



EVERGRANDE PROPERTY SERVICES GROUP LIMITED

恒大物業集團有限公司

(Incorporate in the Cayman Island with limited liability)

Stock code : 6666

2020 Environmental, Social, and Governance Report

Conscientious **Services** | Heartfelt **Companionship**





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Address from Chairman

On behalf of Evergrande Property Services Group, I am pleased to present the Group's first Environmental, Social and Governance Report to you on the Group's governance philosophy of sustainable development and the results achieved. Since its establishment in 1997, the Group has always adhered to the service concept of "conscientious services and heartfelt companionship", and has established a brand image of pursuing high-quality services. Our customer centric culture leads us to move forward, open new paths, and provide better services for customers.

In 2020, we were successfully listed on the Hong Kong Stock Exchange, ushering in a new stage of rapid business growth and fast brand expansion. During the year, we integrated our sustainable development strategy into all aspects of our business, and worked together to achieve the sustainable development of the Group by improving strategic governance and employee participation.

In 2020, we adhered to quality to build a high-quality community. We provided diversified and thoughtful services. Through all-round strategic coordination with China Evergrande Group, we have actively built a smart community, and created a complete "Evergrande Life Circle (恒大生活圈)" for property owners, extending the concept of sustainable development to every Evergrande community. Amid the COVID-19 pandemic, the Group has developed a solid line of defence to safeguard the lives and health of over 2.2 million residents.

In 2020, we cared for our employees and improved talent training. As the saying goes, "a country cannot be powerful without talents and an enterprise cannot be flourishing without talents". Talents are the foundation of enterprise development and the first productive force to promote enterprises' leapfrog development. Evergrande Property Services Group has been attaching great importance to team building, introducing talents through multiple channels, cultivating talents through efficient mechanisms, and promoting talents through broad platforms, which provided a strong talent guarantee for the rapid development of the Group.

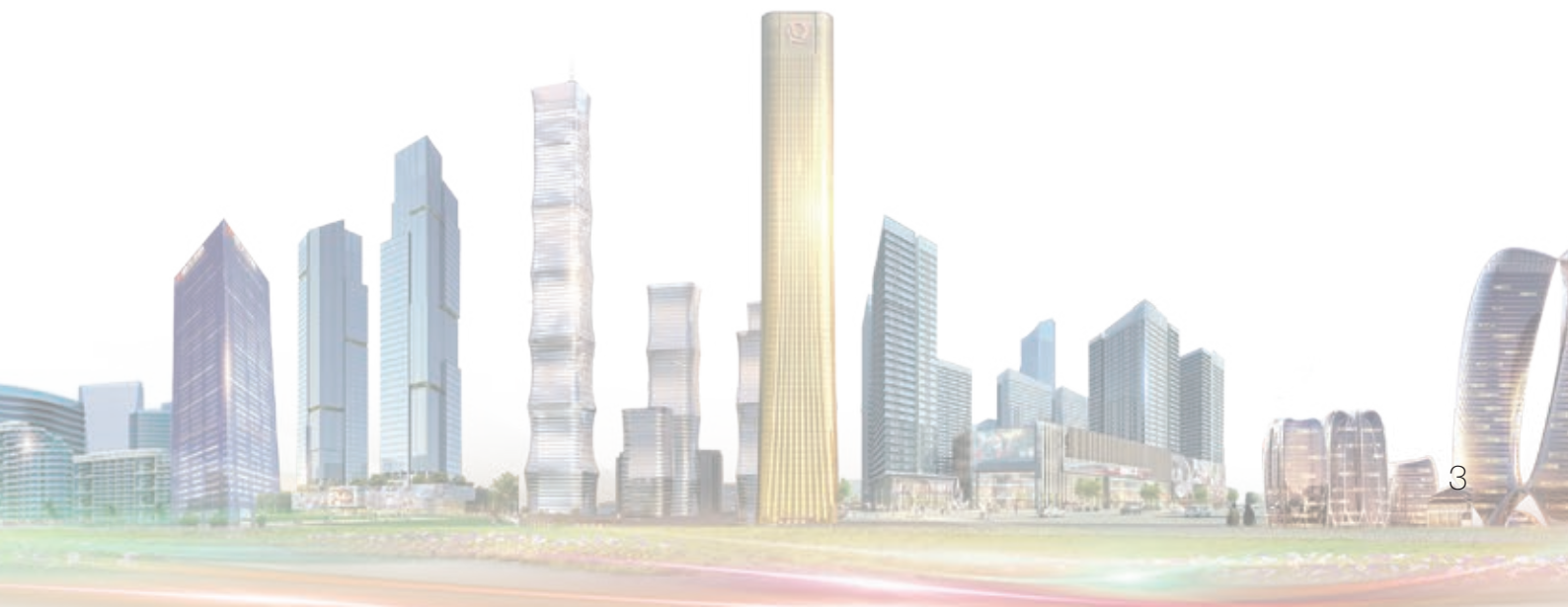
In 2020, we adhered to green operation to actively protect the environment. In the operation of community services, environmental protection has always been an issue we attach great importance to. We set energy-saving and consumption-reduction targets, explored energy-saving and consumption-reduction practices, and effectively improved operational efficiency, making positive contributions to the global carbon reduction target. In addition, we paid attention to the risks and opportunities that climate change brought to our business, and continued to improve risk management measures and mechanisms.

In 2020, we did not forget our original intention and assumed social responsibility. In the face of the pandemic, we actively responded to the call of the country, supported cooperative units, and demonstrated the social responsibility as an industry-leading enterprise. The Group also carried out social welfare measures continuously and was committed to poverty alleviation, strived to give back to the society, and promoted the vigorous development of social welfare undertakings.

Looking forward to the future, Evergrande Property Services Group will continue to work closely with all stakeholders, and adhere to “large-scale development, standardised operation, professional services and intelligent management” to continuously improve services, and create communities with the most inhabitable value and humanistic value, contributing to global sustainable development.

Zhao Changlong

Chairman of the Board
Hong Kong





About This Report

Evergrande Property Services Group Limited (“Evergrande Property Services Group”, the “Group”, “we” or “us”) is pleased to announce the Environmental, Social and Governance Report 2020 (the “Report”). This report aims to disclose and demonstrate the progress and performance of the Group in environmental, social and governance aspects in 2020, and to show all stakeholders the principles and achievements of the Group in practising sustainable development, and encourage the Group to promote environmental, social and governance performance in a sustainable way.

1. SCOPE OF REPORTING

The information contained in this report covers the Group’s property management services, community value-added services and value-added services to non-property owners. The Report covers Group’s sustainable development measures from 1 January 2020 to 31 December 2020, and prior or future years for certain disclosure.

2. SOURCES OF INFORMATION

The disclosed information in this Report is derived from the Group’s internal documents, statistical data, third-party questionnaire surveys and public information. Unless otherwise stated, the data in the Report uses RMB as the settlement currency.

3. ACCESS TO THE REPORT

The Report is available in Chinese and English versions. In case of any discrepancy between the Chinese and English versions of the Report, the Chinese version shall prevail. You may access the Group’s official website at <https://www.evergrandeservice.com> or the website of the Stock Exchange at <http://www.hkex.com.hk> for an electronic copy of the Report.

4. REPORTING STANDARDS

The Report was prepared in accordance with the requirements of Appendix 27 “Environmental, Social and Governance Reporting Guide” (“ESG Reporting Guide”) of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the “HKEx”), with reference to the core options of the Sustainable Development Reporting Standards of the Global Reporting Initiative (the “GRI Standards”) and the Sustainable Development Goals of the United Nations (the “SDG”). The four principles of materiality, quantitative, balance and consistency were followed to ensure the truthfulness and accuracy of the Report, with a view to fully reflect the current ESG management status and achievements of the Company.

Reporting Principles	Definitions	Responses from the Group
Materiality	The issues covered in the Report should reflect the significant impacts of the Group on the economy, environment and society, or the scope of assessments and decisions of stakeholders being affected.	Through continuous communication with stakeholders, combined with the Group’s strategic development and business operations, we can identify current material sustainable development issues.
Quantitative	The Report should disclose key performance indicators in a measurable manner.	The Group quantitatively discloses its environmental and social key performance indicators, and provides textual explanations on quantitative resources.
Balance	The Report should reflect fairly the overall sustainability performance of the Group.	The Group has explained in detail the sustainable development issues that have a significant impact in the business, including the results achieved and the challenges it faces.
Consistency	The Group should use consistent disclosure principles for the preparation of the Report.	The Group will ensure that the disclosure scope and reporting methods of the report are generally consistent every year.

About Us

As a domestic industry-leading and fast-growing comprehensive property management service operator, Evergrande Property Services Group has been providing property management services since 1997, and has national first-class property qualifications and more than 40,000 employees. As a comprehensive property management service company, the Group will accelerate the development of its diversified business model, covering residential, commercial office buildings, theme parks, industrial parks, health care projects, as well as public construction facilities, such as schools, hospitals, banks, government buildings, high-speed railways, airports, scenic spots, and will expand rapidly to the urban public services. As of 31 December 2020, the Group had a total of 937 projects under management, covering 22 provinces, 5 autonomous regions, 4 municipalities and Hong Kong, totaling 290 cities. Our aggregate GFA under management reached approximately 300 million sq.m., serving more than 2.2 million households.

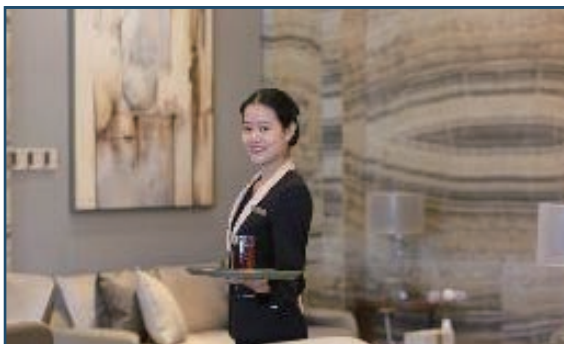
The Group has always adhered to the service concept of “Conscientious Services and Heartfelt Companionship”, and is committed to “large-scale development, standardised operation, professional services and intelligent management”, with a view to building happy communities with the most inhabitable value and humanistic value in China. Over the years, we have won more than 300 awards and honours in the industry, including 115 awards and honours of provincial level or above.

Evergrande Property Services Group was listed on the Hong Kong Stock Exchange on 2 December 2020, and was successively included in Hang Seng Composite Index, Hang Seng Stock Connect Big Bay Area Index, and Hang Seng Property Service and Management Index after the listing, and in the Southbound Trading Link on 15 March 2021, fully showing the recognition of and confidence in its long-term development value in the market.



Property management services

We offer a wide range of property management services to residents, property developers and tenants of non-residential properties. Our services include butler services, security services, cleaning and greening services, and repair and maintenance services. Focusing on residential servicing, the Group will accelerate the development of its diversified business model in the future.



Community value-added services

The Group caters for the livelihood needs of households, and vigorously develops community value-added services, including community operation services, community assets management, community life and other services, to create one-stop, full-ecological modern communities.



Value-added services to non-property owners

The Group provides real estate developers with a full range of value-added services, including preliminary property management services, pre-delivery services, repair and maintenance services and property transaction assistance services, basically covering the entire process of real estate development and construction.

Awards and Honours Partly presented











No.	Name of Award	Awarding Unit
1	2020 Top 100 Property Management Companies in China	China Index Academy
2	2020 Top 10 Property Management Companies in Service Scale in China	China Index Academy
3	2020 Top 100 Property Management Companies in Service Quality in China	China Index Academy
4	2020 Top 100 Property Management Companies in Customer Satisfaction in China	China Index Academy
5	2020 Property Management Company with Featured Brand Image in Community Value-added Services in China	China Index Academy
6	The Most Social Responsibility Award of the 2020 Property Management Capital Forum	Securities Daily
7	Guangdong Province Property Management Industry Association	Benchmarking Enterprise in Terms of Integrity

Our Commitment to Sustainability








Sustainability Commitments and Goals

In 2015, the 193 member states of the United Nations resolved to pass a plan to address the world’s most pressing social, economic and environmental challenges. The plan covers 17 Sustainable Development Goals (SDGs), which are universally applicable to all countries and aim to eradicate extreme poverty, fight against inequality and injustice, and protect our planet.

The business community plays a key role in achieving the United Nations Sustainable Development Goals, and Evergrande Property Services Group also responds to international trends and makes positive contributions. Among the 17 SDGs, we have selected nine most suitable goals based on the nature of our business and the concerns of related parties. The following table lists the correspondence between the Group’s ESG core focus areas and the eight goals. With the United Nations Sustainable Development Goals as the guide, we will work with related parties to continue to explore opportunities for sustainable development.

ESG Core Focus Areas	Our Contribution and Measures	Sustainable Development Goals	
Conscientious Services and Heartfelt Companionship	Evergrande Property Services Group adheres to the service concept of “Conscientious Services and Heartfelt Companionship”, creates an inclusive and safe happy home for property owners, advocates healthy lifestyles, and promotes the well-being of people of all ages. <ul style="list-style-type: none"> To provide high-quality services To respond to the actual needs of customers To provide diversified community services To effectively protect the rights and interests of customers 		
			
People-oriented Approach to Talent Recruitment and Cultivation	Evergrande Property Services Group promotes a diverse and equal corporate culture, attaches great importance to occupational health and safety, and strives to create a people-oriented working environment. <ul style="list-style-type: none"> Diversity and anti-discrimination Competitive salary and benefits To improve training and development mechanisms To ensure the health and safety of employees 		
			
Win-win Partnership of Mutual Support and Benefit	Evergrande Property Services Group pursues mutual benefit and common growth through win-win cooperation with its partners, and constantly improves partner management mechanism to create a sustainable supply chain. <ul style="list-style-type: none"> Supplier access and evaluation Supplier training and communication Environmental and social risk management in supply chain 		



ESG Core Focus Areas	Our Contribution and Measures	Sustainable Development Goals	
Integrity-centred for Robust Operation	Evergrande Property Services Group advocates a sunny and clean business culture, establishes a transparent and smooth complaint mechanism, to promote stable and sustainable development. <ul style="list-style-type: none"> To establish a sound anti-corruption system To strengthen the management of business ethics codes 		
Low Carbon and Energy Saving to Protect the Environment	Evergrande Property Services Group vigorously develops green properties, actively explores energy-saving, consumption-reduction, and waste-reduction measures, improves risk management capabilities for climate change, and contributes to the green development of society. <ul style="list-style-type: none"> To promote energy and resource conservation To reclassified the waste material and recycling To respond to the climate change risk 	  	
Giving Back to Society and Creating Value Together	Evergrande Property Services Group is enthusiastic in public welfare undertakings, creates employment opportunities, and is committed to enhancing social well-being and promoting social and economic growth. <ul style="list-style-type: none"> To participate in the targeted poverty alleviation To actively solve employment problems To organise community charity activities 	  	

Annual Sustainability Performance

Business Overview

Property management service projects 937	Area under management approximately 300 million sq.m.	Total contracted area under management approximately 565 million sq.m.
Servicing property owners and merchants over 2.20 million	Businesses covering 290 cities	Total revenue approximately RMB 10,509 million

Environment and Social Performance

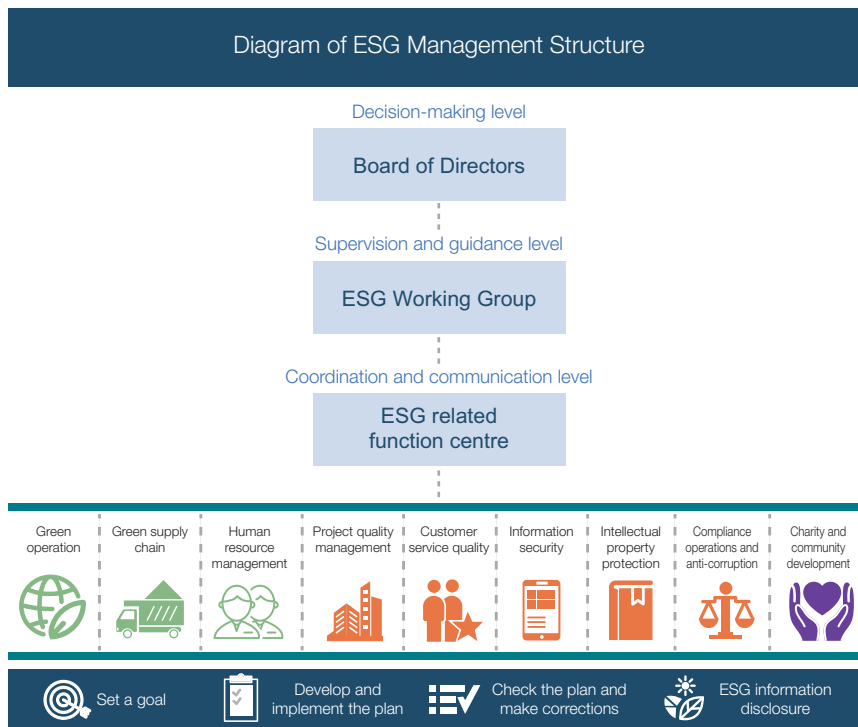
ISO 14001 Environmental Management System Certification	Customer satisfaction rate 95.6	Number of participants in community cultural activities 2.8 million
ISO 45001 Occupational Health and Safety Management System Certification	Number of employees 42,244	Number of employees training 705,123
ISO 9001 Quality Management System Certification	Total hours of training 101,834	Total hours of anti-corruption training 90,896

Sustainability Governance

Evergrande Property Services Group is well aware of the importance of fulfilling corporate citizenship responsibilities to the sustainable development of the Group. It actively integrates the concept of sustainable development into daily business and decision-making, maintains close engagement with all stakeholders, continuously improves corporate culture to jointly promote its stable and sustainable development.

In 2020, the Group got listed on the HKEx, and officially established an ESG framework to promote and implement the Company's sustainability strategy. The Board of Directors of the Group is fully responsible for the Group's ESG strategies and reports, review and official signing and approval of the annual ESG report. The Group's ESG special team is responsible for the implementation of ESG risk management and internal control, and coordinates arrangements based on ESG strategies, puts forward implementation recommendations for ESG work, and is responsible for reporting ESG-related risks to the Board of Directors. The functional departments of the Group are responsible for the specific implementation of ESG strategies and implement relevant policies in daily operations.

The Group's ESG management structure is as follows:



During the year, to further improve the Group's ESG data collection system and enhance the ESG data management awareness of employees of the Group and regional companies, we specially invited professional third-party organizations to provide training on ESG issues to the Group's ESG project team and ESG data superintendent from related functional departments of the Group, regional and project companies. The training covers ESG compliance requirements, ESG data collection and management, environmental goal setting, etc. In addition, the functional departments of the Group and regional companies continued to incorporate ESG themes in their daily business training, focusing on ESG issues such as service quality, employment management, anti-corruption, and community public welfare, and continued to strengthen the Group's management standards in key ESG areas.

Stakeholder Engagement Mechanism

Evergrande Property Services Group continues to improve the communication mechanism with stakeholders such as investors, shareholders, employees, customers, property owners, suppliers, partners, governments, communities, and charity organizations. Through online questionnaire survey, we have a more in-depth understanding of the opinions and expectations of stakeholders on the development of the Group, and will continuously improve the development strategy of the Group to achieve a win-win situation for all parties.

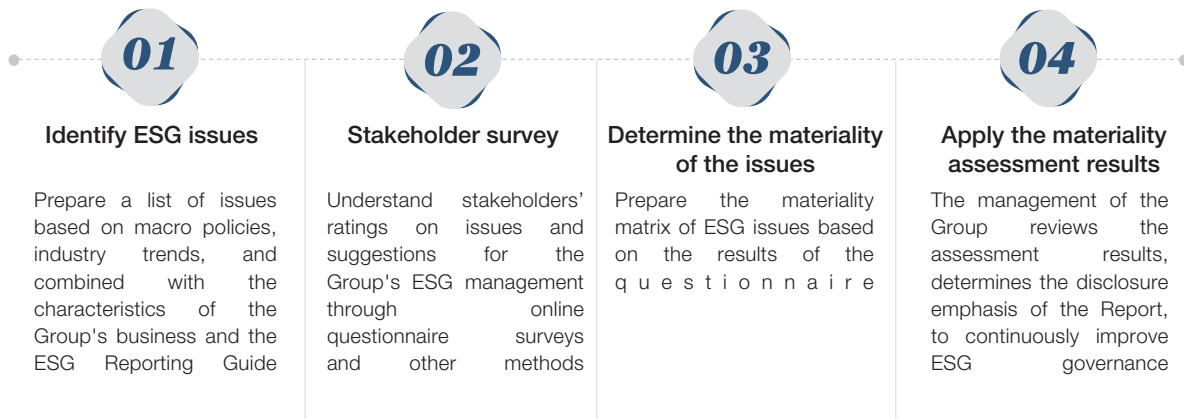
In 2020, the Group's review and response to the expectations and demands of stakeholders are as follows:

Stakeholder	Main Communication Channels	Expectations and Demands	Communication and Response
Investors/ Shareholders	Annual general meeting Official website of the Group Promotion conference/ Roadshow Contact Phone/Email of investors	Financial performance Operational transparency Risk control Investors' interests	Improve profitability Convene general meetings Daily information disclosure Risk control and management
Employees	Employee research activities EMS system of the Group Performance appraisal/ interview Employee-caring activities	Career development platform Remuneration and benefits Healthy and safe working environment Listen to employees' feedback	Build talent training pipeline Guarantee competitive salary and benefits Improve health and safety management system Employee communication and complaint mechanism
Customers/ Property owners	Official website of the Group Customer visit/satisfaction survey 400 hotline Evergrande Smart Community APP	Product quality Customer service quality Customer privacy security Customers' rights protection	Guarantee service quality All-round thoughtful service Customer privacy protection Compliance Marketing
Suppliers/ Partners	Supplier skills exchange/ training sessions Supplier recruitment inspection Regular inspection and evaluation of suppliers	Communication Integrity cooperation Business ethics and credit standing	Improve supplier cooperation mechanism Facilitate daily communication Build a responsible supply chain
Governments/ Regulatory departments	Reporting tax information Reporting information under regulatory requirements Inspection and visit	Operate in compliance with the law Tax payment in accordance with the laws Support local development	Operate in compliance with laws and regulations Pay taxes in full and on time Actively implement relevant policies
Local community/ Subdistrict offices	Community activity Public information disclosure	Protect the community environment Promote community development	Practice green operation Promote community culture
Public welfare institutions/ organizations	Community activity News report	Support social welfare Promote social progress	Carry out public welfare projects Participate in charity events

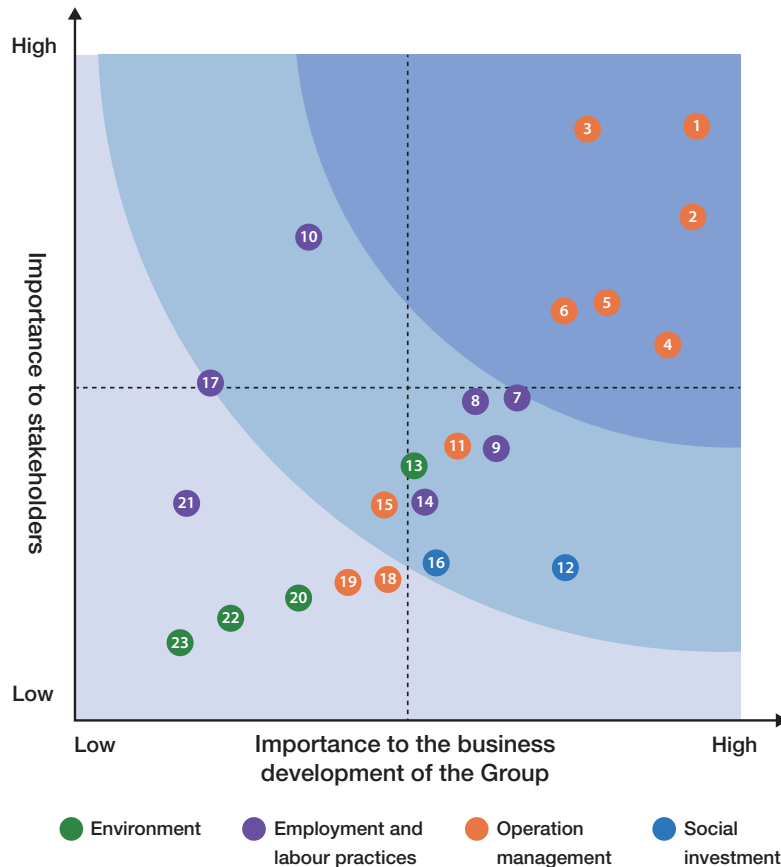
Sustainability Materiality Assessment

In 2020, Evergrande Property Services Group identified a total of 23 ESG issues, and invited stakeholders such as customers, property owners, suppliers, partners, and public welfare organizations to participate in online questionnaire survey to understand the importance and degree of influence of each issue to each stakeholder and the Group's business. We comprehensively analysed the results of the questionnaire survey and formed a ranking and a matrix of materiality.

The assessment procedures for materiality issues in 2020 are as follows:



In 2020, the ranking and matrix of the Group's ESG materiality issues are as follows:



Materiality	Ranking	Issues	Subject Areas
Very important	1	Anti-corruption management and training	Operation management
	2	Product and service quality	Operation management
	3	Operation in compliance with laws and regulations	Operation management
	4	Public crisis response	Operation management
	5	Customer communication and satisfaction	Operation management
	6	Information security and privacy protection	Operation management
Important	7	Staff training and career development	Employment and labour practices
	8	Protection of employees' rights	Employment and labour practices
	9	Employee recruitment and team building	Employment and labour practices
	10	Occupational safety and health	Employment and labour practices
	11	Service innovation and upgrade	Operation management
	12	Charity and social services	Social investment
	13	Energy saving and consumption reducing	Environment
	14	Employee equality and diversity	Employment and labour practices
	15	Protection of intellectual property rights	Operation management
Less important	16	Promoting industry progress	Social investment
	17	Employee compensation and benefits	Employment and labour practices
	18	Supplier access and supervision	Operation management
	19	Supply chain environmental and social risks	Operation management
	20	Water saving and water resource use	Environment
	21	Communication with employees and caring for employees	Employment and labour practices
	22	Waste management	Environment
	23	Exhaust gas and greenhouse gas emissions	Environment

The results of the materiality assessment in 2020 show that issues such as anti-corruption management and training, product and service quality, operation in compliance with laws and regulations, and public crisis response are the most concerned by stakeholders. Evergrande Property Services Group will make detailed disclosures in the subsequent chapters of the Report based on the assessment results of ESG materiality issues and use the results of this materiality assessment as a reference for the next year's ESG management plan to continuously improve sustainability governance and performance, in response to stakeholders' expectations of the Group.

2020 Documentary

Documentary 1: Working Together to Fight against the Pandemic and Pass on the Warmth

Being with communities

At the beginning of 2020, the COVID-19 pandemic spread rapidly, posing a big threat to the health of the people across China. As a main force in the prevention and control of pandemic in residential communities, Evergrande Property Services Group has always maintained a high degree of vigilance and joined hands with the communities to jointly prevent pandemic risks. Since the pandemic, tens of thousands of employees have stayed at the front lines of various Evergrande communities every day to safeguard the lives, health and safety of nearly 2 million residents.

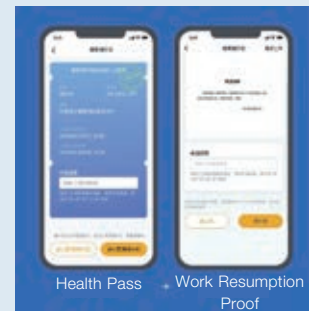
At the beginning of the pandemic, the Group responded quickly and formulated and issued the Notice of COVID-19 Pandemic Prevention and Control, Residential Complex Management Requirements during Pandemic Period and COVID-19 Prevention Guidelines and other documents to clarify the management requirements in residential areas and guide pandemic prevention publicity in communities and eliminate public panic about the pandemic.

During the epidemic, the Group continued to strengthen its investigations, implemented comprehensive 360° monitoring of all projects under management, and coordinated with government departments such as subdistrict offices, neighborhood committees, and police stations to build a complete data sharing and information exchange mechanism. At the same time, property management personnel in various regions stepped up efforts to prevent and control all areas, strictly controlled people's leaving or entering, realised 100% access card management, and did a good job in temperature measurement and recording.

The Group also made full use of scientific and technological means to prevent and control the epidemic, and developed a pass function in Smart Community APP to accurately prevent the epidemic while facilitating the property owners to enter and exit the residential areas.

The Group promptly disinfected residential areas in a comprehensive manner, and performed key cleaning and high-frequency smog disinfection on the dead corners such as home traffic-flow paths, sewers, garbage transfer station. The cumulative disinfection area reached 490 million square metres. To prevent secondary infections caused by anti-pandemic materials such as masks, each property community has set up special trash bins for anti-pandemic materials at specific locations to conduct centralised and safe disposal of scrapped materials to avoid the spread of the virus.

At the same time, in order to maintain the normal life of the property owners, the Group provided a number of contactless property services including the cleaning of domestic garbage, encouraging the property owners to stay at home. In addition, the Group launched the "Vegetable Basket Service" to conduct centralised purchases of vegetables, medicines and other living materials for property owners. The property owners could easily purchase through the Smart Community APP, which has won unanimous praise from all property owners.



Smart Community APP



Pass inspection and temperature monitoring are being carried out when people entering or exiting the community

The community is conducting centralised purchases of vegetables, fruits, and other items



The community person is conducting regular disinfection of public areas



Regular disinfection inside the community buildings



The community person is performing regular disinfection of elevators



Residents are receiving delivery materials in the community

A special trash bin for epidemic prevention materials



-Thoughtful Services Won Recognition by the Property Owners and Praise from the Society-

- Hubei Company of Evergrande Property Services
- Evergrande Oasis Wuhan and Evergrande Atrium Changsha
- Evergrande West Jincheng Chengdu
- Evergrande Metropolis Tianjin
- Evergrande Scenic View Garden Xi'an

- 2020 Wuhan Property Service Enterprise "Advanced Anti-Pandemic Enterprise"
- Recognised by China Index Academy
- Widely Reported by the Media for Distributing Vegetables for Property Owners
- Received a Special Report from the Science and Education Channel of Tianjin TV Station
- Praised by the Media for Delivering Masks for Property Owners

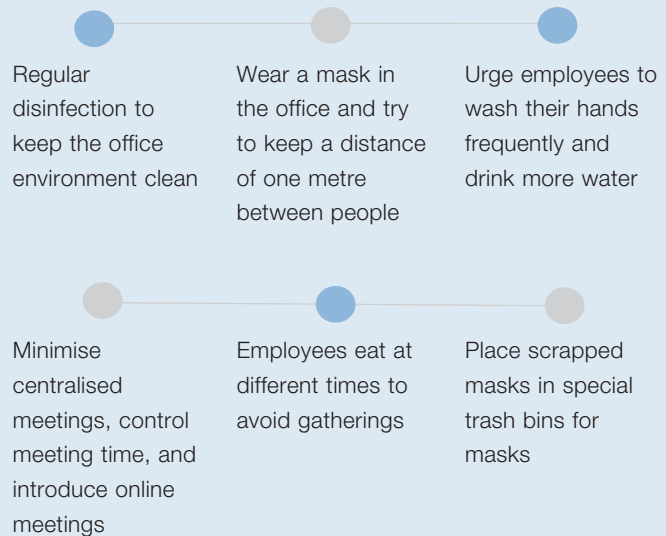
Working side by side with employees

In 2020, facing the complex and severe epidemic situation, Evergrande Property Services Group attached great importance, responded quickly, and established an emergency response mechanism for the epidemic, and formulated a number of epidemic prevention and control measures.

During the COVID-19 pandemic, all personnel entering the office area should receive temperature measurement and provide personal itinerary code and health code. Office areas, dormitories, and restaurants were disinfected every day. The Group purchased epidemic prevention and production equipment in bulk, distributed them uniformly to employees, and actively promoted personal protection measures to employees to strengthen their awareness of epidemic prevention and control.



The Group staff is taking temperature measurements of employees and visitors



Collaborating with partners

In 2020, all walks of life were affected to a certain extent due to the COVID-19 pandemic. To help prevent and control the epidemic, stabilise employment, and promote steady economic development, the Group actively responded to the call of the country, actively assumed social responsibilities, supported community cooperative units, and assisted them in resumption of work and production by reducing or exempting site rents, shop rents, and extending the cooperation period, to help stabilise employment and resume operations.

Evergrande Property Services Group provided community cooperative units with rent-free periods ranging from 1 to 5 months. By exempting various operating rents such as site rents and shop rents, it reduced the operating costs of community cooperative units and eased their payment pressures, and took multiple measures simultaneously to solve the urgent needs of the cooperative units and buy precious time for their healthy operation. During the pandemic in 2020, the reduction and exemption involved a total of nine subdivided businesses such as community space leasing services, community operations and innovative services, and the accumulated reduction and exemption of various fees for community cooperative units totaled more than RMB3.80 million.

Documentary 2: Deepening ESG Systematic Management

In order to continuously improve service quality, optimise the environment and occupational safety management standards, Evergrande Property Services Group has adopted GB/T19001:2016/ISO9001:2015 Quality Management System, GB/T24001:2016/ISO14001:2015 Environmental Management System and GB/T45001: Guided by 2020/ISO45001:2018 Occupational Health and Safety Management System Standards, established quality, environment, and safety management systems for all projects, set up a quality, environment, and occupational health and safety management committee with the general manager in charge, and continuously improved related management systems, strengthened related trainings and conducted regular performance analysis, evaluation and rectification to form a virtuous circle of continuous improvement.

During the year, the Group successfully completed recertification of the ISO Standard System.



Quality Management System
ISO9001:2015 Certificate

Occupational Health and Safety
Management System
ISO45001:2018 Certificate

Environmental Management System
ISO14001:2015 Certificate

Management policies and objectives of Quality, Environment and Occupational Health and Safety System

The Group has always followed the “customer-centric” management policy, and provided products and services that meet the requirements of property owners in compliance with laws and regulations. The Group strengthened environmental management, reduced pollution, saved resources to meet the needs of society and related parties. The Group improved operating conditions to provide safe and non-hazardous working environment. At the same time, we set quantitative management goals in terms of property owner satisfaction, complaint handling rate, occupational safety, and cleaning and greening ratio, and continued to monitor the achievement of goals to continuously improve management standards.



Risk assessment and control

In order to comprehensively, fully and effectively identify, evaluate and update the quality, environmental and occupational health and safety factors that can be controlled in and may affect the activities and services of the various departments of the Group, and to accurately identify hazards sources and evaluate their risk levels, the Group regularly carries out risk identification and assessment, and formulates corresponding control measures to ensure that important risk factors can be effectively controlled to reduce adverse effects on the environment and quality and safety risks.

Internal management and continuous improvement

To ensure the effective operation of the Group's quality, environment, and occupational health and safety management systems, we formulated and implemented the Internal Audit Control Procedures, and conducted audit on quality, environmental, and occupational health and safety management systems at least once a year. Regarding issues identified in the audit report, the relevant departments need to formulate improvement plans and take corrective measures as soon as possible. Meanwhile, we have continuously monitored and measured business activities that may have major environmental, health and safety risks. The Group has continuously strengthened staff training related to quality, environment and occupational health and safety, and enhanced the professional standards and management capabilities of our staff.

In addition, the Group formulated and implemented control procedures for corrective and preventive measures to promptly correct problems that do not meet standards during the operation of the system, such as customer complaints, safety incidents, environmental impacts, to continuously improve the effectiveness of the quality, environment, and occupational health and safety management systems.

Conscientious Services and Heartfelt Companionship

Evergrande Property Services Group has always been committed to the service concept of “Conscientious Services and Heartfelt Companionship”. We are customer-centric and result-oriented, in relentless pursuit of “scalable development, standardised operation, professional services and intelligent management”. We strive to create happy communities with premium living environment and cultural values in China. In 2020, the Group had no cases of violation of product liability laws and regulations.

Chapter Highlights:

Stick to Service Quality

Create a Colourful Community

Increase Customer Satisfaction

Protect Customers’ Rights and Interests

Annual performance

ISO9001:2015 Quality
Management System
Certification

Total Cumulative Hours
of Customer Service
Trainings

58,661 Hours

Environmental Quality
Inspections

3,566

Participants for
Community Cultural
Activities

2.80 Million

National Cumulative
Property Service
Satisfaction Rate

95.6



Adherence to Service Quality

1. Customer Service Management

Evergrande Property Services Group continued to consolidate business standards, strengthen service standards, and provide property owners with continuously optimised community services. After 25 years of accumulation of professional experience, the Group has formed a “premium property service system” with intimate butler service as the core and continued to provide professional and standardised services. In response to the focus of customer service management, the Group revised and issued the Management Measures for Customer Appeals and Complaints of Property Services Group and other guidelines for operating procedures standard, and regularly carried out customer service trainings on topics such as customer appeal handling and satisfaction improvement, with a view to improving the quality of customer service.



Property owner’s evaluation is of great significance to the continuous optimization of our business. To motivate employees’ service enthusiasm, the Group implemented the “Little Red Flower” pilot incentive mechanism in the national satisfaction survey to reward outstanding employees recognised by property owners. As of the end of 2020, the country has seen a total of 27,272 “Little Red Flower” votes.

At the same time, the Group embedded the butler service quality evaluation survey in the property owner satisfaction survey, and collected property owner’s evaluation and suggestions on butler service quality, to form a three-level quality score for regional companies, projects and butlers, and track the service quality of grassroots employees in a three-dimensional manner. The Group continued to urge regional companies to provide targeted guidance and assistance to backward projects, starting with butler service to improve property owner satisfaction and create high-quality communities.

2. Community Environmental Management

To ensure a clean and comfortable living environment for property owners, Evergrande Property Services Group has formulated a complete set of professional and refined cleaning service plans to cover every touch point on home traffic-flow paths of property owners. Meanwhile, a special cleaning plan was formulated according to the actual situation of the project, and professional cleaning equipment was introduced to dramatically improve cleaning efficiency and create a clean and comfortable community environment.

During the year, the Group revised the Enviro-Line Operation Guide and Know How Manual to further clarify the daily cleaning operation specifications and do a good job in sanitation in public areas such as inside and outside area of buildings, parks, underground garages, four-hazard disinfection, and water quality treatment in artificial lakes to ensure the cleanliness of the community environment and the beautiful green appearance. After the outbreak of the COVID-19 pandemic, more than 34,000 four-hazard disinfections were carried out in property communities across the country, effectively preventing the risk of the spread of the pandemic. In addition, the Group continued to explore and optimise the cleaning outsourcing model, advanced working smart, increased investment in machinery and equipment for large-scale projects in public areas, and improved cleaning efficiency. In 2020, the Group continued to carry out community environmental quality inspections, convened special environmental sanitation improvement meetings based on the results of quality inspections and formulated special improvement measures for outstanding feedback to continuously optimise services.



3. Health, Safety and Order Management

Ensuring the health and safety of the property owners and maintaining the order of the community are the basis for high-quality property services. Evergrande Property Services Group formulated and issued the Key Points for Major Incident Reporting, Guidelines for Major Incident Reporting, Community Management and Community Management and Control Requirements and other system documents to clarify the operation specifications of property personnel to actively report and handle fire prevention, theft prevention, and explosion prevention and other emergencies, while safety education and safety inspections were carried out regularly. The Group urged the formulation of special improvement plans to eliminate various safety hazards to provide property owners with a safe and comfortable living experience. Furthermore, the Group guided property owners for proper use of facilities and equipment by posting safety posters and regularly holding safety lectures, to ensure the personal safety of property owners.

Case: Trainings on fire safety

To enhance property owners' awareness of fire protection and strengthen the fire emergency handling capabilities of the project staff, the Group continued to carry out fire safety publicity. Since 1 November 2020, Evergrande Property Services Group has carried out a total of nearly 660 fire drills and more than 1,000 fire safety open classes in 290 cities across the country with the theme of "Preventing Fire Risks and Building Safe Homes Together", covering approximately 18,000 employees and approximately 32,000 property owners.

Some communities also invited firefighter detachments and community schools to participate in activities to popularise the use of firefighter masks and firefighter ladders and brought impressive and beneficial open classes to property owners in combination of theory and practice.



Fire Drill in a Community of Evergrande Property Services



Firefighters were publicizing fire safety knowledge to property owners



Helping children of property owners to familiarise themselves with firefighting equipment



A child of one property owner was conducting fire drill

We also emphasised fire prevention and self-rescue knowledge to property owners to help them fully understand the causes of fires, familiarise themselves with preventive measures, and cultivate their self-protection awareness. In addition, by demonstrating the use of various firefighting equipment on site, property owners could effectively master the use of common firefighting equipment and the skills of self-rescue and escape and improve their self-protection abilities.

After the event, the property owners also picked up the slogans and spoke for fire safety, calling on more people to pay attention to fire safety. Such fire safety training helped the property owners to further understand and master fire treatment process, and improve the ability of the project staff to coordinate and cooperate in the emergency procedures, and helped the property staff and the property owners to work together to build a safe home.



Property owners speak for fire safety

Regarding the safety of community supplies, we are committed to cooperating with high-quality and top-ranked manufacturers in the country, requiring manufacturers to hold product inspection certificates and corresponding complete equipment insurance policies. From installation to use of products, the Group has a series of acceptance standards to ensure product quality and safety. We have also established an emergency plan team and an equipment after-sales group to ensure that security incidents can be reported back in time and properly resolved.



4. Acceptance and Maintenance Management

Evergrande Property Services Group strives to provide property owners with high-quality housing quality management throughout the full cycle from delivery to occupancy, and maintain a high-quality living environment, to effectively protect the rights and interests of property owners.

To ensure the quality of house acceptance, the Group established a property acceptance management centre in April 2020 to propose a high-standard inspection plan for the developer's delivery of houses, focused on the inspection and control of indoor civil construction, decoration, doors and windows, waterproofing, heating, etc., and exercised strict control on the quality of house delivery to realise the delivery of high-quality goods. The Group strictly implemented the acceptance standards, and through the formulation and distribution of the Implementation Rules for Property Inspection and Acceptance and other systems, further clarified the requirements for acceptance of regional companies, to improve and optimise the systems, and strictly control the risk of delivery.

The Group strictly strengthened the inspection of the household acceptance of the regional companies to ensure strict and objective acceptance management and cooperated with the developers to supervise and evaluate the major issues left in the public area after the building is handed over. To consolidate basic management, the Group organised regular acceptance management training and conducted business examinations for property acceptance personnel, which effectively helped regional companies to improve their professional technology and business standards.

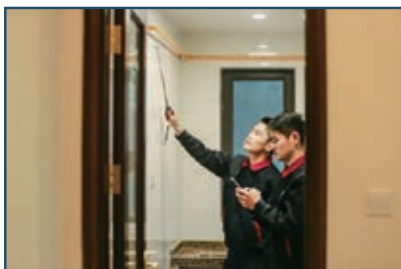
In addition, the Group organised post-delivery maintenance assessments, through investigations and statistical analysis on design defects, equipment selection errors, material quality, and construction issues, collected and sorted related issues, and discussed and communicated with relevant departments of the developers to effectively promote improvement and optimise the quality of various products. The Group also timely participated in the review of various technical standards of the Evergrande Group Design Institute and material companies, and the on-site inspection and review of decoration model homes to effectively refine and improve the Group's technical standards, promoting the relevant departments to improve the products.

4.1 Acceptance process and quality control

The Group standardised the property acceptance process to ensure the quality of the acceptance. The specific acceptance process is as follows:



Evergrande Property Services Group ensures that the houses meet the acceptance standards during the acceptance process. According to the acceptance volume and on-site conditions, it reasonably arranges the acceptance personnel, formulates the acceptance plan, and avoids the omission of acceptance issues. Regarding the issues in the acceptance, the Group handles them in accordance with the relevant standards, and promptly report to relevant departments for rectification, to ensure the quality of the acceptance, and prevent fraud and other problems. The specific quality control measures are as follows:



The scene of household acceptance



4.2 Acceptance management training

In 2020, to further clarify responsibilities, strengthen management, and earnestly communicate, implement and learn about the relevant systems and regulations for property acceptance and delivery, Evergrande Property Services Group organised a total of 7 related trainings, with a total of 16,276 participants.

Case: Special training of Acceptance Management Centre of Evergrande Property Services Group

In April 2020, to strengthen the relevant requirements of acceptance and unify and clarify the acceptance standards, the Group organised a special training for the Acceptance Management Centre, to learn about the Property Delivery and Acceptance Standards and other documents and carried out a comprehensive deployment for the year-round delivery and requirements.



The scene of 2020 Acceptance Management Centre special training

In addition, the training emphasised that the staff of the Acceptance Management Centre should adhere to the principle of objectivity and fairness in the acceptance process and avoid using their power for private gain. The number of participants in the training was **2,908**.

Case: Evergrande Property Services Group's training for household delivery and acceptance business



The scene of 2020 Evergrande Property Services Group's training for household delivery and acceptance business

On 8 July 2020, the headquarter of the Evergrande Property Services Group organised the personnel above the middle level of project maintenance departments of 27 regional companies to carry out the delivery inspection and acceptance training, which includes systems and management methods such as Judgment Items and Criteria for Household Inspection and Acceptance, the Resolution on Discussion of Household Inspection and Acceptance Disputes and the Property Delivery and Acceptance Standards.

The Group required all regional companies to complete household inspection and acceptance in strict accordance with the Group's system, and to promptly resolve disputes in household inspection and acceptance process to improve inspection efficiency, and comprehensively improve the quality of property delivery. The total number of participants in the training was **3,743**.

4.3 Indoor maintenance for property owners

Guarantee maintenance quality

Evergrande Property Services Group attached great importance to the quality of the indoor maintenance service for property owners, and issued the Management Measures for Maintenance Work and the Etiquette and Operation Guide for Maintenance and Warranty Service and other systems, and strictly regulated the maintenance and warranty process, and implemented detailed specifications and requirements throughout the entire process of repairs reporting by the property owners, determination of maintenance plans, conducting household maintenance, and confirming maintenance results, so as to quickly respond to repair reporting and efficiently handle problems. Meanwhile, the Group continued to promote standardised maintenance services for grassroots maintenance staff to strengthen trainings on daily grooming and dressing, maintenance service etiquette, maintenance operation procedures, maintenance communication abilities and other aspects, and continued to increase property owners' recognition and trust in us with high-level maintenance quality, response speed, and service standards.



The scene of indoor maintenance for property owners

Training on Standardizing maintenance and warranty business process

In 2020, the Group carried out a series of professional trainings for maintenance staff on maintenance related matters, covering a total of 1,850 people. The training played a great guiding role in standardizing the operation process for front-line personnel and improving the quality of maintenance and warranty services. It was highly recognised by employees. The overall average training satisfaction score was 4.96 (full score of 5).



Case: Trainings on daily maintenance and warranty process

The Maintenance and Warranty Management Centre of Evergrande Property Services Group regularly conducts training for relevant employees of the maintenance and warranty lines, regulates business operations of repair reporting and maintenance process, and explains and emphasises the daily maintenance and warranty.

The training provided targeted explanations on common operation errors through case analysis, which effectively standardises the operation process of maintenance and warranty business line to improve the quality and efficiency of maintenance and warranty services.



The scene of 2020 training on daily maintenance and warranty process

Case: Inspection of maintenance and warranty business process



The scene of 2020 training on maintenance and warranty business process inspection plans

The Maintenance and Warranty Management Centre regularly supervises and inspects the basic maintenance and maintenance management work of each project in conjunction with the Group's supervision department and formulates corresponding inspection plans based on the focus of the current stage of work.

The training was provided and emphasis was placed on the problems identified in project inspection process in the form of case analysis to help the project staff better discover and solve problems, and ensure the maintenance and warranty work is conducted in an efficient and orderly manner.

5. Maintenance of Equipment and Facilities in Public Area

In 2020, Evergrande Property Services Group continued to improve the maintenance of equipment and facilities in public areas, checked the quality of equipment and facilities maintenance from time to time, and guided the regional companies to improve the daily inspection mechanism. In addition, the Group improved various professional inspection standards, carried out special upgrades for systems with many problems, and improved various templates of equipment contracts and performance evaluation systems to control the quality of equipment and facilities maintenance from the source. The Group signed a maintenance strategic cooperation agreement with a large-scale equipment maintenance company to ensure the economic and reliable operation of equipment and facilities throughout the full life cycle.

The project staff conducts inspections and tests on the fire protection system monthly as planned to ensure that the fire sprinkler system of each project maintains water and pressure. We also actively engaged in in-depth cooperation with leading domestic mainframe factories of automatic fire alarm system, to jointly discuss new models of fire protection system maintenance, optimise maintenance methods, and improve maintenance quality. In 2020, the failure rate of automatic fire alarm systems of all projects nationwide was less than 0.5%.

In 2020, we completed 1,089,744 elevator maintenance, and 57,960 elevator repairs, safeguarding more than 2.2 million residents for daily going out.



The fire pumps operate normally



Elevator maintenance, repair and inspection



6. Construction of Smart Community

The smart community of Evergrande Property Services Group relies on advanced technologies such as the Internet of Things, cloud computing, AI, and face recognition, and builds an integrated smart community management platform by integrating visual intercom system, pedestrian system, vehicle transportation system, monitoring system, information release system, and elevator control system to create a safe, comfortable and convenient smart park for property owners and residents.



Interface of Evergrande Smart Community APP

The Evergrande Smart Community APP and Evergrande Butler APP effectively connect the smart management system and the smart park management platform to achieve full coverage of business processes and functional modules, strengthening the Company's standardised operating system through technology, and creating a smart community.



◀ Smart sidewalk gate system ▶

Supporting verification access through face recognition, IC card and QR code, remote gate opener function, intercom with indoor unit and other functions





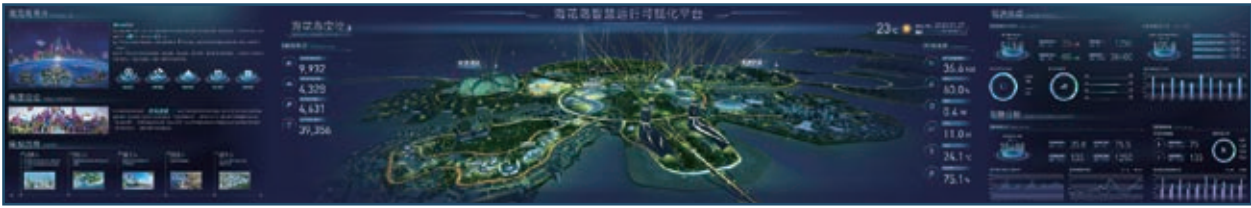
◀ *Smart parking lot:* Intercom, remote gate opener, online payment and other functions

Visual intercom access control system: Visitor invitation and authorization, cloud intercom, home security alarm and other functions ▶



Smart Operation Visualization Platform of Evergrande Property Services Group

In terms of construction of large-scale smart parks, Evergrande Property Services Group built a smart project including traffic management, passenger flow monitoring, equipment management, and safety management on Ocean Flower Island, which covers an area of about 8 square kilometres, to achieve the integration of multiple businesses. We use smart building management systems, IoT platforms, big data platforms and other processing systems to effectively integrate real-time information from terminal equipment to achieve real-time monitoring of people, vehicles, events, and things, and to improve daily operation capabilities and daily operation and maintenance level and command and dispatch efficiency accordingly, to prevent safety hazards, and enhance tourist experience.



Ocean Flower Island Smart Operation Visualization Platform

Smart life

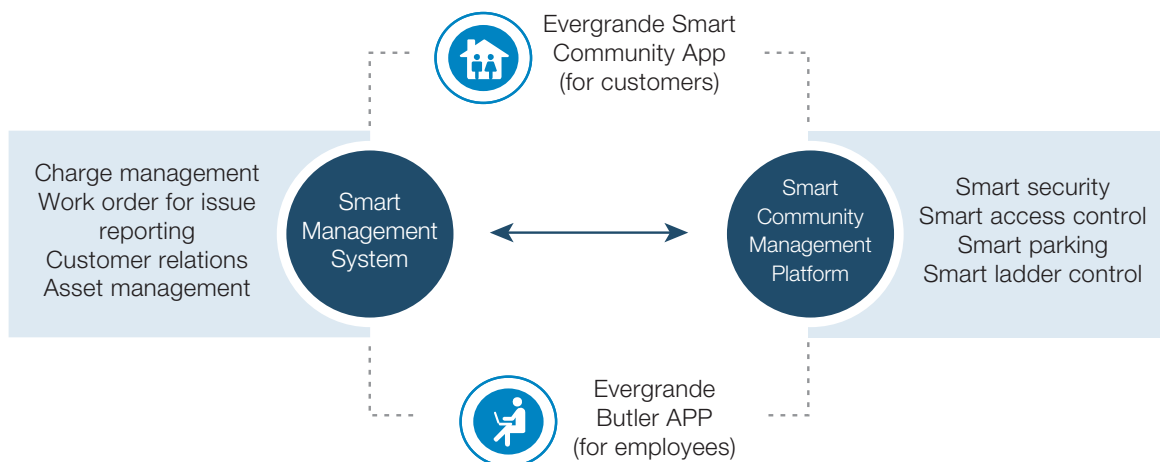
The Group promotes Evergrande Smart Community APP, which realises the functions of visitor invitation, remote door opener, online repair and issue reporting, and online complaints. It also opens one-click online payment of parking fees, property management fees and other services, to effectively improve convenience for property owners' life and meet their diversified life needs.

Smart community

The Group has perfected the construction of Internet of Things system platforms including access barriers, park monitoring, perimeter alarm, information release, smart ladder control, large-screen display device for command and dispatch, basically covering various property service scenarios, and forming a complete set of smart park overall plan.

Smart management

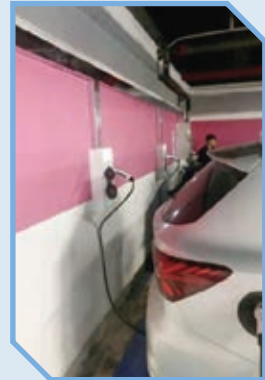
The Group promotes the construction of ERP system of Evergrande Property Services, including business modules such as charge management, online customer service, dispatch management, service supervision, equipment maintenance, asset management, to improve the Company's standardised operating system through scientific and technological means.



Case: Smart charging project

As of the end of 2020, the smart charging project operated 7,147 charging piles in 389 communities across the country. Smart charging piles can connect to the energy control system by using charging piles with orderly modules installed without changing power distribution in the community, and intelligently control and schedule the charging time to achieve a reasonable allocation of power resources. The orderly staggered charging scheme also largely reduced the charging cost of car owners, guaranteed the overall safety of electricity use in the community, and saved electricity resources.

In the process of smart charging promotion, Shenzhen Evergrande Gentleman Hill Community, to meet the charging needs of property owners in the community for new energy vehicles and solve the condition that private charging piles cannot be installed without fixed parking spaces, centralised construction of 89 public charging piles for property owners' daily use to solve their charging difficulties. Since the charging piles of this project was put into use, an average of more than 400 charging orders generated per week, with a high utilization rate, and good feedback from property owners, which has made charging much easier for property owners.



Public charging pile in a community

Create a Colourful Community

In addition to provision of high-quality property services to property owners, Evergrande Property Services Group actively builds colourful communities for the majority of property owners, provides diversified value-added services, and organised rich and diverse cultural activities to meet the needs of property owners and enhance their sense of belonging in the community. The Group regularly organises regional companies to hold business analysis meetings to discuss key and difficult issues in community management and excellent community management measures, compile typical business cases, summarise and analyse the development of community operations across the country, and graft high-quality social resources according to the actual needs of the property owners to provide property owners with a one-stop and all-ecological convenient community life.



1. Diversified community services

Sticking to the living needs of the residents, focusing on community development stages, family growth cycles and various scenarios of community life, the Group actively creates diversified value-added services throughout the full cycle, the entire chain, and the whole process to facilitate and create high-quality life for the property owners.



Community operation services

Through in-depth exploration of the diversified service needs of residents and the huge available space resources in the community, taking advantage of the nationwide scale advantage and abundant cooperative business resources, the Group vigorously developed businesses such as community group buying, community media, and community space operations.



Community asset management

By making full use of the rich property resources of the projects under management, the Group provided residents with parking space leasing and complex sports and entertainment services and cooperated with businesses to provide services including assistance in second-hand housing rental and sales.



Community life and other services

Integrate a large number of high-quality life service resources across China, continue to integrate into various scenes of residents' daily life, and provide safe, convenient, professional and caring housekeeping services, home improvement upgrades and public business agency services for the majority of residents.



Diverse community services of the Group



Case: “New Year’s Goods Festival” of Evergrande Property Services Group

Evergrande Property Services Group held the “New Year Goods Festival” of Evergrande Property Services from 25 December 2020 to 10 February 2021. Relying on the “New Year Goods, All Buy (年貨all buy)” (now known as “Evergrande Optimization (恒優選)”), the online mall mini programme of Evergrande Property Services, the event was carried out through online shopping. The headquarter of the Group coordinated the investment promotion of well-known national brands, covering nut snacks, meat delicacies, red wine and tea, nourishing gift boxes, seasonal fruits and others.

The event was held for property owners of Evergrande Property Services across the country, with a view to providing property owners with high-quality, low-cost, and cost-effective New Year goods before the arrival of the Lunar New Year. It also demonstrated the high-quality value-added services to property owners of Evergrande Property Services and the operation philosophy of “property owner-oriented, service first”.



The interface of “New Year Goods, All Buy”, the mini programme of Evergrande Property Services

2. Community Cultural Activities

In 2020, Evergrande Property Services Group carried out a series of community cultural activities with the theme of “Friendly Neighbors” in various delivered projects across the country, including Evergrande Young Flowers Festival, the Scenery of Evergrande Photographic Contest (SEPC), Dynamic Evergrande Festival, Evergrande Warm Winter Festival, and other serial activities.

Evergrande Young Flowers Festival Come up with new things in summer	Scenery of Evergrande Photographic Contest Record beautiful life of Evergrande with light and shadow	Dynamic Evergrande Festival Enjoy dynamic youth	Evergrande Warm Winter Festival Let us accompany you through this winter	Evergrande Filial Affection Festival Carry forward the good tradition of respecting, loving and helping the old	Evergrande New Spring Festival Create New Year atmosphere with new spring as the theme in communities
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The activities covered various characteristic projects in life, art, education, sports, social interaction, culture, etc., aiming to create a healthy, energetic, civilised and friendly community atmosphere, embracing a warm, happy, harmonious, and friendly community culture, and bridging physical or spatial distance between people, so as to create happy communities with premium living environment and cultural values in China. For property owners of all ages and surrounding their diversified interests, Evergrande Property Services Group carried out colourful and immersive experience activities, and the cumulative number of participants exceeded 2.8 million.

Case: Chinese Studies Classroom

In order to enrich the spare time of property owners, create a strong community cultural atmosphere, show the profoundness of Chinese culture and enhance the personal cultivation and aesthetic interests of contemporary young people, Evergrande Property Services Group carried out the “Warm Winter • Chinese Studies Classroom (暖冬 • 國學小課堂)” community cultural activity, in December 2020, and formulated three series of activities: calligraphy and painting contest, answering questions smartly and Chinese studies open class.



“Warm Winter • Chinese Studies Classroom” community cultural activity in 2020

The activity covered 27 regional companies across the country, with a total of nearly 10,000 participants. The carrying out of the activity enhanced the cultural atmosphere of the community, and inherited and carried forward Chinese traditional culture.

Case: Scenery of Evergrande Photographic Contest

To enhance neighborhood interaction, improve the sense of belonging of property owners, and constantly build a series of community cultural activities with Evergrande's characteristics with the community culture theme of "Friendly Neighbors", Evergrande Property Services Group held the "Friendly Neighbors • SEPC", the national online photography contest, in June 2020. The purpose of this activity was to "find the warmth of life with eyes and record the beauty of life with images", and property owners were called on to take photos with the theme of "this is life".

The activity covered 27 regional companies across the country, with a total of nearly 30,000 participants. Participants recorded the warm moments of family life and the beautiful moments of Evergrande parks through cameras, further deepened their perception of the beautiful environment of the community and increased their love for the community life.



"Friendly Neighbors • SEPC" photography exhibition in 2020

Case: Dynamic Evergrande Festival

To shape a diverse community culture, lead healthy living habits, and closely follow the community culture theme of "Friendly Neighbors", Evergrande Property Services Group held the "Friendly Neighbors • Dynamic Evergrande Festival", the national fitness activity, from 1 September to 10 September 2020.



"Friendly Neighbors • Dynamic Evergrande Festival" national fitness activity in 2020

This event launched activities of "Dynamic" series around the theme of "Friendly Neighbors • Dynamic Evergrande Festival", including "Dynamic • Evergrande Running Camp (悦动 • 恒跑营)", "Dynamic • Challenge Cup (悦动 • 挑战杯)", "Dynamic • Mahjong Competition (悦动 • 雀神大赛)" and "Dynamic • Evergrande Happy Mid-Autumn Festival (悦动 • 恒美中秋)", and property owners were called on to participate in a variety of competitive sports activities based on their own hobbies.

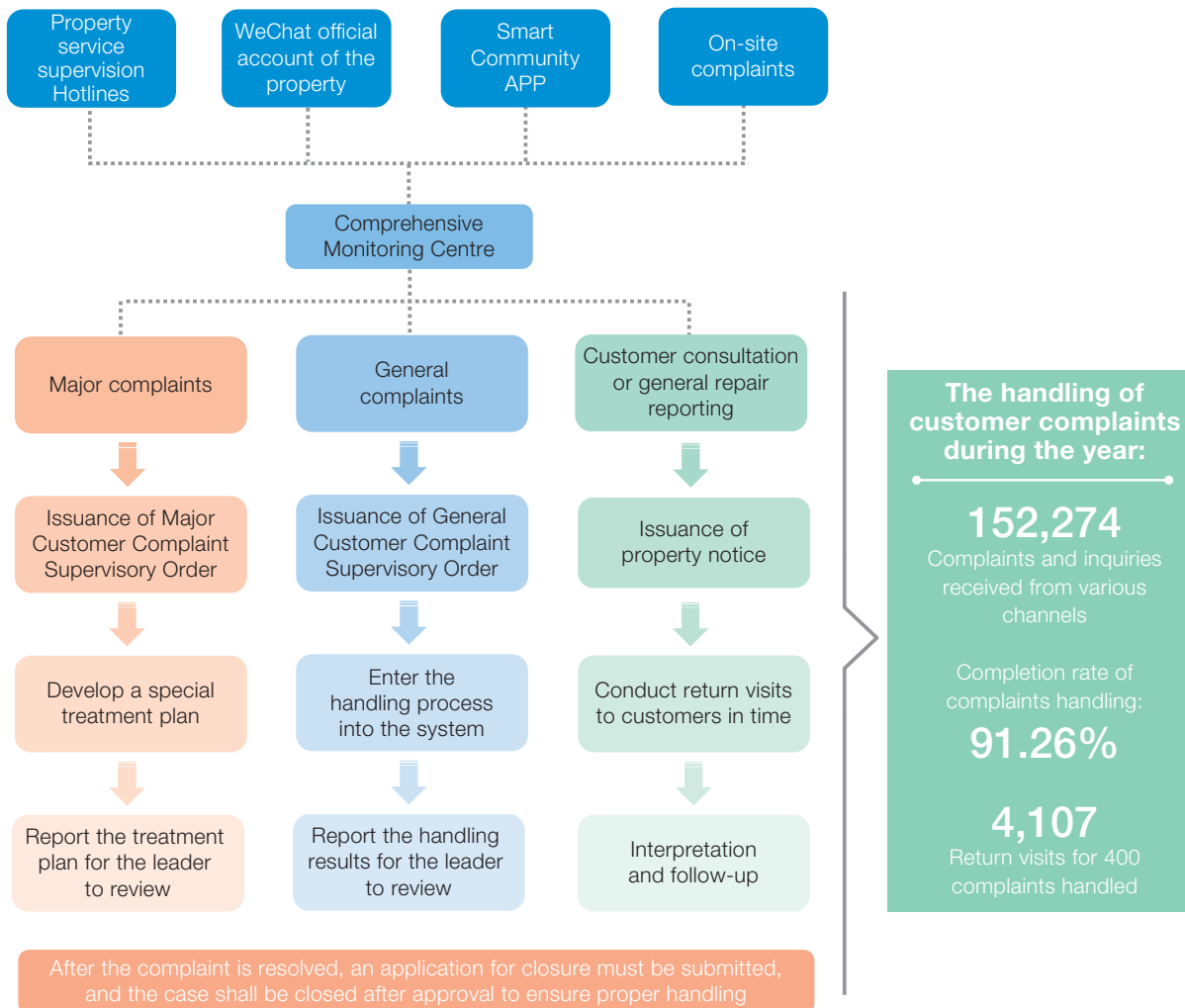
The event covered 27 regional companies across the country, with a total of nearly 100,000 participants. The vigorous development of the event received extensive attention and a lot of praise from the property owners, which created a healthy, uplifting, and joyful community atmosphere.

Increase Customer Satisfaction

1. Customer Complaint Management

Evergrande Property Services Group always regards customers as important stakeholders for the sustainable development of the Group, strictly abides by the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and other laws and regulations, and has formulated a number of internal systems such as the Management Measures for Customer Complaints of Property Services Group, so as to improve the customer complaint management mechanism.

Property owners can make complaints through channels such as the 24-hour property service supervision hotline, the WeChat official account of Evergrande Property Services and the Smart Community APP. We also posted 400 complaint posters in the lobby of each building and required the department to deal with the complaints as per the procedures in a timely manner after receiving the complaints and conduct return visits to the property owners after the complaints are handled, to ask about the property owners' satisfaction, pay attention to the property owners' appeal, and effectively protect the interests of the property owners. The Group's handling process for property owners' complaints is as follows:



In addition, the Group conducts regular evaluations on the results of handling customer complaints, and comprehensively scores and ranks the two indicators, i.e., the settlement rate and timeliness rate of general complaint supervisory order, and links the evaluation results to the performance of the corresponding person in charge. We actively trace the source of dereliction of duty and malpractice that caused complaints to prevent slowness and delays, falsification, evasion of responsibilities, and improper response in the complaint handling process. The Comprehensive Supervision Centre of Evergrande Property Services Group regularly summarises and analyses the systemic problems with relatively concentrated customer complaints, and feeds back the systemic problems and optimization suggestions to the relevant departments. The relevant departments formulate and issue optimization plans, guidelines, standards, etc., to systematically increase customer satisfaction.

2. Customer Satisfaction Survey

Evergrande Property Services Group conducts customer demand surveys and customer service satisfaction surveys to keep abreast of the status quo of customer satisfaction, collect customer feedback, and improve service quality. The content of the survey includes the overall satisfaction of customers with property services, the degree of recognition of the property staff, and the perception degree of service priorities at each stage. The Group strictly requires all projects to maintain customer information in a timely and accurate manner, to ensure the security of customer information, and to ensure the greatest fairness and fairness of survey.

In 2020, the Group conducted 2,712 nationwide return visits and surveys, covering 27 regional companies and 553,000 property owners, and the cumulative property service satisfaction rate nationwide was 95.6.

The Group Headquarters Satisfaction Team conducted a uniform telephone return visit to all projects across the country, through the exclusive 400 outbound call, and the number was certified as “Evergrande Property Services” to enhance the recognition and cooperation of the property owners. The Group continued to optimise the research plan, and adjusted the sample size setting of satisfaction surveys based on the zoning management status of the property management project, the number of repossession households, the number of permanent households and other factors, to improve sample representativeness, reduce errors in satisfaction survey, and optimised the process and scoring plan of satisfaction survey to understand the needs of property owners and improve the quality of property services.

Feedback in the customer satisfaction survey can provide guidance for the leak detection and repair in regional projects and is a good channel for the Group to improve its services. The Group Headquarters classified and sorted out the property owners’ feedback in the surveys and reported to the regional companies to inspect and supervise the rectification. Through property owner satisfaction survey assessment and rectification of issues during the year, the Group effectively promoted epidemic prevention and control in nationwide communities, assessment of some cleaning units, special elevator maintenance, and increase of convenience services and community cultural activities, etc., which effectively improved the service quality of the project properties and the continuous recognition of our services by customers.



Customer Satisfaction Survey Invitation for the Fourth Quarter of 2020



Protect Customers' Rights and Interests

1. Customer Information and Privacy Protection

Evergrande Property Services Group always attaches great importance to the protection of customer privacy and information security, strictly abides by the Cybersecurity Law of the People's Republic of China, the Regulations for the Protection of Personal Information of Telecommunication and Internet users and other laws and regulations, and has implemented the Information Management Measures of Property Services Group, Management Measures for Information System Development of Property Services Group and other relevant regulations on information confidentiality and safety management.

The Group adopts industry-wide security technologies and procedures to provide security for property owner's information to prevent the personal information of property owners from being lost, leaked, improperly used, unauthorisedly accessed or disclosed. We use various security protection measures within a reasonable level to ensure information security, such as the use of encryption technologies (SSL, https, etc.), and OpenID Connect (OIDC) Single Sign-On to protect the personal information of property owners.

We have also established special management systems and procedures to ensure information security, established the Personal Information Security Impact Assessment System, and regularly audit the effectiveness of privacy policies, related regulations and security measures. In addition, the Group formulates emergency plans for personal information security incidents, invites external professional organizations to conduct vulnerability analysis on the systems annually, and regularly organises relevant internal personnel to conduct emergency response training and emergency drills.

The Group strictly restricts the scope of personnel who can access information, adopts the principle of "minimise authorization" for staff who may be exposed to the property owners' information, and trains staff on relevant laws and regulations and privacy and security guidelines, to continue to strengthen their security awareness. The Group Information Centre conducts inspections on information security, and imposes corresponding sanctions on violations of information security based on the severity of the circumstances. If it constitutes a crime, it will be transferred to the judicial organs to pursue legal actions. The Group also opens up multiple channels for reporting, so that property owners can make complaints, reports, or feedback on opinions and suggestions. We promise to review the issues involved and respond as soon as possible.

2. Compliance Marketing

Evergrande Property Services Group strictly abides by the Advertising Law of the People's Republic of China and other laws, regulations and industry standards, and strictly abides by the principles of comprehensiveness, compliance, and effectiveness for business promotion, and ensures that the public information is legal, compliant, true and accurate, to protect the legitimate rights and interests of property owners.

We also dispel rumors or make announcements against false information or information that may mislead property owners, adopt legal measures to resolve violations of property owners and the Group, to effectively protect the legitimate rights and interests of the property owners and the Group.

People-oriented Approach to Talent Recruitment and Cultivation

Evergrande Property Services Group adheres to the people-oriented employment concept, strictly abides by the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China and other laws and regulations, strictly regulates the recruitment and appointment procedures of employees, respects and protects the legitimate rights and interests of all employees, and is committed to providing employees with a good development platform and creating a harmonious working atmosphere.

Chapter Highlights:

Talent Acquisition and Retention

Staff Training and Development

Employee Communication and Care

Occupational Health and Safety

Annual performance

ISO45001:2018
Occupational
Health and Safety
Management System
Certification

A total of

42,244 employees

A total of

705,123

training participations of
employees

A total of

101,824

training hours of
employees

An average of

23.49

training hours per
employee

Talent Acquisition and Retention

1. Talent Recruitment and Introduction

Campus Recruitment

The Group releases campus recruitment information through Evergrande Property Services special campus seminars, small exquisite exchange meetings, the campus internal employment network, alumni recommendations and other means.

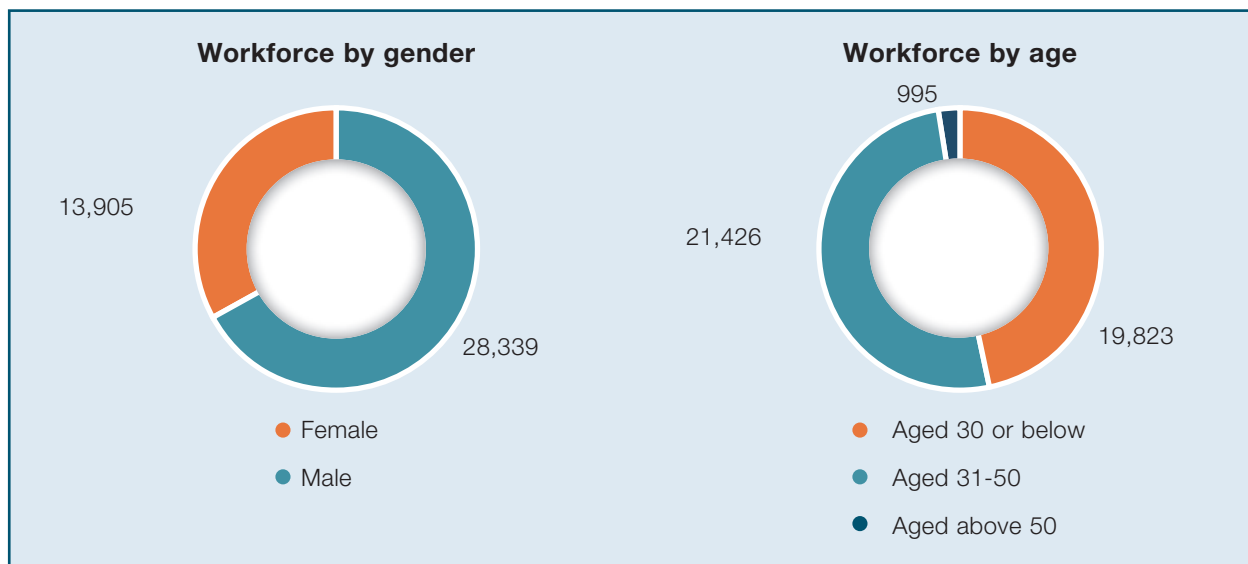
In March and October 2020, the Group launched the 2020 Spring Campus Recruitment and 2021 Autumn Campus Recruitment, recruiting talent competitively in the directions of comprehensive management, operation management, financial management, investment development, contract legal affairs, smart technology, quality management, engineering management, etc., to add fresh blood for the development of the Group.



Campus Recruitment Poster of Evergrande Property Services

Evergrande Property Services Group conducts social recruitment based on jobs and business needs, and recruits talents through online recruitment platforms, internal recommendations, and regional talent markets. We strictly manage the internal recommendation channels, and avoid recruitment fraud in accordance with the principles of fairness and justice and assignment evasion.

As of 31 December 2020, the Group had a total of 42,244 employees. The employee statistic by gender and age is as follows:



2. Protect the Rights and Interests of Employees

Evergrande Property Services Group always abides by laws and regulations on human rights protection, actively promotes fair employment, and resists any conduct of ignoring human rights. With reference to international labour standards and norms, we prohibit forced labour, the use of child labour, oppose discrimination, and ensure equal pay for equal work, and protect the rights and interests of employees in collective bargaining. The Group has also established a labour union to regularly organise employee activities and actively promote employee exchanges.

We respect the rights of women and ethnic minorities, and prohibit any form of discrimination due to race, gender, region, religion, physical health, political parties, etc. We abide by the Provisions on the Prohibition of Using Child Labour of the PRC and conduct strict onboarding reviews. We regulate the working hours, vacation system and employment methods of various positions to ensure that various departments employ labour in accordance with laws and regulations, and prohibit forced labour. In 2020, the Group did not employ child labour or forced labour.

According to relevant national regulations, the Group pays employees' wages on time and in full, pays social insurance and housing provident funds, and provides employees with paid annual leave, dormitories, preferential house purchases and other benefits. During the epidemic in 2020, a daily average of 22,000 employees attended to their posts without complaints. In addition to guaranteeing employees' overtime wages and epidemic prevention materials, the Group awarded over RMB51 million to front-line employees for their spirit of sticking to positions and working together to overcome difficulties during the epidemic.

Staff Training and Development

1. Strengthen Career Development

Evergrande Property Services Group attaches great importance to the full-cycle career development of employees and the construction of talent echelon, and provides employees with abundant training and learning opportunities to enhance their professional capabilities and overall quality.

In 2020, the overall training situation of the Group is as follows:



**A total of
705,123**
training participations
of employees



**An average of
23.49**
training hours
per employee



**A total of
101,834**
training hours

Case: “Evergrande Newcomers” induction trainings

In 2020, the regional companies launched 124 “Evergrande Newcomers” induction trainings, covering 3,666 people.

Induction trainings helped new employees understand the Group’s corporate culture, general management system and property service knowledge, to quickly integrate into the work environment, enhance their sense of belonging and responsibility, helping them improve professional capacities.



The scene of 2020 “Evergrande Newcomers” induction training

Case: Star Pilot Camp



To fully implement the three-year training plan for college students, strengthen the management and empowerment of college students, we organised and carried out the “Star Pilot Camp” (明星領航營) training for the 2017 college students who are comprehensively evaluated, the Property Services Group selected 60 college students in 2017 to participate.



The training content included three modules: corporate culture strengthening, professional ability improvement and elementary leadership, in forms of theories, seminars and group reporting, which provided a platform for trainees to express themselves and obtained good feedback from trainees.

The scene of 2020 “Star Pilot Camp” training

Case: Butler trainings

In 2020, the regional companies carried out 87 butler trainings, covering 5,788 person-times, including 13 golden butler trainings.

Each regional company integrated actual quality development activities, exchanges and seminars and other learning links based on its own actual situation, from micro to macro, from external to internal, into the cultivation of the image quality, service awareness, industry awareness and business capabilities of butlers in a comprehensively and diversified manner.



The scene of 2020 Butler Training

Case: Project Leader Trainings



Throughout the whole year of 2020, regional companies carried out a total of 13 special training sessions for project leaders, covering 449 person-times.



The trainings integrated various forms of learning activities such as business exchanges, case studies, management open classes, reading sharing, etc. Through comprehensive, systematic trainings based on actual situations and real experience, the companies improved the comprehensive quality and professional capabilities of management cadres, and cultivated project management talents with the sense of responsibility, strong initiative, extensive professional abilities, enhanced the current stage of work, providing reserve forces for their business development.

The scene of 2020 project leader training



2. Performance Appraisal and Promotion

Evergrande Property Services Group has built a good platform for employees' career development, and the employees can develop themselves from the dual channels of management and technology to improve their capabilities rapidly. The Group also actively promotes the cultivation of talents, and through cooperation with universities, it provides employees with opportunities of on-the-job postgraduate education to help them improve their self-worth.

We conduct talent inventory review regularly and adjust organizational structure based on the Group's strategic transformation goals to optimise the allocation of human resources. In 2020, the Group has completed the talent inventory review and the appointment and removal of cadres of middle-level and above in the Group headquarters and in the headquarters of the regional companies, and through job sorting and optimization, the Group has improved the job configuration standards for project cadres, expanded the scale of project management, and increased the labour efficiency.

The Group has a complete performance appraisal and salary incentive mechanism. The Group's salary standards are formulated with reference to the market salary levels of the industry and internal salary position. In principle, the Group conducts annual salary reviews and adjustments to provide employees with market-competitive salary and mobilise employees' enthusiasm at work. We strictly abide by Cadre Selection and Appointment System of Property Services Group and promote employees based on the principles of openness, fairness, selection of the best, and in proper order. In 2020, the Group set performance indicators and assessment standards in terms of property service quality satisfaction, maintenance completion rate, household acceptance, property fee collection, diversified operating income, and external expansion, and tracked the completion of indicators of each unit on a monthly and quarterly basis, and allocated performance bonuses, such as monthly bonuses, special bonuses, according to the evaluation system and evaluation results, making the completion of performance indicators an important dimension of promotion evaluation.

Employee Communication and Care

1. Employee Communication Mechanism

Evergrande Property Services Group attaches great importance to listening to the voices of employees, and has established a comprehensive two-way communication channel to widely obtain employee opinions and suggestions, enhances the humanistic care and psychological guidance for employees, to strengthen employees' cohesion and sense of belonging. The Group also effectively protects employees' appeal rights to guarantee a fairer, faster, more efficient and transparent working atmosphere. Employees can provide feedback to the Group on various grievances or complaints through diversified internal complaint and reporting channels such as phone calls, letters, and social media. The Group's Comprehensive Supervision Centre will follow up on the feedback and deal with them in a timely manner.

According to the Group's Management Trainee Programme, to strengthen the interaction and communication with the management trainees, regular seminars are held to understand the work and learning status of the management trainees in time, listen to their growth voices and suggestions, to continuously optimise the training initiatives.



The scene of 2020 management trainee symposium



2. Themed Team Building Activities



The scene of employee birthday party

Case: Celebrate employee birthday

To enhance team cohesion and show the Company's humanistic care, on 25 July 2020, Evergrande Property Services Shandong Branch held an employee birthday party to send the company's blessings to colleagues who had their birthdays that month.

At the birthday party, the staff shared delicious birthday cake, and the company leaders took the lead in singing a birthday song to the birthday stars. The birthday party ended in a harmonious and warm atmosphere. Through this activity, the happiness and satisfaction of employees were improved, and employees could feel that the company attached great importance to individuals and their sense of belonging were increased.

Case: Our Festival

To promote traditional culture, increase the cultural atmosphere of the Group, and improve employee satisfaction, Evergrande Property Services Group organised a series of “Our Festival” cultural activities, focusing on traditional festivals in 2020, and the Group rendered local specialties in restaurants based on the eating habits in each project location, held local folklore activities, such as buffet, food competitions, knowledge quiz.

In addition, the Group actively extended traditional Chinese culture to employees through hand-written newspapers, traditional festival allusions, posters, short videos, etc., with the aim of creating an atmosphere for activities and enhancing employees’ enthusiasm for understanding traditional Chinese culture.



Our Festival-Dragon Boat Festival Promotional Poster



Our Festival-Laba Festival Promotional Poster

The lively and joyous atmosphere of the event brought joy to the employees. While experiencing the traditional festival, the employees also learned about a lot of the origins and allusions of traditional Chinese festivals, broadening their horizons. The activities enhanced employees’ sense of belonging and happiness, and enhanced their cohesion.

Case: Summer “Send Cool” event

In August 2020, the project property service centres of Evergrande Property Services Henan Branch distributed watermelons, ice creams, mung bean soup and other foods to more than 2,000 colleagues working in front-line positions, sending coolness in the hot summer, which won wide acclaim from local employees.



The scene of Summer “Send Cool” activity

Occupational Health and Safety

1. Employee Safety Management

Evergrande Property Services Group has always adhered to the basic safety management principles of “people-oriented”, “safety first, prevention-focused”, and actively carried out employee safety trainings and publicity education to improve employees’ self-protection awareness to protect their health and safety. The Group has formulated and continuously improves various emergency plans, implements a combination of daily investigations and regular inspections, continuously strengthens safety management and control, and strives to provide employees with a safe and healthy working environment. For project personnel in special positions (such as engineering post, order post, customer service post, environmental post), the Group pays attention to publicizing health and safety precautions and other issues, and provides them with job-related safety knowledge trainings. In response to emergency safety incidents, the Group complies with the ISO system management requirements, and has earnestly implemented the emergency response mechanism, promptly conducts investigations and formulates appropriate solutions. Adhering to the people-oriented management spirit, the Group does a good job of comforting and protecting employees. At the same time, we conduct in-depth analysis and summary on potential safety hazards, supervise the implementation of corresponding rectification and improvement plans, and strengthen employees’ safety knowledge and awareness to achieve continuous improvement of occupational health management policies.



The firefighter is giving a talk on the firefighting process to employees of the Group

To enhance employees’ awareness of safety prevention, master risk avoidance skills, and improve their ability to respond to emergencies, the Group organised trainings on fire evacuation and firefighting drill on 9 November 2020, and invited firefighters to give the talk on fire prevention skills.

2. Employee Health Management

While paying attention to the growth of employees, we also value their physical and mental health. We regularly arrange physical examinations for employees, organise a variety of sports activities to enrich employees’ work and life, and enhance their cohesion and happiness.

Case: “Move, More Wonderful” Fun Games

To promote the corporate culture and enhance team cohesion, Evergrande Property Services Guangxi Branch launched the “Move, More Wonderful” Fun Games in May 2020.

Employees participated in many fun activities. Focusing on teamwork, they carried forward the spirit of “Friendship First, Competition Second”, enjoyed the fun of the games. The event ended successfully in a happy and joyous atmosphere.

This event relaxed employees’ bodies and minds, adding a touch of colour to their intense work and life.



The scene of fun games



The scene of “Speed & Passion” college student development activities

Case: “Speed & Passion” College Student Development Activities

To enhance the team communication and cohesion of college students, and experience different team challenges, Evergrande Property Services Guangxi Branch organised the 2017- 2019 college graduate newcomers to participate in the “Speed & Passion” college student development activities in January 2020.

This event included a variety of expansion projects, such as racing, fun team building games. The college graduate newcomers released their passion and show themselves in the activities, truly embodied the team’s unity and cooperation, sincerity, and trust, and applied such spirit of breakthrough innovation and facing difficulties to work and life.

Win-win Partnership of Mutual Support and Benefit

Evergrande Property Services Group strictly follows the requirements of laws and regulations on tendering and bidding, regulates procurement and tender of the Group, clarifies the licensing process, and strengthens supervision and management. The Group always adheres to the concept of growing together with partners, strengthens the construction of strategic sharing mechanisms and cooperation platforms, and cooperates with extensive high-quality suppliers to create a mutually beneficial and win-win supply chain system.

Chapter Highlights:

Supplier Access

Supplier Evaluation and Management

Supplier Communication

Annual performance

A total of **14,778**

Suppliers of the group

Site visits to suppliers during the admission process

Regular recruitment and procurement trainings

Hold annual supplier meetings

Pay attention to the fulfillment of suppliers' environmental and social responsibilities

Standardise process and build a sunshine supply system

As of 31 December 2020, Evergrande Property Services Group had a total of 14,778 suppliers, and all of them located in 30 provinces, autonomous regions and municipalities in Mainland China. The regional distribution of the Group's suppliers is as follows:

Number of suppliers by geographical region





Supplier Access

Evergrande Property Services Group regards supplier access assessment as an important part of supply chain management and has established a complete process of supplier access management. The tender and procurement departments of the regional companies organise the recruitment work according to the number of suppliers in the supplier inventory as needed and have established special recruitment teams. The recruitment team selects the shortlisted entities through back-to-back network collection and submits the screening results to the person in charge of the region, and the recruitment team will contact them to confirm their cooperation intentions.

We set up an inspection team to conduct on-site inspections of the shortlisted suppliers, verify their relevant qualifications, turnover, typical performance, comprehensive strength, etc., to comprehensively evaluate whether they meet the requirements of the Group, and form a corresponding inspection report. Only qualified suppliers can be selected into the supplier inventory of the Group.

The Group regularly conducts recruitment and procurement trainings and provides professional skills training such as supplier recruitment and selection to relevant responsible persons to ensure the effective implementation of the recruitment and procurement system and strengthen the effectiveness of supply chain management and control.

Case: Tender and procurement business training of the Group

On 22 December 2020, the tender and procurement department of the Group organized the personnel of the tender and procurement departments in all regions across the country to conduct online recruitment and procurement business trainings. The main content of the training was the standardization of recruitment and procurement procedures, and the precautions for recruitment and procurement. This training deepened the regional companies' understanding of the recruitment and procurement process and further standardised the management requirements of the supplier inventory.



Case: Tender and procurement business training of regional company

On 26 August 2020, the tender and procurement department of Evergrande Property Services Jiangxi Branch organised a training. The training content was mainly about the standardization of supplier recruitment during the bidding process. The main trainers were asset managers of projects of Evergrande Property Services Jiangxi Branch.



Supplier Evaluation and Management

Evergrande Property Services Group has established a complete mechanism for supplier management assessment and evaluation to achieve transparent and systematic supplier management.

Establish supplier inventory: The regional property services company establishes a local supplier inventory through the process of determining qualified entities, and the headquarters of the Property Services Group selects from the supplier inventories of the regional companies based on cooperation intentions, financial strength, and contract performance capabilities, or establishes a national supplier inventory through the process of determining qualified entities, the Group conducts uniform classification management over the supplier inventory.

Shortlisted supplier evaluation: The Group evaluates the performance of cooperative entities on a quarterly basis, and comprehensively evaluates whether the comprehensive strength of the supplier meets our cooperation requirements by evaluating their service attitude, business level, service quality and other aspects. The Tender and Procurement Centre of Evergrande Property Services Group takes the lead in comprehensively evaluating the entities in the national supplier inventory based on the performance of the cooperative projects quarterly. For unqualified entities, they will be interviewed and required to rectify within a time limit. For those entities without performance improvements, we will delist them.

Supplier Communication

We communicate with suppliers through different channels to strengthen cooperation. Before inviting public bidding or signing of contracts, the Group negotiates with suppliers on cooperation models, performance requirements, etc.; after they perform the contracts, the Group organises quarterly evaluations on the performance of cooperative entities and summarises relevant opinions and suggestions on the evaluation results to feed back to the suppliers to help improve their service quality. In addition, the Group organises an annual supplier conference to summarise the annual work and commend outstanding suppliers in order to enhance the effective exchange of supply chain information.



Case: Annual Supplier Conference of Evergrande Property Services Hubei Branch

To enhance supplier cooperation and exchanges and communication of industry information, Evergrande Property Services Hubei Branch organised the 2020 Supplier Conference.

At the meeting, the Group summarised the work, cooperation, and cooperation of various suppliers on performance during the year, shared the latest progress and strategic planning of the Group's business, and commended outstanding suppliers to encourage all suppliers to seek cooperation and promote development together.



The scene of the annual supplier conference of Evergrande Property Services Hubei Branch

Sustainability of Supply Chain

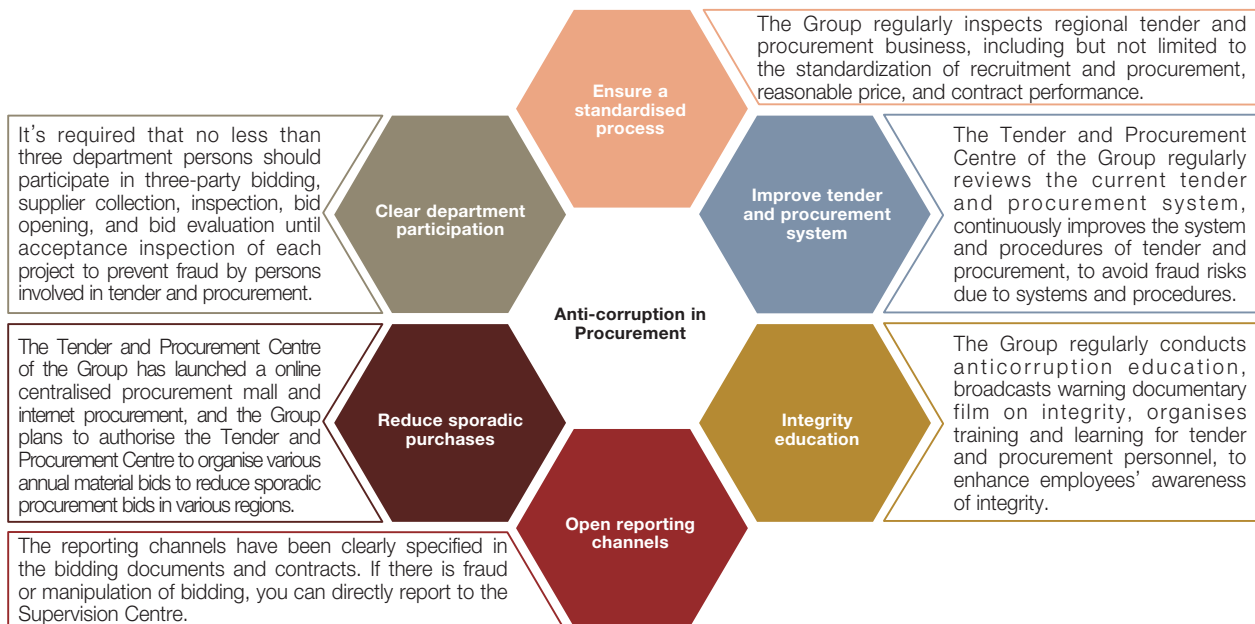
1. Green Procurement

Supply chain sustainability has always been a major issue that Evergrande Property Services Group pays close attention to. We continue to concentrate on the implementation of environmental and social responsibilities of suppliers and increase the proportion of procurement from suppliers with an emphasis on environmental and social issues.

In October 2020, the Tender and Procurement Centre of the Group conducted market research on the use of environmentally friendly oil and liquefied gas in project canteens in various regions, and comprehensively compared environmentally friendly oil with liquefied gas in terms of environmental protection effects, usage fees, safety, and specific operating modes, and formed a feasibility analysis report on use of environmentally friendly oil to provide guiding opinions on the later oil tender for canteens in various regions.

2. Anti-corruption in Procurement

The Group upholds the principles of fairness and justice in tender and procurement, to ensure that the process of tender and procurement is in line with commercial practices, and will never tolerate any form of corruption in business operations or supply chains, and is committed to building a transparent and sustainable supply system and the specific management methods are as follows:



Integrity-centred for Robust Operation

Evergrande Property Services Group attaches great importance to integrity and compliance, strictly abides by the Criminal Law of the People's Republic of China and other laws and regulations on prohibiting commercial bribery and fraud, and adopts various internal measures to create a culture of integrity and promote the stable and healthy development of the Group.

Chapter Highlights:

Anti-Corruption Framework and System

Anti-Corruption Management Measures

Anti-Corruption Training

Annual performance

Ethical standards and code of conduct for employees

All employees signed the Proposal for Integrity Practices and the Commitment to Clean and Honest Practices

Anti-corruption education for all employees and suppliers

A total of

90,896 hours of anticorruption trainings

Economic losses restored due to anticorruption management in 2020

RMB

7.03 million



Anti-Corruption Framework and System

Evergrande Property Services Group attaches great importance to integrity, and strictly implements internal management policies including the Employee Code of Conduct, Cadres Codes 36, Red and Yellow Lines for Management Cadres to regulate and restrict the ethical behaviour and daily style of work of employees, to curb bureaucracy, create a harmonious and good working atmosphere, and urge a work attitude that emphasises responsibility and refuses to corrode. The Group requires employees of all levels to sign the Proposal for Integrity Practices and the Commitment to Clean and Honesty Practices after joining the Company to ensure that employees are aware of the relevant requirements of the Group’s anti-corruption policy to create a fair, just, honest, and responsible working environment.

The Group’s Comprehensive Supervision Centre is responsible for supervising the Group’s corruption-related matters, and quarterly conducts “back-to-back” full-coverage inspections on all properties and projects of all regional companies in China. In addition, the Group has set up 10 on-site inspection teams based on the national project layout, which regularly report the results of anti-corruption inspections to the business counterparts of the Comprehensive Supervision Centre for review. The Comprehensive Supervision Centre regularly organises meetings to request the on-site inspection teams to report back on the work of the month/quarter.



Case: The regular monthly meeting of the Comprehensive Supervision Centre

On 1 December 2020, the Comprehensive Supervision Centre of Evergrande Property Services Group organised and held the monthly regular meeting for its staff and all members of the on-site inspection teams. At the meeting, the persons in charge of each line of the Centre reported a summary of the management and supervision work and the work plan and deployed subsequent key work. Each on-site supervisory representative reported on the work development and difficulties in each region. Excellent inspection teams and individuals shared relevant experience.



The scene of regular monthly meeting of the Comprehensive Supervision Centre

Through this meeting, the headquarter of the Group had a comprehensive understanding of on-site inspection in various locations across the country, and promoted the resolution of related issues, strengthened the management of on-site inspection teams, to ensure the orderly development and advancement of the onsite inspection work.

Anti-corruption Trainings

The Group attaches great importance to the publicity and implementation of anti-corruption and upholding integrity among employees, and regularly provides directors and all employees with anti-corruption trainings, through holding special meetings and watching anti-corruption warning videos and other forms. Through various trainings, the Group guides employees at all levels to stand upright, adhere to principles, observe the disciplines, and resist corrosion, to jointly build a well-disciplined and strong workforce. In addition, the Group discloses the reporting methods of various channels, encourages employees, cooperative entities, and property owners to actively report violations of rules and regulations, to jointly promote the Group's integrity culture.



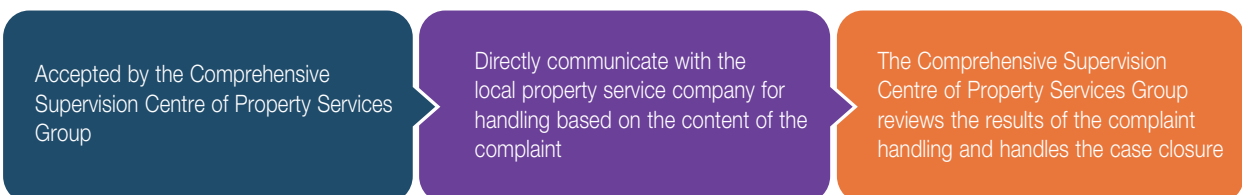
Anti-Corruption Management Measures

To ensure a fair, just, and transparent working environment and maintain the smoothness of the Group's reporting channels, Evergrande Property Services Group receives internal and external complaints and reports through the internal reporting and complaint channels of the property services system, after-sales 400 hotlines, satisfaction surveys and other channels. Upon receipt of the complaint, the Group accepts the case as soon as possible, initially screens and contacts the informant to learn about the relevant complaint information. Once the information is complete, the complaint supervisor will be arranged to conduct an in-depth investigation. After the case is verified, the Group will punish the relevant responsible persons immediately based on the relevant system and the assessment standards.

For major complaints on violations of Red and Yellow Lines for Management Cadres and work discipline requirements, the handling process is as follows:



For complaints on consultations or general violations of regulations and rules, the handling process is as follows:



Case: Special training on on-site inspection and complaint investigation

In July 2020, to effectively safeguard the Company's interests and plug management loopholes, the Comprehensive Supervision Centre of Evergrande Property Services Group held a special training on on-site inspection and complaint investigation. The trainees included the complaint team commissioners of Comprehensive Supervision Centre and the leaders of on-site inspection teams. The focus of the meeting was to communicate the specific content of each system documents of the Group, and clarify related work requirements.



The scene of special training on on-site inspection and complaint investigation

The person in charge of the Centre explained in detail the entire process from acceptance, on-site investigation to final case closure regarding prior key complaints, and answered the questions raised by the trainees accordingly. In addition, the team leader of the Centre organised trainees to conduct practical exercises on the training content.

Evergrande Property Services Group strictly implements the whistleblower protection principle. During the investigation, it is strictly forbidden to leak the whistleblower's information, reporting content, and progress of investigation and other related information, so as to protect the legal rights and interests of the whistleblower from infringement. Meanwhile, the Group requires all regional companies and individuals not to retaliate against whistleblowers for any reason and responds to potential retaliation in advance.

In 2020, the Group's Comprehensive Supervision Centre recovered a total of RMB7.03 million of direct economic losses.

Code of Business Conduct and Ethics

Evergrande Property Services Group strictly implements the Eight Prohibitions on Discipline Inspection of Evergrande Group and the Cadre Codes 36 of Evergrande Group and other systems, focusing on regulating the ethical standards and code of conduct of employees. We conduct regular disciplinary inspections on employees' work style and encourage employees to report violations of ethical standards. The Group also conducts promotion and training on conduct of business ethics through multiple channels, including but not limited to the Group's meetings, newcomer induction, and promotion of cadres, to help employees enhance their ethical awareness and abide by ethical principles.

In 2020, there was not corruption lawsuit filed or concluded against the Group and its employees.

Intellectual Property Management

The Group attaches great importance to the protection of intellectual property rights including trademarks, functional variable names, copyrights. The Group strictly complies with the Patent Law of the People's Republic of China, the Law of the People's Republic of China on Intellectual Property Rights, the Regulations on Management of Intellectual Property for Enterprises and other regulations and standard documents, and internally promulgated the Management Measures for Intellectual Property Evaluation of Property Services Group and other systems to strengthen management and avoid intellectual property risks.

The Group's Legal Contract Centre is the department responsible for the work related to intellectual property rights, responsible for the acquisition, modification, renewal, licensing, pledge, transfer, logout, and monitoring of intellectual property of all units including trademarks, functional variable names, copyrights, patents, responsible for guiding, supervising, and managing the intellectual property rights maintenance and rights protection and anti-counterfeiting of all units. The Group regularly conducts intellectual property rights business training for relevant staff of various units to enhance employees' awareness of intellectual property rights protection. The Legal Contract Centre conducts random inspections on the management of intellectual property rights of various units from time to time and punishes the units that do not manage intellectual property rights well and do not handle intellectual property rights affairs in accordance with the procedures stipulated in the Measures.

As of 31 December 2020, we obtained licences for 11 trademarks (including ten registered trademarks and one pending registration) in China and registered four functional variable names. We also own more than 240 patents, covering 35 patents for smart community solutions, two copyrights for the Evergrande Smart Community APP, and three copyrights for ERP systems.

Low Carbon and Energy Saving to Protect the Environment

Evergrande Property Services Group strictly abides by the Environmental Protection Law of the People's Republic of China and other laws and regulations and implements relevant internal systems to reduce energy and resource consumption and waste emissions in the Group's operations, and contribute to the green development of the society. In 2020, there was no violation of laws and regulations related to environmental protection.

Chapter Highlights:

Resource Management

Waste Management

Climate Disaster Management and Control

Green Office

Environmental KPIs

Annual performance

ISO14001:2015
Environmental
Management
System Certification

Clean energy:

71 projects
using solar water heating
system

Clean resources:

36 projects
using reclaimed water and
rainwater reuse system

Waste management:
Provincial or municipal-
level demonstration
projects for garbage
classification

Actively responded to
climate change and
assessed climate risks

Adhered to the principle of
green office

Resource Management

Evergrande Property Services Group made the call of “Improving Quality and Efficiency, Energy Conservation and Emission Reduction”, and formulated and implemented the Property Energy Consumption Management Measures within the Group, and strives to effectively reduce consumption of resources, such as water, electricity, gas, under the premise of ensuring service quality, to protect the green environment.

The Maintenance and Warranty Management Centre of the Group is responsible for formulating specifications and standards for energy consumption management, guiding, supervising, inspecting and assessing the energy consumption management of regional companies, as well as for the statistics, analysis of energy consumption and implementation of various energy-saving measures of the projects.

Energy consumption management requirements

The maintenance and warranty departments of the regional companies shall formulate regulations on the on/off time of public lighting in accordance with the needs of the property owners and the actual local conditions, and gradually optimise the management and control measures.

The project maintenance department refines the operation procedures according to seasonal changes, local time difference and the Group’s quality system documents, and clarifies the energy-saving management of lighting, water systems, refrigeration and other equipment and facilities with different functions and in different regions.

Statistical analysis of energy consumption

The project maintenance department establishes and completes the energy management ledger, and organises, analyses and archives the data, and deal with abnormal situations in time through statistics and analysis of the energy consumption of the project. The Maintenance and Warranty Management Centre of the Group organises and analyses the energy consumption management of the regional companies every month and compiles the energy management report of the property services system. In response to common problems, the Maintenance and Warranty Management Centre formulates solutions and promotes their implementation.

Energy consumption management assessment

The Group requires the regional companies to strictly implement the Group’s Property Energy Consumption Management Measures, to set energy conservation and consumption reduction indicators for water, electricity, fuel and other energy, and the headquarters regularly calculates and reports the implementation work of the regional companies. The Group supervises serious or significantly higher energy waste than normal circumstances, verify and summarise the cause of the problem, and require the relevant person in charge to implement rectification.

1. Energy Saving and Consumption Reduction Measures

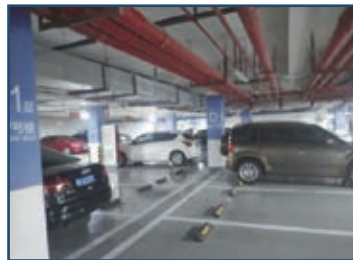
Case: Energy-saving renovation of basement lighting

Name of project	Brief description	Average monthly power saving (KWh, since July 2020)
Jilin: Evergrande Royal View Garden Changchun	All light sources were transformed into radar sensor light sources.	▼ 34,838.69
Yunnan: Evergrande Jiu Long Bay Kunming	Reduced the number of lights on, turned on the lane dividers, turned off or removed the parking lights, to realise the all-off mode.	▼ 8,520.14
Heilongjiang: Evergrande City Harbin	Separately controlled the lighting above the parking space to realise the timing light-off function.	▼ 9,259.96
Henan: Evergrande Royal Scenic Peninsula Pingdingshan	Reduced the number of lights on the main road, changed the light source control mode, and adopted sound and light control.	▼ 19,946.92
Inner Mongolia: Evergrande Royal View Garden Baotou	Reduced the number of lights on, turned on the lane dividers, turned off or removed the parking lights, realised the all-off mode, and changed the light source to LED lights.	▼ 7,305.20
Gansu: Evergrande Oasis Wuwei	Reduced the number of lights on, turned on the lanes dividers, and transformed the light sources into radar sensor light bulbs.	▼ 11,981.73
Sichuan: Evergrande Shanglin Garden Chengdu	Reduced the number of lights on, turned on the lane dividers, turned off or removed the parking lights, and realised the all-off mode.	▼ 6,898.48
Guizhou: Evergrande Royal View Garden Guiyang	Reduced the number of lights on, turned on the lanes dividers, and transformed the light sources into radar sensor light bulbs.	▼ 9,522.17

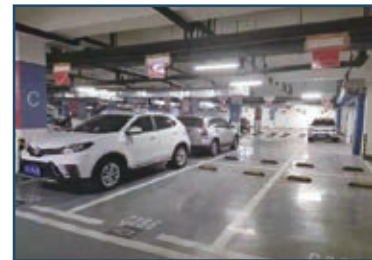
Lighting energy-saving renovation cases



Evergrande Royal View Garden Baotou: Basement lighting replacement with LED lights



Evergrande Royal Scenic Peninsula Pingdingshan: Lighting Sub-loop Control



Evergrande Oasis Wuwei: Replacement with radar sensor lights in basement

Case: Energy-saving transformation of air source heat pump hot water system

Evergrande Property Services Group carried out energy-saving transformation of the hot water system of the Evergrande Metropolis in Shishi, Fujian. Before the transformation, the air source heat pump hot water host was automatically started up or shut down through the remote control panel, and the one-time loop pump was manually started up or shut down through the control box button. The water pump cannot start and stop automatically according to the water temperature, which consumed a lot of energy.

In view of the fact that the water pump was not automatically controlled, the Group carried out line transformation and controlled the distribution box by adding control lines, line pipes, relays, hands, and automatic switch control buttons. After the transformation, the water pump control mode has the function of automatic control, which realises one-key start/stop through the remote controller panel. Through the automatic control transformation of the water pump, the Group effectively reduced the execution time of the water pump, saved the operating cost of the facility, extended the service life of the equipment, and achieved energy saving and consumption reduction.



Energy-saving transformation results of air source heat pump hot water system

Case: Application of imported high-efficiency pump water supply technology

To improve the quality of domestic water for property owners and save energy consumption, the Group took the low-zone water supply equipment as a pilot, and adopted measures to use high-efficiency imported water pumps and auxiliary equipment. Imported high-efficiency pumps have the advantages of high pump efficiency and low energy consumption.

Promoted by Evergrande Property Services Group, the projects is equipped with imported pumps, which have been put into use, saving an average of RMB11,666 per month. Through this renovation, the stability of the water pressure in this area has been improved, the cost of property operation and maintenance has been effectively reduced, and the satisfaction of property owners has been greatly improved.



Transformation effect of imported high-efficiency pump

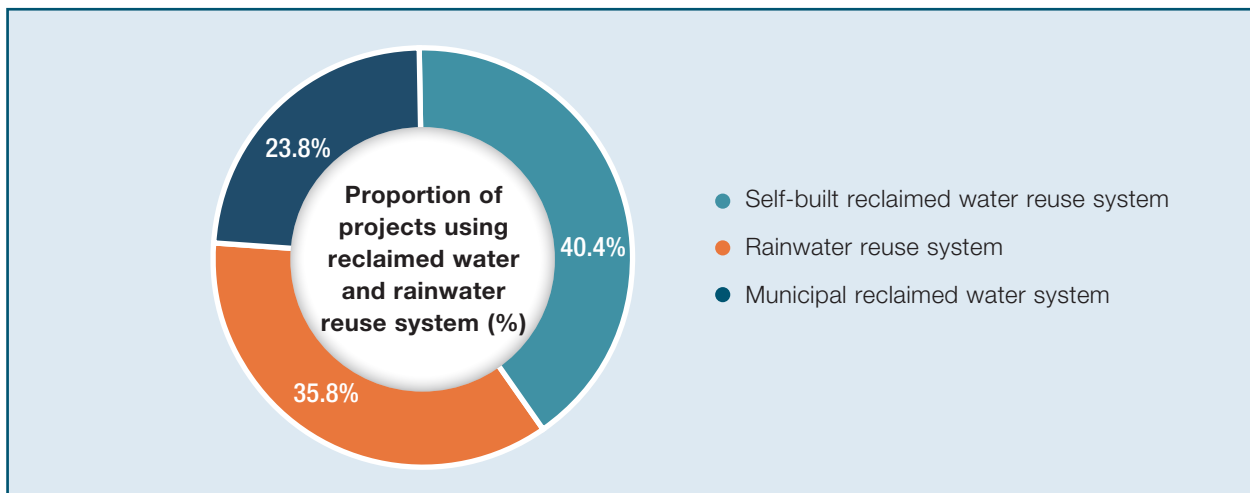
2. Clean Resource Utilization

2.1 Solar water heating system

Evergrande Property Services Group actively installed solar water heating systems in projects under management, covering 8 regional companies in Guangxi, Yunnan, and Hainan, involving 71 projects in total. Solar water heating system has environmental benefits and economic benefits. Compared with the production of hot water from fossil fuels, this system not only has the advantages of being not easily damaged and low cost, but also can effectively reduce environmental pollution and greenhouse gas emissions to achieve the goal of energy saving and emission reduction.

2.2 Reclaimed water and rainwater reuse system




The Group gradually improves the basic layout of the reclaimed water system in communities, recycling and processing various sewage or wastewater of civil buildings or produced in the construction of communities to realise sewage reuse, such as greening lawns and vegetation, cleaning equipment and facilities. Reclaimed water equipment effectively compensates for urban water use, improves the utilization rate of urban water resources, and maximises the use efficiency of water resources. Up to now, the Group has delivered 42 reclaimed water and rainwater reuse systems to 36 projects in our projects under management, covering 8 regional companies including Beijing, Guangxi, and Shandong.



Waste Management

All regional projects of Evergrande Property Services Group actively responded to local government policies to carry out waste recycling and waste sorting in an orderly manner. Combining the characteristics of waste, we divide waste into hazardous waste, kitchen waste, recyclable waste and other waste, which are collected separately and processed separately. Through various publicity and education, the project property owner has gradually established the awareness of waste recycling and has also developed the habit of separating different types of waste. The disposal of domestic garbage in the community has been reduced, resourced, and harmless, which has played a demonstrative and leading role in the promotion of garbage classification.

The provincial and municipal level demonstration projects for garbage classification of the Group

-  *Evergrande Oasis Jiaxing, Eastern China* (provincial level)
-  *Evergrande Royal Scenic Peninsula Quzhou, Eastern China* (provincial level)
-  *Evergrande Royal View Garden Ji'an, Jiangxi* (municipal level)

Promotion through Community cultural activities

In conjunction with community cultural activities, the Property Service Centre of Evergrande Oasis Jiaxing of Evergrande Property Services Group and Tongle kindergarten carried out a garbage sorting and painting activity, explaining the garbage sorting brochure on the spot, increasing children's awareness of garbage sorting, and motivating parents to actively participate in garbage classification, creating a good atmosphere where everyone knows and everyone participates.



2020 Garbage Sorting Culture Promotion

Full-time garbage classification guide

The communities of Evergrande Property Services Group arranged full-time garbage sorting guides to supervise the garbage bins around the building during the peak hours of garbage disposal in the morning and evening and distributed garbage sorting brochures to the door to patiently answer the daily garbage sorting problems raised by property owners.



Garbage classification guide

Through daily supervision in the morning and evening peak hours and household publicity, the Group effectively urged property owners to master garbage classification knowledge and increased the participation rate of property owners.

 **Encourage property owners to sort garbage**

The staff of the property service centre regularly visits to hand out food waste QR codes and other garbage labels for the owners free of charge. The garbage sorters can scan the QR codes to track the source of the waste, locate the source of garbage in time, and ensure that the garbage is correctly classified.

We used rewards to enable property owners to enjoy economic benefits in the process of participating in waste sorting, which effectively mobilised property owners to participate in the process. After more than half a year of extensive publicity and guidance, the community waste classification has achieved good results, and the property owners have gradually developed the habit of classification.



Garbage sorting slogan in the community

The Shanghai Evergrande Royal Scenic Bay project of Evergrande Property Services Group carried out the self-service recycling cabinet into the community activities, conduct waste recycling through the establishment of self-service recycling cabinets and long-term publicity through multiple channels after the installation of the recycling cabinet, to encourage property owners to actively participate in the activities of material recycling. At the same time, the project has volunteers serving as community supervisors, responsible for supervising the community, and calling on the property owners to put recyclable waste into the recycling cabinet when placing garbage.

In addition, the property service centre and the neighborhood committee jointly organised waste sorting and recycling knowledge seminars to enhance the knowledge reserves of the property owners. Through various publicity and education, community property owners have gradually established the awareness of waste recycling and have also developed a good habit of separating recyclable waste from other waste.

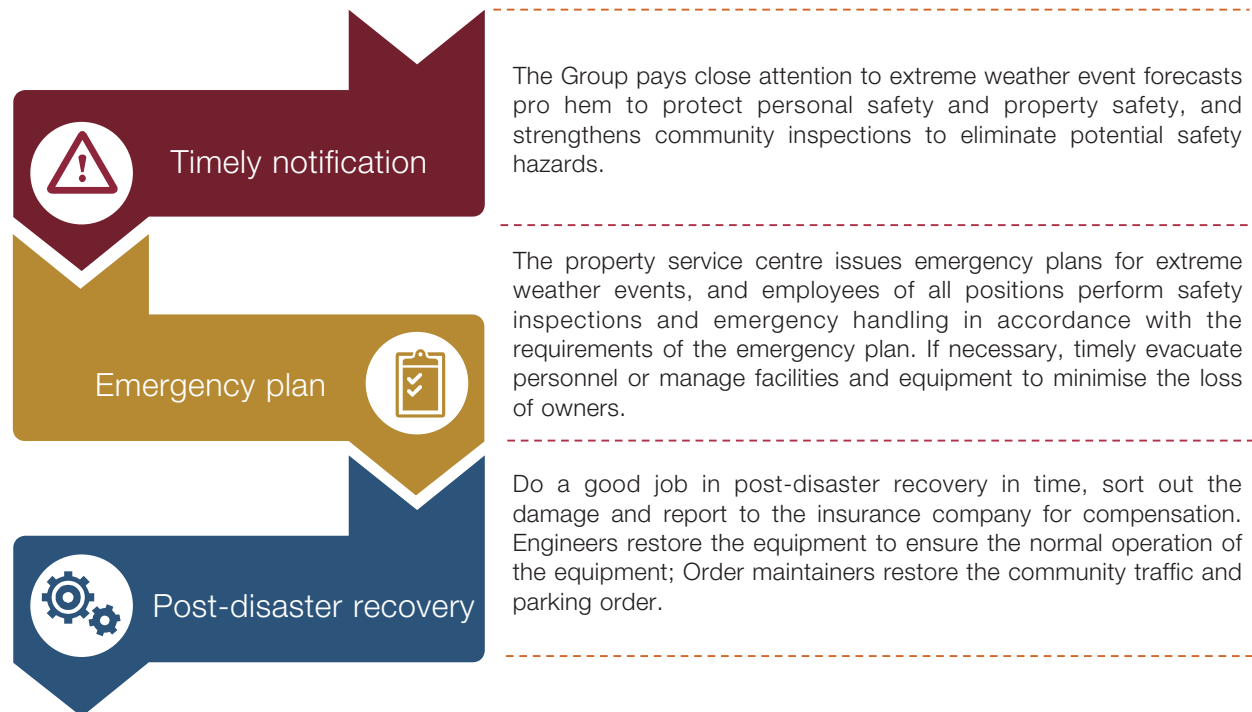


Self-service recycling cabinets in the community

Climate Disaster Management and Control

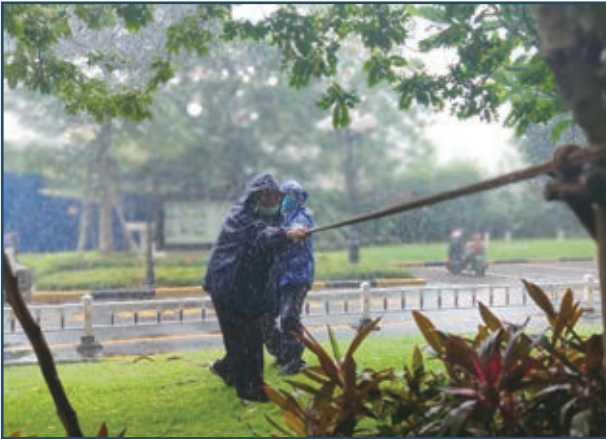
In recent years, actively responding to climate change has become a global consensus, and Evergrande Property Services Group has proactively identified the risks and opportunities brought about by climate change. For the extreme weather that property management may encounter, such as typhoon, rainstorm, blizzard, cold wave, high temperature, we have formulated corresponding emergency plans in terms of personnel organization, preliminary preparation, process disposal, and post-disaster recovery. At the same time, the project staff has been requested prepare in advance and warn of abnormal weather according to seasonal changes to minimise losses.

The Group's projects under management are mainly affected by typhoons, rainstorms, and snowstorms. After severe weather events, the Group actively takes emergency measures to ensure the safety of property owners. In 2020, there were no bodily injuries or deaths of property owners and employees due to extreme weather.



1. Responding to rainy season and flood season

Since entering the flood season, the property service centres of Evergrande Property Services Group have actively implemented various flood control systems, regularly organised flood control drills, to improve employees' emergency rescue capabilities, and eliminated hidden flood control hazards through self-inspections, to minimise the losses caused by natural disasters, thereby making every effort to protect the safety of property owners.



Evergrande Property Services is rescuing trees that lean or have partially fallen due to climate disaster



Conducting inspection on flood-control facility



Property services staff took measures to prevent floods

Case: We went all out to prevent floods

In July 2020, large-scale rainfall continued in the middle and lower reaches of the Yangtze River, and Jiangxi, Hunan and other places were particularly affected by floods. In the face of flood disasters, Evergrande Property Services always stayed on the front line.

In the face of floods, the Group responded quickly, gave early warning, and disseminated emergency reminders to property owners through community communication groups and other channels. The Group dispatched front-line employees quickly, sandbagged in advance, for flood protection. When the rainstorm came, the employees attended to their front-line positions to guide vehicles and assisted to unblock municipal drainage channels to provide safety protection for citizens.

2. Frost Protection

In response to the cold winter and low ambient temperature in northern China, Evergrande Property Services Group, based on local climate conditions, characteristics of equipment and facilities, and other factors, followed the policy of “prevention first” to actively perform frost protection work to prevent equipment and facilities from freezing up.

Before the beginning of the heating period of each year, the regional companies organise special engineering personnel to conduct extensive inspection to ensure adequate frost protection, determine frost protection plans early in terms of weaknesses to carry out preventive measures. During the heating period, the engineering maintenance department regularly pays attention to weather changes and takes timely measures when the temperature drops to prevent frost. In addition, in terms of the heating projects in the northern China, the Group formulates emergency plans for frost damage treatment and it's required to install temperature sensing detection and protection equipment when electric heat tracing measures are adopted to prevent high-temperature combustion of insulation materials and ensure the stable operation of the equipment.



Winterizing community equipment



For community equipment and facilities, the Group has also adopted specific freeze protection methods to avoid damage. We install insulation curtains at pedestrian entrances and exits, fire-fighting passage entrances and exits, ceiling fireproof doors, etc.; we winterize firefighting pipes, water supply pipes, and drainage pipes in buildings that are at risk of freezing; we adopt standby heating for underground garages and equipment rooms; for outdoor fire hydrants, irrigation sprinklers, and faucets in the park, we use rubber and plastic insulation cotton for heat preservation; we remove the outdoor fountain water pump in winter and place it indoors after maintenance.



Winterizing fire sprinkler system

Green Office

Evergrande Property Services Group adheres to practice of green office culture and promotes the concept that “Protecting the environment is everyone’s responsibility”. It has carried out environmental protection promotion in various ways to encourage employees to increase their awareness of environmental responsibility and create a strong atmosphere of environmental protection and energy conservation.

The Group considers environmental protection factors when purchasing office supplies, and continuously monitors resource consumption to avoid unnecessary purchases. We encourage employees to save office resources and actively promote a paperless office. We recommend that employees use emails, electronic files, etc. for office contact to reduce the use of paper resources, and further reduce carbon emissions caused by travel through the promotion of online meetings. In addition, the Group posted water-saving and electricity-saving posters in the office area to actively promote the environmental protection concept of “turning off the light before you leave” to ensure efficient use of energy.

In terms of waste management, the Group implements office waste sorting measures. General household waste is sorted and cleaned by special personnel. Harmful waste such as printing ink cartridges and toner cartridges is collected and recycled for special treatment to avoid environmental pollution.



Giving Back to Society and Creating Value Together

Evergrande Property Services Group, while pursuing business development, also actively assumes corporate social responsibilities and is enthusiastic about social welfare. We continued to promote poverty alleviation, and have been deeply engaged in the cause of charitable donations, to create a better life for the people.

Chapter Highlights:

Poverty Alleviation
Community Charity

Annual performance

Actively participated in the Evergrande Group Bijie targeted poverty alleviation journey

Helped solve social employment problems

Organised diverse community charity activities

Organised hundreds of free community clinic caring activities

Participants of the Young Flowers · Charity Bazaar

More than

44,000
person-times

Poverty alleviation

1. Poverty Alleviation in Bijie

Evergrande Property Services Group actively responded to the call of the Party Central Committee and participated in the Evergrande Group's journey of targeted poverty alleviation in Bijie. It sent a poverty alleviation team to the Bijie area to fight side by side with local officials and the masses, and implemented poverty alleviation work in the village to achieve exits from poverty on a per-household basis through distribution of responsibilities to members of staff from every level of the Group. As of the end of 2020, the Bijie Poverty Alleviation Programme that the Group participated in has helped over 1 million poor people in Bijie City to get out of poverty.

2. Solve Employment

The Group actively responds to the Veterans Support Law of the People's Republic of China, to solve the employment barriers for veterans. The Group prioritises veterans in the recruitment process and provides positions such as community safety management that match the superior skills of military personnel, so that veterans can continue to work at proper posts and contribute to safeguarding social stability. In 2020, the Group solved the employment problem for more than 300 veterans across the country. As of the end of 2020, 7% of the staff were veterans, totaling 3,321.

3. Charitable Donation

On 27 May 2020, Evergrande Property Services Group held the "Angels With No Wings" charity donation event at Kaifeng Disabled Children Rehabilitation Centre to donate cribs, air conditioners and other living facilities and various daily necessities to the rehabilitation centre. Caring persons from all walks of life and various mainstream media in Kaifeng witnessed this charity event, which demonstrated the care and social responsibility of Evergrande Property Services Group.

On 21 September 2020, the Huzhou Taihu Capital Palace project of Evergrande Property Services Group participated in the "Charitable donation" activity launched by the Huzhou South Taihu New Area Charity General Branch. The participants in the event included the South Taihu New Area Committee, enterprises and public institutions, as well as subdistrict offices, village (community) committees, and other enterprises and public institutions. the Huzhou Taihu Capital Palace project of Evergrande Property Services Group actively responded to the government's call to raise donations, and use all the donated funds for poverty alleviation, helping the elderly and orphans, pensions for the disabled, special care and disaster relief and other programmes, contributing to the charity cause.



The scene of "Charitable donation" fundraising

Community Charity

1. Caring Community Clinic

In 2020, the regional companies of Evergrande Property Services Group carried out a total of hundreds of free charity clinic activities, covering more than 100 Evergrande communities, with more than 20,000 property owners participating in the activities. The caring free clinic activities are basic medical services carried out by the property service centres in conjunction with hospitals, physical examination institutions and pharmacies around the communities, including physical examinations, free dental consultations, TCM physiotherapy, free face masks and other services. Periodic charity clinic activities have become highly recognised convenience activities for the property owners of Evergrande communities, allowing Evergrande property owners to enjoy professional medical services and a healthy life at their doorstep.



Caring free clinic in Guangzhou Jinbi New City Garden



Caring Clinic in Meizhou Evergrande
Royal Scenic Peninsula

2. Community “Little Bee Action”

From 15 November 2020 to 15 December 2020, the property staff projected themselves as industrious “little bees” and carried out convenience activities in the community. The activities covered various services such as community clinics, haircuts, repairs of small household appliances, and floor mats cleaning, etc., adding sweetness to property owners’ life.

At the site of community clinic activities, medical staff measured blood pressure and vision for the property owners, and gave a talk on health tips, which enhanced the community residents’ attention to health, and helped them to understand their own physical conditions, to achieve early detection, early prevention, and early treatment of certain diseases, so that community residents have better self-quality and mental health.

We also provide free haircut services for the elderly in the community, bringing convenience to the elderly, allowing more property owners to feel the warmth of the community, to create a happy community.



Promotional poster of “Little Bee Action” event



The scene of “Little Bee Action” Convenience Activities

3. Used Clothing Recycling Donation

In November 2020, the regional companies of Evergrande Property Services Group launched a number of used clothing recycling donation activities, covering Evergrande communities in cities such as Guangzhou, Zhaoqing, Huizhou, and Foshan. This event was initiated by the Group’s property service centre in conjunction with FEIMAYI and other environmental recycling and processing platforms or voluntary organizations, inviting community property owners to donate used clothes to give love to impoverished areas. The event practiced the concept of “No dump of old clothes, old clothes also warm people’s hearts” (舊衣零拋售、衣舊暖人心). On the one hand, it helped the poor and the weak, so that the people in poor areas can warm through the winter. On the other hand, it promoted the concept of environmental protection and raised the environmental awareness of property owners.



The scene of used clothing recycling donation activities

4. Young Flowers· Charity Bazaar

To promote environmental protection awareness, build a parent-child communication platform, help children learn to give love, help others, and create a community atmosphere of mutual help and friendship, Evergrande Property Services Group launched the “Young Flowers· Charity Bazaar” activity from 1 August 2020 to 20 August 2020, and provided venues and personnel support for the charity sale, and organised the property owners to contribute to the charity cause. At the event site, young property owners sold idle items for charity and donated the sales proceeds selflessly. The development of the activity realised the reuse of idle items, helped to give warmth to the poor areas, cultivated the conservation awareness of the youth in the community, and at the same time strengthened their sense of social responsibility in practicing environmental protection and giving love.

The charity bazaar activities covered 27 regional companies across the country, and 282 projects under management participated, with over 44,000 participants.



The scene of “Young Flowers· Charity Bazaar” activities



Appendix I 2020 ESG KPIs

Table of Environmental KPIs¹

	Indicator	Unit	Emission/ Consumption
Emissions	SOx emission	kg	1.34
	NOx emission	kg	483.73
	Particulate matters	kg	12.69
Greenhouse gas² emissions	GHG emissions (Scope 1)	tCO ₂ e	2,892.19
	GHG emissions (Scope 2)	tCO ₂ e	468,440.19
	GHG emissions (Scope 1+ Scope 2)	tCO ₂ e	471,332.38
Hazardous waste	Hazardous waste	ton	95.60
	Discarded bulbs/tubes	ton	54.33
	Weight of waste electronic products	ton	36.04
	Weight of waste ink cartridge/toner	ton	5.23
Non-hazardous waste	Non-hazardous waste	ton	110,192.43
	General household waste ³	ton	11,858.00
	Garden waste	ton	98,334.43
Resource use⁴	Total energy consumption	MWh	539,016.67
	Direct energy consumption	MWh	13,360.02
	Indirect energy consumption	MWh	525,656.65
	Energy intensity	MWh/Income (in RMB million)	62.45
	Total electricity consumption	MWh	525,656.65
	Gasoline consumption	L	42,276.37
	Consumption of liquefied petroleum gas	kg	754,311.93
	Consumption of pipeline gas	m ³	251,105.71
Water Consumption	Water Consumption	m ³	21,204,831.44
	Water consumption intensity	m ³ /Income (in RMB million)	2,456.89

1 The environmental data for the year covers the office area of the Group headquarters, 16 regional companies and their 636 project companies, public property management areas, and non-outsourced staff canteens. The time span is from 1 January to 31 December 2020.

2 GHG emissions (Scope 1) mainly resulted from the primary energy consumption of vehicles and staff canteens. GHG emissions (Scope 2) resulted from the consumption of purchased electricity. The sources of data are payment slips of related expenses and the administrative statistical ledger. The GHG emission factor of electricity refers to China Regional Grid Baseline Emission Factors 2017 issued by the Ministry of Ecology and Environment, and the other energy emission factors refer to the Reporting Guidance on Environmental KPIs of the Hong Kong Stock Exchange.

3 General household waste in office area.

4 The types of energy consumption include fuel of staff canteen, gasoline of official vehicle, and electricity purchased. The source of information is the payment slips of related expenses and the administrative statistical ledger. Reference is made to the national GB/T2589-2008 General Principles for Calculation of Comprehensive Energy Consumption (《GB/T2589-2008 綜合能耗計算通則》) for conversion coefficient of energy unit.

Appendix I 2020 ESG KPIs

Table of Social KPIs

Total workforce by gender, employment type, age group and geographical region		2020	
		Number of employees	Percentage (%)
By gender	Male	28,339	67.08%
	Female	13,905	32.92%
By employment type	Employees	42,244	100.00%
By age group	Below 30	19,823	46.93%
	31-50	21,426	50.72%
	Above 50	995	2.35%
By geographical region	China (including Hong Kong, Macau and Taiwan)	42,244	100.00%
	Total number of employees	42,244	

Lost days due to work injury		2020
Lost days due to work injury (day)		3,572.38

The percentage of employees trained by gender and employee category		2020
By gender	Male	100%
	Female	100%
By employee category	Senior leadership	100%
	Middle-level cadres	100%
	Grassroots cadres	100%
	General staff	100%

The average training hours per employee by gender and employee category		2020
Total training times (person-time)		705,123
Total training hours(hour)		101,824
Average training hours(hour)		23.49

Appendix I 2020 ESG KPIs

Number of suppliers		2020
No.	Name of province/municipality/autonomous region	Number
1	Beijing	406
2	Tianjin	394
3	Shanghai	142
4	Chongqing	1,068
5	Hebei Province	736
6	Shanxi Province	676
7	Liaoning Province	772
8	Jilin Province	427
9	Heilongjiang Province	309
10	Jiangsu Province	669
11	Zhejiang Province	470
12	Anhui Province	823
13	Fujian Province	371
14	Jiangxi Province	291
15	Shandong Province	592
16	Henan Province	456
17	Hubei Province	802
18	Hunan Province	856
19	Guangdong Province	1,190
20	Hainan Province	336
21	Sichuan Province	720
22	Guizhou Province	391
23	Yunnan Province	204
24	Shaanxi Province	451
25	Gansu Province	227
26	Qinghai Province	3
27	Inner Mongolia Autonomous Region	330
28	Guangxi Zhuang Autonomous Region	400
29	Ningxia Hui Autonomous Region	193
30	Xinjiang Uygur Autonomous Region	73
Total		14,778

Customer Service Information	2020
Number of complaints and consultations received through all channels (times)	152,274
Complaint completion rate	91.26%
Number of return visits after handling of the 400 hotline complaint (times)	4,107

Anti-corruption trainings	2020
Total hours of anti-corruption trainings (hour)	90,896

Appendix II List of Relevant Laws and Regulations and Internal Policies

ESG indicators	Scope	External laws, regulations and rules related to ESG	Internal policies related to ESG
A1 Emissions	Waste air and greenhouse gas emissions, sewage discharge, and discharge and handling of non-hazardous and hazardous waste	Environmental Protection Law of the People's Republic of China Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise Atmospheric Pollution Prevention and Control Law of the People's Republic of China Water Law of the People's Republic of China Law of the People's Republic of China on Prevention and Control of Water Pollution	
A2 Use of Resources	Efficient use of energy, water and other raw materials	Marine Environment Protection Law of the People's Republic of China Solid Waste Pollution Prevention and Control Law of the People's Republic of China Soil Pollution Prevention and Control Law of the People's Republic of China Law of the People's Republic of China on Evaluation of Environmental Effects Law of the People's Republic of China on Prevention and Control of Radioactive Pollution	Management Measures of Property Services Group Energy Consumption Management Measures of Property Services Group Property Services Group Vehicle Management System
A3 Environment and Natural Resources	Minimising the impacts on the environment and natural resources	Regulations on Environmental Management of Construction Projects Regulations on the Administration of City Appearance and Environmental Sanitation Energy Conservation Law of the People's Republic of China Urban and Rural Planning Law of the People's Republic of China Water and Soil Conservation Law of the People's Republic of China Forest Law of The People's Republic of China The Thirteenth Five-Year Guideline for the Control of the Greenhouse Gas Emission Administrative Measures for Urban Living Garbage Regulations on the Management of Urban Construction Solid Waste	
B1 Employment	Compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Labour Law of the People's Republic of China Labour 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 Provisions on Minimum Wages (Order of the Ministry of Labour and Social Security of the People's Republic of China) Law of the People's Republic of China on the Prevention and Control of Occupational Diseases	Management Measures of Property Services Group Cadre Selection and Appointment Management System of Property Services Group Labour Contract Management System of Property Services Group Policy on Labour Discipline of Property Services Group Policy on Recruitment and On-boarding of Property Services Group
B2 Health and safety	Providing a safe working environment and protecting employees from occupational hazards	Work Safety Law of the People's Republic of China Fire Protection Law of the People's Republic of China Emergency Response Law of the People's Republic of China Regulations on the Safety Management of Hazardous Chemicals Regulations on the Reporting, Investigation and Disposition of Work Safety Accidents	Policy on Formal Employment of New Employees of Property Services Group Employee Demission Management System of Property Services Group Policy on Management of Archives of Property Services Group
B3 Development and training	Improving employees' knowledge and skills for discharging duties at work	Interim Provisions on the investigation and control of safety accidents Regulation of the People's Republic of China on Work-Related Injury Insurance	Regulations on Social Insurance and Housing Fund Management of Property Services Group Regulations on Payroll Computing Management of Property Services Group Administrative Office Management System of Property Services Group
B4 Labour standards	Preventing child and forced labour	Provisions on the Supervision and Administration of Occupational Health at Work Sites Law of the People's Republic of China on the Protection of Minors Provisions on the Prohibition of Using Child Labour	Notice on Relevant Regulations regarding the Standardizing Business Cooperation and Plugging Loopholes of Property Services Group
B5 Supply chain management	Managing environmental and social risks of the supply chain	Law of the People's Republic of China on Tenders and Bids Government Procurement Law of the People's Republic of China	Management Measures of Property Services Group Management Measures for Procurement and Bidding of Property Services Group



Appendix II List of Relevant Laws and Regulations and Internal Policies

ESG indicators	Scope	External laws, regulations and rules related to ESG	Internal policies related to ESG
B6 Product responsibilities	Health and safety of products and services, protection for privacy information of customers and reasonable advertisement and marketing	Product Quality Law of the People's Republic of China	Management Measures of Property Services Group
		Regulations on Property Management	Management Measures for Customer Appeals and Complaints of Property Services Group
B7 Anti-corruption	Preventing bribery, extortion, fraud and money laundering	Tort Law of the People's Republic of China	Major Events Management Regulations of Property Services Group
		Copyright Law of the People's Republic of China	Management Measures for Property Service Fee Collection of Property Services Group
		Trademark Law of the People's Republic of China	Vacant Property Management Measures of Property Services Group
		Patent Law of the People's Republic of China	Order Management Measures of Property Services Group
		Law of the People's Republic of China on the Protection of Consumer Rights and Interests	Parking Management Measures of Property Services Group
		General Provisions of the Civil Law of the People's Republic of China	Project Management Measures of Property Services Group
		Advertising Law of the People's Republic of China	Management Measures for Maintenance Work of Property Services Group
		Cybersecurity Law of the People's Republic of China	Management Measures for Equipment and Facilities Undertaking Inspection of Property Services Group
			Management Measures for Special Maintenance Fund of Property Services Group
			Elevator Maintenance Management Measures of Property Services Group
			Paid Maintenance Management Measures of Property Services Group
			Maintenance and Warranty Operation Guide of Property Services Group
			Engineering Operation Guide of Property Services Group
			Implementation Rules for Acceptance Work of Property Services Group
			Club Service Management Measures of Property Services Group
			Asset Management System of Property Services Group
			Management Measures for Intellectual Property Evaluation of Property Services Group
			Administrative Measures for Genuine Software of Property Services Group
			Seal Management System of Property Services Group
			Confidentiality System of Property Services Group
			Information Management Measures of Property Services Group
			Management Measures for Information System Development of Property Services Group
			Management Measures for Information System Testing of Property Services Group
			Management Standards for Information System Release and Change of Property Services Group
			Management Measures for Scattered Demands in Information System of Property Services Group
		Interim Provisions on Banning Commercial Bribery	Management Measures for Comprehensive Supervision of Property Services Group
		Anti-Unfair Competition Law of the People's Republic of China	Employee Code of Conduct
		Anti-Money Laundering Law of the People's Republic of China	Cadres Codes 36
		Law of the People's Republic of China on the People's Bank of China	Red and Yellow Lines for Management Cadres
		Company Law of the People's Republic of China	
		Law of the People's Republic of China on the People's Bank of China	
		Criminal Law of the People's Republic of China	

Appendix III HKEx ESG Reporting Guide Index

	ESG indicators	Disclosure ⁵	Corresponding chapters
A1 General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Disclosed	Low Carbon and Energy Saving to Protect the Environment
A1.1	The types of emissions and respective emissions data.	Disclosed	Appendix I
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
A1.5	Description of emissions target(s) set and steps taken to achieve them.	Disclosed	Low Carbon and Energy Saving to Protect the Environment
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Disclosed	Low Carbon and Energy Saving to Protect the Environment
A2 General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Disclosed	Low Carbon and Energy Saving to Protect the Environment
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix I
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Disclosed	Low Carbon and Energy Saving to Protect the Environment
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Disclosed	Low Carbon and Energy Saving to Protect the Environment
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	N/A. The main business of the Group does not involve the manufacture of finished products and the packaging materials used.	–
A3 General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Disclosed	Low Carbon and Energy Saving to Protect the Environment
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Disclosed	Low Carbon and Energy Saving to Protect the Environment
A4 General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Disclosed	Low Carbon and Energy Saving to Protect the Environment
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Disclosed	Low Carbon and Energy Saving to Protect the Environment

5 As the latest ESG Reporting Guide revised the key performance indicators A1.5, A1.6, A2.3, A2.4, and B5.4, the relevant revisions will be officially effective in the fiscal year beginning on or after 1 July 2020, the Group will enrich the disclosure of relevant content in future annual reports.

Appendix III HKEEx ESG Reporting Guide Index

	ESG indicators	Disclosure ⁵	Corresponding chapters
B1 General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Disclosed	People-oriented Approach to Talent Recruitment and Cultivation
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Disclosed	People-oriented Approach to Talent Recruitment and Cultivation
B1.2	Employee turnover rate by gender, age group and geographical region.	Considering to be disclosed in future years.	Appendix I
B2 General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Disclosed	People-oriented Approach to Talent Recruitment and Cultivation
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Considering to be disclosed in future years.	–
B2.2	Lost days due to work injury.	Disclosed	–
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Disclosed	People-oriented Approach to Talent Recruitment and Cultivation
B3 General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	People-oriented Approach to Talent Recruitment and Cultivation
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	Appendix I
B3.2	The average training hours completed per employee by gender and employee category.	Considering to be disclosed in future years.	–
B4 General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Disclosed	People-oriented Approach to Talent Recruitment and Cultivation
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Disclosed	People-oriented Approach to Talent Recruitment and Cultivation
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	People-oriented Approach to Talent Recruitment and Cultivation
B5 General Disclosure	Policies on managing environmental and social risks of the supply chain.	Disclosed	Win-win Partnership of Mutual Support and Benefit
B5.1	Number of suppliers by geographical region.	Disclosed	Win-win Partnership of Mutual Support and Benefit
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Disclosed	Win-win Partnership of Mutual Support and Benefit
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Disclosed	Win-win partnership of mutual support and benefit
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Disclosed	Win-win Partnership of Mutual Support and Benefit

Appendix III HKEx ESG Reporting Guide Index

	ESG indicators	Disclosure ⁶	Corresponding chapters
B6 General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Disclosed	Quality First Thoughtful Services
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A. The Group's operations do not involve product production and manufacturing	–
B6.2	Number of products and service related complaints received and how they are dealt with.	Disclosed	Quality First Thoughtful Services
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	Quality First Thoughtful Services
B6.4	Description of quality assurance process and recall procedures.	N/A. The Group's operations do not involve product production and manufacturing	–
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Disclosed	Quality First Thoughtful Services
B7 General Disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Disclosed	Integrity-centred for Robust Operation
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Disclosed	Integrity-centred for Robust Operation
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Disclosed	Integrity-centred for Robust Operation
B7.3	Description of anti-corruption training provided to directors and staff.	Disclosed	Integrity-centred for Robust Operation
B8 General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Disclosed	Giving Back to Society and Creating Value Together
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Disclosed	Giving Back to Society and Creating Value Together
B8.2	Resources contributed (e.g. money or time) to the focus area.	Disclosed	Giving Back to Society and Creating Value Together



Appendix IV GRI Standards Content Index - Core

General Disclosure

GRI Standards	Description	Reference Chapters and Remarks
Organization's profile		
102-1	Name of the organization	About This Report
102-2	Activities, brands, products, and services	About Us Quality First Thoughtful Services
102-3	Location of headquarters	About Us
102-4	Location of operations	About Us
102-5	Ownership and legal form	About This Report
102-6	Markets served	About Us
102-7	Scale of the organization	About Us
102-8	Information on employees and other workers	People-oriented Approach to Talent Recruitment and Cultivation Appendix I 2020 ESG KPIs
102-9	Supply chain	Win-win Partnership of Mutual Support and Benefit Appendix I 2020 ESG KPIs
102-10	Significant changes to the organization and its supply chain	During the year, there were no major changes in the organizational scale, structure and ownership of Evergrande Property Services Group and its supply chain
102-11	Precautionary Principle or approach	Sustainability Governance Low Carbon and Energy Saving to Protect the Environment
102-12	External initiatives	Stakeholder Engagement Mechanism
102-13	Membership of associations	Stakeholder Engagement Mechanism
Strategy		
102-14	Statement from senior decision-maker	Address from Chairman
Ethics and integrity		
102-16	Values, principles, standards, and norms of behaviour	Sustainability Governance
Governance		
102-18	Governance Structure	Sustainability Governance
Stakeholder engagement		
102-40	List of stakeholder groups	Stakeholder Engagement Mechanism
102-41	Collective bargaining agreements	During the year, there was no incident of collective bargaining agreements in Evergrande Property Services Group
102-42	Identifying and selecting stakeholders	Stakeholder Engagement Mechanism
102-43	Approach to stakeholder engagement	Stakeholder Engagement Mechanism
102-44	Key topics and concerns raised	Stakeholder Engagement Mechanism

Appendix IV GRI Standards Content Index - Core

General Disclosure

GRI Standards	Description	Reference Chapters and Remarks
<i>Reporting practice</i>		
102-45	Entities included in the consolidated financial statements	About This Report 2020 Annual Report
102-46	Defining report content and topic boundaries	About This Report
102-47	List of material topics	Stakeholder Engagement Mechanism
102-48	Restatements of information	This report does not involve restatement of information
102-49	Changes in reporting	About This Report Stakeholder Engagement Mechanism
102-50	Reporting period	About This Report
102-51	Date of most recent report	About This Report
102-52	Reporting cycle	About This Report
102-53	Contact point for questions regarding the report	About This Report
102-54	Claims of reporting in accordance with the GRI Standards	About This Report
102-55	GRI content index	Appendix II Content Index of the GRI Reporting Standards
102-56	External assurance	This report has not yet undergone external assurance. In the future, the Group will consider adopting external assurance based on the current status of report preparation and data management

Economic Topics

GRI Standards	Description	Reference Chapters and Remarks
<i>Economic Performance</i>		
103-1	Explanation of the material topic and its boundary	About Us 2020 Annual Report
103-2	The management approach and its components	About Us 2020 Annual Report
103-3	Evaluation of the management approach	About Us 2020 Annual Report
201-1	Direct economic value generated and distributed Resources contributed to the focus area	About Us Giving Back to Society and Creating Value Together
201-2	Financial implications and other risks and opportunities due to climate change	Low Carbon and Energy Saving to Protect the Environment



Appendix IV GRI Standards Content Index - Core

Economic Topics

GRI Standards	Description	Reference Chapters and Remarks
Market Presence		
103-1	Explanation of the material topic and its Boundary	About Us 2020 Annual Report
103-2	The management approach and its components	About Us 2020 Annual Report
103-3	Evaluation of the management approach	About Us 2020 Annual Report
202-2	Proportion of senior management hired from the local community	People-oriented Approach to Talent Recruitment and Cultivation Appendix I 2020 ESG KPIs
Indirect Economic Impacts		
103-1	Explanation of the material topic and its boundary	About Us 2020 Annual Report
103-2	The management approach and its components	About Us 2020 Annual Report
103-3	Evaluation of the management approach	About Us 2020 Annual Report
203-1	Infrastructure investments and supporting services focus on the area of contribution	Giving Back to Society and Creating Value Together
Anti-corruption		
103-1	Explanation of the material topic and its boundary	Integrity-centred for Robust Operation
103-2	The management approach and its components	Integrity-centred for Robust Operation
103-3	Evaluation of the management approach	Integrity-centred for Robust Operation
205-3	Confirmed incidents of corruption and actions taken	During the Reporting Period, no relevant violations were recorded
Anti-competitive Behaviour		
103-1	Explanation of the material topic and its Boundary	Integrity-centred for Robust Operation
103-2	The management approach and its components	Integrity-centred for Robust Operation
103-3	Evaluation of the management approach	Integrity-centred for Robust Operation
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Integrity-centred for Robust Operation

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Environmental Topics

GRI Standards	Description	Reference Chapters and Remarks
Materials		
103-1	Explanation of the material topic and its Boundary	The products of Evergrande Property Services Group do not involve the use of packaging materials
103-2	The management approach and its components	The products of Evergrande Property Services Group do not involve the use of packaging materials
103-3	Evaluation of the management approach	The products of Evergrande Property Services Group do not involve the use of packaging materials
301-1	Materials used by weight or volume	The products of Evergrande Property Services Group do not involve the use of packaging materials
Energy		
103-1	Explanation of the material topic and its Boundary	Low Carbon and Energy Saving to Protect the Environment
103-2	The management approach and its components	Low Carbon and Energy Saving to Protect the Environment
103-3	Evaluation of the management approach	Low Carbon and Energy Saving to Protect the Environment
302-1	Energy consumption within the organization	Low Carbon and Energy Saving to Protect the Environment Appendix I 2020 ESG KPIs
302-3	Energy intensity	Low Carbon and Energy Saving to Protect the Environment Appendix I 2020 ESG KPIs
Water		
103-1	Explanation of the material topic and its Boundary	Low Carbon and Energy Saving to Protect the Environment
103-2	The management approach and its components	Low Carbon and Energy Saving to Protect the Environment
103-3	Evaluation of the management approach	Low Carbon and Energy Saving to Protect the Environment
303-1	Water withdrawal by source	Low Carbon and Energy Saving to Protect the Environment Appendix I 2020 ESG KPIs
Biodiversity		
103-1	Explanation of the material topic and its Boundary	Low Carbon and Energy Saving to Protect the Environment



Appendix IV GRI Standards Content Index - Core

Environmental Topics

GRI Standards	Description	Reference Chapters and Remarks
103-2	The management approach and its components	Low Carbon and Energy Saving to Protect the Environment
103-3	Evaluation of the management approach	Low Carbon and Energy Saving to Protect the Environment
304-3	Habitats protected or restored	Low Carbon and Energy Saving to Protect the Environment
Emissions		
103-1	Explanation of the material topic and its Boundary	Low Carbon and Energy Saving to Protect the Environment
103-2	The management approach and its components	Low Carbon and Energy Saving to Protect the Environment
103-3	Evaluation of the management approach	Low Carbon and Energy Saving to Protect the Environment
305-1	Direct (Scope 1) GHG emissions	Low Carbon and Energy Saving to Protect the Environment Appendix I 2020 ESG KPIs
305-2	Energy indirect (Scope 2) GHG emissions	Low Carbon and Energy Saving to Protect the Environment Appendix I 2020 ESG KPIs
305-4	GHG emissions intensity	Low Carbon and Energy Saving to Protect the Environment Appendix I 2020 ESG KPIs
Effluents and Waste		
103-1	Explanation of the material topic and its Boundary	Low Carbon and Energy Saving to Protect the Environment
103-2	The management approach and its components	Low Carbon and Energy Saving to Protect the Environment
103-3	Evaluation of the management approach	Low Carbon and Energy Saving to Protect the Environment
306-2	Total waste classified by type and treatment method	Low Carbon and Energy Saving to Protect the Environment Appendix I 2020 ESG KPIs
Environmental Compliance		
103-1	Explanation of the material topic and its Boundary	Low Carbon and Energy Saving to Protect the Environment

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Environmental Topics

GRI Standards	Description	Reference Chapters and Remarks
103-2	The management approach and its components	Low Carbon and Energy Saving to Protect the Environment
103-3	Evaluation of the management approach	Low Carbon and Energy Saving to Protect the Environment
307-1	Non-compliance with environmental laws and regulations	During the Reporting Period, there were no related violations of laws and regulations
Supplier Environmental Assessment		
103-1	Explanation of the material topic and its Boundary	Win-win Partnership of Mutual Support and Benefit
103-2	The management approach and its components	Win-win Partnership of Mutual Support and Benefit
103-3	Evaluation of the management approach	Win-win Partnership of Mutual Support and Benefit
308-1	New suppliers that were screened using environmental criteria	Win-win Partnership of Mutual Support and Benefit

Social Topics

GRI Standards	Description	Reference Chapters and Remarks
Employment		
103-1	Explanation of the material topic and its Boundary	People-oriented Approach to Talent Recruitment and Cultivation
103-2	The management approach and its components	People-oriented Approach to Talent Recruitment and Cultivation
103-3	Evaluation of the management approach	People-oriented Approach to Talent Recruitment and Cultivation
401-1	New employee hires and employee turnover	Not disclosed, considering to be disclosed in future years
	Information on the policies and compliance with relevant laws and regulations relating to preventing child and forced	People-oriented Approach to Talent Recruitment and Cultivation
	Review of measures to review employment practices to avoid child and forced labour	People-oriented Approach to Talent Recruitment and Cultivation
	Steps taken to eliminate child and forced labour when discovered such violations	People-oriented Approach to Talent Recruitment and Cultivation
Occupational Health and Safety		
103-1	Explanation of the material topic and its Boundary	Quality First Thoughtful Services People-oriented Approach to Talent Recruitment and Cultivation



Appendix IV GRI Standards Content Index - Core

Social Topics

GRI Standards	Description	Reference Chapters and Remarks
103-2	The management approach and its components	Quality First Thoughtful Services People-oriented Approach to Talent Recruitment and Cultivation
103-3	Evaluation of the management approach	Quality First Thoughtful Services People-oriented Approach to Talent Recruitment and Cultivation
403-2	Types of work-related injuries, rates of work-related injuries, occupational diseases, lost working days, absenteeism, etc.	Appendix I 2020 ESG KPIs
Training and Education		
103-1	Explanation of the material topic and its Boundary	People-oriented Approach to Talent Recruitment and Cultivation
103-2	The management approach and its components	People-oriented Approach to Talent Recruitment and Cultivation
103-3	Evaluation of the management approach	People-oriented Approach to Talent Recruitment and Cultivation
404-1	Average hours of training per year per employee	During the year, Evergrande Property Services Group continued to provide training for employees of different genders and ranks and counted the number of trainees, and continuously improved the statistical mechanism for the average training hours of employees by gender and employee category, and considered to disclose them in subsequent years
Diversity and Equal Opportunity		
103-1	Explanation of the material topic and its Boundary	People-oriented Approach to Talent Recruitment and Cultivation
103-2	The management approach and its components	People-oriented Approach to Talent Recruitment and Cultivation
103-3	Evaluation of the management approach	People-oriented Approach to Talent Recruitment and Cultivation
405-1	Diversity of governance bodies and employees	People-oriented Approach to Talent Recruitment and Cultivation Appendix I 2020 ESG KPIs

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Social Topics

GRI Standards	Description	Reference Chapters and Remarks
<i>Non-discrimination</i>		
103-1	Explanation of the material topic and its Boundary	People-oriented Approach to Talent Recruitment and Cultivation
103-2	The management approach and its components	People-oriented Approach to Talent Recruitment and Cultivation
103-3	Evaluation of the management approach	People-oriented Approach to Talent Recruitment and Cultivation
406-1	Incidents of discrimination and corrective actions taken	People-oriented Approach to Talent Recruitment and Cultivation
<i>Local Communities</i>		
103-1	Explanation of the material topic and its Boundary	Giving Back to Society and Creating Value Together
103-2	The management approach and its components	Giving Back to Society and Creating Value Together
103-3	Evaluation of the management approach	Giving Back to Society and Creating Value Together
413-1	Operations with local community engagement, impact assessments, and development programmes	Giving Back to Society and Creating Value Together
<i>Supplier Social Assessment</i>		
103-1	Explanation of the material topic and its boundary	Win-win Partnership of Mutual Support and Benefit
103-2	The management approach and its components	Win-win Partnership of Mutual Support and Benefit
103-3	Evaluation of the management approach	Win-win Partnership of Mutual Support and Benefit
414-1	New suppliers that were screened using social criteria	Win-win Partnership of Mutual Support and Benefit
<i>Customer Health and Safety</i>		
103-1	Explanation of the material topic and its boundary	Quality First Thoughtful Services
103-2	The management approach and its components	Quality First Thoughtful Services Based on the nature of the business and product, product recycling programme indicators are not applicable to Evergrande Property Services Group
103-3	Evaluation of the management approach	Quality First Thoughtful Services



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Social Topics

GRI Standards	Description	Reference Chapters and Remarks
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Quality First Thoughtful Services
Marketing and Labeling		
103-1	Explanation of the material topic and its boundary	Quality First Thoughtful Services
103-2	The management approach and its components	Quality First Thoughtful Services
103-3	Evaluation of the management approach	Quality First Thoughtful Services
417-2	Incidents of non-compliance concerning product and service information and labeling	Quality First Thoughtful Services
Customer Privacy		
103-1	Explanation of the material topic and its boundary	Quality First Thoughtful Services
103-2	The management approach and its components	Quality First Thoughtful Services
103-3	Evaluation of the management approach	Quality First Thoughtful Services
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Quality First Thoughtful Services Appendix I 2020 ESG KPIs
Socioeconomic Compliance		
103-1	Explanation of the material topic and its boundary	Quality First Thoughtful Services
103-2	The management approach and its components	Quality First Thoughtful Services
103-3	Evaluation of the management approach	Quality First Thoughtful Services
419-1	Non-compliance with laws and regulations in the social and economic area	During the Reporting Period, there were no related violations of laws and regulations

