



新力控股(集團)有限公司

SINIC HOLDINGS (GROUP) COMPANY LIMITED

(Incorporated in the Cayman Islands with limited liability)



STRIVING TO DEVELOP
PROSPEROUSLY SUSTAINABLE
2020 CITIES WITH RESPONSIBILITY

Environmental, Social and Governance Report

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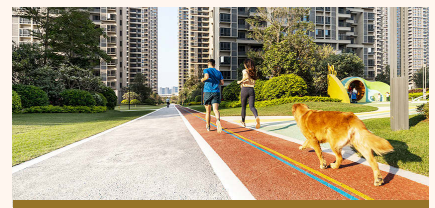
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1. About the Report

Overview

Sinic Holdings (Group) Company Limited (the “Company”) is delighted to issue the second Environmental, Social and Governance Report (the “Report”) to illustrate the environmental, social and governance (“ESG”) performance of the Company in 2020. Through the Report, the Company seeks to disclose the Company’s vision, strategy and measures along the path to sustainability development in a transparent and open manner, thus helping the stakeholders to further understand the Company’s thought and practice on the social responsibility.

Coverage and Boundary of the Report

Unless otherwise stated, the Report covers the period between 1 January 2020 and 31 December 2020 (the “Reporting Period”). Part of the content traces back to previous years so as to enhance the comparability of the Report.

The Report covers the Company and its subsidiaries (hereinafter referred to as the “Group”, “Sinic Holdings”, “Sinic” or “we”).

Basis of Preparation of the Report

The Report is prepared in accordance with the ESG Reporting Guide (2016 Edition), set out in the Appendix 27 to the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The Report is prepared in accordance with the “comply or explain” provision set out in the ESG Reporting Guide issued by the Stock Exchange and based on the reporting principles of materiality, quantitative, balance and consistency.

During the preparation of the ESG Report, the Group applied the reporting principles as follows:

Materiality: using the results of stakeholder communication as a reference, adopting a materiality assessment to identify the Group’s material topics for the Reporting Period, and collecting relevant materials and data and compiling the ESG Report around these material topics;

Quantitative: disclosing the standards and methods used in the ESG Report to calculate relevant data and disclosing applicable assumptions;

Consistency: explaining the data for any Changes in the scope of disclosure and calculation methods (if any).

Source of Information and Reliability Assurance

The information and data cited in the Report are originated from internal statistic reports and documents of Group and public information. Unless otherwise specified, all amounts herein are expressed in RMB. The Group confirms that the Report does not contain any false representation or misleading statement and takes responsibility for the truthfulness, accuracy, and completeness of the contents of the report.

Language and form of the Report

There are Traditional Chinese and English versions for the Report. If there is any discrepancy, please refer to the Chinese version. An electronic version of this report is available on the Stock Exchange website (<http://www.hkexnews.hk>) or our website (<http://www.sinicdc.com/>). If you have any questions, comments or feedback about the Report and its contents, please send your email to us at ir@xinlizard.com.

Confirmation and Approval

The Report is prepared following the sequence of ESG-related work training, conducting stakeholder surveys, collecting information by the working group, confirming the framework, preparing, designing and reviewing the report by related departments and the Management. This report was approved by the board of directors of the Group (the “Board”) on 4 June 2021. For more details about the background, business development and sustainability vision of Sinic Holdings, please refer to our website (<http://www.sinicdc.com>).

2. Chairman's Statement

The year 2020 is an extraordinary year. 2020 marks the tenth anniversary of the establishment of Sinic Holdings, and is also the first anniversary since its listing. Since its founding in 2010, Sinic Holdings made steady progress for a decade. After ten years' hard-working, we achieved full harvest from ingenuity and realized comprehensive upgrading of the product quality, customer services, the development of the Company and better society; We actively fulfilled our corporate social responsibilities, and focused on sustainable development to create a better society.

Looking back on the past year, the domestic and international markets were full of opportunities and challenges. The outbreak of Coronavirus disease 2019 (COVID-19) epidemic has had a wide impact on domestic and foreign macroeconomy, production and operation of various industries and daily life. As always, Sinic Holdings insists on consciously assuming social responsibilities in its role as an outstanding corporate citizen, working together with customers, employees, industry partners and the public to build a better society with friendly environment and harmonious development.

Responsibility-driven, green finance. During the year, Sinic Holdings continued to ensure the Group's compliance and sustainable development through high level of corporate governance and ESG governance. We have further improved our green finance management model by issuing the Green, Socially Responsible and Sustainable Financing Framework, establishing a governance mechanism for the Group when issuing green, social responsible and sustainable bonds, loans and other debt instruments, as well as establishing a Sustainable Financing Working Group to provide strong monitoring and governance. The Group successfully issued USD250 million 364-day Green Bond in January 2021 under the Green, Socially Responsible and Sustainable Financing Framework, which was rated "B+" (outlook: "stable") by Fitch, an international credit rating agency.

Quality first, whole-hearted service. During the year, Sinic Holdings embarked on a new journey to create a new healthy living system driven by the 5S healthy living area with new products, new quality, new experience, new guarantee and new services, as well as a customer-oriented "360 Happiness" service system to upgrade and build an industry-leading customer service guarantee system for the whole service cycle from home purchase to living. In terms of quality assurance, we constantly improve our standard system and management system, pay attention to quality review, create high-quality products with craftsmanship, and provide happiness assurance for our customers.

Green innovation, protecting the environment. During the year, Sinic Holdings adhered to the concept of sustainable development, focusing on green building design innovation, creating standardized green construction sites, and standardizing energy consumption through green and low-carbon technologies such as photovoltaic solar heating system, central park projects and assembled building construction; in our daily operations, we enhanced green operations and green office measures, actively took effective means to reduce resource and energy consumption, and at the same time spreaded the concept of environmental protection to our employees and contractors, in an effort to guard our common green home.

Being people-oriented, and grow together. During the year, we remained true to our original aspiration, regarded our employees as our most valuable asset, and strove to establish an equal, inclusive, warm and positive career development platform for our employees. We continued

to improve the employee welfare system, establish the framework of the training system, and provide diversified development opportunities, rich learning resources, and overall development paths, so that employees and the Company can grow together. We also attached great importance to promoting the physical and mental health of our employees through the provision of various caring activities, thus enhancing their sense of identity and belonging to Sinic Holdings, and integrating humanistic care into the corporate culture.

Win-win cooperation and synergistic development. During the year, we became more convinced that the promotion of industrial prosperity and development cannot be separated from the cooperation of partners. On the road of forging ahead, Sinic Holdings has not forgotten to share and exchange its existing advantages and technologies with suppliers and industry partners in different forms. Based on the complete internal management system and accumulated industry expertise over the years, we worked with collective wisdom and concerted efforts to build a responsibility value chain and went hand in hand with partners to promote the harmonious development of the industry.

Giving back to the society and sharing the harmonious society. During the year, we continued to actively carry out community building and social assistance programs, dedicated to "helping everyone who works hard to live a life." Since its establishment in 2018, Shanghai Sinic Foundation has been adhering to the concept of "helping socially disadvantaged groups and promoting caring public service activities", exploring solutions to social problems in a professional manner, actively paying attention to socially disadvantaged groups, assuming corporate social responsibilities and making contributions with corporate strength.

In the future, Sinic Holdings will constantly promote refined management by insisting on strategies of deep development of city and high-quality services, continue to enhance the depth of sustainable development management and promote the integration of sustainable development management concept with corporate operation by bearing in mind our mission and positioning, and join hands with all parties to achieve high-quality sustainable development of Sinic Holdings, firmly forging ahead towards the future.

Sinic Holdings (Group)
Company Limited
Zhang Yuanlin
Chairman and Executive Director





Driven by Responsibility

and Endeavor to Achieve
Sustainable Development

新加坡
新加坡
新加坡
新加坡
CENTER



3. Driven by Responsibility and Endeavor to Achieve Sustainable Development

Sinic Holdings has always adhered to the strategy of urban cultivation, quality assurance and service productization, continuously improved and perfected the management of ESG-related issues. We also promoted the sustainable development of the Group in depth, continuously enhanced our market influence and brand competitiveness, building an all-rounded living platform with the support of a happy community, and originating infinite happiness.

3.1 About Us

Sinic Holdings (Group) Company Limited (stock code: 2103.HK), headquartered in Shanghai, PRC, is a large-scale and comprehensive property developer that possesses National Class A Real Estate Development Qualification, focusing on the development of residential and commercial properties. Through over ten years of operations, the Group has established a leading position among residential property developers in Jiangxi Province, and expanded into the Yangtze River Delta Region, the Greater Bay Region and the Central and Western China Core Cities and Other Regions with high-growth potential. The Group ranked 35th, 32nd and 34th respectively by CRIC, CREIS and YiHan Think Tank in 2020 among the property developers in the PRC in terms of total sales amount. In addition, the Group was recognized as one of the "Best 30 of 2020 China's Top 100 Real Estate Developers" and "2020 China's Top 100 Real Estate Companies – Top 10 Growth Companies"

by China Real Estate Top 10 Research Group and China Index Institute in 2020. As of 31 December 2020, the total land bank attributable to the Group reached approximately 15.21 million square meters, with 150 property projects at different development stages.

Culminating ten years' of experience, the Group has developed three series of residential properties, namely the "Wan" (灣), "Yuan" (園) and "Yue" (悅) product lines. Their standardization has in turn provided strong assurance to our rapid business expansion. We are committed to providing quality products and services, steadily pushing forward our national layout, and we have successfully listed our shares on the Main Board of the Stock Exchange in November 2019 and included as a constituent of the Hang Seng Composite Index and was included in the "Shenzhen-Hong Kong Stock Connect" in 2020.

Development Milestones of the Group



3.1.1 Brand Recognition

The Group adheres to the corporate cornerstones of “quality + service” and is committed to creating quality products and services with ingenuity. We adhere to the cultural values of five “Sinic Growth Values” constituted by staying customer-oriented with our product offerings, result-oriented prowess, practicality-oriented influences, collaboration-oriented cohesion as well as sunshine and integrity-oriented penetration, and continue to build the Sinic brand.



Corporate Vision

Striving to become an enterprise striving for high living standard



Brand Slogan

Originate Infinite Happiness



Mission of Sinic

Becoming an outstanding enterprise. Happiness originates in the pursuit of perfection beyond expectations



Brand's Character

Energetic, courageous, pragmatic and efficient



Positioning of the Brand

Brand New Quality and Pioneering Services



Core Competitiveness

Rapid decision-making Precise layout Steady growth

Rapid - Rapid decision-making to guarantee its efficiency

Precise - Precise layout to maintain its strategy

Steady - Steady growth to safeguard its development

During the Reporting Period, the Group is committed to and have received wide-spread recognitions for our quality management efforts, We won various awards, including but not limited to the following awards:

1. Sinic Holdings was awarded the “2020 Most Influential Real Estate Enterprise” at the 3rd China's Golden Building Award presentation ceremony organized by chinalou.cn and China Urban Agglomeration Research Center
2. Sinic Holdings was awarded the “2020 Craftsmanship Enterprise” at the 2020 China's Enterprise Competitiveness Annual Meeting organized by China Business Journal and China's Economic Future
3. Sinic Holdings was awarded the 2020 China Real Estate Best Real Estate Enterprise Awards at the Forum for Top 100 of Real Estate Times in China in 2020 (2020 中國地產時代百強論壇) organized by Guangdong Times Media (廣東時代傳媒集團)
4. The Group was award the “2020 Benchmarking Enterprise” by the Beijing News
5. The Group was award as “The Golden Brick Award for Real Estate of China – Listed Property Company with Excellent Investment Value for 2020” jointly organized by 21st Century Business Herald and the Organizing Committee of Boao 21st Century Real Estate Forum
6. The Group was awarded as the “Stable Operation Enterprise” at the 12th China Real Estate Seminar and 2020 China Real Estate Annual Honor Awards (第十二屆地產中國論壇暨 2020 中國房地產年度紅榜) organized by house.china.com.cn of China Internet Information Center





3.2 Corporate Governance

Good corporate governance is critical for the Group to maximize corporate value and formulating the sustainable development strategy. Strictly abiding by the Company Law of the People's Republic of China and the regulatory requirements of the Hong Kong Stock Exchange, we have established an efficient and reasonable governance structure for listed companies, strictly regulated risk management and control processes, and continuously improved management transparency and responsibility traceability to improve company value and guarantee the interests of shareholders and other stakeholders.

3.2.1 Risk Management and Internal Control

The Group strictly abides by the Audit Law of the People's Republic of China and other laws and regulations against corruption and bribery. We have established an effective risk management and internal control mechanism to carry out comprehensive risk control. We ensure the Group's compliance and sound operation by tracking local regulatory requirements, keeping up-to-date our policy procedures and follow-up mechanisms, organizing regular training and implementing internal controls, so as to prevent non-compliance and effectively control risks.

The Board comprises five Directors, including two Executive Directors and three Independent Non-Executive Directors. The Board is responsible for and has general powers over the management and the conduct of our businesses. The Board consists of three committees: the Audit Committee, the Nomination Committee and the Remuneration Committee.

Please refer to the "Corporate Governance" section of the Group's 2020 Annual Report for further information on our corporate governance.



3.2.2 Anti-corruption and Promotion of Integrity

Integrity construction is one of the indispensable elements for the stable development of enterprises. The Group is committed to building an open, transparent and accessible new business civilization to resolutely crack down on any corruption. The Group strictly observes laws and regulations including the Criminal Law of the People's Republic of China, the Anti-unfair Competition Law of the People's Republic of China and the Anti-money Laundering Law of the People's Republic of China as well as the Prevention of Bribery Ordinance and the Anti-Money Laundering Provisions for Financial Institutions in Hong Kong. The Group has formulated a series of internal policies including the Anti-bribery Compliance Manual of Sinic, Management Measures for Anti-Money Laundering of Sinic, Prevention of Inside Transactions and Interests Conflict Investment Transaction System of Sinic and Guidelines Code of Conduct and Accountability of Employees, which specifies the responsibility of relevant functional departments and positions for anti-fraud as well as the definition, classification and accountability mechanism of integrity and discipline violations, and regulates the reporting channels and investigation and handling mechanisms.

The Group has established an Audit and Supervision Center to actively carry out anti-corruption supervision and encourage reporting of violations of discipline by formulating relevant anti-

fraud management standards, strengthening communication and cooperation with law enforcement and judicial departments, as well as keeping abreast of the latest national policies and technical means to combat corruption. We will organize publicity and training activities for integrity education, and comprehensively establish the Group's integrity system. The Group also conducted integrity supervision on a regular basis and timely detected integrity and discipline violations through routine supervision, special investigation, preliminary investigation of doubtful cases and special case handling. At the same time, through the audit and supervision channels of the peers, we strengthened the background checks of the proposed senior management, and strictly scrutinized the selection criteria.

In addition, we require employees to sign the Anti-Commercial Bribery Agreement at the same time of entering labour contracts with them. We also require all employees to register various gifts received from cooperating entities/individuals and potential cooperating entities/individuals in the course of daily work and external exchanges by formulating the Guidelines on Registration of Gifts Received by Employees, so as to maintain the integrity and self-discipline in external exchanges as well as internal operation and management activities of all departments and employees.

In order to further regulate the behaviours of all employees, the Company formulated and implemented the Sinic Eight Red Lines and the Accountability System of the Red Line Behaviour. We regard the employees' acts as one of the evaluation standards directly linked to individual growth, promotions and demotions, increase and decrease in salary, and personnel retention. We supervise the implementation of the Eight Red Line items through three methods, namely self-inspection and self-correction, audit review as well as disclosure by the Human Resources and Administrative Center. In order to strengthen the supervision on the implementation of Red Line items, we have also set up the "Chairman Orange Mailbox" to supervise the entire implementation process of Red Line items through online and offline mailboxes, while collecting reasonable suggestions from our employees.



Letter of Commitment of the Chairman Orange Mailbox

The Group has established whistle-blowing mechanism and keeps the personal information of the complainants strictly confidential. The Group's reporting mailbox and public account reporting channel are specially commissioned, and our logbook will not record any information related to the complainants' personal identity. The commissioner handling the reports shall report the complaint that needs to be handled directly to the head of the Anti-Corruption Supervision Department. For anonymous whistle-blowers who need to be contacted, only the person in charge of the Anti-Corruption Supervision Department shall make one-way contact with the whistle-blower. For matters requiring the proof from the whistle-blower, we will discuss with the whistle-blower to complete the authentication of important matters without disclosing his/her identity through various methods of evidence conversion.

Whistle-blowing by telephone:
021-34032110 · 0791-88141110

Whistle-blowing by E-mail:
jubao@xinlizzd.com

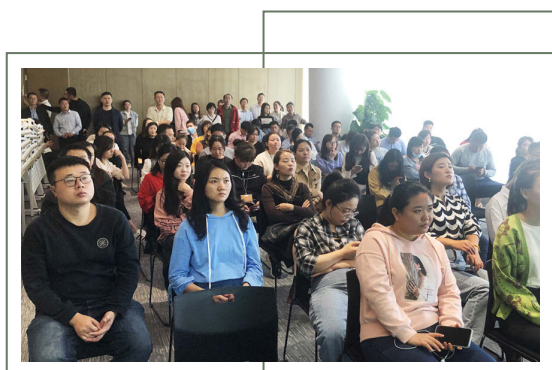


Whistle-blowing in writing or in person:

The Audit and Supervision Center
7th Floor, Hongqiao Vanke Center T6,
No. 988 Shenchang Road, Minhang District,
Shanghai
Postal Code: 20110

"Sunshine Sinic" WeChat public account

During the Reporting Period, the anti-corruption system of the Company operated effectively. In order to constantly raise the awareness and level of anti-corruption of our employees, the Group proactively organized various trainings related to the anti-corruption. We carried out 2 anti-corruption trainings during the Reporting Period, covering the all levels of the Group. At the same time, we conducted anti-corruption training for marketing business line, channel business line and "New Talent Plan" business line according to the human resource training arrangement. We carry out national anti-corruption lecture tour once a year, and conduct new employee induction and anti-corruption training from time to time. The anti-corruption training focuses mainly on the current national policies, laws and regulations, the general environment of enterprise development, the relevant rules and regulations of the Group, the construction in various aspects of the Group's anti-corruption work, and the anti-corruption cases investigated and handled by the Group.



Anti-corruption Training in 2020



3.2.3 Communication with Investors

Adhering to the open and transparent operating philosophy, Sinic Holdings actively protects the legitimate rights of investors, and constantly strengthens the communication and interaction with investors, and listens to the opinions and suggestions of all parties carefully, to gain the recognition from the market and investors on the Group's value with its performance, promoting healthy development of the capital market.

Despite it has been listing for only three months, the Group was included in Hang Seng Composite Index on 22 February 2020, and officially included in the Shenzhen-Hong Kong Stock Connect on program 9 March 2020. In addition, the Group has also received overall positive reviews from a number of domestic and overseas investment banks such as CMB International Capital Limited, CCB International Capital Limited, BNP Paribas, BOCI Asia Limited, Guotai Junan Securities (Hong Kong) Limited, Standard Chartered Bank, Barclays Bank PLC, Citibank, Merrill Lynch (Asia Pacific) Limited, and CRIC Securities Company Limited.

The Group actively maintains effective communication with investors on a regular basis through various channels such as telephone, e-mail, information announcements, results presentations, press conferences and investor promotion conferences, so as to continuously improve investor relations management and drive our best practices with a responsible attitude towards the investment community at large. During the Reporting Period, our major investor activities included:



Company visits/meetings/
telephone conversations with
credit and equity analysts

more than
100 times



Media conference and
investor meetings:

Annual Results for the
Financial Year **2019**

Interim Results for the
Financial Year **2020**



Media coverage, approximately

3,000+ times



Conversations through e-mail and
telephone with approximately

2,000 investors
on a regular basis



Global non-transactional
roadshow

43 Meetings

Details of the global non-transaction roadshows conducted by the Group during the Reporting Period are set out as follows:

Event/Meeting	Organizer	Time	Location
Huatai HK Research China Property & Property Management Corporate Day	Huatai Securities	2020.1.7	Hong Kong, the PRC
15th Scaling New Heights Asia Investment Forum 2020	Financial PR	2020.1.10	Shenzhen, the PRC
20th UBS Greater China Conference	UBS	2020.1.13	Shanghai, the PRC
Credit Day for Enterprises in Asia	Barclays Bank PLC	2020.1.14	Hong Kong, the PRC
Guoyuan Securities Investor Conference	Guoyuan Securities	2020.1.15	Shenzhen, the PRC
Bonds non-transactional roadshow	CMB International	2020.1.23	Hong Kong, the PRC
Bonds non-transactional roadshow	Barclays Bank PLC	2020.2.12	Hong Kong, the PRC
Bonds non-transactional roadshow	Guotai Junan	2020.2.21	Hong Kong, the PRC
Bonds non-transactional roadshow	UBS	2020.2.24	Hong Kong, the PRC
Telephone conference for results roadshow	Guotai Junan	2020.4.1	Hong Kong, the PRC
Telephone conference for results roadshow	UBS	2020.4.1	Hong Kong, the PRC
Telephone conference with fixed income investors	CMB International	2020.4.2	Hong Kong, the PRC

Event/Meeting	Organizer	Time	Location
Telephone conference for results roadshow	UBS	2020.4.3	Hong Kong, the PRC
Telephone conference for results roadshow	CCB International	2020.4.3	Hong Kong, the PRC
Result roadshow in Europe	Barclays Bank PLC	2020.4.3	Paris
Non-transactional roadshow investors conference	BNP Paribas	2020.4.7	Hong Kong, the PRC
Global bonds investors conference	Deutsche Bank	2020.4.7	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Guotai Junan	2020.5.27	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Guotai Junan	2020.5.28	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	UBS	2020.6.2	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	UBS	2020.6.4	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Institutional Capital Advisory	2020.6.4	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Merchants Securities	2020.6.4	Hong Kong, the PRC
Telephone conference for transactional roadshow	Guotai Junan	2020.6.11	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	In progress	2020.6.23	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Citibank	2020.6.24	Hong Kong, the PRC
Telephone conference for results roadshow	Guotai Junan	2020.9.1	Hong Kong, the PRC
Telephone conference for results roadshow	UBS	2020.9.1	Hong Kong, the PRC
Telephone conference for results roadshow	CMB International	2020.9.1	Hong Kong, the PRC
Telephone conference for results roadshow	UBS	2020.9.2	Hong Kong, the PRC
Telephone conference for results roadshow	BOCI	2020.9.2	Hong Kong, the PRC
Telephone conference for results roadshow	CCB International	2020.9.2	Hong Kong, the PRC
Telephone conference for results roadshow	CCB International	2020.9.3	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Institutional Capital Advisory	2020.9.25	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Haitong International	2020.10.8	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Bank of America Securities	2020.10.12	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Barclays	2020.10.28	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Barclays	2020.11.5	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	In progress	2020.11.10	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Zhixin Caijing	2020.11.20	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Bank of America Securities	2020.12.8	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Barclays, BNP Paribas	2020.12.14	Hong Kong, the PRC
Telephone conference for non-transactional roadshow	Barclays, BNP Paribas	2020.12.15	Hong Kong, the PRC



15th Scaling New Height Asia Investment Forum 2020



2020 Annual General Meeting



Barclays Bond Summit



2020 Annual Results Announcement

Mr. Zhang Yuanlin, the Chairman, CEO and the executive Director of Sinic Holdings, Mr. Liu Xiang, the executive vice president, and Ms. Tu Jing, the executive Director and the deputy general manager of the Operation and Managements Center released result announcement in Shanghai; Mr. Hui Chun Yip, the CFO of Sinic Holdings, and Ms. Zhao Hui, the deputy general manager of Hong Kong office and the general manager of the Capital Market and Corporate Communications Department released result announcement in Hong Kong.



During the Reporting Period, the effectiveness and capital market performance of the Group's outstanding investor relations management have received ample recognition.

Honours	Awarding organizations	Time of award
2019 Golden Hong Kong Stocks The Most Popular New Stock Company	Zhitong Finance and Royal Flush Finance	January 2020
Best Investor Relations Innovation Award Best Leader Award	The 3rd China IR Excellence Awards	January 2020
Four awards at the 6th Investor Relations Awards: Beat Investor Relations Company (New Listed Company) Beat Investor Meeting Best Investor Relations Officer Best Investor Relations Team	Hong Kong Investor Relations Association	September 2020
34th International ARC Annual Report Awards: "Property Development: Residential" Category Bronze Award – Chairman's Report	International ARC Annual Report Awards	September 2020
Best Listed Company in Greater China – Best IR Team Award 2020	Gelonghui	November 2020
Best Investor Relations (Med-cap Enterprise) Best Investor Relations – Finance (Including Real Estate) Best Investor Relations – China Best Investor Relations Officer (Mid-cap Enterprise)	IR Magazine Awards	December 2020
Top 50 Newly Listed Companies	Top 100 Hong Kong Listed Companies Research Centre	December 2020
2020 Galaxy International Annual Report Awards: "Annual Report-Graphic/Text – Silver Award" and "Corporate Image – Silver Award"	Galaxy International Annual Report Awards	December 2020
Titanium Award Social Responsibility – Affordable Housing	The Asset	December 2020

- Top 100 Hong Kong Listed Companies Research Centre – Top 50 Newly Listed Companies
- 2020 Greater China Best Listed Company Award Best IR Team Award
- Four awards at the 6th Investor Relations Awards: Beat Investor Relations Company (New Listed Company) Beat Investor Meeting Best Investor Relations Officer Best Investor Relations Team
- The 4th China IR Excellence Awards Best Capital Market Communication Award Best Leader Award
- The Asset Titanium Award Social Responsibility – Affordable Housing
- Investors Relations Best Investor Relations (Med-cap Enterprise) Best Investor Relations – Finance (Including Real Estate) Best Investor Relations – China





3.3 ESG Governance

The effective ESG governance mechanism is an important fundamental factor for the Group to achieve the sustainable development. The Group has established and continuously improved the ESG governance structure, which clarifies the authorities and responsibilities of our employees at all levels, identifies material ESG issues of the Group through continuous and effective communication with stakeholders, includes them in the consideration of the Group for its operation decisions and persistently improves our level of ESG governance.

3.3.1 ESG Governance Mechanism

The Group has built a top-down ESG governance structure and is committed to translating our sustainability philosophy and commitment to stakeholders into specific actions. We have established a two-tier governance structure, which consists of the Board and the ESG Working Group. The Board is responsible for the Group’s ESG strategy and reporting, as well as assessing and defining the risks associated with ESG and ensuring that the Group has appropriate and effective ESG management and internal control systems in place. In particular, ESG risks are identified and assessed using the relevant requirements of the Group’s risk management and internal control mechanism.

The ESG working groups established under the Board comprise functional departments of the headquarters and major branches of the Group, which are responsible for implementing the Group’s ESG strategies and relevant actions.



Structure of ESG Governance of the Group	
The Board	<ul style="list-style-type: none"> Control ESG-related risks and approve ESG-related policies and reports
The ESG Working Group	<ul style="list-style-type: none"> Assist the Board in handling ESG-related work and reporting them to the Board Review, formulate and approve the ESG visions, objectives and strategies of the Group Review the major trends, risks and opportunities of Corporate ESG Review and assess the adequacy and effectiveness of ESG management system of the Group Identify matters that have a significant impact on the Group’s operations and/or the interests of other important stakeholders Review and monitor, adopt and update ESG policies and practices of the Group Implement comprehensively the Group’s ESG strategy and relevant actions

3.3.2 Communication with Stakeholders

To achieve sustainable business growth, it is necessary to have a clear understanding of major stakeholders' evaluation and expectations of business operations. We attach great importance to communication with major stakeholder groups. Considering that stakeholders have an interest in or are affected by the Group's business, we establish regular and diversified communication channels to continuously understand the needs of stakeholders and take them into consideration in the Group's operational decisions. The table below sets out the expectation and demands of concern in respect of various stakeholder groups during the Reporting Period, as well as the major methods of communication between the Group and those major stakeholders.

Stakeholder Groups	Expectation and demands	Communication Channels
Employees	<ul style="list-style-type: none"> – Labour Standards – Safety and Health of the employee – Training and promotion system for the employees – Employee care 	<ul style="list-style-type: none"> – The Chairman's Orange Mailbox – Sinic Morning Meeting – Employee Feedback Meeting – Surveying on employee's dedication to the work
Property owners	<ul style="list-style-type: none"> – Innovations in research and development – Product quality and customer service – Customer satisfaction and handling of complaints – Security and privacy protection of consumers' information – Compliant and reasonable marketing 	<ul style="list-style-type: none"> – Customer satisfaction surveys – 400 Service Supervision Hotline – Yue Service WeChat Official Account
Investors/Shareholders	<ul style="list-style-type: none"> – Economic performance – Financial condition – Strategy and development – Operating condition – Environment, Social and Governance 	<ul style="list-style-type: none"> – General meetings/Extraordinary General Meetings – Results presentation – Press releases/announcements/annual reports/corporate communications – Roadshow activities – Investor Meetings
Partners (contractors, suppliers)	<ul style="list-style-type: none"> – Anti-corruption control – Supplier Management – Respect for and protection of intellectual property rights 	<ul style="list-style-type: none"> – Exchange conferences with partners – Suppliers' qualification review – Visits to and assessment of the suppliers
Public welfare organizations and community organizations	<ul style="list-style-type: none"> – Community development and social welfare – Support for the implementation of national policies 	<ul style="list-style-type: none"> – Annual Report of the Sinic Foundation – Press Releases/announcements – Public welfare volunteer activities
Government and regulatory authorities	<ul style="list-style-type: none"> – Anti-corruption control – Against unfair competition – Compliant and reasonable marketing – Support for the implementation of national policies – Contribution to the industry 	<ul style="list-style-type: none"> – On-site surveys – Communication by telephone – Regular reports and announcements



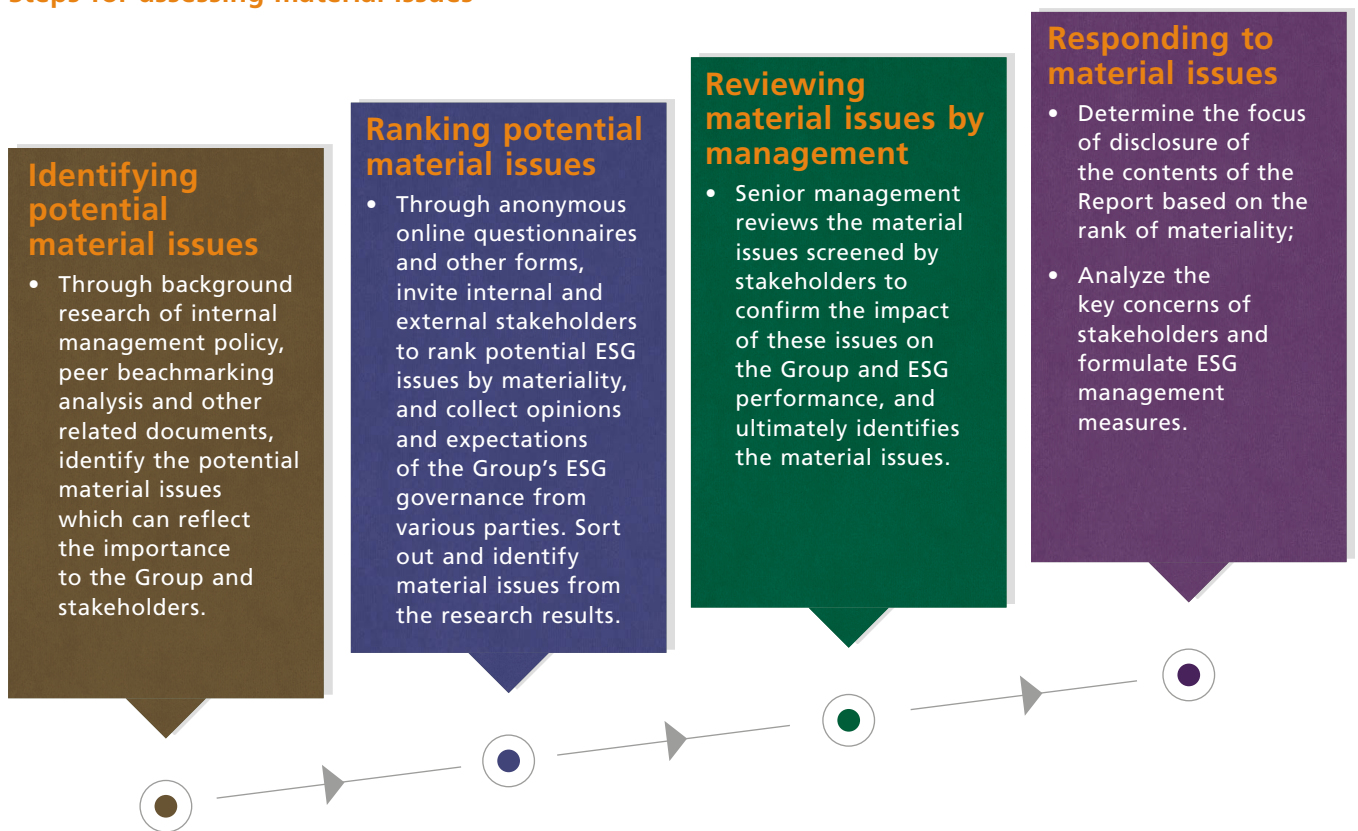
3.3.3 Material ESG Issues

Material issues are those that pose significant environmental and social impacts resulting from the Group's business operations, and expectations from stakeholders.

The Group continues to improve the process of identifying and determining the materiality of ESG issues so as to make targeted disclosures on material issues in response to the concerns of stakeholders on our fulfillment of social responsibilities, and to strengthen the management of material issues in our daily operations. Based on the survey results of material issues in 2019, we review and identify relevant ESG issues by referring to the HKEX's Environmental, Social and Governance Reporting Guide and combining the results of peer benchmarking analysis. Subsequently, the Group collected stakeholders' opinions in the form of questionnaires and analyzed

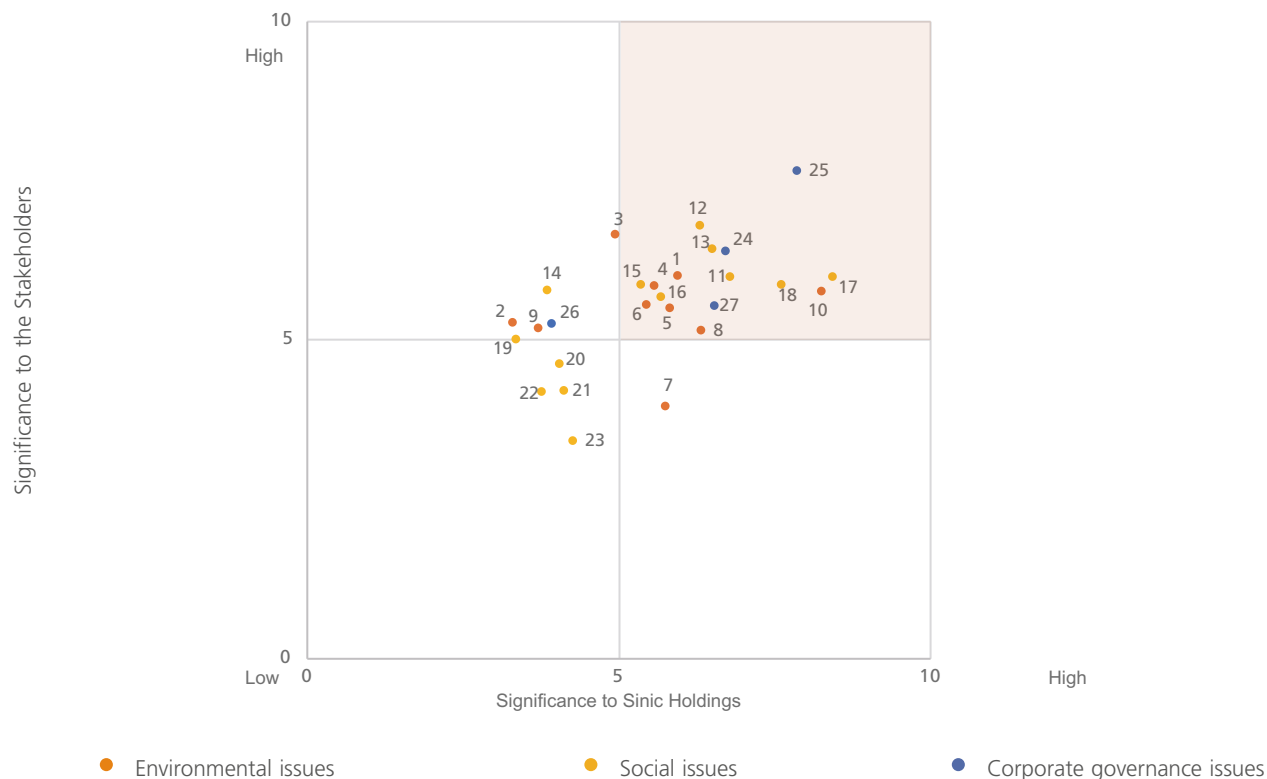
peer development trends with due consideration to the nature of the business and development strategies, assessed and screened the material issues during the Reporting Period, and obtained materiality analysis results concerning the impact of the issues on the Group and stakeholders. The analysis results are reviewed by the Company's senior management and the final material issues are highlighted in the Report.

Steps for assessing material issues



During the Reporting Period, the key stakeholders we identified included the Board of Directors of the Company, the management of the Company, the general staff of the Company, the government and regulatory authorities, investors, clients, partners and adjacent communities. Based on the strategic planning and development status of the Group, we identified a total of 27 issues in the three ESG aspects. We collected the opinions on the materiality of issues from the key stakeholders of the Group in the form of questionnaires, receiving a total of 1,093 replies and establishing 16 material issues. Such issues will be taken as important factors for the Group to consider its future direction of sustainable development and will also be disclosed in detail henceforth.

Matrix of Material ESG Issues of Sinic Holdings



Material ESG Issues of the Group in 2020 (the material issues shall be shown in bold in the table)

Environmental issues

- 1 **Energy management**
- 2 Greenhouse gas emissions
- 3 Air pollutants emission
- 4 **Wastewater discharge**
- 5 **Waste management**
- 6 **Water resources management**
- 7 Consumption of materials
- 8 **Protection of environment and natural resources**
- 9 Response to climate change
- 10 **Green buildings**

Social issues

- 11 **Employment and labour practice**
- 12 **Health and safety of the employees**
- 13 **Training and promotion system for the employees**
- 14 Labour Standard
- 15 **Supply chain management**
- 16 **Innovations in research and development**
- 17 **Product quality and customer service**
- 18 **Property owners satisfaction and handling of complaints**
- 19 Respect for and protection of intellectual property rights
- 20 Security and privacy protection of consumers' information
- 21 Community development and social welfare
- 22 Employee care
- 23 Contribution to the industry

Corporate governance issues

- 24 **Anti-corruption control**
- 25 **Compliance operation**
- 26 Against unfair competition
- 27 **Response to national policies**



Uparalleled services

building the future with our customers





4. Unparalleled Services, Building the Future with Our Customers

Sinic Holdings has always adhered to the strategic orientation of “quality+ service”, positioning the brand with “Brand New Quality and Pioneering Services”. Based on its accurate prediction of the market and persistent pursuit of high quality, and in order to continuously improve its capability of project positioning, product research and development, quality control and service management, Sinic Holdings has always taken its first step from the “customers’ needs”.



4.1 Research and Development of Innovated Products

We adhere to the research and development philosophy of “consistently pursuing quality” through persistent exploration and innovation, from commercial development to urban facilities, we integrate resources like commercial facilities, home services, new retail with the latest technology, and provide the customers with the true “superior quality and splendid life”.

4.1.1 The Propositions with Our Products

After ten years of relentless polishing, Sinic Holdings has now formed eight product lines from three major series, covering whole series of residences, urban complexes and commercial innovation projects. We never cease to innovate, keep abreast of market changes, and strive to meet the diversified needs of urban residents with our products. So that further improve the urban living experience and help promote the regional economy.



Whole Series of Residential Properties

- The “Wan” Series
- The “Yuan” Series
- The “Yue” Series



Urban Complexes

- Community-based Commercial Entities
- District Commercial Complexes
- Urban Commercial Complexes



Commercial Innovation Projects

- Multi-use apartments
- Grade A office buildings

The Group continues to explore the ideal living community model to provide an ideal living environment for our customers. Combining excellent resources, strong features and high standards, driven by 5S Residential Zone standards, we upgrade the living experience and strive to build a leading industry customer service guarantee system.



New products

Healthy home product standard
DC (Design Standard)



New quality

Engineering high quality standard
BS (Building Standard)



New experience

Real estate service standard
ES (Experience Standard)



New services

Community property service standard
SS (Service Standard)



New guarantees

Customer value assurance standard
CS (Customer Standard)

Residential Zone” Standards

We implement the strategy of "consistently pursuing quality" throughout the research and development as well as service processes. We infuse our products with unique humanistic attentions through our three major assertions, namely, fineness and delicacy; the care for our customers of all ages; and security.

Three major assertions of Sinic's Products



The new assertion of fineness and delicacy

Infuse the full life cycle of our products with Sinic Holdings' s aspirations for fineness and delicacy.



The assertion of care for our customers of all ages

We not only care for the growth of each child and the vitality and health for all from an all-age, healthy and caring perspective, we also encompass in-depth socialization for the whole community.



The assertion of security

In the field of intelligent security, both outdoors and indoors of SINIC 4.0 products have been fully upgraded.



The new assertion of fineness and delicacy Exquisite public areas

Exquisite homeward transit

Exquisite public areas (aboveground)

Exquisite public areas (underground)

Exquisite attention to detail of the craftsman

We guarantee the best experience for homeward owners by car or on foot with the warmth of the designs in the ground floor lobby, the intimate drop-off and pick-up system, the elevator arrival light, the luxurious ceremony porch configuration and so on.



Scenic Experience for Homeward Owners by Car

Scenic Experience for Homeward Owners on Foot



The care for our customers of All-age Socialization

Socialization for people of all ages

Children's needs of all ages

Healthcare for people of all ages

We pay attention to the needs of children at every stage of their development and create a fun and educational environment for children through the interactive design of outdoor, elevated and indoor spaces.



Huizhou Sinic City Time Garden



Children's Section of the Living Hall



The security Intelligent security

The Sensorless Path Home (無感歸家路)

Surrounding Security

Smart Cloud Dwelling

The Eyes of an Angel

We set up "very 6 + 1" electronic fences outside and set up star-level full-color face recognition cameras which work 24 hours a day at the entrances and exits of the community. There is no dead corner for the cameras, which makes face recognition at night clearer. Internally, we create a senseless way for property owners to return home. Even without the door keys or password, the property owner can use the facial recognition to pass through smoothly. Putting aside the trouble of being "locked out of the door", the smart home experience is upgraded again, and the Smart Cloud Dwelling system could help property owners turn on multiple devices in multi-scenes with a single click.



4.1.2 Product Design and Innovation

The Group further strengthened the construction of product research and development system and improved the research and development management process through a series of measures including simplification of system integration, improvement of standards and supplemental optimization of control tools, formulating and implementing the Management System of the Product Research and Development Center. During the Reporting Period, we continued to improve the System of Product Research and Development Center, including the adjustment and update of the work guidelines, through which five sets of work guidelines were established, namely the Guidelines for the Design Management Department of Product Research and Development Center, the Guidelines for Evaluation on Design Employees of Sinic Real Estate, the Operational Guidelines for Collaborative Project Design, Rules for Joint Countersigning of Elevator Reserved and Embedded Drawings and Rules for Management of Locked Version Construction Drawings of Sinic Real Estate Design Line. We have also updated 15 management and

control forms and set up 38 key management and control points to ensure the effective implementation of the management and control system. At the same time, we have upgraded the decoration scheme, formed a standardized scheme for aluminum alloy parts, and prepared the night lighting design, etc., to provide the optimal research and development output.

During the Reporting Period, the Group's professional systems standardization and standard modules of architecture, MEP, landscape and interior design further matured and were steadily promoted and implemented on projects. The Group continuously upgraded its product development programs including unit type, facade and interior design, and developed 149 product standardization programs, including 20 architectural floor plan unit type upgrade programs, 106 architectural facade upgrade programs and 23 decoration upgrade programs.

During the Reporting Period, we won 52 awards nationwide for our excellent product design and superior quality.

2020 Products Awards

2019-2020 Aesthetics Vogue Awards

- Extreme Architectural Aesthetics (Award of Excellence) – Hefei Sinic & Rsun Lake Park
- Extreme Architectural Aesthetics (Award of Excellence) – Pingtan Sinic & Jinhai Wan
- Landscape Design Special (Award of Excellence) – Nanchang Sinic & Jiang Yue
- Top 10 Outstanding Residence in China – Hefei Sinic & Rsun Lake Park

The 2nd LAIAWARD Real Estate Landscape Award Landscape Ingenuity Award

- Wuxi Sinic & Feicui Wan (Award of Excellence)
- Nanchang Sinic City (silver award)

2019 Chengdu Housing and Real Estate Association

- Benchmark Project for Product Innovation – Chengdu Sinic & Dong yuan

2019-2020 the 6th CREDAWARD Real Estate Design Award China

- Pingtan Sinic & Dingxin Jinhai Wan – Residential Project (Award of Excellence), Interior Design (Award of Excellence)
- Pingtan Sinic & Dingxin Yuehai Wan – Landscape Design (Award of Excellence)
- Nanchang Sinic & Precious Jade – Landscape Design (Award of Excellence)
- Nanchang Sinic & Jiang Yue – Landscape Design (Award of Excellence)

CRIC Cost Effective Project Top 30 for the First Half of the Year of 2020

- Selected as the Cost Effective Project Top 30 for the First Half of the Year of 2020 – Chengdu Sinic & Dong Yuan

The Best Pre-sale Property of the Year in the 15th Kinpan Award

- Chengdu He Yuan (Sichuan and Yunnan Region)
- Chengdu Li Yuan (Sichuan and Yunnan Region)
- Chengdu Dong Yuan (Sichuan and Yunnan Region)
- Wuxi Sinic & Feicui Wan (Southern Jiangsu Region)
- Pingtan Sinic & Dingxin Jinhai Wan (Fuzhou and Shenzhen Region)
- Pingtan Sinic & Dingxin Yuehai Wan (Fuzhou and Shenzhen Region)

Best Real Estate Sales Award in the 15th Kinpan Award

- Nanchang Hongda Sinic & Heyue Binjiang (Central China Region)
- Hefei Sinic & Dong Yuan (Central China Region)
- Hefei Sinic & Rsun Lake Park (Central China Region)
- Pingtan Sinic & Dingxin Jinhai Wan (South China Region)

Best Major Layout Award in the 15th Kinpan Award

- Model House of Pingtan Sinic & Dingxin Yuehai Wan (Southern China Region)

No.1 in terms of Best Comprehensive Housing in the 15th Kinpan Award

- Huizhou Sinic City (Guangdong Region)

2020 Products Awards

2020 Human Settlements Award

- Hefei Sinic & Rsun Lake Park – Building and Landscape (Two Golden Awards)
- Hefei Sinic & Dong yuan – Building and Interior (Two Golden Awards)
- Nanchang Sinic & Dong Yuan – Integrated Golden Awards
- Nanchang Hongda Sinic & Heyue Binjiang – Integrated Golden Awards
- Pingtan Sinic & Dingxin Jinhai Wan – Integrated Golden Awards
- Chengdu Sinic & Chengdu Xiyue – Building and Landscape (Two Golden Awards)
- Chengdu Sinic & Dong Yuan – Integrated Golden Awards
- Wuxi Sinic & Feicui Wan – Integrated Golden Awards

APDC Design Award for Interior Space (Excellent Piece of Work)

- Sales Office of Pingtan Sinic & Dingxin Jinhai Wan

15th Kingpan Award – Awards for Best Delivery Area

- Nanchang Sinic & Dong Yuan (South Region)
- Nanchang Sinic & Hupo Yuan (South Region)
- Nanchang Sinic & Xi Yuan (South Region)

15th Kingpan Award – Awards for Best Demonstration Area

- Hongda Sinic & Heyue Binjiang (South Region)
- Nanchang Sinic & Dong Yuan (South Region)
- Hefei Sinic & Rsun Lake Park (South Region)

2020 CRIC Quality Works Evaluation Top 30

- Wuxi Sinic & Feicui Wan

2020 Ideal Architecture Festival – Best of Category Award (General Category)

- Nanchang Sinic & Time Square

National Competition in General Category in the 15th Kinpan Award

- Pingtan Sinic & Dingxin Jinhai Wan (Best Pre-sale Property – Residential (Rigid Demand Series) No.1 in China)
- Wuxi Sinic & Feicui Wan (Best Pre-sale Property – Residential (Rigid Improvement Demand Series) No.3 in China)
- Chengdu Sinic & Dong Yuan (Best Pre-sale Property – Residential (Improvement Demand Series) No.6 in China)
- Pingtan Sinic & Dingxin Yuehai Wan (Best Pre-sale Property – Residential (TOP series))
- Huizhou Sinic City (Best Residence No.2 in China)

National Competition in Space Category in the 15th Kinpan Award

- Model House of Pingtan Sinic & Dingxin Yuehai Wan (Best Major Layout) (No. 4 in China)
- Sales Office of Pingtan Sinic & Dingxin Jinhai Wan (Best Sales Space)
- Sales Office of Hefei Sinic & Rsun Lake Park (Best Sales Space)

Exemplary Data Intelligence Applications in the 10th Golden Bell Award

- Data Services for Life, One-Stop Smart Community (Data Platform Efficiency Award)

Annual Real Estate Product Innovation Enterprise Award in the 15th Kinpan Award

- Sinic Holdings (Group) Company Limited



On 21-23 December 2020, International Kinpan Week 2020 was held at the Guangzhou Poly World Trade Center Exhibition Hall, where property developers and high-quality property companies gathered and real estate benchmark projects were showed, which demonstrates the strongest products in the property industry this year. 18 projects of Sinic have stood out from 27 competition regions and 3,705 finalists across the country, and won 27 awards in total. It has been selected into the List of TOP 15 of the Year in the Kinpan Award. The "Yuan" Series of Sinic ranked third among the 15th Kinpan Award for Improvement Demand Series.

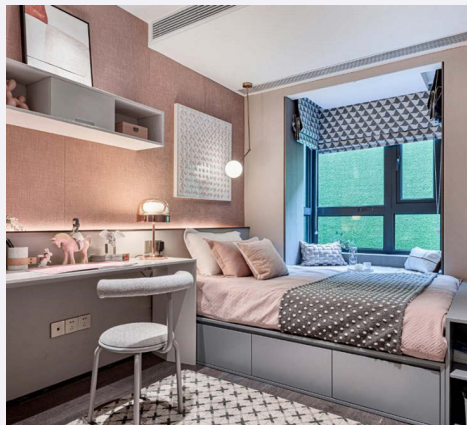




2020 Products Awards

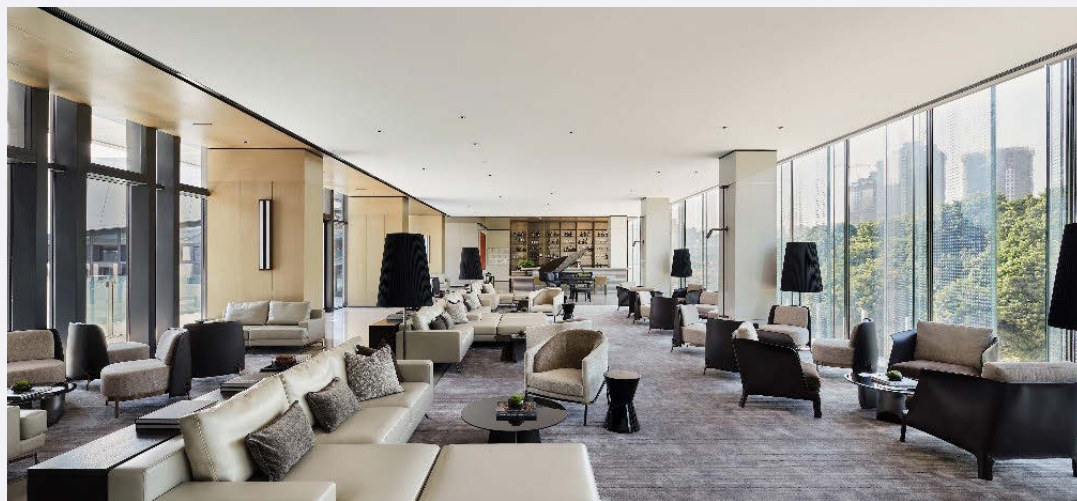


As a well-known design life aesthetic platform in the property industry, "2019-2020 Aesthetics Vogue Awards" gathered various original works in the global real estate and design fields. In 2020, a total of 749 projects were submitted for competition and Sinic won a total of 4 Design Awards in Aesthetics Vogue Awards.

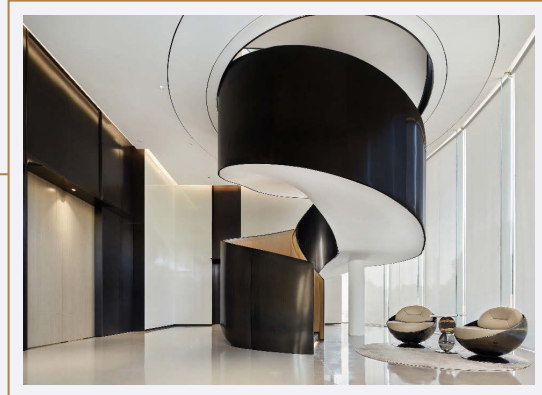


In 2020, Model House of Pingtan Sinic & Dingxin Yuehai Wan won Best Major Layout Award in the 15th Kinpan Award for ranking fourth in China.

2020 Products Awards



From 2020 to 2021, Guangzhou Sinic & Hai Shi Zhou Yue Project, leveraging on its cutting-edge design concept, outstanding display effect and excellent product power, has successively won two product awards, i.e. the Aesthetics Vogue Awards for Special Excellence in Space Design (Zhou Yue Experience Center) and the Aesthetics Vogue Awards for Top 10 Outstanding Residences in China.





4.1.3 Product Quality Assurance

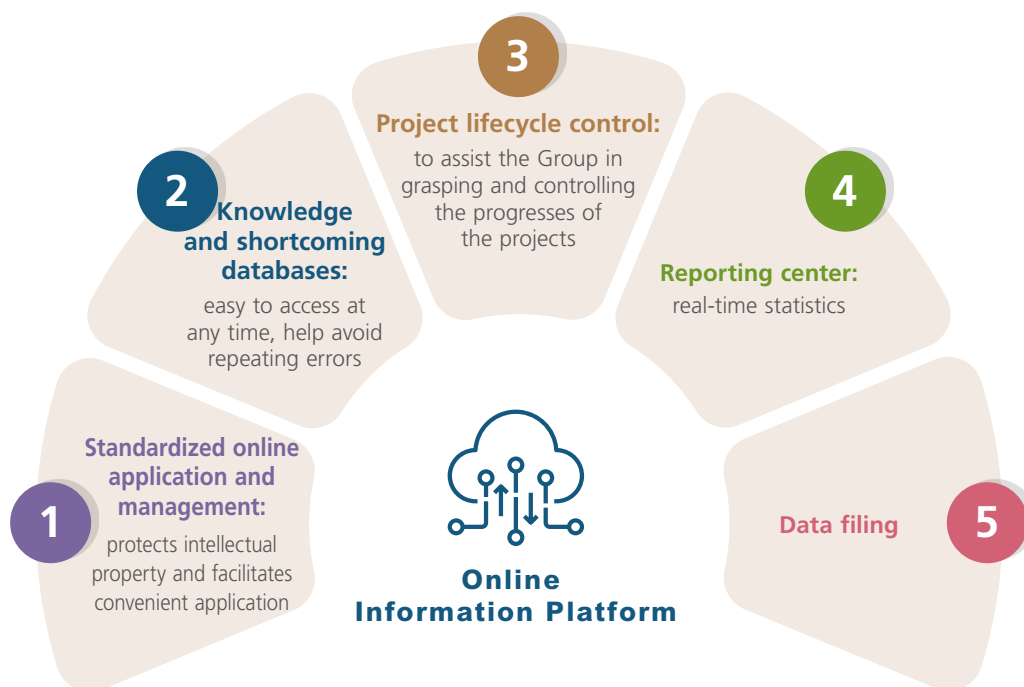
As Sinic Holdings brand’s DNA, “high quality” has been incorporated into every aspect of our sustainable development and has been improved and updated on an on-going basis. From household design to quality construction, from material selection to craftsmanship, we pursue perfection in every detail, we try our best to achieve zero error in each step of the production, and provide products beyond the market standards to show our customers our meticulousness in quality control.

We strictly comply with the Construction Law of the People’s Republic of China, the Regulation on the Quality Management of Construction Projects of the People’s Republic of China and other laws and regulations, and established the “3 + 1” quality control system consisting of the Group’s engineering management center, the branches, the project departments and independent third parties that ensures the effective management and implementation of the Group’s projects.



In order to further improve the Group's engineering management system and ensure the quality of the projects delivered, we have formulated and implemented the seven major systems of Sinic Engineering Management, including the Measures for the Management of Engineering Materials, the Measures for the Evaluation and Management of the Delivery Areas, the Measures for the Evaluation and Management of the Demonstration Areas, the System for the Inspection and Management of Project Stop Points, the System for the Management of Project and Property

Transfers, the System for the Evaluation of Third Party Process, and the System for the Transfer of Work Surface, forming a complete process management system covering incoming material inspection to delivery evaluations. At the same time, the Group also launched an information management platform online. Through online operations, the experience of the platform knowledge base and defect database could be used to avoid repetitive errors, ensuring full-cycle control of the nodes of the project, as well as high-quality project output.



Besides implementing the "Quality adherence" strategy through a sound management system and project implementation regulations, we also promotes our concepts of quality management through systematic training programs and provides trainings on knowledge and skills of engineering management. During the Reporting Period, we conducted a series of themed training sessions on project quality management, full-process management and on-site management for project managers and project directors with our "Growth Plan (聚力计划)". For details, please see the section headed "Promoting Development of Employees".

Taking the industry-leading quality as the benchmark, we have been building and improving persistently the quality and safety control system, and the high-level engineering quality was also recognized by the government authorities and the professionals in the industry. During the Reporting Period, we received the following engineering awards:

2020 Engineering Awards

Standardized Demonstration Site of Construction Safety and Work Safety in Anhui Province

- Lujiang, Hefei

Tengwangge Cup Award

- Nanchang Qinglan Wan

Standardized Demonstration Site of HSE-compliant Construction Works in Nanchang City

- Nanchang Rong Yuan

Standardized Site in Ganzhou City

- Ganzhou Yinhu Wan

Structure Demonstration Site in Ganzhou City

- Ganzhou Yinhu Wan

Gold Award for Quality Landscaping Project

- Nanchang Hupo Yuan



4.2 Improvement of Service Quality

The service awareness enhancement and customer experience optimisation is one of the core value of the enterprise operation of the Group. In order to provide the customer with best service and experience, we have established an industry-leading customer value management system, formulated service productisation strategies by focusing on our “360° Happiness” services, and provided comprehensive service solutions to our customers’ concerns, thoughts and needs for the whole process of “purchasing, handover and living” in their residence, in order to offer home buyers services which are comprehensive, professional and personal, bringing into fruition our vision of “worry-free home purchase, housing quality and living”.



Happy Purchase

- Professional consultants: Standardised contract signing process; fast and convenient home purchase from catalogues
- Open sales: Open home purchase; comprehensive service monitoring
- Fine services: 40 fine services; 8 on-site customer service points



Happy Delivery

- Quality assurance: Comprehensive process quality control
- Tracking services: Reporting construction progress; guidance on delivery process
- Quality handover: Special handover services
- Standardised reporting management



Happy Living

- Professional maintenance: Professional maintenance team; fast response in 15 minutes
- Whole-process monitoring: Self-owned quality properties; 400 monitoring services
- Happiness increase: Continuous improvement of the ancillary system offers customers more opportunities for happiness

“360° Happiness” Customer Service System

4.2.1 Customer Satisfaction Management

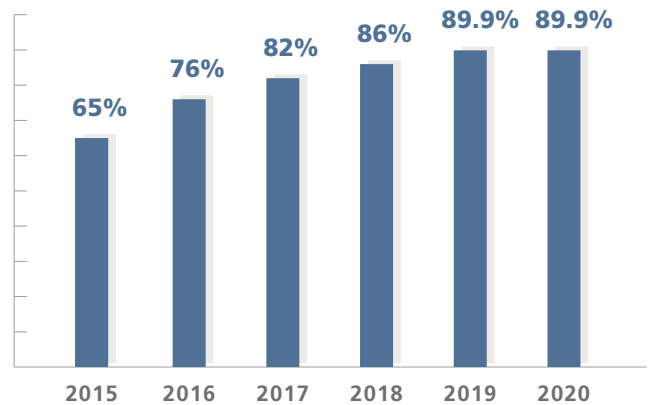
Adhering to our customer service philosophy of “originating infinite happiness”, we endlessly meet and even exceed our customers’ expectations. During the Reporting Period, the Group conducted customer satisfaction research for 6 consecutive years. In order to more comprehensively understand customers’ experiences and feelings before, during and after their sale, we adopted the contact experience coverage mode involving the whole-life cycle while commissioning a third-party consultancy company to carry out customer satisfaction research to ensure the truthfulness and effectiveness of our customer reviews.

In 2020, the Group’s satisfaction research covered over 70,000 customers, who gave a total score of 89.9 for their satisfaction with our service quality, an increase for a six-year streak. In the industry database of the third-party consultancy company involving 110 property companies, we ranked eighth in annual overall customer satisfaction, and amongst various key indicators on satisfaction with services and products, we ranked first in terms of property service in such database of the third-party consultancy company involving 112 property companies, 5th in terms of maintenance services and top places in terms of sales services, handover services and flat design etc..

The Group combined the comments of its customers and data analysis to bolster the continuous improvement and optimisation of quality of its products and services, so as to improve the customer experience. We made customer ratings an important indicator in our employees’ appraisal, in an effort to continuously enhance

the awareness of our entire staff and allow customers to keep experiencing our quality products and personal services, thereby creating true value for our customers.

Customer Satisfaction Research Results



The 2020 research covered over 70,000 customers
Customer satisfaction recorded an increase for a six-year streak

4.2.2 Organisation of Customer Events

The Group continues to promote a more comprehensive, convenient and professional customer service guarantee system on the basis of "360 Happiness" services, so as to provide customers with a full range of services and deliver the "Happiness" services to more families. During the Reporting Period, the Group conducted more than 100 online and offline interactive activities in the community, covering nearly 100,000 owners nationwide. We expect to light up the dream and desire of settling down through our warm smile and sincere service, and make more beauty into daily life.



Mid-Autumn Festival Party – Celebrating National Day and Mid-Autumn Festival

The National Day and Mid-Autumn Festival came in October 2020 at the same time. In the Mid-Autumn Festival Party – Celebrating National Day and Mid-Autumn Festival held by the Group, property owners of more than 80 projects gathered in the Sinic community to enjoy the party together, including magic shows, fancy basketball, dance teams, singers, face-changing performances, sand painting, acrobatics and other programs, bringing joy and happiness to the community.



"Home Together – Sinic Music Festival"

The "Home Together – Sinic Music Festival" was held in November 2020, and more than 3,000 property owners watched the performance together. This festival brings a different audio-visual feast to property owners living in Sinic community. As a large-scale community cultural event, the Group adheres to the vision of "committed to becoming the operator of urban high-quality life", and invests more resources to build a harmonious and beautiful community, friendly neighborhood and harmonious families together with the property owners of the community.



“Photosynthesis Program – 2020 Sinic Home Improvement Initiative”

Inspired by the “photosynthesis” among all living things, the “Photosynthesis Program” is an exclusive maintenance activity launched by the Group in August 2020 to provide free residential maintenance and upgrade services by our dedicated maintenance engineers.

This event covers 40,000 property owners in the community, and it is not only a thoughtful and high-quality service, but also becomes the label and representative of Sinic’s warm community.

4.3 Protection of Customers’ Rights and Benefits

Fully implementing its core values of “open integrity”, the Group has always paid attention to the safety of customers’ privacy, responded to their requests promptly, enhanced the code of conduct for employees and always considered the customers’ rights and benefits as one of the Group’s top priorities.

4.3.1 Protection of Customers’ Health

In order to effectively control the sudden outbreak of COVID-19 epidemic in early 2020 and isolate the risk of virus infection outside the homeland line of defense, nearly 10,000 staffs of the Group have been sticking to the front line of homeland epidemic prevention to carry out strict prevention and control. We have established a safe and healthy line of defense for over 10,000 property owners through the following measures.



Body temperature testing

- **Scientific quarantine and establishment of anti-epidemic line of defense**

During the COVID-19 epidemic, all projects of the Group respond positively to the requirements of epidemic prevention and control by implementing closed management of the community, strictly verifying travel information, taking body temperature testing and disinfecting for people entering and leaving the community, and taking the first step to prevent and control the epidemic in the community.



Disinfection in the residential area

- **Comprehensive disinfection to create a safe environment**

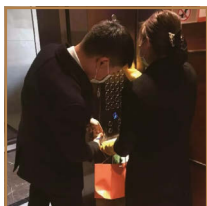
The Group disinfects all garbage cans, lift cars and other public areas in all residential areas in a regular and fixed-point manner to ensure the safety of homes through all-round, zero-dead-angle and high-frequency disinfection treatment.



Material purchase on behalf of property owners

- **Careful arrangements and attentive housekeeper services**

During the period of epidemic prevention and control, property housekeepers regularly visit households for inspection, communicate with property owners about the epidemic, carry out safety publicity on epidemic prevention and control, and purchase living materials, as well as collect and receive express packages on behalf of property owners to ensure their livelihood.

Protection of
public areas

- **Delicate initiatives, sharing and helping each other**

Many property owners took the initiative to share and provide us with valuable suggestions to fight the epidemic, such as providing tissues in the lift cars or putting film at the door access, thus completely blocking the virus out and avoiding crowd contact and cross-infection.



Emergency supplies

- **Emergency preparations to solve worries**

We set up emergency supplies collection points. When property owners are in urgent need of masks, they can pick up masks at the property service center of the residential area as soon as possible, so as to reinforce the health of their family and help prevent and control the epidemic.

4.3.2 Protection of Customers' Privacy

We pay attention to the management and protection of customers' privacy and information security, strictly abide by the Network Security Law of the People's Republic of China and the Law of the People's Republic of China on the Protection of the Rights and Interests of Customers and other relevant laws and regulations, and continuously improve our overall data security and privacy protection.

We devised the Management Regulations on Regulations on Management of Marketing Archives of Sinic Real Estate to clarify the rights and responsibilities of different departments to use and manage customer information and regulate acts including the saving, retrieval, use and transfer of customer information, as well as introducing the Data Backup and Recovery Management System to prevent data losses. Meanwhile, we strengthened the application of information technology, adopted data control, including access control, rights management, and the de-identification of personal sensitive information data, of customer information recorded in Ming Yuan System, which is a customer relationship management system), and provided training in internet data security to constantly bolster customer information security management.

Attaching importance to uniform education for its employees, the Group clarified the confidentiality responsibilities and requirements regarding customer information in the Sinic Eight Red Lines, promptly reminded and regulated the behaviours of its employees, and requested all employees to meet their obligation to maintain confidentiality of all customer information and contract documents undisclosed by the Group.

4.3.3 Response to Customer Requests

Nothing is more authoritative than customer reviews, and few questions are more urgent than those of our customers. Complying with a "customer-oriented" service principle, we have created our customer complaint management mechanism to continue clearing and bolstering customer feedback channels and considered customer feedback and suggestions as main drivers for our continuous self-improvement.

The Group continuously pays attention to and attaches importance to customers' valuable opinions on products and services, continuously improves and provides unblocked customer communication channels, and strives to create a fully transparent and open service supervision and suggestion communication platform for customers. We have created a national customer service hotline (4009158885), which works 12 hours per day including weekends throughout the year to handle customer enquiries, complaints and recommendations and allows fast response to customer comments in closed-loop manners such as replying, transferring, tracking and revisiting. Our official WeChat account for our "360 Happiness" services can receive online complaints and suggestions, collect customer comments and transfer them to our call centres in a real-time manner for follow-up until problem resolution. In addition, we continue to conduct 100% coverage of customer questionnaire research mechanism, as well as in-depth interviews with customers in different fields and professions, to collect customers' opinions and suggestions on products and safety, so that customer needs and products and services form an effective interaction to promote the improvement and enhancement of products and services, and continue to exceed the growing expectations of customers, thereby creating and meeting happiness.

During the Reporting Period, the Group dealt with more than 2,000 products and service related complaints. We promptly and effectively handled customer complaints and feedback and arranged for dedicated staff members to carry out revisit research, reaching a case close rate of 97%. In addition, we troubleshoot problems on which more customer complaints concentrated and conducted research and analysis to optimise products and services, thereby further responding to customer requests and enhancing customer confidence.



Caring for Customers' Needs with Professional Experience

In November 2020, Ms. Zhang, the property owner of Nanchang Sinic City, complained to the Group about the wooden flooring in the bedroom. After inspection, the wood floor in question was no longer covered by the contractual warranty, and the original construction unit refused to repair the wood floor. When the property owner was anxious, the maintenance engineer used his professional experience and offered to help the property owner repair the wooden floor. The property owner was very satisfied with the repair. Because of the proper and quick resolution of a complaint, Ms. Zhang, the property owner, spoke highly of the maintenance service of Sinic: "It's reassuring to have a trusted professional around you".

4.3.4 Compliance Responsible Marketing

We resolutely safeguard the rights and benefits of consumers and advocate responsible marketing and make every effort to ensure the legal and regulatory compliance of our marketing activities throughout the process

In respect of product delivery, we have formulated the Early Warning Management System of Project Operation Plan to ensure key points of levels one and two (particularly delivery opening and complete delivery) in every project are achieved according to schedule and plan, fully honouring our delivery promise for property owners.

Regarding product advertising, we comply with laws and regulations such as the Advertising Law of the People's Republic of China

and Administrative Measures for Sales of Commercial Housing by reporting product information accurately, fully and truthfully to consumers in the sales process and avoiding misleading caused by exaggeration or false advertising. We conducted responsible marketing and management work by focusing on legal training in key areas, the formulation and improvement of standardised contracts, investigation into legal risks of enterprise promotion of copywriting work and into the initial legal risks of projects, leading to full compliant control throughout city-level companies and even the Group.



Moreover, we strictly prevent potential illegalities in the standard process of channel customer visits and e-commerce expense management during marketing, to actively establish a commercial environment with open integrity.



Standard procedures for channel customer visits

- Before obtaining their commissions, all channel customers are required to report to the Ming Yuan Cloud System and complete their visits and deals;
- Channel personnel has to register their true and valid details in the cloud system (e.g. Cloud Marketing and Channel Stewards) and enter their identity card details to ensure they are identical to that of the commission receiver; otherwise, they will not be given their commissions;
- All valid channel customers are required to report to the cloud system 30 minutes before their visits, with the places of attracting customers beyond 1 kilometre of the project to conduct valid visits.



E-commerce expense management

- In all projects, to spend the e-commerce fee, prior completion of the approval procedure for ERP (Enterprise Resource Planning) is required;
- A payment confirmation letter signed by the marketing and financial leaders of a project is required to incur any e-commerce expenses for the project.



Green Commitment

to Live in Harmony with
the Environment



5. Green Commitment to Live in Harmony with the Environment

The Group strives to create infinite happiness with green power. While striving to create an ideal home for every customer, the Group makes efforts to commit to the sustainable development, implement green operations and enhance the management of green finance, thereby reducing environmental impact on surrounding communities through green construction, efficiency improvement, pollution prevention and control and green finance, in a bid to achieve harmonious coexistence between humanity and nature.

5.1 Deepening Green Finance

As a responsible market player, we actively implement the Group's commitment to sustainable development. We released our Green, Socially Responsible and Sustainable Financing Framework on 10 December 2020, and established the governance mechanism for the Group when issuing green, socially responsible, sustainable development bonds, loans and other debt instruments. The framework complies with the relevant requirements of the Green Bond Principles 2018, Socially Responsible Bond Principles 2020 and Sustainability Bond Guidelines 2018 of International Capital Markets Association ("ICMA"), and lists various eligible green and socially responsible project categories, including but not limited to green buildings, energy efficiency improvements, pollution prevention and control, and subsidized housing. To strengthen the management of green finance, the Group has also established a Sustainable Financing Working Group to oversee the selection of projects and ensure strong monitoring and governance.

In addition, the Group successfully issued USD250 million 364-day green bonds in January 2021, which are green bonds issued under the Green, Socially Responsible and Sustainable Financing Framework. These bonds were subscribed by over 110 institutional investors from mainland China, Hong Kong, Europe and other countries and regions. Fitch, an international credit rating agency, assigned a debt rating of "B+" to the 364-day USD senior notes, and Lianhe Ratings Global Limited ("Lianhe Global") assigned a debt rating of "BB-" to the notes. The Group was assigned global scale long-term issuer corporate credit ratings of "B+" (Outlook "stable"), "B" (Outlook "stable"), "B2" (Outlook "stable") and "BB-" (Outlook "positive") by Fitch, S&P, Moody's and Lianhe Global, respectively.

In the future, the Group will continue to improve its green finance management model and further broaden financing channels of green finance, so as to make the financing process smoother and further reduce the financing cost of green finance.



5.2 Enhancing Green Management

The Group strictly abides by the environmental laws, regulations and industry practices of countries and regions where it operates, including the Environmental Protection Law of the People's Republic of China, the Environmental Impact Assessment Law of People's Republic of China and the Administrative Regulations on Environmental Protection of Construction Projects. In the initial planning stage of projects, we actively respond to the government's environmental policy guidance, proactively include the planning consideration of various projects in directional planning for urban environment, cautiously consider the environmental impact of projects and insist on carrying out project development on unpolluted land to ensure the quality of project residences. We also pay much attention to comprehensive environmental management starting from design to works implementation, and endlessly improve our environmental protection management system through related measures in every stage to push forward the natural ecological environmental construction in the project location.

In terms of waste management, the Group did not produce any waste with one or more hazardous characteristics such as corrosivity, toxicity, flammability, reactivity or infectivity during the Reporting Period, while non-hazardous waste mainly included construction

waste such as waste wood, formwork and bags, domestic waste and office waste paper. The Group will pile up domestic waste and construction waste from projects under construction at designated points and have them transported out by the general construction contractors to waste disposal stations for unified treatment. In order to reduce waste generation, the Group reduces and reuses construction waste, including recycling concrete debris scattered on the outside of formwork and adding appropriate amounts of yellow sand and cement, making prefabricated panels as flooring for on-site material yards, and adopting the aluminum mold construction process to reduce wood mold formwork waste. In terms of water resources management, the Group uses water from the municipal pipeline network, so there is no problem in water sources. The wastewater generated during the office and construction process is discharged into the municipal sewage pipeline after preliminary treatment through the sewage treatment facilities.

Not only did we include green environmental protection concepts in each stage of projects implementation, but we also vigorously promoted green office during our daily operations to further heighten employees' green awareness, ultimately achieving emissions reduction, water use reduction, and energy conservation.



Implement office waste categorisation



Install water-saving taps in canteen, living and office areas



Perform new-style checks of our offices and reward centres with good performance in energy conservation



Advocate energy conservation in offices and perform random inspections of our centres to ensure all power sources are switched off after work



Implement paperless office by printing on both sides of paper, changing the default setting to monochromatic printing and controlling the amount of printing by requiring card swiping to print



Provide employees with potted plants on their desks to increase green coverage



5.3 Advocating Green Design

Whilst bringing every property owner quality residences and spectacular living experiences, the Group hopes to achieve harmonious coexistence between humanity and nature by instruction of green design concepts and creation of green building projects. We actively meet the requirements set out in Evaluation Standard for Green Building (GB/T50378-2019), a new national green building standard. We mainly carry out planning, design and construction for our major buildings in accordance with at least the two-star green building standards, taking into full consideration of the impact of


local landform and climate change on the operation of buildings and the residents' experience, as well as the impact of the project on the surrounding ecosystem, so as to strive to establish green buildings with harmonious coexistence between humanity and nature.

At the same time, the Group actively promotes the construction of sponge cities. The sponge city design is adopted in our new projects in accordance with the requirements of relevant government departments, making reasonable use of rainwater storage and drainage, and promoting the construction of new urbanization.

Shanghai-Suzhou Regional Company – Central Park Project

A sponge city, a new concept of urban rain and flood management, means that a city with good elasticity, it can adapt to environmental changes and deal with natural disasters caused by rain like a sponge. It can also be called a “water-resilient city”. When it rains, water is absorbed, stored, infiltrated and purified, and when needed, the stored water is released and utilized to realize the free migration of rainwater in the city. The concept of sponge city design is adopted in the Central Park Project of Shanghai-Suzhou Regional Company to realize the rational use of rainwater, thus saving resources and reducing energy consumption.

Design Requirements for Sponge Cities




Annual runoff control rate
≥ 75%



Pollutant reduction rate
(based on suspended matter in wastewater)
≥ 50%



Covered depth of underground buildings
≥ 1.5 m



Subsidence rate
≥ 25%

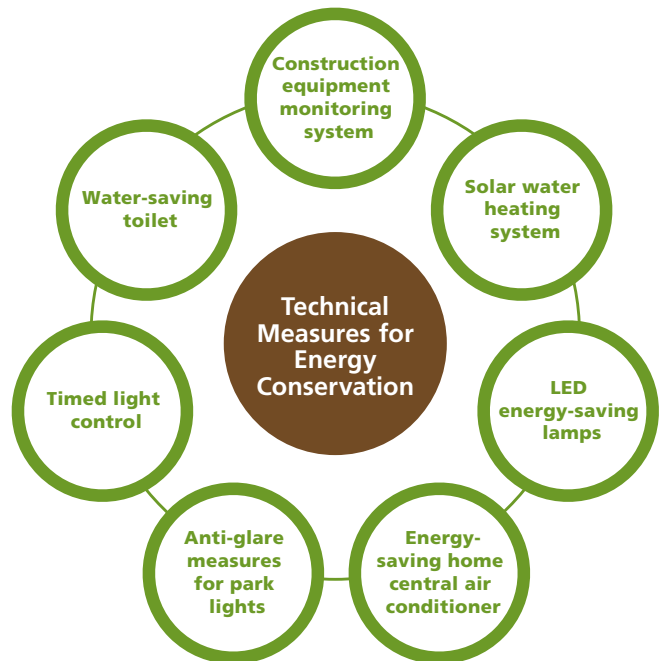


Depth of sinking greenland
≥ 100 mm



Permeable pavement rate
≥ 50%
Synchronous construction of rainwater collection and utilization system

In the design R&D stage of projects, with a view of having buildings to better serve our property owners, we pay attention to the application of green and energy-saving technology and facilities while actively conducting measures to reduce energy and resource consumption during operations.



Sinic Jin Yuan Photovoltaic Solar Heating System Project

The available area of 300m² on the roof of Sinic Jin Yuan Building was used by Sinic Jin Yuan Photovoltaic Solar Heating System Project to build a distributed photovoltaic power generation demonstration project. This project can be consisted of one or more power generation units. Without prejudice to the safe use of the Building, the photovoltaic power generation projects can be designed in a reasonable manner by utilizing the roof of the Building. The overall installed capacity of the project is approximately 27 KW and the average annual power generation capacity is approximately 28,200 KWh after the completion of the project, which is expected to reduce about 20 tonnes of CO₂ emission. The Group has effectively saved energy through the use of renewable energy while reducing greenhouse gas (GHG) emissions.



Construction of prefabricated building

Prefabricated building refers to a building that a large amount of on-site work in the traditional construction method is transferred to a factory, where building components and accessories for construction are processed and made, transported to the construction site, and assembled on site through reliable connection. In response to relevant construction policies of the state, assembly-type construction is adopted in approximately 25% of the Group's Cixi Dibo Wan Project. Construction of prefabricated building can effectively reduce on-site work, save water and electricity resources, and also reduce the waste of production materials.



Nanchang Heyue – Dangerous Goods Warehouse



Dibo Wan – Dust Removal by Spraying



5.4 Conducting Green Construction

In addition to striving to create projects with green properties, We actively took measures during the construction of green buildings to minimise our environmental impact. The Group has devised the Environmental Guidelines for Standardised Sites and Safe and Civilized Management Requirements which clarify relevant requirements for green construction and promote the environmental protection and conservation of four resources, namely energy, land, water and materials, aiming to develop green, standardised construction sites. Our typical construction contracts stipulate that our contractors strictly comply with environmental laws and regulations, regularly inspect our construction sites, and promptly rectify any discovered irregularities.

Where construction projects are concerned, the Group places emphasis on pollutant management on its building sites. We strictly abide by the Law of the People's Republic of China on Prevention and Control of Water Pollution, Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste, Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution, Law of the People's Republic of China on Prevention and Control of Environmental Noise Pollution, Emission

Standard of Environment Noise for Boundary of Construction Site and other laws and regulations, and strive to reduce pollutant generation and emissions by taking diversified measures.

We require all our projects to complete the following tasks within seven days of land acquisition:

Noise Management	Dust Management
<ul style="list-style-type: none"> Equipped with noise decibel monitoring 	<ul style="list-style-type: none"> Equipped with a car wash station Build a fully enclosed wall plus green planting Complete on-site bare soil cover

Apart from that, we require all our projects to transport and dispose construction waste to government-designated recycling stations and prioritise the use of static-pressure piles in on-site piling work to reduce noise impact on their nearby communities.

5.5 Environmental Data Performance Table

Key Performance Indicators	2020 ¹	2019 ²	Unit
Direct energy use			
Diesel	0	50	Ton
Gasoline	83,575.50 ³	200	Litre
Indirect energy use			
Purchased electricity	57,410.04	64,481.24	MWh
Energy consumption⁴			
Direct energy consumption	778.37	603.67	MWh
Indirect energy consumption	57,410.04	64,481.24	MWh
Total energy consumption	58,188.41	65,084.91	MWh
Energy consumption intensity ⁵	0.0040	0.0039	MWh/m ²
Greenhouse gas emissions⁶			
Scope 1: Greenhouse gases	191.14 ⁷	599.24	Tons of carbon dioxide equivalent
Scope 2: Greenhouse gases	35,025.87	35,444.63	Tons of carbon dioxide equivalent
Greenhouse gas emissions (Scope 1+2)	35,217.01	36,043.87	Tons of carbon dioxide equivalent
Greenhouse gas emission intensity	0.002	0.002	Tons of carbon dioxide equivalent/m ²

Key Performance Indicators	2020 ¹	2019 ²	Unit
Water resources			
Total water consumption	4,503,856.00 ³	3,262,252.49	Ton
Water consumption intensity	0.31	0.20	Ton/m ²
Total wastewater discharge	3,603,083.00 ³	1,619,078.74	Ton
Wastewater discharge intensity	0.25	0.10	Ton/m ²
Waste			
Total non-hazardous waste	391,853 ³	264,662	Ton
Non-hazardous waste discharge intensity	26.9	15.8	kg/m ²
Total hazardous waste	0	45	Ton
Hazardous waste discharge intensity	0	0.003	kg/m ²

- ¹ The time for environmental data collection was between 1 January 2020 and 31 December 2020; the scope of the environmental data collection covered ① a total of 11 regional branches – including Chengdu, Ganxi, Ganyue, Guangzhou, Hangzhou, Bay Area, Qingdao, Shanghai-Suzhou, Wuxi, Wuhan, Changsha, Zhongshan – and the construction processes of 103 projects; ② the office area of our Shanghai headquarters.
- ² The scope of the environmental data collection for year 2019 covered ① a total of 12 regional branches – including Chengdu, Ganxi, Ganyue, Guangzhou, Hangzhou, Huizhou, Jinan, Suzhou, Wuxi, Wuhan, Changsha, Zhongshan – and the construction processes and staff canteens of 73 projects; ② the office area of our Shanghai headquarters.
- ³ Due to the expansion of the Group's projects, changes in project phases, the improvement of systems and operations and the development needs of staff turnover resulting from the projects, gasoline consumption, total water consumption, total wastewater discharge and total non-hazardous waste increased significantly in 2020 compared with the previous year.
- ⁴ Direct energy included diesel and gasoline, whereas indirect energy included purchased electricity. Counted in MWh, energy consumption is calculated with reference to the Greenhouse Gas Emission Accounting Methodology and Reporting Guidelines for Public Building Operation Units (Enterprises) (Trial) and Appendix II: Guidelines on Reporting of Environmental Key Performance Indicators issued by the Stock Exchange. The data for 2019 has also been recalculated using this method.
- ⁵ The environmental data intensity calculation involved the total data in the year divided by the total area of projects under construction for the year. The total area of projects under construction for 2020 was 14,565,282 square meters and the total area of projects under construction for 2019 was 16,750,759 square meters.
- ⁶ Greenhouse gas emissions (scope 1) mainly derive from diesel and gasoline, while greenhouse gas emissions (scope 2) from purchased electricity. For the calculation of greenhouse gas emissions, please refer to the Greenhouse Gas Emission Accounting Methodology and Reporting Guidelines for Public Building Operating Units (Enterprises) (Trial) released by the National Development and Reform Commission in 2015 and the Notice on the Preparation of the 2018 Carbon Emissions Reporting and Verification and Emissions Monitoring Plan.
- ⁷ As there was no staff canteen in 2020, there is no natural gas consumption in 2020, resulting in a decrease in Scope 1 GHG emissions.



Vibrant Sinic,

Making Brilliant Achievements
with Employees





6. Vibrant Sinic, Making Brilliant Achievements with Employees

We firmly believe that the sustainable development of the Group is inseparable from outstanding talents. We respect our employees and are committed to providing them with a safe and harmonious working environment. By revising human resource policies, protecting employees' rights and interests, caring for their physical and mental health, carrying out vocational training and organizing activities, we improve employee cohesion and provide a sense of belonging to our employees in order to achieve mutual development together with our employees.

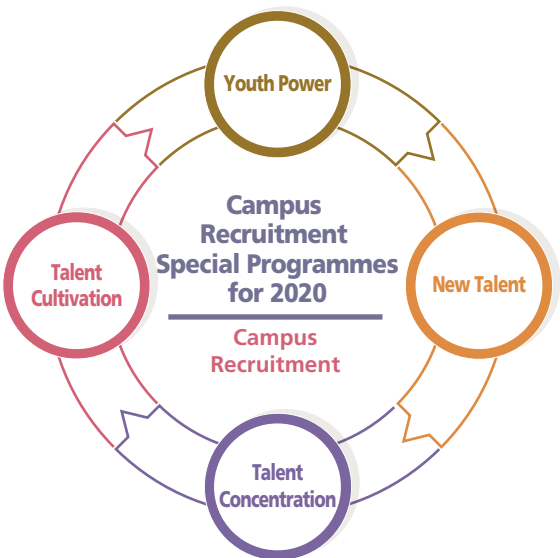
6.1 Establishing A Talent Pool

The Group strictly complies with the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, Regulations on the Prohibition of Using Child Labour, Law of the People's Republic of China on the Protection of Rights and Interests of Women, the Hong Kong Employment Ordinance and related laws and regulations and combined them with its actual operational circumstances in formulating its employee management system encompassing the Recruitment Management System, Salary and Welfare Management System, Management Measures for Employee Benefits, Training Management System and Enterprise Culture Management Standards and regulates its relevant human resources management system in the terms of remuneration, employment, dismissal, promotion, working hours, holidays, benefits, code of conduct and professional ethics.

In line with our "fair, open and impartial" employment principle and advocating the employment policy of equality and diversity, we focus on applicants' business capabilities, personal qualities and development potential during the recruitment process and do not give them differentiated treatment for reasons such as their age, gender, race, nationality, marriage and familial statuses, health conditions and religion. Also, against the employment of child labour, forced labour,

harassment and torture, the Group strongly prohibits any mistaken employment of child labour, forced labour, harassment and torture, and carries out background investigation into potential employees to avoid employing minors. Apart from that, we stipulate employment arrangements including working hours, content, locations, dismissal matters and holidays in our employment contracts to ensure employees understand their rights and benefits and avoid forced labour. During the Reporting Period, no incidents of employing minors, forced labour or discrimination happened in the Group.

As a sizeable integrated property developer, we actively create a talent-oriented culture to maintain our sustainable development. During the Reporting Period, we provided excellent employment opportunities for talent with various backgrounds through such recruitment channels as internal recommendation, online recruitment, recruitment events, campus recruitment and recommendation by talent providers. We even forged deep partnerships with schools and launched four campus recruitment programmes, which included "Youth Power" (新力量), "New Talent" (新火計劃), "Talent Cultivation" (新芽計劃) and "Talent Concentration" (新聚計劃), to constantly empower ourselves for sustainable development.



- The campus recruitment programme of Sinic Holdings for management trainees
 Recruits strategic backup talents
- The campus recruitment programme of Sinic Holdings for marketing management trainees
 Recruits marketing strategic backup talents
- Campus Experience Camp of Sinic Holdings
 Provides various tertiary education institutes with an open and free resources output platform
 Empowers students with workplace and interview skills
 Provides internal learning platform; Organises project visits and the Open Day
- Sinic Holdings customised an internship programme for upcoming graduates with a Bachelor's or Master's degree

During the Reporting Period, we further established an excellent employer brand and obtained multiple awards in employee management.



- 2020 Outstanding Management Award in Human Resources
- 2020 Annual Best China Employer Award for Campus Recruitment
- 2020-2021 Mercer China Healthiest Workplace and Excellence in Special Practices Award
- 2020 Annual Best China Employer Award for Housing
- 2020 National University Graduates' Favorite Employer
- 2019-2020 China Real Estate Industry Talent White Paper – Joint Publishing Company
- 2020 National University Graduates' First Choice of Employer for Housing
- 2020 Annual Best China Employer Award – Top 30 in Shanghai



Type	2020		2019		
	Number	Turnover rate (%) ⁸	Number	Turnover rate (%)	
Total employees	3,527	–	3,650	–	
Number of employees by gender	Male	2,080	37%	2,147	34%
	Female	1,447	34%	1,503	29%
Categorized by employment type	Full time	3,527	–	–	–
Number of employees by age	≤30	1,844	35%	1,953	25%
	31-49	1,662	36%	1,643	39%
	≥50	21	70%	54	36%
Number of employees by region	Regional branch	3,213	22%	3,310	–
	Shanghai headquarters	314	37%	340	–

⁸ Turnover rate is the number of separations in this category during the Reporting Period divided by the sum of the number of employees in this category as of the end of the Reporting Period and the number of separations during the Reporting Period.



6.2 Caring for the Well-Being of Employees

The Group is committed to offering competitive compensation and benefits to its employees. The Group is convinced that harmonious working relationships can attract and retain high quality talent and enhance their sense of belonging. In view of this, we have established a scientifically reasonable and competitive remuneration system to fully incentivise our employees; in compliance with the Labour Law of the People's Republic of China and Social Insurance Law of the People's Republic of China, we have created our Management

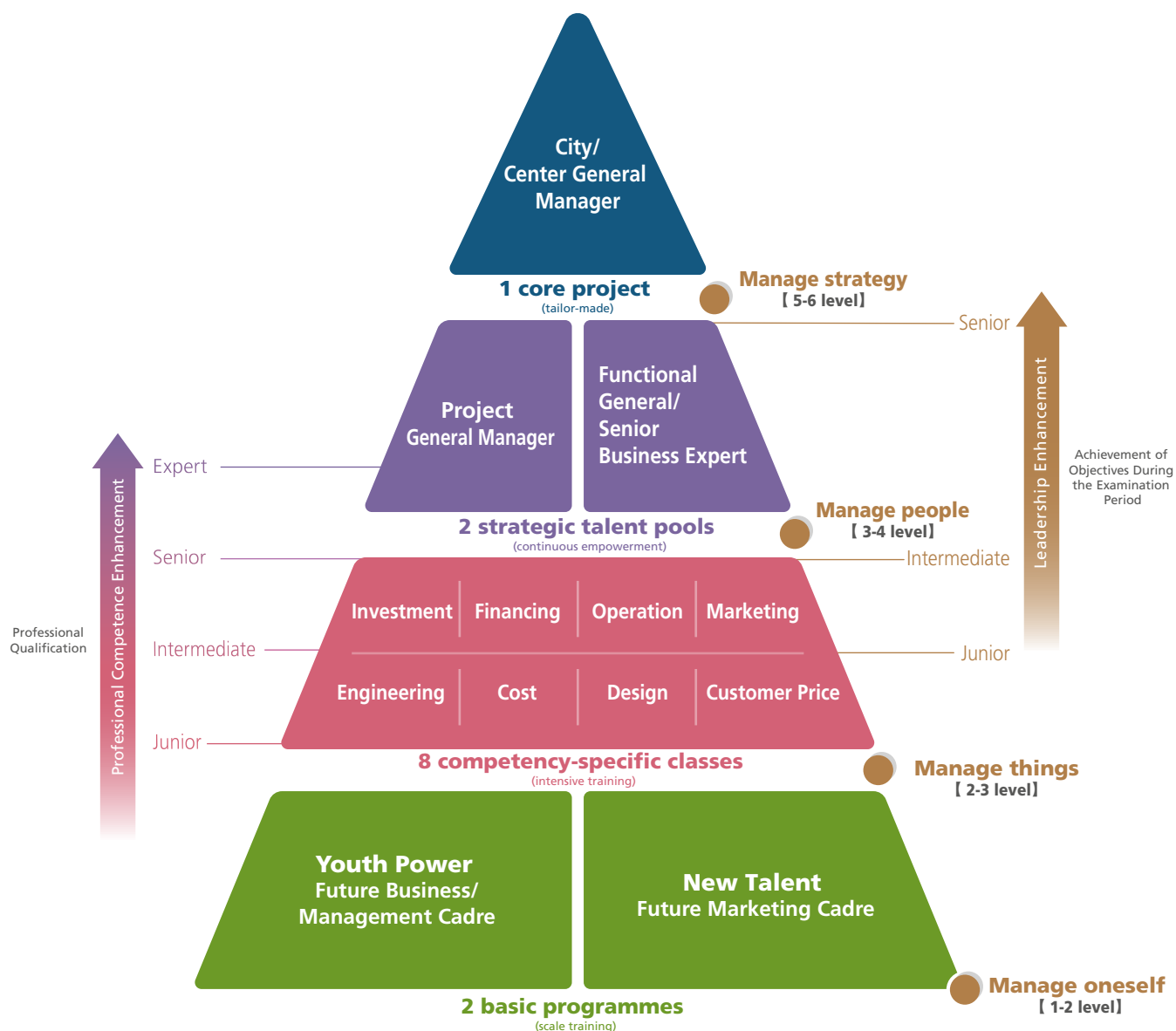
Measures for Employee Benefits and provide diverse additional benefits whilst protecting their rights to enjoy all the statutory holidays, as well as the Insurance and Housing Fund. Moreover, to stimulate employees' potential more effectively, the Group has included factors such as their ranks, abilities and length of service in its benefit and subsidy system, ensuring that their remuneration is equivalent to their value.

<p>Legal benefits</p>	<ul style="list-style-type: none"> • Insurance and Housing Fund • Annual leave • Statutory holidays
<p>General benefits</p>	<ul style="list-style-type: none"> • Supplementary Provident Fund • Supplementary commercial insurance • Subsidies: Meal, communication, travel, vehicular, housing and high-temperature subsidies • Holiday benefits: Gift money for New year, Dragon Boat Festival, Mid-autumn Festival, International Women's Day, etc. • Gift money for birthdays, marriage, the birth of a new child and illnesses, and compassionate money for the death of a close family member • Health check-ups • Team building expenses: Staff events, inter-departmental events and group travel • Afternoon tea
<p>Special benefits</p>	<ul style="list-style-type: none"> • Competence subsidy • Training benefits • Employee care fund • Medical services for employees • Temporary housing • Staff discounts: Staff discounts for internal home purchases and at Sinic Education, Sinic Your World, and other companies for our brand products and services • Benefits for employees working in other regions: subsidies for housing, visiting family members, mobilisation and settlement of employees working in other regions

6.3 Promoting Development of Employees

It is crucial for the Group to maintain sustainable development to help employees make continuous progress. We are committed to building a comprehensive talent cultivation platform, establishing a scientific and reasonable job promotion and training system, providing a sound talent development and growth environment for our employees, and building a high-quality talent team, in line with our mission of "building a talent supply chain within Sinic and escorting business development with talents".

Sinic's Training System Framework

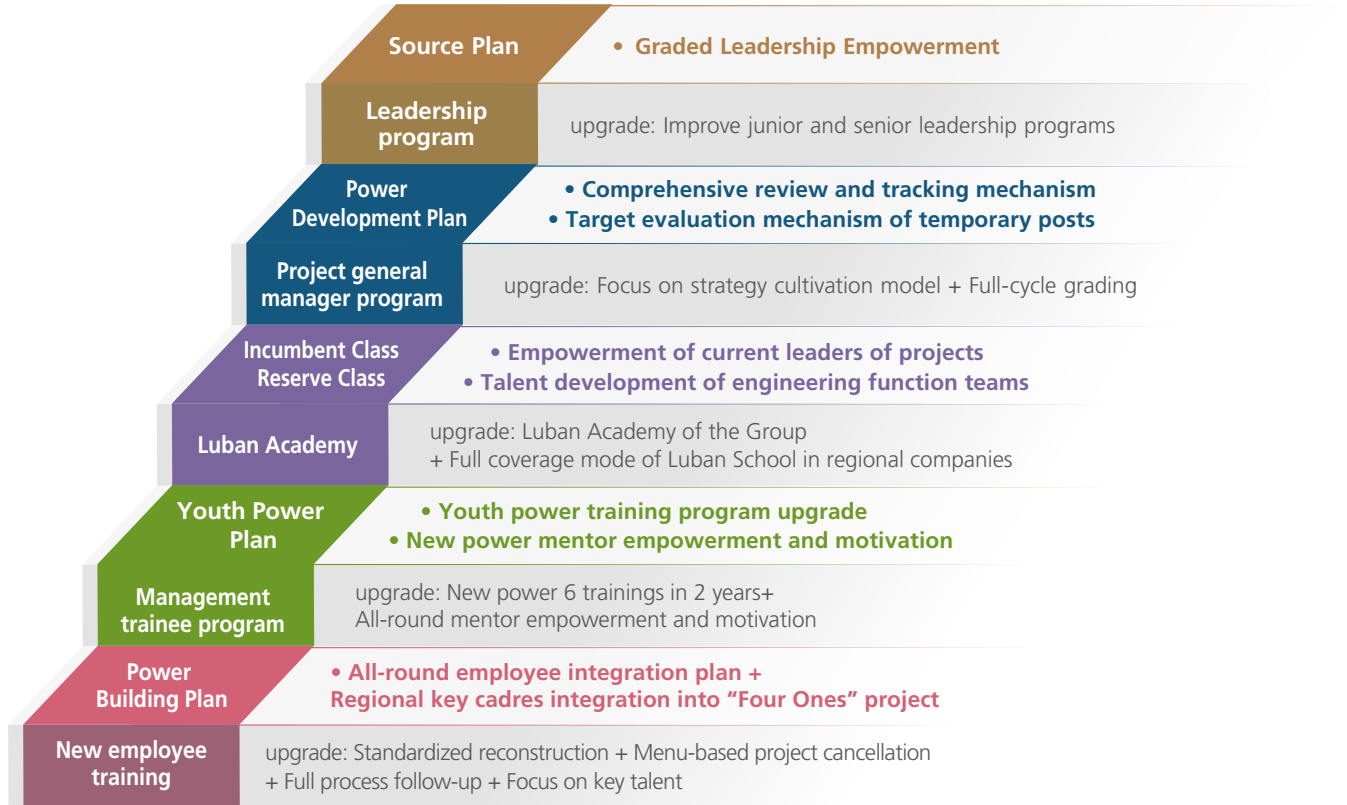


6.3.1 Enriching Training System

The Group formulates and implements the Training Management System and continuously promotes standardized training. We provide scientific and diversified training course systems for employees at different levels, focusing on the construction of key talent teams in each business line and implementing the Group's talent pool strategy.



2020 Key Words: System Replacement, Project Upgrade
Training system replacement + Budget management and control mechanism upgrade



Cumulative hours of instruction for the year:

1,873 hours



Number of training sessions completed by the Group:

245 sessions

“Youth Power Plan”

As the management trainee programme from campus recruitment, the “Youth Power Plan” aims to nurture tomorrow’s leaders and prepare a young backup force for the Group. During the Reporting Period, we conducted 4 rounds of training programmes totalling 16 days for the “Youth Power Plan” on contents such as general courses, fundamental courses on various business lines and corporate culture, involving 490 times of management trainees in 2019 and 2020 campus recruitment.



First Training for Youth Power of 2020

"New Talent Plan"

The "New Talent Plan" is a marketing management trainee program launched by the Group to cultivate marketing cadres and senior marketing management talents, with the aim of cultivating, building and establishing a marketing talent team with high loyalty, high cohesion and high result orientation. During the Reporting Period, we focused on the two themes of "cultivating a group of marketing elites with aspirations, performance and capabilities" and "shortening the time for new talents to become competent in front-line sales positions", and conducted a 9-day training program under the "New Talent Plan", covering 110 new talents of 2020 in terms of professionalism, basic knowledge of real estate marketing business, basic marketing skills and code of conduct and key points of work for property consultants.



Training for New Talents of 2020

"Power Building Plan"

The "Power Building Plan" is a training programme designed for the fresh social-recruited employees, with an aim to help employees integrate the working environment and more rapidly get accustomed to our fast pace development in terms of cultural, team and business integration. During the Reporting Period, we conducted 40 rounds of training programmes totalling 80 days for the "Power Building Plan", which covered 925 fresh social-recruited employees.



Power Building Plan Training Site



“Luban Plan”

In order to cultivate professional talents in the engineering line, the Group designed the “Luban Plan”, including “Luban Academy” and “Luban School”, to provide training on engineering professionalism, cross-functional communication and leadership for staffs in the engineering line, aiming to standardize the engineering management actions of staffs, improve the engineering professionalism and realize the internal talent cultivation of engineering function in all aspects. During the Reporting Period, we provided a total of 31 training courses under the “Luban Plan”, covering 561 employees in the engineering line of the Group.



Training Site of Special Class for Current Project Leaders of Luban Academy



“Power Development Plan”

In order to cultivate management-oriented project leaders who understand management, are good at management and are proficient in business, the Group launched the “Power Development Plan” for the management team. During the Reporting Period, we conducted four intensive training sessions on project investment management, project positioning, team management, experiential leadership and other training contents totalling 9 days, covering 88 project general managers with high potential.



Power Development Plan A + Training site of manager training camp

“Source Plan”

A learning and development plan tailored by the Group for its senior executives, the “Source Plan” aims to create a talented, united core team with uniform goals and values through benchmarking learning, introducing external brains and creating consensus, in order to better support the Group’s fast and steady development. During the Reporting Period, we provided a 4-day training course of Part-Time Master of Business Administration (PMBA) for 4 city general managers, center general managers and other core cadres to support the rapid and steady development of the Group.

Performance Empowerment Training

In order to ensure the implementation of a "result-oriented" performance culture, promote the implementation of the 2020 annual performance summary and planning with high quality, and promote the achievement of the Group's business strategies and goals, the Group conducted a two-day performance management empowerment training. Focusing on performance objectives, performance coaching and performance interviews, this training carried out "special research on the implementation of performance management" and targeted interviews with managers, with remarkable results.



Performance Empowerment Training Site

During the Reporting Period, the trained details of employees of the Group are as follows:



The trained percentage of male and female employees:

100%



The trained percentage of senior management:

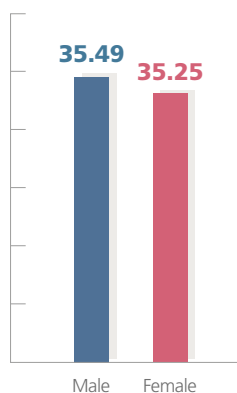
100%



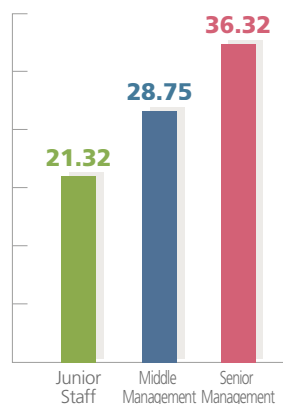
The trained percentage of middle management:

100%

Average Training Hours of Employees by Gender



Average Training Hours of Employees by Ranks



6.3.2 The Channels of Employee Promotion

We insist upon aligning enterprise development with personal development and create 3-dimensional talent development channels oriented towards results and abilities, striving to provide management talent and professionals for the Group's development. To further open up career development channels for employees, we set up a Group-City linked cultivation mechanism, offered "management + profession" mutual changeable development paths, and helped employees grow continuously based on their performance and through training, allowing employees to move across different paths according to their personal wishes and striving to achieve "the right job for the right person and vice versa".

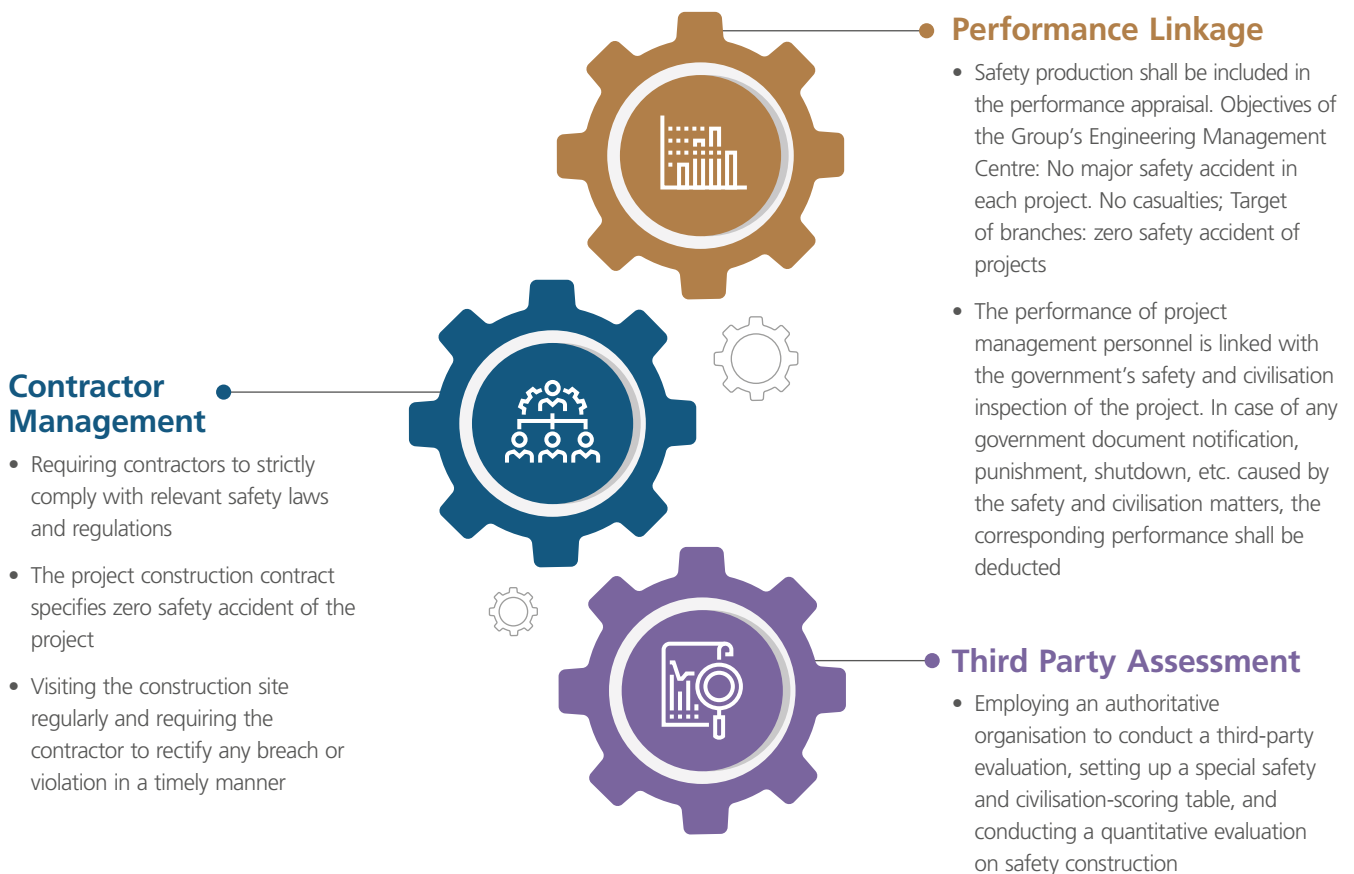
Every year, the Group offers two opportunities for employee promotion, where employees' length of service, red line records, performance and results, and cultural values are assessed. We established a cadre cultivation system, which involved a three-year talent team building plan by steadily providing training for employees as per the talent development strategy of "system planning, phased progress and interspersed practice" to make internally promoted staff account for 50% of our strategic cadres (senior cadres), 70% operational cadres (medium and high-ranking cadres) and 90% execution cadres (fundamental cadres), so as to achieve mutual growth between our employees and the Group.



6.4 Caring for Occupational Safety

Health and safety is the cornerstone of enterprise development and the guarantee of employees' happiness. In strict accordance with the Law of the People's Republic of China on Work Safety and the Law of the People's Republic of China on Prevention and Control of Occupational Diseases, and in combination with the actual operation situation, the Group has compiled and issued the Standardized Site Management System and the HSE-compliant Management System, and taken measures to safeguard the health and safety of employees so that any operation activities must be carried out on the premise of ensuring the safety and health of employees.

During the Reporting Period, we effectively improved the level of safety production management of the enterprise to promote the safety development of the Group through the following management work.



The improvement of employees' safety awareness and safety operation level is conducive to achieving safe production and operation. In strict accordance with the relevant regulations of the Group's safety and quality management, we actively carried out the publicity and implementation of safety production, including Quality and Safety Week/Month, daily team morning meeting on safety, and regular three-level education on safety for team to enhance the employees' accident response ability.



Some Safety Signs in Office Area of the Group

In addition, we attached great importance to the occupational health of employees, resolutely implemented the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, and effectively implemented the occupational health guarantee of employees. We provided safety facilities at the construction site to improve the working environment; ensured the timely provision of safety helmets, gloves, towels and other labour protection articles; regularly organised physical examination of employees, and actively did heatstroke prevention work in summer, provided heatstroke prevention drugs for employees, and comprehensively implemented basic medical insurance.

During the Reporting Period, in order to provide more training courses on health of employees and enhance employee health awareness, the Group held health lectures and one-on-one interpretation of medical examination reports after the completion of annual medical check-ups for employees. We invited chief physicians from well-known hospitals to teach our employees about prevalent subhealth problems, health management and daily healthy lifestyles and other knowledge training, so as to guide our employees to establish the idea of health, develop good living habits and be able to engage in daily work with full spirit and a healthy body.

Faced with the tough challenges of the COVID-19 epidemic, the Group actively implemented the responsibility of prevention and control and made every effort to protect the health and safety of employees. The Group has prepared a COVID-19 Prevention and Control Manual and produced various posters to help employees accurately identify the symptoms of COVID-19, disseminate knowledge about the prevention against COVID-19 and explain the measures to be taken and the process of seeking medical treatment if they find that they become sick. In addition, the Group has also taken relevant epidemic prevention measures, including standardizing the requirements for employees to wear masks, hold meetings and take temperature measurements, and conducting comprehensive disinfection of office premises, lifts and other public areas to protect the health and safety of employees.

During the past three years (including the current year), the Group had no workrelated fatalities.



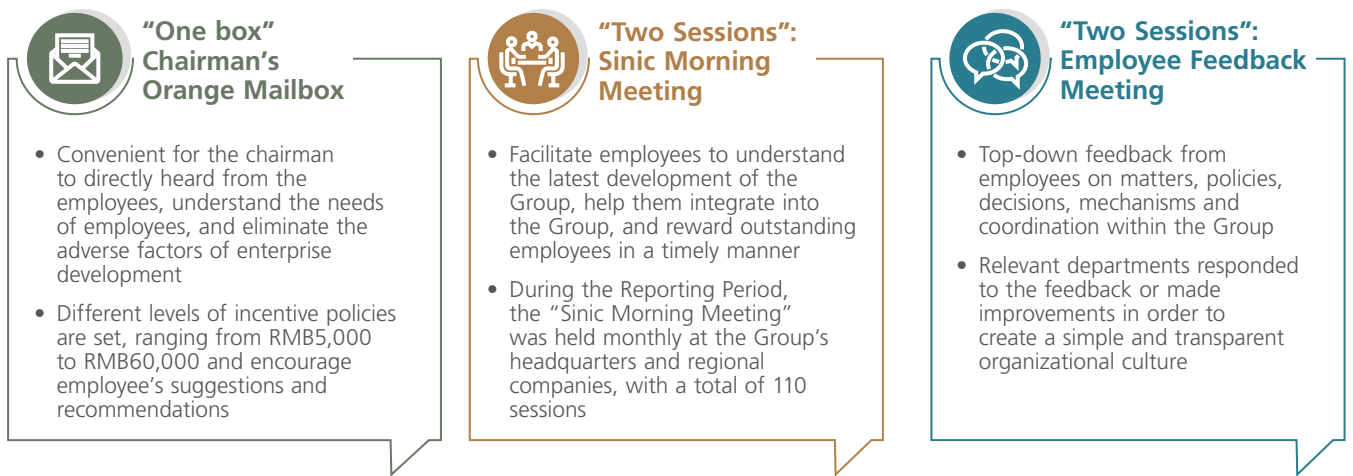
6.5 Emphasizing Humanistic Concern

The Group has always adhered to the “people-oriented” talent responsibility concept, and tried to meet the needs of employees by strengthening communication with them. We encouraged our employees to manage their lifestyle attentively, and deeply cared for the difficult-challenged employees to improve their happiness.

6.5.1 Strengthening Employee Communication

We emphasized cultural equality and encouraged employees to participate in the democratic management of our production and operation, strived to create a unique “one box, two sessions” communication mechanism, listened to each employee’s suggestions and recommendations, fully mobilised their enthusiasm to participate in democratic decision-making, democratic management and democratic supervision, and help perform management and decision-making of the Group.

“One Box, Two Sessions” Communication Mechanism in 2020



In addition, during the Reporting Period, we conducted an employee engagement survey based on three measurement dimensions of “willingness of publicity, willingness of retention, and willingness of working hard”, five core factors of “organization, development, work, atmosphere, and rewards”, and 68 questions on engagement

drivers. Based on the effective feedback from 2,539 employees, we analyzed the strengths and weaknesses of our human resources management efforts, and took into account rational suggestions to promote the growth of the Group together with our employees. The total score of our employee engagement survey in 2020 is 73%.

Dimensions of the Group’s Employee Engagement Survey in 2020



6.5.2 Balance of Work and Life

Adhering to the concept of "people-oriented", the Group organizes recreational and sports activities to enrich the lives of our staff, relieve work pressure, enhance their feelings, improve team cohesion and achieve work-life balance. During the Reporting Period, we carried out a wide range of employee care activities, including themed activities for women's day, Mid-Autumn Festival and other traditional

festivals, as well as regular collective birthday parties for employees. In addition, we respect and care for every employee, actively implement the assistance work of the Group's difficult employees, implement the employee care fund plan and medical assistance plan, effectively solve the needs of employees, and improve the happiness of every new employee at work.

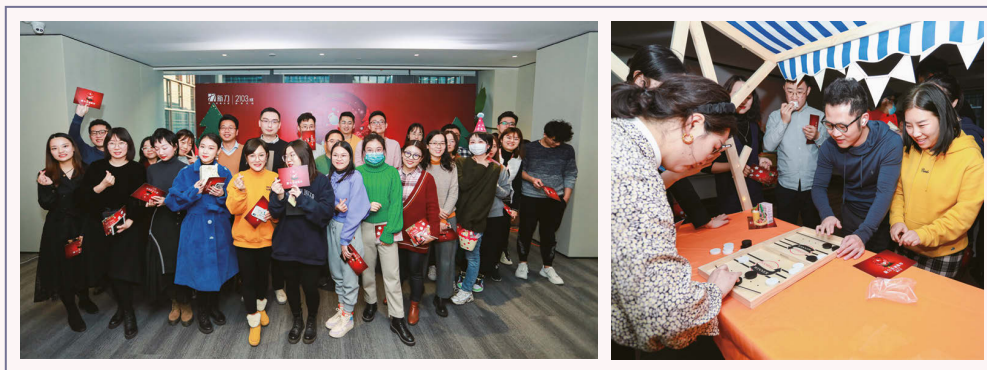
"Goddess Day" Theme Activities

On 8 March 2020, the Group launched the March 8 Women's Day theme activity with the theme of "Goddess Day". On the day of the activity, we presented flowers, holiday blessings and gifts to our female employees in the lobby of the Group to form a sense of belonging among our female staff in the big family of Sinic.



Christmas Day Theme Activities

On 25 December 2020 (Christmas Day), the Group organized a series of recreational activities for our staff, including taking photos with the dressed-up Santa Claus and moose, participating in games to punch cards to win exquisite gifts, etc., so as to make staff relax outside of work, improve team cohesion and create a harmonious working environment.





Win-win Cooperation:

Collaborative Development
with Suppliers



7. Win-Win Cooperation: Collaborative Development with Suppliers

We believe that to promote industrial development, in addition to the efforts of Sinic Holdings, it is also necessary to cooperate with industry partners in various ways to share and exchange existing advantages and technologies in different forms. Through a sound management system and accumulated industry wisdom, we will work together to build a responsibility value chain, and work together with partners to advance together, leading to the development of new industries.

7.1 Optimizing Supplier Management

As a real estate company committed to sustainable development, our suppliers are an important part of our service chain and the source of our quality service. The Group actively promotes the management of suppliers, follows the principle of open, fair and just procurement, carries out strict qualification examination on suppliers, selects suppliers according to targeted standards such as category, qualification and performance and regulates bidding and business cooperation process.

7.1.1. Supplier Access

In order to effectively manage and review various kinds of suppliers so as to manage environmental and social risks of supply chains, the Group have implemented the classification system for reviewing supplier qualification and formulated the Access Standard for Suppliers of Sinic Real Estate, and strengthening the supervision of all kinds of procurement behaviors to ensure that all kinds of suppliers enter the warehouse in accordance with professional standards. We have implemented the relevant operation rules of procurement management, and clarified the responsibilities of each department in the procurement work.

Classification of suppliers' qualification of Sinic Real Estate



We evaluated the basic situation of suppliers, project cases and processing bases through the Evaluation Form. Meanwhile, we added a special version of the Evaluation Form to set up specific evaluation items for suppliers in different sections. At the same time, we have developed procurement management systems such as Procurement Management Methods and Operation Rules for Engineering Single Project, Strategic Procurement Management Methods and Operation Rules for Engineering, which respectively set detailed access standards for single procurement and strategic procurement, effectively control the procurement process, and select qualified suppliers that meet the business requirements of the Group, so as to ensure the quality of the project.

Access standard for single procurement

- The shortlisted bidder shall be a qualified unit in the warehouse, i.e., the unit has completed the investigation or evaluation and put into storage in the early stage
- The shortlisted bidder shall be selected after considering the matching with the bidding project
- The number of valid bids returned by the shortlisted bidders in a single bidding shall not be less than three, and shall meet the requirement of $2n + 1$ (where n is the number of bid sections)
- The approval basis and responsibility of the single bidder unit shall be approved by relevant departments and company leaders

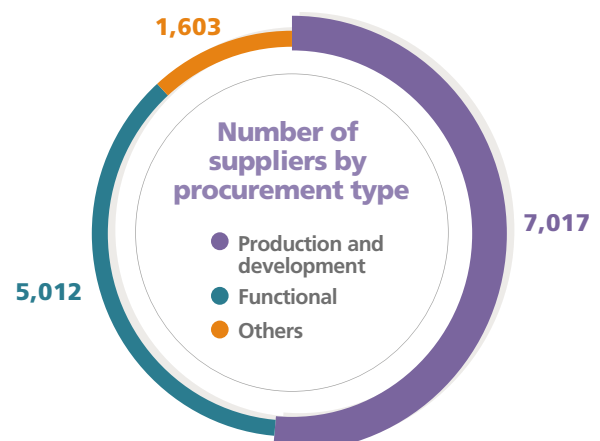
Access standard for strategic procurement

- Meet the access standard of single purchase
- Original intention of deep strategic cooperation
- Scope of undertaking shall match the project distribution of the Group
- Market reputation
- After sales maintenance capacity
- Industry development trend and R & D capability

Inspection Process of Engineering and Material and Equipment Suppliers



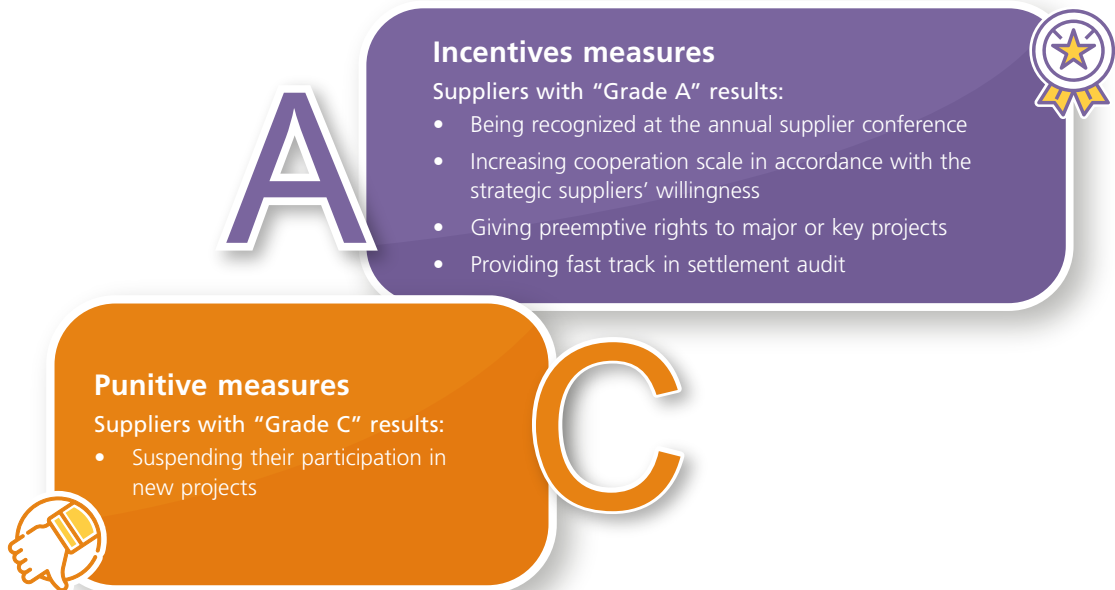
We comply with laws and regulations such as Formaldehyde Emission from Interior Decoration Materials and Products, Code for Indoor Environmental Pollution Control of Civil Construction Engineering. We set environmental protection standard requirements for some purchased commodities, such as level 1 water efficiency, level E1 formaldehyde emission limit. In addition, we encouraged to drive green production on a market-oriented way and promote green supply chain, so that suppliers with better environmental performance could have more market space. During the Reporting Period, the Group introduced 1,029 new suppliers and conducted investigation on a total of 1,210 suppliers. As of 31 December 2020, there are 13,632 suppliers in the Group's supplier pool, which are specifically divided as follows:





7.1.2 Supplier Assessment

The Group have a Performance Evaluation Form for Supplier to evaluate suppliers on a regular basis from the two parts of “cost control” and “coordination and cooperation”. Based on the investigation and evaluation results, we have adopted the supplier classification system to classify the existing suppliers into “A (excellent)”, “B (qualified)”, “C (to be observed)”, and taken the supplier reward and punishment measures in accordance with the rating results of the evaluation deadline, so as to encourage suppliers to continuously improve their quality control and management.



7.2 Commitment to Incorruptible Cooperation

The Group has always advocated the cooperation tenet of “transparent, honesty and self-discipline”, resolutely opposed any illegal behaviors such as favoritism, fraud, bribery, etc.. We have set up Integrity Clauses specifically in the supply contract to ensure the open and transparent business cooperation of all parties. In addition, we regularly carry out the supplier satisfaction survey and use the Supplier Satisfaction Questionnaire to obtain the feedback and opinions of suppliers and timely adjust our supplier management system. The Group also joined China Antifraud Alliance in March 2017 and Transparent Integrity Alliance in January 2018 to promote the industry’s positive development.

7.3 Deepening Strategic Cooperation

During the Reporting Period, we actively cooperated with the government and industrial parties to carry out a number of strategic cooperation projects, improve the quality of the projects, and help improve the image and economic development of the city.

Entering into Strategic Cooperation Agreement with Jiangxi Expressway Investment Group Co., Ltd.

On 21 May 2020, the Group held a strategic cooperation signing ceremony with Jiangxi Expressway Investment Group Co., Ltd. Based on the principle of equality and mutual benefit and win-win cooperation, both parties will fully realize the sharing of resources and complementary advantages through this cooperation, continue to give play to the advantages of Jiangxi Expressway Investment Group Co., Ltd. in resources and capital, and the Group's advantages in real estate development and management to promote in-depth cooperation and implementation of in-depth projects and achieve win-win goals.



Entering into Strategic Cooperation Agreement with Agricultural Bank of China Jiangxi Branch

On 5 June 2020, the Group signed a strategic cooperation agreement with Agricultural Bank of China Jiangxi Branch. The signing of this strategic cooperation agreement is another milestone in the cooperation between the parties after Sinic Holdings became a strategic customer of Agricultural Bank of China at the head office level this year, and this will further deepen the strategic cooperation relationship between the parties and promote the realization of complementary advantages, mutual benefits and joint development. In the future, the parties will hold regular high-level meetings to promote a comprehensive and long-term cooperative relationship, deepen, develop and promote the rapid implementation of comprehensive business cooperation such as brand, service and finance, strengthen the cooperation between banks and enterprises, and build a beautiful vision together.





Entering into Employment Cooperation Agreement with Nanchang Veterans Affairs Bureau

On 14 November 2020, the Group officially became a strategic cooperation enterprise for employment development of Nanchang Veterans Affairs Bureau, and was committed to promoting the development of Nanchang veterans' business. The Group provides dozens of special positions in real estate marketing channels for Nanchang veterans in total. The cooperation with Nanchang Veterans Affairs Bureau to achieve resource sharing, complementary advantages and win-win cooperation is another exploration of a bright and happy future.



Signing Ceremony of "Lighthouse Pilot Program"



On 27 September 2020, the Group held a signing ceremony for the "Lighthouse Pilot Program" with Beijing Beisen Cloud Computing Co., Ltd. With this invitation to participate in this project as an industry benchmarking client, the Group will take advantage of this platform to bring in more resources to launch an industry-leading benchmarking project. This cooperation will help Sinic Holdings to further develop its talent management and digitalization of human resources, and better support its business development.

Comprehensive Digital Cooperation with Alibaba Cloud

On 25 August 2020, the Group signed a comprehensive cooperation agreement with Alibaba Cloud Computing Co., Ltd. The signing of this agreement marks the establishment of a comprehensive cooperation relationship between the parties, forming a mutually beneficial and win-win community of interests to develop and enhance competitiveness together. Through the strong alliance, the parties are committed to pursuing the comprehensive cooperation goals of full coordination, business integration and common development, promoting the Group's digital transformation in the real estate industry and laying the foundation for more and deeper cooperation between them in the future.

7.4 Promoting Industry Development

Sinic Holdings is committed to maintaining good and effective daily communication with suppliers, jointly negotiating the sustainable development of the industry, and creating a symbiotic and win-win industry environment. We actively participate in and hold industry activities, track the dynamic development of the industry, carry out multi-party dialogue, and discuss the development prospects of the real estate industry.

Discussion and Exchange with Jiangxi Expressway Group

On 5 August 2020, the senior management of Jiangxi Expressway Investment Group Co., Ltd. visited the Group and the parties had a discussion and exchange. During the discussion, the parties exchanged and discussed the current situation of enterprise development, the dynamics of cooperation matters and the direction of future cooperation. Both parties will further intensify their efforts to accelerate the in-depth cooperation and implementation of specific projects, work together to ensure product quality and build up good reputation of customers, strive to achieve mutual benefits and win-win results, and work together for development and improvement.



Meeting with Senior Executives of Xiamen C&D Corporation Limited and Fair Lable Group Limited

On 2 September 2020, the senior executives of Xiamen C&D Corporation Limited and Fair Lable Group Limited visited the Group. The parties communicated in many aspects and reached broad consensus on real estate development, benign expansion of real estate enterprises, digital transformation of real estate enterprises and future strategic cooperation planning. Based on the principles of equality and mutual benefit, complementary advantages and resource sharing, the parties reached a preliminary consensus and expected to jointly promote the development of cooperation afterwards in order to create more happy human settlements.





Contributing to the Development

of the Community and Achieving
Harmonious and Common
Development with the Community



8. Contributing to the Development of the Community and Achieving Harmonious and Common Development with the Community

Adhering to the concept of “Love in Sinic, Creating Unlimited Benefits”, Sinic Foundation has been carrying out many community building and social assistance programs for many years, dedicated to “helping everyone who works hard to live a life.” Since its establishment in 2018, Sinic Foundation has been committed to exploring solutions to social problems in a professional manner and spreading love to every corner of society.

The implementation of the Articles of Association of Shanghai Sinic Foundation regulates the community building and social assistance matters, and specifies that the Foundation aims to “help socially disadvantaged groups and promote caring public service activities”, with the main areas of funding poverty alleviation, poverty relief, elderly assistance and disaster relief projects, sponsoring students in need to complete their studies, and carrying out other public service activities related to civil affairs. Each year, the Foundation will hold a board meeting in accordance with the relevant provisions of the Articles of Association to formulate the Foundation’s plans for the year and the project strategies to be adopted in the community for the orderly implementation of the relevant projects in the following year.

During the Reporting Period, Shanghai Sinic Foundation launched seven projects covering “Wuhan Epidemic Fighting”, “Emergency Disaster Relief”, “Industry Promotion”, “Poverty Alleviation” and other fields.

8.1 Combating the Epidemic Together

In early 2020, in the face of severe COVID-19 epidemic, Sinic Foundation launched a full-scale funding action called “Donor Promotion Program” on 28 January 2020. The action includes donating RMB5 million in materials and supporting support to Wuhan to solve the problem of material procurement, as well as deploying manpower and vehicles to cooperate with the transportation and onsite distribution of materials once they are in place, and providing support services for medical and nursing workers and volunteers. There are seven hospitals with designated distribution support, covering all districts of Wuhan. The “Donor Promotion Program” aims to help the “donors” to carry out their relief work with greater safety and efficiency. This action not only meets the needs of medical and nursing staff for meal supplies and daily necessities, but also raises the community’s attention to the normal supply needs of medical and nursing staff and volunteer groups in Wuhan, thus enhancing the well-being of the recipient population and improving the relevance of local public welfare organizations, charities and volunteer groups.

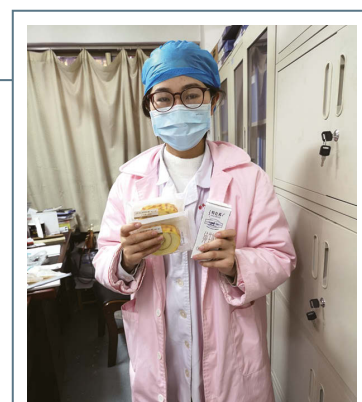
Annual number of
beneficiaries
exceeded

165,900

Annual number
of beneficiaries
exceeded

488,300





8.2 Deepening Community Building

Sinic Foundation cares about the housing needs and affordability of different people and actively implements housing planning for sustainable community. Sinic Foundation have constantly promoted the construction of subsidized housing and solved the problem of improving housing for families through the provision of public rental housing and affordable housing, fulfilling social responsibilities of a real estate enterprise concerned with people's livelihood, and manifesting the social value of the Group.

Sinic Foundation is committed to contributing to the healthy growth of children in the local community. Since May 2020, Shanghai-Suzhou Regional Company has joined hands with Shanghai Sinic Foundation and many social organizations to launch the House Redecoration Program. Based on the existing space of a family in difficulty, a new design layout is adopted and renovation is carried out to change the living environment of the children, thus delivering more warm-hearted energy into the city.



The house in this House Redecoration Program was an old house with five members in Gusu District, Suzhou. The house was very crowded and had problems such as poor lighting, messy storage, old house, leaking bathroom, mixed space functions and some safety hazards. Sinic Foundation focused on maximizing storage space, creating an independent living and learning space for the children and eliminating safety hazards. After several stages of preparation, brainstorming, construction, repair and completion, which lasted for half a year, the house was completely renewed, providing a more spacious living space and a healthier growing environment for children.



8.3 Poverty Alleviation Plan

2020 saw the last year of the national poverty alleviation battle. With the removal of a large number of poverty-alleviating counties, the focus of poverty alleviation has shifted from “helping file and card holder get rid of poverty” to “how to consolidate the poverty alleviation achievements”. In order to meet the new challenges of poverty alleviation and prepare for the “post-poverty alleviation era”, Shanghai Sinic Foundation launched the “New-Poverty Alleviation Plan” in January 2019 to explore the effective mode of consolidating poverty alleviation achievements, show the “new” poverty alleviation insights, and help the sustainable development of poverty alleviation charity in Jiangxi.

8.3.1 Industrial Poverty Alleviation – White Lotus Industry Support Base

The white lotus industry support base in Dayou Township, Shicheng County, Ganzhou City, Jiangxi Province is a key industry support base built by Shanghai Sinic Foundation’s Superior Product Project. Through systematic work such as incubation and cultivation of cooperatives, deep research and management of high-quality products, and cultivation of product brands, the project helps produce locally adapted products for poverty alleviation, and sell products in the market through e-commerce and new retail channels. By establishing rural cooperatives and providing training for farmers, we provide all-round support in production technology, rough processing, production and marketing of agricultural products with local characteristics.

As a result of efforts, members of Zhongli Cooperative in Dayou Township, Shicheng County in the project have been steadily lifted out of poverty, and white lotus production has increased 2-3 times compared with that before the project started, helping lotus farmers to increase the original 25 kg of dried lotus per mu to 60 kg, with an average increase in income of about RMB2,000 per mu; a total of 1,183 households and 4,884 persons (including 184 file and card holder in poverty and 647 persons) directly benefited from the project. Profit was realized in the Cooperative, increasing an extra income for each household member.

During the Reporting Period, after the Cooperative sold its own processed white lotus, it purchased white lotus from the market to meet the order demand. The accumulated sales of white lotus exceeded 17,500 kg, and the accumulated sales of cooperatives exceeded RMB1 million, giving full play to the industrial driving function of cooperatives.



Sinic’s Superior Product Project – First Dividend Meeting

On 12 May 2020, the first dividend meeting of Zhongli Cooperative, a cooperative assisted by Sinic’s Superior Product Project, was successfully held. Relevant personnel from China Foundation for Poverty Alleviation, Shanghai Sinic Foundation and Shicheng County, Ganzhou City, Jiangxi Province attended this dividend meeting. In the past year, with the support of Sinic Foundation, Zhongli Cooperative has been committed to empowering lotus farmers, transforming the industry and expanding the market. Taking the responsibility of improving product quality and increasing farmers’ income, the Cooperative has implemented a standardized production service system; taking assistance as its own responsibility, it has constantly improved the benefit linkage mechanism of the Cooperative, and deepened the effect of leading farmers in the industry to become rich and benefiting the poor, giving full play to the role of the Cooperative in “linking farmers, leading farmers and benefiting farmers”.



8.3.2 Poverty Alleviation by Education – Project Hope 2.0 in Jiangxi

Through Project Hope 2.0, we donated money to build 2 Sinic Hope Primary Schools and 3 Sinic Hope Teaching Buildings in Jiangxi Province to improve the teaching facilities in poor rural schools. During the Reporting Period, with the strong support of Sinic Foundation, after working day and night, the Sinic Hope Complex Building of Longgang Primary School was finally completed and officially put into use before the start of school in autumn. As of the end of the Reporting Period, three primary schools in Ji'an County, Ji'an City, Shicheng County, Ganzhou City and Xiangdong District, Pingxiang City of Jiangxi Province have been completed and put into use, while the other two schools are under construction and are expected to be completed in 2021.



Unveiling Ceremony of Sinic Hope Complex Building



Distribution Ceremony of "Sinic Hope Project Scholarship"

8.3.3 Poverty Alleviation Project Family Support

Sinic Foundation actively responds to the call of the national supply-side structural reform of elderly services and supports the construction of elderly security system in poor counties, so that poor families can also have a sense of security, a sense of support, a sense of happiness and a sense of peace.

The family support project starts from serving the needs of the poor, and responds to the government's policies of health poverty alleviation and supporting the aged to renovate the facilities for the aged, and train the nursing staff for the aged. In addition, it strengthens the response ability to the poverty-challenging elderly care, and helped the poor families get rid of the dilemma of no money and no posterity for the filial piety as soon as possible.

The Xiaosong elderly care center in Shicheng County is one of the elderly care center identified by Sinic Foundation after the Foundation visits more than 10 elderly care institutions. It is a three-star rural home for the aged in Jiangxi Province, with 65 extremely poor elderly people, but the internal settings are badly deteriorated. After the identification, Sinic Foundation and China Foundation for Poverty Alleviation immediately started the training of the home for the elderly, including the adaptation of the home for the elderly and the provision of elderly care. During the implementation of the project, the project team overcame all the difficulties caused by closed management due to the epidemic, and the project was basically completed in July 2020.





8.4 Implementing Emergency Disaster Relief

Sinic Foundation has been actively promoting the world's leading disaster relief concepts and practices. The "Sinic – One Foundation Disaster Preparedness Fund", established by Sinic Foundation and One Foundation, is the first "disaster preparedness fund" in China's real estate sector. The fund is used to timely respond to disasters of Grade IV and above at national level in Jiangxi, Sichuan, Yunnan and Guizhou provinces on a long-term basis to help more affected victims.



In early 2020, the Yangtze River basin was flooded by a rare and widespread rainstorm. In the midst of the disaster, Sinic Foundation and One Foundation have joined hands to overcome the difficulties and make joint efforts in emergency disaster relief, poverty alleviation and post-disaster reconstruction, and social organization capacity building. During the Reporting Period, a total of RMB350,000 of disaster preparedness fund was put into use to make emergency response to disasters of Grade IV at national level of Jiangxi Province and Yunnan Province twice. Faced with the impact on the lives of local residents due to damage to roads, dams and other infrastructure caused by the massive flooding, Sinic Foundation also organized post-disaster reconstruction work in the affected areas, including distribution of materials, repair of roads and bridges, and capacity building in the affected areas.



Conducting Capacity Building Training in Jiangxi Province

On 26 December 2020, Nanchang Yixin Yiyi Public Service Center held a "Workshop and Exchange Meeting on the Mechanism of Social Forces Emergency Relief in Jiangxi in 2020" in Nanchang City, inviting guests from Jiangxi Province and other provinces to share their experiences in linking disaster relief and trying to explore the establishment of a mechanism of social forces emergency relief that meets the characteristics of Jiangxi. Thirty people and 24 social organizations (including rescue teams) participated in this workshop.



8.5 Deepening Volunteer Services

Remaining true to our original aspiration and remembering the mission of giving back to the society, Sinic Foundation integrates the heart of public welfare into the corporate culture, establishes volunteer substations, actively participates in various volunteer activities, and spreads love to more places of the society.

The 4th "Used Clothes Charity" Used Clothes Donation Activities

From 2018 to 2020, Sinic Shanghai-Suzhou Regional Company has successfully held four "Used Clothes Charity" used clothes donation activities together with Suzhou Little Red Cap Volunteers Association and Used Clothes Help Charity Organization, and received more than 4,000 pieces of donations from various parties in the society.



One hundred-people Public Welfare Hiking of Sinic Shanghai-Suzhou

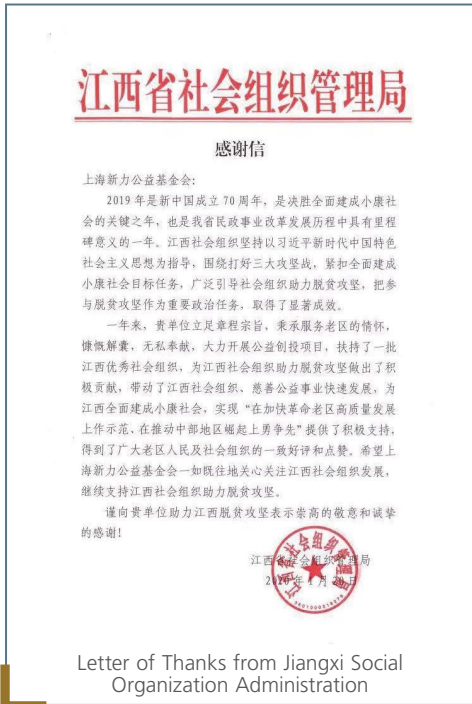
The public welfare practice of Sinic Shanghai-Suzhou Regional Company has been deeply integrated into the corporate culture. In celebrating the fourth anniversary of the establishment of Sinic Shanghai-Suzhou Regional Company on 18 January 2020, staffs of Sinic Shanghai-Suzhou also organized the activity of "public welfare litter picking" on their own initiative to make contribution to green environment protection on the way of 100-people public welfare hiking.





8.6 Public Welfare Influence

In 2020, by virtue of our active social public welfare practice and performance, Sinic Foundation obtained wide praise from the society and won many honors.



Appendix I: List of Laws, Regulations and Internal Policies

Aspect	Major laws and regulations
A1 Emissions	Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》)
A3 The Environment and Natural Resources	Environmental Impact Assessment Law of the People's Republic of China (《中華人民共和國環境影響評價法》)
	Green Building Evaluation Standard (GB/T50378-2019) (《綠色建築評價標準GB/T50378-2019》)
	Administrative Regulations on Environmental Protection of Construction Projects (《建設項目環境保護管理條例》)
	Law of the People's Republic of China on Prevention and Control of Water Pollution (《中華人民共和國水污染防治法》)
	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》)
	Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution (《中華人民共和國大氣污染防治法》)
	Law of the People's Republic of China on Prevention and Control of Environmental Noise Pollution (《中華人民共和國環境噪聲污染防治法》)
	Emission Standard of Environment Noise for Boundary of Construction Site (《建築施工場界環境噪聲排放標準》)
B1 Employment	Labour Law of the People's Republic of China (《中華人民共和國勞動法》)
B4 Labour Standards	Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》)
	Regulations on the Prohibition of Using Child Labour (《禁止使用童工規定》)
	Law of the People's Republic of China on the Protection of Rights and Interests of Women (《中華人民共和國婦女權益保障法》)
	Social Insurance Law of the People's Republic of China (《中華人民共和國社會保險法》)
B2 Health and Safety	Production Safety Law of the People's Republic of China (《中華人民共和國安全生產法》)
	Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》)
	Formaldehyde Emission from Interior Decoration Materials and Products (《室內裝飾裝修材料及其製品中甲醛釋放量》)
	Code for Indoor Environmental Pollution Control of Civil Construction Engineering (《民用建築工程室內環境污染控制規範》)



Aspect	Major laws and regulations
B6 Product Responsibility	<p>Construction Law of the People's Republic of China (《中華人民共和國建築法》)</p> <p>Regulations on the Quality Management of Construction Projects of the People's Republic of China (《中華人民共和國建設工程質量管理條例》)</p> <p>Network Security Law of the People's Republic of China (《中華人民共和國網絡安全法》)</p> <p>Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers (《中華人民共和國消費者權益保護法》)</p> <p>Advertising Law of the People's Republic of China (《中華人民共和國廣告法》)</p> <p>Administrative Measures for Sales of Commercial Housing (《商品房銷售管理辦法》)</p>
B7 Anti-corruption	<p>Criminal Law of the People's Republic of China (《中華人民共和國刑法》)</p> <p>Company Law of the People's Republic of China (《中華人民共和國公司法》)</p> <p>Audit Law of the People's Republic of China (《中華人民共和國審計法》)</p> <p>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》)</p> <p>Anti-Money Laundering Law of the People's Republic of China (《中華人民共和國反洗錢法》)</p> <p>Prevention of Bribery Ordinance (《防止賄賂條例》)</p> <p>Anti-money Laundering Regulations for Financial Institutions in Hong Kong (香港《金融機構反洗錢規定》)</p>

Aspect	Internal policies
A1 Emissions	MANAGEMENT SYSTEM OF STANDARDIZED SITES (《標準化工地管理制度》)
B2 Use of Resources	
A3 The Environment and Natural Resources	
B1 Employment	RECRUITMENT MANAGEMENT SYSTEM (《招聘管理制度》)
B4 Labour Standards	SALARY AND WELFARE MANAGEMENT SYSTEM (《薪酬福利管理制度》) MANAGEMENT MEASURES FOR EMPLOYEE BENEFITS (《員工福利管理辦法》) ENTERPRISE CULTURE MANAGEMENT STANDARD (《企業文化管理規範》) MANAGEMENT MEASURES FOR EMPLOYEE BENEFITS (《員工福利管理辦法》)
B2 Health and Safety	MANAGEMENT SYSTEM OF STANDARDIZED SITES (《標準化工地管理制度》) SAFETY AND CIVILIZATION MANAGEMENT SYSTEM (《安全文明管理制度》)
B3 Development and Training	TRAINING MANAGEMENT SYSTEM (《培訓管理制度》)
B5 Supply Chain Management	ACCESS STANDARD FOR SUPPLIERS OF SINIC REAL ESTATE (《新力地產供方入庫准入標準》) PROCUREMENT MANAGEMENT METHODS AND OPERATION RULES FOR ENGINEERING SINGLE PROJECT (《工程類單項目採購管理辦法及操作細則》) STRATEGIC PROCUREMENT MANAGEMENT METHODS AND OPERATION RULES FOR ENGINEERING (《工程類戰略採購管理辦法及操作細則》)



Aspect	Internal policies
B6 Product Responsibility	<p>MANAGEMENT SYSTEM OF THE PRODUCT RESEARCH AND DEVELOPMENT CENTER (《產品研發中心管理制度》)</p> <p>GUIDELINES FOR THE DESIGN MANAGEMENT DEPARTMENT OF PRODUCT RESEARCH AND DEVELOPMENT CENTER (《產品研發中心設計管理部工作指引》)</p> <p>GUIDELINES FOR INTERIOR DESIGN MANAGEMENT (《室內設計管理指引》)</p> <p>GUIDELINES FOR LANDSCAPE MANAGEMENT (《景觀管理指引》)</p> <p>OPERATIONAL GUIDELINES FOR COLLABOURATIVE PROJECT DESIGN (《合作類項目設計操作指引》)</p> <p>DESIGN INFORMATION MANAGEMENT GUIDELINES (《設計信息管理指引》)</p> <p>MEASURES FOR THE MANAGEMENT OF ENGINEERING MATERIALS (《工程材料管理辦法》)</p> <p>MEASURES FOR THE EVALUATION AND MANAGEMENT OF THE DELIVERY AREAS (《交付區評審管理辦法》)</p> <p>MEASURES FOR THE EVALUATION AND MANAGEMENT OF DEMONSTRATION AREAS (《示範區評審管理辦法》)</p> <p>SYSTEM FOR THE INSPECTION AND MANAGEMENT OF PROJECT STOP POINTS (《工程停止點檢查管理制度》)</p> <p>SYSTEM FOR THE MANAGEMENT OF PROJECT AND PROPERTY TRANSFERALS (《工程與物業交接管理制度》)</p> <p>SYSTEM FOR THE EVALUATION OF THIRD PARTY PROCESS (《第三方過程評估制度》)</p> <p>SYSTEM FOR THE TRANSFER OF WORK SURFACE (《工作面移交制度》)</p> <p>REGULATIONS ON MANAGEMENT OF MARKETING ARCHIVES OF SINIC REAL ESTATE (《新力地產營銷檔案管理規定》)</p> <p>DATA BACKUP AND RECOVERY MANAGEMENT SYSTEM (《數據備份和恢復管理制度》)</p> <p>EARLY WARNING MANAGEMENT SYSTEM OF PROJECT OPERATION PLAN (《項目運營計劃預警管理制度》)</p>
B7 Anti-corruption	<p>IMPLEMENTATION RULES FOR CODE OF CONDUCT AND ACCOUNTABILITY OF EMPLOYEES (《員工職務行為規範及問責實施細則》)</p> <p>GUIDELINES ON INTEGRITY SUPERVISION (《廉政監察工作指引》)</p> <p>ANTI-COMMERCIAL BRIBERY AGREEMENT (《反商業賄賂協議》)</p> <p>GUIDELINES ON REGISTRATION OF GIFTS RECEIVED BY EMPLOYEES (《員工收受禮品登記指引》)</p> <p>SINIC EIGHT RED LINES (《新力八大紅線》)</p> <p>ACCOUNTABILITY SYSTEM OF THE RED LINE BEHAVIOR OF SINIC (《新力集團紅線行為追責制度》)</p>
B8 Community Investment	<p>Articles of Association of Shanghai Sinic Foundation</p>

Appendix II: Content Index of Environmental, Social and Governance Reporting Guide of the Stock Exchange

Subject Areas, Aspects, General Disclosures and KPIs		Index
A. Environmental		
Aspect A1 Emissions		
General Disclosure	<p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>Note: Waste gas emissions include NO_x, SO_x, and other pollutants regulated under national laws and regulations.</p> <p>Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.</p> <p>Hazardous wastes are those defined by national regulations.</p>	<p>Strengthening Green Management</p> <p>Conducting Green Construction</p>
KPI A1.1	The types of emissions and respective emissions data.	<p>During the Reporting Period, the Types of Emissions and Emissions Amount⁹ of the Group was as Follows:</p> <p>NO_x: 0.013 Tons</p> <p>SO_x: 0.0012 Tons</p> <p>Co: 0.36 Tons</p>
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Data Performance Table
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Data Performance Table
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Data Performance Table
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Strengthening Green Management
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Strengthening Green Management

⁹ The pollutant emission data are calculated with reference to the Technical Guidelines for the Preparation of Air Pollution Emission Inventory from Road Motor Vehicles (Trial).



Subject Areas, Aspects, General Disclosures and KPIs		Index
Aspect A2 Use of Resources		
General Disclosure	<p>Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p>Note: Resources can be used for production, storage, transportation, buildings, electronic equipment, etc.</p>	Conducting Green Construction
KPI 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 Data Performance Table
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Data Performance Table
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Advocating Green Design
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Strengthening Green Management
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The Operation of the Group basically does not involve the use Of product packaging
Aspect A3 The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	<p>Strengthening Green Management</p> <p>Conducting Green Construction</p>
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	<p>Strengthening Green Management</p> <p>Advocating Green Design</p> <p>Conducting Green Construction</p>

Subject Areas, Aspects, General Disclosures and KPIs		Index
B. Society		
Aspect 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.	Establishing A Talent Pool Caring for the Well-Being of Employees
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Establishing A Talent Pool
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Establishing A Talent Pool
Aspect 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 issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Caring For Occupational Safety
KPI B2.1	Number and rate of work-related fatalities.	Caring for Occupational Safety
KPI B2.2	Lost days due to work injury.	Planned to be Disclosed in the Future
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Caring For Occupational Safety
Aspect B3 Development and Training		
General Disclosure	Policies on improving employee's knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training, which may include internal and external courses paid by the employer.	Enriching Training System
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Enriching Training System
KPI B3.2	The average training hours completed per employee by gender and employee category.	Enriching Training System



Subject Areas, Aspects, General Disclosures and KPIs		Index
Aspect 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 issuer relating to preventing child and forced labour.	Establishing A Talent Pool
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Establishing A Talent Pool
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Planned to be Disclosed in the Future
Operating Practices		
Aspect B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Optimizing Supplier Management
KPI B5.1	Number of suppliers by geographical region.	Optimizing Supplier Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Optimizing Supplier Management
Aspect 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 issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Product Design and Innovation Assuring Product Quality
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	The Group does not involve product recall due to the nature of business
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Responding To Customer Demands
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Planned to be Disclosed in the Future
KPI B6.4	Description of quality assurance process and product recall procedures.	The Group does not involve product recall due to the nature of business
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Client Privacy Protection

Subject Areas, Aspects, General Disclosures and KPIs		Index
Aspect 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 issuer relating to bribery, extortion, fraud and money laundering.	Construction of Anti-Corruption and Promoting Integrity
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	Planned to be Disclosed in the Future
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Construction of Anti-Corruption and Promoting Integrity
Aspect B8 Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Contributing to the Development of the Community and Achieving Harmonious and Common Development with the Community
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Contributing to the Development of the Community and Achieving Harmonious and Common Development with the Community
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Contributing to the Development of the Community and Achieving Harmonious and Common Development with the Community