
GLOSSARY AND TECHNICAL TERMS

This glossary contains explanations of certain terms used in this document in connection with our Company and our business. The terms and their meanings may not correspond to standard industry meaning or usage of these terms.

“ABS”	asset-backed securities
“ABS 2016”	an asset-back special agreement entered into between our Group and Boser Capital Management Co., Ltd. in the form of asset securitisation in September 2016
“ABS 2018”	an asset-back special agreement entered into between our Group and CITIC Securities Co., Ltd. in the form of asset securitisation in December 2018
“asset-light strategy”	according to CIA, it is the strategy of realising leadership or participation in real estate development and operational projects by exporting diversified resources and capabilities (including product resources, brand resources, management capabilities of development projects, sales capabilities, operational capabilities, financing guarantees, etc.) from partners
“average property management fee”	calculated as the sum of the property management fees charged during a specified period divided by the weighted average GFA under management during that same period
“BREEAM”	Building Research Establishment Environmental Assessment Method
“BREEAM In-Use V6”	according to CIA, BREEAM In-Use V6 is one of the most widely used evaluation systems across the globe for assessing the operational performance of green buildings in the world by evaluating various indicators, including but not limited to resources, energy and land use
“CAGR”	compound annual growth rate
“common area”	common area in properties jointly-owned by the property owners

GLOSSARY AND TECHNICAL TERMS

“contracted GFA”	GFA managed or to be managed by our Group under our operating property management service contracts, including both GFA under management and undelivered GFA
“ESG”	Environmental, Social, and Corporate Governance
“GFA”	gross floor area
“GFA under management”	GFA of properties that have been delivered by property developers, to property owners, for which we are already collecting property management fees in relation to contractual obligations to provide our services
“green building(s)”	according to CIA, this term is commonly used to refer to properties that have been awarded the “Green Building Labels” (綠色建築標識) by MOHURD and its local administrative authorities in the PRC or properties that are recognised by internationally recognised environmental and building sustainable certification evaluation systems (including BREEAM In-Use V6 and LEED)
“ISO”	the International Organisation of Standardisation, world-wide federation of national standard system
“ISO 9001”	a quality management system model published by ISO with guidance and tools for companies and organisations who want to ensure that their products and services consistently meet customers’ requirements, and that quality is consistently improved
“ISO 14001”	a set of standards published by ISO, which specifies a framework of control for an environmental management system
“ISO 45001”	a set of standards published by ISO, which sets out requirements for an occupational health and safety management system developed for managing the occupational health and safety risks associated with a business

GLOSSARY AND TECHNICAL TERMS

"ISO 50001"	a set of standards published by ISO, which supports organisations in all sectors to use energy more efficiently through the development of an energy management system
"IT"	information technology
"LEED"	according to CIA, Leadership in Energy and Environmental Design is a green building rating certification system developed by the U.S. Green Building Council
"lump sum basis"	when the management fees are charged on a lump sum basis, all property management fees collected will be recorded as revenue and all expenses incurred in providing property management services will be recorded as costs or expenses
"OHSAS"	Occupational Health and Safety Assessment Series
"OHSAS 18001"	an international standard setting out requirements for an occupational health and safety management system developed for managing the occupational health and safety risks associated with a business
"property development entrustment services"	services provided by property developers to owners of property development projects, under which such owners entrust their property projects to property developers to lead and oversee the whole process of development and construction, ranging from design, operation, sales, procurement, construction, completion to acceptance and delivery of properties
"renewal rate"	calculated as the number of renewed property management agreements in a given period divided by the number of expiring property management agreements
"retention rate"	calculated as the aggregate number of properties under management as at the end of a period divided by the aggregate number of properties under management as at the end of such period and the number of properties we cease to manage during such period
"sq.m."	square metres

GLOSSARY AND TECHNICAL TERMS

“Top 100 Property Management Companies”	an annual ranking of China-based property management companies by overall strength published by CIA solely or jointly with other institution(s) based on a number of key indicators, including respective property management scale, operational performance, service quality and growth potential of such companies in the preceding year. The number of companies included in 2016, 2017, 2018, 2019 and 2020 are 200, 200, 220, 244 and 244, respectively. The number of companies for 2016, 2017, 2018, 2019 and 2020 exceeded 100 as multiple companies with the same or very close scores were assigned the same ranking. Top Ten and Top 20 Property Management Companies have the similar meanings as Top 100 Property Management Companies
“WeChat service accounts”	we have created a service account under WeChat for a majority of our residential property project under management to serve as an interaction and information distribution channel between owners and residents of our managed residential properties on one hand and us on the other hand
“Yangtze River Delta”	an economic region in China encompassing Shanghai, parts of Zhejiang province, Jiangsu province and Anhui province, including but not limited to Shanghai, Hangzhou, Huzhou, Jiaxing, Nanjing, Suzhou, Wuxi, Yangzhou, Changzhou and Hefei, for the purpose of this document