

2020

2020 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

SICHUAN LANGUANG JUSTBON SERVICES GROUP CO., LTD.

(a joint-stock company incorporated in the People's Republic of China with limited liability)
(stock code: 2606)



About this Report

Introduction

This report aims at responding to stakeholders' expectation and demonstrating the concept, management, actions and performance in Environmental, Social and Governance ("ESG") of Sichuan Languang Justbon Services Group Co., Ltd. ("Languang Justbon Services", "the Company" or "we") and our subsidiaries (collectively "the Group").

Preparation basis

The report followed the Environmental, Social and Governance Reporting Guide in Appendix 27 of the Rules Governing the Listing of Securities (the "Listing Rules") on The Stock Exchange of Hong Kong Limited ("HKEX"). It referred to the Global Reporting Initiative (GRI)'s Sustainability Reporting Standards ("GRI Standards") and Chinese Corporate Social Responsibility Report Preparation Guide (CASS-CSR 4.0) issued by the Chinese Academy of Social Sciences and other national and international corporate social responsibility reporting guidance.

Scope of the report

Unless otherwise stated, this report covers Languang Justbon Services and its subsidiaries. The reporting period is from January 1, 2020 to December 31, 2020 (the "reporting period"). Part of the content comes from historical data.

Data source

Unless otherwise specified, the information and data cited in this report come from the Group' official documents, statistical and financial reports as well as other ESG information collected, summarized and audited by the Group.

Reporting cycle

This report is an annual report.

How to access

The Chinese and English versions of this report can be viewed or downloaded on the official website of the Company or the HKEX. Should there be any inconsistency between the Chinese and English versions, the Chinese version shall prevail.

Reporting Principles

The report is prepared in accordance with the following principles: materiality, quantitative, balance and consistency.

Reporting principle	Definition	Our response
Materiality	The threshold at which ESG issues determined by the board are sufficiently important to investors and other stakeholders that they should be reported.	In this report, we identified significant environmental, social and governance issues after communicating with stakeholders and taking the nature of the Group's business, mode of operation and location of operations into account.
Quantitative	KPIs in respect of historical data need to be measurable. The issuer should set targets (which may be actual numerical figures or directional, forwardlooking statements) to reduce a particular impact. In this way the effectiveness of ESG policies and management systems can be evaluated and validated. Quantitative information should be accompanied by a narrative, explaining its purpose, impacts, and giving comparative data where appropriate.	The report provides key performance indicators in a quantitative manner and accompanying notes, where feasible, to enable the reader to assess and verify the performance of the Group's environmental, social and governance policies and practices.
Balance	The ESG report should provide an unbiased picture of the issuer's performance. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.	This report provides a comprehensive disclosure of the Group's performance in environmental, social and governance based on objective facts, and avoids description or presentation formats that may inappropriately influence a decision or judgment by the report reader.
Consistency	The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time.	This report adopts consistent methodologies for statistics for the current year and subsequent years to enable readers to compare the Group's performance on a year-to-year basis.

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Message from Chairman

In 2020, the once-in-a-century pandemic plunged the world into recession. Against all the odds, China brought the epidemic under control and reopened before any other country did. Reversing the negative growth trend, the year-on-year growth of China's GDP turned from negative to positive and exceeded RMB 100 trillion for the first time. As the living standards keep improving, the property service industry is accelerating its transformation and upgrading with the help of policies, technology, capital, and big consumption. By speeding up the growth of scale, deploying digital technologies, diversifying business forms, innovating service products and optimizing talent pool, the conventional property service industry is redefining itself. In virtue of our considerable experience in property services and our own advantages, we have advanced our market and growth plans with targeted strategies, adapted ourselves to changes in the policy, economic and market environments, expanded sources of revenue while cutting costs and improved our efficiency and innovation capability. Through these actions, we have achieved good results.

After analyzing different regional markets, we continue to implement our "1+1+N" strategy to expand our scale, widen our lead in Sichuan, focus on East China, and penetrate into high-value markets in the Southwest, Central and North China regions. We have expanded our management scale through merger and acquisition, full commissioning, acceptance of deliveries from the parent company and cooperation with third party developers. While the management scale continues to grow, we are also seeking to develop an ecosystem together with the acquired or merged companies. By empowering such companies with technology, introducing value-added business forms to them step by step and improving management effectiveness, we are trying to diversify their services and improve their operational efficiency.

Realising that, for the property service industry, the mass flow of people could be potential consumers, we have made the following moves. Around owners' needs for fitness, parking, elderly, nursery, banking, entertainment services, we launched many value-added services. For example, we provided housing economy, carrying and lodging, advertising media, neighborhood retail, etc.; around the life-cycle services for properties, we expanded into upstream and downstream along the industrial chain, providing house maintenance, parking space sales, fire prevention and fighting, landscaping, equipment maintenance, cleaning, engineering and repairs, etc.

Thanks to our 20 years of experience, our market share in Sichuan province is rising and our lead over competitors in this regional market is widening. Owing to the large number of property owners and good client satisfaction, owners are demonstrating increasingly greater willingness to consume in the neighborhood. Therefore, our neighborhood-based value-added services have fared well in Sichuan province.

In the depths of the pandemic, we rolled out the "Jia Vegetable Garden" service, the first of its kind that offers convenient food purchasing and errand running services to owners. Our professional and standard services are uncorking the "last mile" bottleneck of property services. We have organized more than 35,000 training sessions to build up our property services capabilities and published the Standard Operating Document for Industrial Park Service 1.0 and the Operating Document for the Four Service Models C-0. In 2020, we upgraded "Happy Residence Culture" to version 2.0, and organized 1,200 neighborhood cultural activities, attracting nearly 3 million owners.

We keep exploring neighborhood-based value-added services. Through precise identification of owners' needs, development of quality products, integration of resources, optimization of channels and perfection of after-sales services, we are making our products and services increasingly recognised by owners. We set up the "Life Research Institute" to further extend our value-added services from conventional public spaces into indoor spaces, providing customized home services for property owners.

We use digital technology to optimize owners' experience and free frontline staff from tedious work so that they can spend more time on more personalized and customized services, thereby delivering quality to owners. In strategic partnership with technology giants such as Alibaba Cloud, we built an AI- and IOT-based housing platform. In addition, by combining forces with SenseTime, a leading global AI platform company, we integrated AI technology into property services, enabling intelligent parking, real-time analysis of people density, abnormal stay alert, elevator passenger heat sensing, early warning of waste flooding, soil damage, plant trimming and parking violations and so on. This is a case in point of technology-empowered response to owners' needs. In 2020, using ICBA and 5G technology, we also developed a system that incorporates three clouds, i.e., service cloud, operation cloud and management cloud, and two platforms, i.e., AIoT ecological platform and big data management platform. It can be used for service, operation and management. Besides, we built a financial sharing center and a human resources digital system to improve management effectiveness and user experience. Not only are these measures laying the groundwork for the Group's coordinated control and intelligence-driven growth, but also sending our warmth to the users with technology and creating a "satisfaction + surprise + appreciation" residential experience for clients.

We always concern ourselves with the career development and happiness of our employees. We are trying to improve our people's productivity through organizational changes. For example, we have introduced the "lighthouse structure", sharpening our headquarters and strengthening our regional business presences, so that our people will be more forward-looking and visionary at the head office level, be more specialized and efficient at the regional level and be more service-oriented and productive at the city company level. We are trying to foster a culture of fairness, transparency, health and regulation and establish a fair, open and equal career development platform within the Group.

Yao Min
Chairman of Languang Justbon Services
March 22, 2021

Company Milestones

2000

Languang Justbon was founded.



2002

Successfully created the first nightlife city card "Yulin Life" in Chengdu.

2006

Took over "Chengdu Yufu Huadu", the first residential project of Sichuan Languang Development Co., Ltd. ("Languang Development") (600466.SH) since its transformation for the residential development business, marking the Group's official entry into the field of residential property management.

2007

Pioneered the "Three Documents based Consultation Model" which covers Project Planning Proposal, Construction Proposal and Property Service Proposal.

2008

Created four differentiated service models centered on the "Golden Butler", which became a benchmark service system in the industry.

2010

Proposed a business model that starts with property management, horizontally integrates the operations of clients and social resources, and vertically extends the operation in the real estate industry chain.



2012

Officially changed its name to "Sichuan Justbon Asset Management Group Co., Ltd." and entered from consultation into asset operation.

2015

Created the "Living Home Service System", starting its transformation and upgrading to a modern service enterprise.
Signed a strategic cooperation agreement with JD.com on Living Home Alliance, thus starting cross border cooperation.
Built a large platform development model of "Living Home Alliance Ecosystem" on the base of the concept of sharing economy.
Officially listed on the New OTC Market (834962), injecting new impetus into the integration of industry and finance.



2016-2017

Signed an equity cooperation agreement with Hangzhou Lvyou Property Management Co., Ltd. and Shanghai Zhenxian Property Management Co., Ltd., marking the strategic entry of Justbon into the high value coastal area along the Yangtze River Delta in East China.

2020

Issued the Operating Document for Industrial Park (version 1.0), which marked the introduction of a property service standard for industrial parks.
Released the Standardized Management Manual for Business District Operations (version 3.0), which sets standards for basic property management and multi ownership business operation management in business districts.
Passed the examination and approval for certification of the Integrity Management Systems and Information Security Management Systems of the China Quality Certification Center (CQC). These national/international certifications added to our certification list that had already comprised Quality Management Systems, Environment Management Systems and Occupational Health and Safety Management Systems.

2019

Grandly held the Second Closed door Summit on Real Estate Strategic Cooperation themed on "Gathering in Qingcheng to Seek Win win Operation" in Qingcheng Mountain. Major leaders of more than 80 real estate developers from all over the country attended the summit. Signed strategic cooperation agreements with 16 real estate companies, continuously expanding the pool of resource supply.
Sichuan Languang Justbon Services Group Co., Ltd. was successfully listed on the Main Board of HKEX (Languang Justbon Services) (2606.HK), which turned a new chapter in our corporate development.




2018



Entered into cooperative relations with Chengdu Dongjing Property Management Co., Ltd. and Luzhou Property Co., Ltd., continuously increasing its property management area and management projects nationwide.
Successfully held the 2018 First Closed door Summit on Real Estate Strategic Cooperation themed on "Win win Cooperation and Joint Creation of a Better Life in the Community", and more than 50 real estate developers from all over the country attended the summit. Signed strategic cooperation agreements with 15 real estate companies, forming an enlargement pool of resource supply and injecting new impetus into the company's benign and rapid development.

Key Performance in 2020

Operational Performance



 Financial Performance	Annual revenue was	A year-on-year increase of	Net profit was	A year-on-year increase of
	RMB 2,734 million	30.2%	RMB 550 million	23.8%
	Gross profit was	a year-on-year increase of	Premium profit attributable to shareholders was	a year-on-year increase of
RMB 976 million	28.3%	RMB 533 million	24.1%	
Basic earnings per share were		RMB 2.99		

Social Performance

 Diversification and Inclusiveness	The total number of employees at the end of the reporting period	 Occupational Health	Employee medical examination coverage	
	16,468		76%	
 Employee Growth	Female employees accounted for	 Promoted	Number of sessions of training held	
	42%			1,252 outstanding employees
	Average training length for each employee			
25.4 hours				
 Public Welfare	Total time spent on public welfare amounted to			
	54,392 hours			

 Products and Services	Operating in	Gross floor area (GFA) under management	A year-on-year increase
	130 cities	129 million m ²	81.2%
Contracted management area was		A year-on-year increase of	
213.7 million m ²		82.8%	

Environmental Performance

 Energy Consumption	Total energy consumption was	Total greenhouse gas emissions reached
	533,990.8 kWh	435,396.4 tons of carbon dioxide equivalent
of which non-renewable fuels consumption accounted for		and emissions density was
4%		195.3 tons of carbon dioxide equivalent per million RMB of revenue
 Energy Conservation	Electronic seals were promoted, and paper consumption was reduced by	
	70.9 tons	

About Us

Company Profile

The Company (2606.HK) was established in 2000 and is a holding company affiliated to Country Garden Services Holdings Co. Ltd. (6098.HK). The Company was listed on the main board of HKEX on October 18, 2019, which made us the first property management company from western China that went public in HKEX. With the National First-Class Qualification for Property Management Enterprises, the Company is now a vice chairman unit of China Property Management Institute, vice chairman unit of Sichuan Real Estate Industry Association, director unit of the Property Management Committee of Sichuan Real Estate Industry Association, and vice president unit of Chengdu Property Management Association.

Upholding the mission of “providing Justbon’s gold medal services to millions of clients”, Languang Justbon Services leverages capital and digital technology dual engines. Based in the southwest, we work to realize a national presence. We adhere to the high-quality development path featuring “high-speed growth, high profitability and high market performance”, and are committed to becoming the leader in China’s residential property market segment. The Company keeps meeting client needs and works to realize client value, in a bid to build the No. 1 brand of residential property services and create a “satisfaction + surprise + appreciation” residential experience for clients.

Languang Justbon Services has presence in 130 cities across the country

Contracted management area of nearly 213.7 million m²

Brand value worth RMB 7 billion



Main Businesses

Embracing the philosophy of “Serve your life with my heart”, Languang Justbon Services, focusing on community property operation and business management, mainly provide property management services, consulting services, and community value-added services, covering the whole property management industry chain. With property services as the starting point and digital technology as a means, the Company works to tap the value of massive client resources and integrate multiple resources to meet the needs of clients, so as to realize mutual promotion and unlimited extension, and to build a full-scenario property service ecosystem.

Property Management Services

At Languang Justbon Services, client satisfaction is our top priority. Being customer-oriented, we continuously refine and innovate service standards and connection points. We have built the “Justbon Life Pro” Service System that features happy residence culture, four differentiated brand models and smart life services.

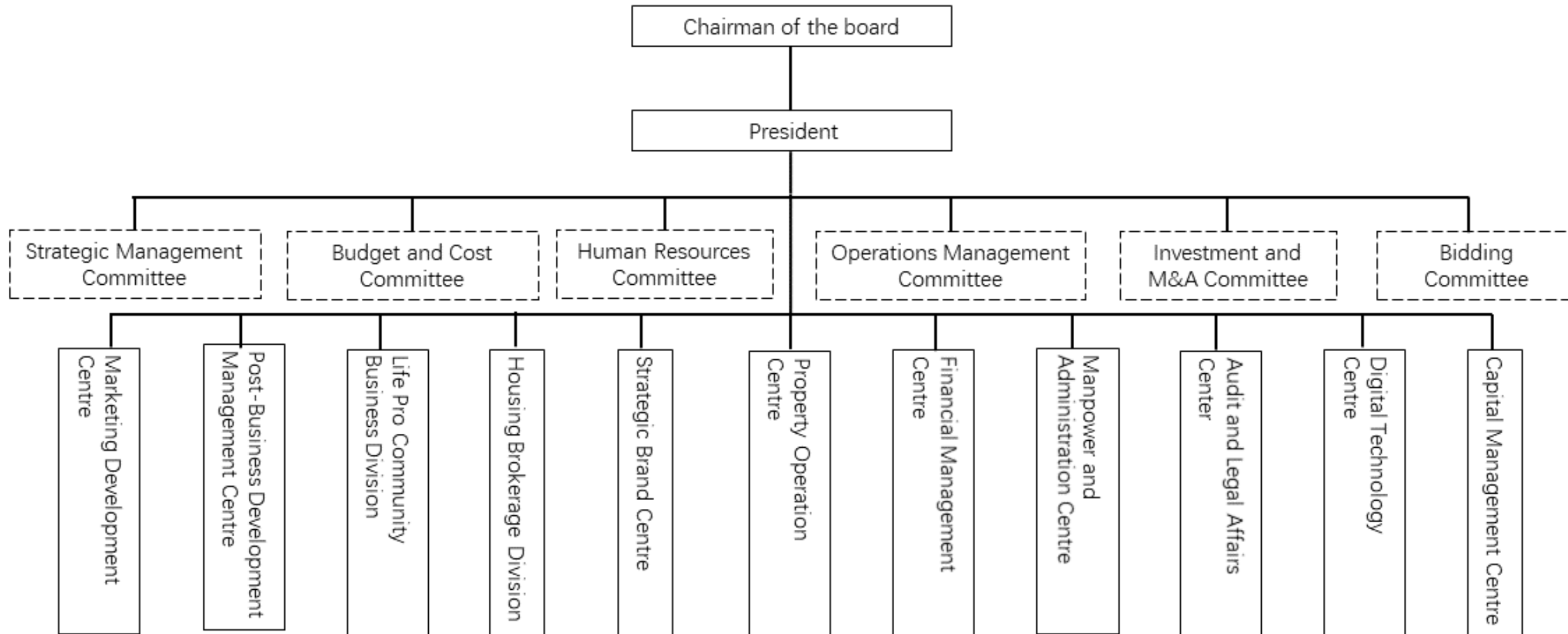
Consulting Services

We tailor-make consulting service solutions to diagnose existing problems and find ways to resolve key issues. We provide sales assistance services, property-related inspection services and consulting services to property management companies. We help clients to improve the fundamental management capability and strengthen the ability to generate operating income. Internally we set up management standards and externally we build up a brand image to empower clients in all directions.

Community Value-added Services

In order to meet the clients’ needs, Justbon Life Pro, relying on a big platform, launched nine major service categories, including smart home, domestic service and revamp service, in an effort to provide life-cycle services that integrate shopping, revamp and housing. Since 2015, we have created the “Justbon Life Pro” value-added service. By means of marketing methods including popular commodities on sale, community new media, home services and WeChat applets, we work to comprehensively cover the life scenarios of the owners and realize the owner’s life services + consumption upgrading, thus forming a unique community home service solution.

Organizational Chart



Corporate Culture

Guiding Thoughts

Client satisfaction is our top priority, and we respect and care for the personal interests of our employees.

Corporate Mission

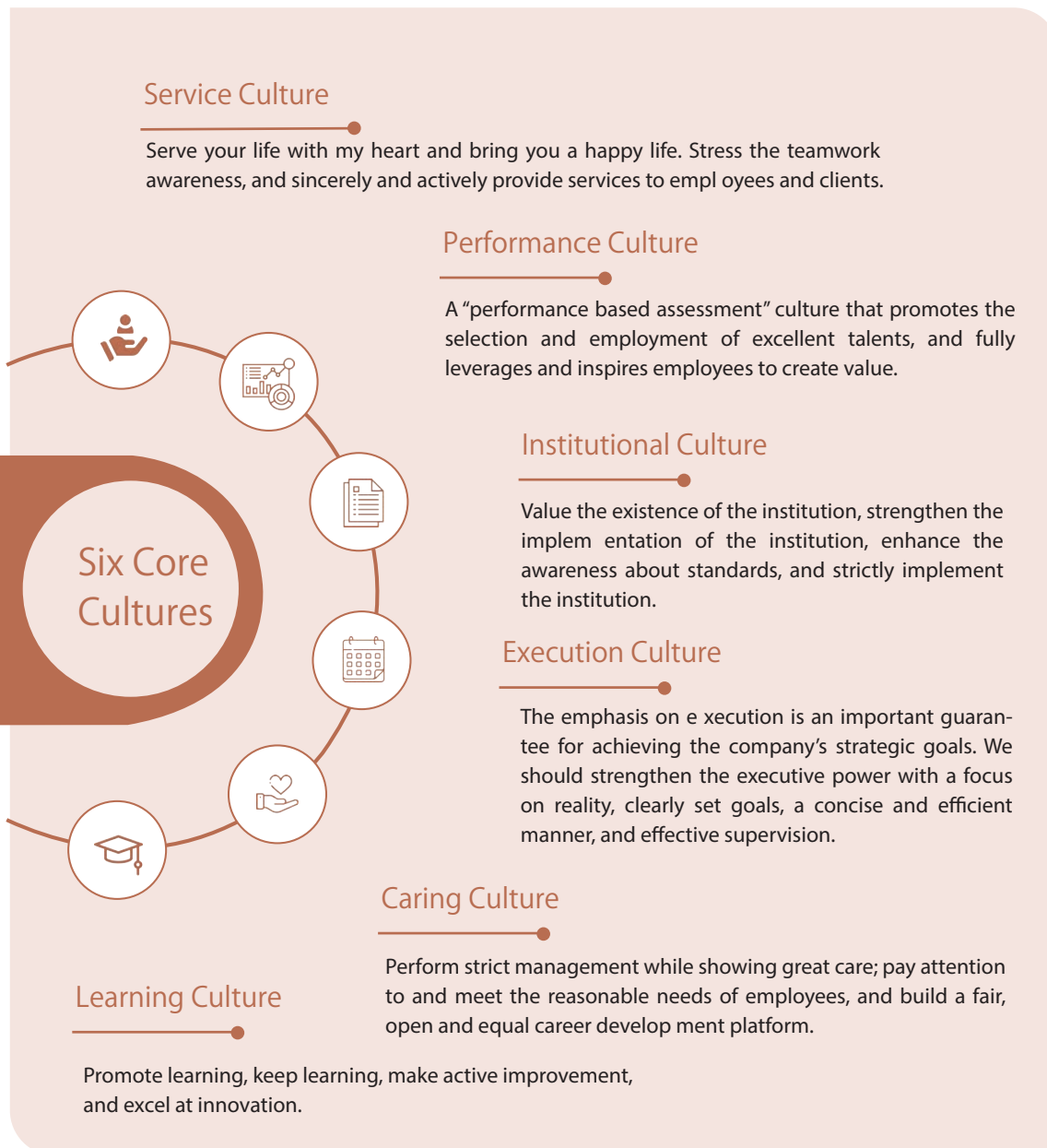
Make ourselves a leading property service and commercial asset operator

Corporate Vision

Provide Justbon's gold medal services to our clients.

Core Values

Establish creditworthiness with virtue and make successes with competence



Brand Core Value

Integrity, responsibility and professionalism

Brand Philosophy

Serve your life with my heart

Recruitment Philosophy

Only those who share the same aspirations with us and those who are capable and responsible are welcomed

People Development Strategy

Cooperation

• Cooperation requires concerted efforts instead of a simple combination of several forces.

Harmony

• Different sounds form harmonious music. We want a heterogeneous proof of talents who are creative and imaginative.

Wisdom

• We should continue to make ourselves better and rise to the challenges of the future with our wisdom. IQ is natural endowment, while, unlike it, wisdom lies not only in knowing the present but also in understanding the future.

Sunshine

• Sunshine in the workplace is the driving force behind growth, just as sunlight is the energy source of all life. It should be omnipresent in our workplace.

Passion



• Passion and enthusiasm are what we value, because they are a stimulus for our people to make progress and take on greater challenges.

Joy

• Enthusiasm for work is fundamental to survival and development, and enthusiasm for and commitment to job bring unequalled joy and creates immeasurable wealth

Brand Honors

Issuers	Awards	Certificates
China Index Academy	2020 Top 100 Property Management Companies in China, Top 11	
China Index Academy	2020 China Property Services Professional and Operating Leading Brand Enterprises	
China Property Management Institute, E-House China R&D Institute and China Real Estate Assessment Center	2020 Listed Property Management Companies in China, Top 8	
E-House CRIC Research Center	Property Management Capability in China Top 50	
E-House CRIC Research Center	"Justbon Life Pro" - 2020 Quality Property Management Brand in China	

Issuers	Awards	Certificates
Leju Institute of Finance and Economics	New Enterprise in Capital Market	
China Business Integrity Public Service Platform and Huaxia Zhongcheng (Beijing) International Credit Evaluation Co., Ltd.	3-A Model Enterprise for Integrity	
China Business Integrity Public Service Platform and Huaxia Zhongcheng (Beijing) International Credit Evaluation Co., Ltd.	3-A Enterprise Credit Rating Certificate	
E&H Co., Ltd. Jia He Home Property Service Research Institute	2020 Property Management Operating Capability in China Top 10	
E&H Co., Ltd. Jia He Home Property Service Research Institute	2020 Top 50 Model Enterprises for Client Satisfaction in China	




Issuer	Awards	Certificates
E&H Co., Ltd. Jia He Home Property Service Research Institute	2020 Top 10 Property Management Companies for Growth in China	
China Property Management Institute, China Poverty-alleviation Promotion of Volunteer Service, Social Participation in Poverty Alleviation and Development of China and E-House China	TOP 11, The Pioneer Force in Poverty Alleviation through Consumption	
Ministry of Housing and Urban-Rural Development of the People's Republic of China	Zhang Yin was awarded "the Vanguard in the Fight against COVID-19 of the Housing and Urban-Rural Development Sector"	
National Alliance of Real Estate CIOs	2020 TOP 20 Real Estate Enterprises for Digital Power	
China Golden Keys Brand Service Congress of 25th Anniversary	Leading Group of Property Service Industry in China, 2020 Model Enterprise for Services in China	




Stakeholders Participation

Communication with Stakeholders

The Group attaches great importance to the ongoing dialogue with stakeholders in an open and prudent manner, and considers the concerns and suggestions of stakeholders as an important reference in our direction of sustainable development. We have established a regular stakeholder communication mechanism to ensure that stakeholders are kept abreast of the Group's operations. We regularly review our possible environmental and social impacts and respond to them, and actively listen to and respond to the demands and suggestions of stakeholders to achieve our vision of sustainable development.

Communication with Stakeholders and Responses

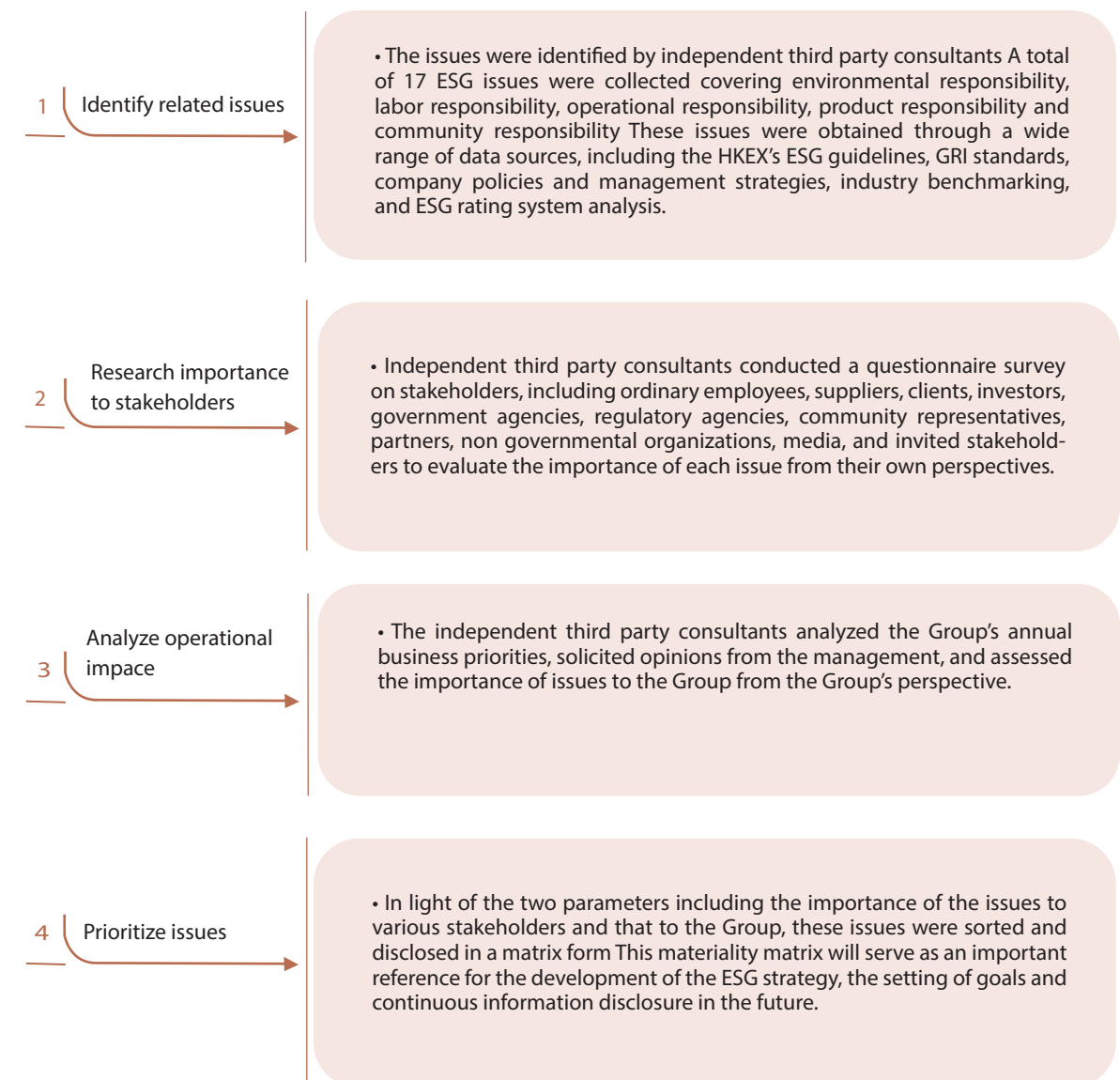
Key Stakeholders	Major Concerns	Major Communication Methods
 Government	<ul style="list-style-type: none"> Meeting regulatory compliance requirements Paying taxes according to laws Supporting local economic development 	<ul style="list-style-type: none"> Government meetings Reports/opinion survey Supervision by government officials
 Shareholders and investors	<ul style="list-style-type: none"> Return on investment and growth Strengthening information disclosure Improving company value 	<ul style="list-style-type: none"> Shareholders' meeting Periodic reports and company announcements Investor relations activities
 Clients / Owners	<ul style="list-style-type: none"> Improving service quality Satisfying clients' needs Protecting client privacy Handling opinions and complaints 	<ul style="list-style-type: none"> Client satisfaction survey Handling inquiries or complaints Client relationship management Client visits and communication

Key Stakeholders	Major Concerns	Major Communication Methods
 <p>Employees</p>	<ul style="list-style-type: none"> Protecting legal interests and rights Fair remuneration and benefits Positive workplace Career development 	<ul style="list-style-type: none"> Client satisfaction survey Handling inquiries or complaints Client relationship management Client visits and communication
 <p>Suppliers and partners</p>	<ul style="list-style-type: none"> Integral cooperation Abiding by business ethics Win-win cooperation 	<ul style="list-style-type: none"> Building a responsible supply chain Daily business communication and visits Project cooperation Performing the contract according to law
 <p>Community</p>	<ul style="list-style-type: none"> Promoting economic development in residential complexes and society Caring for social livelihood Supporting public welfare 	<ul style="list-style-type: none"> Participating in community projects Regular communication with community representatives Participating in social welfare activities

Materiality Analysis

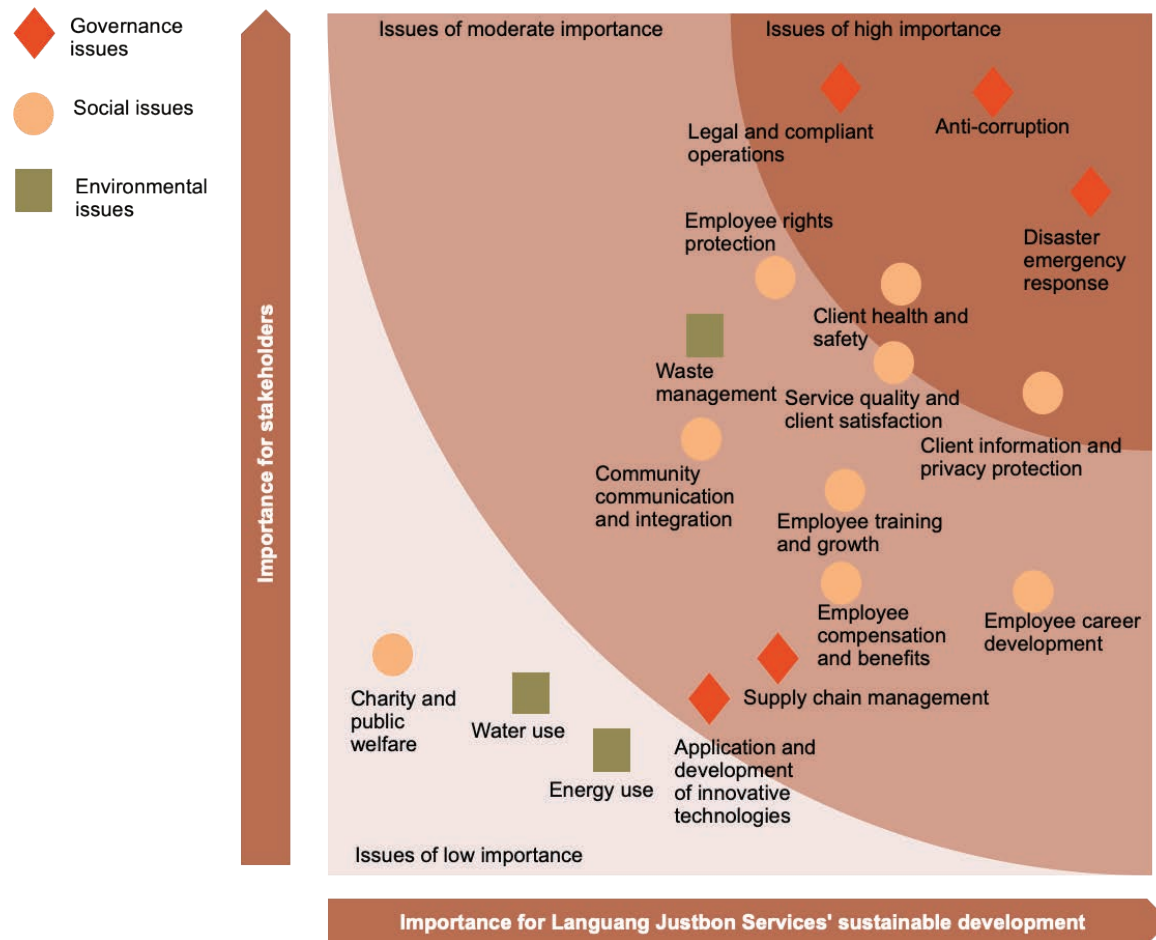
With reference to the requirements of the Environmental, Social and Governance Reporting Guide in Appendix 27 of the Listing Rules of the HKEX, and through benchmarking analysis on the issues disclosed in the ESG report of industry peers, the issues reported in this report are prioritized in the light of the communication results with stakeholders in 2020, and is specifically elaborated in this report to ensure the substantiality of the information disclosed in this report.

In 2020, the process for determining the Group's material ESG issues was as follows:



Based on the results of the stakeholder research, the Group has developed a matrix of the importance of ESG topics to reflect the materiality of each issue to the stakeholders and our business:

According to the materiality assessment results, the most important categories in the current year were compliance operation, anti-corruption and integrity promotion, disaster emergency response, customer health and safety, customer information and privacy protection, service quality and customer satisfaction. In this report, we will focus on enhancing the disclosure of related issues, and take it as an important basis for ESG work planning in the next year.



Corporate Governance

In 2020, we focused on creating a compliant operation system, building an integral and honest corporate culture, establishing an effective risk management system and internal control mechanism for the healthy and long-term development of the Company.



Corporate Governance

We attach great importance to the compliance requirements for listed companies and adhere to internationally standardized corporate governance. A corporate governance system with complete policies, clear structures and responsibilities has been initially established. We have focused on the board of directors and promoted the shareholders' meeting and the board of supervisors to jointly review over 60 major issues such as corporate governance, the responsibilities of the three meetings, and investment management. At the same time, the Company's board of directors deeply participates in stakeholder communications, strengthens information disclosure and do our utmost to maintain high transparency and accountability to shareholders.

The board of directors, which is the highest governance body of the Group, comprises executive directors, non-executive directors and independent non-executive directors. It is responsible for formulating the Group's strategic guidelines, monitoring the performance of the Group's business, and ensuring the effectiveness of the Group's risk management and corresponding internal control systems, so as to guarantee long-term benefits brought to the Company and stakeholders. The board of directors pays attention to ESG issues and participates in the Group-related ESG risk assessment and determination. We are planning to establish appropriate and effective ESG risk management and internal control systems. The Group assigns a dedicated ESG officer in order to systematically implement various tasks and report to the board of directors. Up till now, the Group has integrated ESG issues such as compliance operations, product responsibilities, green properties, employee rights and benefits, and community feedback, into the Company's scope of operations and management to drive our sustainable development.

Risk Management and Control

The Group abides by relevant laws, regulations and industry supervisory rules including the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China, the Main Board Listing Rules - HKEX - Appendix 14 the Corporate Governance Code and Corporate Governance Report, and the Securities and Futures Ordinance (HK) adheres to compliant operations, and keeps strengthening the construction of risk management systems and internal control compliance systems for the sustainable and healthy development of the enterprise. We have developed and taken Risk Management Measures to build a line of risk management that runs through business departments and audit & supervision center. We aim to form a mechanism for risk management of sorting, identification, rectification and control in combination with business function systems, strengthening the internal risk control system through the prepositioning of core risk, compulsory management and control of core risk, and special rectification of issues to ensure the enterprise's compliant and stable operations.

We have set up an inter-departmental group for promoting the digital risk control system, and completed three major goals including: establishing an indicator system, improving our business system, and working out a master plan step by step. On the basis of completing the classification and construction of the internal indicator system, we have achieved data monitoring, early warning and integration of the nine core functional departments, further promoting the technology-, specialization- and efficiency-oriented transformation of risk management and control, and accelerating the digital transformation of the Group's risk management and control. We attach great importance to the promotion of the risk awareness and carry out trainings on the improvement of risk control capabilities of outsourced projects, compliance training in new business areas, and legal training on property risk, with a view to strictly implement the risk internal control requirements, enhance the risk awareness of all employees, and build a culture of risk compliance.

The risk management and internal control system is reviewed and evaluated on an ongoing basis by the audit committee and the executive directors, and covers all significant controls, including financial, operational and compliance controls, and is further reviewed and evaluated by the board of directors at least annually. As of December 31, 2020, the Group's risk management and internal control system had been reviewed.

Anti-corruption

A “integral, healthy and transparent” supervisory culture

Languang Justbon Services abides by the Company Law of the People’s Republic of China, and adheres to the “integral, healthy and transparent” supervisory culture and the bottom line of behavior. The Company builds a long-term mechanism of “Dare not, Can not and Unwilling” for controlling and curbing corruption by “pre-control + strict investigation + application of results”.

A “prevention first, investigation supplementary” concept

Languang Justbon Services adheres to the establishment of a legalized enterprise and the principle of zero tolerance for corruption and ethical problems of employees, upholds the concept of “prevention first, investigation supplementary”, and constructs and continuously improves our audit and supervision system. In 2020, Languang Justbon Services followed the Audit Management Standards, improved the existing internal audit system and process, and made strengthened efforts in the internal audit, supervision and rectification. Relying on the digital audit platform, the Group endeavored to build an anti-fraud intelligent platform to quickly identify fraud clues and promptly detect violations. Through our internal data integration, the Group works to realize the goals and effects that feature transparent business information, intelligent risk warning, efficient data analysis, formation of client information portrait and prepositioning of moral risks. We conduct integrity trainings and integrity awareness meeting for new employees and new regions, and develop competitive remuneration to eliminate employee corruption from its root causes. We perform supervision by telephone, email, WeChat public account, official website, annex to the “anti-fraud agreement” and annual supplier meetings.



Anti-fraud experience sharing

An “establishing creditworthiness with virtue and making successes with competence” core value

In 2015, the Group joined in the “China Anti-Corruption Alliance”. Over the years, Languang Justbon Services has been adhering to the core values of “establishing creditworthiness with virtue and making successes with competence”. Through the construction of our corporate culture, the cultivation of employee awareness, and the formulation of code of conduct, we have been making active efforts to create an integral, healthy and transparent Languang, and to prevent corruption risks from the source. We have formulated and implemented the Languang’s Code of Conduct with Ten Prohibitions, the Anti-Commercial Bribery Agreement, and keep zero tolerance for corruption. On the basis of protecting the interests of suppliers, the reputation and ethics of employees, and the interests of shareholders, we have specified the following requirements: do not corrupt, misappropriate, accept bribes, encroach or deceive the company to the detriment of the company’s interests; do not use the company’s resources or functions to obtain investment income in violation of the law; and do not run for personal gain to the detriment of the customer’s interests.

Every new employee is required to receive the training of the Languang’s Code of Conduct with Ten Prohibitions. Centered around these rules, we make promotional posters, publicity foldouts, contract attachments and holiday reminders themed on integrity, and require all employees to familiarize and always obey them. Employees and suppliers are also warned to be careful in anti-corruption so as to build a fair and open cooperation environment.

Languang Justbon Services’ integral, healthy and transparent supervisory culture

Integral	Healthy	Transparent
Integral corporate culture	Healthy corporate development	Transparent code of conduct
Strong sense of rules	Healthy growth of employees	Transparent whistleblowing channels
	Healthy Cooperation with partners	Transparent business processes
		Transparent reporting and processing process

In the case of anti-corruption, the Group continuously improves the procedures for handling complaints, whistleblowing and investigation, such as the *Standards and Procedures for the Management of Supervision Channels* and the *Operational Process for Handling Whistleblowing and Complaints* based on the principle of objectivity, impartiality and confidentiality. We have established the *Reporting List*, the *Classification of Reporting Matters*, the *Complaint List*, and the Publicized List of Supervisory Channels to register the reported complaints accepted.

Whistleblowing Channels

Email for audit complaints and reporting: LGJS@brc.com.cn

Telephone for audit reporting: 028-87826372

The Group has established a reporting website and provided several channels for reporting corruption, such as telephone, mail, letter, red mail box and anti-fraud alliance. The reporting channels are publicly announced at the operating residential property offices for the public, owners, tenants and employees to jointly watch over the Group's employee behavior. The violation of the laws and regulations can be reported on an anonymous basis when found. The unit that receives the report will send the report to the audit & supervision center within a specified time. The center will investigate on the reported violation, and it will be handled according to the importance and seriousness, and be reported to the relevant management level. The report of "significant issue" is submitted to the supervisory commission. For "non-significant issue", the relevant unit makes comments, and proceeds upon approval according to the rights and duty manual or system. The investigation on whistleblowing or complaints is conducted in accordance with the procedures, and can be closed after the case is investigated and processed. Checks are conducted on a monthly basis to ensure that fraud is investigated and dealt with properly.

Throughout the investigation, the department and personnel that received the information provided by the report strictly maintain the confidentiality of the information, including the name, work unit, home address of the whistleblower and the contents of the report.

Investigation by Languang Justbon Services on False Procurement by Employees

In 2020, Languang Justbon Services investigated a case in which Shu, an employee in Wuxi, Jiangsu, forged procurement. After completing the investigation and evidence verification, the audit & supervision center reported to Wuxi Public Security Department on August 17, 2020. After the case was filed, the suspect was arrested and detained, and the family returned all of the proceeds. Currently, Shu is awaiting a legal ruling.

In 2021, the Group's Audit and Legal Affairs Center will continue to perform its work in accordance with the integrity culture system and requirements. In addition, in terms of staffing, we will set up audit positions at the regional level to be close to the frontline, conduct integrity and audit, and prevent bribery, extortion, fraud, and other problems among employees.

Supply China Management

During the operation of the Group, we maintain close cooperation with partners, promote the coordinated development of the industrial chain, and achieve a win-win situation for all parties. We comply with the Tendering and Bidding Law of the People's Republic of China, and have established a fair, open and just supplier management system. We formulated and implement internal management policies such as the Administration System for the Procurement of Bid-Inviting Business and the Management System for Non-Standard Business Procurement and the Operational Process for Partner Cooperation Evaluation, to conduct unified management over the selection, collaboration, training and retention of suppliers, and to ensure suppliers' quality of contract fulfilment. We implement the integrity requirements in cooperation with suppliers, and sign the Anti-Commercial Bribery Agreement with them. All suppliers must be aware of and abide by the Code of Conduct with Ten Prohibitions, and be included into the online review system. The Company reviews the relevant processes and compliance of documents of supply chain business according to the corresponding review dimensions of different supply chain businesses. Moreover, a review report is prepared on a regular basis, based on which subsequent optimization and adjustment of supply chain business are carried out, as part of the effort to achieve efficient risk control in the supply chain.

As of December 31, 2020, Languang Justbon Services had a total of 521 suppliers

Domestic suppliers accounting for 100%

Supplier localization rate reached 100%

Supplier review

The Company strictly reviews the business qualifications, industry experience, corporate credit and other aspects of new bidders and sporadic procurement suppliers, and requires the inspection team to conduct on-site inspections of equipment and engineering projects. Besides, the team underlines the information on administrative penalties, business abnormalities, and seriously illegal behaviors. For partners who initiate new projects or have not cooperated with the Company for more than two years, site visits are also conducted to verify their qualifications. Businesses in relation to the Internet, new channels and others shall be established in line with the agreed cooperation model, so as to realize business cooperation, platform-enabled cooperation and cooperation in resource exchanges.

Supplier admission

For the admission standards and qualification requirements of suppliers, Languang Justbon Services strictly implements the Operational Process for the Introduction of Strategic Partners, and standardizes key issues such as market research or basic evaluation, contract planning application, planning meeting, counterparty confirmation, preparation of idea reporting manual to guide the work and improve the quality and efficiency. The members of the investigation team evaluate the partners under investigation according to the Form for Supplier Inspection and Evaluation, and objectively and fairly submit their evaluation opinions, form an inspection report, and organize personnel above the rank of the inspection team to conduct a special discussion. Then the team members shall report the final conclusion for the inspection. The inspection results will be divided into excellent, good, qualified, and unqualified classes, and suppliers who meet the standards will be listed in the supplier database.

Supplier evaluation

In strict accordance with the Operational Process for Partner Cooperation Evaluation, the Partner Service System, the Strategic Partner Service System, and the procedural requirements of related operational processes, we carry out a two-way performance evaluation for the suppliers included in the database. The regional supplier function unit submits a scoring summary quarterly. The headquarters' supplier function unit conducts score-based inspections every six months and the headquarters' partner service unit conducts spot checks from time to time. The assessment results are classified into "excellent, good, qualified and unqualified". Based on the assessment results, we collate the performance issues, organize communications, determine the rectification plan and review the rectification, and finally accept the quarterly rectification results.

A meeting on the control plan of non-standard procurement operations

On December 11, 2020, in accordance with our 14th-five-year strategic planning and organizational positioning, the headquarters was defined as "Strategy + Financial Control, Major Risk Control", business focus as "Building Standards, Big Resources Coordination, Platform Operations", and management focus as "Service, Support, Supervision, Evaluation", to build a scientific, professional and efficient mechanism for the negotiation and decision-making of non-standard procurement through the differentiated control of the procurement model, to enhance the professionalism of the implementation of non-standard business and to pre-control risks.

Semi-annual "Democratic Life Club" and "Talent Review" at the headquarters of Languang Justbon Services

On September 18, 2020, all employees of Tender and Procurement Management Center carried out criticism and self-criticism, identified problems in tendering and procurement, analyzed the reasons, and proposed corrective measures with the theme of "Democratic Life Club" and "Talent Review", so as to further improve, strengthen self-cultivation, and better strive for the development of the recruitment system.

2020 Semi-annual Supplier Conference for East and South China Region

On July 14, 2020, the Tender and Procurement Center of East and South China Region, a modern service group under Languang Justbon Services, held a semi-annual partner communication meeting for the East and South China Region in 2020. At the meeting, Ms. Zhang Luping, Deputy General Manager of the Tender and Procurement Center of East and South China Region, reviewed the strategic ratings in 2019 and analyzed the evaluation results of the "Five Guarantee" businesses on an item-by-item basis, and declared the performance guarantee mechanism and the surprise inspection mechanism, and again stressed the red line standard and the Code of Conduct with Ten Prohibitions, and required that all partners strictly abide by it and maintain a fair, open and healthy cooperation relationship. Mr. Liu Yong, the president assistant of the East and South China Region, summed up our shortcomings and those of partners, and expressed his expectations for the partners to adhere to integrity, transparency, the principles and bottom line.

In 2020, we required the suppliers to make a commitment to employee care and vocational training, and required the suppliers to pay employees' salaries and other benefits on time, provide vocational training and safety training for employees, and pay attention to employees' personal development and safe production. We also required suppliers to comply with the government regulations on environmental protection, noise and safe production, take necessary safety precautions and provide the necessary occupational protective equipment.

Serving with My Heart to Jointly Build a Happy Residence

Languang Justbon Services adheres to the idea of “serving your life with my heart and making clients live happier”. In the context of the increasingly high demands of property owners for refined property management, we firmly believe that focusing on clients and providing attentive services are the key to winning client trust. Our community operations start with our original intention of building a warm home for the owners. In addition to satisfying the needs of community owners for “shopping, clothing, food, housing, transportation, entertainment and study”, we use high-end network technology and big data to innovate property management, thereby greatly improving service efficiency, quality and community safety. In 2020, the Group arranged a third-party inspection on quality of customer service, community stability, observation of fundamental rules, sanitation, plant maintenance, engineering maintenance, facility and equipment maintenance, etc..

In 2020, our Customer Care Fund covered **89** projects, and the total amount of the Customer Care Fund reached **RMB 9.34 million**

In 2020, Languang Justbon Services joined hands with Sense Time and successfully upgraded security equipment for **57** projects

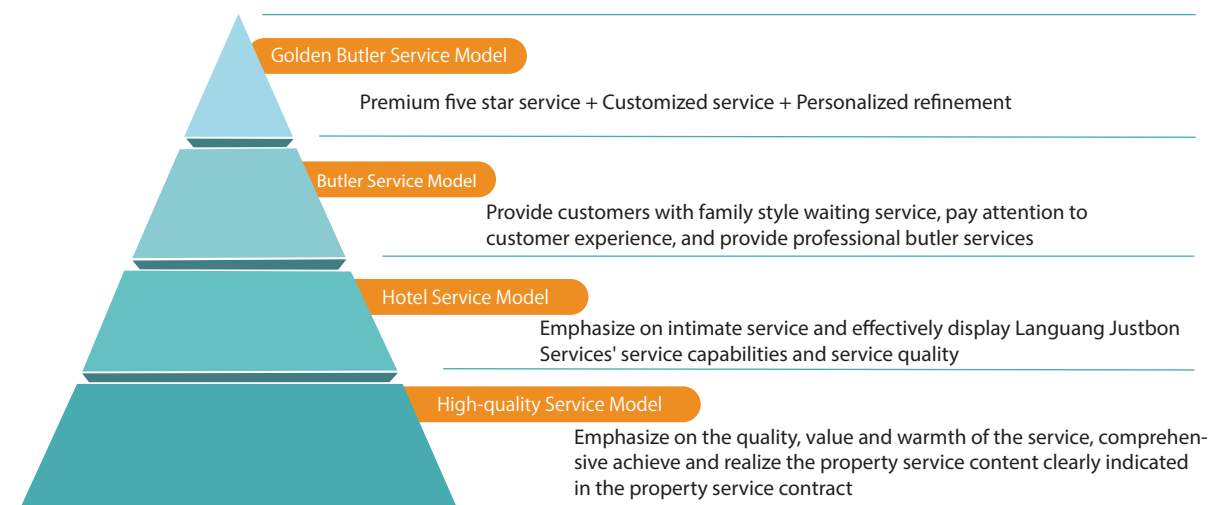


Upgrade of Clients' Experience

Customer experience has always been the core of Languang Justbon Services' work. We have long been committed to providing clients with a more comprehensive and thoughtful service experience. Over the years, we have gradually established a customized and standardized client service system, formulated and implemented the Industrial Park Standardized Documentation 1.0 and Standardized Management Measures for Business District Operations to provide value-added services and client care. Relying on intelligent technology, we connect online and offline property management, while improving client service and complaint mechanisms, to comprehensively improve the service level for clients.

Customized Service Model

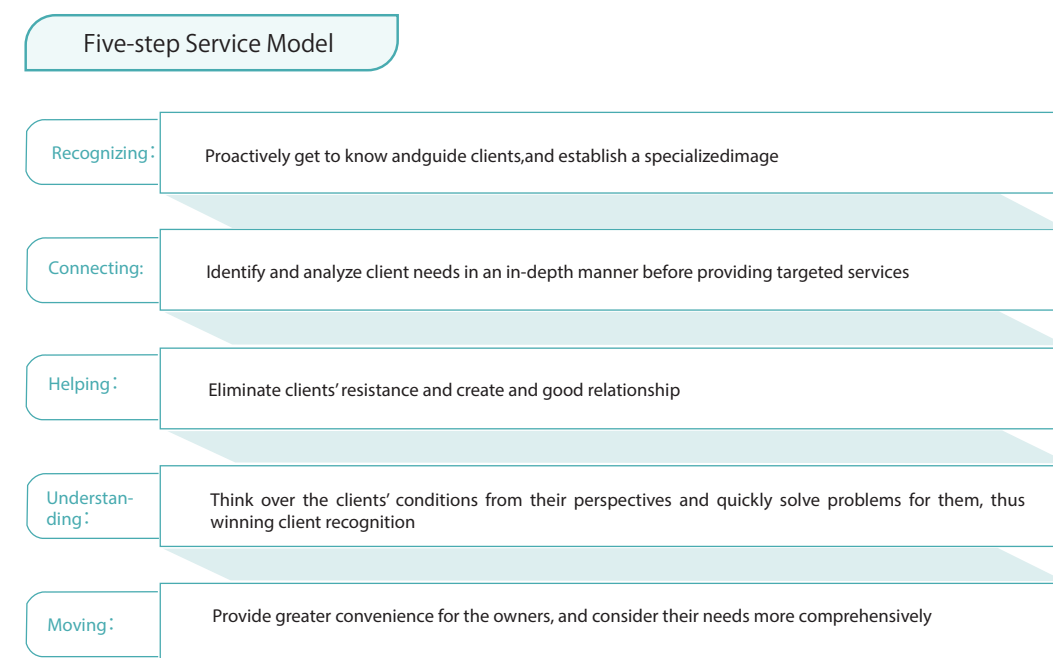
In 2020, we promulgated and implemented the Four Service Models 2.0, under which we set up 184 standard operating procedures (SOP) with 63 micro courses; we devised and launched 80 Scenario-based Services with 32 micro courses; and we optimized the four major service management standards with "Golden Butler Service Model" as the core, aiming to regulate resolution, service procedures and way of speech in various scenarios, meet the diversified needs of clients, provide personalized and thoughtful services, keep up with the needs of clients, improve the service system, and customize exclusive services for clients.



Four Major Service Management Standards

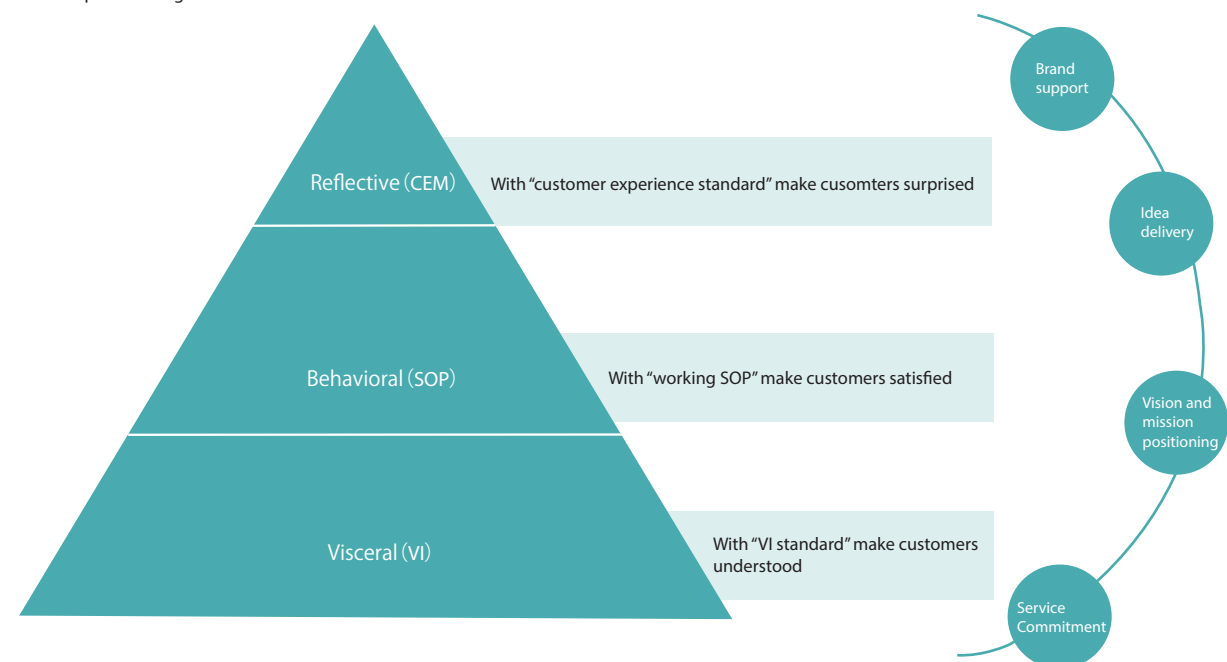
Standardized Quality Control

Languang Justbon Services takes pride in bringing a good service experience to clients. In 2020, We carried out the Quality Management Measures for Normal Service Period and other related policies, perfected and updated the "Five-step Service Model", improved and finalized the White Paper on Warm Service, in a bid to set up a service system based on client needs and satisfaction, which emphasizes experience-centered philosophy that employees should know, understand, help, analyze and move clients.



Out of the objective to meet clients' needs, and based on the emotional design levels put forward by Professor Donad.A.Norman, Languang Justbon Services embeds clients' emotional needs in the daily property management services from visceral, behavioral, and reflective levels, to differentiate and innovate its service system. At the visceral level, we construct a Visual Identity (VI) system for our services, where premium visual experience is provided to clients in every day life and throughout our services. At the behavioral level, we establish the scenario-based service standards in view of property management, set up Standard Operation Procedures (SOPs) for fundamental service processes and actions, refine and control service processes and quality from the angle of management, to see that clients are pleased with our services. At the reflective level, we focus on Customer Experience Management (CEM), and attend to clients' pain points. We reimagine products and services of the Group based on the actual needs of clients to address their pain points, demonstrating the cultural concepts behind the products and services in the living space.

From the perspective of customers, we form emotional service system, building customers' experience as the top-level design



We impress clients with the exclusive services and VI system. We ensure service quality with the aid of scenario-based service SOPs for customer satisfaction. We consider customer experience, strive to fully understand the clients' needs, and put our whole heart into the design of living space and the provision of related experience services to move clients with pleasant surprise. In doing so, we diversify the comprehensive emotional service system, enabling clients to feel the warmth of our attentive services and live happier, and improve our service quality.

Diversified Community Value-Added Services

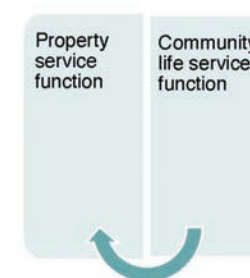
Based on the property service characterized by the "Five-step Service Model", we work to create the "Justbon Life Pro" value-added service, establish a "Justbon Life Pro" app, and apply new technologies and methods to the scenes of service improvement. With the needs of owners and residents as a starting point, we integrate resources, provide in-depth services, and build a residential value chain that covers the full life cycle and integrates shopping, revamp and housing.

The "Justbon Life Pro" app covers such functions as property service needs, community life service needs, travels, housekeeping services and others. The neighborhood social functions also provide a channel for building up harmonious neighborhood relations. Based on our communication over the owners' property service needs, we offer ten property service functions in the "Justbon Life Pro" app, including Door Opening with One Click, Online Payment, Online Repair, Community Announcement, Expert Consultation, My Mail, Compliant or Praise, Visitor Invitation, Home Security and Neighborhood Relation, which cover more than 300,000 families in 113 cities. When clients use the "Justbon Life Pro" app, we carefully take measures to protect the security of client information, abide by the Law on Consumer Rights Protection and other laws and regulations. We encrypt the daily collected information of our owners in the management system, and protect the owners' privacy by setting up strict information accession classification, information authorization mechanism etc., trying our best to protect the privacy, rights and interests of owners.

The "Justbon Life Pro" service system is derived from the "Justbon Life Pro" app. By realizing a seamless connection between the online "Justbon Life Pro" and the offline "Life Pro Experience Center", it achieves the purpose to "make the service simpler and bring users greater happiness". During the promotion of the "Justbon Life Pro" service system, we set up a service station in the experience center in communities, and appointed a service manager to solve user's problems for each community.

"JUSTBON LIFE PRO" Service system

Based on the needs of clients, new technologies and new methods are applied to the scene of service improvement. Through the transformation of traditional property services, online to offline (o2o) is opened to form a double o2o closed loop of "property service" and "community life service", to create a scientific and technological intelligent property, and to boost the transformation and upgrading of Languang Justbon Services to modern service industry.



"JUSTBON LIFE PRO" APP

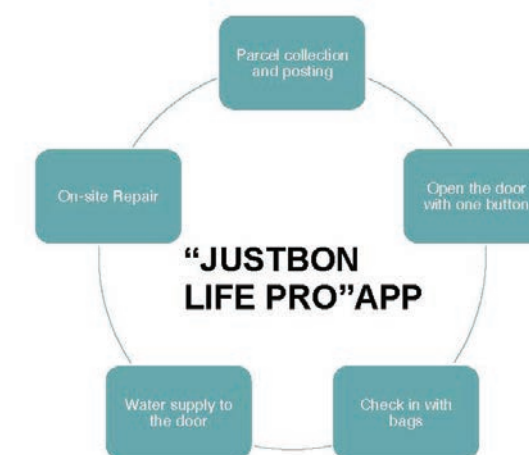
Full life cycle service closed loop of home care

In order to meet the needs of owners, "JUSTBON LIFE PRO" practices nine types of service business on the basis of large platform and constructs a full life cycle service closed loop with the topics of purchase, installation and housing.



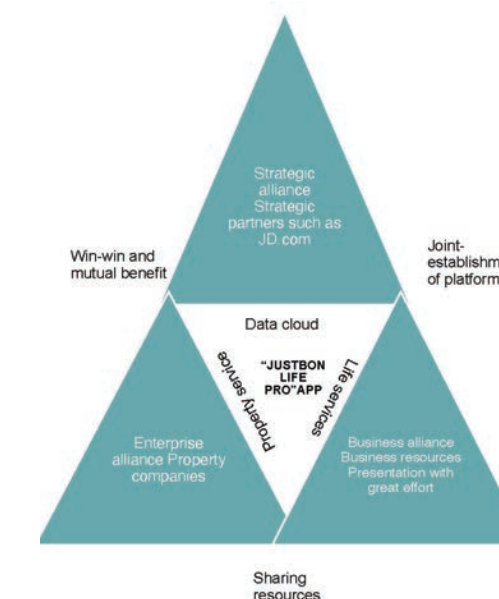
Community service scene

Relying on the natural advantages of the community, taking the client's needs as the origin, and intergrating resources and in-depth services, we achieve the double promotion of business and service value.



"JUSTBON LIFE PRO" ecosystem

Create value for clients and make life better.



Diversified Client Care and Services

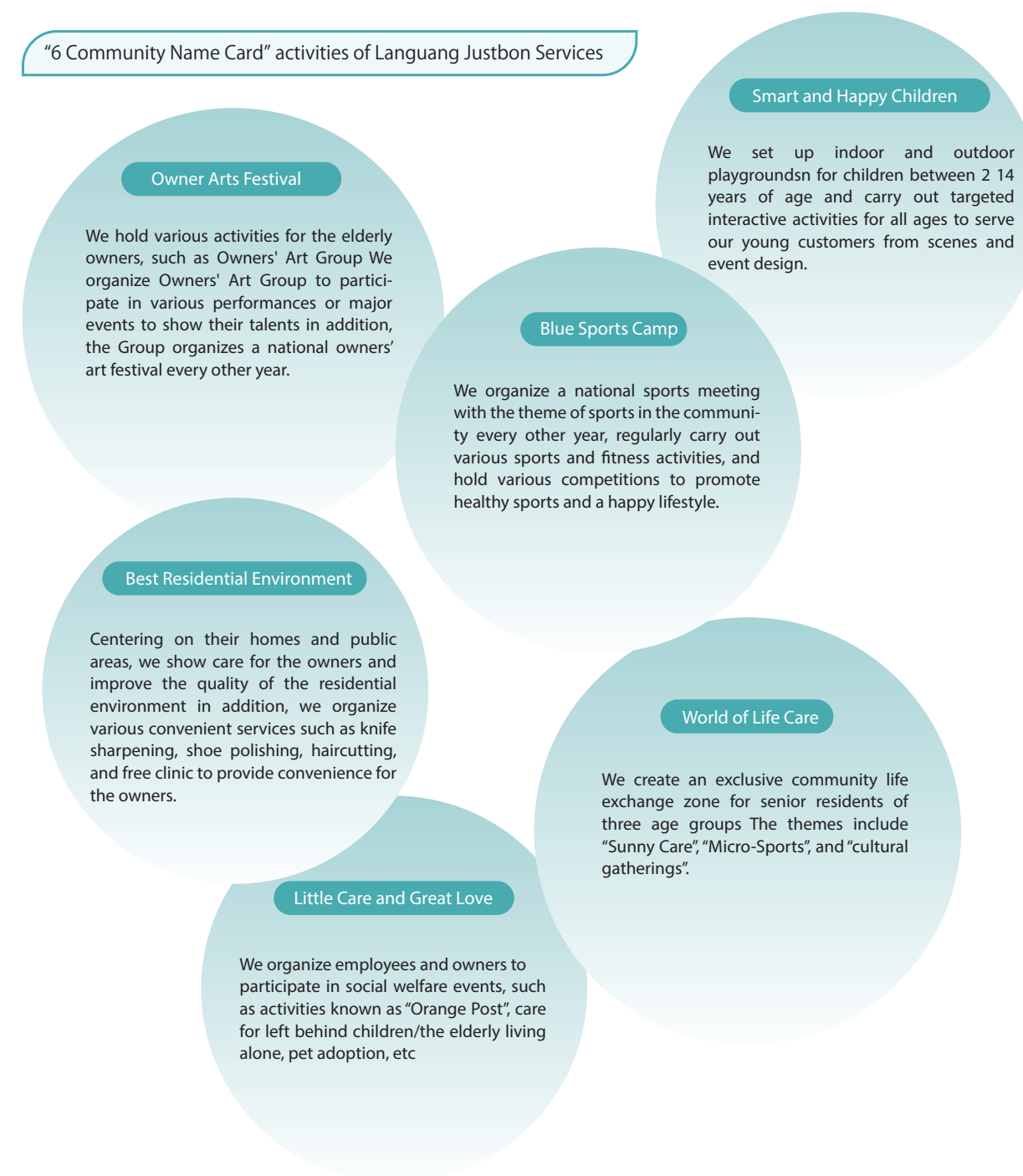
In addition to providing high-quality property services, we strive to create a series of community culture including the "Happy Residence" plan proposed in 2014. In 2020, considering client and management characteristics, we prepared and issued the White Paper on the Happy Residence Activities of Languang Justbon Services, to create Languang Justbon Services "4 + 6" happy living culture, i.e. "4 major themes and 6 Community Name Cards". We focused on the three major aspects including client care for all ages, housing management and social welfare, make efforts from hardware quality improvement to service quality improvement, and from community service to social care to foster a harmonious and happy atmosphere, and play an active part in public welfare, so as to render "satisfaction + surprise + appreciation" services.

The "4 major themes" include "flowers in warm spring", "outings in midsummer", "care in the golden autumn", and "warmth in winter". We customize special activities for the owners in each season, such as organizing spring tours in spring, providing heat-relieving supplies in summer, sending care in autumn, and providing heating services in winter, etc. By doing so, we enable the owners to feel the care from Languang Justbon Services in every season and create a unique and charming community culture.

"4 major themes" activities of Languang Justbon Services



The "6 Community Name Cards" is comprised of Owner Arts Festival, Blue Sports Camp, Best Residential Environment, World of Life Care, Smart and Happy Children and Little Care and Great Love. Through the "6 Community Name Cards", we organize diverse community activities for owners, strengthen neighborhood communication, and enrich their lives.



6th Owner Arts Festival

The 6th Owner Arts Festival of Languang Justbon Services, themed “Dancing with the Tide of China-Chic in Languang”, kicked off on 21 September 2020. The festival had main sessions in over 20 major cities across the nation, including Chengdu, Chongqing, Nanjing, Suzhou, Hangzhou, Wuhan, Hefei, Nanchang, Kunming, Xi’an, etc., as well as parallel sessions in nearly 70 cities covering 4 major regions where Languang Justbon Services operates, i.e. Southwest China, East and South China, Central and North China and West China. In the past two months, with “China-Chic” at the core, we have organized six major theme events, together with Yan Ji You, Han Chinese Clothing association, Opera association and brands from other industries, creating an enabling environment for communities and constantly improving happiness and satisfaction of owners, through enhancing cultural interaction among communities and cities.



6th Owner Arts Festival with the theme of “China-Chic”

Languang Justbon Services’ special campaigns to optimize service quality in 2020

In 2020, we launched an array of special campaigns, including the “60-day Quality Control Action”, “Spring Flower Initiative”, “Special Gatekeeper Service Campaign”, “Summer Waste Management and Plant Maintenance”, “Autumn Bare Soil Management”, “Winter Greening and Exercising”, etc. to step up the quality of residential service. From city-level companies, regional companies, to the Group, random inspections were conducted on the special campaigns in a bottom-up manner, where qualified campaigns standing out in implementation, greening of residential environment, quality improvement in residential environment were rewarded. In respect of special campaigns on service quality, the implementation rates of the “Spring Flower Initiative” and “Winter Greening and Exercising” both reached 95%, making good progress.

60-day Quality Control Action

To rapidly improve the quality of basic services and customer satisfaction, refine quality control mechanism and implementation management standards, enhance functional performance and quality consciousness, the Group has initiated a “60-day Quality Control Action” with five special themes in strict compliance with incumbent standards, where the PDCA (Plan, Do, Check & Act) cycle management mechanism is applied for the purpose of standardized and effective implementation, basic service quality control, and achievement of customer satisfaction and business objectives.

Lighting up the way home

Guarantee lighting at entrances and exits for pedestrian/vehicles, recreation areas, unit halls, elevator lobbies, elevator cars, basement, stairway, and other locations of residential projects to literally light up the residential areas at night and improve client satisfaction.

Renovation of public facilities

Maintain damaged and rusted facilities in the public areas, such as tables and chairs, entertainment facilities, access control facilities, lose no time in solving relevant problems, draw up daily maintenance plans, and ensure service consistency to enhance customer experience.

“Face Washing”

Take short term quick rectification measures to improve experience, such as collecting waste in a timely manner, cleaning up dirty trash bins and their surrounding areas, stained road surfaces, unit halls and elevator cars, dealing with overgrown weeds, large areas of dead grass and trodden lawn, removing fallen leaves in a timely manner and arranging regular trimming.

Handling of client requests

Given the existing issues including late response, no feedback during the handling process and poor customer satisfaction, pay special attention to timeliness of request acceptance and customer satisfaction towards request handling, to see that no request is overlooked, feedbacks are given during the handling process and customer experience is enhanced.

Standard implementation

Thoroughly implement the SOPs of the Four Service Models, regarding operational standards, customer service contact points and safety management, and draw on PDCA cycle management to implement the quality standards and boost customer satisfaction.

Five special themes of “60-day Quality Control Action”

“Spring Flow Initiative”

To enhance maintenance of residential environment, continuously increase greening coverage and lift plant maintenance of projects, boost customer satisfaction and achieve target of accounts receivable collection, the Group has launched a special campaign, “Spring Flower Initiative”, to evaluate quality controls over BI (Business Intelligence) Integration/work process standardization, spring fertilization/irrigation, monthly assessment on outsourcing environment/greening projects, prevention and removal of overgrown weeds/dead and fallen leaves/removal of debris in greenbelts, spring pest control, spring bare soil management/planting, lawn/shrub trimming, etc.

“Greening Initiative”

To increase the survival rate of replanting in “Spring Flower Initiative”, promote effectiveness of plant maintenance in residential environment and client satisfaction, and achieve target of accounts receivable collection, the Group has initiated a special campaign, “Greening Initiative”, to evaluate quality controls over celebration of May Day, lawn/shrub trimming, pest control, plant nutrition supply, water-saving irrigation, prevention and removal of overgrown weeds/removal of debris in greenbelts, etc.

“Summer Cleaning Action”

To provide a clean and tidy environment to owners, the Group has carried out a special campaign, “Summer Cleaning Action”, to evaluate quality controls over cleaning of trash bins/garbage chambers, removal of dead and fallen leaves and debris, cleaning of all road surfaces/rain canopy on each unit/landscape pools, disinfection, etc.

“Waste Management and Greening Quality improvement”

To improve greening quality of residential projects and facilitate the realization of 2020 customer satisfaction target, the Group has held a special campaign, “Waste Management and Greening Quality Improvement”, to evaluate quality controls over park-wide disinfection, standardized domestic waste/construction waste dumping, cleaning and disinfection of trash bins/garbage trucks/garbage chambers, comprehensive trimming/removal of overgrown weeds/pest control, replanting, cleaning of all road surfaces, celebration of Mid-autumn Festival/National Day, etc.

“Winter Plant Maintenance and Environmental Quality Improvement”

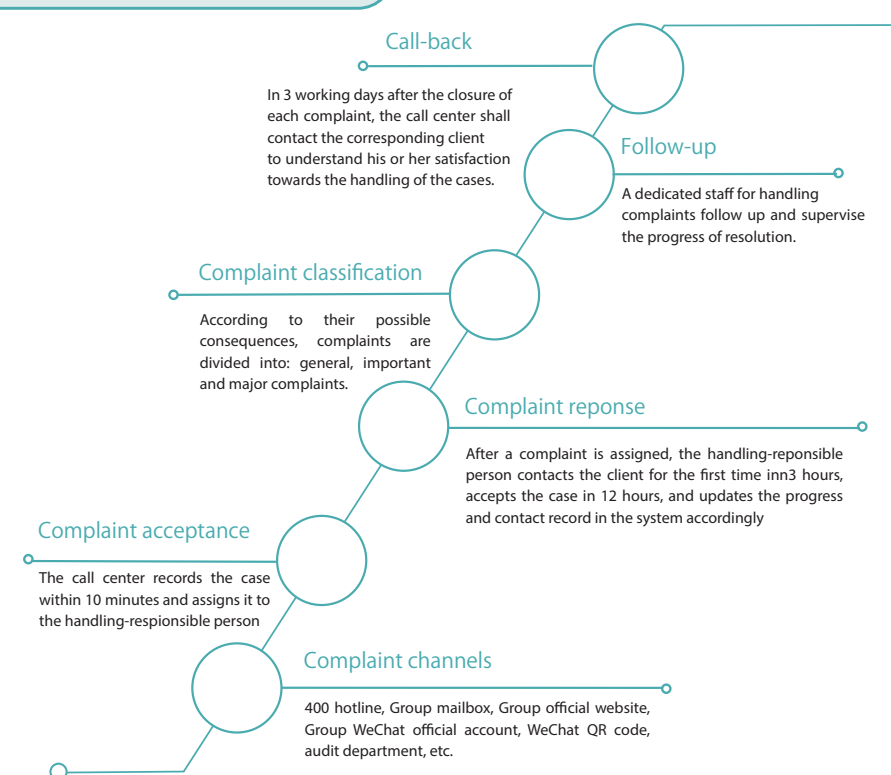
To enable plants to overwinter successfully and sprout in due time, reserve sufficient nutrients for spring flowers and plants, and mitigate risk of plant pests and diseases, the Group has run a special campaign, “Winter Plant Maintenance and Environmental Quality Improvement”, to evaluate quality controls over lawn/shrub/winter arbour tree trimming, removal of dead and fallen leaves and overgrown weeds in greenbelts, cleaning of all road surfaces and trash bins/garbage chambers, winter plant protection with insulating layer, building of cleaning/greening staff lounge and warehouses, park-wide pest control, tree trunk painting, etc.

In the days to come, we will continue our efforts in special theme campaigns, such as “Spring Environmental Quality Improvement”, “Gatekeeper Service Control”, “Summer Flood Control”, “Autumn Bare Soil Management”, “Winter Fire and Electricity Safety” and “Winter Greening and Exercising” to upgrade basic service quality by virtue of stricter gatekeeper service control, guaranteed night lighting, enhanced greening and timely removal of debris, among others. We will further promote the community cultural activity brand, “Happy Residence”, upgrade from version 2.0 to version 3.0, following the three steps from “service and product iteration”, “intelligent life upgrading” to “spiritual growth”, and establish the core brand values of “responsibility, concentration, thoughtfulness and intelligence”.

Standardized Communication and Complaint Mechanism

To understand the real needs of clients and respond to their concerns in a timely manner, we have prepared the Client Complaint Management Policy to clarify the complaint handling process, classification of complaints, responsible persons, complaint escalation handling process, and control of rewards and penalties. We established closer communication means with clients and provide them with a variety of online and offline feedback channels to collect their valuable opinions and suggestions. Owners can make comments and put forward issues through the Owners’ Obligatory Supervision Congress, “Languang Group Call Center”, the “praise” function of the “Justbon Life Pro” mobile app and other channels. We actively respond to client complaints. In case of a client request, we respond in 15 minutes, close the case in 24 hours and call back in 3 days. In case of a client complaint, we respond in 3 hours, close the case in 3 days and call back in 3 days. At the same time, it’s required that we should achieve 100% in 7 aspects - answering of calls, handling, follow-up, supervision, response, call-back and feedback. We determine acceptance process according to the complaint content, channel and category, ensure to appease the client’s mood at the first time, and then timely feedback to the head of the relevant department to effectively verify and handle the complaint.

Complaints handling process of Languang Justbon Services



As at 31 December 2020, the number of complaints on products and services received by the Group’s principal businesses and their resolution results were as follows:

Complaints received	Average response time (in minutes)	Resolution rate
506	180	100%

Safeguarding Residents’ Health and Safety

In order to safeguard the safety of residents, we have formulated and implemented the *Emergency Management Committee Operational Policy, Comprehensive Emergency Management Plan of Languang Justbon Services Group, Epidemic Prevention and Control Policy* and related emergency plans and operational manuals, with 19 emergency plans refined. We have reported zero safety accidents and have been accredited as “Model Enterprise for Safety Culture Construction in Chengdu”.

Safety measures of Languang Justbon Services

2 professional trainings

- External certification trainings and internal practical skill trainings are conducted for key posts and personnel, such as persons on duty in fire control room and elevator safety officers, to lift the capabilities of staff in relevant posts through combination of theories and practices.

4 major pain points

- In view of the four major pain points in safety management, i.e. “fire control, security, elevator operation, flood prevention”, we have prepared and strictly followed the work plan: we initiated 153 projects to prevent safety accidents, inspect hidden risks and make corresponding rectifications; 613 persons on duty in fire control rooms obtained certification in external trainings; we pushed forwarded 47 projects to address major fire hazards in fire fighting water systems, spending RMB 25,397,000 for maintenance; we reported zero safety accidents related to elevator operation and carried out over 400 drills for special flood prevention work.

2 emergency drills

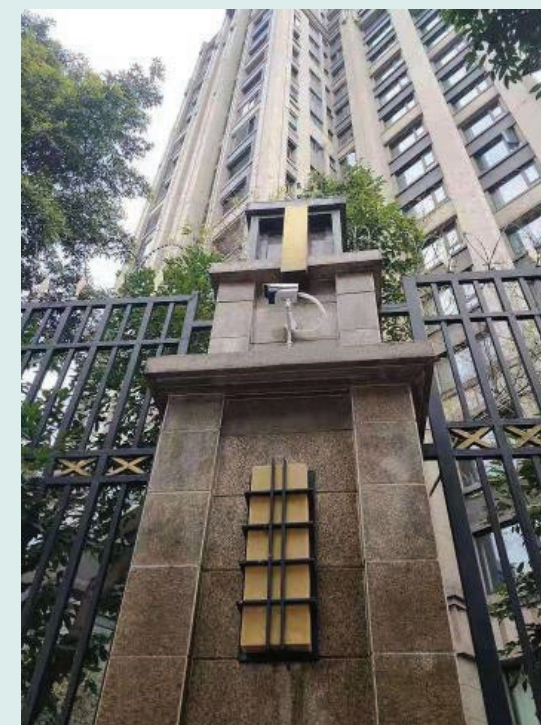
- As for fire control and flood prevention, we set out specific rules for preparation and improvement of emergency plans, preparation of emergency supplies, annual drill plan, scheduling in advance, and measures for high-incidence seasons for emergency response teams.

5 inspection and management

- We conducted the comprehensive inspection on facilities of fire fighting water systems in 488 projects we operate;
 - We ran the special campaign to “keep fire lane clear” in 331 projects we operate;
 - We deployed the special work on “flood prevention”;
- We completed the security hazard inspection; We completed the inspection and removal of elevator operation hazards in our projects.

Community Renovation

In 2020, Languang Justbon Services joined hands with Sense Time and successfully upgraded security equipment for 57 projects, where over 5,000 pieces of equipment in 4 categories, including face recognition panels, face capture devices, face analysis boxes, and video/image AI-powered robot “Justbon Grand Elves”, were invested, to raise alarm about over 10 scenarios in AI-powered security management, such as loitering strangers, dangerous person, parking in fire lane, queue of vehicles. In doing so, we transformed from passive community management under traditional mode to proactive one, thus effectively improving personnel efficiency and management quality, and creating a secure living environment for clients.

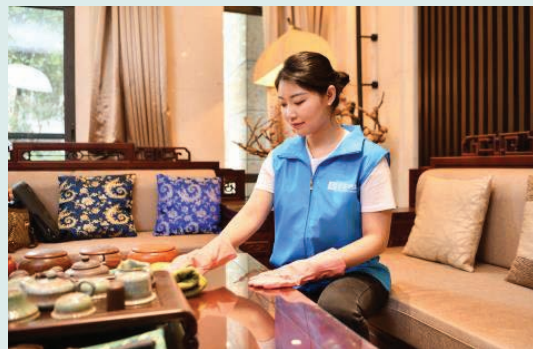


Intensified security management in community renovation

With regard to the prevention and control of COVID-19 in 2020, we upgraded the Emergency Management Policy and Operational Instruction on Environmental Maintenance, and refined the pandemic prevention work plan and emergency plan for full participation of staff. We promptly activated the emergency management mechanism and set up a pandemic prevention and control team for work deployment. In addition, a supply procurement team was established to purchase anti-pandemic supplies around the globe and coordinate distribution of such suppliers, for both owners and staff. Aiming to “strengthen pandemic prevention and control and protect lives of owners without compromising on service quality”, we rely on the digital and intelligent community services, in which we have heavily invested for a long time, to serve owners in a reassuring and considerate way amid COVID-19, shouldering our responsibilities as a major market player. During the reporting period, we carried out the corresponding work plan and designated 645 people in support of pandemic prevention and control, including role models Zhang Yin, Luo Dengkun and Liu Yu. More than 1,000 staff fought against the pandemic at the front line for consecutive 40 days, culminating in full inspection on fire control and security work for resumption of work.

“Contactless” Service during the Pandemic

During the pandemic, Languang Justbon Services was keenly aware that, “to hold the bottom line and ensure the safety of communities is to help hospitals at the front line of the battle against COVID-19.” In comprehensively executing the pandemic prevention and control work, we coordinated emergency response mechanism, project management, supply, brand promotion and public opinion management and control, government coordination, staff care, value-added customer services, digital technology application, etc. On the “Justbon Life Pro” App, we inaugurated “contactless” services for owners, including “home services”, “anti-pandemic free clinics”, “errand services”, “online store”, and “Jia Vegetable Garden”, always putting customer needs first.



“Home services” of Languang Justbon Services



Anti-pandemic free clinics



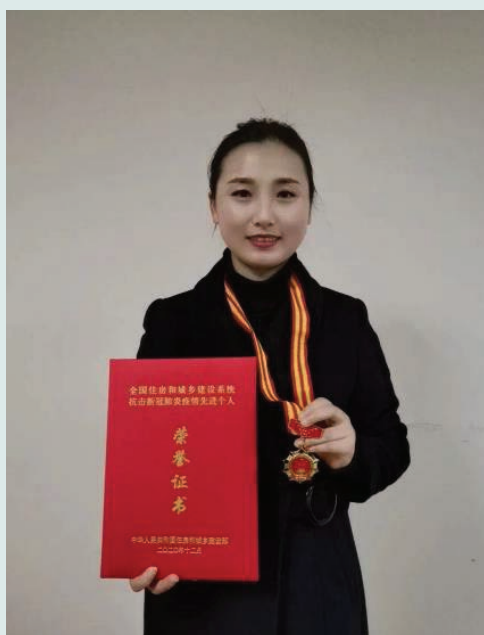
“Contactless” Service during the Pandemic

Active Response to Pandemic Prevention

During the epidemic in 2020, Languang Justbon Services actively responded to the call of the government and industry associations. Staff across the Company stayed true to the mission, combated the disease in the first line, and did a good job in all respects, e.g. gatekeeper service control, supply of daily necessities and scientific and intelligent pandemic prevention and control. In this connection, we held the “bottom line”- safety of communities - as a responsible corporate citizen. Our efforts in the pandemic prevention and control help to step up our ability to respond to public health events, show the value of property management industry and receive recognition from government authorities at all levels and various owners in communities.

Rising to COVID-19

The outbreak of COVID-19 substantially increased the workload of joint pandemic prevention and control. Zhang Yin, the incumbent project manager, was ordered to participate in pandemic prevention and control work. In the face of fear, a natural instinct, and concerns from his family, he did not retreat and immediately went back to work. Even in sickness, he took no day off, demonstrating what a party member and an excellent employee should do under such circumstances. On 25 December 2020, Zhang Yin was named "the Vanguard in the Fight against COVID-19 of the Housing and Urban-Rural Development Sector", among 17 recipients in Sichuan Province.



Zhang Yin was awarded "The Vanguard in the Fight against COVID-19 of the Housing and Urban-Rural Development Sector"

Holding the Bottom Line to Fight COVID-19 together

After the onset of COVID-19, Luo Dengkun, the general manager of Wuhan Branch of Languang Justbon Services, determinedly returned to Wuhan and signed up in the voluntary pick-up service at once. Rain or shine, he travelled into the quarantined areas to pick up medical workers and deliver food suppliers to hospitals.



Luo Dengkun and his teammates on the way to deliver meals to the hospital

Building up A Defence against COVID-19 for Owners

After the outbreak of the pandemic, the workload of the overall pandemic prevention was all on employees who stayed at work. As the only supervisor staying, Liu Yu did not flinch. Despite the heavy work and enormous pressure, Liu Yu remained at the first line of the fight against the pandemic, in a bid to ensure the living standards and protect the safety of owners.



Anti-pandemic supplies were crucial to the pandemic prevention and control

As an underpinner of the life and property security of the people and social stability, community safety constitutes the most basic needs of the people. We organized joint fire drills to effectively uplift capabilities of participants to control fire and remove fire hazards through practise, and strengthen fire safety awareness of the industry. In 2020, the Group carried out a total of 500 fire drills.

Joint Fire Drill themed “Let no Fire Take Your Life”

On 20 November 2020, Languang Justbon Services successfully held “Let no Fire Take Your Life - Sichuan Property Management Industry Joint Fire Drill 2020”, which was welcomed by the Housing and Urban-Rural Development of Sichuan Province, the Sichuan Real Estate Industry Association, and administrative departments of housing and urban-rural development in various cities (prefectures). As a property management company, Languang Justbon Services played an actively part in engaging the general public in fire control and showed what should to be done for fire safety with joint efforts.



A scene of the joint fire drill

In 2021, the Group's Safety Management Committee's focus will be on the following five aspects: intensifying fire safety management and holding the bottom line (fire fighting water systems); incorporating pandemic prevention and control into the daily work; ensuring the functioning and safety of elevator operation; getting flood control plans ready to get through flood season; and pressing ahead with public security management and maintenance and renovation of security facilities to lower safety management risk for old communities.

Property Management Innovation

Along with people's uplifted demand for service quality, Languang Justbon Services actively creates an intelligent property service model to enhance the comfort and well-being of homeowners. In order to realize the blueprint of digital technology platform, we have formulated policies such as Internet Information Center Management Policy, Product Research and Development Management Policy, Operation System Management Policy, and Information Security Management Policy to form a digital structure featuring “three clouds and two platforms”. We have consolidated corporate governance and effectively delivered our property management services; we have enabled the online operations in various forms, accumulated operational data assets, optimized the operational structure, and designed better services contact points that show our care; we are pushing for refined operation and management and strive to establish a healthy business environment in the service ecosystem we belong to; we have built core capabilities to operate residential businesses with AI-driven services, and then leveraged such capabilities to run non-residential business, for the interconnectivity of “people and things”/ “internet of things”; and we have relied on the digital assets and algorithms accumulated to develop new competitive advantages in terms of data and push forward the business strategy.

Intelligent Transformation of Public Areas

As owners have been demanding diversified and high-quality service, Languang Justbon Services put forward the concept of “Intelligent Public Area”. Relying on technologies such as Internet of Things (IoT), Artificial Intelligence (AI), and Big Data, we have developed an AI intelligent community product system, which improves both ability and quality of front-line management, and realized automatic monitoring around the clock. The passive management work has turned into an active one that replaced employees' repetitive and fruitless work, and improved personnel efficiency.

In 2020, the Group completed the construction of the Intelligent Community Service Platform, which is a core competence platform that actualized unified management of multi-brand equipment, unified authority management, unified business design and standardized application output, with more than 30 management scenarios such as AI access, AI security, AI quality, etc. being included in it; we worked out a core hardware - Justbon Grand Elves, which, as the “AI brain” of the community, is able to analyze videos independently, and monitor and report emergencies according to the rules set by the platform. Collaborating with the Cloud, the hardware makes the local operation highly efficient; the application of intelligent control technology equipped us with integrated solutions to management problems in residential areas, including security, patrol and location identification. The technology enables us to monitor equipment and facilities in public areas real-timely, so that we can improve owners' satisfaction, digitize and visualize management work, and improve management efficiency.

Unified Customer Service System

This system provides comprehensive management services from complaints handling, general maintenance to house repair. It connects with Owner APP, Employee APP, WeChat Mini Program, Justbon Elves, AI Intelligent Community and Intelligent Service Portal, serving 133,800 owners, with orders' favorable rate reaching 98%.

Facilities Management System

Project inspection, maintenance and repair are conducted online and paper free, tasks are allocated automatically, and ECM (Equipment Condition Monitor) and FMS (Facilities Management System) are linked with the unified customer service system. The system covers 8 categories of facilities, 1,386 inspection projects and 2,024 maintenance projects.

Intelligent Patrol System

The system assigns tasks to inspection equipment automatically, provides real time feedback, analyzes data from multiple dimensions, and guides key emphases in work. In total, it covers 361 Languang Justbon Services' projects.

Intensive Management System

The management of parking data is standardized and unified, and integrates with charging system to enable online payment. Over 20 equipment models of 6 parking brands are covered.

Comprehensive Charging System

The system controls charging and generates report uniformly, supports a variety of billing modes, and connects with various business systems, such as tax system, financial sharing system, communication system, UnionPay system, parking system, community energy system and "Justbon Life Pro" APP. In total, 1,016 projects are operated online.

"Justbon Life Pro" Store

The store adopts the business pattern of B2C (Business to Customer) B2B (Bank, Customer) O2O, supports numerous sales models, including agent sale, purchase and sale, and joint operation, thereby meeting the marketing needs. Besides, it encourages over 10 kinds of activities, such as second kill and group purchase, and has various sale functions, e.g. community retail, home service, commercial retail, bags carrying and tourism service.

R&D and Innovation of Languang Justbon Services

Full-house Intelligence

Based on the AIoT (Artificial Intelligence Internet of Things) platform and relying on the double-ended mode of "Justbon Life Pro APP + Justbon Elves", Languang Justbon Services configures intelligent products depending on users' individual needs for intelligent home. In 2020, Languang Justbon Services expanded the "Home Security" scenario to the "Full-house Intelligence" scenario, connected the "Full-house Intelligence" function with the public area, and integrated the corresponding technological output on the basis of the "hardware + platform + service" system. By realizing the overall house intelligence, diversified intelligent equipment, easy service, convenient services in public areas, and modular software and hardware facilities, this technology provides a full range of technological and intelligent life service scenarios, upgrading the intelligent community to provide more convenience for owners. In the private area, Languang Justbon Services designed a new generation of online virtual housekeeper "Justbon Elves" for the owners, integrating a variety of property service scenarios and enabling the owners to view community announcements, call the property housekeeper, receive online repair, send complaints or praise, pay property fees, manage visitors and use other functions through voice and text input.

Maintenance of Information Security

Stringently pursuant to the Trademark Law of the People's Republic of China, the Copyright Law of the People's Republic of China, the Patent Law of the People's Republic of China and other laws and regulations, the Group has standardized the application, registration, ownership change and related information management of intellectual property, and carried out relevant provisions via training, publicity and continuous monitoring. While formulating and implementing the Intellectual Property Management Policy and the Information Security Management Policy, we also arrange dedicated personnel to take charge of implementation and supervision to safeguard our legitimate rights and interests. In order to enhance brand recognition and reinforce brand memory, we use "Languang Justbon Services" as the main brand of the Group for visual identity, thus strengthening intellectual property protection after the enterprise enters the capitalized market.

In 2020, with the goal of continuously promoting the construction of intellectual property management system, Languang Justbon Services performed the first supervision and verification of enterprise intellectual property management system certification, so as to make sure its intellectual property management system is up to the management standard of GB/T 29490-2013. Meanwhile, we deployed SSL (Secure Socket Layer) encryption on official website, managed online-servers safely, purchased paid security applications, adopted anti-counterfeiting digital watermarking function for online OA (Office Automation), backed up servers annually and conducted backup recovery drills, in a bid to maintain and safeguard intellectual property and information security of our own and our clients. In December 2020, we successfully obtained the ISO27001 Certification for safety system.



Information Security Management System Verification Certificate

In the future, we will continue to maintain and secure the Group and clients' intellectual property and information security from the following aspects: optimizing safety management system, preventing data leakage and loss, strengthening information management technology, implementing disaster emergency drills, and paying attention to public opinions.

Information Security Management Plan of Languang Justbon Services in 2021

○ Optimizing Safety Management System

Benchmarking the ISO 27001 standard constantly to establish safety management system, including risk assessment, business continuity management, safety emergency management, safety accident management, change management, etc., thereby improving the delicacymanagement of information security.

○ Preventing Data Leakage and Loss

Developing user security policy in terms of R&D code security management and user access control management, establishing a unified backup center, and implementing new bastion host or other security tools to avoid data loss, leakage and other security incidents to the utmost extent.

○ Strengthening Information Management Technology

Introducing third-party Cloud security ecosystem and applying public Cloud security technology to ensure the safe operation of hybrid Cloud platform; establishing vulnerability management center to manage loopholes in systems and businesses, and improve vulnerability risk control and vulnerability repair strategies.

○ Implementing Disaster Emergency Drills

Employing tools to perform disaster emergency drills for o2o business systems in accordance with system and prevention and control requirements; checking and exercising existing prevention and control strategies to ensure that the security policy is practical and useful.

○ Paying Attention to Public Opinions

Paying attention to public opinions, collecting laws and regulations related to information security regularly to form a regulation list, and completing the publicity of information security knowledge.

Promoting Industry Development

As the secretary organization of the presidential unit of the property management unit under the Sichuan Real Estate Association, we focus on the transformation of the property management industry, earnestly explore the opportunities and challenges, and conduct extensive exchanges and discussions with outstanding peers through forums, associations and other channels.

Top 100 Property Entrepreneurs Summit

Hosted by China Index Academy and China Real Estate Top 10 Research Group, and sponsored by China Index Holdings (CIH) and China Index Academy, the 2020 Research Results Conference of Top 100 China Property Services Enterprises and the 13th China Property Services Top 100 Entrepreneurs Summit were held on May 13 and 14, 2020. In the "Operation of Community Value-Added Services Under the New Situation" seminar, Mr. Lv Lianghai, the Vice President of Languang Justbon Services, shared his experience with the topic of "Layout of Community Value-Added Services Under Transformation and Upgrading". In this seminar, Languang Justbon Services shared its thoughts on community value-added services under the pandemic from three aspects, namely trend change on industry value-added services, community value-added service system and five core businesses of Languang Justbon Services.

"Dialog with Industry Benchmarks to Interpret Secrets to Success"

On April 10, 2020, Zhong Wu Education launched the "Dialog with Industry Benchmarks to Interpret Secrets to Success" activities. In the second phase of these activities, Mr. Lv, the Assistant President of Languang Justbon Services gave speeches with the topic of "Keep Honest and Achieve Success with Surprise" and "Human Resources Build and Reinforce Foundation" respectively. They interpreted the secrets of Languang Justbon Services' quality development from multiple dimensions - the application of intelligent technologies, all-round improvement of property services quality, creation of "Justbon Life Pro" service system and talents lifeline.

As of December 31, 2020,
the Group has completed
the signing of **41,080**
electronic contracts

In 2020, the Group saved a
total of **70.9 tons** of
office paper

Practicing the Green Development Concept and Protecting the Residential Ecology

To create a high-quality, healthy and green living environment for the owners is Languang Justbon Services' persistent pursuit. We are committed to creating a beautiful garden-like environment with sincere green property services, and protecting a pleasant environment by gradual environmental innovation jointly with the owners. We have created a residential atmosphere in which nature and architecture coexist, ecology and life develop mutually, and it has met the owners' pursuit for happiness and comfortable residential environment. While delivering natural harmony to the owners, we are also practitioners of the health and environmental concept. By integrating green operations in our daily office operations, we keep promoting the sustainable transformation and development of the enterprise. During the reporting period, the Group did not have any significant event causing negative impacts on the environment or natural resources, and there were no violations of environmental laws or regulations.



Optimized Use of Resources

Optimized Use of Resources During the reporting period, we optimized resource usage, reduced greenhouse gas emissions, and promoted reuse of resources by upgrading energy-saving equipment, implementing paperless office, promoting electronic seals and contracts, standardizing the use of official vehicles, maintaining office order, etc. We are dedicated to minimizing the negative impact on the environment and creating a low-carbon and eco-friendly office environment.

Energy and Carbon Emissions Management

Languang Justbon Services earnestly fulfils its environmental responsibilities, strictly abides by laws and regulations such as the Energy Conservation Law of the People's Republic of China and the Energy Conservation Regulation for Civil Buildings, and implements strict and effective management over energy and carbon emissions. On the premise of satisfying the lighting demands of residents, we try hard to lower energy consumption, making great efforts to reduce the pressure of Mother Earth. In order to promote energy-saving and low-carbon systematic management and implement green operations in business operations, the Group has established an environmental management system that is focusing on energy conservation and consumption reduction; We comply with the Vehicle Management Policy to regulate and optimize the arrangement and use of official vehicles, manage the Company's vehicle refueling in strict accordance with the "one vehicle and one certificate" method, and analyze and record fuel consumption on a regular basis to reduce fuel consumption and corresponding greenhouse gas emissions; We abide by the Policy for Office Order Management to promote energy-saving and environmental measures for the Group, and the responsible department was required to conduct regular spot checks to create a comfortable and fresh green office space.

Lower energy consumption to reduce pressure of the earth

In 2020, Languang Justbon Services' Business Management Division replaced all ordinary bulbs in public areas and underground garages of commercial projects with LED energy-saving lamps. Besides, we employed time-controlled lamps in underground garages and public areas, installed acousto-optic lamps and radar sensor lamps in corridors and lobbies to reasonably control lights, and used solar high-pole lamps in certain pilot parks; the variable-frequency non-negative pressure system was applied in daily use pump house; time-controlled switch was utilized in the elevator machine room to control the turn-on time of air conditioners; we made use of ECM system to monitor the energy consumption of the whole park all the time - while bringing comfortable and warm environment to customers, we also integrate the green and healthy life concept into daily management.



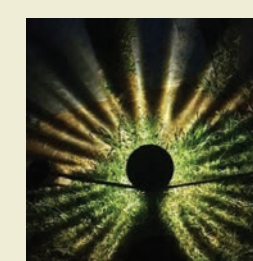
Solar high-pole lamps



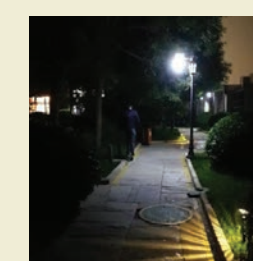
Variable-frequency non-negative pressure system in pump houses



Upgrade of LED time-controlled system, acousto-optic system and radar sensing system



Solar lawn lamps and high-pole lamps for road lighting



The business of the Group does not involve energy consumption for production and the main consumption lies in the use of electricity and heat in daily operation of equipment in residential houses, shopping malls, apartments, as well as in the use of natural gas for canteen pipes, fuel consumption for equipment and official vehicles. Related energy consumption constitutes the main source of the Group's emissions and greenhouse gas emissions. In 2020, the Group's nitrogen oxide emissions were 1,569.43 kg, sulphur oxide emissions were 0.27 kg, and particulate matter emissions were 11.62 kg; total greenhouse gas emissions were 435,495.43 tonne; total energy consumption was 533,990.81 '000 kWh.

Key Performance Indicator	Unit	2020 ⁽¹⁾⁽²⁾
Nitrogen oxide emissions ⁽³⁾	Kg	1,569.43
Sulphur oxide emissions ⁽³⁾	Kg	0.27
Particulate matter emissions ⁽³⁾	Kg	11.62
Total green house gas emissions	Tonne	435,495.43
Direct green house gas emissions (Scope 1) ⁽⁴⁾	Tonne	4,398.89
Energy indirect greenhouse gas emissions (Scope 2) ⁽⁴⁾	Tonne	431,096.54
Total energy consumption	'000 kWh	533,990.81
Energy consumption intensity ⁽⁵⁾	'000 kWh/10,000 square metres	195.32
Non-renewable fuels (direct) consumption	'000 kWh	21,605.98
Pipeline natural gas consumption	'000 kWh	19,591.03
Total gasoline consumption	'000 kWh	253.32
Total diesel consumption	'000 kWh	1,761.63
Purchased energy (indirect) consumption	'000 kWh	512,384.83
Heat consumption	'000 kWh	211.75
Electricity consumption	'000 kWh	512,173.08

Descriptions of KPIs:

(1) The time range for the disclosure of environmental KPIs covers 1 January 2020 to 31 December 2020.

(2) The scope for the disclosure of environmental KPIs covers: the Group's headquarters and the office areas at all levels, public areas under jurisdiction and non-outsourced staff canteens held by the company. These areas held more than 50% equity and put into operation throughout the reporting period, including 6 self-owned property management areas, 2 self-owned commercial management areas, 26 property service companies managed by mergers and acquisitions, covering 1,279 projects.

(3) Sources of emission factors: ① when calculating emissions, the emission factors for natural gas were applied with reference to the Calculation Methods of Pollutants Discharge Factor and Material Balance for Industries not Classified in Pollutants Discharge Permitting Administration (《未納入排污許可管理行業適用的係數物料衡算方法》) issued by the Ministry of Ecology and Environment, and those for others were applied with reference to the Reporting Guidance on Environmental KPIs of the HKEX; ② when calculating greenhouse gas emissions, the emission factors for natural gas were applied with reference to the Guidance on Accounting Methods and Reporting of Greenhouse Gas Emissions by Public Building Operating Companies (《公共建築運營企業溫室氣 排放核算方法和報告指南》) issued by the National Development and Reform Commission, and the emission factors for other energy sources were applied with reference to the Reporting Guidance on Environmental KPIs of the Stock Exchange; and ③ the conversion factors of various energy consumption units were applied with reference to the Guidance on Accounting Methods and Reporting of Greenhouse Gas Emissions by Public Building Operating Companies issued by the National Development and Reform Commission.

(4) The greenhouse gas emissions (Scope 1) in 2020 came from the direct emissions from the combustion of automobile gasoline, stationary source diesel, stationary source gasoline, pipeline natural gas, liquefied natural gas and liquefied petroleum gas; and the greenhouse gas emissions (Scope 2) came from the indirect emissions of greenhouse gases from purchased electricity.

(5) The energy consumption intensity was calculated based on the Group's operating income (RMB million) in 2020 as the denominator.

Waste Management

The Group reduces environmental pollution as much as possible in its operations and strictly abides by the Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes and the Administrative Measures for the Prevention and Control of Environmental Pollution by Electronic Waste to implement waste management. It recognizes and controls environmental pollution such as waste water, gas, solid wastes and noise generated during operations; classifies, properly disposes and recycles non-hazardous and hazardous waste generated in office operations; and supervises the environmental quality of buildings. Based on the nature of the Group's business, we are not involved in the discharge of industrial waste gas and industrial waste water. In 2020, the discharge of all three types of wastes met national regulatory and industry standards.

Waste management measures of Languang Justbon Services

Wastewater Treatment

- All the wastewater of the Group is domestic sewage that is subject to collection in the municipal sewage pipework and processing through the urban sewage system.

Domestic Waste Treatment

- The Group places different waste bins in the office area to sort kitchen wastes, recyclable wastes and other wastes, and guide employees to sort wastes properly. For hazardous wastes such as printer cartridges and waste lamps, the Group has set up special places for storage and worked out a special recycling process.

Electronic Waste Treatment

- Computer accessories, used batteries and other electronic wastes are delivered to qualified third parties for centralized and proper disposal.

Solid Waste Treatment

- The solid waste generated by the Group mainly comprises paper, furniture, computers and other office and project-wide consumables. In 2020, through the implementation of a series of green office initiatives (e.g., paperless office and recycle and disposal of waste), we strived to create a comfortable and clean office space for our employees.

We promote paperless office to minimize the use of paper and save resources:

Paperless office initiatives of Languang Justbon Services

- **Electronic Seals and Contracts**
 - By replacing paper contracts, promoting electronic contracts and seals, and opening authentication function with electronic signatures and seals, we use electronic contracts and signatures that meet business needs and conform to relevant laws and regulations.

- **NCC Business and Finance System (Business and Finance Integration Information System)**
 - We use the NCC Business and Finance System to provide online reimbursement and approval function, so as to save paper application forms in reimbursement process to a full extent. The system integrates 22 business documents and 63 processes, and completes a total of 174,780 orders throughout the year, with an average of 1,700 employees per day and 8,675 employees in total having used the system.

- **Integrated Management Workflow System**
 - By applying the integrated management workflow system, approval process management, meeting announcement release, tasks tracking and other functions are available. On average, the employees handle 16 processes per day and totally 224,589 processes throughout the year through the system.

- **Shared Printers**
 - We place share printers in public areas and rent printers to business units as required to reduce printing costs and energy consumption. The group leased 53 new printers this year with a total of 168 printers, saving about RMB 300,000.

In 2020, the Group saved 70.9 tons of office paper; The amount of solid waste is as follows:

Key Performance Indicator	Unit	2020 ^{(1) (2)}
Hazardous waste produced ⁽³⁾	Tonne	7.24
Waste mercury fluorescent tubes and other waste mercury electric light sources	Tonne	1.42
Waste electrical and electronic equipment	Tonne	1.78
Waste ink/toner cartridge	Tonne	4.03
Non-hazardous waste produced ⁽⁴⁾	Tonne	2,465.71
General Office waste produced	Tonne	2,030.18
Food waste produced	Tonne	435.54
Office paper used	Tonne	162.45

Descriptions of KPIs:

- (1) The time range for the disclosure of environmental KPIs covers 1 January 2020 to 31 December 2020.
- (2) The scope for the disclosure of environmental KPIs covers: the Group's headquarters and the office areas at all levels, public areas under jurisdiction and non-outsourced staff canteens held by the company. These areas held more than 50% equity and put into operation throughout the reporting period, including 6 self-owned property management areas, 2 self-owned commercial management areas, 26 property service companies managed by mergers and acquisitions, covering 1,279 projects.
- (3) The hazardous waste represents waste mercury-containing fluorescent tubes and other waste mercury-containing electric light sources, waste electrical and electronic equipment, and waste ink/toner cartridges.
- (4) The non-hazardous waste represents the general office waste and food waste.

Water Resource Management

All of the Group's water consumption is from municipal water, thus the issue of water sourcing is not relevant. We attach great importance to water resource management and implements a water efficiency plan in accordance with the Management Regulations for Urban Water Conservation to reduce water consumption. We post water-saving and environmental slogans in the office areas across the country, and encourage employees to save water and use induction faucets. The Group strictly monitors water usage in the office area, and arranges dedicated personnel to monitor water usage data and regularly maintain faucets, water pipework in a timely manner to reduce water dripping and leakage from equipment. In terms of community greening, the Group has deployed high-efficiency equipment to improve irrigation efficiency, used reclaimed water and reservoir water for plantation and to reduce water consumption.

In 2020⁽¹⁾, the Group's⁽²⁾ total water consumption was 13,475,953.78 tons, and the water consumption intensity was 4,929.27 cubic metre per million yuan.

Descriptions of KPIs:

(1) The time range for the disclosure of environmental KPIs covers 1 January 2020 to 31 December 2020.

(2) The scope for the disclosure of environmental KPIs covers: the Group's headquarters and the office areas at all levels, public areas under jurisdiction and non-outsourced staff canteens held by the company. These areas held more than 50% equity and put into operation throughout the reporting period, including 6 self-owned property management areas, 2 self-owned commercial management areas, 26 property service companies managed by mergers and acquisitions, covering 1,279 projects.

(3) The water consumption intensity was calculated based on the Group's operating income (RMB million) in 2020 as the denominator.

Response to Climate Changes

Climate change has aroused worldwide attention in recent years. With high temperature, rainstorm, strong convection, typhoon and other extreme weather to be frequent in summer, seasonal climate risk factors are easy to cause various production accidents. We abide by the Work Safety Law of the People's Republic of China, the Emergency Response Law of the People's Republic of China, the Meteorology Law of the People's Republic of China and relevant laws and regulations. Besides, to make sure rapid response to extreme weather, we formulated the Emergency Plan for Flood Control and Prevention, which specified the management structure and divisional responsibility of the emergency response organization, safety education, materials reserve, equipment installation and inspection, early warning investigation, emergency rescue, personnel assistance, work requirements under extreme weather and other standards. Under the guidance of this plan, we expect to cope with emergencies timely and appropriately, minimize or eliminate losses caused by extreme weather, and guarantee the life security of owners and our employees.

Initiatives of Languang Justbon Services Supply Chain to address climate change

Develop Response Plan for Extreme Weather

- Taking the climatic characters of the region where we operate into consideration, we analyze possible harm of extreme weather to the enterprise comprehensively and objectively, and develop and perfect the response plan against certain extreme weather. Meanwhile, we carry out regular trainings, publicities and exercises on the objectives and contents stipulated in the Emergency Plan to enhance owners and employees' emergency response consciousness and abilities, and make them familiar with and master relevant procedures and measures to respond to emergencies.

Lay Emphasis on Property Inspection and Hidden Danger Investigation

- Grasping information of different weather conditions and prevention are the prerequisites for dealing with extreme weathers. With meteorological information, we carefully check hidden dangers such as fire, water and gas leakage, and equipment failure before extreme weather because preparing for the worst is an effective means to avoid greater losses.

Attach Importance to Record and Summary

- We keep constant and real record of status, problematic matters, solutions, shortcomings, remaining problems as well as matters to be improved of property management under extreme weather to identify deficiencies in work and accumulate experience, so as to formulate and perfect the response plan for extreme weather, and pave the way for the early intervention of property in future.

In 2020, the Group engaged in flood control and prevention actively. We improved the safety emergency management mechanism and set up a Flood Prevention & Safety Emergency Management Group under the lead by the Group's Safety Committee, so as to guide work across the country. Such an executive group is required in every region, and each city-level company is supposed to establish a corresponding emergency response group based on its regional structure to ensure that flood prevention work of each project can be carried out normally, and life and property security of owners can be guaranteed. At the same time, we arranged inspections of flood prevention devices and prepared flood-fighting materials. During the reporting period, all regional branches completed the inspection of rainfall-sewage system, waterproof facilities, Logo neon lights on roof, lightning-protection facilities and flood-fighting materials. In addition, we also conducted regular trainings and drills on emergency flood control, making great efforts to prevent and cope with sudden flood disasters, standardize flood prevention facilities, and raise people's awareness of risk investigation. We dealt with possible flood disasters effectively to minimize casualties and property losses. During the reporting period, Languang Justbon Services completed more than 400 flood-fighting drills.

Fighting against flood and response to emergency properly

From June to August 2020, heavy rainfalls had become frequent in all parts, and some regions suffered from continuous heavy rains, which not only made the water levels of large rivers and lakes in the rain belt exceed the safety level and brought about numerous dangerous conditions, but also made the parks served by Languang Justbon Services face severe challenges in flood control, especially for a few projects in Luzhou and Chengdu in the western region. Danger is an order. Protecting the safety of community owners' life and property is the Group's top priority. With the unified deployment of the Safety Committee as well as regional key assistance, the Jiabao people were put on standby 24 hours a day from the Southwest to East China, and from the Yangtze River to the Poyang Lake. They made use of water pump drainage and sandbag containment, and dredged sewage outlets with bare hands to ease the danger, sparing no effort to protect the safety of the owners and guard the residential environment.



Flood Fighting and Emergency Rescues

Building Green Properties

Languang Justbon Services is committed to building a beautiful and pleasant environment for communities and commercial areas, and providing high-quality services such as maintenance of facilities and equipment, greening and plantation, and continuous maintenance of healthy and green habitats. In addition, we take the initiative to communicate with tenants and owners to promote the concept of environmental protection, in a bid to build a green environment jointly with stakeholders.

In 2020, the Group revised the *Environmental Management System*, regulated the business management of environmental projects, and established the monitoring and evaluation system for environmental business, so as to supervise, check and assess the progress of outsourcing unit's work plan; in addition, the *Environmental Management System* provides the basis and management guidance for the standardization and systematization of projects, which requires the Group to identify on-site environmental work, environmental factors and hazards, implement effective risk control, strictly manage environmental tools and instruments, and organize and hand over greening work. Regarding the service mode of "Golden Butler", the Group developed the *Environmental Maintenance Operating Document (Golden Butler)*, which formulated relevant requirements for cleaning, greening and plantation, environmental machinery management, garbage collection and disposal, environmental disinfection, etc. Subsequently, the *On-Site Operation Instruction on Greening and Plantation*, the *Operation Instruction on Garbage Collection and Disposal*, and the *Operation Instruction on Environmental Disinfection* are worked out to provide basis and system guidance for project tasks.

Waste Classification

In 2020, Languang Justbon Services positively responded to the local governments' call for the management requirements of waste classification, and specified that the waste should be disposed of as recyclable waste, hazardous waste, kitchen waste and other wastes. For different types of waste, communities put the time, location and manners of waste dropping on the bulletin board, while collectors collected the domestic waste based on their nature at required intervals and transported them to rubbish transfer station for sorting. Also, all communities organized colorful activities to integrate the concept of green environmental protection into owners' daily life, such as distributing brochures, posting waste classification signs, disseminating waste classification knowledge at home and appointing special supervisors. According to the White Paper on Languang Justbon Services Happy Living Activities, the Group cooperated with communities to implement more than 10 activities to publicize waste classification knowledge during the reporting period. Over 3,000 owners were invited to participate in those activities and established the awareness of "fostering civilization from little things", which laid the foundation for future environmental governance.

Yunzhou Garden of Languang Justbon Services was awarded as “Demonstration Community with High-Standard Waste Classification in Zhejiang Province”

In 2020, Yunzhou Garden of Languang Justbon Services in East and South China, Nandu Garden of Hangzhou Lvyu Property (an equity joint venture), and Jingyue Villas of Zhejiang Zhongneng Services were awarded as “Demonstration Community with High-Standard Waste Classification in Zhejiang Province”. As one of the first batch of waste classification and recyclable pilot communities in Nanhu District, Jiaxing, Zhejiang Province. Yunzhou Garden promoted the waste classification in communities in a steady and orderly manner, with both stringent and incentive measures taken. With desired results achieved, Yunzhou Garden becomes a pioneer of waste classification in the Nanhu District.



Trash cans replaced in Yunzhou Garden

With the increasing number of pet owners in communities, the Group, while implementing waste classification measures, pays attention to the waste problem caused by pets, and proposes appropriate solutions to provide convenience for owners and tenants, so as to jointly create a sound culture for raising pets and maintain a pleasant community environment.

Advocating healthy culture for raising pets and maintaining clean environment

We classified and managed pets in compliance with the laws and regulations of each city, and the Customer Service Department has created a Pet Keeping Registration Ledger within the community. By obtaining pets information through customer visits, complaint letters and security patrols, we updated the ledger in real time. The information collected in the Pet Keeping Registration Ledger includes the name, type, characteristics, photo, pet licence, vaccine certificate of pets. For non-compliant pets keeping, the staff in the Customer Service Department will report to the police station after persuasion in vain. Regarding the daily management of pets, we set up a pets keeping organization based on the actual conditions of the project to hold regular lectures on pets raising, guide mutual supervision among customers, advocate civilized pets keeping and encourage everyone to observe national relevant prohibition regulations on pets raising, registration, quarantine, and immunization system. In addition, under the guidance of volunteers, we invited residents to sign the “Civilized Dog Raising Promise” in support of civilized dog raising. Adhering to the concept of “building a harmonious community, raising pets in a healthy and civilized manner, and promoting ecological life”, we launched an autonomous project in communities and tried to set up pet fecal bags and bins and other fecal treatment devices to provide convenience for residents to handle pet feces.



Pet fecal bags were placed in public areas

Community Greening

For different levels of maintenance projects, Languang Justbon Services has set up the Landscaping Maintenance Quality and Assessment Standard and Frequency Standard for Landscaping Maintenance, in which different frequency and quality standards for greening categories and virescence contents are specified. On-site patrol (including daily and weekly inspection, and monthly assessment), and program management and control are adopted for evaluating on-site service quality. The payment of greening maintenance fee is closely related to the rigid assessment index of quality as well as the monthly maintenance score.

In 2020, in order to carry through the requirements of the Group's "Quality Control Action", improve greening quality of residential projects and facilitate the realization of 2020 customer satisfaction target, we held a special campaign, "Waste Management and Greening Quality Improvement", the job content of which included park-wide disinfection, waste disposal, trimming and pruning, removal of overgrown weeds, pest control, reseeding and replanting, road surface cleaning and another 2 aspects.

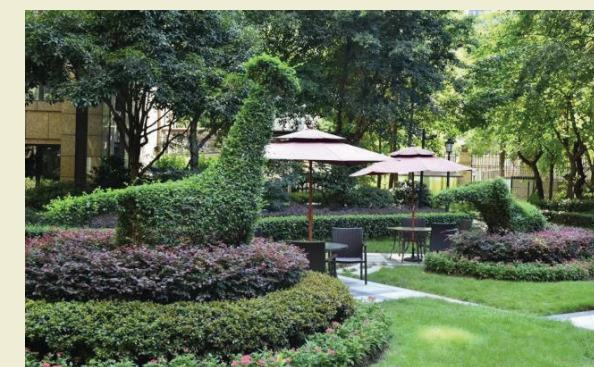
Such work was subject to owners' supervision, and corresponding incentives and penalties were implemented depending on the greening effect of residential environment.

Greening and beautifying the park and building pretty communities

All major communities under Languang Justbon Services vigorously carry out environmental sanitation, greening and beautification, and shaped an original living ecology for the symbiosis of nature and architecture in every spring and summer. With "spring wake-up gardener's" meticulous care, even the communities aged 10 or 20 can also be full of ingenuity and like a new one. The animal-style landscape and other decorations make the residential community quite exquisite. The Brighton Place for the Residential community of Languang Justbon Services is an example of such a beautiful community. It is a model of Languang Justbon Services' green properties, which can be proved by the fact that it has won the "Beauty Contest" in Chengdu for many times. In 2019, it won the title of "Municipal Gardenstyle Residential Community" and the "Most Beautiful Community in Qingyang District", with 30% greening coverage rate.



Provide owners' flowers and plants with an exclusive "calcium supplement" station



Carefully manicured greenery landscape in Brighton Place

Adhering to People-Oriented Management and Working Together for Excellent Achievements

Languang Justbon Services regards employees as the cornerstone of the Company's long-term success and strives to build an enhanced human resources and training mechanism. We constantly cultivate industry leading talents and business talents, and constantly recruit professional talents and young talents in the industry. We provide a broad stage for like-minded persons who have the enthusiasm about "Serve your life with my heart" to seek career development; we aim to support Justbon's growth and development, and promote the development of the domestic property management industry at a higher and better level. In addition, we adhere to people-oriented management, endeavor to create a fair, open, harmonious and inclusive working environment for employees, effectively protect employees' rights and interests, and integrate employee care into corporate culture, and we are committed to creating a cohesive spiritual home for employees to grow together.

In 2020, the Group carried out about **35,000** trainings

In 2020, a total of **11 trainings** on practices were carried out for the key dispatched staff, involving **924** persons

In 2020, "Languang Employees' Charity Mutual Aid Fund" provided financial aid totaling **RMB 67,000**



Employment of Diversified Talents

In the process of talent management, equal employment is the prerequisite for the Group to build a high-quality and diversified talent system. We strictly abide by the Labor Law of the People's Republic of China and related laws and regulations, and develops internal systems such as the Labor Contract and Supplementary Agreement and Confidentiality Agreement, Recruitment Standards for Basic Positions of Projects, Recruitment Management Measures and Employee Turnover Management System. We follow the principles of objectivity, fairness, impartiality and confidentiality, and create equal competing environment. We adopt internal recruitment channels such as competitive recruitment, internal public announcement of vacancies and open selection of outstanding staff, as well as external recruitment means such as online recruitment, campus recruitment, and talent market recruitment, to hire the best candidates, and to ensure the effective operation of the talent selection mechanism. Meanwhile, in order to retain talents in a better way, we also adopt talent retention measures such as employee relationship management, allocation of performance-based salaries and benefits, and provision of promotion space. The statistics of the turnover rates of all the operating regions are carried out on a monthly basis, and communication with the operating regions showing high turnover rates will be carried out in order to analyze the reasons and work out a solution for improvement.



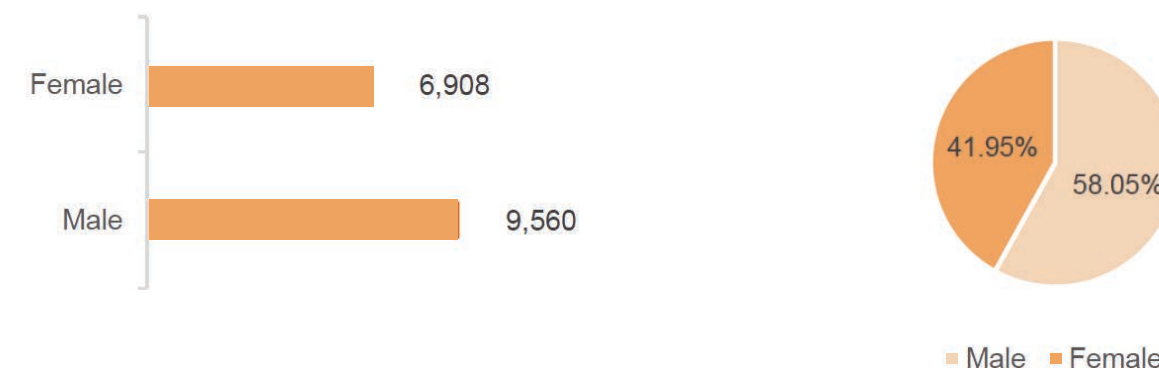
2020 "Ling Yun Sheng" Campus Recruitment Site

The Group sticks to compliant employment, establishes a routine employment self-evaluation mechanism, forbids and boycotts any form of child labor and forced labor, and carries out internal supervision, and encourages employees to report relevant violations. We have established strict and standardized human resources system. We manage, supervise, inspect, reward and punish employees pursuant to the laws, regulations and policies and the Group's rules and regulations. These laws, regulations, policies and rules are publicized and implemented through the methods such as legal publicity and employee orientation trainings, so as to restrict the daily work of the human resources of regional companies and ensure that all employees behave in compliance with the systems of the Company. We provide equal job opportunities for all employees. All employees are promoted based on performance evaluation; we advocate diversified employment and resist the discrimination and unfair treatment of employees of different genders, ages, ethnicities and cultural backgrounds. We aim to create a working environment free of discrimination, bullying, harassment, defamation, assault and violence. Since its establishment, there has been no occurrence of child labor and forced labor. The Group has never discriminated against people with a disability in any recruitment activity and plans to reserve jobs as much as 1.6% of the total employees in Sichuan to encourage the regional companies to recruit those with a disability who are not hindered from fulfilling the job responsibilities by their disabilities. According to the Labor Contract Management Policy, we implement different policies, such as standard working hours, irregular working hours, or comprehensive working hours based on different business or job characteristics. The Labor Contract also stipulate working hours and vacations.

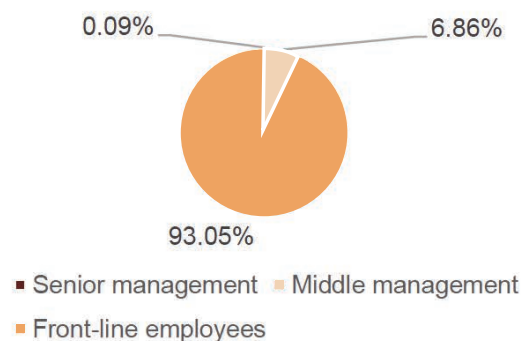
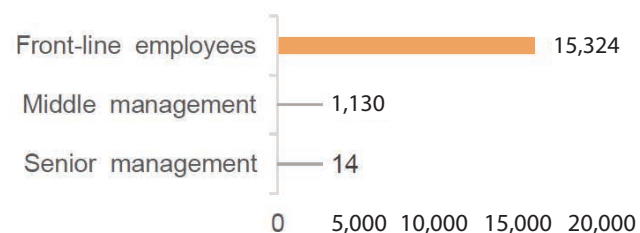
The Group ensures employee welfare in accordance with the law, and has developed the Welfare Management Policy, purchasing basic social insurance for all employees in accordance with state regulations, and pays insurance premium by the Company and the employees according to a pre-determined percentage, including but not limited to pension insurance, medical insurance, unemployment insurance, work injury insurance, and maternity insurance. As of December 31, 2020, the Group had a total of 16,468 employees.

The Group's Staff Composition in 2020

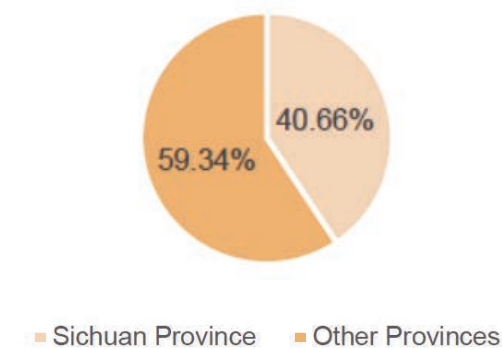
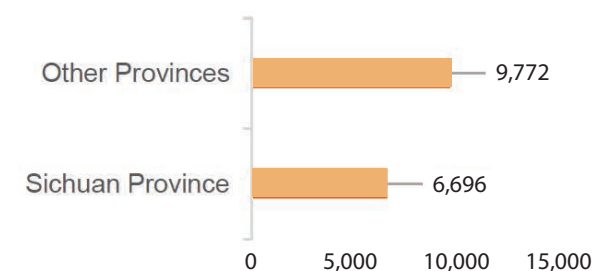
By gender



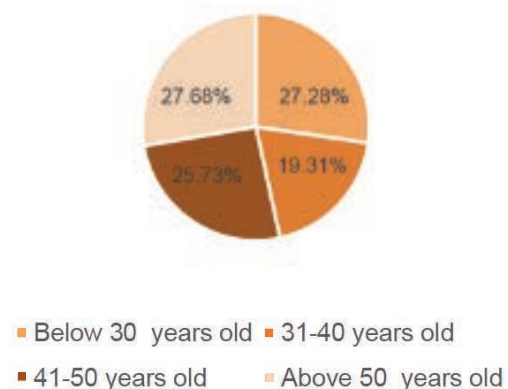
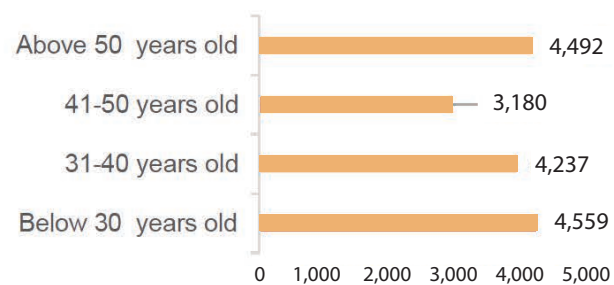
By rank



By region



By age



Selection of "2020 Service Star of Languang Justbon Services"

In order to fully explore the service potential of the front-line team and establish a service benchmark, aiming to inherit the corporate culture and the power of example, the Group launched the selection of "Shining Star - 2020 Service Star of Languang Justbon Services". All the employees were evaluated by the method of digital technology in five aspects including performance evaluation, skill rating, leaders' comments, salary determination and disqualification evaluation. The activity covered more than 80 cities in four major regions, and was participated by tens of thousands of property service staff, with 10 shining stars finally selected.

Establishing a position certification system for front-line employees

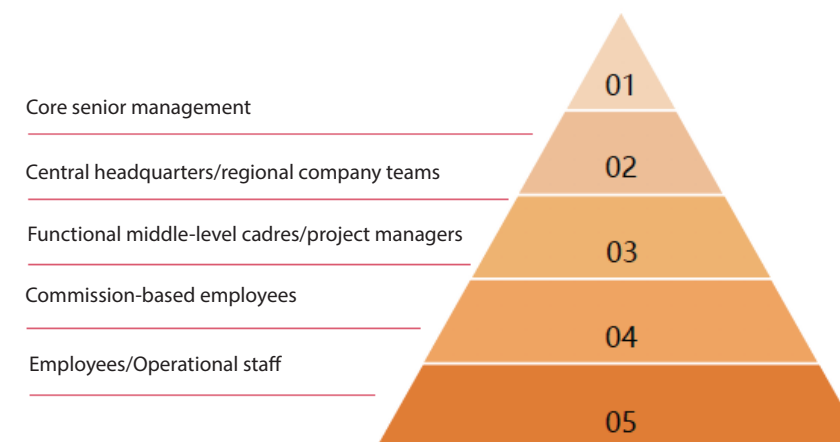
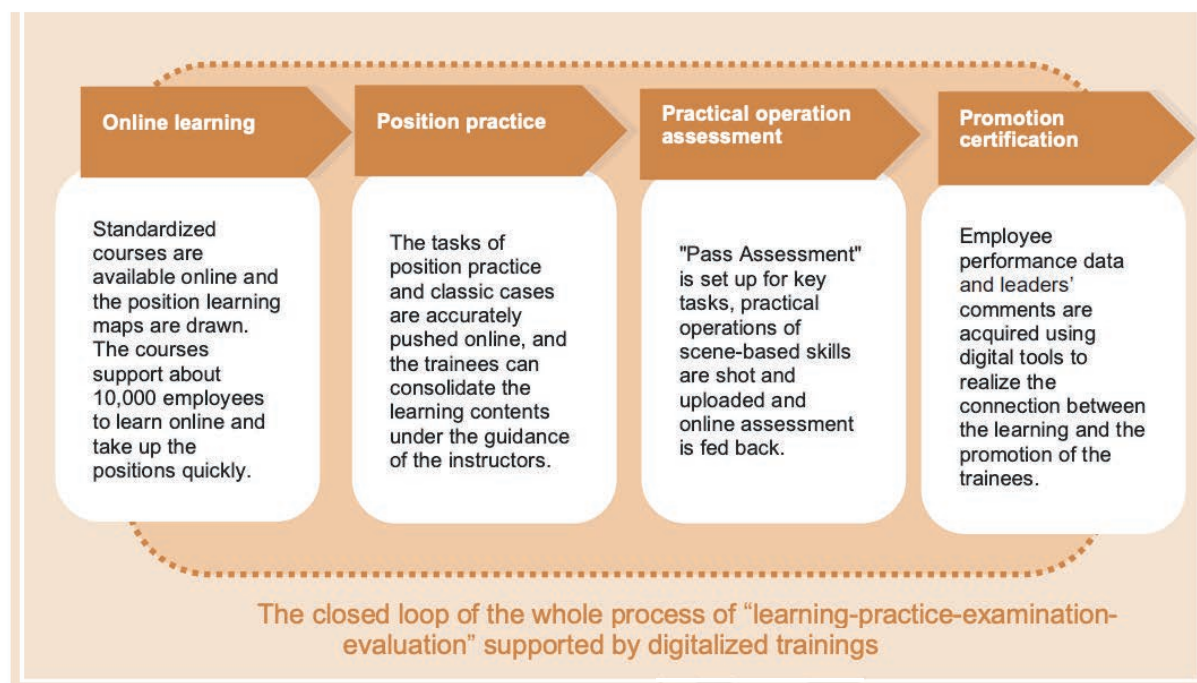
Languang Justbon Services has summarized, accumulated and transformed experiences and methods of project services of more than 20 years to establish systematic and standardized learning courses which are applied to cultivate a group of “customized” talents who appreciate Justbon’s culture and are familiar with business and operating procedures. At the same time, through the scientific assessment based on the assessment model corresponding to employees’ positions and skill levels, their shortcomings are clarified, employees are objectively assessed and pursuit for betterment is encouraged. Subsequently, the salaries of employees are determined accordingly and employees can find the direction and space for the future growth and progress. In 2020, the rating assessment of the position certification for the front-line employees of Languang Justbon Services was officially completed. This large-scaled “annual examination” covered more than 200 late-stage projects in all the operating regions of Languang Justbon Services across the country, with more than 4,000 employees participating in the assessment. Over 25% of the excellent front-line employees of Languang Justbon Services had their salaries increased through this rating assessment of the position certification.

Cultivation of Leading Talents

Guided by the talent management and development philosophy of “establishing credit-worthiness with virtue and making successes with competence”, Languang Justbon Services has always focused on building tiered talent teams. We have eagerly sought multi-disciplinary and innovative talents since IPO to respond to the ever-increasing market demand. Talent training has become one of our development priorities. The Group has established a talent development system that is in alignment with our future goals; clarifies specialized knowledge, capabilities and skills for different positions; provides a basis for the selection, employment, education and retention; and regulates the promotion system to open up channels for development for employees. We have established specialized “resource libraries”, “talent pools” and “databases” that closely follow the development of the industry. We keep adopting the international cutting-edge business philosophy and management technology, so as to consistently empower the team with a strategic vision, executive capabilities and global insights.

Team Building

In order to maximize the potential of employees and help them realize their worth, the Group is committed to establishing a competitive, multi-level and high-coverage incentive system, including equity incentives, incentive compensation, and partner mechanisms. Through the incentive mechanism, we fully mobilize their enthusiasm and creativity. We will keep reviewing and upgrading the existing incentive system to retain the teams firmly in the Group.



Languang Justbon Services implements a multi-level employee incentive system.

In 2020, Languang Justbon Services focused on improving the core competence of the team after being listed. At the same time, we set up a strategic talent reserve pool, and made comprehensive assessments through induction speeches, all-round assessment of talents, performance appraisal, etc. to sort out the talents required for each post. After completing the talent review, we promoted qualified staff, strengthened training on certain staff, implemented job transfer, and eliminated unqualified personnel according to the placement of the talent 9-cell matrix, so as to maintain the vitality of our talent pool, and enhance our competitiveness.

In 2021, Languang Justbon Services will continue to upgrade and optimize the basic human administrative control measures, refine inspection standards, optimize reward and penalty levels, and motivate all units to comply with legal employment through competitive ranking, fulfilling social responsibilities. In compliance with labor standards and employment practices, we will focus on the development of comprehensive talents, increase the proportion of public construction business, rapidly develop the strategy of housing brokerage business, and improve the personnel support mechanism, providing sufficient talents for scale development. We will also promote the management trainee program to cultivate talent team for Justbon, and thus guarantee the future continuous supply of talents.

Talent Cultivation



The Group attaches great importance to employee training and development. It has developed the Training Management Measures, established and improved the Group's talent training work standards, and strived to create a multi-channel employee training system covering all levels and positions. In the new period of "growth and change", we established a training management academy, and divided it into six major management bases according to the regions. The management bases are committed to training talents and guaranteeing resource supply, and focus on construction of our own capabilities to support the implementation of regional strategies. Through the post certification of front-line personnel, we provide project side talents in a standardized and quantitative way. Through precise selection, and training and practice, we build the strategic reserve team and endogenous talent echelon. We implement the "Voyage Program" to equip talents with capabilities in advance and provide continuous support to them, getting well prepared for challenges; Based on the internal management and control mode of the School of Management, the authorities and responsibilities are clarified separately, the efficiency of authorization is improved, and the three-level management is implemented. In 2020, the average training hours of the group's senior management, middle management, and front-line employees were 76.55, 55.27, and 24.96 hours respectively.

Three-level training program

- **Level 1 training**
 - Special class training, centralized training for new employees, major special training and outsourcing training
- **Level 2 training**
 - System and process training, publicity training and regular training conducted by functional centers
- **Terminal training**
 - Various training activities carried out by front line projects

New training project "Voyage Program" launched for mergers and acquisitions and scale development

In 2020, guided by the strategic development goal of Languang Justbon Services, the School of Management launched a new training project, namely, the "Voyage Program". The Program aims at reserving accredited management personnel for accelerating the Group's mergers and acquisitions and making preparations for the enhancement of the capacity of the resident personnel. To this end, on the basis of the City General Special Training Camp and the Integrated Management Special Training Camp that have been rolled out, we also joined hands with the Financial Management Center, Property Operation Center and other business units to continuously empower the staff to be assigned through three activities, i.e., "practical case sharing", "group or regional site learning" and "assistance from support teams", which helped the management team of Languang Justbon Services enter the acquired or merged companies and empower such companies for the smooth progress of operation and management.

Scenario-based practical micro-courses

During the reporting period, in order to support the post certification, resolve the conflict between work and study for front-line project personnel, and ensure the timeliness of new employees' induction training, Languang Justbon Services, under the overall coordination of the School of Management of the Group Headquarters and based on the operational instructions (SOP), recorded a total of 87 micro-courses and published them online, including 38 courses for customer service, 30 for quality, 16 for engineering and 3 for environment. By virtue of the online learning, we effectively resolved the conflict between work and study and improved the learning efficiency and experience of employees. In addition, we focused on the practical training of key dispatched staff, and completed 11 training sessions involving 924 participants. We also held a meeting with the Chairman of the Board of Directors talking with the staff dispatched for ongoing projects, arranged instructors specific for the staff to be dispatched, organized the regional on-site study, and determined the professionals of each line of business for partner assistance.

Kick-off of the City General Manager Training and Practice Camp

42 participants in the City General Manager Training and Practice Camp are all middle and senior management teams from the headquarters of Languang Justbon Services and regional companies. In 2020, the project completed 4 intensive training sessions (more than 60 hours) on six core themes, which were carried out for empowerment of the reserve city general managers. As a result, 13 participants got promoted and 12 internal courses were developed. In 6 months, the participants learned to improve their operation capability of city-level companies through the combination of "training and practice", i.e., case- and scenario-based properties sand-table exercises, which covered more than 10 thematic courses such as practical operation, project management practice, team management, situational leadership, and negotiation & winning. After passing the training, the participants will be allocated to the core management teams of regional and city-level companies across the country in a timely manner, providing sufficient practice-oriented talents for Languang Justbon Services for the rapid scale development.



"Voyage Program" - Training site of the City General Manager Training and Practice Camp

Official opening of internal trainers training

In order to ensure the smooth development of the training programs of each management base in 2021, we conducted advanced trainings for lecturers who participated in the special training courses, focusing on the two core dimensions of "lecturer teaching skills" and "course development skills", which also incorporated the online learning resources of "Languang Cloud Academy". During the reporting period, 592 lecturers of the Group participated in the training. The learning plan was divided into 2 stages, with a total of 16 courses. Based on the goal of acquiring one skill per day, the learning plan was promoted in "days", so that the students could improve their skills in the fragmented time after work.

Key steps	Specific schedule	Responsible units
Select the list of participants and create a communication group	According to the 2021 training program, select the lecturers who are qualified to teach, set up a communication group to regularly remind participants to learn, and report the list to the School of Management	Regional companies
Organize a mobilization meeting	Hold mobilization meeting for the lecturers on the list to communicate the learning requirements, learning methods, and so on	Regional companies
Schedule the courses	Arrange the courses in batches through the "Languang Cloud Academy", and participants will receive timed to-do list in OA	City-level companies
Learn the courses	Monitor data regularly during the learning process to ensure completion of studies on schedule	City-level companies
Give feedback on learning	Give feedback on completion to the School of Management	Regional companies

Training program for internal trainers

In 2021, in order to support innovation and development of functional business, the Group will provide four types of training products and solutions for key tasks faced by functional teams, such as inter-department interaction and collaboration, business problem solving, external communication, regional linkage ability improvement, and, from the perspective of functional business and team development, build a platform for common issues and make special breakthroughs in key issues, creating value output for functional teams through diversified measures such as “Justbon Business Lecture Hall”, “Special Promotion Program for Business Problems”, “Off-site Training”, “Special Improvement Plan for Empowered Regions” and “Translocation Course Delivery”.

Care for Employee Health

The Group believes that the occupational health of employees is of paramount importance, and strictly implements the occupational health management of employees in accordance with the Prevention and Control Law of Occupational Diseases of the People's Republic of China, as well as related laws and regulations. It also attaches great importance to the construction of an occupational health management system and strives to ensure the occupational health and safety (OHS) of employees. We have developed and implemented the Employee Relationship Management Measures and developed the Group's institutional system, processes and related management tools in accordance with the ISO9001 process and corresponding analysis methods.

We respect and care for the personal interests of our employees, creating a safe working environment for all posts, and providing heating services in winter and heat-relieving supplies in summer to our grass-roots employees. Moreover, we have formulated SOPs on working safety practices and organized trainings on a regular basis. For example, we require that engineering and elevator posts be licensed to work, so as to protect employees from occupational hazards.

In case of an employee's work injury, we report it to the upper level and send the employee to the hospital in time based on the state of injury. We offer sympathy and comfort to the family members of the employee while collecting information on the accident, arrange special person for follow-up and care, and set up a work expenses ledger. We treat the work injuries in strict compliance with the procedures of filing, certification, identification and benefits treatment of work-related injuries, and regional companies are required to summarize and analyze the cause of accidents, draw lessons, and avoid similar accidents from recurring within their control.

In addition to ensuring the implementation of the occupational health system, we strengthen the monitoring of employees' physical and mental health, and provide specialized counseling to improve their health. The staff union has established sports clubs such as healthy hiking, badminton and basketball. The office also has set up fully equipped gymnasium and yoga room, which are equipped with professional fitness coaches and yoga teachers to encourage employees to improve their health through exercise. Besides, we organize all employees to conduct routine medical examinations every year to help them engage in disease diagnosis and prevention, and provide them with on-site consultation from hospitals on the results of medical examinations. In addition, we hire specialized medical staff to carry out psychological and sports consultation to help employees manage their work and life stress. Moreover, we carry out regular health publicity and education through the Company's internal publicity platform and health lectures, and encourage employees to follow publicity on nutrition and health and to maintain sufficient vitality. In 2020, the Group organized a total of 6,000 hours health and safety trainings.

Strengthen the dining management of canteen and attach importance to the safety inspection of staff canteen

In order to safeguard the health and safety of employees, Languang Justbon Services, following the principle of “respecting and caring for the personal interests of employees”, and in accordance with the Food Safety Management System, has developed standard requirements for safety management of dining forms in the staff canteen, purchase, storage, processing and sample retention of food, and tableware disinfection, as well as management of canteen staff, and has formulated the supervision and inspection mechanism and the three-level inspection body to carry out regular supervision and inspection.

Level 1 Inspection

- The Manpower and Administration Center of the Group headquarters organizes quarterly inspection, conducts random spot checks and reports results within the Group

Level 2 Inspection

- Led by the regional integrated management heads, a canteen supervision team has been set up to conduct no less than one general inspection and one random spot check every month, prepare inspection records, and stipulate the dates for rectification

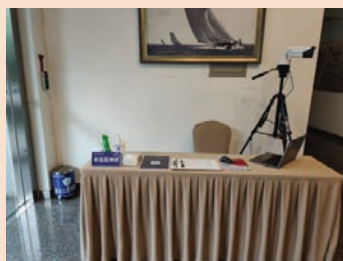
Level 3 inspection

- The team led by the project leaders conducts no less than one spot check every week, and prepare inspection records

Three-level canteen inspection system of Languang Justbon Services

Health protection for employees during pandemic prevention

In 2020, Languang Justbon Services worked on COVID-19 pandemic prevention in strict accordance with the requirements of the state. During the pandemic prevention period, we regularly organized subordinate units to hold pandemic prevention and control meetings every week to report the pandemic situation of the country, the Group's requirements for pandemic prevention, the employees' preparation for pandemic prevention and reserve of pandemic prevention supplies. We also placed automatic thermometers at exits and entrances to monitor the temperature of the employees. In order to safeguard the health of all employees, only the employees who have completed the pre-employment medical examination could return to work. In particular, we prepared the Operational Manual for Work Resumption of Manpower and Administration System during the COVID-19 Prevention and Control Period, which clearly specifies the disinfection time and frequency for office areas, and requires the Group headquarters and the regional/divisional functional departments to install LanXin APP to keep records. In addition, we placed thermometers, masks and disinfectant solution at fixed locations in each company under our management to perform pre-work temperature measurement, register outsiders, and provide relevant anti-pandemic supplies.



Temperature detection station



Supplies provided in accordance with the requirements for pandemic prevention

In 2021, Languang Justbon Services will continue to care for the health of employees, and attach importance to their mental health while providing a safe office environment. We plan to conduct staff mental health seminars or courses in the second half of 2021, which will be extended to regional companies by the end of 2021.

Maintenance of Employee Relationships

In order to implement the core concept of "respecting and caring for the personal interests of employees", and improve employees' satisfaction and performance, we have developed internal systems such as the Employee Relationship Management Measures to create a friendly work environment and atmosphere, and thus enhance employee sense of belonging. In order to create a warm and harmonious working environment, the Group also cares for employees' life beyond their work, and organizes a series of activities to comfort employees and promote the Group's cultural and moral development.

Languang Justbon Services always adheres to the principle that "every manager is a human resources manager", and clarifies the important responsibilities of the managers, i.e., "understanding employees, caring for employees, and motivating employees". In accordance with the human resources system and management process, we arrange the heads of human resources departments at all levels or staff's departments to communicate with the employees on employee orientation guidance, formal employment, job transfer, promotion, competition for posts, personnel adjustment, interview for internal complaints, assessment and daily rewards and penalties. In order to put the communication mechanism into effect, the above regulations are incorporated into the Employee Relationship Management Measures. The Human Resources Center of the Group and the human resources centers of regional companies conduct random checks on the implementation of each regional company and project at least quarterly, and issue inspection results. In addition, regional companies regularly hold tea parties to communicate problems encountered in work and life and organize birthday parties for employees, so as to unblock communication channels for employees, collect first-line voices, and practice the Company's caring culture to create a pleasant and relaxed working atmosphere, which allow the employees to feel the warmth of the Group after busy work.

Languang Justbon Services cares about the living conditions of employees and their family members, and has established the "Languang Employees' Charity Mutual Aid Fund" to provide care for employees, their spouses and children. Based on daily donations by employees, the union and teams, "Languang Employees' Charity Mutual Aid Fund" provides financial aid when the employees themselves, their spouses or children experience related major illnesses covered by the Fund or suffer from injury or death caused by accidents. In 2020, "Languang Employees' Charity Mutual Aid Fund" provided financial aid to four needy families with a total subsidy of RMB 67,000.

We also make efforts to care for our employees in extreme weather. In terms of supplies support, we have formulated the Basic Standards for Provision of Supplies for Employees in Winter and Summer, which sets out the standard configuration for each post and purchase criteria for heatstroke protection and cooling supplies, and stipulates that appropriate supplies and equipment should be in place for protection of employees against heatstroke and cold in summer and winter, such as Ageratum-liquid (Huo Xiang Zheng Qi Ye), mung bean, cooling ointment, and winter heating supplies. In terms of compensation and benefits, we increase the high temperature subsidies for all employees in summer. In terms of attendance management, we will adjust the attendance time of front-line staff in summer and winter.

Short video competition "Dream & YOUNG - Sail through Wind and Waves"

From September to October 2020, in order to strengthen the staff's understanding of the culture connotation of Languang Justbon Services, carry forward positive energy, and scout for outstanding characters and stories from various units, Languang Justbon Services launched a short video competition themed by "Dream & YOUNG - Sail through Wind and Waves" across the Group. These short videos were recorded on the theme of front line business, reflecting the six major cultures of Languang Justbon Services, showing the employees' understanding of the Company's cultures in a vivid way, and arousing employees' resonance with the cultures.



Poster of the campaign "Dream & YOUNG - Sail through Wind and Waves"

Selection of "the most beautiful 'Justbon people' in the fight against the pandemic to protect our life"

During the Spring Festival 2020, in the face of the outbreak of the COVID-19 pandemic, numerous property service staff made united efforts in the front line of pandemic prevention and control, and played an important role in building a solid line of defence against the pandemic. At that time, a number of staff were found to hold to their posts, perform their duties, and live up to their responsibilities. In order to convey positive energy and discover the advanced figures and deeds in pandemic prevention and control, Languang Justbon Services organized the selection of "the most beautiful 'Justbon people' in the fight against the pandemic to protect our life" in various regions. After three levels of selection, 19 staff were offered salary increases or promotion incentives.



Campaign poster for the selection of "the most beautiful 'Justbon people' in the fight against the pandemic to protect our life"

Caring visits to first-line employees

In order to thoroughly implement the Group's core concept of "respecting and caring for the personal interests of employees" and fully reflect the caring culture of Languang Justbon Services, regional leaders led teams to carry out employee care activities in the first line of projects in summer and winter, such as paying visit to front line employees working for various projects, distributing heatstroke protection and cold-proof supplies in summer and winter, understanding the project needs, and solving project problems, thereby enabling our employees to feel the caring culture of the Group.



The regional leaders went to the front line with intimate greetings

New Year greetings for retired employees

In order to deliver the care of Languang Justbon Services for retired employees, on the eve of the Spring Festival of 2021, the Group's staff union organized a caring event for 56 retired employees, and distributed caring allowance and Spring Festival gifts to them together with New Year greetings.

In 2021, Languang Justbon Services will build on the original foundation to strengthen employee satisfaction throughout the life cycle of their employment in the Group. We will continue to pay attention to the integration of employees before and on their onboarding date, 2 months after onboarding and during their formal employment. We will also improve resignation satisfaction on resignation salaries, resignation interviews, etc., improving human resources management. We will continue to optimize the "Languang Employees' Charity Mutual Aid Fund", which will provide effective protection for employees against economic risks arising from serious diseases or accidents through the implementation of the mutual aid fund policies.

Inheriting the Public-Welfare Culture to Benefit Communities

As a persistent practitioner of corporate social responsibility, Languang Justbon Services, upholding the public welfare concept of “staying righteous and bringing well-being to the world”, has continuously fulfilled its commitment of “making the public welfare the enterprise's duty and responsibility”. In the course of our own continuous development, we have also made gains in the field of corporate social responsibility by relying on responsibility and belief. We actively participate in public welfare activities and perform our corporate social responsibility through extensive participation in culture, poverty alleviation, education, disaster relief, assistance to orphans, environmental protection and other public welfare activities, to give back to the society with love and warmth. We put public welfare into practice, displaying our sincere sense of responsibility and responsible image of the property enterprise, which has also been recognized by industry and all sectors of society, and therefore the society value of our brand has become increasingly prominent. In 2020, we completed 12 public welfare activities on culture, poverty alleviation, environmental protection, etc.

In 2020, we completed 12 public welfare activities on community culture, poverty alleviation and environmental protection

In 2020, we devoted 54,392 hours in public welfare

102 home service activities were completed



Poverty Alleviation

Languang Justbon Services actively undertakes poverty alleviation responsibilities. Focusing on poverty alleviation projects through uplifted consumption and improved education, we effectively help those in need. We have served as the council member in the China Community Poverty Alleviation Alliance for two years in a row, as a recognition of our active implementation of social responsibility. The Group has further enhanced the determination to the fight against poverty.

Special public welfare event - "Hand in Hand Program for Highland Barley-based Poverty Alleviation in Tibet"

In 2020, China Property Management Institute ("CPMI") and China Poverty-alleviation Promotion of Volunteer Service ("CPPVS") not only continued to promote the special public welfare activity "Community's Power" Consumption-based Poverty Alleviation Action", but also launched the special public welfare event - "Hand in Hand Program for Highland Barley-based Poverty Alleviation in Tibet" focusing on highland barley - poverty alleviation product in Tibetan areas (one region from "Three Regions and Three Prefectures"), realizing poverty alleviation by developing consumption, employment and education through the establishment of highland barley planting base in Tibet and purchase of highland barley fields. In order to fulfil our social responsibility as a caring enterprises and win the fight against poverty, Languang Justbon Services subscribed for 12 mu of highland barley planting base under the consumption-based poverty alleviation program in Jangdam, Shigatse City, Tibet Autonomous Region of China, and provided financial aid to 12 children there in their study and life in an one-on-one assistance manner.



Group photo of the special public welfare event - "Hand in Hand Program for Highland Barley-based Poverty Alleviation in Tibet"

Special public welfare event - "Panda Community Program"

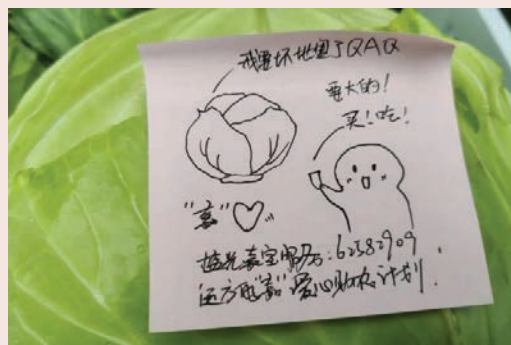
To carry forward the special public welfare event - "Panda Community Program" launched by Pingwu County, Sichuan Province, Languang Justbon Services subscribed for 8 mu of high-mountain planting bases under the partner assistance model, focused on consumption-based poverty alleviation through direct purchase instead of donations, and helped the poor farmers sell vegetables in the new form of e-commerce, supporting the fight against poverty with actions, and contributing to the community-based public welfare.



Participate in the "Panda Community Program" to drive consumption-based poverty alleviation

Special public welfare event - "Farmer Aid Program"

During the national-wide anti-epidemic period, affected by various factors such as travel control and market control, agricultural products became unsalable and stranded in many places, resulting in waste of a large amount of resources and huge losses to farmers. Meanwhile, the vegetable supply market also encountered problems such as purchase difficulties, which affected the daily needs of residents.



"Distant Home Service: Farmer Aid Program"

Engagement in Public Welfare

We always take part in public welfare activities to motivate the power of communities. By carrying out social welfare events, such as activities known as "Orange Post" and "Orange 100 Meters Activity", we provided heart-warming services to the owners and brought warmth to other social groups upholding the concept of "staying righteous and bringing well-being to the world". While keeping up with the rapid development and continuous expansion of business management scale, we will be committed to serving our clients, and bear in mind the social responsibility borne by us.

In 2020, we completed 12 public welfare activities for communities

provided home services for owners for 50,000 person-times

held 102 home service activities

"Orange Post" Public-welfare Project

In 2020, Languang Justbon Services continued the "Orange Posts" public-welfare project, which was themed as "Life should never be Lonely" and carried out in 3 phases. In the first phase, the project team participated in the AED (Automated External Defibrillator) training sessions and other first aid trainings. The project will be further implemented in the main urban area, working with Heart to Heart Foundation for free installation of AED facilities and equipment which showed Justbon's sense of responsibility and concern for owners' lives. During the second phase, the launching ceremony of the activity was held and services were provided in the posts to sanitation workers and food delivery men. Meanwhile, the communities carried out the "Cleaning Extra 100 Meters" activities to create a clean neighborhood for the owners and demonstrate our "people-oriented" services. In the third phase, we visited the owners who lived alone and hosted the activity of "New Year's Eve Get-together". We organized the owners who lived alone to have the New Year's Eve dinner together or delivered the dinner to them, to show our love and care. Our staff who were not local enjoyed the activity as well.



Property service staff carried out the "Cleaning Extra 100 Meters" activity



Owners exchange used clothes for white radish gift boxes in poverty-alleviation activities

Rushing to Assist with Disasters

In 2020, water levels rose in the Minjiang River and Dadu River, and the Qingyi River was hit by a major flood rarely seen in a hundred years. Property enterprises faced unprecedented challenges from the shortage of manpower, equipment and supplies, and disruption of owners' daily life. At the critical moment, people of the industry in Sichuan united together.

In 2021, Languang Justbon Services will further enrich the forms for promoting community culture, in an effort to launch a series of appealing activities for owners in the community. Meanwhile, we will closely engage communities in targeted poverty alleviation, contribute to consumption-based poverty alleviation through "purchase instead of donation" and continue to promote micro public welfare activities (e.g., Orange Charity and Care for Education) nationwide.

Emergency rescue and disaster relief in Leshan

On August 18, 2020, a once-in-a-century flood hit Leshan city in Sichuan Province. In the face of the serious disaster and responding quickly to the call of Sichuan Provincial Housing and Construction Department, on August 20, Languang Justbon Services prepared over 200 flood-relief supplies including pumps, shovels, rain boots, face masks, gas masks and life jackets, and vehicles within 5 hours. In the meantime, 20 personnel from engineering, special forces, etc., were organized to form the flood rescue and disaster relief task force and went to Leshan to support local flood rescue. The task force fought at the front line for 77 hours, and successfully completed the flood control task given by the superior, realizing their declaration of "Coming to Leshan's rescue, we make the mission possible" before setting off.



Photo of the flood rescue and disaster relief task force from Languang Justbon Services before setting off

Future Outlook

In 2021, standing at the starting point in the new era for new development, we will continue to keep our feet on the ground, adhere to the essence of service, and give full play to our advantages and strength, and focus on core areas and high-quality products. Besides, we will continue to dig deeper into the Western Chinamarket, increase market density, consolidate our leading position in the Sichuan regional market; at the same time, by actively promoting brand image and setting benchmark, getting involved in the non-residential field with multi-brands and multi-channels, and realizing development supported by service quality and lean management. We will improve the operation and profit margins to a great extent. On the other hand, based on our strengths and resources, we will further refine the segmentation products in business operation and management mode to maintain a high cash return in the business sector in Sichuan. Meanwhile, we will persist in focusing on the needs and life scenarios of customers, such as community owners and commercial residents, deeply explore opportunities on the extension of the industrial chain and ecosystem. We will insist on providing customers with high-quality value-added services that worry-saving, time-saving, money-saving, and labor-saving, to enhance customer experience.

Looking forward to the future, the Group will actively cope with new trends and challenges from iteration of the property service industry, and enhance the service level and management ability of residential and non-residential businesses, giving full play to the advantages in the commercial fields to actively expand urban services and property services. Services with new thinking and new patterns, embodying feelings and compassion and better efficiency, will open the horizon for Languang Justbon Services and enable a leap development by starting the second growth curve. We will also strive to build an ecosystem of co-existence and common prosperity with environment, communities and partners at the core, and promote the coordinated development and win-win cooperation of the Group and beyond to enhance the brand influence.

Appendix: HKEX ESG Reporting Guide Index

Subject Areas, Aspects, General Disclosures and KPIs	Responses	Chapters
A1 General disclosure Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
A1.1 The types of emissions and respective emissions data.	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
A1.5 Description of emission target(s) set and steps taken to achieve them.	It will be disclosed in future years, and the disclosure requirements of this indicator will take effect in the financial years beginning on or after July 1, 2020	
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.	It will be disclosed in future years, and the disclosure requirements of this indicator will take effect in the financial years beginning on or after July 1, 2020	
A2 General disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
A2.1 Direct and/ or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology

Subject Areas, Aspects, General Disclosures and KPIs	Responses	Chapters
A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	It will be disclosed in future years, and the disclosure requirements of this indicator will take effect in the financial years beginning on or after July 1, 2020	
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.	It will be disclosed in future years, and the disclosure requirements of this indicator will take effect in the financial years beginning on or after July 1, 2020	
A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable. The operation of the group does not involve packaging	
A3 General disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
A4 General disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Disclosed	Practicing the Green Development Concept and Protecting the Residential Ecology
B1 General disclosure Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Disclosed	Adhering to People-Oriented Management and Working Together for Excellent Achievements

Subject Areas, Aspects, General Disclosures and KPIs	Responses	Chapters
B1.1 Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region.	Disclosed	Adhering to People-Oriented Management and Working Together for Excellent Achievements
B1.2 Employee turnover rate by gender, age group and geographical region.	Disclosed	Due to the organizational structure adjustment during the year, the annual employee turnover of the group cannot be accurately counted
B2 General disclosure Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Disclosed	Adhering to People-Oriented Management and Working Together for Excellent Achievements
B2.1 Number and rate of work-related fatalities occurred in each of the past three years, including the reporting year.	It will be disclosed in future years, and the disclosure requirements of this indicator will take effect in the financial years beginning on or after July 1, 2020	
B2.2 Lost days due to work injury.	Non-disclosed	Due to the adjustment of organizational structure during this year, the number of working days lost due to work-related injuries of the group could not be accurately counted
B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Disclosed	Adhering to People-Oriented Management and Working Together for Excellent Achievements
B3 General disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	Adhering to People-Oriented Management and Working Together for Excellent Achievements

Subject Areas, Aspects, General Disclosures and KPIs	Responses	Chapters	
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed	Adhering to People-Oriented Management and Working Together for Excellent Achievements
B3.2	The average training hours completed per employee by gender and employee category.	Disclosed	Adhering to People-Oriented Management and Working Together for Excellent Achievements
B4 General disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Disclosed	Adhering to People-Oriented Management and Working Together for Excellent Achievements
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Disclosed	Adhering to People-Oriented Management and Working Together for Excellent Achievements
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	There was no relevant situation during the reporting period
B5 General disclosure	Policies on managing environmental and social risks of the supply chain.	Disclosed	Corporate Governance
B5.1	Number of suppliers by geographical region.	Disclosed	Corporate Governance
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Disclosed	Corporate Governance
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	It will be disclosed in future years, and the disclosure requirements of this indicator will take effect in the financial years beginning on or after July 1, 2020	
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	It will be disclosed in future years, and the disclosure requirements of this indicator will take effect in the financial years beginning on or after July 1, 2020	

Subject Areas, Aspects, General Disclosures and KPIs	Responses	Chapters	
B6 General disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Disclosed	Serving with My Heart to Jointly Build a Happy Residence
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable. The group does not directly provide physical products	
B6.2	Number of products and service related complaints received and how they are dealt with.	Disclosed	Serving with My Heart to Jointly Build a Happy Residence
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	Serving with My Heart to Jointly Build a Happy Residence
B6.4	Description of quality assurance process and recall procedures.	Not applicable. The group does not directly provide physical products	
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Disclosed	Corporate Governance
B7 General disclosure	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Disclosed	Corporate Governance
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Disclosed	Corporate Governance
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Disclosed	Corporate Governance
B7.3	Description of anti-corruption training provided to directors and staff	Disclosed	Corporate Governance
B8 General disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Disclosed	Inheriting the Public-Welfare Culture to Benefit Communities
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Disclosed	Inheriting the Public-Welfare Culture to Benefit Communities
B8.2	Resources contributed (e.g. money or time) to the focus area.	Disclosed	Inheriting the Public-Welfare Culture to Benefit Communities

Feedback

Dear readers,

Thank you very much for reading the 2019 Environmental, Social and Governance Report of Sichuan Languang Justbon Services Group Co., Ltd. We attach great importance and look forward to your feedback on Languang Justbon Services' management, practice and report related to environmental, social and governance. To further improve our work and make the next report better meet your expectations, we hope that you will give feedback and suggestions in the following aspects.

1. Are you satisfied with the overall report?

Satisfied Acceptable Not Satisfied

2. Is the information you care about presented in this report?

Satisfied Acceptable Not Satisfied

3. Do you think Languang Justbon Services' environmental protection, social compliance and corporate governance and the impact on stakeholders are accurately presented in this report?

Satisfied Acceptable Not Satisfied

4. Can you easily find the information of interest in this report?

Satisfied Acceptable Not Satisfied

Open question

Please write down your comments and suggestions on the Report and the work of Languang Justbon Services on environmental protection, social compliance and corporate governance.

Your contact information

Name: _____ Tel.: _____
Company: _____ Email: _____
Address: _____ Fax: _____

Please mail the above information to the following address:

Branding Department of Sichuan Languang Justbon Services Group Co., Ltd.

Address: CRM Center, No. 9 Xixin Avenue, West Hi-tech Zone, Chengdu, Sichuan Province, People's Republic of China

Email: lgjbwy@brc.com.cn

We will give due consideration to your comments and suggestions, and promise to protect your information from being accessed by third parties.



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