfortable and warm dormitories, commute shuttles and hygienic staff canteens with healthy meals, to ensure the convenience and comfort of staff life, showing them its humanistic care.

Vacation benefits

Paid annual leave, maternity leave, paternity leave, condolence leave, examination leave, parent meeting leave, marriage leave

Subsidy and welfare

Heating fee, food stipend, Love Fund, communication stipend, transportation stipend, enterprise annuity, regular physical examination and other benefits

Employee Communication

Employees are the megaphones of Poly Property. The Company set up multiple communication channels for employees to encourage them to voice their opinions according to the Rationalized Suggested Management Method and other policies.

Communication Channel	Function Description
Labor unions	<ul style="list-style-type: none"> Improves the institutional construction of labor unions and optimizes the function of collective bargaining Encourages subordinate companies to establish labor unions Signs collective employee agreements to protect their rights and interests
Management sharing platform	<ul style="list-style-type: none"> Establishes a face-to-face communication platform for general managers Establishes a platform for management sharing at the headquarters
Internal sharing and learning platform	<ul style="list-style-type: none"> Builds internal sharing and learning platforms, such as "Management Acceleration", "Ace vs. Ace" and "Club of the Outstanding" Creates a learning and exchange environment of "sharing, co-creation and growth" for employees with the learning objectives of "business excellence, professional strength and management"

Protecting Employees' Health

Poly Property strictly follows the Law of the People's Republic of China on Prevention and Control of Occupational Diseases and relevant laws and regulations. The Company formulated and implemented the Safe Production Management System Compilation and Management System Manual, and continuously improves the infrastructure of the occupational health and safety management system and places efforts in external certification, protecting employee health and safety. As of the end of the reporting period, the headquarters and its 13 subordinate companies passed OHSAS 18001 and other occupational health and safety management system certifications. The Company invites external organizations with professional qualifications to assess and evaluate, and update the certificates every three years.

Poly Property strengthens the communication with employees on the topic of occupational safety and health by appointing employee representatives. It integrates employees' opinions and suggestions in the decision-making process of occupational health and safety policies to create a safe and healthy culture. In addition, the Company identifies potential health hazards in the workplace from the employees' perspective and carries out targeted activities, such as health culture promotion and fire safety emergency drills, to improve employees' safety awareness and ability to respond to emergencies, thus creating a healthy and safe workplace.

To care for the employees amid the pandemic, Poly Property issued the Compilation of Guidelines on Anti-pandemic Work of Poly Property to guide the relevant work in different risk areas and business projects. During the early stage of the outbreak, the Company quickly activated an emergency mechanism and sent corresponding anti-pandemic equipment to frontline employees to ensure safety. During severe periods of the pandemic, the Company improved the procurement of anti-pandemic facilities and equipment, while refining the procedure for employees to return to work, simplifying the work steps on site, broadcasting the status of the country's anti-pandemic control in real time, and reducing the risk of employee infection. During the period of normalized control of the pandemic, the Company implemented special material procurement measures and kept normalized reserves of anti-pandemic materials, such as masks, hand sanitizer, disinfection tools and temperature testing tools. In the face of the pandemic, Poly Property takes on the responsibility of guarding the land and the people, and has built a strong wall to protect the lives of employees with practical actions.



▲ Poly Property distributed back-to-school packages for the children of employees



▲ Poly Property regularly distributes anti-pandemic kits to employees



Case: Caring for Employees by Relieving "Sub-health" Symptoms

In 2020, to improve office "sub-health" of employees, Poly Property invited Yihe Taisheng professional spine medical team to organize a health service activity, called "Care for Work, Care for You", for our employees. The activity included on-site pulse consultation, cervical spine physical therapy, cervical spine exercise and healthy soup sampling, which was well received by internal staff.



Attracting Talents

In the face of new industry opportunities and the future development of "Comprehensive Property", Poly Property continuously strengthens the construction of talent ladder and cultivates its talent development power. The Company adopts the 4D ability model of experience, performance, ability and driving force to recruit talent with corporate identity. The Company adopts the talent introduction mechanism of "market + school recruitment" to recruit talent. Poly Property creates a fair, just and open selection mechanism to ensure the efficient recruitment of outstanding talent.

In 2020, the Company launched the "Galaxy Talent Program" to recruit hundreds of leaders, thousands of operation officers and life officer, opening up tens of millions of positions for job seekers and fresh graduates in various levels of comprehensive management and projects. On the one hand, it helped to relieve the employment pressure of the society; on the other hand, it consolidated the talent base for the expansion and diversification of the company's business. The Company also launched "Four Recruitment Program" for middle and high-end talent, pandemic-stricken families, veterans and migrant workers, and continued to promote counter-trend recruitment, adding nearly 1,000 employment opportunities for society.



Star Generation

To recruit students, the Company created the "Star Generation" property employer brand and actively cooperated with schools and enterprises. In 2020, the Company recruited management trainees from 75 renowned universities in 24 provinces, including Peking University and Sun Yat-sen University.

Companion Program

To recruit military personnel and other special talent, the Company signed a strategic agreement with the Veterans Affairs Bureau and provides pre-employment training and assessment for veterans through the "Companion Program" to help military personnel switch career.

Commander Program

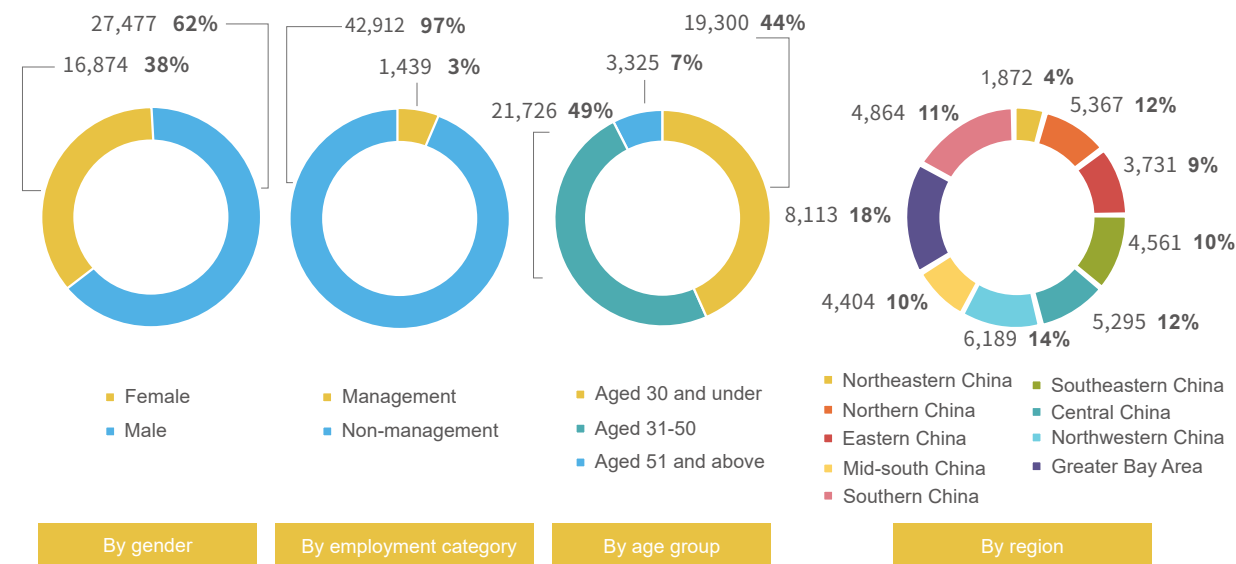
To recruit mid- and high-level talent in society, the Company promoted the "Galaxy Leader Program" and attracted experienced industry talents who meet business development needs and go in line with the Company's development.



Poly Property actively puts into practice the social responsibility of central enterprises, promotes job stabilization and employment expansion, establishes green employment channels for university graduates, migrant workers and labors in poor areas.

Recruitment target	Green employment channels
Pandemic-stricken groups	Recruiting the most beautiful peers for "Warm Guardian, Marching for Love" "Warm in Poly" builds green employment channels for families in need "Fearless, Promising" nationwide recruitment campaign
Migrant workers	"Heartwarming Journey", a special employment program for migrant workers: Poly Property works with local human resources departments and local governments to understand the employment situation of migrant workers regarding frontline positions, and has continuously launched green employment channels and provided support policies, such as special transportation arrangements, for migrant workers

Employment data



Stimulating Growth

Talent development is the driving force of the Company's development. Poly Property established a training system that covers all business lines and runs through the career cycle of employees, taking into account the Company's strategic development needs and employees' personal development goals. The Company promotes an "online + offline" training model to enrich training methods and increase training coverage. We designed a business skill competition focusing on the "management + professional" dual-channel career concept to drive talent development.

Employee training data

The percentage of employees trained by gender and employee category		Unit	2020
Total number of employees trained (percentage)		Headcount (%)	44,351 (100%)
By gender	Male (percentage)	Headcount (%)	27,477 (62%)
	Female (percentage)	Headcount (%)	16,874 (38%)
By employment category	Management (percentage)	Headcount (%)	1,439 (3%)
	Non-management (percentage)	Headcount (%)	42,912 (97%)

The total training hours and average training hours completed per employee		Unit	2020
Training hours of employees	Total training hours of employees	hour	2,147,704
	Total training hours of male employees	hour	1,399,925
	Total training hours of female employees	hour	697,199
	Total training hours of management	hour	56,377
	Total training hours of non-management	hour	2,091,327
Average training hours of employees	Average training hours of employees	hour	48
	Average training hours of male employees	hour	51
	Average training hours of female employees	hour	41
	Average training hours of management	hour	39
	Average training hours of non-management	hour	49



Specialized training program

"Galaxy Commander" senior manager leadership development, "Galaxy Operations Officer" middle-level enhancement, "Galaxy Life Officer" iron triangle cultivation project and "Nebula" internal trainer cultivation project.

Professional skillset enhancement training

Provides property management training, innovation industry training, asset operations training, public service training, supportive shared training, etc. to accelerate the building of professional teams within the Company.

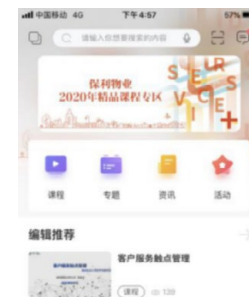
Supportive shared training

Establishes an internal experience sharing mechanism, creates three internal sharing sub-platforms of "Ace vs. Ace", "Management Acceleration" and "Club of the Outstanding", and formulates plans such as "Casting sword" and "Everything Grows – elevation of professional capacity in 100 hours", etc., promotes mutual learning from successful experience, facilitates internal communication and management efficiency.



Case: He Xue Hui App

He Xue Hui App is an internal mobile online training and learning platform built by Poly Property based on the characteristics of technology, geographical distribution and the great number of employees. By introducing mobile learning management, the Company adopts the "offline + online" training model to improve training efficiency and coverage. The app has 14 types of core courses with an online question database, online exams and other functions as a convenient online learning platform for employees.



▲ He Xue Hui App



Case: Poly Artisan Skill Competition

Poly Property is committed to cultivating staff's core service capabilities and building a solid service foundation. In December 2020, the Company organized the "Poly Property Cup" National Skill Competition, which was a comprehensive theory and practice examination of frontline staff, enhancing their professionalism and integrated ability.



▲ Skill Competition Scene

Caring for Employees

Poly Property puts into practice a people-oriented concept in its operations and cares for employees. In 2020, the Company continued to promote a series of special corporate culture activities, including special festival events, such as "March 8 Women's Day", "May 4 Youth Day" and "Teachers' Day". We also organized large scale special group activities, such as "Staff Fun Games", to promote the Galaxy culture to employees and enhance their well-being.



Case: Teachers Day Activities

In September 2020, the Company held the "Teachers' Day Phonograph" activity, which was divided into two parts, namely "Thanksgiving Gift to the Honorable" and "Highlight Moment, Calling for You". Through videos and customized gifts distribution, the Company expressed gratitude to internal Nebula trainers. The Teachers' Day Viral Lecturer selection by public voting, WeChat group promotion and other platforms helped achieve publicity penetration.



▲ Gifts prepared for Teachers' Day

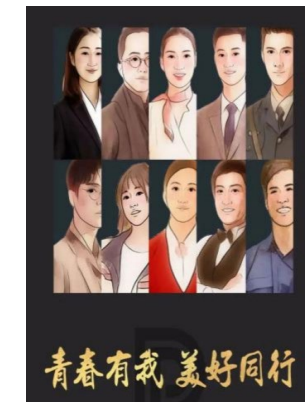


Case: May 4 Youth Day Activities

In May 2020, Poly Property launched a series of activities for all employees on May 4 Youth Day. The activities were divided into two units, namely "Ambassador Call" and "Good Life Showcase".

"Ambassador Call" recruited striving ambassadors based on different roles of staff.

"Good Life Showcase" focused on employee pastime activities and showed their other side of life through a photo competition.



▲ May 4 Youth Day Activities Poster



Case: Fifth Poly Development Staff Fun Games

Poly Property staff actively participated in Poly Development Staff Fun Games. In 2020, the Company won the group runner-up and two individual champions. The property staff proved themselves with their careful preparation and efforts, gaining the achievement and also showing the true colours of all Poly Property personnel in the comprehensive property era.



▲ Staff Fun Games Poster

Poly Property set up the "Love Fund" to help employees in difficulty, helping them arrange employment for their children, providing condolences on holidays. In 2020, the total amount of financial support from the "Love Fund" exceeded more than RMB 0.23 million, helping 53 workers and their families in difficulty.

Joining Hands to Develop Together

It has been a long-standing pursuit of Poly Property to maintain a good partnership with its peers. The Company continues to optimize its supply chain management mechanism, actively practices supply chain social responsibility and establishes a sustainable supply chain. By actively participating in industry exchange activities and continuously optimizing an array of cooperation models, the Company created a shared platform in collaboration with outstanding enterprises within and beyond the industry.



Optimizing Sustainable
Supply Chain



Promoting Coordinated
Development

Optimizing Sustainable Supply Chain

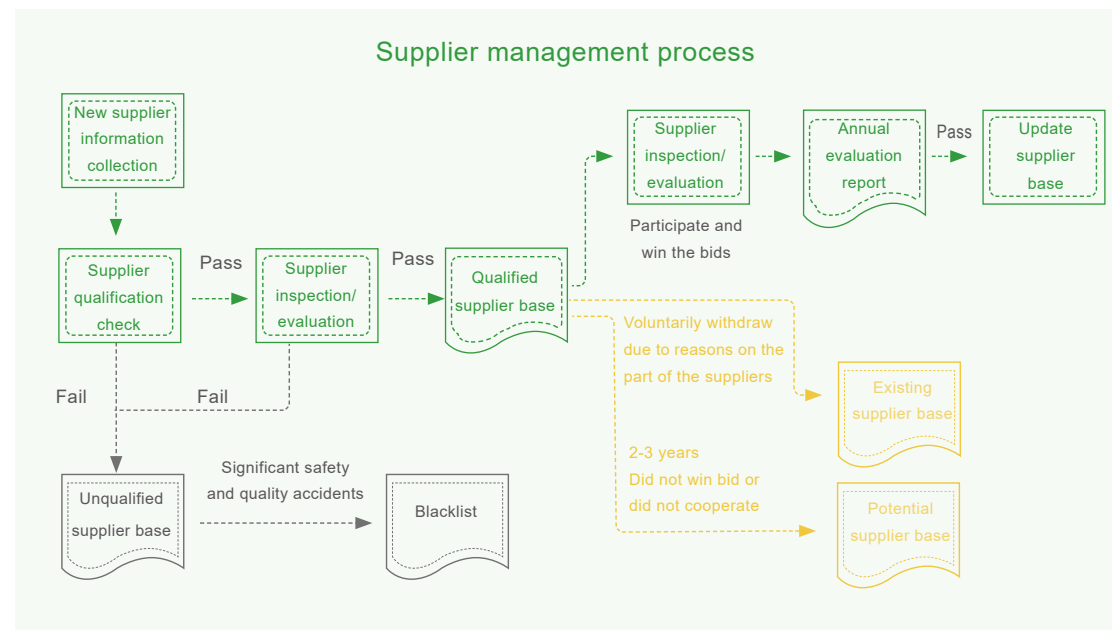
The supply chain is an important hub for Poly Property to deliver value. During cooperation with suppliers, the Company upholds an "open, fair and just" bidding and procurement principle, pays attention to the standardization and professionalism of the supplier management process, and emphasizes on the social responsibility performance of suppliers in order to continuously promote supply chain sustainable development.

Consolidating Supply Chain Process Management

Abiding by the Law of the People's Republic of China on Tenders and Bids and other legal regulations, Poly Property formulated and implemented internal systems, such as Supplier Management Measures, Guidelines for Supplier Evaluation Management and Bidding Management Policies, to standardize and improve supply chain management procedures. As of December 31, 2020, Poly Property had a total of 8,135 suppliers.

Poly Property adopts graded management for suppliers, strictly regulates supplier sourcing, screening, auditing and accessing, and implements real-time management of suppliers throughout the whole process. The Company also conducts overall assessment according to the actual situation, and gives feedback on assessment issues and requires rectification for suppliers that fail to pass the assessment.

The main management process is as follows:



In 2020, Poly Property conducted management review inspections of all suppliers. The results screened out some suppliers with incomplete approval processes or incoming information retention, while the rest were qualified.

To optimize the supply chain process management system, the Company updated the supply chain management system and guidelines during the reporting period to clarify the frequency of supplier evaluation during contract period and to monitor and control supplier performance in a timely manner.

Assessment Process	Job Description	Frequency of Assessment
Compliance Assessment	Supplier performance evaluation using department reference Supplier Performance Evaluation Form	Real-time management of suppliers and semi-annual and annual overall evaluation based on the actual situation
Annual Assessment	Annual evaluation of suppliers using Poly Property reference Integrated Supplier Evaluation Form	
Post-assessment Management	Poly Property adopts a graded management system for partnering suppliers based on the assessment results: • Excellent suppliers: Priority selection as partners in future work • Unqualified suppliers: Their unqualified behavior will be recorded and they will not be worked with until the re-evaluation is completed	Suppliers who have been recorded will be considered as automatically withdrawn

Fulfilling Social Responsibility of Supply Chain

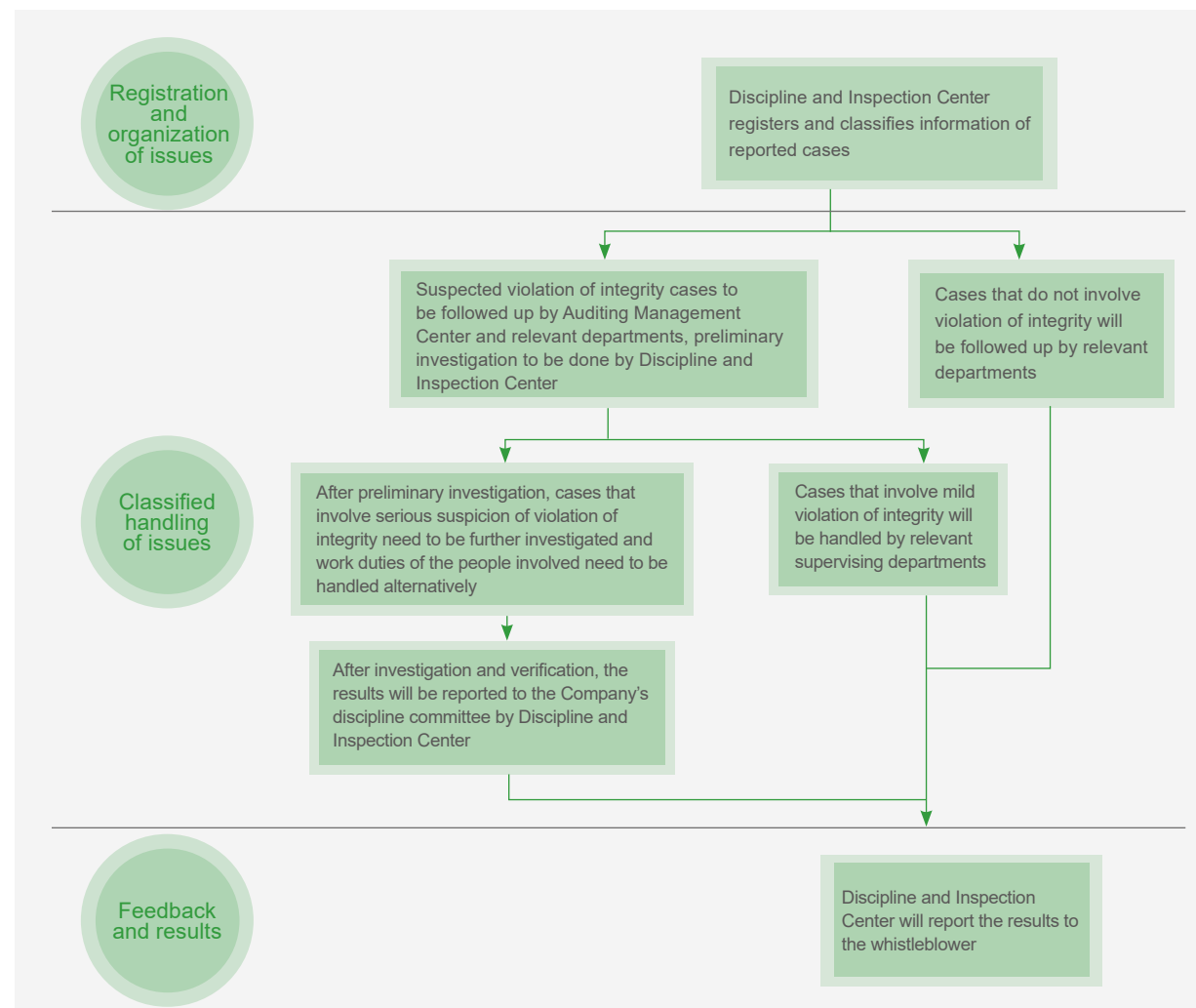
Poly Property actively undertakes its corporate social responsibility in supply chain management. Through continuously improving the anti-corruption mechanism of the supply chain, the Company endeavors to maintain a sustainable sunshine supply chain. By advocating the green procurement concept, it places great effort in building an ecological supply chain.

Sunshine Procurement

Poly Property established the Integrity Conduct Regulations to clarify the integrity management guidelines and procedures that suppliers and employees should follow in the procurement process. The Company also requires suppliers to sign an Integrity and Honesty Agreement before collaboration to clarify and regulate the responsibilities of both parties. During collaboration, if a supplier is suspected of transferring benefits or performing other irregular activities, it will be immediately reported to relevant departments and considered as an unqualified supplier, and the partnership will be immediately terminated. Poly Property emphasizes on the integrity education of its employees to ensure that it implements the relevant regulations of Sunshine Procurement in every aspect of supplier engagement and eliminates bribery. During the reporting period, there were no corruption lawsuits filed against the Company or its employees that were concluded.

To avoid fraudulent acts arising from the contact between purchaser and supplier, Poly Property implements an online digital procurement platform to ensure open and transparent procurement information as well as fair and just procurement prices. In addition, Poly Property sets up a disciplinary supervision and reporting hotline, a reporting email address, and online letter reporting system for employees and outsiders to report and expose irregular activities. To protect the safety of whistleblowers, Poly Property continues to improve the protection mechanism for whistleblowing information to prevent the leakage of whistleblower information. As of the end of the reporting period, Poly Property did not receive any substantiated complaints about the leakage of whistleblower information.

Poly Property complaint handling and reporting procedure

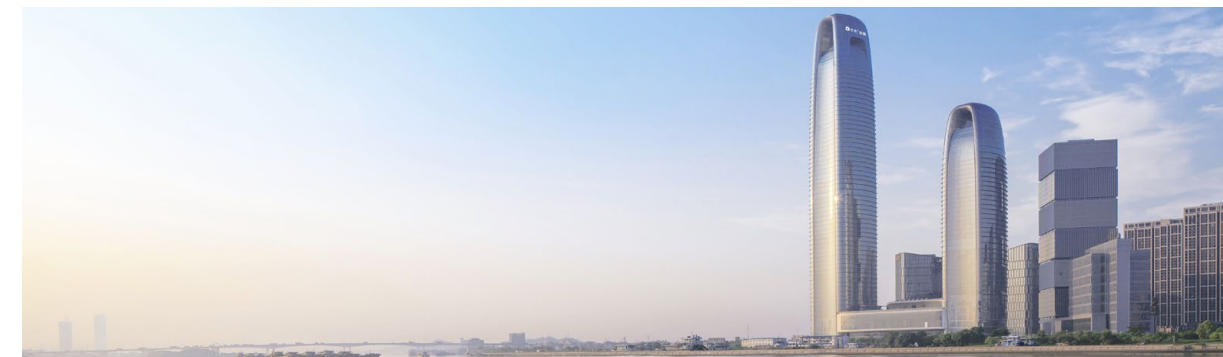


Green Procurement

Poly Property understands that green procurement is a cornerstone for a sustainable supply chain. In 2020, the Company based on ISO 9001 quality management system, ISO 14001 environmental management system and OHSAS 18001 occupational health and safety management system certifications to strengthen the assessment of suppliers' environmental and social factors. It also classified alternative units into types and levels according to their qualification status.

In addition, Poly Property has established a series of quality assurance requirements to ensure the quality of service provided by our contracted suppliers.

Credit and System Certification	National Grade Qualification	Enterprise Special Qualification
<ul style="list-style-type: none"> Credit rating AAA certification Enterprise management system certifications, including ISO 9001 quality management system, ISO 14001 environmental management system, OHSAS18001 occupational health and safety management system 	<ul style="list-style-type: none"> Landscaping qualification Garbage removal and disposal qualification Waste separation and disposal qualification 	<ul style="list-style-type: none"> Pest control qualification Secondary water supply facility cleaning qualification Garbage clearing and transportation qualification



Promoting Coordinated Development

In the context of the rapid development of the property management industry and the continuous expansion of service potential, Poly Property improved industry cooperation through strengthening industry exchange, opened up market space, and explored with partners to achieve more quantitative and qualitative changes.

Multi-channel Cooperation

Through cooperation with government bodies, enterprises and schools, Poly Property explores the theoretical basis and information technology to promote the development of the whole industry.

Cooperation with Central Enterprises

Through cooperation with other central state-owned enterprises, Poly Property built a joint community of the property management industry to optimize the industry layout.

Cooperation with Local Companies

Poly Property cooperates with local governments and investment platforms to build service brands for residential, commercial and public property services, creating distinctive brands. This promotes the connotation of "urban services", establishes the brand's reputation in the market, and contributes to the optimization of urban construction.

Case: Establishing a joint venture with Zhejiang Quzhou City Investment

In December 2020, Poly Property and Quzhou City Investment signed an equity cooperation agreement. The two planned to establish a joint venture company, riding on Quzhou City Investment's resource advantages as well as Poly Property's advanced business model and management experience to carry out cooperation in multiple business modes. They included residential communities services, town and scenic area management, etc., laying out the foundation of Quzhou town services.



Case: Strategic cooperation with ten organizations

At the China Mayor Forum held on December 11, 2020, Poly Property entered into a strategic cooperation with 10 organizations from across the country, in hopes of promoting the positioning of high-capacity public service in cities and towns through joint venture cooperation.



▲ Poly Property entered into a strategic cooperation with 10 organizations



School enterprise cooperation

Poly Property, together with universities, closely follows the national strategic direction of "coordinated regional development and new urbanization". This promote in-depth cooperation with think tanks, conducts in-depth research on urban public service, develops urban public service, and helps the country eliminate the dichotomy of urban and rural public service.

Creating a Model to Promote Development

Poly Property proactively accumulates and sorts out quality resources to reconstruct new ways of community consumption based on property services. The Company also explores new business ecology in the community, provides a blueprint for a better life for customers, and offers tenants a convenient and comfortable lifestyle. In 2020, the Company continued to promote its community investment plan and worked closely with external businesses, providing resources for upstream and downstream partners in the community business industry chain.



Communicating to Progress Together

Poly Property grasps the industry development trend and actively organizes and participates in industry exchanges. In the exchange activities of industry associations and research institutions, Poly Property holds in-depth discussions with peers around industry issues at present, summarizes practical experience and lessons learned, and looks forward to the future development of the industry together.



Case: Boao Real Estate Forum 2020

On August 12, 2020, the Boao Real Estate Forum 2020 was held in Hainan with the theme of "Real Estate Vision: The World Rebooted". One of Poly Property executives delivered a speech titled "Gathering Potential and Vision to Win the Future" in the Boao Lecture session. Nebula Ecology, a special service brand for commercial and office buildings, was introduced to the industry. For the first time, Nebula Ecology's "property management + capital management + enterprise service" trinity service system was put forward, which emphasizes the empowerment of enterprise development and industry chain synergy while showing a new direction of special commercial and office buildings to industry peers.



▲ Poly Property's Executive making a speech



Case: Guangzhou International Smart Property Expo 2020

At the Guangzhou International Smart Property Expo 2020, Poly Property released the "Yinghe Ecosphere" fullvalue service system. The Company talked about its steady improvement of basic services while expanding the scope of value-added services in various channels. It combined five advantages and brand endowments, and differentiated more than 180 industrial sectors, eventually forming the Yinghe Ecological Service Management System in 14 vertical fields. This focused on the cultivation of four core industries: community retail, move-in and furnishing services, housekeeping services and community media, joining hands with various industry chain partners to build a full-value service ecosystem.



▲ Guangzhou International Smart Property Expo 2020



Energy Saving and Emission Reduction to Create Green Space

Poly Property takes ecological environment protection as its primary responsibility. We improve our environmental management system and actively explore the ways to energy saving and emission reduction. We identify the risks and opportunities brought about by climate change and continuously explore low-carbon transformation. We create green office atmosphere and collaborate explore resource rationalization. We promote the concept of environmental protection and make every effort to build a green and healthy future.



Green Property Services



Green Office Operations



Green Culture Publicity

Green Property Services

Poly Property is committed to providing premium green property services to its customers. The Company strictly follows the Environmental Protection Law of the People's Republic of China and other laws and regulations, and puts into practice the concept of green operations by energy conservation to reduce carbon emissions, optimizing allocation and use of water resources, proper disposal of solid waste and identifying climate change risks and opportunities. As of the end of the reporting period, all certified sites of the Company passed the external audit of ISO 14001 environmental management system and obtained the certificate.



Emissions	Unit	2020 ¹
Emissions		
Nitrogen oxides	Kg	790
Sulfur oxides	Kg	2.92
Particulate matter	Kg	75
Greenhouse gas emission and intensity		
Greenhouse gas emissions (Scope 1 + Scope 2) ²	Tonnes CO ₂ e	311,543
Greenhouse gas emission intensity ³	Tonnes CO ₂ e / million sq.m.	820
Direct greenhouse gas emissions (Scope 1) ⁴	Tonnes CO ₂ e	2,637
Indirect greenhouse gas emissions (Scope 2) ⁵	Tonnes CO ₂ e	308,906

Energy Management

Efficient energy management has always been a key concern for Poly Property. The Company strictly abides by the Energy Conservation Law of the People's Republic of China and other laws and regulations, formulates and implements the Regulations on Cost Control Management, Guidelines for Energy Management and other policies, and achieves energy conservation, efficiency improvement and carbon emission reduction by standardizing energy consumption accounts, regularly monitoring energy use, and renovating facilities and equipment of each engineering system from both management and technical aspects.

1. The environmental data statistics for 2020 includes the Company headquarters, the office areas of subsidiary companies, and the office areas and non-office areas of subsidiary projects;
2. Greenhouse gas emissions are the sum of direct (Scope 1) and indirect (Scope 2) Greenhouse Gas emissions;
3. 2020 greenhouse gas emission density was calculated using 380.1 million square meters of Poly Property management area in 2020 as the denominator;
4. Direct greenhouse gas emissions (Scope 1): Direct greenhouse gas emissions are generated by the consumption of gasoline, diesel, natural gas, piped gas, and tanked LPG. The direct greenhouse gas emissions are calculated with reference to the Greenhouse Gas Emission Accounting Methods and Reporting Guidelines for Operating Units (Enterprises) of Public Buildings (Trial) released by the General Office of the National Development and Reform Commission;
5. Indirect greenhouse gas emissions (Scope 2): Indirect greenhouse gas emissions are from purchased electricity and heating. Indirect greenhouse gas emissions from purchased electricity and heat are calculated with reference to the Guidelines for Calculating Greenhouse Gas Emissions from Energy Consumption V2.1 issued by the World Resources Institute. The indirect emissions are calculated with reference to the Greenhouse Gas Emission Accounting Methods and Reporting Guidelines for Operating Units (Enterprises) of Public Buildings (Trial) released by the General Office of the National Development and Reform Commission.



Management method

Reasonably distribute the public energy consumption meters

Standardize management of energy consumption accounts and water and electricity metering system diagram

Project Introduction

Project Pre-delivery

Project Operation

- Establish energy consumption accounts for equipment
- Strictly implement energy consumption control and estimate energy consumption targets
- Regularly track and analyze energy consumption data, collect and evaluate project actual loss, and intervene when it exceeds the target value by 5%
- Replace or carry out special maintenance on equipment with excessive energy consumption



Lighting System

- Renovate and upgrade the the lighting system in project public areas, install time controlled LED or light sensing lighting system, to improve the operation time difference between seasons; introduce intelligent dimming modules to manage the lighting according to time



HVAC System

- Recycle the air conditioning condensate the cooling water system to improve energy use efficiency



Water Supply System

- Remote monitoring of water supply equipment to avoid problems such as running and dripping
- Use the non-pressure water supply system to reduce the number of pump times and the energy consumption of water supply equipment operation



Case: Guangzhou Poly Zhongda Plaza lighting technology renovation and upgrade

Guangzhou Poly Zhongda Plaza renovated and upgraded its car park lighting to address the energy consumption issues. It introduced advanced technology for dual-level brightness control of LED lamps, saving power by more than 90%, and also improved the light attenuation of LED lamp beads, extending the product life of lamps.



Case: Poly Plaza central air conditioning ventilation system

Poly Plaza East Tower central air conditioning and ventilation system was designed with an automated monitoring system for intelligent regulation and control. It combined scientific operation management and strict system maintenance to significantly reduce energy loss, effectively saving air conditioning operating costs while improving the cost effectiveness of project management.

Direct and indirect energy consumption by type in total and intensity	Unit	2020 ¹
Total energy consumption ²	MWh	375,858
Total energy consumption intensity ³	MWh / million sq.m.	989
Direct energy consumption ⁴	MWh	13,385
Indirect energy consumption ⁵	MWh	362,473
Gasoline ⁶	Litre	198,428
Diesel ⁷	Litre	106,014
Natural gas ⁸	m ³	771,419
Piped gas ⁸	m ³	8,256
Tanked LPG ⁸	Kg	208,280
Purchased electricity	MWh	323,267
Purchased heat	MWh	39,207

Water Resources Management

Poly Property advocates water conservation and water resource recycling in its operations. In compliance with the Law of the People's Republic of China on the Prevention and Control of Water Pollution, the Company refines its water resources management regulations under the Regulations on the Management of Project Cost Control to strengthen its water resources control in a comprehensive and multi-dimensional manner. In 2020, the Company actively responded to the call of government bodies to create and declare water-saving communities in several regions. Therein, Jiangsu Company organized Nanjing Xiangbin International, Nanjing Zijing Hill, Nanjing Yunxi Garden; Tianjin Company organized Tianjin Shanglingyuan Project, Shanghe Yasong North Lane, Tianjin Shanglangyuan and other projects, successfully built water-saving communities through regular process control and a series of standardized measures. During the reporting period, the only source of our water consumption was the municipal waterworks, and the Company did not encounter any water supply problems.

To improve the efficiency of water resource utilization within the operation scope of Poly Property, the following measures were implemented:

- Construction of rainwater recycling system
- Underground sprinkler irrigation with UPVC
- Use water-saving facilities and equipment
- Put up water-saving signs at water use places
- Employ automatic irrigation for landscaping
- Clarify daily water management measures

Water consumption in total and intensity	Unit	2020 data ¹
Total water consumption	m ³	8,112,096
Water consumption intensity ⁹	m ³ /million sq.m.	21,342

1. The environmental data statistics for 2020 includes the Company headquarters, the office areas of subsidiary companies, and the office areas and non-office areas of subsidiary projects;

2. Total energy consumption is the sum of total direct energy consumption and total indirect energy consumption;

3. 2020 energy consumption intensity was calculated using 380.1 million square meters of Poly Property GFA under management in 2020 as the denominator;

4. The direct energy consumption includes the total energy consumption generated by gasoline, diesel, natural gas, piped gas, and tanked LPG;

5. The indirect energy consumption includes the total energy consumption generated by purchased electricity, purchased heating, etc.;

6. Gasoline consumption statistics are from gasoline consumed by Poly Property's company vehicles;

7. Diesel consumption statistics are from the diesel consumption of engineering facilities and equipment in Poly Property's managed projects;

8. Natural gas, piped gas and tanked LPG statistics are from Poly Property's company canteen;

9. 2020 water consumption intensity was calculated using 380.1 million square meters of Poly Property GFA under management in 2020 as the denominator.



Waste Management

Poly Property strictly complies with national laws and regulations such as the Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution and conscientiously implements the Notice on Comprehensive Domestic Waste Separation in Cities at the Prefectural Level and Above issued by the Ministry of Housing and Urban-Rural Development. The Company formulates and implements relevant internal regulations such as Guidelines for Waste Classification and carries out solid waste disposal in an orderly manner to reasonably dispose of the waste generated in the course of project operations and achieve efficient utilization and recycling of resources.

The main hazardous wastes generated during its operation are printer cartridges, toner cartridges and waste lamps. The Company strictly complies with the regulations on the disposal of hazardous waste in each project location and entrusts suppliers and organizations qualified for disposal to recycle and treat hazardous waste.

The main non-hazardous waste generated during the property operation process is office paper waste and food waste. Poly Property implements a paperless office policy to reduce the paper waste. For food waste, Poly Property takes charge of collecting and managing the waste generated by the projects, and regularly commissions qualified third-party organizations to collect waste. Besides, we encourage property service center to recycle green waste for garden fertilization to promote the recycling of resources.

In addition to fulfilling its management responsibilities, the Company actively engages with households in the communities to respond to the promotion of waste separation. The headquarter leads subordinate companies to set up waste classification and recycling stations in the communities, practising waste classification together with owners. In 2020, the Company has withdrawn all garbage cans in passageways and has completed the work of on-spot waste classification and distribution in 8 office projects under its management, providing guarantee for promoting waste classification at community level in urban areas.



Case: "AI Technology + Community Publicity" to Promote Waste Classification

Poly Property introduced an intelligent supervisory robot "Xiao Rui" in Nanxun, Zhejiang, to help residents develop the habit of waste classification. The wide range of community cultural activities were combined with publicity to enrich the knowledge of waste classification of residents. In June 2020, the Nanxun Project was awarded the first place in Huzhou in the refined assessment of waste classification.



▲ Smart Trash Cans

Total hazardous waste produced and intensity	Unit	2020 ¹
Total hazardous waste produced ²	Kg	28,146
Hazardous waste intensity ³	kg/million sq.m.	74
Waste lamp	Kg	18,891
Waste printer toner cartridge	Kg	7,172
Waste ink cartridge	Kg	2,083

Total non-hazardous waste produced and intensity	Unit	2020 ¹
Total non-hazardous waste produced ⁴	Tonnes	2,143
Non-hazardous waste intensity ⁵	Tonnes/million sq.m.	6
Food waste	Tonnes	2,080
Office paper waste	Tonnes	62

1.The environmental data statistics for 2020 includes the Company headquarters, the office areas of subsidiary companies, and the office areas and non-office areas of subsidiary projects;

2.The total hazardous waste produced includes the generation of waste lamps, waste printer toner cartridges and waste ink cartridges;

3.2020 hazardous waste intensity was calculated using 380.1 million square meters of Poly Property GFA under management in 2020 as the denominator;

4.The total non-hazardous waste produced includes the generation of food waste and office waste paper;

5.2020 non-hazardous waste intensity was calculated using 380.1 million square meters of Poly Property GFA under management in 2020 as the denominator.

Responding to Climate Change

Poly Property understands that extreme weather events caused by climate change will put a significant impact on its operation. The Company is committed to effectively identifying and addressing climate change risks and actively improving its environmental performance. In our day-to-day operation, we promote measures such as green office and green water recycling to improve the efficiency of resource recycling and reuse, reducing the possible impacts of our operation on the climate environment. In the future, we will continue to identify potential business activities impacting the environment and develop corresponding improvement measures, so as to further prevent the possible negative impacts of our operation on climate change.

Poly Property also emphasizes on effective prevention and timely control of climate change risks. The Company gradually improved its emergency response mechanism for extreme weather by formulating internal policies, such as the Poly Property Emergency Response Manual. The Company organizes regular emergency drills for flood and typhoon prevention, and monitors the operation of emergency response facilities and equipment in real time to improve the speed and capability of its emergency response, ensuring the safety of customers and their property under various extreme weather conditions.



Case: Wuhan company actively responded to floods to guarantee owners' safety

In April 2020, Wuhan entered the flood season and the emergency response level of floods went up rapidly. Wuhan Company called for all projects to carry out special work on flood control, including safety training, emergency drill, supplies inventory drainage system inspection and maintenance, and establishment of a 24-hour duty system. With the joint efforts of the team, Wuhan Company did not involve in any emergency liability incident related to floods in 2020.



▲ Employees of Wuhan Company carried out various flood control work

Green Office Operations

To drive green property and build a low-carbon community, Poly Property actively advocates green office. We introduced a smart office system and implemented energy-saving measures in office areas, blending green and environmental protection awareness into the Company's daily operations concept to create a pleasant, green office atmosphere.

Smart office system

- The Hsingyun online office system realizes the whole lifecycle of project management online, enables digital filing and approval process, reduces paper-based work, and improves office efficiency comprehensively
- EHR human resources management system integrates with WeChat to realize paperless daily management
- Full implementation of information projection screen for meetings, real-time sharing of meeting information, reducing business travel and saving paper

Energy saving of office equipment

- Enhance employees' awareness of energy conservation and consumption reduction, and effectively reduce waste of water, electricity, paper and other resources
- Switch off all kinds of water and electrical equipment that are not needed in time, reduce the non-load loss of electronic equipment
- Inspect lighting equipment on a regular basis every day, specify the number and brightness of lighting during non-working hours

Paper recycling for office work

- Encourage employees to respond to the concept of paperless office and use electronic equipment to modify materials and reduce photocopying
- Promote double-sided printing and use of secondary paper to improve the utilization rate of office paper

Carbon reduction for business travel

- Encourage employees to use public transport to commute and advocate green travel
- Implement OA system to apply for official vehicles, standardize the application process of official vehicles, and improve the accuracy of vehicle management

Standardization of office supplies

- Implement a management system and process of purchase and registration of office supplies, and strengthen the recycling rate of office supplies
- Office meetings are not provided with plastic bottle mineral water or disposable paper cups, replaced by reusable glass cups

Green office procurement

- We procure products that meet environmental protection standards and do not contain harmful chemicals, and raise employee's awareness of the rational use of resources and environmental protection

Green Culture Publicity

Poly Property is committed to working with owners and communities to protect natural environment and build green homes. In 2020, the Company carried out various types of green culture promotion and construction activities, and actively motivated property owners and community members to participate in environmental protection activities, such as tree planting, garbage classification, Earth Hour and old clothes recycling. It also popularized the scientific knowledge of environmental protection, such as energy conservation and waste separation, to community members through community bulletin boards, the Internet and other publicity channels, introducing the impact of waste on the environment and raising community members' awareness of environmental protection.



Case: Tree planting community activities

In 2020, Poly Property organized tree planting activities in numerous communities and urban public areas across the country, led by properties and through owner participation. Poly Property supported global low-carbon development with action, demonstrating its determination to address climate change.



▲ Tree planting event



Case: Garbage collection community education

In 2020, Poly Property launched a garbage sorting knowledge and handcraft activity in Wuxi Xidong New Town, a new urban service project, to convey green concept to children to build green cities together. The "Finding a Home for Garbage" course was held for three years in a row. To date, more than 12,000 children participated and received the "Qualified Harmony Courtyard Bee Passport".



▲ "Finding a home for Garbage" course



Case: Recycling old clothes for a warm winter

In response to the call from the Guangzhou Civil Affairs Bureau to send warmth in winter, Poly Property Volunteer Team carried out a used clothes collection campaign and collected nearly 3,000 pieces of clothing to help hundreds of homeless people. This also reduced the burden on the environment by reducing the amount of clothing waste and increasing resources.



▲ Collection of second-hand clothing activity



Sowing Sparks, Contributing to Poverty Eradication and Charity

We should be grateful for our resources. Poly Property upholds the public welfare concept of harmonious coexistence with society and actively undertakes the social responsibility of state-owned enterprises. Through consolidating poverty eradication results, we promote the welfare of the society; through carrying out community public welfare activities, we create a harmonious community culture; through engaging in public welfare and charity, we establish a warm corporate image.



Improving Poverty
Eradication Effectiveness



Contributing to Public
Welfare and Charity



Community Charity
Activities

Improving Poverty Eradication Effectiveness



Spreading Spark Culture and Implementing Targeted Poverty Alleviation Strategy

Poly Property strives to fight against poverty and continues to increase the effectiveness of poverty eradication. In 2020, Poly Property organized the fourth and fifth "Poly Spark Class", enrolling 147 students in the "Spark Class" for providing university training for poor people in poverty-stricken area for poor areas. After passing the examination, 100% of the trainees were employed and their families were able to escape poverty. The innovative poverty alleviation model of the Spark Class demonstrated the responsibility and commitment of state-owned enterprises, and was widely reported by CCTV, People's Daily and other media, praised by society.



Case: The opening ceremony of the fifth "Poly Spark Class"

In November 2020, the opening ceremony of the fifth "Poly Spark Class" was held in Shanxi Vocational and Technical College of Architecture. That class had the largest number of students since Poly Spark Class first started. 84 new students of Poly Spark Class from Ludian, Qiaojia and Ninglang in Yunnan, Xincheng in Guangxi, Hequ and Wutai in Shanxi and Karachin Banner in Inner Mongolia were gathered at the ceremony. They overcame the impact of the pandemic and embarked on a new journey with Poly.



▲ Group photo taken at the opening ceremony of the Poly Spark Class



Mobilizing the Power of Communities, Responding to the Call on Poverty Alleviation

To actively respond to the national call for poverty alleviation through consumption and to participate in the "Power of Community" poverty alleviation campaign organized by the China Property Management Institute, Poly Property has gathered the strength of the property industry to consolidate and expand the achievements of poverty alleviation. In 2020, Poly Property continued to respond national call for poverty alleviation through consumption by carrying out a number of special activities. The Company organized "Thousand Stalls in Hundred Cities" charity sales and "Spark for Farmers" activities in the community to help alleviate poverty and build a sales channel for agricultural products from the origin to the community. This provided a long-term market guarantee for the sake of poverty alleviation and rural revitalization through consumption. In 2020, Poly Property established a direct procurement base for Gannan navel oranges in Huangbai, Ruijin, Jiangxi. It solved the sales problem of over 20,000 boxes of navel oranges via online and offline channels. In September 2020, Poly Property adopted 29 acres of Tibetan barley agricultural products for community sales activities to support the economic development of Tibetan rural areas.



Case: "Thousand Stalls in Hundred Cities" campaign for poverty alleviation through consumption

In June 2020, Poly Property organized the "Thousand Stalls in Hundred Cities" campaign to help fight poverty. In the "Spark for Farmers Zone", employees of Poly Property acted as "poverty alleviation products" promoters, explaining poverty alleviation initiatives to property owners and recommending high-quality agricultural products from the targeted poverty alleviation counties. In addition, members of the "Poly Spark Class" carried out an innovative "Support for Hometown" live-streaming activity onsite, which attracted nearly 10,000 viewers and ranked top in live-streaming on the e-commerce platform, with enthusiastic online attention and purchase response. The "Thousand Stalls in Hundred Cities" campaign took place in different cities, bringing together sparks of hope and illuminating poor areas with care.



▲ Thousand Stalls in Hundred Cities

Contributing to Public Welfare and Charity

Poly Property adheres to its public welfare philosophy and contributes to public charity by leveraging its corporate advantages. In 2020, Poly Property launched the "Poly Fundraising Campaign" and invited its employees to voluntarily donate one day's salary to the "Love Fund". Poly Property donated a total of RMB 52,000 to charity during the year, and continued to donate money to support education, help the poor and rebuild communities.



Case: Poly Property students assistance program

In December 2020, Poly Tianchuang Property, together with representatives from more than 20 property companies in Hunan, visited Shuangpai Town Middle School, located in remote mountainous area in Wugang, to carry out the "Warm Winter, Light Up Hope" activity. We brought daily and school supplies for students, continuously supporting school development and the healthy growth of students while spreading warmth and positive energy.



▲ Sorting out the supplies

Community Charity Activities



Poly Spark Community - communicating and constructing together, relieving people's difficulties, removing people's worries and helping people solve problems

Poly Property is committed to creating a caring, humanistic community atmosphere and working with owners to carry out community charity activities. In 2017, the Company set up the Poly Heyuan Volunteer Team to serve the local community and carry out public welfare activities. To date, more than 4,000 community owners have joined and branch teams are spread all across the country. For the community, the volunteer teams conduct visits, home improvement work and safety training activities to enhance the awareness of physical and mental health and home safety of the elderly, and to improve their self-confidence and sense of well-being. Beyond the community, the volunteer teams are committed to exploring the social service model and initiating public welfare activities, such as "Charity Run", "Scholarship Program", "Green Environmental Protection" and "Visit to Vulnerable Group", to care for the disadvantaged. In 2020, the teams across the country endeavored to overcome the impact of the COVID-19 pandemic and carried out "Learning from Lei Feng" and "Spark Youth Voluntary Alliance" on top of regular activities. A total of 81 charity events were organized with over 7,076 participants.



Case: Anti-pandemic voluntary activities

In August 2020, Poly Property Wuhan voluntary team joined hands with the community streets to do regular disinfection work in hot summer for epidemic prevention and control. The team carried out comprehensive cleaning across the entire community, which was highly recognized by members of the community.



▲ On the site of disinfection work

Appendix

Index of ESG Report

General Disclosure and Key Performance Indicators (KPIs)		Corresponding Sections
Environmental		
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General Disclosure		Energy Saving and Emission Reduction to Create Green Space
A1.1	The types of emissions and respective emissions data	Green Property Services ESG Key Performance Indicators
A1.2	Greenhouse gas emission in total and intensity	Green Property Services ESG Key Performance Indicators
A1.3	Total hazardous waste produced and intensity	Green Property Services ESG Key Performance Indicators
A1.4	Total non-hazardous waste produced and intensity	Green Property Services ESG Key Performance Indicators
A1.5	Description of measures to mitigate emissions and results achieved	Green Property Services Green Office Operation
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Green Property Services Green Office Operation
A2: Use of resources		
General Disclosure		Energy Saving and Emission Reduction to Create Green Space
A2.1	Direct and/or indirect energy consumption by type in total and intensity	Green Property Services ESG Key Performance Indicators
A2.2	Water consumption in total and intensity	Green Property Services ESG Key Performance Indicators
A2.3	Description of energy use efficiency initiatives and results achieved.	Green Property Services Green Office Operation
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A2.5	Total packaging material used for finished products and per unit produced	Non-applicable
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A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Green Property Services
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General Disclosure		Professional people-oriented services
B1.1	Total workforce by gender, employment type, age group and geographical region	Attracting Talent ESG Key Performance Indicators
B1.2	Employment turnover rate by gender, age group and geographical region	Not Disclosed

General Disclosure and Key Performance Indicators (KPIs)		Corresponding Sections
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B2.1	Number and rate of work-related fatalities	Not Disclosed
B2.2	Lost days due to work injury	ESG Key Performance Indicators
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Protecting Employee Health
B3: Development and training		
General Disclosure		Stimulating Growth
B3.1	The percentage of employees trained by gender and employment category	Stimulating Growth ESG Key Performance Indicators
B3.2	The average training hours completed per employee by gender and employee category	Stimulating Growth ESG Key Performance Indicators
B4: Labor standards		
General Disclosure		Protecting Employee Rights and Interests
B4.1	Description of measures to review employment practices to avoid child and forced labor	Protecting Employee Rights and Interests
B4.2	Description of steps taken to eliminate such practices when discovered.	Protecting Employee Rights and Interests
B5: Supply chain management		
General Disclosure		Optimizing Sustainable Supply Chain
B5.1	Number of suppliers by geographical region	Optimizing Sustainable Supply Chain ESG Key Performance Indicators
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Optimizing Sustainable Supply Chain
B6: Product responsibility		
General Disclosure		To Serve the People by Managing and Achieving
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not Applicable
B6.2	Number of product and service related complaints received and how they are dealt with	All-round communication to respond to customer needs ESG Key Performance Indicators
B6.3	Description of practices relating to observing and protecting intellectual property rights	Promoting a smart lifestyle for owners
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	Guarding the land and customers
B7: Anti-corruption		
General Disclosure		Anti-bribery and Corruption
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	Anti-bribery and Corruption ESG Key Performance Indicators
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Anti-bribery and Corruption
B8: Community investment		
General Disclosure		Sowing Sparks to Help Fight Poverty
B8.1	Focused areas of contribution	Sowing Sparks to Help Fight Poverty
B8.2	Resources contributed to the focused areas	Resources contributed to the focused areas

List of ESG Policies, Laws and Regulations

ESG Aspects	Laws and Regulations ¹	Internal Policies
A Environment	Environmental Protection Law of the People's Republic of China Energy Conservation Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Control of Water Pollution Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution	Regulations on Cost Control Management Guidelines for Energy Management Guidelines for Waste Classification Poly Property Emergency Response Manual
B1 Employment	Labor Law of the People's Republic of China Labor Contract Law of the People's Republic of China Employment Promotion Law of the People's Republic of China Social Insurance Law of the People's Republic of China	Measures for the Administration of Compensation Labor Contract Management Measures Rationalized Suggested Management Method
B2 Health and safety	Labor Law of the People's Republic of China Fire Protection Law of the People's Republic of China Production Safety Law of the People's Republic of China Law of the people's Republic of China on Prevention and Control of Occupational Diseases Emergency Response Law of the People's Republic of China Regulations on Work-related Injury Insurance	Safe Production Management System Compilation Safe Production Management System Emergency Response Manual Management System Manual Compilation of Guidelines on Anti-pandemic Work of Poly Property
B5 Supply chain management	Law of the People's Republic of China on Tenders and Bids	Bidding Management Policies Supplier Management Measures Guidelines for Supplier Evaluation Management
B6 Product responsibility	Trademark Law of the People's Republic of China Advertising Law of the People's Republic of China Patent Law of the People's Republic of China Copyright Law of the People's Republic of China The Tort Law of the People's Republic of China Product Quality Law of the People's Republic of China Law of the People's Republic of China on the Protection of Rights and Interests of Consumers Urban Real Estate Administration Law of the People's Republic of China Property Management Regulations	Guidelines for Management of Archives and Data of Residential Property Intangible Assets Management Measures Brand Management Regulations SOP Manual for High-end Project Basic Services Exclusive Scenario Service Manual Community Co-creation Manual
B7 Anti-corruption	Company Law of the People's Republic of China Anti-money Laundering Law of the People's Republic of China Anti-monopoly Law of the People's Republic of China Anti-Unfair Competition Law of the People's Republic of China Interim Provisions on Banning Commercial Bribery	Letter of Commitment to Integrity and Self-discipline Measures of Implementing Discipline Inspection and Supervision System Ten Prohibitions for Leading Cadres Eight Prohibitions for Management Cadres Convention on Integrity of Cadres Measures for Cadre Supervision and Management Integrity Conduct Regulations Integrity and Honesty Agreement
B8 Community investment	Charity Law of the People's Republic of China Guiding Opinions of the General Office of the State Council on Deepening Poverty Alleviation Through Consumption	Guidelines for Three-Level Anti-pandemic Control Work Guidelines on Anti-pandemic Work Anti-pandemic Manual for Employees Guidelines for Work Resumption

¹The Civil Code of the People's Republic of China has been effective since January 1, 2021. The Tort Law of the People's Republic of China mentioned in this report are effective during the reporting period (2020.1.1 - 2020.12.31).

ESG Key Performance Indicators

ESG KPIs	Unit	2020 ¹	2019 ²
A1. Emissions			
A1.1 The types of emissions and respective emissions data			
Nitrogen oxides	Kg	790	626
Sulfur oxides	Kg	2.92	2.51
Particulate matter	Kg	75	59
A1.2 Greenhouse gas emissions in total and intensity			
Greenhouse gas emissions (Scope 1 and Scope 2) ⁴	Tonnes CO ₂ e	311,543	50,251
Greenhouse gas emission intensity ³	Tonnes CO ₂ e/million sq.m.	820	175
Direct greenhouse gas emissions (Scope 1) ⁵	Tonnes CO ₂ e	2,637	389
Indirect greenhouse gas emissions (Scope 2) ⁶	Tonnes CO ₂ e	308,906	49,862
A1.3 Total hazardous waste produced and intensity			
Total hazardous waste produced ⁷	Kg	28,146	Newly disclosed data in 2020
Hazardous waste intensity ³	Kg/million sq.m.	74	Newly disclosed data in 2020
Waste lamp	Kg	18,891	Newly disclosed data in 2020
Waste printer cartridge	Kg	7,172	638(Pcs)
Waste ink cartridge	Kg	2,083	619(Pcs)
A1.4 Total non-hazardous waste produced and intensity			
Total non-hazardous waste produced ⁸	Tonnes	2,143	21

1.The environmental data statistics for 2020 includes the Company headquarters, the office areas of subsidiary companies, and the office areas and non-office areas of subsidiary projects;
2.The environmental data statistics for 2019 includes the office areas of the Company headquarters, subsidiary companies, and projects;
3.2020 greenhouse gas emission intensity, hazardous waste intensity, non-hazardous waste intensity, energy consumption intensity, and water consumption intensity were calculated using 380.1 million square meters of Poly Property GFA under management in 2020 as the denominator;
4.Greenhouse Gas emissions are the sum of direct (Scope 1) and indirect (Scope 2) Greenhouse Gas emissions;
5.Direct Greenhouse Gas emissions (Scope 1): Direct Greenhouse Gas emissions are generated by the consumption of gasoline, diesel, natural gas, piped gas, and tanked LPG;
The greenhouse gas emissions are calculated with reference to the Greenhouse Gas Emission Accounting Methods and Reporting Guidelines for Operating Units (Enterprises) of Public Buildings (Trial) released by the General Office of the National Development and Reform Commission;
6.Indirect Greenhouse Gas emissions (Scope 2): Indirect Greenhouse Gas emissions are from purchased electricity and heating. Indirect greenhouse gas emissions from purchased electricity are calculated with reference to Greenhouse Gas Emission Accounting Methods and Reporting Guidelines for Operating Units (Enterprises) of Public Buildings (Trial) issued by the General Office of the National Development and Reform Commission. Indirect greenhouse gas emissions from purchased heating are calculated with reference to the Guidelines for Calculating Greenhouse Gas Emissions from Energy Consumption V2.1 issued by the World Resources Institute;
7.The total hazardous waste produced includes the generation of waste lamps, waste printer toner cartridges and waste ink cartridges; starting from this year, the unit of hazardous waste generated has been changed from pieces to weights, in order to enhance the comparability of disclosed data from different reporting periods;
8.The total non-hazardous waste produced includes the generation of food waste and office waste paper. In 2019, only office waste paper was included. Therefore, the total amount and intensity of non-hazardous waste produced has increased significantly year-on-year;

ESG KPIs	Unit	2020 ¹	2019 ²
Total non-hazardous waste intensity ³	Tonnes/million sq.m.	6	0.07
Food waste	Tonnes	2,080	Newly disclosed data in 2020
Office paper waste	Tonnes	62	21
A2. Use of resources			
A2.1 Direct and indirect energy consumption by type in total and intensity			
Total energy consumption ⁹	MWh	375,858	64,545
Total energy consumption intensity ³	MWh/million sq.m.	989	225
Direct energy consumption ¹⁰	MWh	13,385	1,530
Indirect energy consumption ¹¹	MWh	362,473	63,015
Gasoline ¹²	Litre	198,428	171,039
Diesel ¹³	Litre	106,014	Disclosure starts in 2020
Natural gas ¹⁴	m ³	771,419	Disclosure starts in 2020
Piped gas ¹⁴	m ³	8,256	Disclosure starts in 2020
Tanked LPG ¹⁴	Kg	208,280	Disclosure starts in 2020
Purchased electricity	MWh	323,267	54,057
Purchased heating	MWh	39,207	8,958
A2.2 Water consumption in total and intensity			
Water consumption in total	m ³	8,112,096	1,778,670
Water consumption intensity ³	m ³ /million sq.m.	21,342	6,197

*Unless otherwise specified, the relevant coefficients for data conversion and calculation methods refer to "How to Prepare an ESG Report - Appendix 2: Reporting Guideline on Environmental KPIs".

9.Total energy consumption is the sum of total direct energy consumption and total indirect energy consumption;

10.The direct energy consumption includes the total energy consumption generated by gasoline, diesel, natural gas, piped gas, and tanked LPG;

11.The indirect energy consumption includes the total energy consumption generated by purchased electricity, purchased heating, etc.;

12.Gasoline consumption statistics are from gasoline consumed by Poly Property's company vehicles;

13.Diesel consumption statistics are from the diesel consumption of engineering facilities and equipment in Poly Property's managed projects;

14.Natural gas, piped gas and tanked LPG statistics are from Poly Property's company canteen.

ESG KPIs		Unit	2020	2019
B1. Employment				
B1.1 Total workforce by gender, employment type, age group and geographical region				
Total number of employees		Headcount	44,351	38,774
By gender	Male	Headcount	27,477	24,398
	Female	Headcount	16,874	14,376
By employment type	Managerial Staff	Headcount	1,439	1,395
	Non-managerial Staff	Headcount	42,912	37,379
By age group	Aged 30 and under	Headcount	19,300	17,071
	Aged 31-50	Headcount	21,726	18,775
	Aged 51 and above	Headcount	3,325	2,928
By geographical region	Northeastern China	Headcount	1,827	The geographical regional categories of total workforce in 2019 was different from this year. For relevant disclosure, please refer to the Company's 2019 Environmental, Social and Governance Report
	Northern China	Headcount	5,367	
	Eastern China	Headcount	3,731	
	Southeastern China	Headcount	4,561	
	Central China	Headcount	5,295	
	Northwestern China	Headcount	6,189	
	Mid-south China	Headcount	4,404	
	Greater Bay Area	Headcount	8,113	
	Southern China	Headcount	4,864	
B2. Health and Safety				
B2.2 Lost days due to work injury				
Lost days due to work injury		Days	513	5,026
B3. Development and Training				
B3.1 The number and percentage of employees trained by gender and employee category				
Total number of employees trained (percentage)		Headcount (%)	44,351(100%)	38,774(100%)
By gender	Male (percentage)	Headcount (%)	27,477(62%)	24,398(63%)
	Female (percentage)	Headcount (%)	16,874(38%)	14,376(37%)
By employee category	Managerial Staff (percentage)	Headcount (%)	1,439 (3%)	1,395(4%)
	Non-managerial Staff (percentage)	Headcount (%)	42,912(97%)	37,379(96%)

ESG KPIs		Unit	2020	2019
B3.2 The average training hours completed per employee by gender and employee category				
Total training hours		Hours	2,147,704	605,883
The average training hours completed per employee		Hours	48	16
By gender	Male	Hours	51	15
	Female	Hours	41	16
By employment category	Management	Hours	39	21
	Non management	Hours	49	15
B5. Supply Chain Management				
B5.1 Number of suppliers by geographical region				
Number of suppliers		Entity	8,135	6,093
B6. Product Responsibility				
B6.2 Number of products and service related complaints received				
Service complaints received in the property category		Times	8,996	Not disclosed
Engineering complaints received in the property category		Times	2,732	Not disclosed
Safety complaints received in the property category		Times	2,890	Not disclosed
Other complaints received in the property category		Times	1,692	Not disclosed
B7. Anti-corruption				
B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period				
Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period		Cases	0	0
B8. Community Investment				
B8.2 Resources contributed to the focused areas				
Amount in targeted poverty alleviation		Thousand RMB	40	273
Other charity donations		Thousand RMB	12	85
Employee participation in voluntary activities		Person-time	7,076	12,825

*Unless otherwise specified, the relevant coefficients for data conversion and calculation methods refer to HKEX's "How to Prepare an ESG Report - Appendix 3: Reporting guidance on Social KPIs".