

2020

Sustainable
Development Report



2020

**Sustainable
Development Report**



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MESSAGE

2020 was an extraordinary year as the COVID-19 continued to raged around the globe hitting hard the world economy. Despite the severe external conditions, China Jinmao has always maintained its strategic focus, continued to consolidate its positioning as a city operator, and explored more possibilities for quality cities. We overcame difficulties and hardship to achieve an annual contracted sales amount of RMB231.1 billion, exceeding the RMB200 billion threshold for the first time. With the mission of "Unleashing Future Vitality of the City", we push ahead strategic and organizational upgrade through the driving forces of innovation and mechanism. We take the initiative to fulfil our social responsibilities and strive to create maximum economic, environmental and social comprehensive value to create a sustainable future together with the cities.

Deep cultivation to empower city development. We follow the city operation logic of "People Clustered by City and Industry Promoted by City", actively promote implementation of "Two Supports and Two Synchronizations" to improve the images and upgrade the functions of the cities. In 2020, the Company gained seven city operation projects, signed 365 new industrial strategic cooperation contracts, and initially constructed the "Smart Science City" super IP to empower the rise of city clusters.

Pursuit of excellence to drive quality upgrades. We adhere to the philosophy of "Build Quality for Better Life", driving product upgrades with technological innovation while crafting better life with ingenuity. With our deep insight into customer needs, we continuously upgrade our service capabilities and provide a variety of customized services during the pandemic in order to safeguard the everyday life of owners. In 2020, the average score of third-party actual measurement was 95.1 points, higher than the industry benchmark level, while the customer satisfaction for residential properties was 85%, reaching a high level in the industry.

Green and low-carbon approach to lead a healthy life. Adhering to the strategy of "Ever Green Quality", we integrate the complete cycle of green concept into the whole process of design, construction and operation. The scientific research and experimental base of Jinmao Green Building was officially inaugurated to form a complete industry chain of smart energy and high-tech residence R&D-production-application, marking a higher level of China Jinmao's innovation capability in green building scientific research. As of the end of 2020, 219 green building certifications or labels have been received in aggregate, 54 energy stations at municipality, region and project level have been invested, constructed and operated, with a total energy supply area of approximately 40 million sq.m., expecting to reduce carbon emissions of over 370,000 tons per annum.

People-oriented culture to build a harmonious society. We continuously integrate internal and external resources, actively carry out diversified cooperation, strengthen supplier management, and jointly promote the upgrading of comprehensive technology, comprehensive culture and comprehensive health industries of the cities. We provide employees with all-round welfare protection, continuously improve the career development platform, and help employees realize their career dreams. We also actively participate in the task of poverty alleviation and make contributions to winning the battle for poverty alleviation. Together with owners and customers, we fully support the epidemic prevention and control work, protecting the Chinese people and safeguarding thousands of families. The Company continues to increase its investment in public welfare and charity, interpreting its corporate responsibility through actions.

Together we shall overcome. We are prepared to move lightly and set sail again. Looking ahead, we will take the initiative to start the new journey. Under the guidance of the brand new "Two-Wheel and Two-Wing Driven" strategy, we will strengthen technological innovation, and will pay close attention to strengthen quality and efficiency so as to continue to consolidate our positioning of city operator, continue to practice the concept of sustainable development, thus empowering more cities for a better future.

FIGURES FOR JINMAO



Economy

RMB 387,756.2 million Total assets	RMB 60,053.9 million Operating revenue	RMB 9,644.2 million Profit before tax	HK 26 cents Dividend
4 New cities penetrated	95.1 points Average score of third-party actual measurement	85% Customer satisfaction for residential properties	91% Customer (tenant) satisfaction for retail properties
92% Customer (patron) satisfaction for retail properties	100% Customer satisfaction for office premises	96.3% Rate of closed complaints for the development sector	



Environment

219 Green building certifications or labels cumulatively obtained	20.9836 million sq.m. Total GFA of projects meeting green label design requirements
RMB 182.07 million Total investment in environmental protection	0.19 tons of standard coal/RMB 10,000 Comprehensive energy consumption per RMB 10,000 of production value



Community

100% Signing rate of labor contracts	52 hours Average number of training time per person	RMB 91.22 million Production safety commitments	210,579 Participants of production safety training
10,507 Total number of registered suppliers	RMB 9,293 million Tax payment	RMB 8.74 million Total investment in charity	

OUR HONORS

Aspect	Time	Prize	Issuer
 Economy	March 2020	China Jinmao was ranked 20th among the "2020 China Top 100 Real Estate Developers", and was awarded the "2020 China Top 100 Real Estate Developers by Growth TOP10", "2020 China Top 100 Real Estate Developers by Profitability TOP10", "2020 China Outstanding Product Identity Real Estate Companies" and "2020 China Top 100 Real Estate Developers by Financing Capabilities TOP10"	Enterprise Research Institute of Development Research Center of the State Council, Institute of Real Estate Studies of Tsinghua University and China Index Academy
	March 2020	China Jinmao was ranked 12th in the "2020 Real Estate Excellence Top 100 in China"	Guandian Index Academy
	May 2020	Jinmao Property was ranked 20th among the "2020 Top 100 Property Management Companies in China"	China Index Academy and China Real Estate TOP10 Research Team
	June 2020	China Jinmao was honored with the title of the "Innovative City Operator" on the 2020 List of Innovative Industrial Park in China	6th PRC Industrial Park Summit
	August 2020	China Jinmao was ranked No. 184 on the "China's 500 Most Valuable Brands"	World Brand Lab
	November 2020	China Jinmao was listed on the "TOP 100 China Commercial Real Estate 2020", "TOP 30 China Commercial Real Estate by Operations Capabilities 2020" and "TOP 30 China Commercial Real Estate by Management Capabilities 2020"	Guandian Index Academy
 Environment	March 2020	Beijing Chaoyang Jinmao Center obtained the LEED-CS gold precertification of green buildings	U.S. Green Building Council
	July 2020	China Jinmao was listed on the "2020 China Green Real Estate Index TOP 30"	Investment Association of China, <i>Globe</i> by Xinhua News Agency and Green Ranking
	August 2020	Wenzhou Lucheng Jinmao Palace obtained the China Healthy Buildings two-star design label and international dual certifications of green buildings	Chinese Society For Urban Studies, Building Research Establishment (BRE)
 Community	December 2020	China Jinmao was ranked No. 1 in the Top 10 Most Competitive Centrally-Owned (State-Owned) Green Property Developers, and No. 2 among the "2020 Top 10 Most Competitive Green Property Developers in China", respectively	Green Real Estate Research Center of <i>China Real Estate Business</i>
	May 2020	China Jinmao was awarded the "China Sunshine Bidding Award"	CHINABIDDING.COM.CN
	August 2020	China Jinmao was listed on the "GoldenBee CSR China Honour Roll 2020"	15th International CSR Forum
	October 2020	Ms. WU Xuelin, an employee of Jinmao Wuhan, was honored with the title of the "Outstanding Individuals of Central Enterprises in the Fight against COVID-19"	Award of Excellence Conference for Central Enterprises in the Fight against COVID-19
	November 2020	"Jinmao Beijing International Community Center shared space: Magic Box" was awarded gold award in the Interior Design category; "Jinmao Window of Shanghai Smart Science City exhibition gallery" was also awarded in the Interior Design category	London Design Awards 2020

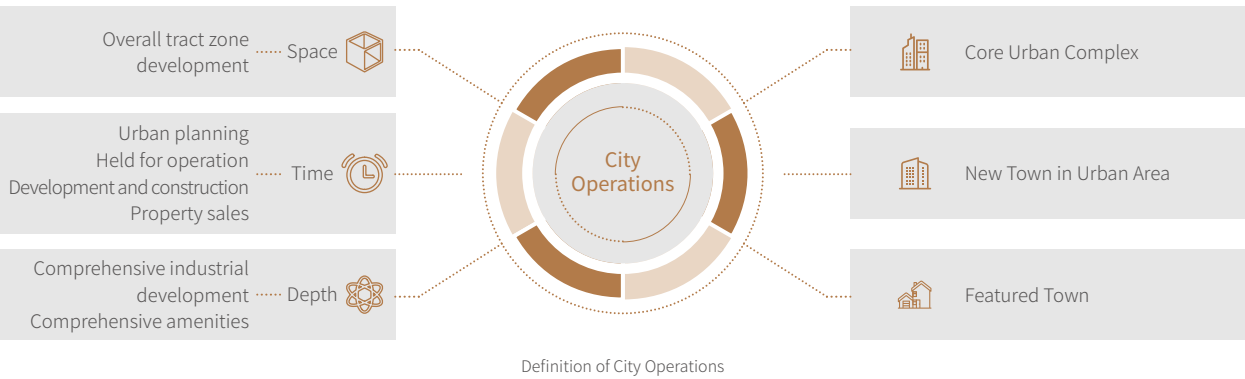
ABOUT US

Company Profile

China Jinmao Holdings Group Limited (hereinafter referred to as "China Jinmao") is the city operation platform of Sinochem Holdings Corporation Ltd. (hereinafter referred to as "Sinochem Holdings"), a Fortune Global 500 company. On 17 August 2007, the Company was listed on the Main Board of The Stock Exchange of Hong Kong Limited. Sinochem Holdings is formed through the restructuring of Sinochem Group Co., Ltd. and China National Chemical Corporation Ltd. Sinochem Holdings operates in eight business sectors covering life science, materials science, basic chemicals, environmental science, rubber & tire, machinery & equipment, city operations, and industrial finance, becoming the world's largest chemical conglomerate.

Upholding its vision of "Unleashing Future Vitality of the City" and insisting on its adherence to top positioning and premium quality, China Jinmao has focused on the city operation model of "Two Drives and Two Upgrades" based on its strategy of "Two-Wheel and Two-Wing Driven" anchoring on leading quality, with the aim to be the leading city operator in China.

"JINMAO" is a well-known trademark in China. Since 2005, "JINMAO" brand has been included in the "China's 500 Most Valuable Brands" on 16 consecutive occasions. In 2020, "JINMAO" ranked the 184th with the brand value of RMB 35.367 billion.

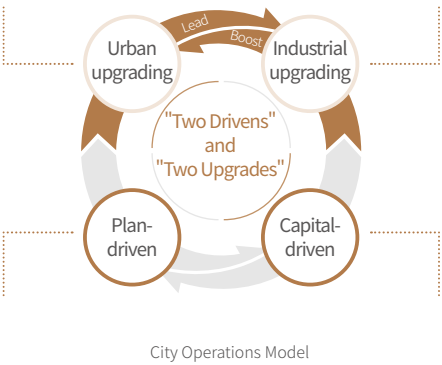


Reform of quality city lifestyles

The Company enjoys product superiority and brand reputation in the fields of quality residences, 5-star hotels, premium quality businesses, and 5A-class office premises

Planning team and partners with global visions

Practical experience in planning and implementation of city operation projects



Ongoing upgrade of quality industrial city

Comprehensive culture industry

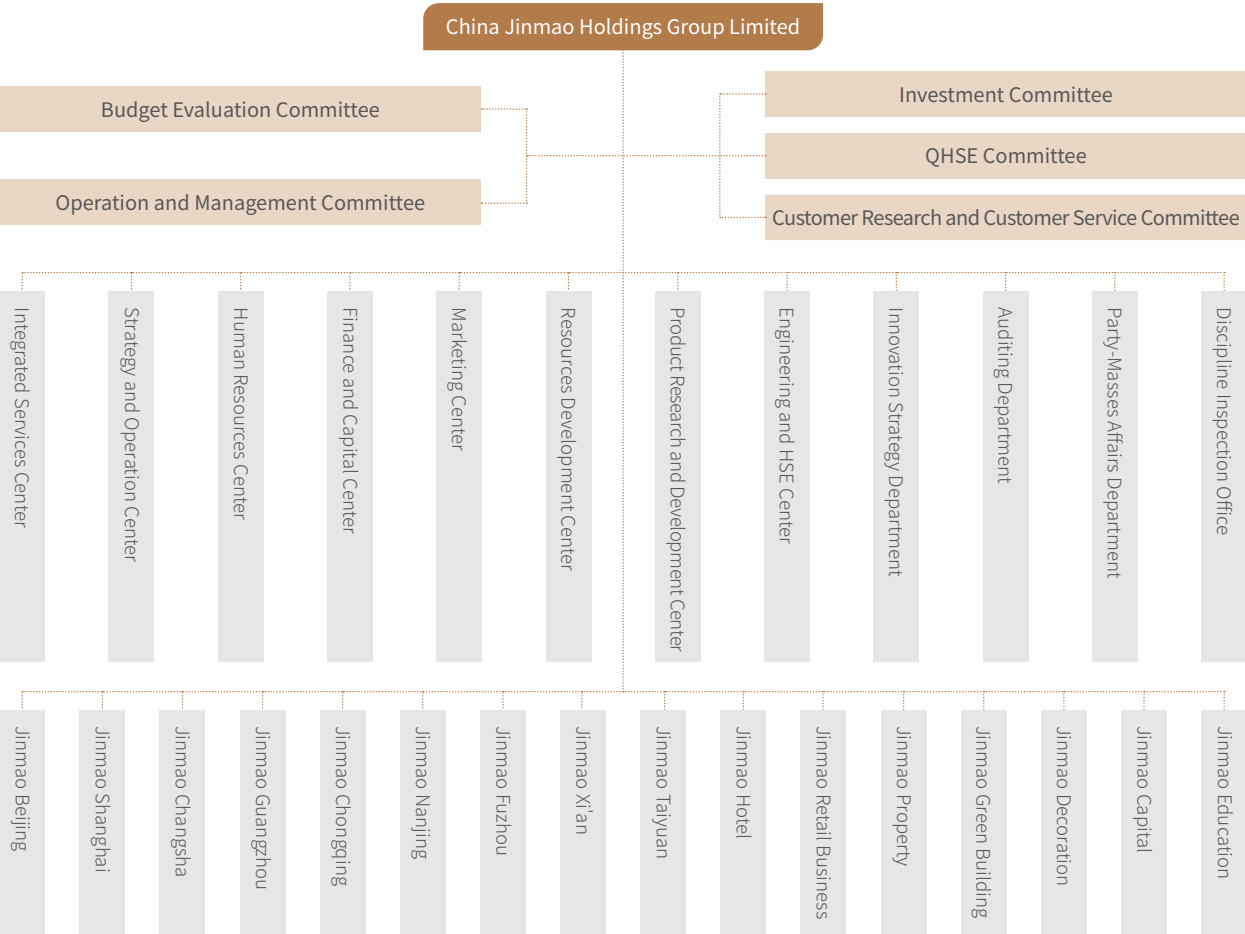
Comprehensive technology industry

Comprehensive health industry

To achieve the purpose of advancing the industry with investment and the integration of industry and finance based on the strengths and credit endorsements of Jinmao Capital

Organizational Structure

China Jinmao has established a listed company corporate governance structure in compliance with the regulatory requirements of the Hong Kong Stock Exchange, continued to carry out organizational upgrading, built a service sharing center and implemented a service-oriented headquarters. The Company promotes organization streamlining and process optimization, adheres to the three-level structure and two-level management and control, continuously optimizes regional and professional platforms and builds a flat organization.



Company Organizational Structure



CORPORATE GOVERNANCE

China Jinmao strictly complies with the requirements of the *Company Law of the People's Republic of China* and the *Code on Corporate Governance Practices* as set out in Appendix 14 to the *Listing Rules* of the Hong Kong Stock Exchange to establish a sound corporate governance structure for the listed company and to specify its terms of reference. China Jinmao has established a scientific decision-making and operation model under which the general meeting, the Board, the special committees under the Board and the management are authorized to manage, closely link and collaborate professionally.

In 2020, the Board and its specialized committees held 9 meetings (3 regular Board meetings, 3 meetings of the Strategy and Investment Committee and 3 meetings of the Audit Committee) and passed 73 written resolutions on 181 issues, covering major investment and financing transactions, remuneration and incentives, Board governance, information disclosure of listed company and other matters. For more information on the Board and corporate governance structure of the Company, please see the *2020 Annual Report of China Jinmao*.

Consolidating the Foundation of Compliance

China Jinmao strictly complies with national laws and regulations and various regulatory requirements, and strengthens its efforts in corporate governance in accordance with laws, so as to effectively transform compliance operation capabilities into a continuous driving force for advancing the modernization of the corporate governance system and governance capabilities. The Company has improved the risk management system and anti-corruption mechanism, and deepened the implementation of supervision and audit work of the entire business process.

Strengthening supervision and audit

We organize routine audits, economic responsibility audits, red line audits, etc., organize marketing, bidding and procurement special audits, and cooperate with the National Audit Office and Sinochem Holdings to complete key policy follow-up audits and special audits, and continue to play the role of audit supervision.

Enhancing audit efficiency. Risk-oriented, pay attention to high-risk sections; start with data screening, focus on universal and tendency issues, and improve the pertinence and effectiveness of audit recommendations. In 2020, with reference to the dynamic changes of the epidemic, 25 audit projects were implemented using a combination of "remote + on-site" modes.

Promoting rectification and accountability. In accordance with the *Measures for the Implementation of Accountability Inquiry for Irregular Operations and Investments of China Jinmao*, enhance the rectification and review of audit matters. Rectification of all 347 issues identified in the audit in 2019 has been completed, and investigation of key violations has begun to affix the responsibility.

Implementing strict risk management

Organized legal professional training

124 sessions

Number of reviewed contracts

15,399

Including major contracts

223

We always adhere to the principle of prudent risk management, focus on the safeguarding of major transactions and implementation of important strategies, establish a sound risk management and control system, carry out risk management work covering the whole process of corporate governance and the whole cycle of project management, effectively improve management efficiency, and reduce operational risks. In 2020, the legal review rate of contracts was 100%, and there was no significant risk event.

Safeguarding operational stability. The Company regularly identified and sorted out material risks, improved the risk management and prevention and control capabilities throughout the process, safeguarded the major transactions, and reduced the compliance risks of projects such as capital operation, investment cooperation and city operation. In response to the COVID-19 epidemic, the Company swiftly arranged risk investigation, updated and issued regulatory documents on risk prevention and control under the epidemic, so as to prevent and mitigate the legal risks caused by it.

Compliance culture education. The Company prepared and issued the *City Operation Risk Control Manual* and the *State-owned Assets Supervision and Administration Compliance Manual*, carried out various legal compliance trainings such as foreign compliance risk prevention and control and special study on the *Civil Code*, and organized all business units to arrange trainings on legal compliance risk prevention in sales, design, construction and other aspects, so as to strengthen the risk awareness of all employees.

Reinforcing the line of defense on integrity

We deepen our awareness on anti-corruption, and actively implement international initiatives such as the anti-corruption principles advocated by the United Nations Global Compact in accordance with the requirements of Sinochem Holdings. In 2017, we joined the China Enterprise Anti-fraud Alliance to jointly create a clean business environment. We adhere to a zero-tolerance approach to corruption, formulate a clean construction system and strictly supervise its implementation. The Company regularly conducts training on exhortatory cases of anti-corruption under its combined efforts to promote and educate on anti-corruption. In 2020, the Company did not have any incident of corruption.

Improving the system guarantee. The Company formulated and issued the *Administrative Measures for the Supervision and Enforcement of Discipline Inspection Commission of China Jinmao* and the *Implementation Measures for the Supervision Work of Discipline Inspection Commission of China Jinmao (Pilot)* and other relevant management systems, revised the *Integrity Risk Prevention and Control List* on a rolling basis, and continued to improve the construction of anti-corruption system covering China Jinmao and its subsidiaries.

Conducting integrity supervision and inspection. The Company established the Leading Group for the Integrity Construction and Anti-corruption Work of China Jinmao, and organized the headquarters and all business units to conduct self-inspection in a comprehensive manner, with a self-inspection coverage rate of 100%. Regular internal inspections and coordinated special governance programs were carried out, with a random inspection coverage rate of 30%.

Improving petition management. The Company implemented the *Administrative Measures for Discipline Inspection, Petition and Whistleblowing of China Jinmao*, protected the rights and interests of the whistleblowers according to law, and kept the reported matters, the acceptance of the reports and the information related to the whistleblowers confidential. The petition and reporting channels were facilitated in a continuous manner, and such petitions and reports were accepted and dealt with in accordance with regulations.

Creating a culture of integrity. The Company deepened integrity education and raised awareness of employees on anti-corruption through education videos, learning typical cases, visiting anti-corruption education bases, knowledge quizzes and other activities. Integrity reminder interviews for cadres at key positions at all levels were conducted in a continuous manner and education conferences were organized, comprehensively enhancing the penetration and influence of integrity culture.

Business confidentiality management

We strictly implement the national confidentiality requirements, and have formulated the *Confidentiality Management System of China Jinmao* to safeguard the security and interests of the nation and protect the Company against any infringement of its security, reputation and interests. At the same time, we have actively carried out confidentiality knowledge learning, training and publicity to enhance the confidentiality awareness of all employees.

In accordance with our business needs, the Company carried out special researches on the management and protection of business secret data security and piloted the launch of electronic document security and confidentiality software, so as to accurately control access right of documents, thus reducing the risk of leakage of confidential information. The Company also completed the launch of the confidentiality protection software with the Sunny and Fair Procurement Platform to ensure the controllability and traceability of business secret.

Protecting intellectual property

We attach great importance to intellectual property protection. In strict compliance with the requirements of the *Patent Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China* and other laws and regulations, we fully respect and protect our intellectual property rights and those of our customers and partners, and safeguard the legitimate rights and interests from infringement. Through patent and copyright application, trademark registration, trademark monitoring, litigation against trademark infringement and unfair competition and other measures, we stop unfair competition and maintain market reputation of brands. In 2020, 371 trademark registration applications were made by China Jinmao, and 19 trademark infringement lawsuits were filed. There were 26 new cases of winning judgments, and the winning rate of brand rights protection was 100%.

Organized integrity reminder interviews for employees and directors

187

Conducted integrity education training

267 sessions

Total training time

335 hours

Participants

11,610

The Company applied for patents

166

Obtained patents

116

Including invention patents

11

Utility model patents

93

Appearance patents

12

Optimizing Operational Management

Based on the trust and support of shareholders, China Jinmao improves the protection mechanism of shareholders' interests, promotes market-oriented reform, establishes a good communication mechanism, and gives the best returns to shareholders with continuous growth in operating results and excellent management and operation.

In 2020, the Company tapped into 4 new cities, newly acquired 7 city operation projects with a total of 27 projects.

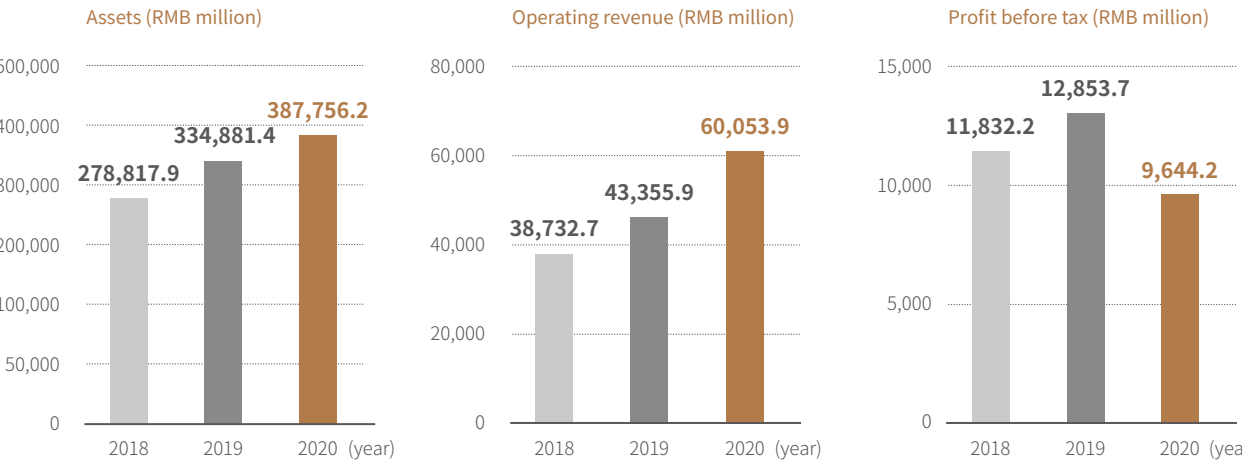
The Company has on hand 277 projects of city operation, property development, commercial leasing and retail operations, hotel operations,

with area yet to be delivered of approximately 82.67 million sq.m.

As at the end of 2020, China Jinmao had deployed 51 Jinmao Palace projects in 26 cities across the country.

	Unit	2018 ^①	2019 ^①	2020	Year-on-year growth(%)
Assets	RMB million	278,817.9	334,881.4	387,756.2	15.79%
Operating revenue	RMB million	38,732.7	43,355.9	60,053.9	38.51%
Profit before tax	RMB million	11,832.2	12,853.7	9,644.2	-24.97%
Revenue from city and property development	RMB million	33,734.2	37,721.4	54,366.5	44.13%
Revenue from commercial leasing and retail operations	RMB million	1,449.8	1,446.8	1,461.4	1.01%
Revenue from hotel operations	RMB million	2,047.9	1,967.1	1,257.8	-36.06%
Others ^②	RMB million	1,500.8	2,220.6	2,968.2	33.67%
Dividend	HK cents	22.0	23.0	26.0	13.04%
Basic earnings per share	RMB cents	45.28	55.64	31.86	-42.74%

Note:
① As the Company completed the acquisition of 100% equity interest in Wuhan Huazi Enterprise Management Consulting Co., Ltd. ("Wuhan Huazi") on 12 June 2020, the financial information for 2018 and 2019 were restated before disclosure.
② Others primarily includes the property-related revenues arising from the observation deck on the 88th floor of Jin Mao Tower, property management, green buildings technology, building decoration, etc.



Strengthening communication with investors. The Company established a good investor communication mechanism, continuously strengthened the communication and exchange with investors and other stakeholders, and timely disclosed the latest investment and operating information to domestic and overseas investors in accordance with the legal requirements to ensure the completeness, accuracy and compliance of information disclosure.

Due to the epidemic, the Company convened 2 extraordinary general meetings and 1 annual general meeting in the form of online streaming.

Issued 121 announcements, circulars, interim and annual reports on the Hong Kong Stock Exchange platform.

Attended 28 domestic and overseas investor conferences and held exchanges with over 30 domestic and overseas investment banks.

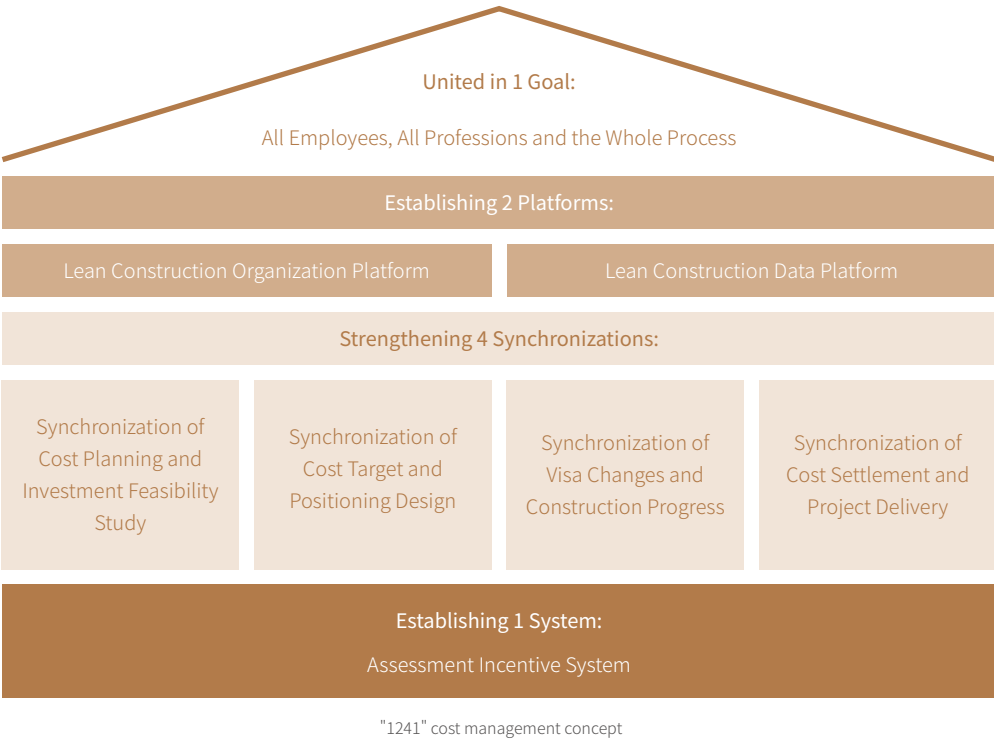
Held in-depth dialogues with domestic and overseas investors regarding the Company's performance and development strategies, 2 results

press conferences, over 20 domestic and overseas non-trading roadshows.

Held a reverse roadshow live online due to the epidemic, inviting more than 200 domestic and overseas analysts and investors interacting online.

Lean investment and financing management. The Company strengthened differentiated guidance for different regions and cities and dynamically adjusted strategic orientation and investment standards at different stages, thus forming a rich investment standard system to promote differentiated investment. The Company optimized investment management tools, upgraded and updated city maps and the 12361 Implementation Manual for City Operations to promote intelligent, refined and visualized investment management. We continued to explore financial innovation and expand financing channels, with a record high financing amount in 2020.

Strengthening cost control. The Company implemented the "1241" cost management concept, and continuously improved the level of refined cost management by means of concept promotion and training, establishment of organization platform, strengthening synchronous management and establishment of examination system.



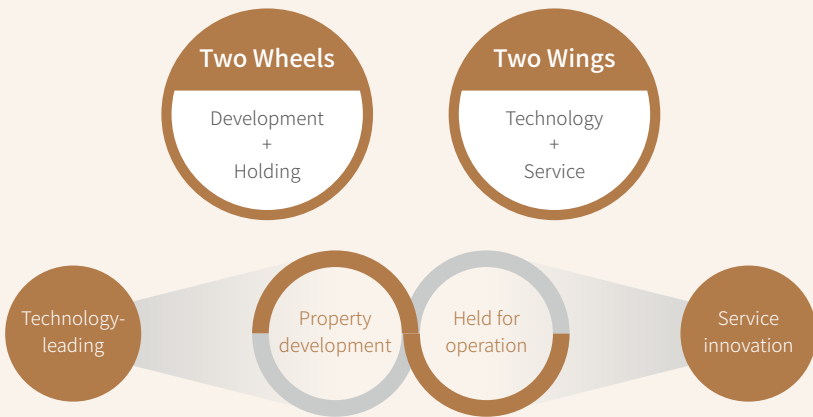
SPECIAL COLUMN

INNOVATION DRIVING HIGH-QUALITY DEVELOPMENT, TECHNOLOGY EMPOWERING BETTER LIFE

"The only way to stay where you are and respond to the ever-changing situation is by truly worshipping science, admiring technology, constantly innovating, improving efficiency, and making your fine products."

- Ning Gaoning, Chairman of Sinochem Holdings and Chairman of China Jinmao, at the keynote speech of the 5th China Urban Realty Association Forum

As a city operator, China Jinmao has always followed the principle of "In Science We Trust" to build the core competitiveness of city upgrade. In 2020, China Jinmao upgraded the strategic connotation of "Two-Wheel and Two-Wing Driven" by upgrading "Two-Wing" to "Technology + Service" and completing the technological innovation plan of "One Vertical, One Horizontal and One System". By cultivating new pillar businesses, the Company accelerated its transformation and development into an innovative enterprise driven by science and technology, providing driving force for the high-quality development of future cities.



We have been optimizing the two-wheel business structure of "property development" and "held for operation" and enhancing the two-wing competitive advantages of "technology-leading" and "service innovation", with the aim of leading high-quality development of cities and achieving sustainable growth in our results.

"Two-Wheel and Two-Wing Driven" strategy

One Vertical	One Horizontal	One System
Existing Businesses + Technology Empowerment	New Directions + Technology Businesses	Innovation Support + Guarantee
Focusing on strategic-level product innovation and business operation innovation, and accelerating the application of technology empowerment through open innovation	Developing new growth points and new business pillars of the Company through exploration of new business directions and deployment	Creating driving force to encourage scientific and technological innovation as well as model innovation, and shaping the mechanism and atmosphere to support business innovation

The Technological Innovation System of "One Vertical, One Horizontal and One System"

Strengthening the Establishment of Innovative System

China Jinmao has been constantly improving its innovative development mechanism, increasing investment in the construction of innovative system, accelerating the building of its innovative talent team, as well as promoting the transformation of itself into an innovative enterprise driven by science and technology.

Optimizing process mechanism. The Company promoted the establishment and improvement of the innovative system and guarantee system, simplified its innovation and investment processes, encouraged all companies to actively carry out new business innovation and increase innovative efforts. We put the idea of "high-throughput innovation" into practice and encouraged researches on innovative application and the authorization mechanism of innovative topics.

Strengthening appraisal and incentives. The Company strengthened the implementation of the three-level performance appraisal and special incentive measures, promoted the inclusion of innovative practices into the evaluation of operating companies, functional departments and employees of the Company, and added professional sequence of science and technology innovation to the Company so as to strengthen the cultivation of science and technology innovative talents.

Building an innovation platform. While constantly exploring independent innovation, the Company has built an open innovation platform, strengthening exchanges with external outstanding teams, technology enterprises, university research institutions, innovation incubators and other institutions by expanding external science and technology innovation resources, so as to enrich the ecology of science and technology innovation.

Creating a culture of innovation. The Company conducted seminars on the promotion and implementation of science and technology innovation plans, provided 85 training courses on innovation such as "Lean Innovation" and "Digital Transformation" for all employees, and organized online studying camps for digital transformation trend of innovation and development in various industries and new infrastructure to help the development of innovative businesses.



Matching conference for technological innovation projects

Case Joint acceleration camp on real estate technology innovation

In September 2020, China Jinmao and HCH Ventures under Haier announced a joint Real Estate Technology Innovation Acceleration Camp with the theme of "Smart Technology for Better Life". Focusing on the fields including smart IoT, construction technology and energy technology, the acceleration camp gave full play to the resource advantages of China Jinmao and Haier to achieve high-throughput innovation and mutual benefit.



Company's investment in technology

RMB277 million

Applied for patents

166

Number of innovators

728

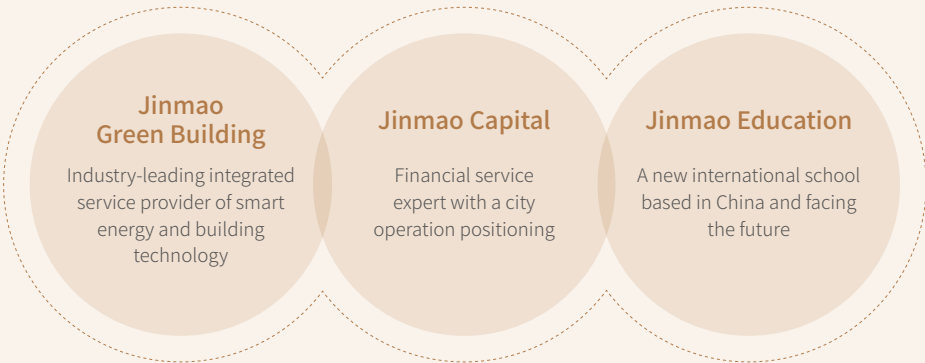
Number of recognitions as national high-tech enterprises

3

Extensive Technological Practices

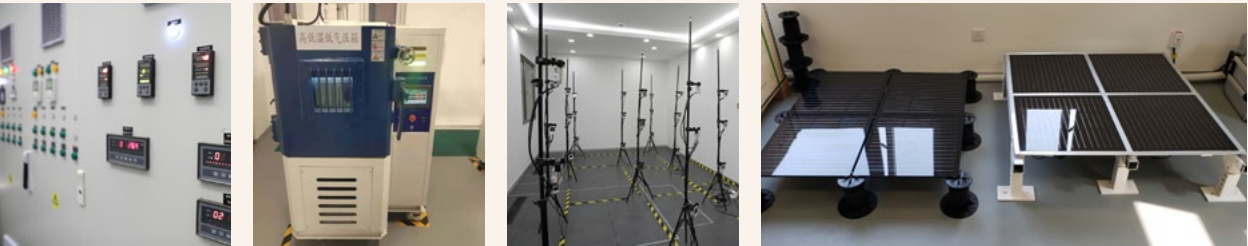
Focusing on the strategic level of innovative direction of product innovation and business operation, China Jinmao strengthened the practical promotion and exploration of its strategic innovation businesses, actively studied and expanded external opportunities, and injected the driving force of science and technology innovation into the development of cities and itself.

Building new business platforms. Based on the city operation strategy and leveraging Jinmao Green Building, Jinmao Capital and Jinmao Education as the three new business platforms, the Company pursued R&D on technology and technological applications, and gradually strengthened the formation of its own technology businesses.



Case New land for science and technology innovation – the inauguration of the scientific research and experimental base of Jinmao Green Building

In August 2020, China Jinmao's science and technology innovation moved to a new land – the scientific research and experimental base of Jinmao Green Building was inaugurated. Five separate laboratories, namely the artificial environmental chamber, PV laboratory, energy storage laboratory, reliability and electrical laboratory as well as human settlement complex laboratory, have been established. A series of exploration focused on smart energy and technological residence was carried out, forming a complete industry chain of R&D-production-application and providing fundamental driving force for science and technology innovation.



Artificial environmental chamber

Reliability and electrical laboratory

Human settlement complex laboratory

PV laboratory



Energy storage laboratory

Case Photovoltaic construction material enabling houses to “generate power”

Jinmao Green Building continued to focus on the integration of photovoltaic material and buildings. Leveraging the world's top nano and photovoltaic technologies, Jinmao Green Building developed a fully transparent photovoltaic glass window that ensures sufficient lighting indoors and uses solar energy to generate power. The energy-saving efficiency is 40% higher than that of ordinary glass. In the meantime, leveraging the core technologies of crystalline silicon thin film and 3D texture coloring, Jinmao Green Building developed the first domestic photovoltaic construction material product with a stone appearance, which has been widely used in projects such as Jinmao Green Innovation Center and Jinan Aoti Jinmao Palace, achieving green value of intelligent environmental protection.

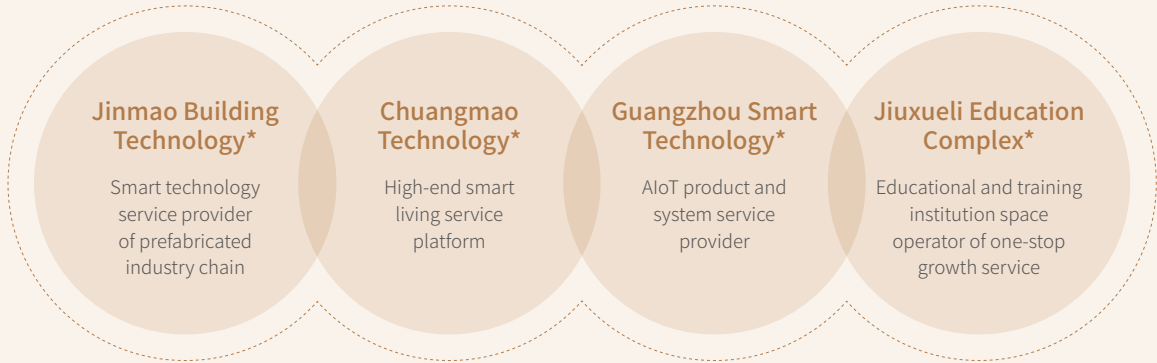


The building-photovoltaic integration project of Qingdao West Coast Innovation and Technology City Experience Center, with a photovoltaic installation area of 300 sq.m., an installed capacity of 40 kW, and an annual power generation of 50,000 kWh.



The photovoltaic-storage-charging micro-grid demonstration project of Jinmao Green Innovation Center adjusts the energy distribution principles of power generation side and energy storage side through real-time monitoring the load on the user side, maximizing the use of renewable energy.

Industry chain business development. Based on the Company's strategy and business needs, we developed upstream and downstream industry chain business from existing businesses, and formed a group of industry chain companies to support the city operation strategy.



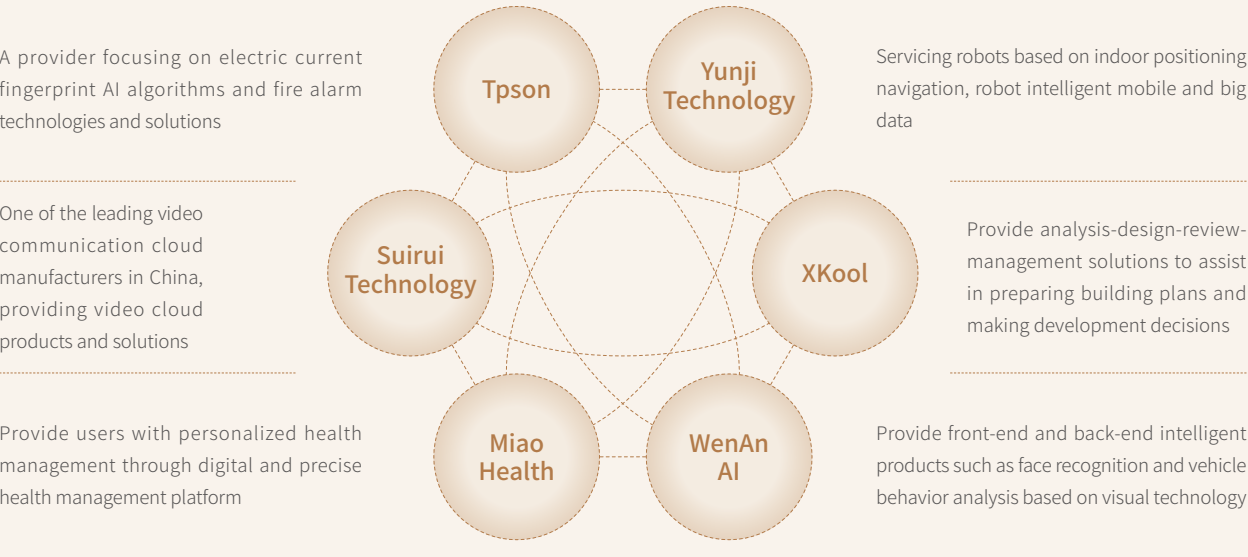
* for identification purpose only

Case Jinmao Building Technology awarded the qualification of Zhongguancun Golden Seed Enterprise

In October 2020, China Jinmao's first incubation enterprise, Jinmao Huichuang Building Technology (Beijing) Co., Ltd.* (hereinafter referred to as "Jinmao Building Technology"), was awarded the qualification of Zhongguancun Golden Seed Enterprise. The core businesses of Jinmao Building Technology are building solutions, prefabricated AI intelligent design, science and technology R&D and construction whole-process consultation. Leveraging advanced technologies such as big data and blockchain and making use of J.MAKER smart platform as the carrier of smart technology and data application, Jinmao Building Technology is committed to creating EPC-OEM innovative integrated interconnected ecosystem for the design, procurement and construction of the big building industry chain, and providing the construction industry with one-stop solutions for prefabricated buildings.



Technology touch on investment. With a technology touch on innovation investment, the Company captured high-growth stage entrepreneurship projects in the fields of real estate technology and smart city, building a new ecosystem of real estate digitalization and intelligence and thereby promoting the Company's innovation practice in the field of intelligent technology and gradually building up a science and technology innovation ecosystem.



Case Together with Yunji Technology, we empower the future of cities

Yunji Technology, an awardee of the Wu Wen Jun AI Science & Technology Award (dubbed the highest award for artificial intelligence in China), became the first equity investment in the industry by Jinmao Capital. The intelligent robot "Run" created by Yunji Technology has now stationed in more than 5,000 hotels around the world. With service characteristics of efficient, intelligent and stable, the robot effectively improves the service experience and efficiency of hotels, office buildings and in other scenarios. Jinmao Capital, in coordination with Yunji Technology, continues to explore the application boundaries of artificial intelligence in different city operation scenarios such as the community. We help to promote product R&D and technology implementation while leading and radiating the industry upgrade and innovative development of China Jinmao's city operation.



Intelligent self-service check-in system of Grand Hyatt Shanghai



Yunji Technology's robot servicing in the hotel

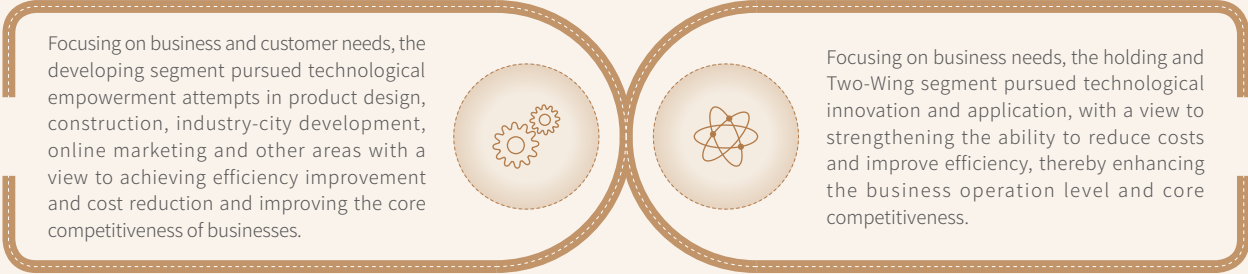
Case Driving industrial development with investment and promoting city development with industrial operations - WenAn AI's Shandong regional headquarters launched in Qingdao China-Europe International City

WenAn AI is the first domestic pioneer in the R&D of artificial intelligence visual technology and products, mainly serving the smart city and commercial retail sectors. WenAn AI has now launched in China Jinmao's city operation projects, including Qingdao China-Europe International City and Sanya Nanfan Science and Technology City. By accumulating rich city outdoor scenario identification algorithms and leveraging strong front-end and back-end hardware development capabilities and diversified AI hardware product lines, WenAn AI provides city operation projects with overall ICT operational service guarantee, thereby achieving the construction goals of smart parks.



Design sketch of Qingdao China-Europe Science and Technology Innovation Park

Existing business empowerment. Focusing around our business development strategy, the Company continued to implement technological innovation in the existing business areas of both developing segment and holding segment. In 2020, more than 300 science and technology applications and subject researches were conducted based on the needs of customers.



Case Jinmao Decoration promotes development and upgrade with science and technology innovation










Jinmao Decoration implements the strategy of "Focusing on Principal Business and Innovation-Driven", promoting development and upgrade with science and technology innovation. With an emphasis on technological R&D and independent innovation, Jinmao Decoration has applied for nearly 100 patents and won the "Science and Technology Award of Building and Decoration Industry". In November 2020, Jinmao Decoration was awarded the "High and New Technology Enterprise Certificate" jointly issued by the Science and Technology Commission of Shanghai Municipality, the Shanghai Municipal Finance Bureau and the Shanghai Municipal Tax Service, State Taxation Administration. At the same time, it established a professional prefabricated R&D team, giving full play to the unique advantages of prefabricated technology in terms of unified effect, quality control, cost control, time control and maintenance at a later stage building on the basis of guaranteed quality. At present, prefabricated fine decoration has been applied in a number of pilots of Palace series products and hotel projects.



Case

Promoting the upgrade of smart property with technology

Jinmao Property further promoted digital transformation and continued to improve management service efficiency and user digital experience. In 2020, making use of the underlying technologies of IoT, mobile Internet and big data with the focus on the three key elements of space, people and services, Jinmao Property developed a smart property management system integrating smart community, smart life and smart operation. By building a number of smart community technology systems, Jinmao Property was able to create a safer, more efficient and more energy-saving smart community. Relying on digital technology and professional teams, Jinmao Property brought property owners to a better life in the 5G era. The implementation of smart payment collection system, pre-delivery platform, Sunny and Fair Procurement Platform, material procurement and inventory management system helped improve smart operation efficiency. It strengthened the application of technologies such as IoT, cloud computing and artificial intelligence in property services, promoted the integrated development of online and offline services, and created more customized products and personalized services to meet the different needs of customers. Jinmao Property built a smart community with nine smart scenarios and shaped a new ecosystem of "platform + scenario" smart community services to provide customers with more intelligent, convenient and safe living experience.

 Smart Traffic	Five technology systems, namely human face recognition, car plate identification, gesture calling, voice calling and floor selection by face scanning, facilitate customers to commute	 Smart Security	Three intelligent surveillance systems, namely boundary security, trajectory tracing and park real-time control, safeguard community security
 Smart Park	Two "black technologies", namely falling object identification and intelligent bins, solve key problems in owners' everyday life	 Smart Elevator	Four advanced technologies, namely unsafe behavior identification, trapping pacifier, health evaluation and UV sterilization, provide customers with safe and healthy elevator services
 Smart Surveillance	Surveillance pre-warning system provides real-time surveillance of the operation of community devices and facilities to ensure safety	 Smart Lighting	Smart lights and smart lampposts with environmental protection concept illuminates communities at night
 Smart Parking	Parking space reservation and intelligent car finding direct owners to parking space	 Smart Carpark	Air cleaning and temperature and humidity control technologies create comfortable carpark environment
 Smart Living	Various services including one-key payment, online communities, online shops, rental, sale and decoration providing owners with comfortable living experience		

Nine scenarios of smart community



Perimeter security system to safeguard the community



Go Home APP to keep family safe at all times

Continuing to Promote Digital Operation

Since the "Year of IT Enhancement" in 2018, China Jinmao has continued to deepen its IT construction. Through innovative technologies such as cloud computing and mobilization, China Jinmao has continued to promote digital transformation, building over 60 IT systems. The Company has achieved industry-leading construction results in various fields including business and finance integration, cost and procurement management and big operation data system, and established a closed-loop business operation and management support system connecting various business management lines and upstream and downstream of the industry chain to realize the digital operation of the Company's core businesses.

 Cost Optimization Established the "Gold e Cost" platform and implemented a closed-loop management mechanism for online costs so as to ensure the implementation of a cost management and control system covering all employees, all professions and the whole process	 Scientific Decision-Making Paid attention to the needs of project operation progress, developed data analysis model, built "operational cockpits", thereby achieving more efficient and in-depth intelligent analysis and decision-making and improving operation efficiency	 Targeted Marketing Established a full-cycle data platform for online traffic introduction, site visits, customer transactions and customer services, thereby promoting the extension of full-scenario services for customers to the Internet
 Capital Management and Control Established a full-process management system for fund application/circulation management, built a financing management module, thereby achieving one-click issuance of reports to provide supporting data for decision-making	 Financial Management Established a financial IT platform integrating management accounting, financial accounting and business accounting, thereby significantly improving the automation level of financial management	 QHSE Management Through the establishment of 1 map, 1 APP and 2 platforms, the Company realized the upper and lower synergistic platform in which the headquarters, regional offices and frontline staff are responsible for standard setting, control and management, and implementation, respectively, thereby promoting the integration of work quality, progress and safety management
 Smart Office Developed the social collaborative, efficient, safe and controllable Maoxin Platform, with all companies actively participating in the co-building and co-creation of Maoxin Platform and an installation rate of 99.8%, thereby improving office efficiency	 HR Management Created human resources management dashboards, conducted online training, launched performance management, commenced digital attendance, supported intelligent analysis and online services, thereby achieving full coverage of core human resources businesses	

Technological innovation is an important part of China Jinmao's development and a core element for maintaining long-term competitiveness in the future. China Jinmao will continue to carry out comprehensive exploration of the development into a technology-driven innovative enterprise, focusing on business areas such as building technology and smart energy, and assisting in the transformation and upgrading of city industry, the improvement of city quality and the high-quality development of regional economy, so as to build the core competitiveness of city upgrading.

WITH ORIGINAL ASPIRATION, SAFEGUARDING WARM HOME WITH QUALITY

The city carries everyone's dreams in life. As a leading city operator in China, China Jinmao takes "Build Quality for Better Life" as its mission, integrates the people-oriented concept into the entire process of product design, construction and operation, continuously improves product quality and service experience through technological innovation, and strives to make every customer's pursuit of a better life satisfied.



Our Focus

Lean design, quality and safety, innovative services, customer satisfaction

Our Actions

- Promote innovative designs and provide diversified products
- Strengthen quality control and build ingenuity works
- Upgrade customer experience and devote quality services
- Focus on customer communication and meet customer needs

Our Progress

Average score of third-party actual measurement	Customer satisfaction for residential properties	Customer satisfaction for office premises
95.1 points	85%	100%
Customer (tenant) satisfaction for retail properties	Customer (patron) satisfaction for retail properties	Rate of closed complaints for the development sector
91%	92%	96.3%



Craftsmanship for Quality

With the mission of "Build Quality for Better Life", China Jinmao always adheres to the development strategy of creating quality products and deepening operation, giving full play to its existing practical experience and advantages in city operation, while ensuring the functionality and quality of products with forward-looking planning and design, innovative thinking and models. The Company supports the construction and development of social security housing and assists the renovation of old housing, meeting the housing demand of different levels. We strictly implement the refined management process of construction quality, delivering safe and healthy products for customers.

Deepening City Operations

Adhering to the city operation logic of "City-People-Products", we have built a number of city operation projects and continued to empower high-quality development of the city by leveraging our vision of the future potential of city and strong capability of resource integration and operation. In 2020, the Company newly acquired 7 city operation projects with a total of 27 projects.



Case Focus on Nanfan to assist city upgrade of Sanya

Sanya Nanfan Science and Technology City is positioned as "China IC chips for the world seed industry, and international smart ecological industrial city". As the backbone of the construction of Sanya Yazhou Bay Science and Technology City, China Jinmao implements the national strategy of Nanfan Silicon Valley by adhering to the strategy of "Bringing in Leading Enterprises, Forming Platforms, Promoting High-tech and Building Facilities" to pursue investment promotion, with a view to developing Nanfan Science and Technology City into a new growth pole for Sanya's economy. To date, more than 40 industrial and ancillary projects have been officially signed, including over 20 national key scientific research institutions and industry leading enterprises such as the Chinese Academy of Sciences, the Academy of Agricultural Sciences and CITIC Agriculture, over 10 ancillary enterprises and over 10 high-tech enterprises.



Design sketch of Sanya Nanfan Science and Technology City

Optimizing Product Design

In the product design stage, we fully consider the differences in geographical locations, customer groups and product positioning, and continuously optimize and upgrade the product design based on our deep insight and understanding of customer needs, so as to create a comfortable, healthy, intelligent and colorful living environment for customers and provide space with more functions and meanings.

Adapting to local circumstances. Based on the climate and geographical conditions of different cities, we have improved our technology system in a targeted manner to provide owners in different cities with a healthy and comfortable living experience.



The technology system of Taiyuan Longcheng Jinmao Palace focuses on improvements in relation to dry climate, air pollution, hard water and other issues



The technology system of Qingdao Cloud Valley Laoshan Jinmao Palace strengthens the dehumidification and anti-condensation functions for marine climate, providing owners with a more comfortable experience

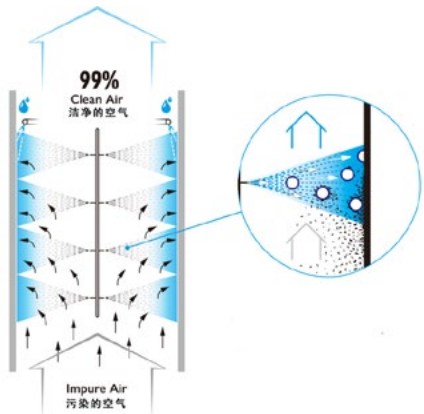
Adapting to different needs. Fully considering the needs of customer groups of different ages, occupations and genders, and taking into account factors such as project location and community environment, we integrate their needs in terms of household structure, space configuration, fine decoration and design as well as garden and landscape into the product design, providing them with more personalized and customized products.

Case Innovative "black technology" achieved another leap of Palace series 2.0

Working on the basis of the existing Palace series 2.0 technology system, Beijing Yihe Jinmao Palace innovatively applied two "black technologies" namely the nanometer-level "PM1 ion cascade purification and sterilization system" and the aerospace-level "particle damping and vibration noise reduction technology" to create a more comfortable and healthier home environment for the owners.

Healthy and comfortable. The nanometer-level technology "PM1 ion cascade purification and sterilization system" has a high filtration efficiency of 99% for PM1, much higher than HEPA efficient filtration under the standards of the United States and Europe. The purified and filtered particle size can be as small as 0.0025 um, greatly improving the filtration effect on smog and bacteria and providing the owners with a more comfortable care.

Quiet and comfortable. The Company introduced the "particle damping and vibration noise reduction technology" adopted by the Long March 5 series launch vehicles, which, after various technological breakthroughs and product iteration and upgrading, successfully achieved reasonable use in residential buildings. The particle dumping technology can effectively reduce the fixed frequencies of cold and heat sources equipment and transmission and distribution equipment, with the vibration isolation efficiency as high as 99.5%, approximately 10% higher than that of floating shock-absorbing bases widely used at present, creating a highly quiet and comfortable sound environment.



An illustration of ion cascade purification technology



Beijing Yihe Jinmao Palace

Case Customized and quality life for young customers

China Jinmao has fully integrated its insight on the needs of young customers into the product design. In our Palace series and Residence series products, we provide young customers with quality decoration style more suitable for them, large space for social activities, and "N + 1" growth-type house type design. As an extension of Residence series products, the Company has tailor-made a series of "International Community" products for the post-90s home buyers, meeting the needs of young customers in terms of space design and facility configuration. We have also built an innovative community shared space to create a social group culture in line with young people's values and aesthetics forming a young energy circle.



Beijing Taihu Jinmao Residence has reserved multi-functional space for young families to meet their growth needs



Jinmao Beijing International Community shared space

Case Shenzhen Longhua Jinmao Palace - bringing more beautiful scenes to life with garden

Based on the needs of different owners, and taking into account the beauty of garden and participation, Shenzhen Longhua Jinmao Palace created a facility setting meeting the needs of owners of all ages, children, adults and the elderly. We created space for children to climb and explore – the children's tree house, so that children can be themselves and get close to nature. To cater to the social needs of adults, we created the sunshine book bar in the garden, and maximized the use of space by separating different functional areas such as city meeting room, active sports area, family-friendly restaurants and elderly activity area, so as to provide the like-minded neighbors with comfortable social space, thereby building a harmonious neighborhood.



The children's tree house



The sunshine book bar

Ensuring Product Quality

We continuously optimize the quality management system, strengthen risk management and control, and create safe and reliable products. In 2020, the score of third-party actual measurement was 95.1 points, exceeding the industry benchmark level, and there were no customer complaints related to products and services that had a significant impact.

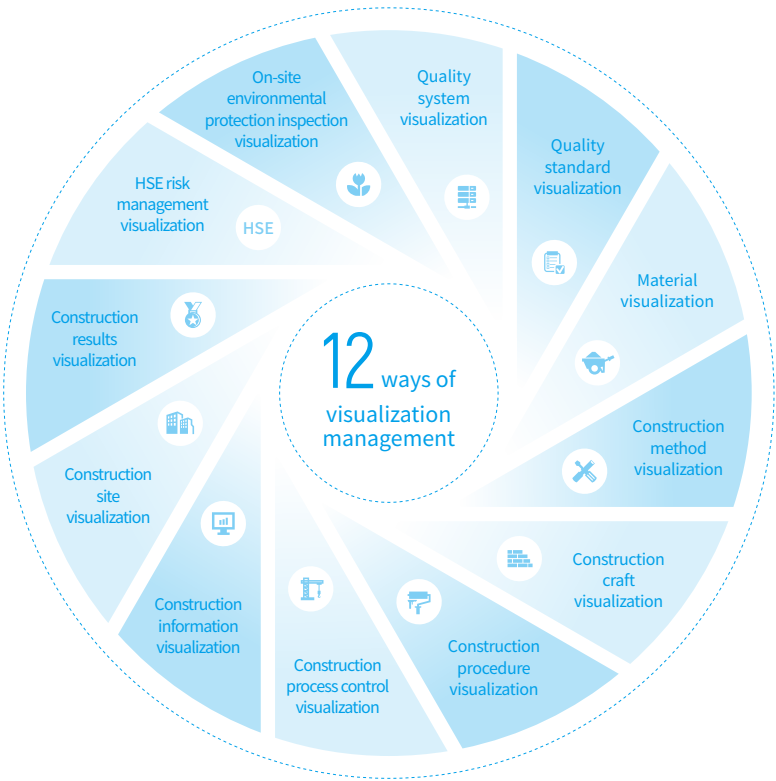
Pursuing refined management. The Company formulated a series of refined management procedures for project quality, providing comprehensive guarantee for project quality and safety through a standardized and templated quality management system, 10 first-level management and control actions, 20 second-level management and control actions, and 108 third-level management and control actions.

<div>10</div> <div>First-level management and control actions</div> <ul style="list-style-type: none">• Project management kick-off meeting• Plan demonstration and review• Plan presentation• Model review• Project deduction• Quality assessment• Key process management and control• End-point inspection• Site open day• Project review	<div>20</div> <div>Second-level management and control actions</div> <ul style="list-style-type: none">• Kick-off meeting version 2.0• Visualized management• Plan demonstration and review• Construction drawing review• Management of detailed construction drawing• Model review• Various professional project deductions• Risk management• Material management• On-site centralized processing• Process inspection•	<div>108</div> <div>Third-level management and control actions</div> <ul style="list-style-type: none">• Project management kick-off meeting• Kick-off meeting version 2.0• Group interview of general contractor and supervision companies• Stationing and delivery by general contractor and supervision companies• Project visualization planning• Expert plan demonstration• Design review by construction party,• Detailed plan for fine decoration project• Project deduction• Construction material sample sealing• Risk rationalization• "Iron Hammer Action" on fine decoration• Implementation upon delivery open day•
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Strengthening whole-process management and control. Based on the principle of "Prevention First", the Company promoted quality control throughout the whole process, comprehensively and with the participation of all employees, and applied risk prevention and quality management and control throughout the whole process of project development, design, procurement, construction and operation. It also ensured the all-round implementation of project quality and safety management through the "12 ways of visualization management" to maximize risk prevention.



Quality control throughout the whole process



Systematic "Five Open Days". We selected the key points in the project construction process, so that the owners could understand each detail of their homes in a more direct way and the project could be subject to strict inspections by the market and customers.



Five open days: The "birth" of good housing

Promoting awareness on quality. By constantly organizing activities such as the "Rock Campaign" training class and the "Rock Campaign" competition on quality and safety skills, we provided training for project engineering, construction and management personnel so as to promote quality and safety awareness as well as their professional skill level.



The "Rock Campaign" competition at Jinmao Shanghai



The "Rock Campaign" competition at Jinmao Wuhan

Organized "Rock Campaign" training class

7 sessions

Participants

2,900

Organized product improvement training

5 sessions

17 themes

Genuine Care Services

Adhering to the service philosophy of "Customers' Demand is Our Pursuit", China Jinmao has continued to consolidate our service foundation and enrich diversified service experience while creating hardware core products that meet customers' needs and promoting dwelling upgrade of cities, so as to meet consumers' demands for safe, comfortable, healthy and quality life.

Improving Service Quality

We continued to standardize services, enhance service sensitivity and improve service management efficiency through technological means in order to create the best experience for customers.

Constructing a standardized system. Adhering to the whole-process service system management and control of "planning-operation-supervision-audit", the Company has continuously improved the construction of a standardized system and the introduction of the system to new projects. Also, by making use of the two major tools of annual internal audit and business audit, we have ensured the full coverage and implementation of the standardized system.

Tailor-making differentiated services. Integrating different positioning of different products, the Company has established the standards for differentiated services by focusing on customers' demands such as key service points, critical times, service scenarios and special groups of people so as to provide customers with more proactive, timely and caring services.

Intelligent management and control of services. The "Turing Quality Inspection System" was introduced on a pilot basis to explore the "three-level management and control + remote supervision" approach, so as to achieve full-view management and control of the basic business at the front line and improve the efficiency of quality management and control of property services. Also, the Company developed and implemented the Jinmao Property's smart screen, which can visually display the management data, financial data and employee data of the Company, enable real-time monitoring and warning about information such as the number of people entering and leaving the community, the number of parcels, and reports of incidents and repairs, and display the owners' evaluation of service quality in real time, thereby achieving thorough monitoring and analysis of business data for projects across the country and promoting more efficient and intelligent property management.



Jinmao Property's smart screen

Expanding Diversified Services

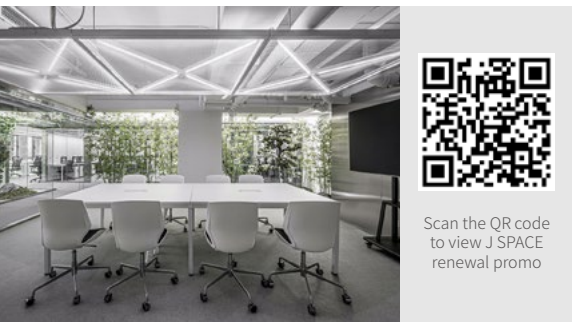
We led the continuous upgrade of our services with innovative concepts and smart technologies, and provided customers with quality service experience by offering diversified services to meet the needs of customers in their full living cycle, full work cycle and full life cycle.

Empowering smart office

The Company provided customers with smart office solutions by capitalizing on technology systems and smart services, and created a smart, environmentally friendly and efficient business office environment.

Case Exploring new mode of space operation to create a "shared new office of Internet"

In 2020, J SPACE, the first city renewal "shared new office of Internet" project of Jinmao Capital under China Jinmao, was officially launched. In terms of design, J SPACE integrated the science fiction garden with the office space to create an immersive science fiction office experience. In terms of services, the intelligent services are provided in four dimensions, namely access, health, operation and sharing, to achieve barrier-free access, check-in, real-time monitoring and automatic adjustment of indoor temperature and humidity as well as carbon dioxide concentration, providing users with intelligent, caring and comfortable office experience. In addition, it also provided stationing corporate customers with comprehensive resource empowerment services of "Internet + Industry", upgrading the project into a compound industry incubator, and redefining the definition of office building business ecology.



Exploring city properties

We formulated city property service strategies and business models, and deeply integrated city resources through integrating refined and digital city property services, space resource operation, in-depth social governance and cultural city building, to provide integrated public service solutions for designated cities and regions, and promoted the transformation and upgrade of city management in four aspects, namely upgrading service management, upgrading social governance, driving cultural city and driving space resources to help the government's city governance upgrade.



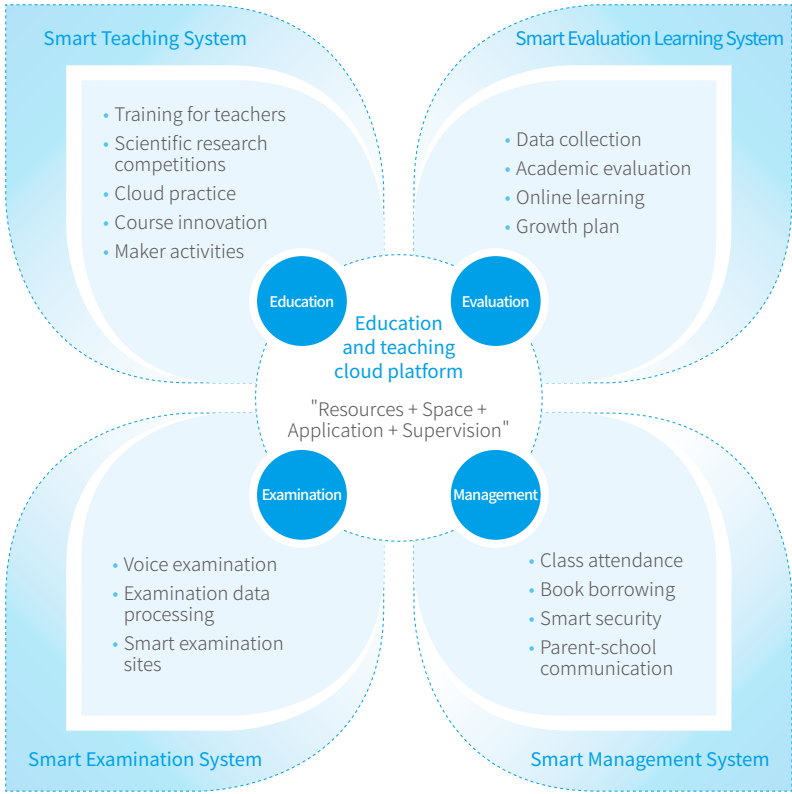
City property service model

Opening up future education

Adhering to the educational philosophy of "Based in China and Facing the World; Based on the Present and Facing the Future", Jinmao Education officially launched its brand with Jinmao School. In 2020, Shanghai Baoshan Jinmao School, the first self-invested, built, owned and operated school of China Jinmao, commenced construction and officially entered the K-12 education field. Jinmao School aims to position itself as a modern and international school of the future. Facing the future trend, it will build an education and teaching cloud platform, which integrates the smart teaching system, the smart evaluation learning system and the smart management system to comprehensively create a smart campus environment.



Design sketch of Shanghai Baoshan Jinmao School



Creating warm communities

We actively built a diversified platform for neighborhood social networking by organizing a variety of social gatherings and activities, and built harmonious communities with warm neighborhood as the link to stimulate the possibilities of a better life. Activities were organized for important festivals such as the National Day and Mid-Autumn Festival, with annual themes ranging from garbage classification, parent-child interaction to family construction. A total of more than 60 online and offline activities were organized, with a total of 34,900 customers participation.



"Chi-Pao Salon" event by Jinmao Shanghai



"Light of Fireflies" event by Jinmao Wuxi



"Rice Dumpling Festival" event by Jinmao Wuhan



Picking activity by Jinmao Qingdao



Badminton activity by Jinmao Changsha



Jinmao U + family reading party

Improving Customer Satisfaction

Customer satisfaction
for residential
properties

85%

Customer satisfaction
for office premises

100%

Customer (patron)
satisfaction for retail
properties

92%

Customer (tenant)
satisfaction for retail
properties

91%

We attach great importance to customers' feelings, take the initiative to understand and listen to customers' demands, constantly keep communication channels and complaint channels smooth, providing our services in a comprehensive manner.

Strengthening customer communication

We further strengthened the construction of customer service platform, built diversified communication channels, improved customer communication and feedback mechanism, actively listened to the demands of different customer groups, and strived to improve customer satisfaction.

- We established the "1 + 6" call center system of headquarters + regional companies to provide customers with 365 days 7*12 hours of services. In 2020, a total of 13,583 customer calls were received, and we made 52,903 outbound return calls and survey calls, ensuring smooth communication channels with customers.
- A dedicated customer research team was formed and tasked one-on-one in-depth interviews with 150 groups of customers in 9 cities to listen to the core needs of customers on residential products and services, resulting in 98 business optimization suggestions. Targeted improvements were made according to the demands of owners.
- Through digital means, we optimized and enriched the "contactless customer service" channels to satisfy customers' needs and organized 81 online activities of various kinds.
- We organized the "Going Inside Customers and Listening to Customers" series of themed service season activities and made use of our Jinmao Luxuriance platform to comprehensively disseminate information related to customer service.
- We strengthened our interaction with owners. Our owners' publication *Jinmao Luxuriance* added 32 owner correspondents and invited them to contribute articles through the public account of Jinmao Luxuriance, which became a publication by owners.



Establishing a responsible marketing system

We have formulated the *Sales Management System of China Jinmao*, the *Reference Guide on the Pricing Operation of the Projects of China Jinmao* and the *Reference Guide on the Sales Satisfaction Management of China Jinmao* and other rules and regulations to build a responsible marketing system. Information such as announcement on project progress, time of publication, price and delivery standards are announced in a timely manner to protect customers' right to know. We have innovated the online service model, introduced the "Jinmao Fan" mini program, and launched the "Online Home Purchase Live Streaming" to fully meet the needs of home buyers through online and offline marketing.

Protecting customer privacy

We attach great importance to the protection of customer information and privacy, continuously improve the customer relationship information platform, and only allow authorized staff members to access customer information by setting permission, so as to avoid customer information being stolen or leaked. In 2020, there was no complaint about leakage of customer information.

Efficient handling of customer complaints

We improved the initiative and timeliness of complaint handling, sorted customer complaints and feedback on web portals, the government websites, social media platforms, etc., optimized the handling process, and continuously improved the complaint handling efficiency. In 2020, the complaint rate was 6.92‰, representing a year-on-year decrease of 0.98‰, and the response rate of customer information was 100%.

Performance Review

In 2020, we adhered to creating high-quality projects with ingenuity and devoting warm services with sincerity, and the customer satisfaction for office premises remained outstanding. However, the customer satisfaction for residential properties decreased slightly, and will be the focus of improvement from now on.

In 2021, we will continue to follow the customer-oriented core values and keep on thinking and exploring the direction of human living upgrade in the future. Adhering to the spirit of excellence in craftsmanship, and with the support of the innovation-driven strategy, we will improve the customer research organization system, integrate customer research work throughout the whole process of development and product enhancement, and deepen "smart services" by capitalizing on technologies such as comprehensive data, IoT and AI to create a better sense and experience for life with premium quality.



WITH PERSEVERANCE, BUILDING AN ECOLOGICAL HOME WITH INNOVATION

In 2020, General Secretary Xi Jinping made a commitment at the 75th United Nations General Assembly on China's pursuit of "peak carbon dioxide emission" by 2030 and "carbon neutrality" by 2060. In the "14th Five-Year Plan", "carbon neutrality" was also officially included as a key part of the battle against pollution. As a city operator, China Jinmao actively responded to national policies, consciously fulfilled the responsibilities of central enterprises, closely followed national strategies, and focused on the strategic layout of "Ever Green Quality" by following the three major directions of ecological cities, life buildings and "zero-carbon" operation to contribute to the green and sustainable development of cities.



Our Focus

Climate change, ecological protection, green building, green office, environmental protection and public welfare

Our Actions

Full implementation of the green strategy and exploration of the "zero-carbon" operation model

Integration of the green concept into the whole life cycle of buildings to create green buildings

Advocation of green lives, supporting industry development and environmental protection and public welfare

Our Progress

Green building certifications and labels obtained in 2020

36

Comprehensive energy consumption per RMB 10,000 of production value

0.19 tons of standard coal/RMB 10,000

Green building certifications or labels cumulatively obtained as of 2020

219

Total investment in environmental protection

RMB 182.07 million



Joint Efforts to Build Ecological Reputation

China Jinmao always adheres to the harmonious coexistence of human and nature, upholds the guiding concepts of ecological, intensive, low-impact and intelligent, integrating the ecology into the city and injecting a constant momentum into the city.

Layout of Ecological Cities

We adhere to the integration of cities with ecology, technology and humanities. By building ecological cities according to local circumstances, we constantly explore the harmonious symbiotic model of people, nature and cities, and create city operation projects with the characteristics of "leading planning, innovative industries, complex functions and environmental friendliness".

Case

Green intelligence to create "zero-carbon" city

Fangdao of Sixin is the first artificial island in Wuhan. Surrounded by butterfly-shaped Lake of Fenghuang, Fangdao owns its unique natural resource advantages. Upholding our advanced planning concept, China Jinmao built green buildings through green coverage, using energy-saving equipment, natural lighting, green materials and other means. In addition, China Jinmao applied different technologies such as sewage source heat pump system, ground source heat pump system and heat source tower heat pump system to build the energy station of Fangdao, which would greatly increase the proportion of renewable energy utilization. It is expected to save 6,367 tons of standard coal, reduce 15,678 tons of carbon dioxide, 105 tons of sulfur dioxide emissions, and 99 tons of nitrogen dioxide.



Design sketch of Wuhan Fangdao Jinmao Smart Science City

Case

Implementing the ecology-first concept to promote the sustainable development of city

Following the three priorities concept of "Ecology-First, Facility-First and Industry-First", Ningbo Life Science City is committed to establishing an ecological quality demonstration benchmark. The green area built in the early stage of the project reaches 150,000 sq.m., with a central park built at the core location. An ecological green ring system is built around the ecological base full of water network, gradually forming the ecological layout of "ring line + array".



Protecting Ecological Environment

In the process of building a quality city, we always place the protection of ecological environment in an important position. In strict compliance with the *Programme for Natural Protection of the People's Republic of China*, the Company has formulated the *Environmental Protection Management System of China Jinmao* to implement biological diversity protection practices, preserve the ecosystem and original vegetation of the project site, and increase the green land of cities, providing creatures in cities with habitats and safeguarding our ecological homeland with practical actions.

Case

Creating a garden home

A low-density construction layout brings in more space and gives more possibilities to the ecology. In our Jinmao Palace projects, we reasonably select landscape plants based on local climate conditions and characteristics of plant distribution, and build different ecological layers with tall arbors, sub-arbors, shrubs, vines and grasses and ground covers at the bottom layer, creating a garden home.



Shenzhen Longhua Jinmao Palace



Taiyuan Longcheng Jinmao Palace



Shanghai Xijiao Jinmao Palace



Zhengzhou Beilonghu Jinmao Palace

Upgrading Green Building

China Jinmao proactively identifies the potential risks and opportunities arising from climate change and advocates green concepts through the whole cycle by actively implementing green design, promoting green construction and carrying out green operation. We improve energy-saving level of buildings and reduce energy consumption and pollutant emission through various measures to help alleviate climate change and establish a model of green and healthy living.

Indicators	2018	2019	2020
Comprehensive energy consumption (10,000 tons of standard coal) ^①	1,4273	1,3109	2,2861
Electricity (10,000 kWh) ^①	8,331.91	8,159.21	11,639.25
Natural gas (10,000 m³) ^①	303.27	231.72	642.629
Comprehensive energy consumption per RMB 10,000 of production value (tons of standard coal/RMB 10,000) ^①	0.12	0.11	0.19
CO ₂ emission (tons) ^②	Direct emission (scope 1): direct energy (natural gas) consumption emission: 6,623.51	Direct emission (scope 1): direct energy (natural gas) consumption emission: 5,060.83	Direct emission (scope 1): direct energy (natural gas) consumption emission: 14,035.20
	Indirect energy emission (scope 2): emission from electricity purchased: 50,832.98	Indirect energy emission (scope 2): emission from electricity purchased: 49,779.34	Indirect energy emission (scope 2): emission from electricity purchased: 71,011.06
CO ₂ emission intensity (ton/RMB 10,000) ^①	0.3048	0.2794	0.4826
Total water consumption (tons) ^①	812,369.38	830,130.00	874,994.00
Unit water consumption (ton/RMB 10,000) ^①	27.08	6.92	7.36
Non-hazardous waste emission (kg) ^③	3,396,640	2,612,938	1,139,995
Hazardous waste emission ^④			
Batteries	2,499	2,678	2,100
Ink cartridges	44	66	38
Fluorescent tubes	725	711	942
Coating buckets	14	15	20

Notes:

- ① Covered projects including Beijing Chemsunny World Trade Center, Beijing Sinochem Tower, Shanghai Jin Mao Tower, Nanjing Xuanwu Lake Jinmao Plaza, energy operations projects of Jinmao Green Building and Beijing Jinmao Eastern Garden Hotel. In 2020, energy consumption increased due to the adjustment of the operating mode of air-conditioning affected by the epidemic, the expansion of scope of business of Eastern Garden Hotel, and the change in the statistical timeframe of Jinmao Green Building.
- ② According to the National Grid baseline emission factor determined by the National Development and Reform Commission's 2015 study, GB/T 2589-2020 General Rules for Energy Consumption Calculation, adjusted the CO₂ calculation coefficient and revised the CO₂ emission data. Covered projects including Beijing Chemsunny World Trade Center, Beijing Sinochem Tower, Shanghai Jin Mao Tower, Nanjing Xuanwu Lake Jinmao Plaza, energy operations projects of Jinmao Green Building and Beijing Jinmao Eastern Garden Hotel.
- ③ Covered Jinmao Hotel. The figures for 2018 exclude Jinmao Purelax Mountain Hotel, Lijiang.
- ④ Covered Beijing Chemsunny World Trade Center and Beijing Sinochem Tower.

Explanation on the treatment of hazardous wastes

The Company will sort and collect hazardous wastes for processing by competent waste treatment companies.

Explanation on the total packaging materials used for finished products

Total packaging materials used for finished products (in tons) and (if applicable) with reference to per unit produced are not applicable to the Company.

Practicing Green Design

We uphold the concept of "Implementing Measures in Line with Local Circumstances and Prioritizing Passivity with Focus on Efficiency and Health" and make effort to apply and promote more efficient green technologies in our product design, striving to achieve the goal of "minimizing energy consumption and environmental load in the whole life cycle of buildings".

Regulating green building design. We have prepared the Green Building Design Mission Statement, Key Points of Green Building Design and Design Guidelines to improve the quality of green building design and reduce the environmental impact of products from the source of design.

Applying green technologies. We actively promote the R&D of environmental protection technologies as well as the integration of photovoltaic buildings, strengthen the application of renewable energy and micro-grid technologies such as solar energy, wind energy, geothermal energy and biomass energy, and facilitate the consumption of new energy.

Table: Participation in the compilation of national and industry standards and topics

Name	Type
<i>Test Method for the Light-permeability Rate of Photovoltaic Glass Components Used in Buildings</i>	National standard
<i>Application Procedures for Photoelectric Construction Technology</i>	Industry standard
<i>Technical Regulations for Heat Supply of Ground Source Heat Pumps in Buried Pipeline in Middle and Deep Ground</i>	Group standard
<i>Technical Regulations for Prefabricated Concrete Structure</i>	Group standard

Table: Major green technologies

Name	Key features
High-power dual-stage turbine air source heat pump	Improve the performance of heat pumps in very cold regions through technology upgrade of single-unit dual-stage turbine compressors and dual-stage turbine heat pump sets
New heat source tower system	Absorb heat from air or provide cold source for buildings through equipment such as heat source towers, solution regeneration devices, intelligent control systems and heat pump main engines
Overhead insulated power generation system	Convert solar radiation heat absorbed on rooftop into electricity, and dissipate the heat on the top level through overhead channel heat dissipation technology
Photovoltaic lighting roof PV-LED	On the basis of satisfying the lighting requirements of buildings, equip buildings with power generation and video display functions to achieve power generation during daytime and lighting at nighttime
Photovoltaic wall	With properties of both photovoltaic and construction materials, and characteristics of high light transmission rate, low reflective rate and metal texture on the surface, achieving high-efficiency colorization

A total of 25 projects of China Jinmao obtained green building certifications and labels

36

Including National Green Building Labels

24

BREEAM certifications

8

LEED gold certification

1

WELL gold certification

1

French HQE 5-star certification

1

National Healthy Building 2-star Label

1

As of the end of 2020, the total GFA of projects of China Jinmao that have met the design requirements of green and healthy labels or certifications

20.9836 million sq.m.

Green building certifications or labels cumulatively obtained

219

Strengthening Green Construction

We apply the concept of green environmental protection throughout the construction process by continuously improving the HSE management system, practicing resource and energy conservation, and reducing pollution emissions, thereby minimizing the impact of construction process on the environment.

Strengthening environmental management

In strict compliance with the *Environmental Protection Law of the People's Republic of China*, the *Environmental Impact Assessment Law of the People's Republic of China* and other relevant environmental protection laws and regulations, the Company implements *China Jinmao's Administrative Guidelines on Environmental Protection* and *China Jinmao's Environmental Protection Accountability Management System* to effectively identify environmental risks and carry out environmental impact assessment and management.

- Organized and sorted out the environmental assessment procedures and compliance for construction projects, and comprehensively carried out in-depth investigation and management of environmental issues in city operation, merger and acquisition projects.
- In 2020, all projects went through legal and compliance procedures for environmental impact assessment and drainage and sewage disposal in accordance with the law, and there was no violation causing significant impact to the Company.

Environmental compliance management

- Comprehensively conducted environmental protection inspections, identified environmental risks such as soil conditions, special geological conditions, water source protection areas and nature reserves, and pursued comprehensive environmental risk management and control.

Environmental risk management

- Improved the emergency response plan for environmental incidents, equipped with emergency devices to control pollution, and ensured that the emergency devices are ready for use at any time.
- Conducted emergency training for employees and organized drills on a regular basis.

Environmental contingency management

Implementing environmental protection

The Company adopts a green construction system to effectively manage dust pollution, noise pollution and solid waste pollution during construction and operation, and orderly promotes the construction of "Civilized Cities" in the places where our projects are located. In 2020, a total of 25 projects have been awarded the "Green Construction Sites" honor, and no general or above environmental incidents have occurred.

Table: Performance of energy conservation and emission reduction targets in 2020

Indicators	Target	Actual
Total energy consumption (tons of standard coal)	<27,800	22,861
Fresh water consumption (tons)	<1,230,700	874,994
COD emission (tons)	<260	210

Building energy conservation and energy utilization

Actively promoting the application of clean, new and renewable energy in project design, construction and operation.
Improving thermal insulation of building enclosure structures, and reasonably setting window-wall ratios and distances between buildings, thereby reducing heating and cooling loading of buildings.

Building land conservation and land resource protection

Compliance with relevant laws and regulations on land development, reasonable layout, scientific planning, and compact and economical layout of temporary facilities, improving the degree of intensive and economical use of land.
Promoting soil remediation and treatment of projects, standardizing the classification and disposal requirements of construction and domestic solid wastes, and timely clearing up; anti-leakage treatment of oil storage rooms to prevent oil leakage and contamination of soil.

Building water conservation and water resource management

Attaching great importance to water conservation by adopting advanced water-saving construction techniques; integrating water circulation collection system and road dust reduction system, effectively realizing the recycling and reuse of water resources through sedimentation and filtration, etc.
Drainage and other permits obtained for property development and holding projects, diverted use of rainwater pipe network and sewage pipe network implemented at construction sites, and unified planning of drainage ditches for the site passage ways and material storage sites to discharge construction sewage in compliance with laws and regulations.

Construction material conservation and material resource utilization

Adopting new construction systems such as prefabricated concrete and steel structures suitable for industrial production, and promoting the application of high-performance, low-material (energy) consumption and recyclable construction materials.
Implementing measures in line with local circumstances and optimizing materials used by implementing construction material waste utilization management during construction and exploring the use of new technologies and new materials to reduce the consumption of construction materials.

Environmental protection and pollution control

Actively carrying out comprehensive pollutant treatment projects to ensure that all emissions meet the requirements of laws and regulations and achieve refined management of emissions; using environmentally friendly construction materials to reduce discharge of hazardous waste.
Conscientiously implementing the "Six 100%" dust control measures, formulating dust prevention and control plans, and adopting dust prevention and reduction measures such as enclosure and spraying.
Strengthening the long-term monitoring of environmental noise at construction sites, and arranging dedicated personnel for monitoring and management to avoid construction from disturbing the public; complying with the noise limit requirements of construction sites, and equipping high-noise devices with closed-ended sheds; strictly stipulating construction time and communicating with residents nearby to minimize construction noise.

Case Multiple measures to effectively improve energy-saving efficiency during construction

By implementing green construction management, Qingdao Cloud Valley Laoshan Jinmao Palace used energy-saving enclosure structures and high-efficiency electromechanical system, which integrated with the long-distance energy consumption measurement and analysis system to reduce energy consumption of buildings. Besides, we optimized construction materials by adopting recyclable materials and implementing construction material waste utilization management, and adopted the rainwater reuse system to save water resources while controlling site runoff. The overall energy saving rate reached 65%, saving operational energy consumption and reducing carbon emissions by more than 10% compared with conventional buildings.

Case Application of precast cement board brick molding bed technology to facilitate green construction

In response to the requirements of green construction, Jinmao Suzhou Zhangjiagang Smart Science City used precast cement board brick molding bed in the construction stage of the city showroom and the foundation work of H1 project, which was more energy-saving and environmental-friendly than traditional brick molding bed with much environmental and economic benefit.



City showroom of Suzhou Zhangjiagang Smart Science City

WITH ORIGINAL ASPIRATION,
SAFEGUARDING WARM HOME
WITH QUALITY

WITH PERSEVERANCE,
BUILDING AN ECOLOGICAL
HOME WITH INNOVATION

WITH PERFECTION,
BUILDING A BETTER HOME
WITH HARMONY

Promoting Green Operation

As of the end of 2020, the number of energy station projects invested, constructed and operated on city, regional and project levels

54

Total energy supply area of approximately

40 million sq.m.

It is expected to reduce carbon emission by over

370,000 tons per annum

Equivalent to trees planted

20.97 million

With our city operation projects, we engaged in the regional energy core business along with a number of smart energy innovation businesses such as peak regulation of power plants, data centers, charging of new energy vehicles and power storage in buildings, vigorously promoting the use of clean energy and renewable energy and improving the energy usage efficiency of building operation to assist in the sustainable development of cities.

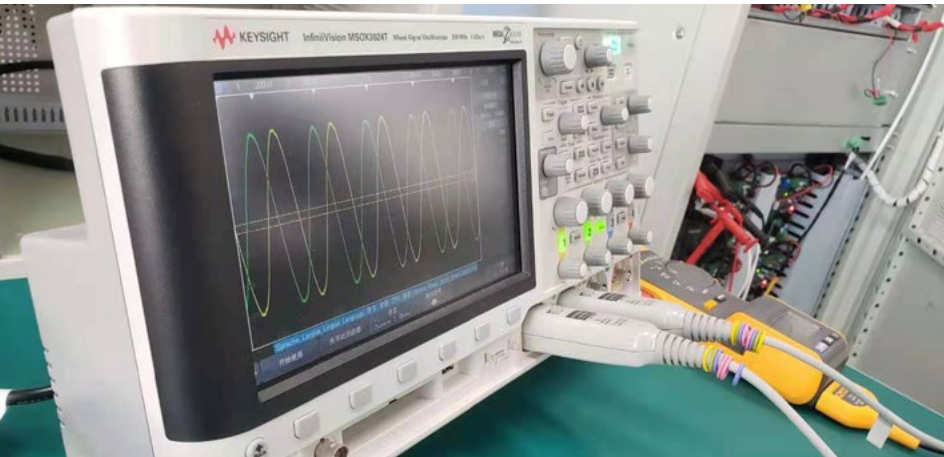
Case Qingdao China-Europe International City energy station project awarded the "Outstanding Demonstration Project of Integrated Smart Energy"

Qingdao China-Europe International City energy station project adopted the technique of sewage source heat pump + air source heat pump + gas boiler, which will save 17,028 tons of standard coal, and will reduce carbon dioxide emissions by 41,890 tons, sulfur dioxide emissions by 281 tons and nitrogen dioxide emissions by 266 tons after reaching its production capacity. The project was awarded the "Outstanding Demonstration Project of Integrated Smart Energy".



Case Installing charging devices for buildings using energy storage technology

China Jinmao has developed and promoted the electrochemical energy storage technology and the Battery Management System (BMS). By means of energy storage technology, low-cost electricity during nighttime is stored for daytime use when power consumption peaks. In this complementary way, both the energy consumption of buildings and the power grid load are reduced. At the same time, intelligent control technology has been adopted to effectively enhance the reliability of power distribution system.



Working Together to Lead a Low-Carbon Trend

In response to the national call for low-carbon and environmental protection, China Jinmao advocates green living, organizes and participates in environmental protection activities, spreads green culture, and promotes the formation of a broad environmental protection consensus and a green, healthy and sustainable lifestyle.

Implementing Green Procurement

We continue to improve the green procurement management system, maintain the green supply chain database, and fully integrate factors such as environmental protection, resource conservation, safety and health into the procurement process. When selecting strategic suppliers, we select green and environmental-friendly products and apply energy-saving and environmental-friendly technologies. For important partners including general contractors, they are required to obtain environmental management certification. We encourage suppliers to use low-carbon and environmentally-friendly materials, give priority to the procurement and use of raw materials, products and services that are conducive to environmental protection, with a view to making suppliers improve their environmental management standards and building a sustainable supply chain.

Promoting Green Public Welfare

We organize a variety of environmental protection and public welfare activities, spreading green culture and advocating green and healthy lifestyle to make cities and life better.



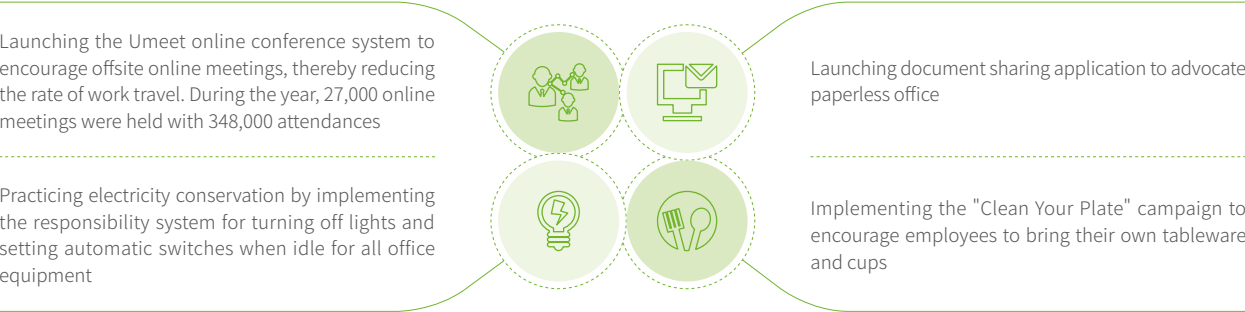
Jinmao Yueyang Dongting Ecological Innovation City organized an environmental protection themed parent-child activity and made use of waste to create environmentally friendly cloud lamp



China Jinmao supported the Wenzhou Marathon for three consecutive years to promote a green and healthy lifestyle

Advocating Green Office

Paying attention to details, we vigorously promote the concepts of conservation and low carbon in our daily work, focusing on reducing the use of water, electricity, paper and energy to cultivate a simple and appropriate workstyle among employees and create a low-carbon and environmentally friendly green office culture.



In response to the call for energy conservation and emission reduction, Jinmao Zhuhai has installed intelligent switches, human sensors and other devices in the office area to enable switching off at regular times and remote control of lights as well as automatic switching of lights when no movement is detected in 30 minutes and wall-mounted air conditioners with a view to reducing waste of resources



Promoting classification of garbage in the office area

Contributing to Green Development

We actively organize and participate in influential exchange activities in the industry, share green and low-carbon experience, promote the formation of a broad social consensus and facilitate the development of green construction industry.



Case Smart zero-carbon empowerment, a sharing session on green building technology

In August 2020, China Jinmao was invited to attend the 16th Conference on International Green and Energy-Efficient Building and New Technologies & Products Expo, and share our green innovation experience in various aspects such as technological research and development, property services and prefabricated construction in the sub-forum of "Healthy and Intelligent Empowerment, Open Innovation and Development - China Jinmao's Sustainable 'Zero Carbon' City Operation Journey".



Performance Review

In 2020, we actively promoted the development of green buildings and obtained green building certifications and labels 20% higher than that compared to 2019. We attached great importance to environmental rectification and building environmentally friendly facilities. Our total investment in environmental protection increased by 131.3% year-on-year. However, due to the combined effect of the shrunken market and changes in statistical scope as a result of the epidemic, the comprehensive energy consumption per RMB10,000 of production value increased as compared with the previous year. In the future, we will step up smart energy construction, promote clean or renewable energy, and stimulate new green energy to help energy conservation and emission reduction.

In 2021, we will continue to implement the responsibility mission of central enterprises with our "Green Genes". Taking "Green Gold Quality" and "Ever Green Quality" as the foundation, we will fully implement the concept of green development, explore and innovate emission reduction paths, and help achieve the beautiful visions of "peak carbon dioxide emission" and "carbon neutrality", with a view to creating better ecological residences.



WITH PERFECTION, BUILDING A BETTER HOME WITH HARMONY

Pursuing a better and happy life is our common desire. With our industry advantages, China Jinmao fully considers the relationship among people, between people and cities, as well as between people and communities. We work with partners to promote healthy development of the industry, work with employees to build a broad development platform, and work with communities to explore the improvement of people's well-being, actively contributing to building a harmonious society.



Our Focus

Win-win cooperation, industry development, employee growth, social welfare

Our Actions

Working with partners to promote industrial development with diversified cooperation

Building a responsible supply chain to drive suppliers to improve their performance

Safeguarding the legitimate rights and interests of employees, strengthening HSE management and production safety, and achieving work-life balance

Promoting the systematization of public welfare management, helping to complete poverty alleviation and serve community construction

Our Progress

New industrial resources
strategic cooperation

365

Training
sessions

4,703

Average number of
training time per person

52 hours

Charity activities
approximately

100

Total investment in
charity

RMB 8.74 million



Dedicating to Win-Win in the Industry

China Jinmao joins hands with excellent commercial resources inside and outside the industry to promote the construction of strategic partnerships, and build a community platform with the same interests through mutual consultation, co-construction and sharing, with a view to promoting high-quality development of the industry.

Expanding Diversified Cooperation

We cooperate with our partners to build a global industrial resource platform and collaborate with various parties to empower city development. In 2020, there were 365 new industrial resources strategic cooperation, with a total of 1,169 strategic partners on cumulative basis.

Cooperation between government and enterprise. Through continuous innovation of government-enterprise cooperation model, communication channels are enriched, and through government-enterprise interconnection, we integrate the development needs of various cities with the development of enterprise itself, thereby contributing to the high-quality economic and social development and the overall enhancement of city value of different provinces and cities.



China Jinmao conducted special exchanges with Beijing-based institutions of Zhejiang Province and cities



"Government-Enterprise Cooperation, Create the Future with Harmony" drone light show activity



China Jinmao and Sinochem Agriculture joined hands with the government of Lujia Town, Kunshan City, Jiangsu in a strategic cooperation to jointly develop the Kunshan Lujia Smart Agriculture and Industry-city Integration Project



China Jinmao and Sinochem Agriculture joined hands with the municipal government of Rui'an, Zhejiang in a strategic cooperation to jointly build the Rui'an Binhai 100,000-mu Urban Countryside Xintiandi Project

Enterprise cooperation. Focusing on technological innovation and development, the Company has deepened cooperation with technology enterprises such as Huawei, Alibaba and Kingsoft Cloud to facilitate the smart implementation of projects. In 2020, we started strategic cooperation with 95 leading enterprises in the industries.

Case China Jinmao joined hands with Alibaba Cloud to promote urban transformation and development

In March 2020, Shanghai Window Smart Science City and Alibaba Cloud officially signed a deepening cooperation agreement. China Jinmao, together with Alibaba Cloud, will promote the digital transformation of industrial manufacturing enterprises in the project area through cooperation in industrial internet, cultural tourism internet, smart living and other fields. We will also build a travel platform with unique online advantages by connecting with tourism business resources such as Fliggy, Gaode and Ant Financial, and integrate with Alibaba Cloud's leading IOT platform and the new version of Tmall Genie to create the next generation of intelligent living interactive platform, enhancing the living experience of residents in the region.



University-enterprise cooperation. We work with a number of universities and research institutes to expand the depth and breadth of industry-university-research exchanges by conducting scientific and technological researches and nurturing talents, thereby achieving a win-win situation between universities and enterprises.

Case China Jinmao's first industry-university-research incubation company successfully launched

In June 2020, Xiamen Quietime Co., Ltd., China Jinmao's first industry-university-research incubation company, was officially incorporated. Jinmao Green Building has been working closely with Professor Xiao Wangqiang and his team at Xiamen University in respect of the actual demand for vibration and noise reduction in the field of construction, and explored a new model of cross-industry integration and innovation through university-enterprise cooperation to apply the vibration reduction technology in the field of aerospace military to the field of construction, successfully creating the first particle damping and vibration reduction product in China.



Promoting Industry Development

We actively participate in the formulation of national and industrial standards and regulations, strengthen the exchange and interaction of resources, and promote the innovation and transformation of the industry based on our own advantages, continuously releasing the sustainable development value of the industry.

Supporting the establishment of industry standards. Leveraging its professional advantages in the area of digital technology, the Company participated in the preparation of the first draft of the national standard *Smart city - Building and Residence Community - Part 1: Smart Community Construction Specifications*. We have been awarded the title of deputy leader for the "National Technical Committee of Digital Technique of Intelligent Building and Resident Community of Standardization Administration of China - Smart Park Standard Working Group (SAC/TC426)" to contribute to the construction of smart communities in the future.

Actively participating in industry exchanges. We have established close contacts with various national associations and actively participated in the Internet Conference, the PRC Industrial Park Summit and other domestic and international industry forums and summits, covering industrial circles such as science and technology, culture and health, with a view to diversifying and expanding the industrial synergy channels.

Case Sharing the way of integrated development of construction industrialization

In October 2020, Jinmao Huichuang Building Technology Co., Ltd. was invited to participate in the 3rd China Industrialized Construction Summit. With the theme of "In Science We Trust, Open Cooperation, Building an Integrated Ecosystem for the Prefabricated Industry Chain", Jinmao Huichuang Building Technology shared with industry peers the smart technology service experience in the prefabricated industry chain and discussed the development of the construction industry.



Deepening Supplier Management

We have established an open and fair management system for suppliers in accordance with the *Implementation Rules for the Management of Suppliers and Contractors of China Jinmao*, covering the whole process of identification, screening, review, supervision and risk warning from various aspects including qualification review, risk management and performance evaluation. In 2020, 100% of performance evaluation of suppliers were conducted.

Optimizing procurement management. We strictly follow the *Implementation Rules for Contract Procurement Management of China Jinmao*, the *China Jinmao Supplier and Contractor Management Guidelines* and other standards and operational guidelines to improve an open and transparent procurement system, and rely on the transparent tendering and procurement platform to achieve procurement compliance and efficiency. Moreover, we improve the process and method of procurement supervision to achieve automatic pre-warning of management red lines and intelligent interception of suppliers with black, fake, illegal and unclean backgrounds.

Strengthening supplier evaluation. We have established an incentive mechanism for outstanding suppliers and conduct regular performance evaluation on all suppliers working with us. We screen high-quality suppliers through the supplier mobile inspection platform, impose penalties on or cease cooperation with non-compliant suppliers in a timely manner, and supervise the rectification of problems found.

Facilitating exchanges with suppliers. We improve the mutual visit mechanism for senior management of key suppliers working with us and regularly hold supplier conferences and other exchange activities, with a view to establishing sustainable strategic partnership with mutual benefits and trust and win-win cooperation.

Table: Number of suppliers of China Jinmao Headquarters and subsidiaries

Classification	Number of qualified suppliers	Classification	Number of qualified suppliers	Classification	Number of qualified suppliers
Total	10,507	Jinmao Chongqing	689	Jinmao Retail Business	199
Headquarters	28	Jinmao Nanjing	1,324	Jinmao Property	169
Jinmao Beijing	1,432	Jinmao Fuzhou	652	Jinmao Green Building	138
Jinmao Shanghai	1,650	Jinmao Xi'an	244	Jinmao Decoration	928
Jinmao Changsha	919	Jinmao Taiyuan	145	Jinmao Capital	15
Jinmao Guangzhou	850	Jinmao Hotel	1,125	Jinmao Education	0

Case Jinmao Chongqing held the 2020 Supplier Conference

In December 2020, Jinmao Chongqing held the supplier conference themed "Cooperation is Golden for Win-Win Future", during which it communicated and discussed with more than 60 supplier representatives from all over the country on various topics such as contract performance, reverse evaluation, head office exchange and integrity cooperation.



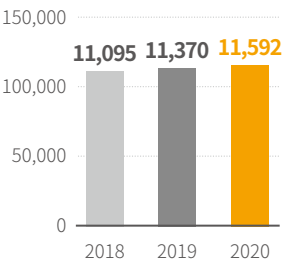
Lighting up Employees' Dreams

Talent is an inexhaustible driving force for the sustainable and stable development of an enterprise. China Jinmao adheres to its talent development strategy of "Creation, Sharing and Growth Together". By improving the talent management mechanism, protecting the legitimate rights and interests of employees, and building a broad career development platform for employees, we help employees grow and share value with the Company together.

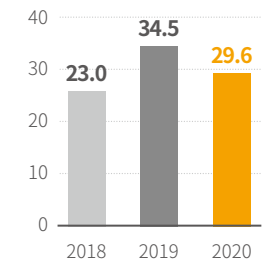
Safeguarding Rights and Interests of Employees

We strictly comply with the *Company Law of the People's Republic of China*, the *Labor Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases* and other relevant laws, regulations and international conventions. We sign labor contracts with 100% employees and continue to implement the *China Jinmao's White Paper on Human Resources* and the *China Jinmao's Operational Manual on Labor Relations Management* to maintain harmonious and stable labor relations.

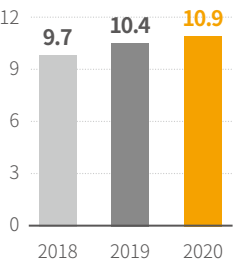
Total number of employees



Percentage of female management (%)

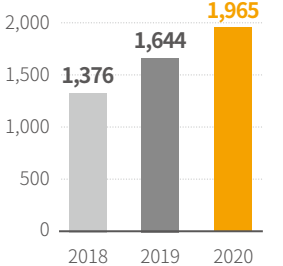


Employee turnover rate (%)

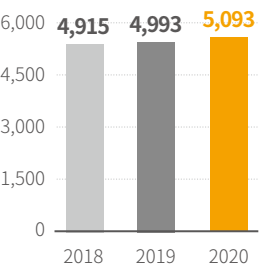


By academic qualifications:

Postgraduate or above



Bachelor's degree



Junior college or below

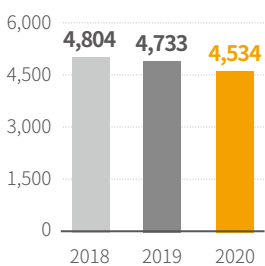


Table: Employee composition of China Jinmao in 2020

Indicator		Number of employees
By age	30 or below	3,899
	31-50	7,206
	51 or above	487
By region	Employees in Mainland China	11,578
	Hong Kong, Macau, Taiwan and overseas employees	14
Total		11,592

Table: Employee turnover of China Jinmao in 2020

Indicator	Turnover rate
Development Segment	10.2%
Holding Segment	10.6%
Service Segment	13%
Technology Segment	12.3%

Fair employment. We uphold equal employment. There is no discrimination on age, ethnicity, gender and other aspects in the process of recruitment and promotion, and there has been no random termination of employment contracts during the epidemic. We conduct regular as well as irregular inspections on employment management, and strictly prohibit employment discrimination, child labor and forced labor. During the reporting period, there were no cases of non-compliance in relation to employment of child labor, forced labor and other issues of human rights.

Democratic management. We improve the democratic management mechanism, and actively promote the openness of corporate affairs through channels such as democratic management mailbox, employee representative meeting and general manager reception day, fully protecting employees' rights to know, participate and supervise.

Remuneration and benefits. In accordance with the *Remuneration and Benefits Management System of China Jinmao* and the *Employee Performance Management System of China Jinmao*, the Company has established and improved the remuneration and benefits system, continuously optimized the composition of remuneration, and increased the weight of work performance in the remuneration distribution. Apart from the five mandatory insurances and one housing fund, statutory holidays, annual leave and other national statutory benefits, the Company also provides labor union benefits, work allowances, life allowances and other company fringe benefits to deepen the incentive effect of the remuneration system on employees. In 2020, the annual leave on average was 7 days.

Total number of employees

11,592

Percentage of full-time employees

100%

Percentage of female employees

35.3%

Percentage of female management

29.6%

Employee representative meetings

3 times

Union establishment rate

100%

Promoting Career Development

Average number of training time

Senior management

160 hours

Mid-level management

106 hours

General employees

51 hours

Percentage of employees trained

Senior management

100%

Mid-level management

100%

General employees

94%

We focus on the growth and development of talents by offering them with smooth career development channels. We build a broad career development platform to provide organizational guarantee and talent support for innovation and upgrading and high-quality development of the Company.

Caring for the growth of young talents. We have formulated the *Implementation Plan for Accelerated Nurturing and Development of Young Talents of China Jinmao*, refining the professional sequence and rankings, giving more promotion chances to young employees, and providing more opportunities for young talents to display themselves and develop rapidly. The work enthusiasm of young talents has been stimulated through organizing various activities such as exchange forums between young employees and managers, "Business Leaders 520 Nurturing Project" and "Jinmao Youth Themed Season".

Improving and diversifying training system. In line with the "multi-level training" system, we designed the China Jinmao Leadership Training, the Navigators Training Program, the Ark Training Project and professional courses for key position staffs, core staffs and new employees, respectively. During the epidemic, we integrated our internal and external resources of professional lecturers and organized contactless distance training. The total hours of online training for employees accumulated to 35,510 hours.

Table: Number of training hours taken by Headquarters and subsidiaries

Classification	Total training hours
Headquarters	92,843
Jinmao Beijing	33,928
Jinmao Shanghai	33,628
Jinmao Changsha	52,419
Jinmao Guangzhou	44,199
Jinmao Chongqing	21,964
Jinmao Nanjing	27,776
Jinmao Fuzhou	49,963
Jinmao Xi'an	5,452

Classification	Total training hours
Jinmao Taiyuan	2,789
Jinmao Hotel	6,686
Jinmao Retail Business	13,329
Jinmao Property	16,742
Jinmao Green Building	21,163
Jinmao Decoration	2,706
Jinmao Capital	1,192
Jinmao Education	748
Total	427,527



Action learning seminar



Young employee symposium



Ark Project activity



Business and trade thematic innovation competition

Extending Care towards Employees

We continue to carry out a variety of cultural and sports activities and extend our care for female employees, retired employees, employees affected by the epidemic and other employees in difficulties, so that every employee can fully feel the warmth of Jinmao family with enhanced sense of belonging and happiness.

Helping employees in hardship. We regularly visit employees in need, increase our input to help them, and provide timely and necessary financial assistance and spiritual support to those with major difficulties in everyday life.

Organizing cultural and sports activities. The Company organized and participated in various activities including the 70th anniversary celebration of the founding of Sinochem Group, the parent-child activity "Building Dream with Children's Heart", team building activities and fun sports games to enrich employees' life.



The Headquarters organized activities such as Women's Day, Children's Day and Lantern Festival, etc.

8 times



Held birthday parties for employees with different themes

12 times



Scan "Jinmao Culture" WeChat official account to learn more details.



Celebration of the 70th anniversary of Sinochem Group



Parent-child activity "Building Dreams with Children"



Team building activity



"Celebrating National Day, Mid-Autumn Festival and Birthday" themed activity

Protecting Occupational Health

We strictly comply with the *Production Safety Law of the People's Republic of China* and other laws and regulations as well as the requirements of GB/T 45001 Occupational health and safety management systems to establish a sound employee health and safety protection system. Moreover, we strictly implement the safety production responsibility system, preventing the occurrence of any production safety accidents with our full force, thereby creating a safe, healthy and comfortable working environment for employees. In 2020, the time lost due to work injury per million hours was 0.042.

Table: Number of work-related deaths and lost of working time incurred by China Jinmao

Name	Work-related deaths (people)	Rate of work-related deaths (%)	Number of working days lost due to work injury (day)
2018	0	0	1,757
2019	0	0	373
2020	0	0	105

Strengthen management foundation. The Company continues to carry out the HSE five-star construction by improving the safety management system and safety production management system and strengthening the main responsibility of safety at all levels. We strictly control safety risks, strengthen the construction of safety prevention facilities, and consolidate the foundation of safety production emergency management.

Arranging safety inspections. Focusing on the operation of production sites and facilities, we sort out the lists of risk projects and health hazard factors, and then organize all departments and positions to arrange comprehensive safety inspections on a regular basis. By making use of hidden threat check cards, the "Ping An Jinmao" APP and other tools, we adopt various inspection methods, such as hierarchical inspection, assessment and evaluation and process inspection, paying close attention to the implementation of the dual prevention mechanism of risk prevention and control and hidden threat investigation and governance.

Table: Number of safety inspections by China Jinmao in 2020

Number of safety inspections in 2020		
HSE inspection	Process inspection	Delivery evaluation
59	166	24



Fire safety inspection

Strengthening emergency management. The Company has formulated the *Emergency Plan for Production Safety Accidents of China Jinmao*, improved the construction of emergency plan system and management system, and conducted emergency management assessment. We have organized emergency drills for common emergencies to improve the sensitivity to and vigilance against risk sources and enhance employees' emergency awareness and handling skills, thereby protecting the lives and property safety of employees.

Enhancing safety skills. We regularly conduct a series of activities such as the "HSE Micro Video" and "HSE by Teams" to improve the safety production awareness and operational skills of all employees and promote the safety culture construction of the Company. Also, we have established the China Jinmao QHSE Academy, which hosted a total of 7,075 training sessions, amounting to 295,089 training hours, with 210,579 attendees, so as to enhance HSE awareness and professional capabilities among employees.



VR experience of a safety incident at Tianjin Haihe Jinmao Palace

Safeguarding employees' health. The Company has formulated and promulgated the *Occupational Health Management System of China Jinmao* and the *Occupational Health Self-Assessment Form of China Jinmao* to provide employees with free physical examination, health consultation, occupational disease prevention, treatment manual, etc. in addition to the statutory basic medical insurance, and organize health knowledge talks, occupational disease publicity week, special health inspection along with other activities. We have also strengthened the epidemic prevention and control by providing employees with epidemic prevention supplies such as face masks, gloves, goggles and protective clothing in order to fully safeguard the life safety and health of employees.



Preparation of epidemic supplies for employees

Organized occupational health special training during the occupational disease publicity week

303 sessions

Participants more than

30,000

Participants in the online interactive quiz on the *Law on the Prevention and Treatment of Occupational Diseases*

1,876

The Headquarters identified hidden threats and problems approximately

15,200

Rectification proposals of more than

1,100

Hidden threat and problem rectification rate

100%

Conducted emergency drills

2,198 times

Participants

52,799

Organized emergency special trainings

1,736 times

Participants

36,321

Total training time

47,233 hours

Building a Better Society through Charity

Donated aid funds to poverty-stricken areas such as Linxi County and Ar Horqin Banner

RMB 1,000,000

Purchased poverty alleviation products in poverty-stricken areas such as Linxi County and Ar Horqin Banner

RMB 2,687,300

Assisted in the sales of agricultural products of poverty-stricken areas such as Linxi County and Ar Horqin Banner

RMB 602,000

Participants in the "Dream Fulfillment Campaign"

1,039

Raised

RMB 701,900

As of the end of 2020, total number of Mobile Libraries built in Yunnan, Guizhou, Sichuan, Qinghai and Inner Mongolia, etc.

23

Upholding the aim of "Alleviating Poverty, Actively Participating in Charity and Building a Harmonious Community", China Jinmao focuses on areas such as poverty alleviation, community governance, respecting the elderly and caring for the young. We perform our corporate responsibility and deliver warmth and care to the society.

Landing a Decisive Victory in the Poverty Alleviation Campaign

2020 was a pivotal year for comprehensively building a moderately prosperous society and landing a decisive victory in the poverty alleviation campaign. Leveraging our own advantages, we integrated internal and external resources to help poverty-stricken areas eradicate poverty, so that the results of poverty alleviation could benefit more people.

Poverty alleviation through consumption. The Company deeply advanced in the three aspects namely the construction of sales channels, the integration of supply and sales chains and the promotion of the concept of poverty alleviation through consumption. By doing so, we built a precise connection mechanism between product supply from poverty-stricken areas and external markets to form a consumption-poverty alleviation model integrating production, supply and sales. We leveraged our large shopping malls, hotels, central stores of Jinmao U+ and property community stores to establish physical sales channels, and leveraged Jinmao U+ online sales platform, Jinmao Property "Good Neighbor" Online Shopping Mall and Jinmao Retail Business e-commerce platform to establish online sales channels.



Jinmao Property "Good Neighbor" Online Shopping Mall selling poverty alleviation products

Poverty alleviation through education. Education is the fundamental strategy to stop inheritance of poverty. Since 2014, we have actively organized employees to participate in the "Dream Fulfillment Campaign" and establish one-on-one paired assistance relationship with poor students. By means of Mobile Libraries, we cooperated with owners, partners, employees and other parties to collect books and scholarships for children in remote areas. In 2020, the China Jinmao came to Gangba County, Shigatse City, Tibet Autonomous Region to build a Mobile Library and set up children education and medical aid funds, providing children with school supplies and consolation money. In the meantime, in conjunction with Jinmao Luxuriance, we launched the "Care for Our Children" public welfare activity on the Children's Day, during which we mobilized our property owners and employees to donate 6,229 books to the youth in Gangba County.



Scan to learn more about the stories behind Jinmao Mobile Library

"I think of reading some books about writers and musicians, but we do not have the right conditions to do so, so I hope someone can help achieve my little wish."

- A Grade-6 primary school student in Gangba County



China Jinmao built a Mobile Library in Tibet



Children in Gangba County read books in the newly built library



Jinmao property owners donated books, stationery and toys, and visited the children



Assisting in Work and Production Resumption

As the prevention and control of the COVID-19 epidemic has become a new normal, the Company strictly carries out hygiene control and disinfection in commercial and office areas as well as public areas in the community to fight against the epidemic together.

Case Launch of "Big Data Platform for Work and Production Resumption" to help scientific fight against epidemic

China Jinmao has built the "Big Data Platform for Work and Production Resumption", which can compile key statistical data of each project under each regional company in a contactless manner, reasonably allocate resources among different projects, and comprehensively improve their construction progress, making the platform a necessary tool as the epidemic prevention and control has become a new normal.



Strict disinfection in the park to ensure a safe environment



Energy room disinfection to fight against the epidemic

Extended reading

For more information on our anti-epidemic efforts, please refer to the section headed "Fighting the epidemic and protecting the homeland" on pages 28-29 of the 2019 Sustainable Development Report of China Jinmao.

Practicing Charity and Public Welfare

We care for the needs of the underprivileged such as the poor and the disabled. We actively organize charitable activities to fulfill the social responsibility of a central enterprise through practical actions.



Jinmao Beijing organized the "Green Charity Walk" activity for five consecutive years to provide children from schools in remote areas and public welfare institutions with education and life security



Jinmao Wuhan provided logistics support for the Ruijin Hospital medical team in aid of Hubei



Jinmao Hotel expressed solicitude to frontline staff fighting against the epidemic



Jinmao Ningbo organized employees to participate in a blood donation activity



Jinmao Changzhou greeted a one-on-one paired family receiving assistance

Building a Harmonious Community Together

We actively carry out various community charity activities, in order to support the construction of a warm community and deliver positive energy with love.



China Jinmao's first community public welfare library



Free medical consultation in the community



Convenient maintenance services to the public



Nucleic acid testing for the elderly living alone

Performance Review

In 2020, we actively expanded our industrial cooperation. Under the pressure of the epidemic, the number of new industrial resources strategic cooperation decreased by 10% as compared with 2019. In the future, we will explore new resource allocation and cooperation models to expand business areas. This year we called on our subsidiaries to vigorously engage in public welfare in order to support social development. The total investment in public welfare amounted to RMB8.74 million, which was basically the same as compared with 2019. The "Dream Fulfillment Campaign" raised RMB701,900, a record high since its implementation in 2014.

In 2021, we will uphold the concept of win-win cooperation and expand industrial collaboration channels by working with governments, partners, scientific research institutions, suppliers and other parties to gather momentum for industrial innovation. We respect the value of every employee and are committed to building the Jinmao family that is fair, inclusive, friendly, united and progressive. We will continue to participate in community construction, expand the scope of poverty alleviation through education and poverty alleviation through consumption, and help the effective connection between poverty alleviation and rural revitalization, with a view to promoting the balanced development of society.

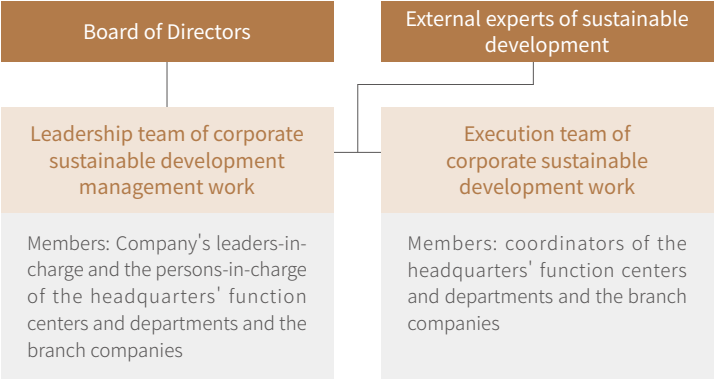


SUSTAINABLE DEVELOPMENT MANAGEMENT

Adhering to the mission of "Build Quality for Better Life" and upholding to the vision of "Unleashing Future Vitality of the City", China Jinmao has clearly defined the Company's relevant rules and arrangements for promoting sustainable development, such as division of responsibilities and policies and regulations, continuously promoted the integration of social responsibility into the Company's strategy, daily management and professional operation, integrated into the value pursuit of employees and job responsibilities, and achieved harmonious and win-win results with its shareholders, employees, customers, the community, environment and other stakeholders.

Organizational System

We have formulated the *China Jinmao's Guidelines on Sustainable Development Management*, continuously optimized the management of sustainable development and gradually established a sound management system for sustainable development with clearly delineated responsibilities and linkages between the upper and lower levels to ensure the effective promotion and implementation of sustainable development.



Sustainable Development Management Structure

Strategies and Plans

Under the *China Jinmao's Guidelines on Sustainable Development Management*, taking into account the requests of major stakeholders including shareholders, customers, environment, employees, partners and community, coupled with China Jinmao's own business characteristics, we have comprehensively assessed the Company's potential risk factors and determined the following strategies and plans for the management of sustainable development.

Creating value with shareholders

China Jinmao established sound investors' relations, strengthened the system to safeguard shareholders' interest and operated business in adherence to business ethics and in compliance with the laws and regulations while strengthening risk management and insisting on innovative development to maximize the returns to shareholders with sustainable operating results.

Sharing quality with customers

Committed to the mission of "Build Quality for Better Life", China Jinmao executed its undertaking towards each customer to provide customers with more diversified and comprehensive products and services in an effort to achieve the dream of future habitat and city.

Co-depending with the environment

Taking the green strategy as one of the Company's key strategies, China Jinmao continued to upgrade three areas namely "eco-city", "life building" and "zero-carbon operations" to build the "Ever Green" living model covering the whole process from design, construction to operation with a view to establishing itself as the model of city green operator in China.

Progressing together with employees

China Jinmao regarded employees as the Company's most valuable asset and respects their rights while ensuring their safety and health, creating a fair and open environment for employees and providing them with comprehensive career development channels and broad development potential for their growth in an effort to achieve enhancement in both corporate value and employee value.

Achieving win-win results with partners

In pursuit of achieving win-win results with partners, China Jinmao took a righteous and credible stance as the foundation of business and strove to achieve mutual benefits and win-win results through cooperation while safeguarding an open, fair and just marketing environment in an effort to build a win-win chain of sustainable development.

Building harmony with the community

As part of the community, China Jinmao actively participated in community development and contributed to the public welfare industry by upholding the development philosophy of "what is taken from society is used in society" to contribute to the building of a harmonious community.

Communication with Stakeholders

China Jinmao pays attention to the demands and expectations of stakeholders, makes timely communication and response, and always maintains good communication with stakeholders.

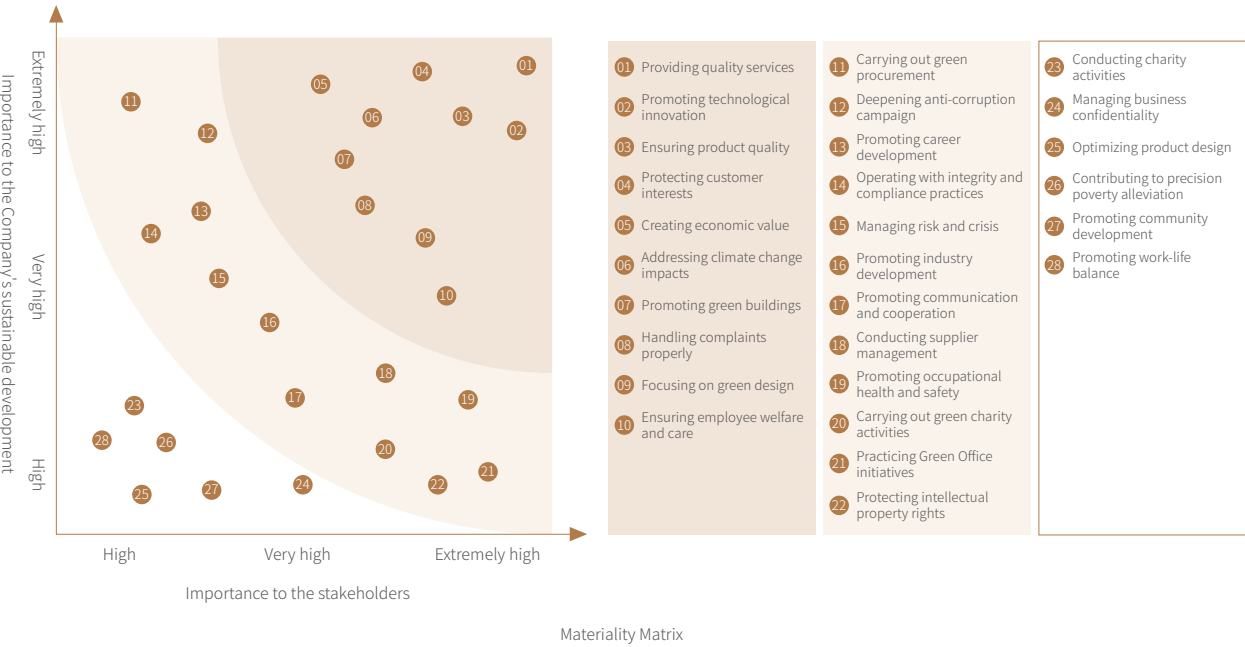
Stakeholders	Expectations and requirements	Communication and response
Government/Regulatory authorities	<ul style="list-style-type: none">• Operation in compliance with laws and regulations• Pay tax in accordance with the laws• Facilitate economic growth• Support local development	<ul style="list-style-type: none">• Strengthen compliance management• Make tax payment on time• Implementation of national policies• Actively undertake social responsibilities
Shareholders	<ul style="list-style-type: none">• Increase profitability• Improve organizational structure• Perform information disclosure• Preserve and increase the value of state-owned assets	<ul style="list-style-type: none">• Hold general meetings• Enhance corporate management• Transparent information disclosure• Roadshows/Reverse Roadshows
Customers	<ul style="list-style-type: none">• Integrity cooperation• Information disclosure• Premium quality• Consumer services	<ul style="list-style-type: none">• Performance of contract• Optimize customer communication platforms such as Jinmao Luxuriance• Enhance building construction quality• Innovate customer service• Customer satisfaction survey
Employees	<ul style="list-style-type: none">• Protect the rights and interests• Career development and training• Premium quality• Consumer services	<ul style="list-style-type: none">• Timely and full payment of wages and social security• Improve career development path• Organize staff training• Safeguard occupational health• Carry out various cultural and sports activities
Environment	<ul style="list-style-type: none">• Reasonable use of resources• Ecological restoration• Energy conservation and emission reduction• Advocating green lifestyle	<ul style="list-style-type: none">• Integrate green concepts into management operation• Layout of ecological cities• Respond to climate change• Promote utilization of new energy• Disclose environmental information• Organize environmental protection events
Suppliers and Partners	<ul style="list-style-type: none">• Commitment• Just, fair and open procurement• Win-win cooperation• Promote industry development	<ul style="list-style-type: none">• Performance of contracts in accordance with the law• Implement Sunny and Fair Procurement• Carry out government-enterprise, school-enterprise and enterprise cooperation• Participate in industry communication• Supplier evaluation
Community	<ul style="list-style-type: none">• Community engagement• Promote employment• Public welfare	<ul style="list-style-type: none">• Care for public welfare• Participate in community service• Targeted Poverty Alleviation• Provide voluntary services
Media	<ul style="list-style-type: none">• Good cooperation• Compliance promotion	<ul style="list-style-type: none">• Improve news disclosure system• Conduct news reporting

Issue Management

China Jinmao actively fulfills its social responsibilities, focuses on communication with stakeholders and makes timely response, actively identifies key social responsibility issues, and is committed to achieving joint sustainable development with stakeholders.

Identification	Sequence	Audit	Confirmation
<ul style="list-style-type: none">Analysis on Standards and Guidelines to establish a database for the issuesCarry out industry benchmarking to identify issues with high relevance to China Jinmao's businessCarry out policies and public sentiments analysis to identify the issues with general social demands	<ul style="list-style-type: none">Carry out surveys on sustainability materiality via the Company's official website and WeChat official account to widely solicit opinions from the stakeholdersImpacts on the Company's strategies, operations and managementImpacts on the stakeholders by materiality to the stakeholders	<ul style="list-style-type: none">Internal audit by leaders, leadership team of corporate sustainable development management work, functional departments and branch companies as well as solicit opinions from employeesCarry out external audit by external expert of sustainable development	<ul style="list-style-type: none">Confirm key issues of each area and compile report

Identification and Sequence of Materiality Issues



OUTLOOK

The year 2021 marks the start of the new journey of comprehensively building a modern socialist country as we match towards the second centennial goal, as well as the starting point of China Jinmao's reform development and venture innovation. China Jinmao will always adhere to the core value of "In Science We Trust" to make up for our weaknesses and overcome difficulties, actively explore the sustainable development management model based on the development logic of "City-People-Products", while continuing to unleash the future vitality of the city in the process of city construction.

Digital technology to build smart cities together. We will continue to deepen city construction and actively deploy smart cities with our mission of "Build Quality for Better Life". Leveraging different attributes such as city economic level, population density and industrial planning, we will propose city operation plans according to local circumstances. With a focus on advanced technologies such as 5G, AI and IoT, we will introduce industrial resources to promote comprehensive development of industrial cities and make use of digital technology to change the city appearance, thereby exploring the keys to smart development of future cities.

Service-oriented to create a better life together. While focusing on the main strategy of city operator, we will continue to extend our ranges of products and ancillary services such as quality residential properties, boutique commercial properties, high-end hotels and 5A-grade office buildings. We will promote product iteration and upgrade with our full-business chain and high-quality city operation, striving to create smarter living scenarios, community solutions and product services. Our aim is to promote the growth in value and functional upgrade of cities and at the same time, add warmth to a better life.

Low-carbon development to protect our green home together. We will adhere to the green strategy, and deepen the strategic layout of "Ever Green Quality" under the three major directions of ecological city, life building and "zero carbon" operation, by following the design concept of "green, ecological, energy-saving and smart" and exploring the application of more green and smart "black technologies". The Company will continue to promote the systematic use of clean energy and renewable energy, striving to be a leader in China's green construction industry.

Working together to build a harmonious society. We will work with our partners including governments, scientific research institutions and domestic and foreign enterprises to deepen cooperation and exchange, improve supplier management, support the growth of partners, and continuously expand the depth and breadth of industry chain cooperation. Adhering to the "People-Oriented" concept, the Company will build a broad development platform for employees to fully unleash the power of our talents. Leveraging the high-quality platform and social influence of Sinochem Holdings and our advantages in the industry, we will practice public welfare, charity and volunteering services, striving to enable more people to enjoy a happy life.

Life is like a long road of hurdles and we simply have to fight albeit dangerous. Facing the new era, new opportunities, new challenges and a new journey, only reformers have the drive to improve and innovators have the desire to become stronger, and the ultimate success is always with those who strive to win. Standing at this historical intersection of "two centennials", we will continue to deepen city operations firmly, keep focus on the driving force of innovation and strengthen comprehensive benchmarking, with a view to creating a more brilliant future with responsibility and quality.

APPENDIX

LIST OF ESG POLICIES

Indicators	Internal policies formulated	Compliance with laws and regulations
A. Environmental		
A1: Emissions	Environmental Protection Management System of China Jinmao China Jinmao's Environmental Protection Accountability Management System (Pilot)	Environmental Protection Law of the People's Republic of China Environmental Impact Assessment Law of the People's Republic of China
A2: Use of Resources	Environmental Protection Management System of China Jinmao Energy Conservation Management System of China Jinmao	Law of the People's Republic of China on Prevention and Control of Environmental Noise Pollution Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution Water Pollution Prevention Law of the People's Republic of China
A3: The Environment and Natural Resources	Environmental Protection Management System of China Jinmao China Jinmao's Environmental Protection Accountability Management System (Pilot) Guidelines for Ecological City Construction of China Jinmao China Jinmao's Administrative Guidelines on Environmental Protection	Marine Environmental Protection Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste Administrative Regulations of the People's Republic of China on the Prevention of Pollution and Damage of Marine Environment by Terrigenous Pollutant Outline of Natural Protection of the People's Republic of China Opinions of the Central Committee of the Communist Party of China and the State Council on Comprehensively Strengthening Ecological and Environmental Protection and Firmly Winning the Battle of Pollution Prevention and Control National Hazardous Waste List Evaluation Standards for Green Building Administrative Measures for Transfer of Hazardous Wastes "13th Five-Year" Work Plan for Greenhouse Gas Emission Control
A4: Climate Change	Environmental Protection Management System of China Jinmao Energy Conservation Management System of China Jinmao	
B. Social		
Employment and Labor Practices		
B1: Employment	China Jinmao's White Paper on Human Resources China Jinmao's Operational Manual on Labor Relations Management Recruitment Management System of China Jinmao Remuneration and Benefits Management System of China Jinmao Employee Performance Management System of China Jinmao Labor Management System of China Jinmao Management System of Performance Remuneration and Business Expenses of the Person-in-Charge of China Jinmao Management System for Assignment of China Jinmao Rotation Management System of China Jinmao Reward and Punishment Management System for Employees of China Jinmao Attendance and Leave Management System of China Jinmao e-HR System Management System of China Jinmao Management System for Evaluation of Employees on Probation of China Jinmao	Labor Law of the People's Republic of China Company Law of the People's Republic of China Labor Contract Law of the People's Republic of China Employment Promotion Law of the People's Republic of China Social Insurance Law of the People's Republic of China Minimum Wage Regulations Provisions on the Prohibition of Using Child Labor
B2: Health and Safety	Management System of HSE Organization and Staffing of China Jinmao HSE Responsibility Management System of China Jinmao Management System for Withdrawal and Use of Production Safety Expenses of China Jinmao HSE Compliance Management System of China Jinmao HSE Training Management System of China Jinmao HSE Risk Management System for Contractors of China Jinmao Fire Safety Management System of China Jinmao Occupational Health Management System of China Jinmao Management System for Punishment of Persons Responsible for Accidents of China Jinmao Management System of HSE Management System Review of China Jinmao Rules on HSE Performance Evaluation of China Jinmao Emergency Plan for Production Safety Accidents of China Jinmao Occupational Health Self-Assessment Form of China Jinmao HSE Management Standards of China Jinmao	Labor Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Control of Occupational Diseases Production Safety Law of the People's Republic of China Fire Prevention Law of the People's Republic of China Emergency Response Law of the People's Republic of China Regulations on the Safety Management of Hazardous Chemicals Regulations on the Reporting, Investigation and Handling of Production Safety Accidents Interim Provisions on the Investigation and Treatment of Hidden Dangers of Production Safety Accidents Regulation of the People's Republic of China on Work-Related Injury Insurance Provisions on the Supervision and Administration of Occupational Health at Work Sites Classification and Catalogue of Occupational Diseases
B3: Development and Training	Training Management System of China Jinmao Management System of Internal Lecturers of China Jinmao Management System for Key Positions of China Jinmao Management System of Directors and Supervisors of Subsidiaries of China Jinmao Professional Sequence Review and Management System of China Jinmao Implementation Plan for Accelerated Nurturing and Development of Young Talents of China Jinmao	

Indicators	Internal policies formulated	Compliance with laws and regulations
B4: Labor Standards	Recruitment Management System of China Jinmao Labor Management System of China Jinmao Management System for Key Positions of China Jinmao	Labor Law of the People's Republic of China Law of the People's Republic of China on the Protection of Minors Provisions on the Prohibition of Using Child Labor
Operating practices		
B5: Supply Chain Management	Open Market Tendering Management System of China Jinmao Management System for Selection and Evaluation of Human Resources Suppliers of China Jinmao China Jinmao Supplier and Contractor Management Guidelines Implementation Rules for Contract Procurement Management of China Jinmao Implementation Rules for Management of Centralized Strategic Procurement of China Jinmao Implementation Rules for Procurement by Functional Departments at Headquarters of China Jinmao Implementation Rules for Management of Suppliers and Contractors of China Jinmao Supplier Management Standards Contract Procurement Management Standards	Construction Law of the People's Republic of China Tendering and Bidding Law of the People's Republic of China Government Procurement Law of the People's Republic of China Regulation on the Implementation of the Tendering and Bidding Law of the People's Republic of China Regulations on Construction Projects Subject to Tender The Ministry of Housing and Urban-Rural Development - Regulation on Strengthening the Safety Control at Construction Sites of Dangerous and Major Projects
B6: Product Liability	Reference Guidelines for Preparation and Management of City Operation Business of China Jinmao Sales Management System of China Jinmao Reference Guide on the Pricing Operation of the Projects of China Jinmao Reference Guide on the Sales Satisfaction Management of China Jinmao Guidelines for Handling Customer Complaints of China Jinmao Guidelines for Standardization of Jinmao Residence Demonstration Area Standards for Design and Management of Underground Space Precision Management Manual of Office Building Management Center Manual for Standardization of Project Quality Management Risk Prevention and Control Management System of China Jinmao Precision Management Manual of Office Building Management Center Manual for Standardization of Project Quality Management Risk Prevention and Control Management System of China Jinmao Management System for Investigation and Treatment of HSE Incident and Hidden Threat of China Jinmao Management System for HSE Incident of China Jinmao Management System for HSE Incident Contingency of China Jinmao	Product Quality Law of the People's Republic of China Consumer Protection Law of the People's Republic of China Advertising Law of the People's Republic of China Trademark Law of the People's Republic of China Patent Law of the People's Republic of China Anti-Unfair Competition Law of the People's Republic of China Urban Real Estate Administration Law of the People's Republic of China Regulation on the Quality Management of Construction Projects Regulations on Administration of Development and Operation of Urban Real Estate Code for Fire Prevention of Architectural Design GB50016-2014 Code for Residential Buildings GB5368-2005 Guiding Opinions of the General Office of the State Council on Developing Prefabricated Construction Assessment Standard for Prefabricated Building GB/T1129-2017 Property Management Ordinance Code for Acceptance of Quality of Steel Structure Construction Works GB50205-2001 Store Architectural Design Specification JGJ48-2014 Code for Planning and Design of Urban Residential Area GB50180-93 (2016 Edition) Notice of the State Council on Further Deepening the Reform of Urban Housing System and Accelerating Housing Construction Notice of the State Council on Promoting the Sustainable and Healthy Development of the Real Estate Market Several Opinions of the Central Committee of the Communist Party of China and the State Council on Further Strengthening the Administration of Urban Planning and Construction Opinions of the General Office of the State Council on Promoting the Sustainable and Healthy Development of the Construction Industry
B7: Anti-Corruption	Administrative Measures for the Supervision and Enforcement of Discipline Inspection Commission of China Jinmao Administrative Measures for Discipline Inspection, Petition and Whistleblowing of China Jinmao Working Rules of Discipline Inspection Commission of China Jinmao (Pilot) Working Procedures for Discipline Inspection Commission of China Jinmao (Pilot) Implementation Measures for the Supervision Work of Discipline Inspection Commission of China Jinmao (Pilot) Administrative Measures for Integrity Files of Leading Cadres of China Jinmao (Pilot)	Criminal Law of the People's Republic of China Company Law of the People's Republic of China Anti-Money Laundering Law of the People's Republic of China Anti-Unfair Competition Law of the People's Republic of China Anti-Monopoly Law of the People's Republic of China Tendering and Bidding Law of the People's Republic of China Supervision Law of the People's Republic of China Interim Provisions on Banning Commercial Bribery
Community		
B8: Community Investment	Administrative Measures for External Donations of China Jinmao	Charity Law of the People's Republic of China

ESG INDICATOR INDEX

Major category		Content	Position/Remarks
A. Environmental	A1: Emissions	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Joint Efforts to Build Ecological Reputation Upgrading Green Building
	KPI A1.1	The types of emissions and respective emissions data.	Upgrading Green Building
	KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Upgrading Green Building
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Upgrading Green Building
	KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Upgrading Green Building
	KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Upgrading Green Building
	KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Upgrading Green Building
	A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Upgrading Green Building
	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).	Upgrading Green Building
	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Upgrading Green Building
	KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Upgrading Green Building
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Upgrading Green Building
	KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable, has explained
	A3: The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	Joint Efforts to Build Ecological Reputation Upgrading Green Building
	KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Upgrading Green Building
	A4: Climate Change	General Disclosure: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Joint Efforts to Build Ecological Reputation Upgrading Green Building
	KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact the issuer, and the actions taken to manage them.	Joint Efforts to Build Ecological Reputation Upgrading Green Building
	Employment and Labor Practices		
	B1: Employment	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Lighting up Employees' Dreams
	KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Lighting up Employees' Dreams
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Lighting up Employees' Dreams
B. Social	B2: Health and Safety	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Lighting up Employees' Dreams
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Lighting up Employees' Dreams
	KPI B2.2	Lost days due to work injury.	Lighting up Employees' Dreams
	KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Lighting up Employees' Dreams

Major category		Content	Position/Remarks
B3: Development and Training	B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Lighting up Employees' Dreams
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Lighting up Employees' Dreams
	KPI B3.2	The average training hours completed per employee by gender and employee category.	Lighting up Employees' Dreams
	B4: Labor Standards	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	Lighting up Employees' Dreams
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labor.	Lighting up Employees' Dreams
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Lighting up Employees' Dreams
	Product Practices		
	B5: Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	Dedicating to Win-Win in the Industry
	KPI B5.1	Number of suppliers by geographical region.	Dedicating to Win-Win in the Industry
	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.	Dedicating to Win-Win in the Industry
	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Dedicating to Win-Win in the Industry
	KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Working Together to Lead a Low-Carbon Trend
	B6: Product Responsibility	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Craftsmanship for Quality Genuine Care Services
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	In 2020, the Company didn't have this phenomenon
	KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Genuine Care Services
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Corporate Governance
	KPI B6.4	Description of quality assurance process and recall procedures.	Craftsmanship for Quality
	KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Genuine Care Services
	B7: Anti-Corruption	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Corporate Governance
	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.	Corporate Governance
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Corporate Governance
	KPI B7.3	Description of anti-corruption training provided to directors and staff.	Corporate Governance
Community	Community		
	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.	Genuine Care Services Building a Better Society through Charity
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Building a Better Society through Charity
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Building a Better Society through Charity



ASSURANCE STATEMENT OF SUSTAINABLE DEVELOPMENT REPORT

TUV Asia Pacific Ltd. ('TUV NORD') has been commissioned by the management of China Jinmao Holding Group Limited ('China Jinmao') to carry out an independent assurance of the 2020 Sustainable Development Report ('Report').

China Jinmao is responsible for the collection, analysis, aggregation and presentation of information within the Report. TUV NORD's responsibility in performing this work (assurance of the report) is in accordance with terms of reference agreed in the scope of engagement with China Jinmao. China Jinmao is the intended users of this statement.

This statement is based on the assumption that the data and information provided in the Report is complete and true. This Report is the eighth comprehensive Non-financial report for China Jinmao, and it's the fifth time for China Jinmao to invite TUV NORD give an independent assurance.

Assurance Scope

- The Report revealed the accuracy and reliability for key performance, information and management system which happened during year 2020;
- Due to the impact of the COVID-19 this year, after application by China Jinmao, it was changed to online remote audit;
- We evaluate the collection, analysis, aggregation of the information and data;
- Due to finance data had been audited by the third party, and published in China Jinmao *2020 Annual Report*, so the correctness of the financial data in the Report is not in our assurance scope.

The online assurance of the Report was done on May 20th, 21st, 2021.

Assurance Methodology

Assurance process including following activities:

- Review the document information provided by China Jinmao;
- Interview the person who collected the report information;
- View the related websites and media reports, verify the data and information through sampling method;
- Refer to CSR requirement of *Environmental, Social and Governance Reporting Guide* which made by SEHK, we evaluate the report;
- Refer to *AA1000AS (2008) Assurance Methodology*, and ISO 26000 Social Responsibility Standard;
- Assurance activity is based on TUV NORD CSR report assurance management system.

Assurance Conclusion

China Jinmao 2020 Sustainable Development Report provides an appropriate and objective view of the sustainability & social programs and performances during year 2020.

- Materiality

The Report reveals the important objective performance of enterprises in the economic, social and environmental fields of this year, in addition, add Performance Review content at the end of economic, social and environmental chapter, which timely responds to the expectations of investors and other stakeholders;



- Quantitative
In the Report, the key performance of the environment and society is disclosed in a quantified form, such as Figures for JINMAO, which has certain quantification;
- Balance
The Report discloses the case and data such as the employee turn over rate and the lost working hours due to work injury, which has certain balance;
- Consistency
Through sampling verification, the information in the Report is reliable and objective, and TUV NORD does not find systematic or substantive errors.

Suggestion for Improvement

Through assurance and evaluation, we had following improvement suggestion on CSR practice and management:

- It is recommended that in the collection of environmental performance, the scope of sample collection should be expanded to facilitate China Jinmao to formulate environmental policies based on its performance;
- In the disclosure of some key performance data,suggest increase the horizontal comparison, so that investors can further understand the status of the industry and make correct investment decisions;
- It is recommended to disclose more suppliers' social responsibility performance in supply chain management.

Special Statement

This statement excluding:

- The activity outside information reveal;
- The position, idea, faith, object, future developing direction, and promise which stated by China Jinmao.

Statement of Independence and Competence

TUV NORD Group is the world's leader in inspection, testing and verification, operating in more than 70 countries throughout the world and providing services which includes management systems and product certification; quality, environmental, social and ethical auditing and training; environmental; social responsibility and sustainability report assurance.

TUV Asia Pacific Ltd. affirms its' independence from China Jinmao and confirms that there is no conflicts of interest with the organization or any of its subsidiaries and stakeholders when performing the assurance of the Report. TUV Asia Pacific Ltd. was not involved in any manner with China Jinmao, when the latter was preparing the Report.

TUV Asia Pacific Ltd.

The team leader:Ms.Huang Li
Date :May 26,2021

The Authorized person: Mr.Song Haining
Date :May 26,2021

READER FEEDBACK

Dear Stakeholders,

Thank you for reading this report during your busy time. The purpose of this survey is to have a better understanding of your expectations and needs for China Jinmao's work on sustainable development and to continuously improve our work on sustainable development. We sincerely invite you to participate in the survey and your views and opinions are of utmost importance to us. We sincerely thank you for your valuable opinions and suggestions.

1. As against China Jinmao, your identity is:

☐ Employees☐ Consumers☐ Suppliers☐ Regulatory authorities☐ Other government departments☐ Media☐ Others

2. Are you satisfied with this annual report as a whole?

☐ Yes☐ No☐ Average

3. Is the information you are concerned about reflected in this annual report?

☐ Yes☐ No☐ Average

4. What are your expectations or suggestions for our Sustainable Development Report to be prepared and published next year?

☐ Innovative report topics☐ Innovative structure and ideas☐ Clear logical subjects

☐ Expansion of the applicable scope of sustainable development standards☐ More reader-friendly interface

☐ More intimate linguistic style☐ Others (please specify)

5. What are your suggestions or expectations for our work on sustainable development?

☐ Formulate long-term sustainable development plans

☐ Strengthen the establishment of sustainable development management organizations

☐ Carry out external communication with multiple parties

☐ Plan new influential public welfare projects

☐ Incorporate sustainable development related performance into management assessment

☐ Others (please specify)

ABOUT THE REPORT

This report is the fifth Sustainable Development Report issued by China Jinmao Holdings Group Limited, which has previously issued three corporate social responsibility reports. The Report aims to communicate frankly with stakeholders about the Company's sustainable development concepts, practices and performance.

Duration

1 January - 31 December 2020, part of the contents is beyond this duration to enhance the comparability of the Report.

Release Cycle

This report is an annual report.

Scope of the Report

Headquarters and affiliated companies.

Reference Instruction

In order to facilitate the presentation and reading, "China Jinmao Holdings Group Limited" in the Report is also represented by "China Jinmao", "the Company" or "We". The regional or municipal companies of Jinmao are all replaced by "Jinmao + City".

Reporting Commitment

China Jinmao undertakes that the contents of this report do not contain any false representations, misleading statements or material omissions, and is responsible for the truthfulness, accuracy and completeness of the contents.

Data Description

This report contains information mainly based on the statistics and official documents of China Jinmao from its establishment to 31 December 2020, and includes the forecast of the future in terms of business policies and strategies at the time of preparation.

Reference Criteria

This report is prepared mainly with reference to the *Chinese Corporate Social Responsibility Report Preparation Guide* (CASS-CSR4.0) issued by the Chinese Academy of Social Sciences, the *United Nations Sustainable Development Goals* (SDGs), the *Environmental, Social and Governance Reporting Guide* issued by the Hong Kong Stock Exchange and the *GRI Sustainability Reporting Standards* (GRI Standards) issued by the Global Sustainability Standards Board.

Preparation Process

With reference to the requirements of the above standards, the preparation process of this report is conducted in accordance with the procedures of peer benchmarking, questionnaire survey, stakeholder interviews, social responsibility investigation, information collection, information review, report writing, management review and report rating, so as to ensure the completeness, substance, truthfulness and balance of the contents of the report.



Access Method

The report is written in traditional Chinese and English, and released in printed and PDF electronic documents. Please visit the company website www.chinajinmao.cn to obtain the electronic version of the Report.

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