金融街物業股份有限公司

FINANCIAL STREET PROPERTY CO., LIMITED

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

Stock Code : 1502

2020
Environmental, Social and Governance Report

Contents

About the Report 2

About Financial Street Property 3

Implementing Responsible Governance and Providing Quality Services 5

ESG Concept and Governance 5

Strengthening Responsibility Communication 6

Comprehensive Risk Management 7

Guaranteeing Excellent Services 8

Customer Experience Improvement 13

Implementing Security Responsibilities 14

Enhancement of Business Compliance and Promotion of Win-win Cooperation 17

In-depth Integrity Cultivation 17

Safeguarding Information Security 21

Standardizing Brand Promotion 22

Safeguarding Intellectual Property Rights 22

Optimising Supply System 23

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development 24

Employment and Rights and Interests of Employees 24

Development and Training of Employees 28

Health and Safety of Employees 33

Care and Activities of Employees 34

Advocating Green Operation and Building Ecological Harmony 37

Advocating Green Office 37

Practicing Energy Conservation 38

Implementing Waste Sorting 40

Environmental Key Performance Indicators 41

Promoting Community Public Welfare and Giving Back to Society 43

Implementing Targeted Poverty Alleviation 43

Carrying out Public Welfare Charity 44

Topic: Fighting the COVID-19, We are in Action 46

Implementing Prevention and Control Work 46

Caring for Frontline Employees 48

Appendix: Environmental, Social and Governance Reporting Guide Content Index 51

About the Report

REPORT OVERVIEW

This Report is the first Environmental, Social and Governance Report ("**ESG Report**") published by Financial Street Property Co., Limited ("**Financial Street Property**", the "**Company**" or "**we**"), and aims to disclose the sustainable development performance of the Company over the past year in a transparent and open manner, in response to the concerns and expectations of various stakeholders regarding the Company's sustainable development management. This Report should be read in conjunction with the Corporate Governance Report in the 2020 Annual Report of the Company to help readers gain a more comprehensive understanding of the ESG performance of the Company.

REPORTING SCOPE

This Report covers the reporting period from 1 January 2020 to 31 December 2020 (the "**Year**") , with appropriate extensions forward or backward in certain parts to enhance comparability and completeness of the Report.

REPORTING STANDARDS

This Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the "**ESG Reporting Guide**") in Appendix 27 to the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the "**Hong Kong Stock Exchange**"). In strict compliance with the disclosure obligations under the "comply or explain" provisions, it has selectively disclosed the key performance indicators under the "recommended disclosures" in view of the business nature of the Company. The content index of the ESG Reporting Guide is set out in the Appendix of this Report to provide readers with an overview of the ESG performance of the Company.

SOURCE OF INFORMATION

The information disclosed in this Report has been derived from official documents, statistical data or public information of Financial Street Property, and has been reviewed in accordance with internal control mechanism and review procedures. The Board is responsible for the adequacy and appropriateness of the contents of this Report and warrants that there are no false records or misleading statements contained in, or material omissions from this Report.

RELEASE METHOD

This Report is prepared in both Chinese and English, and published in electronic format, and has been uploaded to the official website of Financial Street Property at www.jrjlife.com and the website of the Hong Kong Stock Exchange at www.hkexnews.hk. In case of inconsistencies or discrepancies between the Chinese and English versions of this Report, the Chinese version shall prevail.

CONFIRMATION AND APPROVAL

This Report was confirmed and approved by the Board of Directors on 26 May 2021.

About Financial Street Property

COMPANY PROFILE

Founded in May 1994, Financial Street Property Co., Limited (Stock code: 1502.HK) is a state-owned comprehensive property management company in China. The Company started from providing property management and related services to properties located at Beijing Financial Street Zone, and has developed into a comprehensive property management company with a focus on providing property management and related services to properties located at financial management centres at all levels nationwide.

BUSINESS MODEL

The Company focuses its strategic positioning on the operations of high-end commercial properties, adhering to the corporate mission of "Serving the elite with benefits to all (服務精英，福澤大眾)" to provide customers with high-quality and professional property services. With our extensive experience in providing property management and related services to commercial properties, we have replicated the property management model in the Beijing Financial Street area to other financial management centres in key regions across the country. Our business areas cover 13 provinces and cities in six regions in North China, East China, South China, Southwest China, Northeast China, and Central China. Our business types include property management, hotel operations, community elderly care, real estate brokerage and catering services, etc. The Company has developed into a property service enterprise with first-class management concepts, professional information management platform, green energy management and high-end commercial property services as its core competitive advantages.

HONOURS

Since its establishment, the Company has combined its own property management experience and in-depth analysis of the internal needs of property owners to provide tailored full life cycle products and services and a more convenient lifestyle for our customers. In 2020, the Company won a number of honours and recognitions from government agencies and industry associations.

About Financial Street Property (Continued)

Main awards obtained by Financial Street Property Co., Limited in 2020

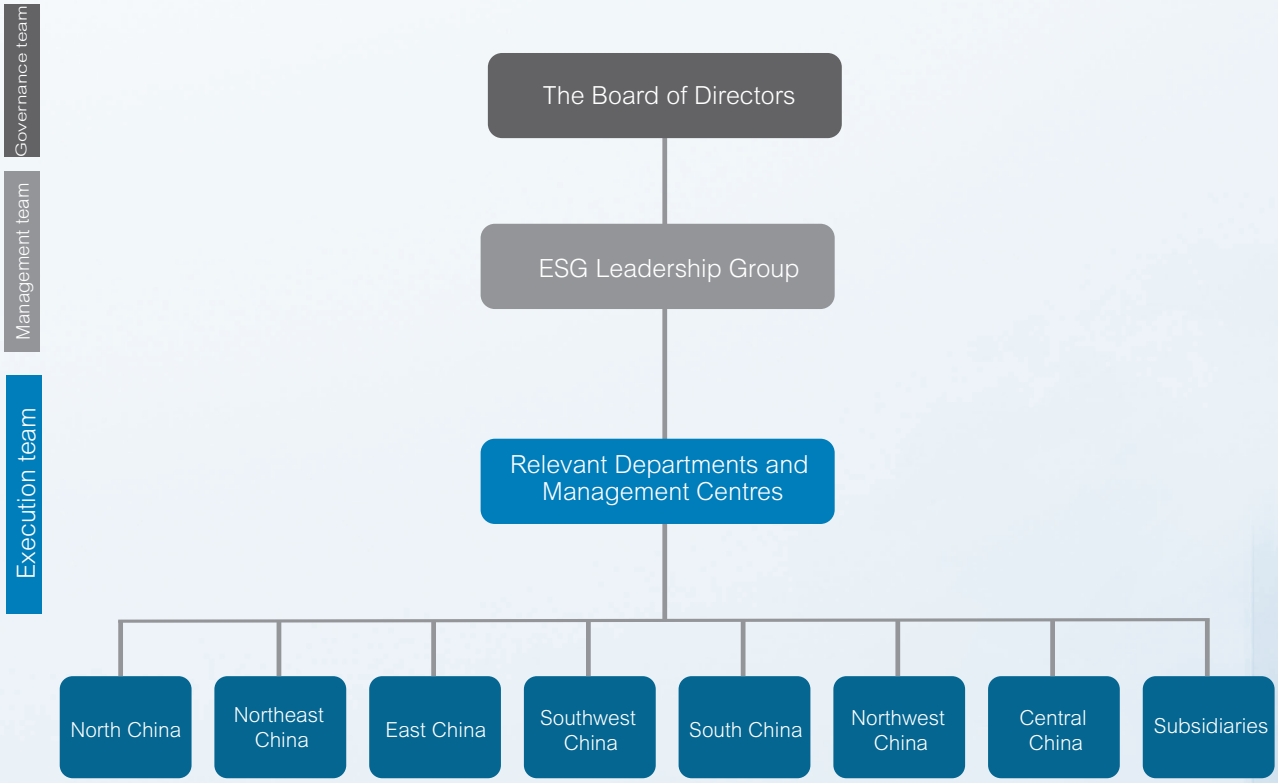
Award	Awarding institution
Model Organization of Beijing	Beijing Municipal Committee of the Communist Party of China People's Government of Beijing Municipality
2020 Leading Office Property Management Companies	China Property Management Research Institution Shanghai E-house Real Estate Research Institute China Real Estate Appraisal Centre
2020 Top 10 North China Brand Property Management Companies	
2020 Top 100 Property Management Companies in China	China Index Academy
2020 China Office Property Management Exceptional Companies	
2020 China Top 100 Leading Property Management Companies in Service Quality	
2020 China Leading Property Management Companies in terms of Characteristic Service – Commercial Properties Management Services	
2020 China Property Management Professional Operation Leading Brand Companies	
2020 China Property Management Characteristic Brand – Commercial Properties Management Services	
2020 China Property Management Industry Demonstration Site – Jinjia Building	China Index Academy China Property Service Price Index System
2020 China Property Management Industry Demonstration Site – China Reinsurance Centre	
2020 Harbin Municipal Property Management Excellent Demonstration Project	Harbin Property Management Association
Shanghai Property Management Excellent Demonstration Site (Non-residential Property) – Financial Street Hailun Centre	Shanghai Property Management Association
Top 100 WeChat Public Accounts of National Property Management Industry	National Property Management Industry Media Collaboration Network
Public Welfare Subscription Certificate of Highland Barley Base for Consumption Poverty Alleviation	China Community Poverty Alleviation Alliance

Implementing Responsible Governance and Providing Quality Services

ESG CONCEPT AND GOVERNANCE

The Company actively recognizes and follows ESG-related laws and regulations involved in corporate operations, adheres to the corporate mission of "Serving the elite with benefits to all (服務精英，福澤大眾)", integrates corporate ESG management into business operations, and fully implements ESG-related work.

We have established an ESG management system with the Board of Directors in charge of, and the management responsible for leading cross-departmental cooperation and interaction between top and bottom to ensure that the environmental and social risks involved in various businesses are properly managed, and ESG concepts and strategies are effectively implemented. The Board of Directors is responsible for the formulation of the Company's ESG strategy and goals; while the management team establishes an ESG leadership group, which is responsible for the implementation of ESG strategies and goals on behalf of the management team; and an ESG working group is formed by multiple departments of the headquarters, which is responsible for the implementation of specific ESG work in their respective work areas; and all subsidiaries and branches carry out local ESG work under the guidance of the ESG working group.



The ESG governance structure of Financial Street Property

Implementing Responsible Governance and Providing Quality Services (Continued)

STRENGTHENING RESPONSIBILITY COMMUNICATION

Communication and Response to Stakeholders

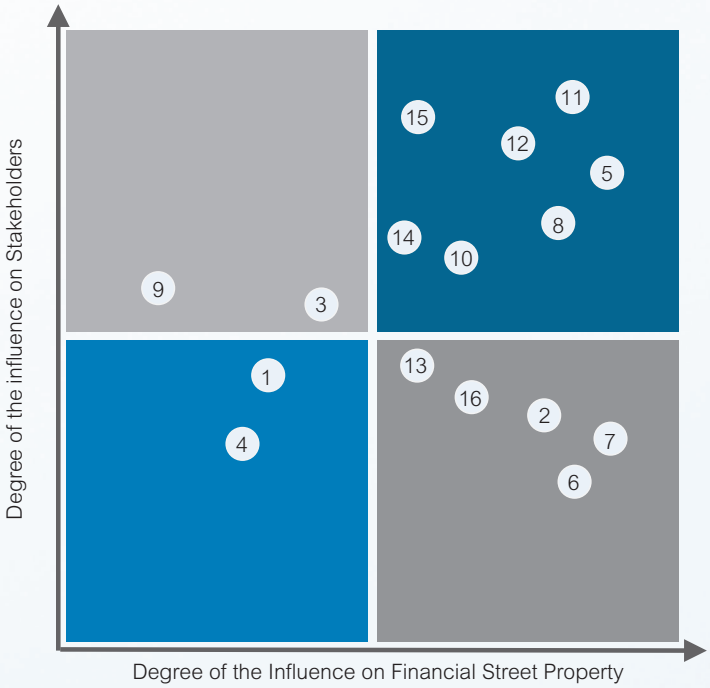
Based on the Company's nature of business, management and operation, we have identified the main stakeholders, and learned about their main concerns through multiple communication channels, and actively listened to and responded to their demands. The main stakeholders, their major ESG concerns, and main communication methods and channels identified by the Company are set out below:

Main stakeholders	Major ESG concerns	Main communication methods and channels
Government and regulatory agencies	Employment, supply chain management, product responsibility, anti-corruption and community investment	Policy consultation, work report, information disclosure, regular inspection, regulatory agency meeting
Shareholders and investors	Employment, product responsibility, anti-corruption	Daily reception, shareholder meeting, information disclosure, investor hotline, company website
Customers/ Property owners	Product responsibility	Service hotline, social media, satisfaction survey, information disclosure
Employees	Employment, health and safety, development and training, labour standards	Employee representatives meeting, labour union, petitions
Suppliers/ Partners	Supply chain management and anti-corruption	Disclose tender procedures, contract negotiations and daily business communication
Media and non-government organizations	Emissions, use of resources, the environment and natural resources, climate change, employment, supply chain management and product responsibility	Social media, company website, press conferences, communication meetings
Community	Emissions, use of resources, the environment and natural resources, and community investment	Community education and dissemination, seminars and exchanges, public welfare activities

Identification and Analysis of Material Issues

In order to further clarify the key areas of ESG practice and meet the demands of stakeholders, we carried out a special survey on ESG material issues analysis in 2020, and distributed questionnaires to major internal and external stakeholders to find out their major ESG concerns. A total of 16 ESG-related issues were selected for this survey. Based on the feedback from stakeholders, combined with the analysis and suggestions from internal and external experts, we have established an analysis matrix of ESG material issues in 2020 to provide assistance and guidance for the Company's ESG work and information disclosure.

Implementing Responsible Governance and Providing Quality Services (Continued)



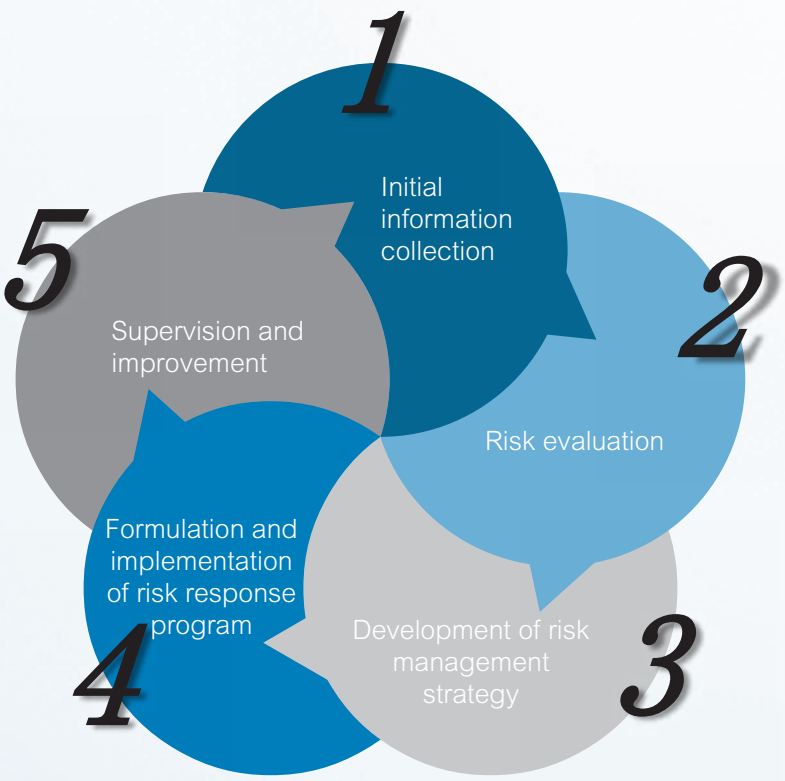
1 Emissions
2 Resources use
3 Environmental and natural resources
4 Climate change
5 Employment
6 Career development of employees
7 Physical and mental health of employees
8 Rights and interests of employees
9 Supply chain management
10 Business compliance and standardization
11 Health and safety of customers/property owners
12 Products and service quality
13 Protection of intellectual property
14 Protection of information security
15 Anti-corruption and anti-money laundering
16 Community investment

Analysis matrix of ESG material issues in 2020

COMPREHENSIVE RISK MANAGEMENT

Financial Street Property strictly implements the "Guideline on Comprehensive Risk Management of Central Enterprises"(《中央企業全面風險管理指引》), and combined with the recommendations of the "Guidelines on Risk Management Principles and Implementation" (GB/T 24353–2009) (《風險管理原則和實施指南》(GB/T 24353–2009)), has formulated the "Comprehensive Risk Management Manual" (《全面風險管理手冊》), which clarifies the organization system and assignments of responsibilities for risk management, and established the "three lines of defence (三道防線)" of risk management. In terms of the strategic risk, financial risk, market risk, operational risk and legal risk faced by the Company, we organized and carried out the risk identification and assessment of daily operation and management to form a risk database. We actively pay attention to the impact of internal and external environment, policies and other factors on the Company's business objectives, regularly carry out annual major risk identification every year to evaluate risks from the two aspects, i.e. the possibility of risk occurrence and the degree of impact, and adopt a series of control activities, in order to reduce the risk within a controllable range.

Implementing Responsible Governance and Providing Quality Services (Continued)



In addition, Financial Street Property actively responds to the national call by incorporating energy conservation, emission reduction and intelligent operation into internal competitiveness evaluation and improvement measures against the Company's strategic risk, market risk and operational risk. Meanwhile, factors such as environment and climate were also included in the risk management system.

GUARANTEEING EXCELLENT SERVICES

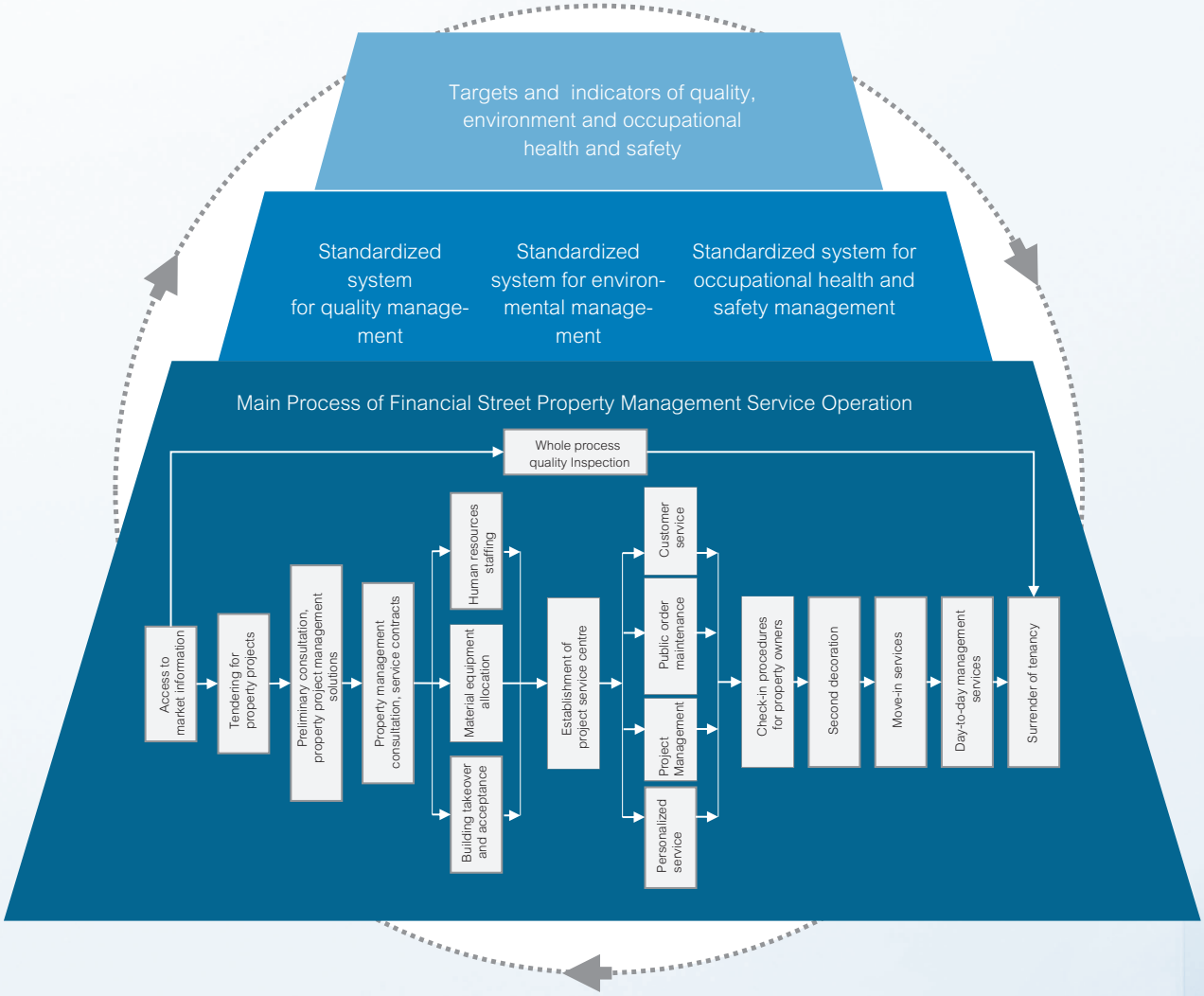
Improving Service Standardization Process

In the context of the Company's listing and its property management service and products radiating throughout the whole country, Financial Street Property adheres to the corporate vision of "Becoming a leader of the commercial property services in China (成為中國商務物業服務的引領者)" and is starting a new chapter of "Systematic operation and standardized services (系統化營運，標準化服務)". Following the "Property Management Regulations" (《物業管理條例》) and other regulations, the Company has formulated and strictly implemented management systems, such as the "Quality, Environment, Occupational Health and Safety Management Manual" (《質量、環境、職業健康安全管理手冊》), the "Guidelines on Property Service Operation" (《物業服務作業指導書》) and the "Standards of Quality Supervision" (《品質督查工作標準》), to effectively restrict and standardize the operation of property services.

In order to adapt to market-oriented operations, replicate the management model at a fast pace, and ensure the quality of project services, the Company has established a standardized operation guidance system to ensure standardized, normalized, professional and systematic operation of the projects under management. With the identification of the elements of the property management service process as the entry point, and fulfilling the property service standards and social responsibilities as main focus, the

Implementing Responsible Governance and Providing Quality Services (Continued)

Company built a standardized model of "One Platform + Three Systems (一個平台+三個體系)" to form controlled documents for project management and services, so as to ensure that the Company fulfils its social responsibilities in compliance with laws and regulations, and facilitates the realization of quality, environment, and occupational health and safety targets and indicators. Financial Street Property has obtained a number of standardized system certifications including ISO9001, ISO14001 and ISO45001 over the years.



Standardized model of "One Platform + Three Systems (一個平台+三個體系)"

With increasingly diversified service product portfolios and continuously expanding project scale, in the future, the Company will, by way of making use of its achievements and experience in the "standardized system (標準化體系)" for more than ten years and applying the method of service product element and process analysis and systematic management and control, continuously improve the comprehensive performance in the output of various service products while maintaining the stability and continuous improvement of the output of traditional property service products.

Implementing Responsible Governance and Providing Quality Services (Continued)

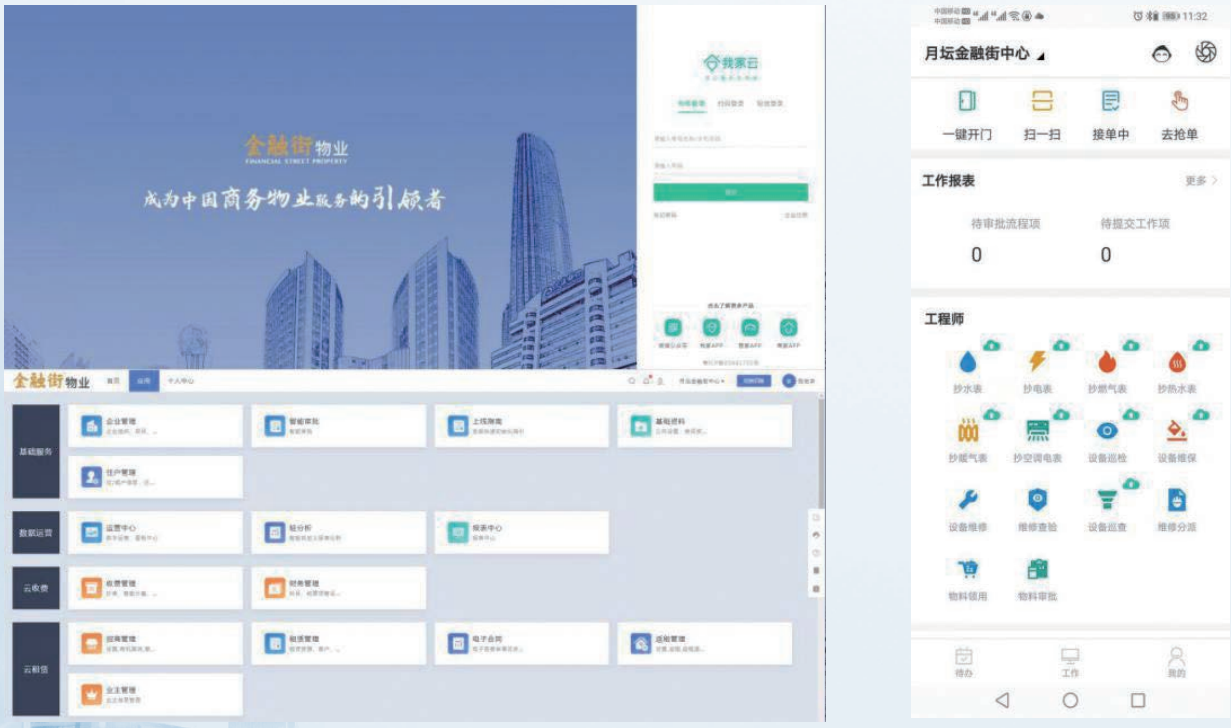
Improving the Level of Management Digitalization

With the development of the times and technological progress, the demands of the public for high-quality property services and living standard are increasing. Financial Street Property closely keeps up with the development trend of technology application, actively implements the corporate digital transformation, and keeps abreast of the latest trends of technology development and the most updated development in the research field. While closely focusing on the management philosophy of technology empowerment and quality improvement and efficiency enhancement, the Company has, by taking advantage of AI technology, big data, cloud computing, Internet of Everything and other technological means, introduced market-leading technologies such as enterprise resource management platform, property ERP service system, IBMS intelligent building management system, mobile office technology, etc., so as to create its core advantages in high-end business services and realize the greatest improvement of the value of property and facility management, which will enhance its management efficiency and service quality in an all-round way.

Case: "Kingdee Wojia Cloud" United Cloud Platform and Property Service Solution

The rapid growth of the Company's business is followed by the increasing difficulties in management and control. In order to comprehensively improve its synergistic efficiency in both external service and internal work management and control, Financial Street Property introduced the "Kingdee Wojia Cloud (金蝶我家雲)" uniform billing platform and property service solution.

Focusing on corporate management needs and usage scenarios, and through a uniform billing platform solution and a property service solution, "Kingdee Wojia Cloud (金蝶我家雲)" has set up an integrated SaaS property management platform, established an ecosystem of Financial Street Property, and formed a fast collaboration platform covering mobile devices, PCs and the internet, so as to meet the actual management needs of companies. The administrator is enabled to intuitively grasp the actual operating status of all projects across the country and the working conditions of employees through graphics, reports and other information, and analyze and analogize the operating status of each project by means of big data to support management decision analysis and strategic deployment.



Interface of "Kingdee Wojia Cloud (金蝶我家雲)"

Implementing Responsible Governance and Providing Quality Services (Continued)

Case: Construction of the Informatization Platform for Jinjia Building

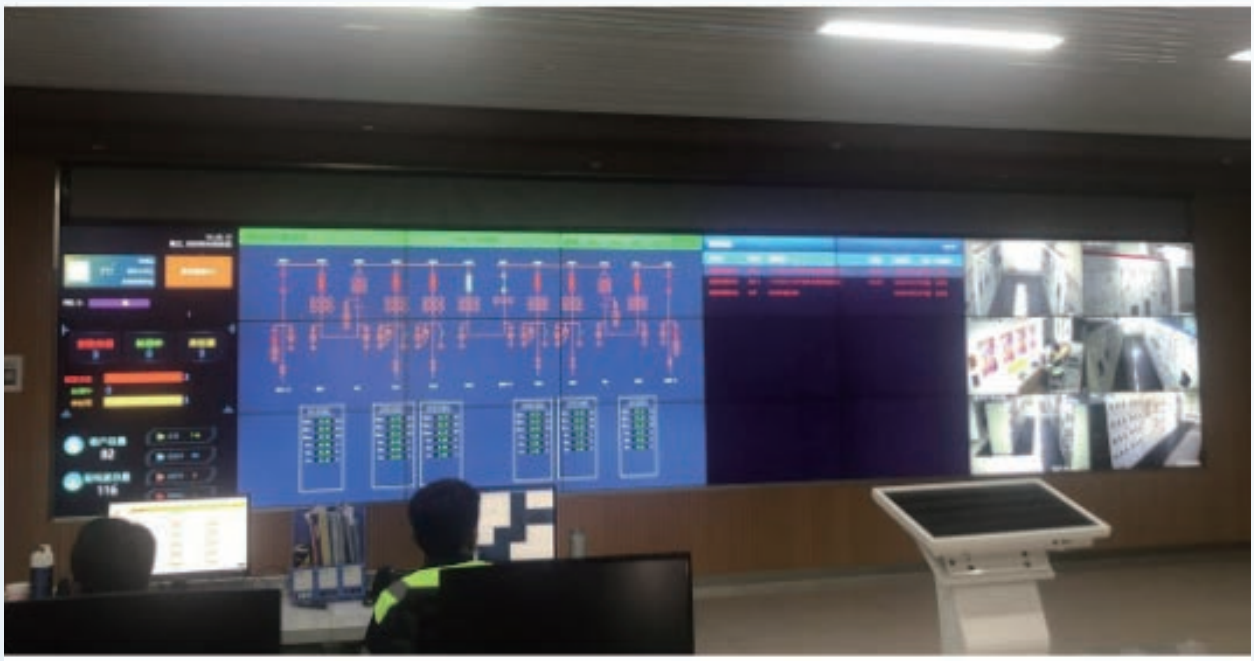
Jinjia Building, one of the Company's iconic commercial buildings in Beijing Financial Street Zone, is equipped with building and security systems such as fire protection, lighting, air conditioning and fresh air, cold and heat exchange, electric heat tracing, diesel generators, etc. Each system contributes to the safe and comfortable office environment in Jinjia Building. However, the collaborative work of multiple systems also raises higher requirements on the professionalism of the administrators. In order to achieve centralized management of the aforementioned systems, a smart centralized control management platform has been built in Jinjia Building to implement the intellectualized renovation of its internal building and security systems, realizing video surveillance management at important entrances and exits, management of access through face recognition, personnel tracking management, equipment status and alarm information management of the fire protection system, statistics and management of energy consumption data, data monitoring and automatic control management of the fresh air and air conditioning system, data statistics and automatic control management of the cold and heat exchange system, illumination monitoring and automatic control management of the lighting system, data monitoring and management of the diesel generators, temperature monitoring and automatic control management of the electric heat tracing system, and multi-party linkage plan management of the alarm system. In addition, with the application of the software management system, it has effectively enhanced the intelligence level of the building while reducing the difficulties in operation for management staff and improving work efficiency.

Smart centralized control and management platform in Jinjia Building

Implementing Responsible Governance and Providing Quality Services (Continued)

Case: Intellectualized Power Distribution Operation and Maintenance Renovation of the Power Distribution System in the Yuetan Financial Street Centre

The Yuetan Financial Street Centre Project, a property project with the largest area as a single commercial building of Financial Street Property in Beijing, has a building volume of about 400,000 square meters and a power distribution room with 14 transformers in total and a capacity of 21,300 kVA. In order to effectively supervise the large-volume power distribution facilities and equipment, the Yuetan Financial Street Centre has carried out the intellectualized power distribution operation and maintenance renovation on the power distribution system. Upon completion of the renovation, the system has realized remote monitoring of the power distribution room, real-time data transmission and real-time alarm information push, which can not only effectively improve the quality of operation and maintenance, but also enable all the power distribution staff for the project engineering to participate in operation and management.



Monitoring centre in the headquarters

Schematic diagram of alarm information

Implementing Responsible Governance and Providing Quality Services (Continued)

We continuously update technical systems, develop standardized workflow plans, and adopt automatic management systems. In the future, we will further upgrade digital equipment, including AI equipment such as robots and central monitoring platforms to be used to perform reception, internal mail and document circulation, cleaning and security patrol functions, and smart equipment to be used to perform functions such as intelligent access control, so as to improve our digital level.

CUSTOMER EXPERIENCE IMPROVEMENT

Service Quality Improvement

Financial Street Property has always been upholding the "customer service demand oriented (以客戶服務需求為導向)" principle, and taking service quality and customer satisfaction as its fundamentals to continuously improve the basic property service capability. The Company has formulated and implemented the "Work Plan for Special Governance of Outstanding Property Management Issues of Public Concern" (《群眾關注物業管理突出問題專項治理工作方案》) and the "Work Plan for Quality Supervision and Operation" (《品質督查運行工作方案》), and established a property service mechanism with clear standards, refined management, open information, simplicity and high efficiency.

In order to improve the quality of customer service, the Company continuously innovated and explored in the aspect of services during the year, and systematically sorted out the issues in the customer interaction links based on the pandemic management and control and the requirements of Company's service management. At the same time, in order to further upgrade the connotation of "butler (管家)" service to adapt to the comprehensive service scenario, the Company has carefully selected high-quality talents on the basis of the original butler system, and after a series of training and assessment, and recruited the excellent butlers as the "golden butlers (金管家)" and the "harmony butlers (融管家)" of Financial Street Property. The core of the "golden butlers (金管家)" and the "harmony butlers (融管家)" service system is to deeply explore and meet the demands of high-net-worth customers, extend the service chain of the enterprise through micro-innovation in the specific service links, and make all owners feel warm, comfortable and relieved through conducting diversified community cultural activities and customer care.

Customer Satisfaction Survey

In order to objectively understand the opinions and demands of customers and continuously improve the service quality, the Company has engaged an independent consulting firm to conduct customer satisfaction surveys on our services, and established a customer satisfaction survey and feedback management system (the "**EFM System**"). According to the data results of the EFM System, the third parties' overall satisfaction to the Company in 2020 was 98.2%, which remained at the industry benchmark level.

Implementing Responsible Governance and Providing Quality Services (Continued)

Customer Complaint Management

Financial Street Property values customers' requests and earnestly listens to their voices. The Company has formulated and implemented the "Customer Complaint Management System" (《客戶投訴管理制度》) and strictly implemented the "Accountability System (首問責任制)" and the "Project Manager Accountability System (項目經理負責制)" to standardize the customer complaint handling procedures and improve the complaint handling efficiency. Our customers can raise their complaints to us through the 400 national service hotlines, WeChat official account of Financial Street Property Life Online, and the contact phone number of project leaders and butlers displayed in the unit information board, etc.

In recent years, Beijing has focused on promoting the 12345 Citizen Hotline to receive and handle complaints immediately. The Company solves the conflicts and problems from the source from the customers' perspective by responding quickly to various requests from customers.

Key performance indicators related to customer complaints

Indicators	Data of 2020
Number of complaints received	96
Complaint rate (%)	<0.05
Complaint handling rate (%)	100
Complaint resolution rate (%)	100

IMPLEMENTING SECURITY RESPONSIBILITIES

Financial Street Property attaches great importance to the health and safety of its customers and property owners. We are in strict compliance with the "Production Safety Law of the People's Republic of China" (《中華人民共和國安全生產法》), the "Regulations on Production Safety Entity Responsibilities of Production and Operation Units in Beijing" (《北京市生產經營單位安全生產主體責任規定》) and other laws and regulations, and continue to amend and implement the "Safety Management Manual" (《安全管理手冊》). While adhering to the principles that "Safety is top priority, prevention comes first, and management is conducted in a comprehensive manner (安全第一、預防為主、綜合治理)", we have established the Work Safety Committee. Insisting on the principles that "Production management must be accompanied by safety management (管生產、必須管安全)" and "Units at different levels shall be delegated with their respective responsibilities (分級負責、屬地為主)", units at all levels are required to sign the "Safety Production Responsibility Letter" (《安全生產責任書》) to improve the safety production management.

Implementing Responsible Governance and Providing Quality Services (Continued)

Safety Inspections

Financial Street Property regularly reviews the progress of safety work on a quarterly basis, and will conduct special safety checks during sensitive periods such as major festivals and holidays, or the occurrence of emergency events. During the year, we actively cooperated with governments and departments at all levels in various checks on the Company.

The functional departments of the Xicheng District Committee of Beijing guiding and inspecting the work of safety production of our projects

Implementing Responsible Governance and Providing Quality Services (Continued)

Emergency Drills

The Company continuously improves the emergency management system, establishes and improves the overall emergency plan and various special emergency plans to improve the pertinence, practicability and operability of emergency management. We have paid high attention to emergence rescue drills. We formulated the "Emergence Drills Work Plan for 2020" (《2020年應急演練工作計劃》) during the year, further perfected the "Manual of Safety Production" (《安全生產手冊》) and various special emergency plans. We carried out emergency drills in accordance with the overall arrangement of projects, and provided pre-drill training for relevant personnel, to ensure the safety of drills and the desired objectives have been attained. We have established sound communication and collaboration mechanism with the local fire brigade. The central micro-fire station was closely linked to the fire brigade through the intercom system, to ensure smooth communication channels. In addition, we actively participated in activities organized by local communities, and cooperated with the local neighbourhood in conducting the safety evacuation drills.

Financial Street Property working with the fire brigade of Xicheng District, Beijing to conduct fire safety evacuation drill

Safety Production Standardization

Financial Street Property strictly implemented the national and local safety management policies, improved the safety management system and actively participated in the assessment and evaluation of safety production standardization in Beijing in accordance with the "Measures on Administration of Evaluation on Grade II Safety Production Standardization for Comprehensive Building Project of Real Estate Management in Beijing" (《北京市物業管理綜合樓宇項目二級安全生產標準化評審管理辦法》) and other requirements. In 2020, "De Sheng Shang Cheng (德勝尚城)" and "China Reinsurance Corporation (中國再保險公司)" project of Financial Street Property passed the Evaluation on Grade II Safety Production Standardization for Comprehensive Building Project of Real Estate Management in Beijing.

Enhancement of Business Compliance and Promotion of Win-win Cooperation

IN-DEPTH INTEGRITY CULTIVATION

The Company strictly abides by the "Company Law of the People's Republic of China" (《中華人民共和國公司法》), the "Anti-Unfair Competition Law of the People's Republic of China" (《中華人民共和國反不正當競爭法》), the "Law of the People's Republic of China on Anti-money Laundering" (《中華人民共和國反洗錢法》)_, the "Interim Provisions on Banning Commercial Bribery" (《關於禁止商業賄賂行為的暫行規定》), the "Provisions on Probity Practice of Leaders of State-owned Enterprises" (《國有企業領導人員廉潔從業若干規定》) and other relevant laws and regulations related to the prevention of bribery, extortion and money laundering, and has formulated the "Rules on Implementation of the Eight Requirements of the Central Committee of the CPC by the Party Committee and Discipline Inspection Committee" (《黨委紀委關於貫徹落實中央八項規定的實施細則》), the "Administrative Measures of Internal Audit Management" (《內部審計管理辦法), the "Administrative Measures for Economic Responsibility Audit" (《經濟責任審計管理辦法》) and other systems and regulations, to improve the Company's probity management. The Company insists on the practice of integrating the integrity education into the entire processes of enterprise operation and management, and further promotes the construction of integrity and anti-corruption, to ensure the sustainable and healthy development of the Company.

Emphasizing Daily Management

The Company requires all employees to sign the "Probity Practice Undertaking Letter" (《廉潔從業承諾書》) when entering the job, and asks purchasing staff to sign the "Probity Undertaking Letter for Purchasing Staff" (《採購人員廉潔協議書》), so as to clearly set out the bottom line of integrity for employees. At the same time, we enter into the "Statement on Product and Service Procurement Compliance" (《產品及服務採購合規聲明書》) with the suppliers to maintain fair, just, healthy and transparent commercial relationship.

Enhancement of Business Compliance and Promotion of Win-win Cooperation (Continued)

In order to create an corruption-free working environment, Financial Street Property compiled and issued the "Integrity Culture Brochure" (《廉潔文化宣傳手冊》) to the management, and established a corruption warning mechanism to issue corruption risk reminders to employees through the Party committee, manager's office meeting, Party branch meeting, regular project meeting, WeChat work group and other channels.

Integrity Culture Brochures

Enhancing Integrity Education

Financial Street Property attaches importance to the integrity education, and actively guides its management and relevant interest groups to act in accordance with the law in an honest and trustworthy manner by comprehensively and consciously resisting corrupt actions such as seeking profits instead of being righteous, undermining public interests for personal gain, cheating and fraud. In 2020, considering the knowledge and practical working needs of the employees, the Company organized and carried out various kinds of integrity education activities with rich content.

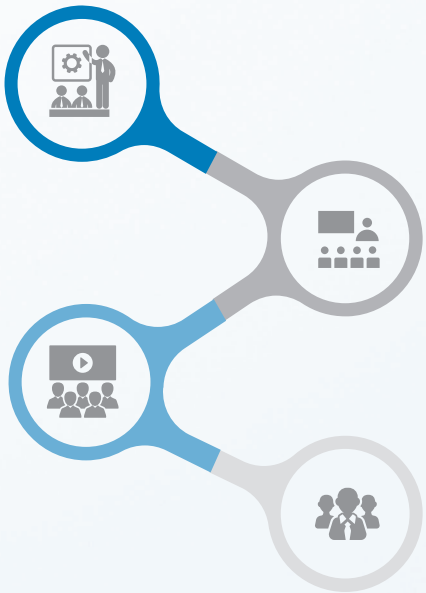
Enhancement of Business Compliance and Promotion of Win-win Cooperation (Continued)

Organizing thematic education activities

The grassroots Party organizations conducted education activities themed "The Integrity in My Heart (我心中的廉潔)", and submitted a total of 13 pieces of charity works.

Forwarding exhortatory cases

It paid attention to and publicized and disseminated all kinds of typical cases reported by the Central Commission for Discipline Inspection, the Beijing Municipal Commission for Discipline Inspection, the Xicheng District Commission for Discipline Inspection and the Commission for Discipline Inspection of Beijing Financial Street Investment (Group) Co., Ltd. ("**Financial Street Group**") to the Party organizations at all levels, a total of 90 exhortatory cases in 2020 were forwarded.



Providing trainings on probity practice for management personnel

It organized management personnel at all levels to learn from relevant provisions under the "Provisions on Probity Practice of Leaders of State-owned Enterprises" (《國有企業領導人員廉潔從業若干規定》) in combination with relevant cases, and approximately 80 trainees were trained in total. It organized management personnel at all levels to participate in training themed the "Interpretation of Rules on Implementation of the Eight Requirements Spirit of the Central Committee of the CPC (貫徹落實中央八項規定精神的實施細則解讀)", and approximately 90 trainees were trained in total.

Convening exhortatory meetings

It organized management personnel at all levels to convene two exhortatory meetings in 2020, and approximately 360 trainees were trained in total.

Enhancement of Business Compliance and Promotion of Win-win Cooperation (Continued)

Grassroots Party organizations organizing and convening exhortatory meetings

Implementing Integrity Inspection

The Company strictly implements integrity inspection work, and conducts self-inspection by way of regular audit, special audit, economic responsibility audit, special supervision and inspection, cases investigation and others, to identify and improve weak links of the internal control in a timely manner, so as to reduce the possibility of corruption.

Implementing Discipline Enforcement and Accountability

Financial Street Property adheres to the principle that all reports must be investigated in handling reported information. In order to facilitate internal and external personnel to report corruption and bribery, embezzlement of public resources, seeking personal gains and other corrupt behaviours, the Company sets up a suggestion box, informants' hot-line telephone, report mailbox and other reporting channels. The Discipline Inspection Office of the Company is responsible for conducting investigations on the evidence reported, strictly keeping confidential the information of informants, and severely cracking down on the acts of retaliation or frame-up against informants.

In 2020, there was no litigation against the Company and the employees due to corruption.

Enhancement of Business Compliance and Promotion of Win-win Cooperation (Continued)

SAFEGUARDING INFORMATION SECURITY

Financial Street Property attaches great importance to information safety protection, strictly complies with the "Cybersecurity Law of the People's Republic of China" (《中華人民共和國網絡安全法》), the "Administrative Measures for Internet Information Services" (《互聯網信息服務管理辦法》), the "Administrative Measures on Safety Protection of International Connection of Computer Information Networks" (《計算機信息網絡國際聯網安全保護管理辦法》) and other laws and regulations and industry regulations, and has formulated and implemented the "Customer Service Management System" (《客戶服務管理制度》) and other systems. The Company has taken various measures to improve the management processes of information safety, strictly regulated the behaviours of the employees and prevented the divulgence of secrets.

Improving the standardization and normalization and the systems	Designating responsible department for information safety	Establishing professional posts for information safety	Establishing a collaborative mechanism for information safety	Establishing an emergency response mechanism for information safety incidents
Considering the actual situation of its informationization and with reference to the advanced experience and practice from domestic enterprises, the industry and the shareholders, the Company has established and improved the standards and systems for the operation of its information systems.	The Information Technology Centre, as the responsible department for the Company's information safety, is comprehensively responsible for the information safety management and relevant training on machine rooms, network, hardware and software under the guidance of the Work Safety Committee.	The Company has enhanced the construction of information safety talents, and selected personnel who had strong sense of responsibilities, competent in professional skills and in possession of relevant professional qualification to perform the work on information safety.	All employees have participated in the work on information safety, improved their own awareness of information safety and enriched their own knowledge about information safety through promotion and training.	The Company have established an emergency management system for information safety incidents, improved its capacity for information safety incidents response, and prevented and reduced losses and damages caused by information safety incidents.

Enhancement of Business Compliance and Promotion of Win-win Cooperation (Continued)

The customer data of Financial Street Property is mainly stored in the Company's CRM system and ERP system. Currently, all information-based systems mainly adopt cloud platforms to store data, the front-end of such platforms guaranteed the daily retrieval and use of data through permissions settings, mobile phone number binding, keeping passwords and accounts confidential and other means, while the security and confidentiality of data of back-end are guaranteed through firewall, regular backup and other means.

STANDARDIZING BRAND PROMOTION

In compliance with relevant laws and regulations such as the "Advertising Law of the People's Republic of China" (《中華人民共和國廣告法》), the "Anti-Unfair Competition Law of the People's Republic of China" (《中華人民共和國反不正當競爭法》) and the "Advertising Administration Regulations" (《廣告管理條例》), we have formulated and implemented such systems as the "Corporate Brand Management System" (《公司品牌管理制度》) and the "Management Measures for External Information Release" (《對外信息發佈管理辦法》) to standardize the corporate brand management and external information release.

In order to establish the corporate image, we updated the corporate logo to highlight the main brand of "Financial Street (金融街)" and form a corporate brand visual identification system of Financial Street Property. In order to reflect the corporate culture, we strictly review the external manuscripts to ensure that the text is detailed and accurate, the pictures are standard professional, and the system is updated in real time. In order to enhance the corporate brand awareness, we operated the Company's website and WeChat service platform to cater to customers' communication habits in the era of mobile internet and broaden the brand communication channels.

SAFEGUARDING INTELLECTUAL PROPERTY RIGHTS

In compliance with laws and regulations such as the "Copyright Law of the People's Republic of China" (《中華人民共和國著作權法》), the "Trademark Law of the People's Republic of China" (《中華人民共和國商標法》), the "Patent Law of the People's Republic of China" 《(中華人民共和國專利法》) and the "Anti-Unfair Competition Law of the People's Republic of China" (《中華人民共和國反不正當競爭法》), the Company has implemented systems such as the "Corporate Brand Management System" (《公司品牌管理制度》) to protect the intellectual property rights.

The Company pays attention to the management of intellectual property rights and legally registers and extends the trademark. In the process of cooperation with our partners, we specify our rights, obligations and responsibilities, respect and legally use the intellectual property rights of other parties, and emphasize on safeguarding our own intellectual property rights by setting up protection clauses for trade secrets, copyrights, name rights and trademark rights in our contracts. At the same time, we strictly regulate and restrict the use of unfair competitive advantage clauses to avoid forming unfair competitive advantage directly or indirectly.

Enhancement of Business Compliance and Promotion of Win-win Cooperation (Continued)

OPTIMISING SUPPLY SYSTEM

In compliance with laws and regulations such as the "Tender and Bidding Law of the People's Republic of China" 《(中華人民共和國招標投標法》), the "Regulations on the Implementation of the Tender and Bidding Law of the People's Republic of China" (《中華人民共和國招標投標法實施條例》) and the "Interim Measures on Administration of Bid-Invitation and Bidding for Preliminary Property Management" (《前期物業管理招標投標管理暫行辦法》), the Company has formulated and implemented such internal systems as the "Management Measures for Tendering and Procurement" (《招標採購管理辦法》), the "Supplier Management System" (《供應商管理制度》), the "Material and Maintenance Procurement Management Regulations" (《物資及維修採購管理規定》) and the "Emergency Procurement Management Regulations" (《應急採購管理規定》), so as to ensure the legality and compliance of the tendering and procurement and the standardized and orderly management of suppliers.

As an online procurement system has been implemented by the Company since 2020, the implementation of workflows such as supplier selection, demand submission, demand approval, three-party price comparison, bidding results, supplier determination and price determination have been transferred online, which has further standardised supplier management. In order to establish a stable business relationship with the suppliers, Financial Street Property performs closed-loop management on the suppliers by means of preliminary comprehensive inspection, process management and control and annual general review. During the initial selection of suppliers, we carry out comprehensive inspection on suppliers including environmental factors, such as requiring suppliers to provide qualified test reports on various supplies and pharmaceuticals, and presenting certificates of the suppliers' environmental quality system certification, thus forming the "Preliminary Inspection and Evaluation Record Form" (《前期考察評價記錄表》), which will be submitted to the Company upon approval by the professional departments, and the trial shall be subject to the approval. In the daily management of suppliers, the services provided by suppliers are monitored based on the projects they have served, and the records should be kept accordingly. At the end of each year, the Company organises an annual review of the suppliers by an evaluation team consisting of the business departments and the projects served by the suppliers.

Key performance indicators related to suppliers

Indicators	Data of 2020
Total number of suppliers	1,220
By geographical region	
East China	119
North China	892
South China	118
Northeast China	28
Southwest China	63

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development

We believe that the ability to attract and retain talents is key to the Company's development and success. We insist on the people-oriented principle, recruit staff through the opportunities from the open recruitment system and offer competitive remuneration packages, systematic training programmes and constructive career development opportunities to our staff through a combination of external and internal recruitment. At the same time, we care about the physical and mental health of our staff and strive to provide a safe and healthy working environment and create a harmonious working atmosphere for our staff.

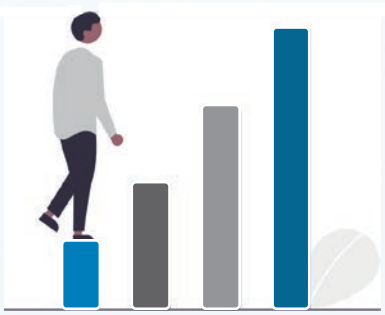
EMPLOYMENT AND RIGHTS AND INTERESTS OF EMPLOYEES

In strict compliance with laws and regulations such as the "Labour Law of the People's Republic of China" (《中華人民共和國勞動法》), the "Labour Contract Law of the People's Republic of China" (《中華人民共和國勞動合同法》), the "Social Insurance Law of the People's Republic of China" (《中華人民共和國社會保險法》), the "Regulations on the Implementation of Paid Annual Leave for Enterprise Employees" (《企業職工帶薪年休假實施辦法》) and the "Special Rules on the Labour Protection of Female Employees" (《女職工勞動保護特別規定》), we have formulated such internal systems as the "Administrative Measures on Personnel Recruitment and Internal Deployment" (《人員招聘與內部調配管理辦法》), the "Administrative Measures on Employment" (《用工管理辦法》), the "Handbook on Remuneration and Welfare" (《薪酬福利手冊》), the "Administrative System on Performance Appraisal" (《績效考核管理制度》) and the "Administrative Measures on the Labour Protection of Female Employees" (《女員工勞動保護管理辦法》), which have specified the recruitment, labour relations, remuneration, performance, entry and departure procedures, and labour protection of female employees, so as to improve the Company's professional management level and motivate the employees' initiative.

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Recruitment and employment

The Company has introduced a market-oriented talent management mechanism to ensure that the allocation and development of human resources can fulfil the development needs, striving to realize the corporate vision of "Becoming a leader of the commercial property services in China (成為中國商務物業服務的引領者)", establish the brand advantage and maintain the position in the industry. Through adopting a "dual-track (雙軌道)" recruitment mechanism for external and internal recruitment, and implementing a "three-level talent (三級人才)" recruitment model for high-level management talents, middle-level professional talents and basic-level skilled talents, the Company continues to explore new recruitment channels and expands recruitment sources at different levels in a targeted manner.



Internal recruitment

Through the open internal selection mechanism, a team of multi-level professional talents with reasonable age structure, complete business configuration, strategic pioneering ability and modern management level can be reserved for the Company by building an internal competition platform and establishing a promotion channel that matches the development direction of the Company with the career development path of the staff.

External recruitment

By segmenting the recruitment needs, the Company adopts diversified talent acquisition approaches, such as headhunting, website recruitment, government public welfare employment network, daily job fairs, targeted training on campus and recommendation from training institutions.

"Dual-track (雙軌道)" recruitment mechanism

The Company insists on the principle of fairness and voluntariness in recruitment, and does not impose any restrictive requirements on gender, ethnicity, nationality and region. In order to avoid child labour and forced labour, the Company clearly stipulates that the new recruits must be aged 18 or above, and strictly checks whether the actual age of the candidates has met the employment criteria by checking the identity card, etc. At the same time, the Company never takes compulsory measures to force the staff to work or work overtime. By the end of 2020, Financial Street Property had 4,123 employees in total.

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Key performance indicators related to employee recruitment

Indicators	Data of 2020
Total number of employees (person)	4,123
By gender	
Male (person)	2,723
Female (person)	1,400
By employment type	
Formal employees (person)	4,123
Dispatched employees (person)	0
By age group	
30 years old and below (person)	899
31–50 years old (person)	2,375
Above 50 years old (person)	849
By geographical region	
East China (person)	313
Central China (person)	16
North China (person)	2,845
South China (person)	389
Northeast China (person)	21
Southwest China (person)	539
Total employee turnover rate (%)	2.06
By gender	
Male (%)	1.64
Female (%)	2.89
By age group	
30 years old and below (%)	4.12
31–50 years old (%)	1.47
Above 50 years old (%)	1.55

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Indicators	Data of 2020
By geographical region	
East China (%)	3.25
Central China (%)	1.56
North China (%)	1.51
South China (%)	4.22
Northeast China (%)	0.40
Southwest China (%)	2.81

Remuneration and Benefits

The Company has built the assessment system based on three major dimensions, namely service, operation and management, and protected the interests of the employees in accordance with the law by paying the employees on time and in full, optimising the remuneration and benefit structure, and improving the incentive mechanism. The Company has formulated such internal systems as the "Interim Measures for Incentive Mechanism" (《激勵機制暫行辦法》) and the "Incentive Mechanism for Value-added Services" (《增值服務激勵機制》) in light of the business characteristics, so as to closely align the interests between the employees and the Company, and thereby greatly improve the initiative of the employees.

The Company provides the employees with "five social insurances and one housing fund (五險一金)" in accordance with national regulations, and offers multiple welfare protection for them. We provide the employees with guiding benefits such as holiday allowance, annual leave allowance, one-child allowance and heating allowance to attract and retain talents. At the same time, we encourage long-term service of the outstanding employees according to their positions and work needs by providing supplementary benefits such as enterprise annuity, supplementary medical insurance and personal accident insurance.

Smooth Communication Channels

The Company collects the employees' opinions and requests through channels such as staff hotlines and suggestion boxes to solve practical problems for them. For the purpose of stimulating the enthusiasm of employees to participate in corporate management, the Company actively carries out the collection and evaluation of rationalised suggestions, and convenes the Workers' Congress in a timely manner in accordance with the relevant systems of democratic management, open company affairs and labour protection, to solicit opinions on matters involving major decisions of the Company and the vital interests of employees and fulfil democratic decision-making procedures. In 2020, the Workers' Congress of the Company extensively solicited the views of staff representatives on matters such as the renewal of the "Collective Bargaining Wage Agreement" (《集體協商工資協議》) and the revision of the "Remuneration and Benefit Manual" (《薪酬福利手冊》), and invited staff representatives to sign the comments and form a resolution to comply with the procedures of the Workers' Congress.

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Caring for Female Employees

Financial Street Property signs the "Special Collective Contract for Protecting Rights and Interests of Female Employees" (《女職工權益保護專項集體合同》) with female employees in a timely manner. It adheres to equal pay for equal work with equal opportunities for male and female employees and implements the "three periods (三期)" protection for female employees in accordance with the "Special Rules on the Labour Protection of Female Employees" (《女職工勞動保護特別規定》). The Company has incorporated labour safety and health protection for female employees into the occupational safety and health management system, and further improved the protection system for employees by making use of the platform of mutual aid protection of trade union. Every year, female employees of the appropriate age are admitted to the "Mutual Aid Protection Scheme for Special Diseases of Working Female employees" (《在職女職工特殊疾病互助保障計劃》) to enhance their ability to resist risks and alleviate the financial difficulties of female employees' families due to special diseases. The Company insists on distributing female employees' supplies once half a year and organising some theme activities on the Women's Day annually, so as to put into practice the work of caring for female employees.

DEVELOPMENT AND TRAINING OF EMPLOYEES

In order to improve the comprehensive quality of the employees and build a professional team to improve the service quality of the Company, the Company adopts different human resources development strategies according to different business types in combination with various business development objectives.

Promotion and Development

In order to clarify the career development path of employees, the Company has set up a two-way development path for both professional and functional sequences. In order to establish a reasonable promotion mechanism, the Company has established an open selection mechanism to publicise the vacant management positions and select employees who meet the requirements of the positions through written tests and interviews, and finally publicise the selected talents on the internet and formally appoint them after approval. In order to effectively incubate management talents at all levels, the Company has established a reserve team of talents to realize the Company's sustainable development.

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Training System

Financial Street Property strives to build a multi-level professional team that meets the requirements of the business strategies with innovative management capability. We have formulated and implemented such internal systems as the "Training Management System" (《培訓管理制度》), the "Administrative Measures on Orientation Training" (《入職培訓管理辦法》), the "Management System for New Employee Orientation Training" (《新員工入職培訓管理制度), the "Management System for Internal Trainers" (《內部培訓師管理制度》), and the "Management System of Online Study in Online College" (《網絡學院在線學習管理制度》) to standardize the management procedures of employees training.

In order to enhance the comprehensive capabilities and professional and technical skills of our employees, the Company established Rongze Training Centre in 2018, entered into cooperation agreement with a professional educational institution specialised in providing property management and related services training, and established a vocational college in cooperation with a higher educational institution. We have also launched the "Financial Street Property Online College (金融街物業線上學院)", an online training platform, so that all employees can receive online training anytime and anywhere.

In order to empower our employees in an all-round way, the Company has organized eight series of trainings, including "integration (融)", "understanding (會)", "implementation (貫)", "mastery (通)", "benefitting (澤)", "enterprise (企)", "cultivation (育)" and "personnel (人)", providing our staff with a series of courses on corporate management, professional skills, thinking skills and team building, as well as courses tailored to different positions.

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Integration

Integration, incorporation, access and smooth
- Series training for new employees

Understanding

Concentration, understanding, knowing and comprehension
- Development of online courses
- Online teaching and learning series

Implementation

Implementation, knowledgeability, thorough understanding and fully recognized
- Online courses • Quality control
- Competition • Online teaching and learning
- Role perception • Marketing

Mastery

Mastery, familiarity, ambition and contribution
- Satisfaction improvement • Financial management
- Benchmarking visit • Commercial model innovation
- Personnel management • Emotion management

Benefitting

Kindness, carefulness, inclusion and common benefits
- Experience extraction • Speech practice
- PPT design • Practice in actual condition

Enterprise

Expectation, compliance, pursuit and admiration
- Operation with qualifications
- Continuing education

Cultivation

Morality, capability, performance and talent cultivation
- University-enterprise cooperation
- Cultivation of management trainees

Personnel

Action, intelligence, achievement and talent
- Reserve talents cultivation and training

"Integration (融)", "understanding (會)", "implementation (貫)", "mastery (通)", "benefitting (澤)", "enterprise (企)", "cultivation (育)" and "personnel (人)" series of trainings

Case: Service Cultivation Project on "Golden Butler (金管家)" and "Harmony Butler (融管家)" Series in the "Implementation (貫)" Course System

The "implementation (貫)" course system represents the professional property course system, aiming at the research and development and promotion of professional property courses with the main subdivision of engineering, security and customer service, so as to further refine the professional level of the Company.

In order to effectively enhance the overall service standard of the Company and meet the increasing demand of our customers for personalised services, the Company has elaborately built the brand of "butler service (管家服務)" by training and certifying a professional butler team. In view of the different service modes of our butler team, we name our commercial property butlers as "golden butlers (金管家)" and our residential property butlers as "harmony butlers (融管家)". We have meticulously designed and implemented a complete set of plans for the cultivation of our butler team, and adopted a combination of individual application for designated positions and departmental recommendations, and a "tolerant-in, strict-out (寬進嚴出)" selection method to train the "golden butlers (金管家)" and "harmony butlers (融管家)". After passing the preliminary examination, the employees are required to participate in a series of training on 15 professional courses and quality expansion courses organised by the Rongze Training Centre. A final assessment will be organized after each training, and only those who have passed the assessment are allowed to participate in the next training. After these 15 trainings, a comprehensive graduation test will be organized by the Rongze Training Centre. Those who have passed the test will be awarded the "golden butler (金管家)" and "harmony butler (融管家)" badge and will be honoured to take up their positions.

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Case: Service Cultivation Project on "Golden Butler (金管家)" and "Harmony Butler (融管家)" Series in the "Implementation (貫)" Course System (Continued)

By way of butler training and cultivation, Financial Street Property will gradually complete the goal of full coverage of "butler service (管家服務)" in the customer service team, and explore a training and incubation model of butler service suitable for various positions and with unique feature of Financial Street Property. So far, nearly 100 butlers have been certified by the Company, including 50 "golden butlers (金管家)" and 47 "harmony butlers (融管家)", offering useful reference for the further research and development and arrangement of the "implementation (貫)" series of course.

Service cultivation project on "golden butler (金管家)" and "harmony butler (融管家)" series

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Case: Certified Internal Trainers of "Benefitting (澤)" Course System

The "benefitting (澤)" course system and relevant training projects represent the incubation and empowerment course system for the internal corporate trainers, aiming at the cultivation of a training talent team with an idea of "achieving success while helping others (己欲立而立人)", serving for the continuous implementation of corporate culture and the professional empowerment of our team.

Training is the driving force for enterprise development, and the internal trainers provide important guarantee for the implementation of the training work. Since the establishment of the Company's internal trainer team, the Company has always attached great importance to the construction of the internal trainer team, so as to constantly enhance the professionalism of the trainers while expanding the internal trainer team. In 2020, the Company organized and carried out the certification work of internal trainers and selected 29 training candidates. Through two days of closed training, the training candidates systematically learnt the teaching skills of internal trainers while reviewing and sharing their respective work experience. 19 of them eventually passed the internal trainer certification and obtained the teaching qualification certificates.

Certified internal trainers of "benefitting (澤)" course system

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Key performance indicators related to employee training

Indicators	Data of 2020
Average training hours completed per employee (hour/person)	60
By gender	
Female (hour/person)	58
Male (hour/person)	61
By employee category	
Senior management (hour/person)	56
Middle management (hour/person)	57
General employees (hour/person)	68
Percentage of employees trained (%)	100
By gender	
Female (%)	100
Male (%)	100
By employee category	
Senior management (%)	100
Middle management (%)	100
General employees (%)	100

HEALTH AND SAFETY OF EMPLOYEES

Financial Street Property attaches importance to employee health and safety, strictly follows the "Law of the People's Republic of China on Prevention and Control of Occupational Diseases" (《中華人民共和國職業病防治法》), the "Regulation on Work-Related Injury Insurance" (《工傷保險條例》) and other laws and regulations, and has formulated and implemented the "Management Measures for Employee Medical Check-ups" (《員工體檢管理辦法》) to implement the overall requirements for the work of occupational health and safety.

In order to provide a safe work environment for the employees and protect the employees from occupational hazards, the Company identified the environmental and occupational health hazards in the property office areas respectively, and evaluated and graded the impact of relevant occupational hazards on employees which may exist in the office environment, may be involved in various business processes, and may be foreseen in various tasks, respectively. In 2020, the evaluation results showed that the Company's environmental and occupational health risk factors were low.

According to the requirements of the occupational health and safety system of the Company, we organize the eligible employees to participate in medical check-ups every year and make customized medical check-up packages according to the employees' age, gender and other actual condition. For employees over 40 years old, additional check-up items are included.

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Key performance indicators related to employee health and safety

Indicators	Data of 2020
Number of work-related fatalities (person)	0
Rate of work-related fatalities (%)	0
Lost days due to work-related injuries (day)	475.5

CARE AND ACTIVITIES OF EMPLOYEES

Employee Care

Taking the needs of employees as direction, Financial Street Property formulated the "Management Measures on the Trade Union Funds (Trial)" (《工會經費管理辦法(試行)) and amended the "Employee Sympathy System" (《職工慰問制度》) in 2020, and actively conducted the employee care work. In 2020, the Company completed the sympathy work for all employees on holidays, birthdays, extreme weather and summer coolness, covering approximately 5,000 employees; completed more than 60 special visits to the newly-married employees, retired employees, sick employees and dispatched employees, covering 179 person-times. At the same time, the Company actively promoted the construction of heart-warming stations, and provided convenient relaxing and living conditions for employees by setting up hot kettles, microwave ovens, refrigerators and other supplies in the office area. In 2020, the Company established 56 heart-warming stations and planned to continuously expand the construction of heart-warming stations in the future.

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Employee Activities

The Company organizes and conducts various employee activities. In 2020, we subsequently organized and conducted reading salon, handicraft workshop, table tennis game, basketball game, setting-up exercises show competition and other cultural and sports activities, which enriched the spare time life of employees, enhanced the communication among colleagues and strengthened the corporate cohesion.

Case: Employee Reading Salon Activity

During the pandemic, the Company combined the online and offline methods to hold a reading salon activity themed "Enneagram and Self-Control (九型人格與自控力)", which effectively promoted the improvement of the comprehensive quality of employees and the construction of a learning-oriented enterprise.

Employee reading salon

Safeguarding Employees' Rights and Interests, and Facilitating Employees' Personal Development (Continued)

Case: Employee Handicraft Workshop • Preserved Fresh Flower Hand-making Activity

As an advocate of "happy work and happy life (快樂工作，幸福生活)", Financial Street Property organized an "employee handicraft workshop • preserved fresh flower hand-making (職工手工坊•永生花製作)" activity in 2020, which enabled the employees to enjoy the tranquillity of life in their busy work, and enriched their life experience.

Employee handicraft workshop • preserved fresh flower hand-making

Advocating Green Operation and Building Ecological Harmony

Financial Street Property has taken the initiative to respond to the national call for ecological environment protection, strictly complied with laws and regulations such as the "Environmental Protection Law of the People's Republic of China" (《中華人民共和國環境保護法》), the "Energy Conservation Law of the People's Republic of China" (《中華人民共和國節約能源法》) and the "Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste" (《中華人民共和國固體廢物污染環境防治法》), formulated and implemented the "Energy Management Manual" (《能源管理手冊》), continuously promoted energy consumption management and actively advocated green operation in order to contribute to the construction of a harmonious ecology.

ADVOCATING GREEN OFFICE

In daily operations, Financial Street Property has thoroughly implemented national low-carbon development policies, insisted on the "four conservations and one reduction (四節一減)" green office concept, and actively guided employees to develop good habits of green, low carbon, environmental protection and thrift in their work and life.

- **Water conservation:** Inspecting, repairing and replacing water supply equipment and facilities in a timely manner to eliminate the occurrence of leakage; posting water saving signs at all water sources; encouraging employees to use their own cups at daily work meetings to reduce the use of disposable paper cups and bottled water
- **Power conservation:** Requiring the air-conditioning temperature in each office to be not lower than 26℃ in summer and not higher than 22℃ in winter; reducing the standby time of office equipment such as computers, photocopiers and printers, and checking and ensuring the electrical appliances to be switched off after work
- **Fuel conservation:** Strengthening the management of official vehicles, strictly controlling trips made by official vehicles and striving to reduce carbon emissions
- **Office supplies conservation:** Promoting paperless office, advocating double-sided printing to reduce paper consumption
- **Reducing environmental pollution:** Setting up waste sorting and recycling bins in office buildings; equipping waste battery collection bins; setting up collection boxes for medical waste and anti-pandemic supplies; and designating a person to collect toner and ink cartridges and engaging qualified third parties to recycle them

Advocating Green Operation and Building Ecological Harmony (Continued)

Case: Implementation of paperless office and the launch of procurement system platform

In April 2020, the headquarters and several projects of Financial Street Property launched the procurement system platform. Before the launch of the system, the Company implemented procurement by submitting purchase demand with paper forms and approvals from multiple levels; after the launch of the system, all the paper receipts of purchases and inventory were transferred online, and the total amount of office paper purchased was approximately 16,000 packs, representing a decrease of 36% as compared to 2019.

PRACTICING ENERGY CONSERVATION

Financial Street Property attaches importance to energy management and has adopted a series of technically feasible, economically reasonable and environmentally friendly energy control measures to reduce energy loss and waste in each process. We have set a management target of 3% annual energy conservation in the property management public area for the energy projects we have reported for verification, and adhered to green and low-carbon development in accordance with the carbon emission targets calculated by the Beijing Climate Change Research Centre (北京市應對氣候變化研究中心). We hold quarterly energy analysis meetings based on the OA office system's energy reporting and data review, and the projects report on energy consumption by analysing quarter-on-quarter and year-on-year data to strictly control energy consumption and ensure that the energy conservation target of 3% reduction of electricity consumption in the property management public area is fulfilled as scheduled.

In the meantime, we are committed to creating green buildings that maximise resource and energy conservation, protect the environment and reduce pollution throughout the life cycle of the buildings, providing healthy, suitable and efficient space and buildings in harmony with nature.

Advocating Green Operation and Building Ecological Harmony (Continued)

Case: Two projects under the management of Beijing Financial Street Savills Property Management Co., Ltd. were awarded "2-Star Certificate of Green Building Design Label"

In 2020, Fukai Building and Xinsheng Building served by Beijing Financial Street Savills Property Management Co., Ltd. ("**Financial Street Savills**"), a subsidiary of Financial Street Property, successfully obtained the first batch of 2-Star Certificate of Green Building Design Label for existing buildings in China.

Financial Street Savills has actively adopted advanced equipment and updated its management tools in a timely manner, which significantly improved energy and water conservation performance, strengthened building energy efficiency, upgraded the using functions, improved the indoor environment quality, enhanced the security performance of buildings, and effectively improved the indoor comfort of buildings. Fukai Building and Xinsheng Building were awarded the "2-Star Certificate of Green Building Design Label (二星級綠色建築標識證書)", which set an example for the next green transformation of other projects in Financial Street Property, and also successfully built up the brand of the projects, which received unanimous praise from customers.

Case: Lighting retrofit-Radar-sensing LED lamps

Radar-sensing LED lamp is the mainstream energy conservation measure in parking lot lighting, and Financial Street Property has applied this technology to the parking lot of Beijing Yuetan Financial Street Centre project. If a person or a car passes within a sensing distance of 5–8 metres, the LED lamp can be turned on immediately in full brightness mode to ensure the safety in the parking lot. The lamp will remain dimly lit when no one is around and no vehicles are in use, which can not only ensure minimum safety illumination, but also minimise electricity consumption of the parking lot, resulting in an average monthly saving of approximately 37,000 kilowatt hours of electricity according to the statistics.

Case: Energy conservation of refrigerating machine

Due to the long operation of the refrigerating unit in summer, the surface and interior of the condenser tubes will accumulate more limescale, dirt, microorganisms, oil film and other substances, which will reduce the heat transfer efficiency between the cooling water and the refrigerant in the condenser tubes, resulting in a decrease in the refrigeration efficiency of the refrigerating units and an increase in energy consumption. In order to improve the heat transfer efficiency, Financial Street Property applied the energy conservation technology of the refrigerating unit to Beijing Desheng International Project and installed automatic cleaning device of condenser rubber ball for the refrigerating unit, which has achieved the effect of energy conservation, saving a monthly average of approximately 38,000 kilowatt hours of electricity for each season of cool supply.

Advocating Green Operation and Building Ecological Harmony (Continued)

IMPLEMENTING WASTE SORTING

Since the introduction of waste sorting regulations in various regions, waste sorting has become the focus of public discussion. It has gradually become the responsibility of every social organisation and individual to promote awareness of waste sorting and to develop the habit of waste sorting. Financial Street Property has accelerated the establishment of a domestic waste sorting system of "sorted placement, sorted collection, sorted transportation and sorted disposal (分類投放、分類收集、分類運輸、分類處理)" to increase the participation and accuracy of domestic waste sorting, and to work with customers to build a harmonious and livable green home.

- **Practicing good behaviour of waste sorting:** We have replaced waste sorting bins, provided training on waste sorting to property service staff, liaised with waste collection and transportation suppliers to collect waste in a timely manner according to the standards, carried out "Waste Sorting Supervision Month (垃圾分類監督月)" activities throughout the year, and conducted inspections and research on waste sorting in buildings and communities.

- **Establishing new concept of waste sorting:** We have produced a series of waste sorting diagrams, put up posters at prominent locations in buildings and communities, and set up electronic display boards and roll up banners for waste sorting publicity so that customers can understand the basic knowledge of waste sorting.

- **Publicising good practice of waste sorting:** We have promoted, publicised and trained on waste sorting related information through our WeChat official account throughout the country; distributed leaflets and provided one-to-one explanation on waste sorting to our customers offline, and carried out activities such as "distributing reusable bags (發送環保袋)" and "waste sorting practice (垃圾分一分)".

- **Achievements of active waste sorting:** We have designated staff to supervise at the waste placement sites and work with sorters to guide customers on sorting, fully mobilising the enthusiasm and initiative of property service staff and customers.

Implementation of waste sorting by Financial Street Property projects

Advocating Green Operation and Building Ecological Harmony (Continued)

ENVIRONMENTAL KEY PERFORMANCE INDICATORS

Emissions-related key performance indicators

Indicator	Data of 2020
Total greenhouse gas emissions (tonnes)	64,740.95
Greenhouse gas emissions per unit of GFA (tonnes per 10,000 m^2)	26.21
Direct emissions (Scope 1) (tonnes)	39.79
Gasoline (tonnes)	39.61
Diesel (tonnes)	0.18
Indirect emissions (Scope 2) (tonnes)	64,701.16
Purchased electricity (tonnes)	64,701.16
Total amount of hazardous waste disposal (tonnes)	6.14
Waste ink cartridges (tonnes)	1.80
Waste toner cartridges (tonnes)	1.99
Waste fluorescent lamp tubes (tonnes)	1.05
Waste batteries (tonnes)	1.31
Hazardous waste disposal per unit of GFA (tonnes per 10,000 m^2)	0.0025
Total amount of non-hazardous waste disposal (tonnes)	438.41
Domestic waste (tonnes)	355.51
Office paper (tonnes)	82.90
Non-hazardous waste disposal per unit of GFA (tonnes per 10,000 m^2)	0.18

Notes:

1. The disclosure scope of 2020 emissions-related key performance indicators covers office areas of all business sectors and public areas of property management in projects under management (excluding the commission-based projects) of the Group.

2. In consideration of its business nature, the Company owns a small number of official vehicles, and therefore produces less exhaust emissions such as nitrogen oxides and sulfur oxides.

3. In consideration of its business nature, the Company's greenhouse gas emissions arise mainly from consumption of purchased electricity and vehicle fuel, including carbon dioxide, methane and nitrous oxide. Greenhouse gas emissions are measured in carbon dioxide equivalents and calculated based on the "2019 Baseline Emission Factors for Regional Power Grids in China for Emission Reduction Projects" (《2019減排項目中國區域電網基準線排放因子》) issued by the Ministry of Ecological Environment of the People's Republic of China and the "2006 IPCC Guidelines for National Greenhouse Gas Inventories 2019 Revision" (《IPCC 2006年國家溫室氣體清單指南2019修訂版》) issued by the Intergovernmental Panel on Climate Change (IPCC).

4. The hazardous wastes involved in the Company's operations mainly include waste ink cartridges, toner cartridges, fluorescent lamp tubes and batteries.

5. The non-hazardous wastes involved in the Company's operations mainly include domestic waste and waste office paper from office buildings, of which domestic waste is estimated on the basis of the number of employees and the daily production coefficient per capita of domestic waste.

Advocating Green Operation and Building Ecological Harmony (Continued)

Key performance indicators related to energy and resource consumption

Indicator	Data of 2020
Total energy consumption (MWh)	96,778.59
Direct energy consumption (MWh)	162.48
Gasoline (MWh)	161.79
Diesel (MWh)	0.69
Indirect energy consumption (MWh)	96,616.10
Purchased electricity (MWh)	96,616.10
Energy consumption per unit of GFA (MWh per 10,000 m^2)	39.18
Water consumption (tonnes)	908,450.00
Water consumption per unit of GFA (tonnes per 10,000 m^2)	367.79

Notes:

1. The disclosure scope of 2020 key performance indicators related to energy and resource consumption covers office areas of all business sectors and public areas of property management in projects under management (excluding the commission-based projects) of the Group.

2. Energy consumption is calculated based on the consumption of purchased electricity and vehicle fuel, and the relevant conversion factors set out in the "General Principles for Calculation of Total Production Energy Consumption (GB/T 2589–2008)" (《綜合能耗計算通則(GB/T 2589-2008)》).

3. The Company's water consumption comes from the municipal water supply, and thus, there is no issue in sourcing water that is fit for purpose.

4. Packaging materials data is not applicable to the Company's business.

Promoting Community Public Welfare and Giving Back to Society

As a responsible corporate citizen, Financial Street Property abides by the "Charity Law of the People's Republic of China" (《中華人民共和國慈善法》), pays close attention to the demands of all stakeholders, strictly implements targeted poverty alleviation, actively carries out community public welfare, makes every effort to fight against COVID-19 pandemic, and continues to give back to the society.

IMPLEMENTING TARGETED POVERTY ALLEVIATION

Financial Street Property actively responds to the national call, pays close attention to the demands of poverty-stricken areas and the impoverished, and practices the assisting work of "Enterprises Befriending Villages (萬企幫萬村)". The Company's Party members and cadres visit the counterpart villages every year to carry out Theme Party Day activities, with an accumulated donation of RMB740,000 from 2018 to 2020. In 2020, after taking into account actual condition, the Company participated in the assistance in sale of poverty alleviation products by purchasing sour jujube juice from Fuping County, Baoding City in Hebei Province, yellow peaches from Baiya Village, Datai Town, Fuping County, Baoding City in Hebei Province and tomatoes from Xuetang Village, Yanshan County, Cangzhou City in Hebei Province, benefiting more than 50 impoverished people. In the meantime, the Company participated in the special public welfare action of "Join Hands with Tibetan Children (藏區青苗牽手計劃)", under which it subscribed for 6 mu of highland barley base for poverty alleviation through consumption, helping 6 impoverished children in Tibet grow up healthily.

社区的力量消费扶贫专项公益行动

消费扶贫青稞基地公益认购证书

致 金融街物业股份有限公司：

感谢贵司参与社区的力量"藏区青苗牵手计划"专项公益行动，贵司在活动中认购消费扶贫青稞基地【6亩】，这份爱心善举将帮助【6名】西藏地区的贫困孩童健康成长。由衷感谢贵司为消费扶贫事业做出的积极贡献。

特发此证，以资鼓励！

中国社区扶贫联盟

2020年9月

Public subscription certificate of highland barley base for poverty alleviation through consumption

Promoting Community Public Welfare and Giving Back to Society (Continued)

CARRYING OUT PUBLIC WELFARE CHARITY

Financial Street Property organised its employees to actively participate in activities such as "Communist Party Members Making Donations (共產黨員獻愛心)" and "Volunteer Service Month of Learning from Lei Feng (學雷鋒志願服務月)" in order to cultivate employees' awareness of public welfare, demonstrate core socialist values and promote harmonious development of society.

Case: Activity of "Communist Party Members Making Donations (共產黨員獻愛心)"

In 2020, Financial Street Property launched the "Communist Party Members Making Donations (共產黨員獻愛心)" activity, sending all the donations collected to Xicheng Charity Association for major illness relief and medical aid to the underprivileged elderly in "Spring Rain Action (春雨行動)", helping students in "Love for the Future (愛心成就未來)", emergency aid in "Green Channel (綠色通道)" and assisting Party members in difficulty in Xicheng District. Through the activity, the Company provided assistance to people in need and promoted the Chinese traditional virtues in helping the impoverished and needy.

Activity of "Communist Party Members Making Donations (共產黨員獻愛心)"

Promoting Community Public Welfare and Giving Back to Society (Continued)

Case: Activity of "Volunteer Service Month of Learning from Lei Feng (學雷鋒志願服務月)"

In March 2020, Financial Street Property launched the "Volunteer Service Month of Learning from Lei Feng (學雷鋒志願服務月)" activity, guiding young employees to contribute to public welfare undertakings by participating in activities such as community pandemic prevention and control, maintaining community environmental hygiene as well as eliminating potential fire safety hazards in the community.

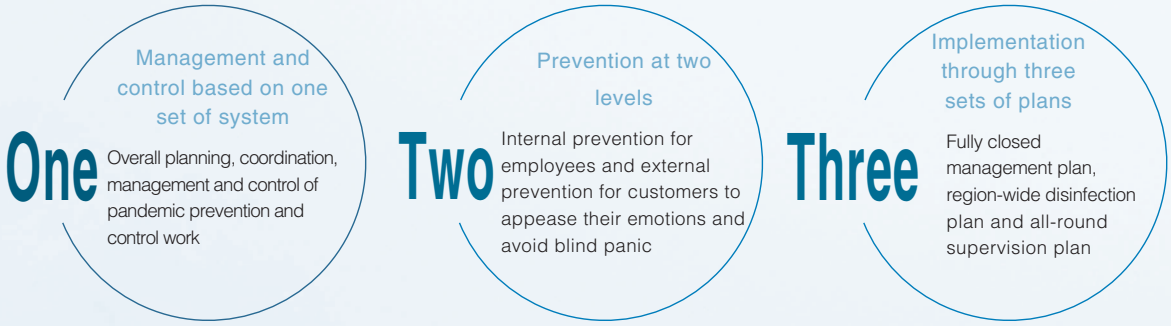
Guarding to maintain community order

Topic: Fighting the COVID-19, We are in Action

Since the outbreak of the COVID-19 pandemic, Financial Street Property has acted swiftly to conscientiously implement the requirements of being responsible, accountable and diligent in safeguarding our homeland, and made every effort to prevent and control the pandemic through solidarity of employees.

IMPLEMENTING PREVENTION AND CONTROL WORK

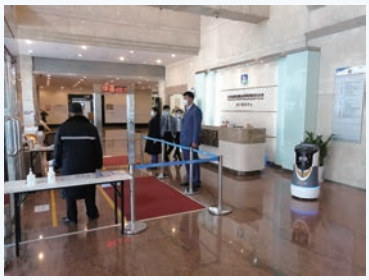
Facing the sudden outbreak of COVID-19 pandemic, Financial Street Property made quick response by including a new work plan for guiding the prevention and control of the COVID-19 pandemic in the "Safety Management Manual" (《安全管理手冊》) and formulating the "COVID-19 Pandemic Prevention and Control Manual" (《新冠疫情管控手冊》). At the initial stage of the outbreak, a pandemic prevention and control team was immediately set up and the "one, two, three (一二三)" pandemic prevention and control mechanism was established accordingly. At the same time, most employees voluntarily gave up the Spring Festival holiday to return to their posts, and cooperated with the local township communities in carrying out comprehensive and effective pandemic prevention and disinfection work. In order to strengthen the prevention and control work against "COVID-19 pandemic" of Financial Street Property, the Company safeguarded the health and safety of customers and employees by means of sand table simulation of pandemic prevention and control drills and the introduction of intelligent pandemic prevention solutions. The Company's efforts have also been fully recognised by industry organizations and customers. Our employees won the title of "Property Hero (物業英雄)" at the "Report Meeting of National Advanced Anti-pandemic Deeds in Property Management Industry (全國物業管理行業抗疫先進事跡報告會)".



"One, two, three (一二三)" pandemic prevention and control mechanism

Topic: Fighting the COVID-19, We are in Action (Continued)

Documents on pandemic prevention and control of Financial Street Property



Pandemic prevention and disinfection of Financial Street Property

Topic: Fighting the COVID-19, We are in Action (Continued)

Case: Intelligent Pandemic Prevention Plan for Office Buildings

In response to the COVID-19 pandemic, the Ministry of Industry and Information Technology issued the "Proposal to Give Full Play to the Artificial Intelligence Empowerment Effect to Help Combat the COVID-19 Pandemic" (《充分發揮人工智能賦能效用協力抗擊新型冠狀病毒感染的肺炎疫情倡議書》). Leveraging on the empowerment effect of artificial intelligence, Financial Street Property gave priority to the application of intelligent robots that can effectively help prevent and control the pandemic in the pandemic prevention work. The Company adopted contactless human body temperature screening gates and thermal imaging and temperature measuring equipment to replace the need to wait in line for staff to take body temperature measurements one by one with a temperature measuring probe. Through the use of anti-pandemic voice broadcasting robot and the addition of intelligent equipment such as automatic disinfectant sprayer, the efficiency of prevention and control work and traffic speed were improved, the crowd density was reduced, and the risk of cross infection caused by close contact temperature measurement between people declined, which enhanced the intelligent anti-pandemic level in the office buildings.

Intelligent pandemic prevention equipment

CARING FOR FRONTLINE EMPLOYEES

At the beginning of the outbreak of COVID-19 pandemic, Financial Street Property issued the "Notice on Prevention and Control of COVID-19" (《關於做好新型冠狀病毒感染的肺炎疫情防控工作的通知》) in accordance with the notice of the Beijing Federation of Trade Unions, requiring the trade union organizations at all levels to fully participate in the pandemic prevention and control, and guide the workers to protect themselves, so as to do a good job in caring for them. The trade union organizations at all levels of the Company actively responded to the call, cared for the employees, encouraged their morale and gathered positive energy to fight against the pandemic. In combination with relevant policies, the Company has set up special funds for pandemic prevention and control, purchased masks, disposable gloves, disinfectant alcohol and other protective items, distributed the same to working employees in a timely manner, and actively performed the service guarantee work for frontline employees in pandemic prevention and control.

Topic: Fighting the COVID-19, We are in Action (Continued)

Pandemic prevention and control supplies

In addition, Financial Street Property offered special consolations to the left-behind family members in Beijing of the dispatched employees of the Company, and provided them with daily necessities such as rice, flour, oil, instant noodles and masks, so as to solve the worries of the dispatched employees. Financial Street Property extended its consolations to the medical family members of the working employees, and reasonably arranged their working hours so that they could accommodate the needs of their families. At the same time, it paid great attention to the employees staying in the Wuhan Branch, and refined the supplies guarantee and support work by deploying three batches of pandemic prevention supplies from the headquarters to assist the Wuhan Branch. Trade unions of each company carried out such activities as consolations to the injured and sick employees, duty shift of union cadres and sending warmth to the employees on duty so as to effectively solve the practical difficulties of frontline employees.

Topic: Fighting the COVID-19, We are in Action (Continued)

众志成城，抗击疫情
——致金融街物业外派职工家属的一封信

各位金融街物业外派职工家属:

您们好！2020年，春节比往年来得早，而随之而来的新型冠状病毒疫情牵动着无数人的心。面对这场突如其来的没有硝烟的战争，金融街物业公司认真贯彻落实习近平总书记重要指示精神和党中央决策部署，坚守初心和使命，践行国企担当，将员工、客户、企业、社会各方面因素统筹考量，认真制定具体措施，科学有序地开展全系统疫情防控工作，切实将各项工作要求和措施落实、落地、落细。

在这个特殊时期，金融街物业人坚守在一线，用心守护万家安康，在各自岗位上践行初心与使命。外派职工承载了更多的责任，也付出了更多的努力，他们所取得的成绩还包含了您们给予的支持、做出的牺牲。您们在他们的背后默默奉献、辛勤付出。在这里，公司党委、领导班子及工会向所有给予外派职工理解和支持的各位家属们表示最崇高的敬意和衷心的感谢！

我们坚信，在金融街物业全体职工的共同努力下，同舟共济，群策群力，科学防控，共克时艰，一定会打赢疫情防控这场战役。

最后，祝愿各位外派职工家属身体健康，万事顺心。

此致

敬礼

金融街物业股份有限公司工会

2020年2月10日

北京金融街第一太平戴维斯物业管理有限公司
BEIJING FINANCIAL STREET SAVILLS PROPERTY MANAGEMENT CO.,LTD.

致武汉分公司全体员工的一封信

大家好！

岁末年初，一场突如其来的疫情，肆虐武汉三镇，并逐渐蔓延全国。在以习近平同志为核心的党中央坚强领导下，各级党组织和政府、社会各界闻令而动、迅速响应。一场举国同力、万众一心的疫情防控阻击战迅速在神州各地打响。

疫情就是命令，岗位就是战场！北京金融街第一太平戴维斯物业管理有限公司自上而下快速动员、统筹安排，启动公司应急预案，集中所有资源投身于这场防疫阻击战。武汉是本次疫情的重点地区，也是疫情防控的重中之重。面对突发疫情，身处疫情一线的武汉分公司全体员工，坚守工作岗位、奋战防控前沿，迎难而上，不畏艰险，不计辛劳，全力投身于防疫保障服务，为防控疫情作出了贡献！你们，是离疫情最近的“战疫卫士”，是防疫前线最美的“逆行者”！在此，我们向坚守工作岗位、奋战防控一线的武汉分公司全体员工致以崇高的敬意！

虽然远隔千里，我们心意相连！公司始终把员工的健康与安全放在第一位，党支部、经营班子团队和全体员工均万分挂念疫区同仁的健康和安全。希望你们坚定信心，积极应对，做好自我防护，注意劳逸结合，保证自身安全。总公司也将尽全力提供人、财、物等各项支持，做好你们坚强的后盾！

春风送暖，欣欣向荣。万物更新，旧疾当愈。让我们坚定信心、同舟共济，守望相助，共克时艰，我们一定能打赢这场疫情防控阻击战、歼灭战！

再次向大家致以崇高的敬意和诚挚的慰问！

合资公司党支部/工会委员会
疫情防控领导小组
2020年2月17日

北京金融街第一太平戴维斯物业管理有限公司
Beijing finance street savills property Management Co., Ltd.

Appendix: Environmental, Social and Governance Reporting Guide Content Index

Areas	Aspects	Performance Indicators	Chapter
Environment	A1 Emissions	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the listed company relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and nonhazardous waste.	Advocating Green Operation and Building Ecological Harmony
		A1.1 The types of emissions and respective emissions data.	Environmental Key Performance Indicators
		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).	Environmental Key Performance Indicators
		A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Key Performance Indicators
		A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Key Performance Indicators
		A1.5 Description of emission target(s) set and steps taken to achieve them.	Advocating Green Operation and Building Ecological Harmony
		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.	Advocating Green Operation and Building Ecological Harmony

Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	A2 Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Advocating Green Operation and Building Ecological Harmony
		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).	Environmental Key Performance Indicators
		A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Key Performance Indicators
		A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Advocating Green Operation and Building Ecological Harmony
		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.	Advocating Green Operation and Building Ecological Harmony
		A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable to the Company's businesses
	A3 The Environment and Natural Resources	General Disclosure: Policies on minimising the listed company's significant impacts on the environment and natural resources.	Advocating Green Operation and Building Ecological Harmony
		A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Advocating Green Operation and Building Ecological Harmony

Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	A4 Climate Change	General Disclosure: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Practicing Energy Conservation
		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.	Practicing Energy Conservation
Social	B1 Employment	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employment and Rights and Interests of Employees
		B1.1 Total workforce by gender, employment type (i.e. full- or part-time), age group and geographical region.	Employment and Rights and Interests of Employees
		B1.2 Employee turnover rate by gender, age group and geographical region.	Employment and Rights and Interests of Employees
	B2 Health and Safety	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the listed company relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety of Employees

Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
		B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Health and Safety of Employees
		B2.2 Lost days due to work injury	Health and Safety of Employees
		B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Health and Safety of Employees
	B3 Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work.	Development and Training of Employees
		B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Development and Training of Employees
		B3.2 The average training hours completed per employee by gender and employee category.	Development and Training of Employees
	B4 Labour Standards	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the listed company relating to preventing child and forced labour.	Employment and Rights and Interests of Employees
		B4.1 Description of measures to review employment practices to avoid child and forced labour.	Employment and Rights and Interests of Employees
		B4.2 Description of steps taken to eliminate such practices when discovered.	Employment and Rights and Interests of Employees

Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B5 Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	Optimising Supply System
		B5.1 Number of suppliers by geographical region.	Optimising Supply System
		B5.2 Description of practices relating to engaging suppliers, number of suppliers where practices are being implemented, and how they are implemented and monitored.	Optimising Supply System
		B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Optimising Supply System
		B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Optimising Supply System
	B6 Product Responsibility	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the listed company relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Guaranteeing Excellent Services Standardizing Brand Promotion
		B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable to the Company's businesses

Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
		B6.2 Number of products and service related complaints received and how they are dealt with.	Customer Experience Improvement
		B6.3 Description of practices relating to observing and protecting intellectual property rights.	Safeguarding Intellectual Property Rights
		B6.4 Description of quality assurance process and recall procedures.	Not applicable to the Company's businesses
		B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Safeguarding Information Security
	B7 Anti-Corruption	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the listed company relating to bribery, extortion, fraud and money laundering.	In-depth Integrity Cultivation
		B7.1 Number of concluded legal cases regarding corrupt practices brought against the listed company or its employees during the reporting period and the outcomes of the cases.	In-depth Integrity Cultivation
		B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	In-depth Integrity Cultivation
		B7.3 Description of anti-corruption training provided to directors and staff.	In-depth Integrity Cultivation

Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B8 Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the listed company operates and to ensure its activities take into consideration the communities' interests.	Implementing Targeted Poverty Alleviation Carrying out Public Welfare Charity
		B8.1 Focus areas of contribution (e.g. education, environmental matters, labor needs, health, culture and sport).	Implementing Targeted Poverty Alleviation Carrying out Public Welfare Charity
		B8.2 Resources contributed (e.g. money or time) to the focus areas.	Implementing Targeted Poverty Alleviation Carrying out Public Welfare Charity