



建业新生活

CENTRAL CHINA NEW LIFE

建業新生活有限公司
Central China New Life Limited

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股票代號：9983

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

環境、社會及管治報告



建业+

让中原人民都过上好生活

胡葆森

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ABOUT THIS REPORT

關於本報告

I. ABOUT THIS REPORT

1. Introduction

Central China New Life Limited (“CCNL” or the “Company”, and together with its subsidiaries, the “Group”) is a property management service provider rooted in the central region, and is committed to practicing the philosophy of sustainable development in the process of providing services to customers to meet their diversified needs, and create a harmonious relationship that balances economic benefits, society and environment.

This report (the “Report”) is the first Environment, Social and Governance (“ESG”) Report published by CCNL, with the intention of the Group to disclose its performance in sustainable development in the last year in a transparent and public manner to respond to the stakeholders’ concerns and expectations, and pave the way for the Group’s sustainable development by joining hands with all sectors of society.

2. Reporting Scope

The reporting period of the Report is 1 January 2020 to 31 December 2020, which is consistent with the Group’s financial year, with appropriate extensions forward or backward in certain parts.

The general disclosure and key performance indicators (“KPIs”) on social aspect in the Report cover the general business scope¹, while the entity scope of disclosure of environmental KPIs covers the headquarters of the Group and the office areas of the property service divisions at all levels, the public areas under control and the non-outsourced staff canteens in which the Company holds more than 50% equity interest, which commenced operation throughout the reporting period, including 5 regional companies, 3 city companies and 241 property management projects. For the detailed reporting scope of KPIs on environmental aspect, please refer to the “Descriptions of Environmental KPIs” in Appendix II. With the continuous deepening of the sustainable development work of CCNL and the continuous improvement of internal data collection procedures, the Group will gradually expand the breadth and depth of the scope of disclosure in the future.

¹ The general business scope of the Group refers to the three main business lines owned by the Group: (1) property management services and value-added services; (2) lifestyle services; and (3) commercial property management and consultation services.

一、關於本報告

1. 報告簡介

建業新生活有限公司(「建業新生活」或「本公司」，連同其附屬公司統稱「本集團」)是一家紮根於中部地區的物業管理服務提供商，致力於在為客戶提供服務以滿足其多樣化需求的過程中實踐可持續發展理念，平衡經濟利益與社會、環境的和諧關係。

本報告為建業新生活首次發佈的《環境、社會及管治報告》，旨在以透明公開的方式披露本集團過去一年的可持續發展表現，以回應利益相關方的關注與期望，並與社會各界攜手共築本集團可持續發展之路。

2. 報告範圍

本報告匯報期間為2020年1月1日至2020年12月31日，與本集團財政年度一致，部分內容向前後適度延伸。

本報告一般披露內容及社會範疇關鍵績效指標涵蓋整體業務範圍¹；環境關鍵績效指標披露實體範圍覆蓋本集團總部以及由本公司持有權益超過50%、且於報告期間全年投入運營的物業服務事業部各級辦公區域、管轄的公共區域以及非外包員工食堂，包括5個區域公司、3個城市公司以及241個物業管理項目。有關環境範疇關鍵績效指標的詳細報告範圍，請參見附錄二之「環境關鍵績效指標說明」。隨著建業新生活可持續發展工作的不斷深化和內部資料收集程序的持續完善，本集團未來將逐步擴展披露範圍的廣度和深度。

¹ 本集團整體業務範圍是指本集團擁有的三條主要業務線：(1)物業管理服務及增值服務；(2)生活服務；及(3)商業資產管理及諮詢服務。

3. Reporting Standards

The Report is prepared in accordance with the Environmental, Social and Governance (ESG) Reporting Guide (the “ESG Reporting Guide”) in Appendix 27 to the Rules Governing the Listing of Securities on Main Board of the Stock Exchange of Hong Kong Limited, in strict compliance with the disclosure obligations under the “comply or explain” provisions and selectively makes disclosures under the “recommended disclosures” in accordance with the business nature of the Group.

The index of subject areas, aspects, general disclosures and KPIs under the ESG Reporting Guide is set out in detail in “Appendix I: Index for the ESG Reporting Guide” of the Report for quick reference.

4. Reporting Principles

The Report upholds the following principles for reporting: materiality, quantitative, balance and consistency.

3. 報告標準

本報告遵循香港交易所主板上市規則附錄二十七《環境、社會及管治報告指引》(「《ESG報告指引》」)編製，嚴格履行「不披露就解釋」條文的披露責任，並根據本集團業務實質選擇性披露「建議披露」條文的有關內容。

本報告《附錄一：〈環境、社會及管治報告指引〉內容索引》詳列《ESG報告指引》主要範疇、層面、一般披露及關鍵績效指標索引，以供讀者快速查詢。

4. 報告原則

本報告秉持以下原則進行匯報：重要性、量化、平衡及一致性：

Principle 原則	Definition 定義	Response from the Group 本集團回應
Materiality 重要性	The threshold at which ESG issues determined by the board are sufficiently important to investors and other stakeholders that they should be reported. 當董事會釐定有關環境、社會及管治事宜會對投資者及其他持份者產生重要影響時，發行人就應作出匯報。	The Report identifies material ESG topics through communication with the stakeholders and takes the business nature, mode of operation and location of operation of the Group into consideration. 本報告通過與利益相關方溝通來參與識別當前的重大環境、社會及管治議題，並考慮了本集團的業務性質、營運方式及營運地點。
Quantitative 量化	KPIs in respect of historical data need to be measurable. The issuer should set targets (which may be actual numerical figures or directional, forward-looking 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. 有關歷史數據的關鍵績效指標須可予計量。發行人應訂下減少個別影響的目標(可能為實際數字或方向性、前瞻性的聲明)，使環境、社會及管治政策及管理系統的效益可被評估及驗證。量化數據應附帶說明，闡述其目的及影響，並在適當的情況下提供比較數據。	Where feasible, the Report provides KPIs in a quantitative manner with explanations for ease of assessment and verification of the Group’s ESG policies, practice and performance. 本報告在可行情況下，以量化方式提供關鍵績效指標，並附帶說明，以便讀者評估和驗證本集團環境、社會及管治政策及實踐的績效表現。

Principle 原則	Definition 定義	Response from the Group 本集團回應
Balance 平衡	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. 環境、社會及管治報告應當不偏不倚地呈現，避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。	Based on objective facts, the Report comprehensively discloses the ESG performance of the Group, and avoids expressions or presentation formats that may inappropriately influence a decision or judgment by the report reader. 本報告以客觀事實為基礎，全面地披露本集團在環境、社會及管治方面的績效表現，避免可能會不恰當影響讀者決策或判斷的表述或呈報格式。
Consistency 一致性	The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time. 發行人應使用一致的披露統計方法，令環境、社會及管治數據日後可作有意義的比較。	The Report adopts consistent disclosure and statistical methods for this year and subsequent years, so that readers can compare the performance of the Group year by year. 本報告於本年度及後續年度採用一致的披露統計方法，以便讀者對本集團績效作逐年比較。

5. Source of Information

All data and materials contained in the Report are derived from the Group's official internal documents, statistical reports and third party questionnaire survey results. The Report is reviewed and published by the board of directors, who is responsible for the truthfulness, accuracy and completeness of its contents. The Group warrants that there are no false representations or misleading statements contained in, or material omissions from the Report.

6. Method of Publication

The Report is prepared in both Chinese and English and published in electronic form, and has been uploaded to CCNL's official website at www.ccnewlife.com.cn and the HKExnews website at www.hkexnews.hk. If there is any conflict or inconsistency between the Chinese and English versions of the Report, the Chinese version shall prevail.

5. 信息來源

本報告所有數據及材料來源包括本集團內部正式文件、統計報告及第三方問卷調查結果等。本報告經董事會審核發布，對其內容真實性、準確性和完整性負責。本集團承諾本報告內容不存在任何虛假記載、誤導性陳述或重大遺漏。

6. 發布方式

本報告以中、英文兩種文字編製，以電子形式發佈，並已上載至建業新生活官方網站www.ccnewlife.com.cn和香港交易所披露易網站www.hkexnews.hk。若本報告的中英文版本有抵觸或不相符之處，請以中文版為準。

CHAIRMAN'S STATEMENT

主席寄語

II. CHAIRMAN'S STATEMENT

An enterprise is to the society as a tree is to the soil, where the former is rooted and grows in the latter, and shall feed back to the latter. "Taking root in Henan and contributing to the society" has always been the core value of CCNL since its inception. The Company has integrated the core values into its internal governance and development strategy, and gradually established and improved its social responsibility management system and promotion mechanism to create shared value, and sincerely give back to the society.

A firm heart true to original aspiration leads the way unknown. 2020 was an extraordinary year. Leveraging on its excellent industry value, unique business model and brand building in Central China for years, CCNL successfully completed its listing in this historic moment against all odds. In addition, with the strategic support of the Company, the growth of the Company has been rapidly released and the performance of the Company has exceeded expectation. The successful listing was attributed to the solid foundation laid by CCNL's adherence to the "Provincial Strategy" and "New Blue Sea Strategy" in years, CCNL's self-persistence to low costs and high-quality services, its unremitting efforts towards the goal of allowing the people in Central China to lead a better spiritual and cultural life, and, last but not least, the trust of the times and people in CCNL. Under the new era, the value of CCNL will become more prominent.

In 2020, the three major business segments of CCNL, namely property management and value-added services, lifestyle services, asset management and consulting services, maintained rapid growth. "Jianye+" platform, cost control, the 2019 Novel Coronavirus ("COVID-19") epidemic ("epidemic") prevention and control, etc. were rolled out in succession, leading to the continued rise of its industry position and brand value.

二、主席寄語

企業之於社會，如同大樹之於土壤，根植於斯，成長於斯，更要反哺於斯。「根植中原，造福百姓」是建業新生活自成立之初一以貫之的核心價值觀。公司將核心價值觀融入企業的內部治理與發展戰略，逐步建立和完善社會責任管理體系與推動機制，創造共享價值，真誠回饋社會。

初心如磐，不懼陌路。2020年是極不平凡的一年，建業新生活憑藉良好的行業價值、獨特的商業模式，以及深耕中原多年的品牌沉澱，在這個特殊的歷史節點，逆勢而上，成功完成上市。並且在公司戰略支持下，公司的成長性得到快速釋放，業績增長超出預期。上市的背後，是建業多年躬行省域化戰略及新藍海戰略打下的堅實基礎，是建業新生活真正實現低成本、高品質服務的自我堅守，是致力於讓中原人民能夠過上更好的精神生活和文化生活目標的不懈努力，更是時代與人民群眾對建業的信任。在新的時代背景下，建業新生活的價值愈加凸顯。

2020年，建業新生活物業管理及增值服務、生活服務、資產管理及諮詢服務三大業務板塊保持高速增長，「建業+」平台、成本管控、2019冠狀病毒病（「COVID-19」）疫情（「疫情」）防控等方面亮點頻出，行業地位和品牌價值持續攀升。

Taking the initiative to assume social responsibility and protect the safety of millions of property owners

Heroes stood out against the epidemic without the fear of hard times. 2020 was a hard year destined to be remembered by the world. Countless CCNL people rushed to the front line of epidemic prevention and control, guarded the "last mile" of epidemic prevention with dedication and selfless contribution, and built a line of defense for 1.5 million property owners, reflecting the value of CCNL's service and brand. CCNL integrated internal and external resources to fully guarantee the life and education needs of property owners in the special times. It established a tripartite linkage mechanism among property owners, properties and communities, explored standardised prevention and control system, ensured the normal life supply of the residents, and took practical actions to ensure the life safety and health of the property owners. In order to support the fight against the epidemic, CCNL's various business segments took the initiative to assume their social responsibilities and actively carried out public welfare activities.

Innovative development of diversified industries with synergies contributing to rural revitalisation

For the operation of the rural complex and the lifestyle services segment, CCNL has explored a sustainable development path that takes into consideration various parties and pays equal attention to social and economic benefits by using Jianye Green Base and Cuisine Henan Foodcourts as carriers, which has been unanimously well recognised by local governmental authorities and attracted the attention of the experts in the agricultural field. CCNL will continue to focus on the construction and operation of the modern agricultural industrial park and the rural complex, introduce manpower, capital and intelligence to the countryside through market-oriented methods, and take advantage of technologies, integration, connection, Internet of Things and artificial intelligence to vigorously develop high-tech agriculture and high-efficiency agriculture with the integration of three industries (i.e. agricultural production, agricultural product processing and agricultural product market service), promote talent training and farmers' employment, and lead the farmers to make wealth, thereby making greater contributions to agricultural and rural development and rural revitalisation.

主動承擔社會責任，守護百萬業主平安

戰疫無懼時世艱，風雨共渡見英雄。2020年，註定被世人銘記的艱辛一年。無數新生活人衝在疫情防控第一線，用恪盡職守與無私奉獻守住了防疫的「最後一公里」，為150萬業主築起防線，體現出建業新生活服務和品牌的價值。建業新生活整合內外部資源，全力保障特殊時期業主的生活、教育等多方面需求。建立業主、物業、社區三方聯動機制，探索標準化的防控體系，保障居民正常生活供給，以實際行動保障業主的生命安全和身體健康。為支援抗疫，建業新生活旗下各業務板塊主動承擔社會責任，積極開展公益活動。

多元產業創新發展，協同助力鄉村振興

建業新生活和田園綜合體運營和生活服務板塊運營上，以建業綠色基地、建業大食堂為載體，已探索出了一條多方兼顧、社會效益和經濟效益並重的可持續發展之路，受到當地政府的一致好評和農業領域專家的關注。建業新生活將繼續以現代農業產業園、田園綜合體建設運營為核心，通過市場化的方式將人力、資金和智力導入到鄉村，依靠科技、整合、連接、物聯網以及人工智能，大力發展三產融合的高技術農業和高效農業，並推動人才培養及促進農民就業，帶動農民致富，為農業、農村的發展和鄉村振興做出更大貢獻。

Promoting development through innovative operation, and empowering cost reduction and efficiency enhancement through technology

CCNL adheres to the core concept of "Customer Building for Central China and Sharing Resources with the Society". Through the brand empowerment of Central China, which has been cultivated in Central China for more than 20 years, it has brought CCNL its natural customer acquisition ability and resource expansion advantage, and CCNL has built a "N+1+N" closed loop of customer side, platform side and resource side, and successfully realised the deep coverage in Henan Province and the continuous expansion of the market outside Henan.

Technology empowerment is an inevitable way to reduce costs and increase efficiency. On one hand, the application of property informatisation improves service quality and reduces labour costs. On the other hand, we will enhance the quality of our property management services by promoting the centralisation and standardisation of our services through technology. Moreover, through the automation level of smart properties, the service efficiency will be improved to improve the satisfaction of residents. At the same time, the synergy brought about by the Company's high-density project management layout has contributed to the achievement of cost reduction and efficiency enhancement. Under the premise of high-quality services, it links all resources to jointly provide lifestyle services for owners and people from Central China. This measure has enhanced customer satisfaction and further gained market recognition for us.

In 2020, CCNL continued to make breakthroughs in scale, efficiency and innovative competitiveness, thereby continuously promoting the comprehensive development of the Company. Benefiting from the united and initiative efforts across all levels, the Company managed to achieve the best results in its history in both revenue and operating efficiency: the GFA under management and contracted GFA of the Company's property management services and value-added services reached approximately 100 million sq.m. and 187 million sq.m., respectively; the accumulated total transaction volume of the "Jianye+" platform amounted to approximately RMB780 million, representing a year-on-year increase of 83.9%. By virtue of outstanding performance, CCNL ranked 12th among the "China Top 100 Property Service Enterprises List" by China Index Academy, and was honored to be the first among the "Leading Property Service Enterprises in Henan in terms of Service Quality". Under the premise of high-quality services, it links all possibilities to form a strong pooling force to provide lifestyle services for owners and people from Central China.

創新運營助推發展，科技賦能降本增效

建業新生活秉承「客戶建業化，資源社會化」的核心理念，通過建業深耕中原20餘年的品牌賦能，帶給建業新生活天然的獲客能力以及資源外拓優勢，打造一個「N+1+N」的客戶端、平台端、資源端的閉環，順利實現了河南省內的深度覆蓋，以及河南以外市場的不斷拓展。

科技賦能是降本增效的必經之路，一方面，通過物業信息化的應用提升服務品質並降低人工成本；另一方面，通過技術推進服務提供的集中化和標準化，提升物業管理服務的品質；並且，通過智慧物業的自動化水準，提高服務效率從而提升住戶滿意度。同時，公司憑藉高密度的在管項目佈局帶來的協同效應，實現降本增效。在優質服務為前提下，鏈接所有資源，共同為業主以至中原人民提供生活服務。這一舉措帶來了客戶滿意度的提升，進一步獲得市場認可。

2020年，建業新生活在規模、效益、創新競爭力上不斷突破，持續推進企業全面發展，上下同心，戮力進取，無論是營業收入還是經營效益，都取得了歷史佳績：公司物業管理服務及增值服務的在管建築面積與合約建築面積已分別達到約1.00億平方米及1.87億平方米，「建業+」平台累計總交易額約為7.8億元，同比增長83.9%。優異的表現使建業新生活榮登中指院「中國物業服務百強企業榜單」第12強、榮獲「物業服務質量領先企業河南區域第一」的稱號。在優質服務為前提下，鏈接所有可能，形成一個強大的聚合力，為業主以至中原人民提供生活服務。

In 2021, favorable policies at the national level will be released intensively, and CCNL, while positioning itself as a new lifestyle service provider, and based on community services, will heavily involved in urban services, and take advantage of intelligent technology to consolidate its diversified businesses, and constantly break the scope and boundary of services. The Company will extend the radius of its strategic base in Zhengzhou from 300 km to 500 km, going out of Henan and moving towards the Greater Central China to provide services, thereby injecting fresh energy into the cities, and presenting a more diversified, more energetic and more colorful CCNL in the Greater Central China.

In 2021, CCNL will keep up with the times and stand by its customers and employees. In the adventure of "serving the Greater Central China", CCNL will stick to the core value of "taking root in Henan and contributing to the society", commit to the vision of "letting people in Central China to live a good life", adhere to the corporate spirit of "pursuing excellence and perseverance", continue to focus on customer needs, guide customer needs, create a better new life, continue to lead the new lifestyle of the people in Central China, and strive to create sustainable corporate value of higher quality.

When a fresh wind blows, it's time to raise our sails. From the provincial strategy to the new blue sea strategy and further to the Greater Central China strategy, In the future, CCNL personnel will make good use of their diligence and intelligence, innovation and responsibility, products and services to let people in Central China to live a good life!

Chairman
Wang Jun
14 July 2021

2021年，國家層面的利好政策密集釋放，建業新生活以新型生活方式服務商的定位，以社區服務為基底，深度參與城市服務，借助智慧科技手段，整合旗下多元業態，不斷打破服務的範圍與邊界，企業戰略根據地將以鄭州為中心，從半徑300公里延長至500公里，走出河南，走向大中原，服務大中原。為城市注入鮮活動力，在大中原的土地上將呈現出來更加多元、更加活力、更加豐盛的建業新生活。

2021年，與時代同步，與客戶同行，與員工同行，在「服務大中原」的奮鬥征程中，堅守「根植中原，造福百姓」的核心價值觀，履行「讓中原人民都過上好生活」的使命，秉承「追求卓越，堅忍圖成」的企業精神，將繼續圍繞客戶需求，引導客戶需求，創造美好新生活，持續引領中原人民新型生活方式，力爭創造更高質量、可持續的企業價值。

潮起海天闊，揚帆正當時。從省域化戰略到新藍海戰略，再到現在的大中原戰略，未來，建業新生活人將用自己的勤勞與智慧、創新與擔當、產品與服務，讓中原人民都過上好生活！

主席
王俊
2021年7月14日

ABOUT CCNL

關於建業新生活

III. ABOUT CCNL

1. Corporate Profile

Adhering to the corporate mission of “letting people in Central China to live a good life”, and committed to building a new lifestyle service platform, CCNL practices the core values of “taking root in Henan and contributing to the society”, and its business consists three major segments, namely property management and value-added services, lifestyle services and commercial property management and consultation services, covering property management, premium life, smart communities, quality living, customised tourism, supreme hotels, business management, agricultural development, cultural and tourism operations, high-end membership organisations and other diversified businesses, with a view to creating a service system that leads a new lifestyle. It owns a membership rights platform “Jianye+”, which provides lifestyle services for 50 million business passengers, 1.5 million owners, 150,000 students and parents, 100,000 employees and their families, and more than 24,000 Central China Consumers Club members in Henan at all time, in all areas and with all functions.

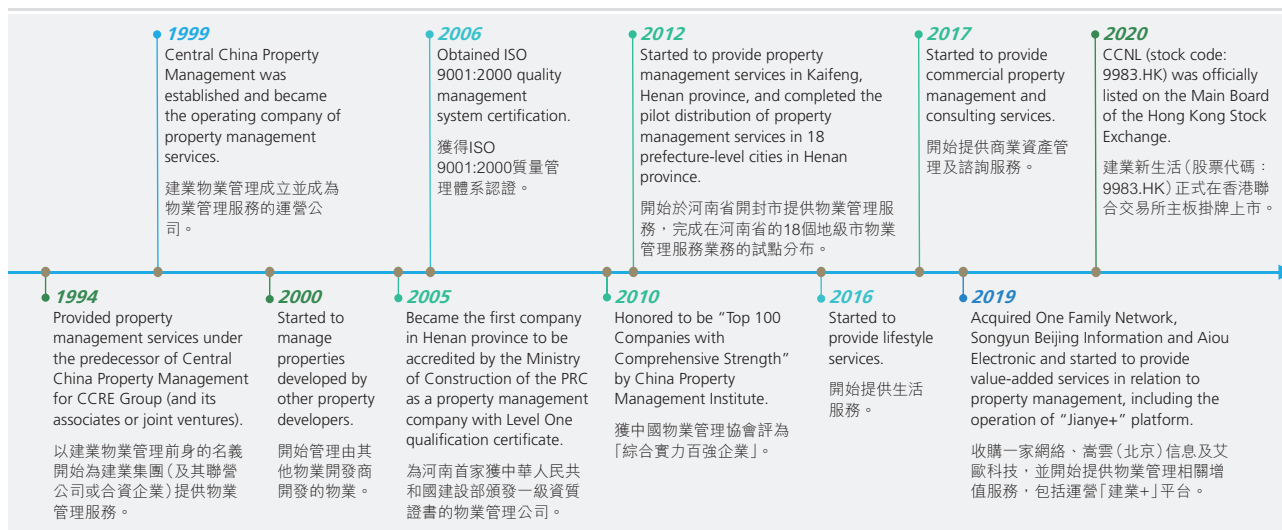
As a new lifestyle service provider, CCNL adheres to the corporate philosophy of “everything shall be centered on customers”, and closely focus on people’s consumption upgrades and diversified needs to promote the overall progress of the society and the realisation of a better life for the people.

三、關於建業新生活

1. 企業概況

秉承「讓中原人民都過上好生活」的企業使命，致力於打造新型生活方式服務平台。建業新生活踐行「根植中原·造福百姓」的核心價值觀，業務覆蓋物業管理及增值服務、生活服務、商業資產管理及諮詢服務三大板塊，涵蓋物業管理、優選生活、智慧社區、品質居住、定製旅遊、精緻酒店、商業管理、農業發展、文旅運營、高端會員組織等多元業務，打造引領新型生活方式的服務體系。擁有一個會員權益平台「建業+」，為全省5,000萬商業客流、150萬業主、15萬學生及家長、10萬員工及家屬和24,000餘名君鄰會會員提供時間、區域、功能無盲點的生活服務。

作為新型生活方式服務商，建業新生活秉承「一切以客戶為中心」的企業理念，緊緊圍繞人民消費升級和需求多元，推動社會全面進步和人民美好生活的實現。



The Group focuses on providing customers with high-quality services to meet their diversified needs, and continuously enriches the types of goods and services in the areas covered. Currently, our service types include:

本集團專注於為客戶提供高質量的服務以滿足其多元化的需求，不斷豐富所覆蓋地區內的商品和服務種類。目前，我們的服務類型包括：

Property management services and value-added services
物業管理服務及增值服務

Providing traditional property management services such as security, cleaning and greening services, and continuously expanding service offerings to include value-added services aimed at elevating the living quality of the owners, while providing personalised services to VIPs (exclusive group of high-net-worth customers) of the Central China Consumers Club.

提供安保、清潔及綠化服務等傳統物業管理服務，並不斷增加服務種類，納入提升業主生活質量的增值服務；同時面向建業君鄰會VIP客戶（高淨值客戶尊享群體）提供個性化服務。

Lifestyle services
生活服務

Including products and services offered on the “Jianye+” platform, travel services, and management services provided in Cuisine Henan Foodcourts (建業大食堂). The “Jianye+” platform is an O2O one-stop service platform which integrates internal and external, online and offline resources in order to provide customers with convenient and more affordable goods and services.

包括於「建業+」平台提供的產品及服務、旅游服務以及於建業大食堂提供的管理服務。「建業+」平台是一個O2O一站式服務平台，通過整合內部及外部、線上及線下資源，為客戶提供更便捷、更實惠的商品及服務。

Commercial property management and consultation services
商業資產管理及諮詢服務

Focusing on enhancing the value of property by streamlining operations of a property to reduce costs and attracting business to increase income, and comprising hotel management, commercial asset management and cultural tourism complex management.

專注於通過簡化物業運營以降低成本及招攬業務以增加收入，從而提升物業價值，包括酒店管理、商業資產管理以及文化旅游綜合體管理。

2. 2020 Data

2. 數說2020年



Economic Performance
經濟績效

Revenue: RMB2,654,499,000
營業收入2,654,499千元

↑ 51.3%

Total assets: RMB4,249,979,000
總資產4,249,979千元

↑ 190.4%

Gross profit: RMB860,717,000
毛利860,717千元

↑ 49.4%



Operating Performance
運營績效

GFA under management: 100.0 million sq.m.
在管面積100.0百萬平方米

↑ 75.5%

Contracted GFA: 186.6 million sq.m.
合約面積186.6百萬平方米

↑ 62.7%

Serving over 1.50 million owners
服務逾150萬名業主

The “Jianye+” platform serves over 3.67 million users
「建業+」平台服務超過3.67百萬用戶

The property management and value-added services covered all 18 prefecture-level cities and 97 county-level cities in Henan as well as Haikou, Hainan, Korla, Bayingolin, Xinjiang and Hengshui, Hebei
物業管理服務及增值服務覆蓋河南省全省18個地級市、97個縣級城市，以及海南省海口市、新疆巴音郭楞蒙古自治州庫爾勒市和河北衡水市

3. Honors and Recognitions

Since its inception, the Group has been down-to-earth, daring to innovate, and constantly creating value for customers and society through advancements in services, technologies and business models, and has won various honors and awards from governmental authorities, industry organisations, media platforms, public welfare organisations, and the public.

3. 榮譽認可

自創立以來，本集團腳踏實地、敢於創新，不斷通過服務、技術和商業模式的變革為客戶和社會創造價值，並榮獲來自政府機關、行業機構、媒體平台、公益組織及社會公眾的多項榮譽和認證。

Time 時間	Award and Awarding Entity 獎項名稱與發布機構
May 2020 2020年5月	> 12th among the China Top 100 Property Service Enterprises List
	> 中國物業服務百強企業榜單12強 China Index Academy 中國指數研究院
July 2020 2020年7月	> 9th among the Leading Property Service Enterprises in China in terms of Diversified Operation in 2020
	> 2020中國物業服務多元化運營領先企業第九名 China Real Estate Index System, China Index Academy 中國房地產指數系統、中國指數研究院
	> 1st among the 2020 List of Leading Property Service Enterprises in Henan in terms of Service Quality > 2020物業服務品質領先企業榜單河南省第一名 China Real Estate Index System, China Index Academy 中國房地產指數系統、中國指數研究院
August 2020 2020年8月	> Accredited to Hang Seng Composite Index and Hong Kong Stock Connect
	> 納入恒生綜合指數及港股通 Hang Seng Indexes Company Limited 恒生指數有限公司
	> 2020 China Top 10 Influences in the Capital Market
	> 2020中國年度資本市場影響力TOP10 2020 Boao Real Estate Forum 2020博鰲房地產論壇
	> 2020 China Top 30 Influential Property Service
	> 2020中國年度影響力物業服務TOP30 2020 Boao Real Estate Forum 2020博鰲房地產論壇
	> 2020 China Top 50 Property Service Influences
	> 2020中國物業服務力50強 Property Management Forum of the 4th New Gravity Summit 第四屆地新引力峰會 — 物業管理論壇
> 2020 China Quality System of Property Service	
> 2020中國物業優質服務體系 Property Management Forum of the 4th New Gravity Summit 第四屆地新引力峰會 — 物業管理論壇	

Time	Award and Awarding Entity
時間	獎項名稱與發布機構
	<ul style="list-style-type: none"> > Enterprise with Excellent Investment Value > 卓越投資價值企業 <p>2020 Top 100 Blue Chip Property Summit organised by The Economic Observer 經濟觀察報主辦的2020藍籌物業百強峰會</p>
	<ul style="list-style-type: none"> > 2020 Top 100 Blue Chip Property Enterprises > 2020藍籌物業百強企業 <p>2020 Top 100 Blue Chip Property Summit organised by The Economic Observer 經濟觀察報主辦的2020藍籌物業百強峰會</p>
	<ul style="list-style-type: none"> > 2020 China Emerging Enterprise in the Capital Market > 2020年中國資本市場新銳企業 <p>Leju Finance Research Institute 樂居財經研究院</p>
September 2020	<ul style="list-style-type: none"> > “Operation Management Award” in the “Golden Intelligence Award” of Listed Real Estate Enterprise in China (2020) in the financial industry
2020年9月	<ul style="list-style-type: none"> > 金融界「金智獎」中國房地產上市公司(2020)「運營管理獎」 <p>Financial Institutional Investor Forum and China Real Estate Enterprise Summit (2020) 金融界機構投資者論壇暨中國房地產企業峰會(2020)</p>
	<ul style="list-style-type: none"> > 2020 Leading City Service Enterprise > 2020城市服務領先企業 <p>China Property Management Institute, Shanghai E-House Real Estate Research Institute, Henan Property Management Association, Zhengzhou Property Management Association and China Property Management Research Institution 中國物業管理協會、上海易居房地產研究院、河南省物業管理協會、鄭州市物業管理協會、中物研協</p>
	<ul style="list-style-type: none"> > 2020 Leading Commercial Property Service Enterprise > 2020商業物業服務領先企業 <p>China Property Management Institute, Shanghai E-House Real Estate Research Institute, Henan Property Management Association, Zhengzhou Property Management Association and China Property Management Research Institution 中國物業管理協會、上海易居房地產研究院、河南省物業管理協會、鄭州市物業管理協會、中物研協</p>
	<ul style="list-style-type: none"> > 2020 Top 500 Property Service Enterprises with Comprehensive Strength > 2020物業服務企業綜合實力500強 <p>China Property Management Institute, Shanghai E-House Real Estate Research Institute, Henan Property Management Association, Zhengzhou Property Management Association and China Property Management Research Institution 中國物業管理協會、上海易居房地產研究院、河南省物業管理協會、鄭州市物業管理協會、中物研協</p>

Time 時間	Award and Awarding Entity 獎項名稱與發布機構
	<ul style="list-style-type: none"> <li data-bbox="520 433 1270 459">> 2020 Top 100 Property Service Enterprises with Brand Value <li data-bbox="520 465 943 491">> 2020物業服務企業品牌價值100強 <p data-bbox="584 498 1447 664">China Property Management Institute, Shanghai E-House Real Estate Research Institute, Henan Property Management Association, Zhengzhou Property Management Association and China Property Management Research Institution 中國物業管理協會、上海易居房地產研究院、河南省物業管理協會、鄭州市物業管理協會、中物研協</p> <ul style="list-style-type: none"> <li data-bbox="520 670 1342 696">> 2020 Top 10 Branded Property Service Enterprises in Central China <li data-bbox="520 702 927 728">> 2020華中品牌物業服務企業10強 <p data-bbox="584 735 1447 901">China Property Management Institute, Shanghai E-House Real Estate Research Institute, Henan Property Management Association, Zhengzhou Property Management Association and China Property Management Research Institution 中國物業管理協會、上海易居房地產研究院、河南省物業管理協會、鄭州市物業管理協會、中物研協</p>
<p data-bbox="295 914 472 940">November 2020</p> <p data-bbox="295 946 416 972">2020年11月</p>	<ul style="list-style-type: none"> <li data-bbox="520 914 847 940">> Accredited to the MSCI <li data-bbox="520 946 903 1047">> 納入MSCI中國小型指數成分股 <p data-bbox="584 978 687 1047">MSCI MSCI明晟</p> <ul style="list-style-type: none"> <li data-bbox="520 1054 807 1080">> Most Promising IPO <li data-bbox="520 1086 791 1187">> 年度最具成長力IPO <p data-bbox="584 1123 687 1187">Gelonghui 格隆匯</p>
<p data-bbox="295 1194 472 1220">December 2020</p> <p data-bbox="295 1259 416 1284">2020年12月</p>	<ul style="list-style-type: none"> <li data-bbox="520 1194 1447 1252">> 2020 Top 20 Property Management Enterprises in China Real Estate Industry in Terms of Digital Capability <li data-bbox="520 1259 975 1360">> 2020年度中國地產數字力TOP20物企 <p data-bbox="584 1295 839 1360">Cric Institute of E-House 易居克而瑞</p>
<p data-bbox="295 1366 472 1392">July 2021</p> <p data-bbox="295 1399 408 1425">2021年7月</p>	<ul style="list-style-type: none"> <li data-bbox="520 1366 1398 1392">> 2021 Excellent Enterprise for Diversified Operation of Property Services <li data-bbox="520 1399 951 1425">> 2021物業服務多元化運營優秀企業 <p data-bbox="584 1431 1150 1494">China Real Estate Index System, China Index Academy 中國房地產指數系統、中國指數研究院</p>

IV. SUSTAINABLE DEVELOPMENT MANAGEMENT

“Taking root in Henan and contributing to the society” is the core value that the Group has been adhering to since its establishment. We have come from the community to the society. Through great property management services and value-added services, we have established a trusting and close relationship with the community, and we are also fully aware of the opportunities and responsibilities based on this consumption and social portal. The Group firmly believes that only by repaying the public and creating profits at balance, and achieving the harmony and unity with the society and environment can it achieve sustainable development and maintain a long-lasting foundation.

1. Sustainable Development Policy

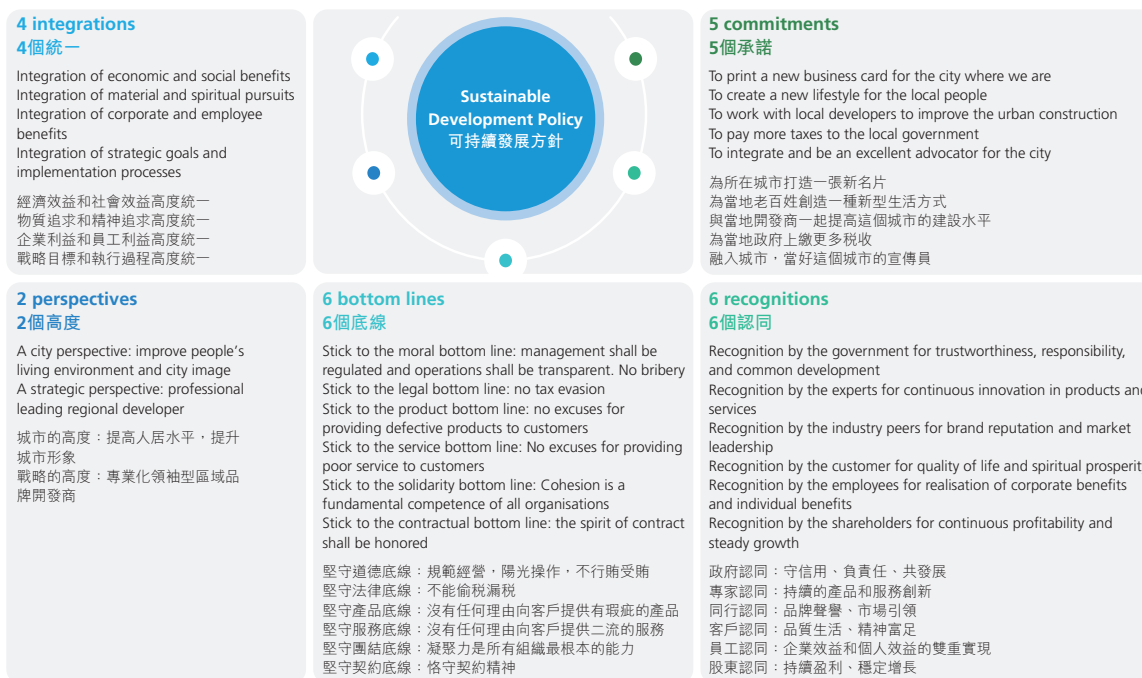
The Group adheres to its characteristic cultural system, responds to the call of the country, keeps up with the international situation, advances with the country, keeps abreast of the times, puts into practice the philosophy of sustainable development, actively participates in the formulation of the corporate strategic direction for sustainable development, and follow the goals of promoting the overall progress and satisfying the good life of the people to identify and implement sustainable development goals and action plans. The Group integrates core values into its internal governance and development strategies, and gradually establishes and improves the social responsibility management system and promotion mechanism, which will become the internal core of CCNL for the long-term layout for today, tomorrow and the day after tomorrow.

四、可持續發展管理

「根植中原，造福百姓」是本集團自成立以來一直奉行的核心價值觀，我們從社區中來，到社會中去，透過良好的物業管理服務及增值服務建立起與社區緊密聯繫的信任關係，亦深知立足於這一消費和社交入口的機遇和責任。本集團深信，唯回報公眾與創造利潤並舉，實現與社會及環境的和諧統一，方能永續發展，基業長青。

1. 可持續發展方針

本集團秉承建業特色文化體系，響應國家號召，緊跟國際形勢，與國家共進，與時代同行，貫徹落實可持續發展觀，積極參與企業可持續發展戰略方向擬定，以推動全面進步和滿足人民美好生活為目標識別和執行可持續發展目標及行動方案。本集團將核心價值觀融入企業的內部治理與發展戰略，逐步建立和完善社會責任管理體系與推動機制，成為建業新生活為今天、明天、後天長遠佈局的內核。



2. Sustainable Development Structure

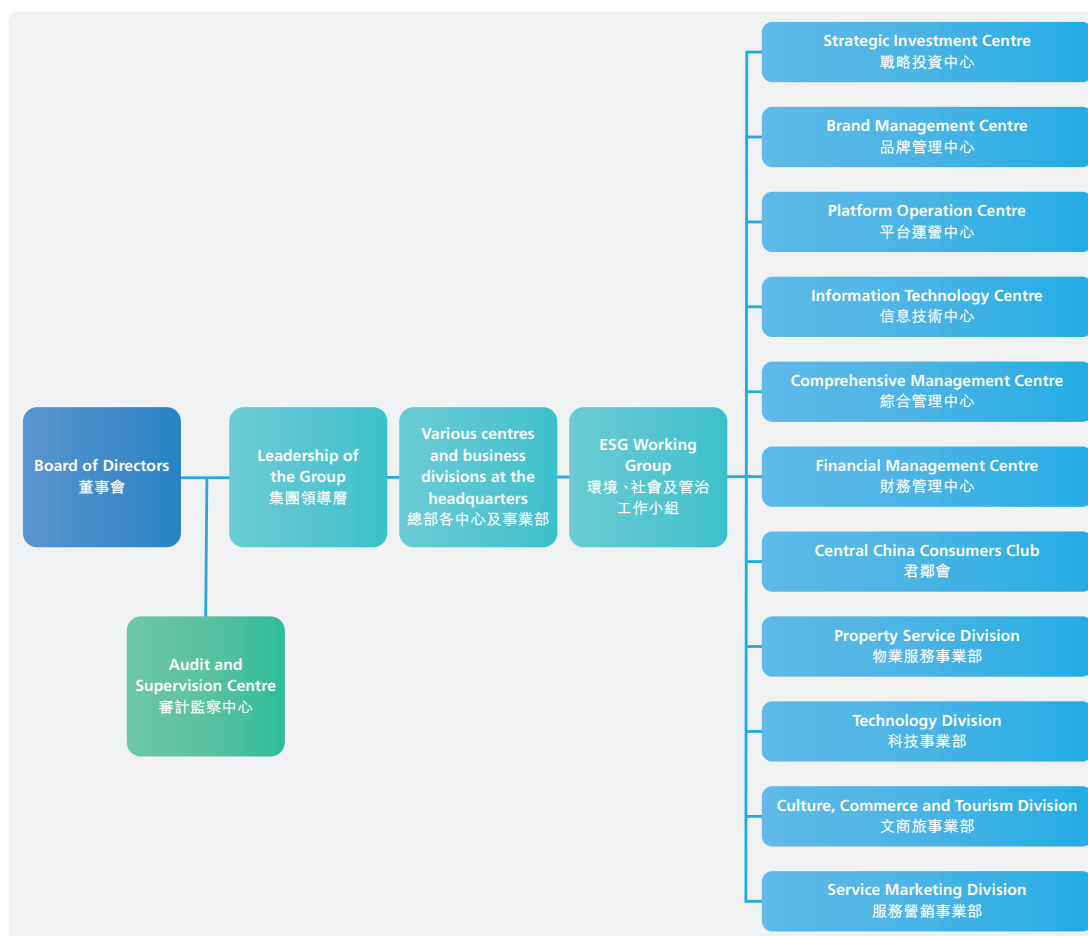
The Group's corporate governance structure provides a solid safeguard for its sustainable development practices on an organisational level. Through top-down hierarchical planning, the Group is able to implement its sustainable development policies effectively and ensure the integration of performance of environmental and social responsibilities into its management decisions, business operation and corporate culture.

The Group has established an ESG Working Group, which organises and coordinates ESG management and reporting work. As the highest decision-making body, the board of directors is responsible for the Group's ESG matters, and guides the sustainable development efforts by way of regular monitoring and assessing relevant strategies. The leadership of the Group, headed by the chairman of the board of directors, forms the leading body, and is responsible for reviewing the risks and opportunities in the ESG aspects faced by the Group, and incorporating the relevant identification, analysis, evaluation, response and reporting mechanisms into the management strategy. The various centers and business divisions at the Group's headquarters, as the coordinating bodies, are responsible for designing specific implementation rules, procedures and controls according to relevant management strategies, coordinating various resources and supervising the implementation of various business units in the ESG fields.

2. 可持續發展架構

本集團企業管治架構為本集團的可持續發展實務提供堅實的組織保障。通過自上而下的分級規劃，本集團得以有效落實可持續發展政策，確保將環境及社會責任的履行融入管理決策、業務營運及企業文化之中。

本集團設立環境、社會及管治工作小組，由其統籌和協調ESG管理及報告工作。董事會作為最高決策機構，對本集團環境、社會及管治負責，通過定期檢視和評估有關戰略對可持續發展工作做出指導。以董事長帶領的集團領導層作為領導機構，負責審視本集團環境、社會及管治領域所面臨的風險及機遇，將有關識別、分析、評估、應對及匯報機制納入管理策略。本集團總部各中心及事業部作為統籌機構，負責依照有關管理策略設計具體執行細則、流程及控制，統籌和協調各類資源，並監督各業務單元在環境、社會及管治領域的執行情況。



SUSTAINABLE DEVELOPMENT GOVERNANCE STRUCTURE








可持續發展管治架構

3. Sustainable Development Risks and Opportunities

In order to solve the global development issues in the three dimensions of society, economy and environment, the United Nations has formulated and issued 17 Sustainable Development Goals (“SDGs”), calling on the world to take action together to give full play to the creativity and innovative ability of more organisations and people to cope with the challenges for sustainable development. The Group has always kept pace with the times and the national and regional development, actively practices the philosophy of sustainable development, takes risk management and internal control to respond to the risks of and opportunities for sustainable development, and regularly reviews our actions in line with the SDGs to make adjustments and improvements accordingly.

3. 可持續發展風險及機遇

為解決全球社會、經濟和環境三個維度的發展問題，聯合國制定並發布了17個可持續發展目標(「SDGs」)，呼籲全球共同採取行動，發揮更多組織、更多人的創造力和創新能力來應對可持續發展挑戰。本集團始終與時代同步、與祖國同步、與區域共進，積極實踐可持續發展理念，以風險管理及內部監控的管理思路應對可持續發展的風險及機遇，並結合SDGs定期審視我們的行動，以做出相應的調整和改善。

Category 範圍	SDGs 可持續發展目標(SDGs)	Our Risks 我們的風險	Our Opportunities 我們的機遇	Our Actions 我們的行動
Environment 環境	    <p>2 No hunger 6 Clean drinking water and sanitary facilities 13 Climate actions 11 Sustainable cities and communities</p>	<ul style="list-style-type: none"> ➢ Energy consumption risk ➢ Water pollution risk ➢ Waste management risk ➢ Climate change risk 	<ul style="list-style-type: none"> ➢ Upgrade green technologies ➢ Energy-saving retrofit of buildings ➢ Optimise resource acquisition and allocation ➢ Formulate emergency plans 	<ul style="list-style-type: none"> ➢ Energy-and-water-saving retrofit ➢ Promote paperless office ➢ Supervise the use of official vehicles ➢ Waste classification management ➢ Constructing green bases
Employment and labour practices 僱傭及勞工常規	   <p>3 Good health and welfare 5 Gender equality 8 Decent work and economic growth</p>	<ul style="list-style-type: none"> ➢ Non-compliant employment risk ➢ Labour cost risk ➢ Welfare protection risk ➢ Talent loss risk ➢ Equal opportunity risk ➢ Occupational health risk 	<ul style="list-style-type: none"> ➢ Human resource empowerment ➢ Use of technology tools ➢ Multi-channel knowledge acquisition 	<ul style="list-style-type: none"> ➢ Equal job opportunity ➢ Diversified talent recruitment ➢ Provide Reasonable remuneration and welfare ➢ Comprehensive training and promotion system ➢ Protect staff safety and health ➢ 平等就業機會 ➢ 多元人才招聘 ➢ 提供合理薪酬福利 ➢ 健全的培訓及晉升體系 ➢ 保障員工健康安全

Category 範圍	SDGs 可持續發展目標(SDGs)	Our Risks 我們的風險	Our Opportunities 我們的機遇	Our Actions 我們的行動
Operation practices	   <p>3 Good health and welfare 11 Sustainable cities and communities 12 Responsible consumption and production</p>	<ul style="list-style-type: none"> ➢ Product and service quality risk ➢ Diversified layout barrier risk ➢ Customer relationship management risk ➢ Community security risk ➢ Information security risk ➢ Intellectual property risk ➢ Marketing compliance risk ➢ Emergency management risk ➢ Supply chain management risk 	<ul style="list-style-type: none"> ➢ Technology empowerment ➢ Innovative management modes ➢ Innovative property management services and value-added services ➢ Lifestyle services and commercial property management market development ➢ Industry resources consolidation 	<ul style="list-style-type: none"> ➢ Quality management ➢ Build a new lifestyle service platform ➢ Develop smart communities ➢ Customer need and satisfaction survey ➢ Safeguard community and information security ➢ Protect intellectual property ➢ Strictly control marketing materials ➢ Focus on the anti-corruption, environmental and social responsibility performance of supply chain
營運慣例	<p>3 良好健康與福祉 11 可持續城市和社區 12 負責任消費和生產</p>	<ul style="list-style-type: none"> ➢ 產品與服務質量風險 ➢ 多元化佈局壁壘風險 ➢ 客戶關係管理風險 ➢ 社區安保風險 ➢ 信息安全風險 ➢ 知識產權風險 ➢ 營銷合規風險 ➢ 應急管理風險 ➢ 供應鏈管理風險 	<ul style="list-style-type: none"> ➢ 科技賦能 ➢ 管理模式創新 ➢ 物業管理服務及增值業服務新 ➢ 生活服務及商業資產管理市場發展 ➢ 行業資源整合 	<ul style="list-style-type: none"> ➢ 品質管理 ➢ 打造新型生活方式服務平台 ➢ 建設智慧社區 ➢ 客戶需求調研與滿意度調查 ➢ 保證社區及信息安全 ➢ 維護知識產權 ➢ 嚴格審核營銷內容 ➢ 關注供應鏈的反貪污、環境及社會責任表現

Sustainable Development Management (Continued)
可持續發展管理(續)

Category 範圍	SDGs 可持續發展目標(SDGs)	Our Risks 我們的風險	Our Opportunities 我們的機遇	Our Actions 我們的行動
Community	   1 No poverty 4 Quality education 11 Sustainable cities and communities	<ul style="list-style-type: none"> ➢ City and community sustainability risk ➢ Public security risk ➢ Public health risk 	<ul style="list-style-type: none"> ➢ Establish public welfare fund ➢ Construct infrastructure 	<ul style="list-style-type: none"> ➢ Provide employment opportunities ➢ Renovate old communities ➢ Devote to social public welfare activities ➢ Carry forward the culture in Central China
社區	1 零貧窮 4 優質教育 11 可持續城市和社區	<ul style="list-style-type: none"> ➢ 城市和社區可持續風險 ➢ 公共安全風險 ➢ 公共衛生風險 	<ul style="list-style-type: none"> ➢ 建立公益基金 ➢ 建設基礎設施 	<ul style="list-style-type: none"> ➢ 提供就業崗位 ➢ 老舊社區改造 ➢ 投身社會公益事業 ➢ 傳承中原文化

STAKEHOLDER ENGAGEMENT

利益相關方參與

V. STAKEHOLDER ENGAGEMENT

The Group attaches great importance to the communication with stakeholders, listens to the opinions of stakeholders in a timely manner through the establishment of multi-level and highly flexible communication channels, and makes corresponding responses. We also hope to make use of the Report to demonstrate to the stakeholders the Group's investment and achievements in sustainable development in the past year.

1. Stakeholder Communication

The Group has set up diversified communication channels such as official website, WeChat official account, online APP, complaint calls, etc., and promptly understand and respond to the demands and expectations of various stakeholders through stakeholder questionnaire surveys, industry exchange meetings and employee communication activities, etc., in order to assist the Group in drawing up its vision for sustainable development and thus realising such vision. Our current communication channels for stakeholders can be summarised as follows:

五、利益相關方參與

本集團高度重視與利益相關方的交流，通過搭建多層次、高靈活的溝通渠道，及時聆聽利益相關方的意見，並作出針對性的回應。我們亦希望借助本報告向利益相關方展現過去一年本集團在可持續發展領域的投入與成績。

1. 利益相關方溝通

本集團設置官方網站、微信公眾號、線上APP、投訴電話等多樣化溝通渠道，通過開展利益相關方問卷調研、行業交流會、員工溝通活動等途徑，及時了解並回應各利益相關方的訴求和期望，以協助本集團描繪可持續發展願景及助力其實現。我們現行的利益相關方溝通渠道可概括如下：

Stakeholders 利益相關方	Expectations and Demands 期望與需求	Communication and Response 溝通與回應
Staff 員工	<ul style="list-style-type: none"> Equal employment Remuneration and welfare protection Career development and promotion Healthy working environment Protect staff's legitimate interests 	<ul style="list-style-type: none"> Ensure employment compliance Provide competitive remuneration Optimise staff development and promotion mechanism Organise staff safety education Establish barrier-free communication channels for staff
Investors/ shareholders/ capital market analysts	<ul style="list-style-type: none"> Protect shareholders' interests Obtain investment return Disclose important information 	<ul style="list-style-type: none"> Convvene shareholders' general meetings Improve the continuous profitability of the Company Daily information disclosure
投資者／股東／資本 市場分析員	<ul style="list-style-type: none"> 保障股東權益 獲取投資回報 披露重要信息 	<ul style="list-style-type: none"> 召開股東大會 提高公司持續盈利能力 日常信息披露

Stakeholders 利益相關方	Expectations and Demands 期望與需求	Communication and Response 溝通與回應
Customers/property owners/members	<ul style="list-style-type: none"> Product and service quality Customer service experience Information security and privacy protection Business integrity Compliant operation 	<ul style="list-style-type: none"> Continuously improve product and service quality Carry out customer communication and survey Strictly follow the requirements on customer information confidentiality Reasonable publicity and promotion Optimise risk and internal control management
客戶／業主／會員	<ul style="list-style-type: none"> 產品與服務品質 客戶服務體驗 信息安全與隱私保護 商業誠信 合規經營 	<ul style="list-style-type: none"> 持續提升產品與服務質量 開展客戶溝通與調研 嚴格履行客戶信息保密規定 合理宣傳與推廣 優化風險及內部監控管理
Suppliers/contractors/partners	<ul style="list-style-type: none"> Fair competition Win-win cooperation 	<ul style="list-style-type: none"> Standardise the supplier bidding process Optimise supplier evaluation and communication mechanism
供應商／合約商／夥伴	<ul style="list-style-type: none"> 公平競爭 合作共贏 	<ul style="list-style-type: none"> 規範供應商招投標流程 完善供應商評估與溝通機制
Local communities/neighborhood communities	<ul style="list-style-type: none"> Protect community environment Devote to social welfare Create a harmonious community environment Promote community development 	<ul style="list-style-type: none"> Put green operation into full practice Carry out public welfare projects Actively participate in community building
當地社區／居委會	<ul style="list-style-type: none"> 保護社區環境 投身社會公益 營造和諧社區環境 促進社區發展 	<ul style="list-style-type: none"> 改善社區基礎設施建設 積極參與社區共建 開展公益項目 全面實踐綠色運營
Industry associations/public welfare organisations	<ul style="list-style-type: none"> Industry experience exchange Intellectual property protection Pay attention to disadvantaged groups Charity Community culture construction 	<ul style="list-style-type: none"> Participate in industry seminars Apply for patent protection Volunteer Service Carry out public welfare projects Promote community culture
行業協會／公益組織	<ul style="list-style-type: none"> 行業經驗交流 知識產權保護 關注弱勢群體 公益慈善 社區文化建設 	<ul style="list-style-type: none"> 參與行業研討 申請專利保護 志願者服務 開展公益項目 宣傳社區文化

Stakeholders 利益相關方	Expectations and Demands 期望與需求	Communication and Response 溝通與回應
Government/ regulatory authorities	<ul style="list-style-type: none"> Compliance with laws and regulations Pay taxes in accordance with the law Promote employment Integrity construction 	<ul style="list-style-type: none"> Operate in accordance with the law and compliant management Pay taxes actively Create employment opportunities Carry out anti-corruption supervision and training
政府／監管機構	<ul style="list-style-type: none"> 遵紀守法 依法納稅 促進就業 廉政建設 	<ul style="list-style-type: none"> 依法經營與合規管理 主動納稅 創造就業機會 開展反貪污監督與培訓

2. Assessment of Material Issues

In 2020, the Group commissioned an independent third-party advisory agency to carry out the assessment of material ESG issues, and conduct stakeholder surveys through a combination of interviews, online questionnaires and desktop surveys to obtain stakeholders' opinions on our environmental and social policies, practices and performance, to accurately identify the reporting focus for the year and effectively respond to demands and expectations.

The procedures of the assessment for material ESG issues for the year are as follows:

2. 重要性議題評估

2020年度，本集團委託獨立第三方顧問機構開展ESG重要性議題評估，通過訪談、在線問卷與桌面調研相結合的形式開展利益相關方調研，獲取利益相關方對我們在環境及社會領域的政策、實踐及績效表現的意見，以準確識別本年度匯報重點，有效回應訴求與期望。

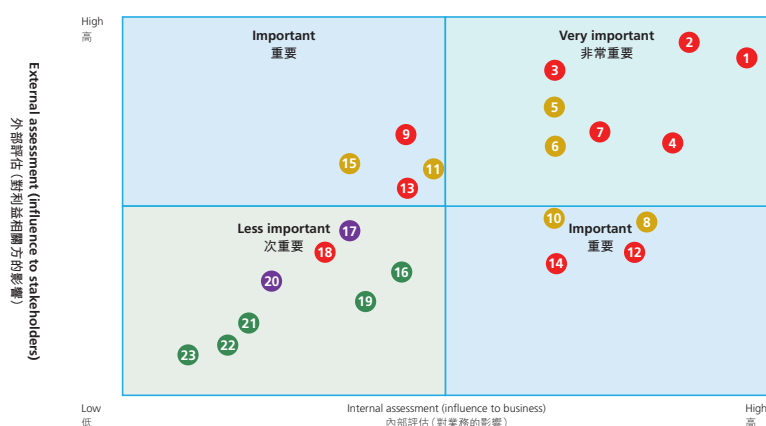
本年度ESG重要性議題的評估流程如下：



Stakeholder Engagement (Continued) 利益相關方參與 (續)

Based on the survey results of stakeholders, the Group drew a materiality matrix of ESG issues to reflect the importance of each issue to the stakeholders and our business, and ranks the issues identified:

根據利益相關方調研結果，本集團繪製出ESG議題的重要性矩陣，以反映各項議題對利益相關方和我們業務的重要程度，並對識別出的議題進行排序：



Compliant operation 運營合規

- Customer information and privacy protection
客戶信息與隱私保護
- Service quality and customer satisfaction
服務品質與客戶滿意度
- Integrity construction and anti-corruption
廉潔建設與反貪污
- Customer welfare and health and safety
客戶福祉與健康安全
- Intellectual property protection
知識產權保護
- Responsible supply chain management
負責任的供應鏈管理
- Smart services and innovation
智慧服務與創新
- Disaster emergency management
災難应急管理
- Intelligent management
智能化管理
- Reasonable marketing and promotion
合理的營銷與推廣

Employment management 僱傭管理

- Prevention of child labour and forced labour
防止僱傭童工及強制勞工
- Staff training and development
員工培訓與發展
- Staff recruitment and team building
員工招聘與團隊建設
- Staff's occupational health and safety
員工職業健康與安全
- Staff care and interest protection
員工關懷與權益保障
- Staff remuneration and welfare
員工薪酬與福利

Environment management 環境管理

- Energy conservation and emission reduction and green operation
節能減排與綠色運營
- Energy consumption and efficiency
能源消耗與效益
- Waste disposal and management
廢棄物棄置與管理
- Use of water resources and water conservation
水資源使用與節水
- Response to climate change
應對氣候變化

Community investment 社區投資

- Promote community development
促進社區發展
- Charity and community services
公益慈善與社會服務

According to the results of the materiality assessment of material issues in 2020, "customer information and privacy protection", "service quality and customer satisfaction", "integrity construction and anti-corruption", "customer welfare and health and safety", "prevention of child labour and forced labour", "staff training and development" and "intellectual property protection" were the seven most material ESG issues. The Report discloses relevant information on each ESG issue in the subsequent sections, and particularly elaborates on the material issues that rank at the top. At the same time, based on the materiality assessment results, the Group will continue to step up its efforts to enhance the Group's ESG management capabilities and resource investments, and deepen its sustainable development practices.

根據2020年度的重要性議題重要性評估結果，「客戶信息與隱私保護」、「服務品質與客戶滿意度」、「廉潔建設與反貪污」、「客戶福祉與健康安全」、「防止僱傭童工及強制勞工」、「員工培訓與發展」、「知識產權保護」為最為重要的七項議題。本報告將在後續章節中披露各項重要性議題的相關信息，並針對排序相對靠前的實質性議題進行重點闡述。同時，本集團將依據此次重要性議題重要性評估結果，持續提升在環境、社會及管治方面的管理能力，加大資源投入，深化可持續發展實踐。

INGENIOUS SERVICES

建業服務，匠心獨運

VI. INGENIOUS SERVICES

The SDGs addressed in this section:

六、建業服務，匠心獨運

本章節回應SDGs：

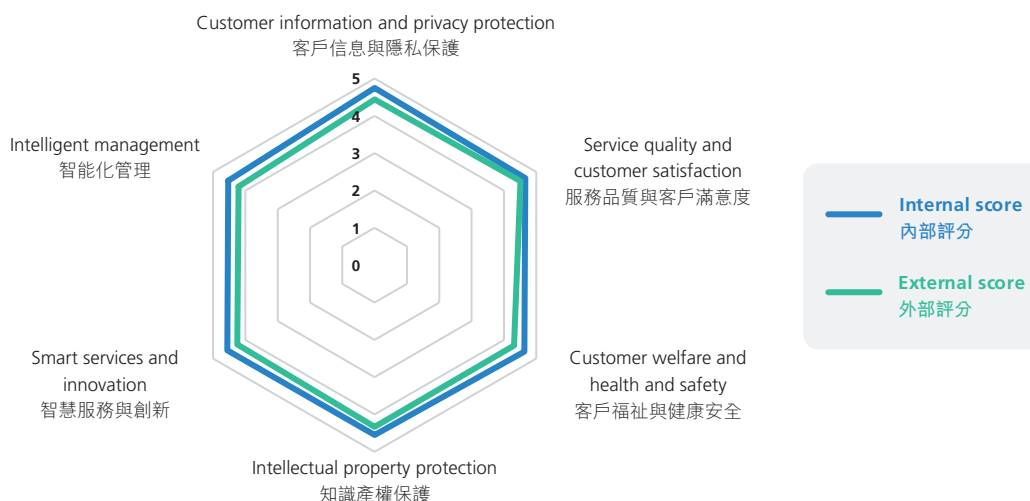


(3 Good health and welfare; 11 Sustainable cities and communities; 12 Responsible consumption and production)

(3良好健康與福祉；11可持續城市和社區；12負責任消費和生產)

Stakeholders' concerns:

利益相關方關注：



Source of data: Materiality assessment of ESG issues

數據來源：ESG 議題重要性評估

Note: Internal assessment covers the senior and middle-level management of the Group, while external assessment covers ordinary staff, suppliers/contractors/partners, industry associations/public welfare organisations, customers/property owners/members, investors/shareholders/capital market analysts, government/regulatory authorities, local communities/neighborhood communities and other stakeholders.

註：內部評估涵蓋群體為集團高級及中級管理人員，外部評估涵蓋群體包括普通員工、供應商/合約商/夥伴、行業協會/公益組織、客戶/業主/會員、投資者/股東/資本市場分析員、政府/監管機構、當地社區/居委會及其他利益相關方。

Starting as a traditional property company, the Group has now developed into a new lifestyle service provider integrating property management services and value-added services, lifestyle services and commercial property management and consultation services. With the original aspiration of "letting people in Central China to live a good life", we build an extensive lifestyle service network through the integration of resources, and take the initiative to understand the needs and preferences of customers, continue to innovate in the service model, and are committed to delivering responsible and satisfying products and services to the customers.

本集團從傳統意義的物業公司起步，現已發展成為一家集物業管理服務及增值服務、生活服務、商業資產管理及諮詢服務為一體的新型生活方式服務商。我們心懷「讓中原人民都過上好生活」的初心，通過資源整合構建廣泛的生活服務網絡，並主動了解客戶的需求及偏好，持續創新服務模式，致力於交付負責任的、令客戶滿意的產品及服務。

1. Pursue Excellent Quality

The Group firmly believes that high service quality is the cornerstone of sustainable development. We strictly abide by the Urban Real Estate Management Law of the People's Republic of China (《中華人民共和國城市房地產管理法》) and the Property Management Regulations (《物業管理條例》) and other laws and regulations, and have passed 9-standard system certifications in terms of quality, environment and occupational health and safety, etc., formulated and implemented internal policies such as the Rules of Property Headquarters for Quality Supervision and Management (《物業總公司品質督導管理細則》) and the Rules for the Standardised Management of Member Services (《會員服務標準化管理規範》), and established a professional, standardised and meticulous service system to create a new lifestyle of dignity, harmony, health, growth and openness for customers.

(1) *Property management services and value-added services*

The Group began to provide traditional property management services such as order maintenance, cleaning services, greening services, facility and equipment maintenance from 1994. Over the years, it has continuously expanded the types of services, incorporated value-added services aimed at improving the quality of life of customers, and always cares for every customer, completes every little thing in detail, and strives for the best quality with practical actions.

Central China Property

In order to establish and improve the service quality supervision and control model, the Group has strengthened the supervision and guidance of the property headquarters for each region by implementing the Rules of Property Headquarters for Quality Supervision and Management (《物業總公司品質督導管理細則》) applicable to property management projects, and formulated the supporting work guidelines including the Operation Instructions (《作業指導書》) and Appraisal Standards (《考核標準》), Standards for Unannounced Visits (《暗訪標準》) and Supervision Standards (《督導標準》), with continuous efforts to build a service value system based on customer needs and oriented to customer satisfaction. The Group has put in place the following normalised quality monitoring mechanism:

1. 追求卓越品質

本集團堅信優質的服務品質是可持續發展的基石，我們嚴格遵守《中華人民共和國城市房地產管理法》及《物業管理條例》等法律法規，通過質量、環境、職業健康安全等9標體系認證，制定並實施《物業總公司品質督導管理細則》及《會員服務標準化管理規範》等內部政策，通過建立專業化、標準化、精細化的服務體系，為客戶營造尊貴、和諧、健康、成長及開放的建業新型生活方式。

(1) 物業管理服務及增值服務

本集團自1994年開始提供秩序維護、清潔服務、綠化服務、設施設備維修等傳統物業管理服務，多年來不斷增加服務種類，納入旨在提升客戶生活質量的增值服務，始終用心關懷每一位客戶、細心做好每一件小事，用實際行動打造至臻品質。

建業物業

為了建立並完善服務質量監察管控模式，本集團通過實施適用於物業管理項目的《物業總公司品質督導管理細則》加強物業總部對各大區的監督及指導，並制定《作業指導書》《考核標準》《暗訪標準》及《督導標準》等配套工作指引，持續構建以客戶需求為基礎、以客戶滿意度為導向的服務價值體系。並形成如下常態化品質監察機制：

Three-level inspection method 三級檢查方式	Ten targets 十大對像	Appraisal indicators/Inspection standards 考核指標/檢查標準
Area self-inspection 片區自查	Management personnel of various communities in the area 片區內各小區管理人員	<ul style="list-style-type: none"> • Rate of completed applicable standards/QPI* coverage rate • Rate of problem identification/rate of unqualified QPI items • Rate of completed work order/QPI frequency • Rate of timely work order rectification/Rate of timely QPI rectification • 應執行標準完成率/QPI*覆蓋率 • 問題發現率/QPI不合格項比率 • 工單完成率/QPI頻次率 • 工單整改及時率/QPI整改及時率
	Area experts 片區專家	<ul style="list-style-type: none"> • Unqualified items in monthly inspection • Rate of items with scores deducted • Review rate • Rate of timely work order rectification/Rate of timely QPI rectification • 月檢查指標不合格項 • 扣分項比率 • 審閱率 • 工單整改及時率/QPI整改及時率
	Area managers (person-in-charge) 片區經理(負責人)	<ul style="list-style-type: none"> • Unqualified items in monthly inspection • Rate of items with scores deducted • Review rate • Rate of timely work order rectification/Rate of timely QPI rectification • 月檢查指標不合格項 • 扣分項比率 • 審閱率 • 工單整改及時率/QPI整改及時率
Region inspection 大區檢查	Regional general managers 大區總經理	<ul style="list-style-type: none"> • Unqualified items in monthly inspection • Rate of timely work order rectification/Rate of timely QPI rectification • Review rate • 月檢查指標不合格項 • 工單整改及時率/QPI整改及時率 • 審閱率
	Quality specialists 品質專員	<ul style="list-style-type: none"> • Number of communities covered by monthly inspection • Rate of timely rectification • Review rate • 月檢查小區數量 • 整改及時率 • 審閱數
	Regional functional departments 大區各職能部門	<ul style="list-style-type: none"> • 2020 Supervision Standards • 《2020年督導標準》
Random inspection of property headquarters 物業總部抽查	Quality management departments at property headquarters 物業總部品質管理部	<ul style="list-style-type: none"> • 2020 Standards for Unannounced Visits to CCNL's Properties • 《2020年建業物業暗訪標準》
	Smart random inspection 智慧鷹眼抽查	<ul style="list-style-type: none"> • 2020 Smart Online Inspection Standards • 《2020年智慧鷹眼線上檢查標準》
	Inspection by third-party mysterious customers 第三方神秘顧客檢查	<ul style="list-style-type: none"> • 2020 Standards for Inspections by Mysterious Customers on CCNL's Properties • 《建業物業2020年神秘顧客檢查標準》
Various functional departments of headquarters 總部各職能部門	<ul style="list-style-type: none"> • 2020 Supervision Standards • 《2020年督導標準》 	

* Note: QPI is the abbreviation of Quality, Performance and Indicators, referring to the "quality performance indicators" at the property site.
* 註：QPI是Quality(品質)、Performance(績效)及Indicators(指標)三個英文單詞的縮寫，意指物業現場的「品質績效指標」。

QUALITY SUPERVISION AND MANAGEMENT METHOD OF CENTRAL CHINA PROPERTY
建業物業品質督導管理方式

In addition, the Group has formulated and implemented the Supervision System for Outsourced Cleaning Work (《保潔外包工作監管制度》), the Bidding and Procurement Management System of Central China Property (《建業物業招標採購管理制度》), the Supervision System for Honor Guards Outsourcing (《禮兵外包工作監管制度》) and the Supervision System for Green Maintenance Outsourcing (《綠化養護外包監管制度》), to clarify the work standards and assessment standards for the management of outsourced services, and continuously strengthen the supervision and ensure the quality of on-site services; formulated and implemented the Operation Procedures for Property Owners' Check-in (《業主入住辦理作業規程》) and the Management Regulations for House Delivery (《交房管理規範》) to complete check-in procedures for property owners in a quick and orderly manner to achieve smooth house delivery, and formulated and implemented the Performance Management System of Central China Property (《建業物業績效管理制度》), to impose constraints and conduct assessments on the core work of each post.

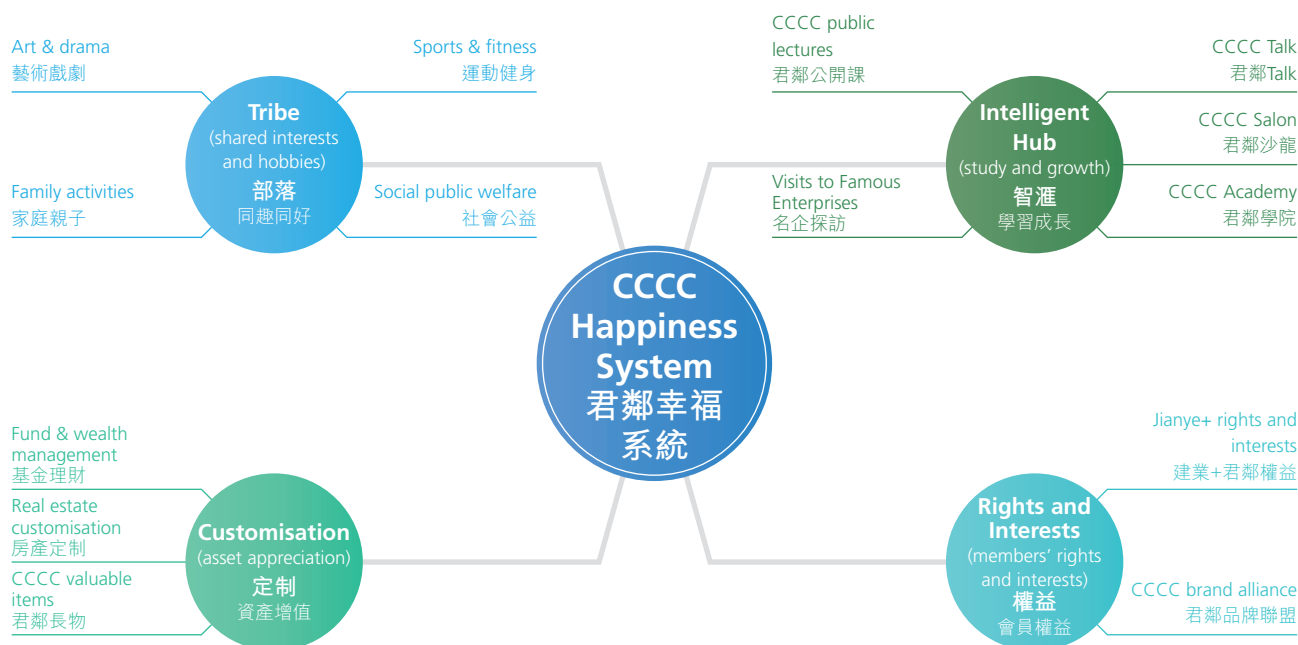
Central China Consumers Club

Established in 2016, Central China Consumers Club (the "CCCC") is a service platform for CCNL's customers to share a new lifestyle. By integrating high-quality and characteristic service resources, it lays a solid foundation for the provision of services and provides members with more meticulous services. As of 31 December 2020, the CCCC has developed more than 22,000 members across the province, and organised more than 5,400 member activities with approximately 81,000+ participants. We are committed to providing high-end and customised personalised services and value-added services to VIP customers, and building an increasingly perfect CCCC Happiness System comprising four major service sectors of "Tribe, Intelligent Hub, Customisation, and Rights and Interests".

此外，本集團制定並實施《保潔外包工作監管制度》《建業物業招標採購管理制度》《禮兵外包工作監管制度》及《綠化養護外包監管制度》，明確外包服務管理的工作標準和考核標準，持續加強監管、保障現場服務品質；制定並實施《業主入住辦理作業規程》及《交房管理規範》，為業主快速、有序地辦理入住手續，實現順利交房以及制定並實施《建業物業績效管理制度》，對各崗位的核心工作開展約束和考核。

建業君鄰會

建業君鄰會(下稱「君鄰會」)自2016年成立，是建業客戶共享新型生活方式的服務平台，通過整合優質特色服務資源，夯實服務基礎，為會員提供更加精細化的服務。截至2020年12月31日，君鄰會已在全省發展22,000餘名會員，組織5,400餘場會員活動，會員參與約81,000+人次。我們致力於為建業VIP客戶提供高端的定製化個性服務及增值服務，構建日益完善的包括「部落、智匯、定製、權益」四大服務板塊的君鄰幸福系統。

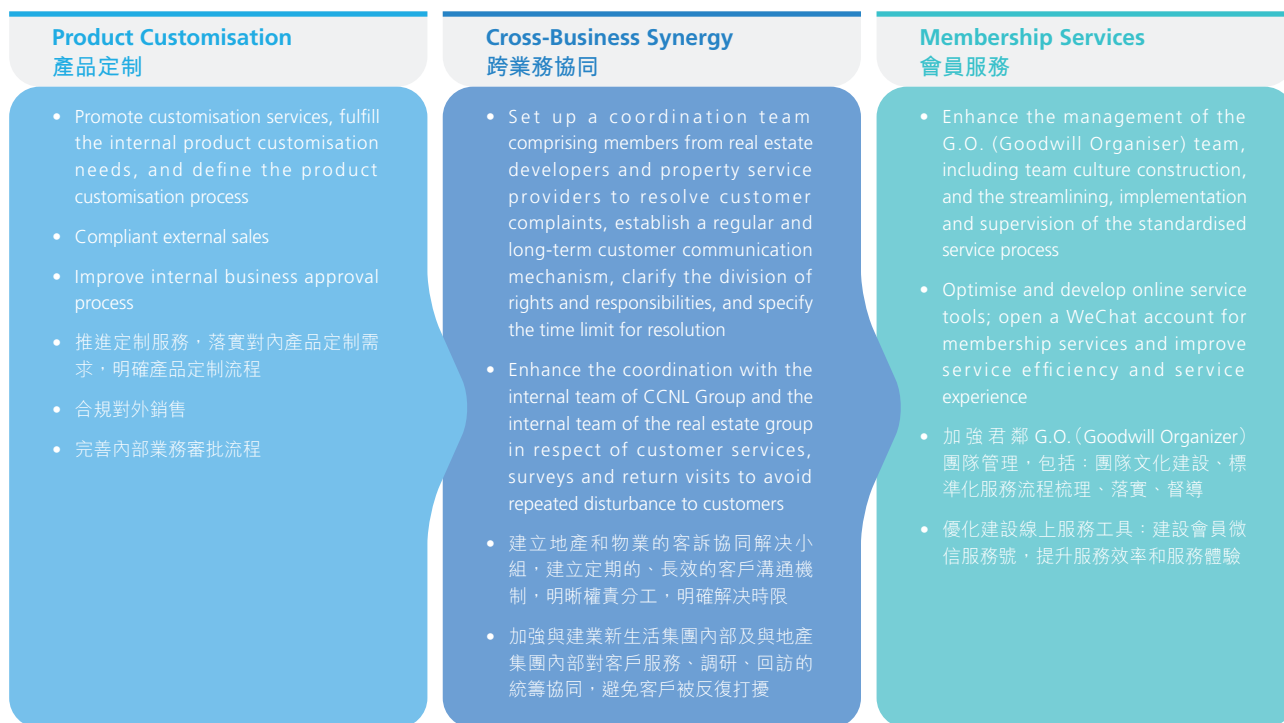


BLUEPRINT OF CCCC HAPPINESS SYSTEM

君鄰幸福系統藍圖

The Group has formulated and implemented the Plan for Improving the Satisfaction of Membership Services (《會員服務滿意度提升方案》), which sets out clear provisions for the product customisation process, business approval process and membership management process, etc., to improve product details and optimise service processes, implemented the CCCC's Regulations for the Management of Customer Complaints (《君鄰會客戶投訴管理規範》) and the Rules for the Handling and Management of Complaints and Opinion Feedback from CCCC Property Owners (《君鄰大院業主投訴及意見反饋處理管理細則》), and continued to provide members with precise and high-quality services by establishing a professional member management team and upgrading online service tools.

本集團制定並實施《會員服務滿意度提升方案》，對產品定製流程、業務審批流程、會員管理流程等內容進行明確規定，以完善產品細節、優化服務流程，並完善落實《君鄰會客戶投訴管理規範》及《君鄰大院業主投訴及意見反饋處理管理細則》，通過設立專業會員管理團隊和升級線上服務工具等措施，持續為會員提供精準、優質的服務。



PLAN FOR IMPROVING THE SATISFACTION OF CCCC MEMBERSHIP SERVICES

君鄰會員服務滿意度提升方案

(2) Lifestyle services

The Lifestyle services of the Group include the products and services provided by “Jianye+”, travel services, and management services provided by Cuisine Henan Foodcourts, which are dedicated to satisfying the comprehensive and diversified needs of customers for clothing, food, housing and transportation to create a better living space.

“Jianye+” platform

The “Jianye+” platform is an O2O one-stop service platform which integrates the internal and external, online and offline resources of the Group in order to provide customers with convenient and affordable goods and services. The “Jianye+” platform has established a sound quality control mechanism, which regulates the work standards in many aspects from products, user services to platform operations.

(2) 生活服務

本集團的生活服務包括「建業+」提供的產品及服務、旅遊服務以及建業大食堂提供的管理服務，致力於滿足客戶衣、食、住、行等全方位多元化的需求，營造美好生活空間。

「建業+」平台

「建業+」是一個O2O一站式服務平台，整合了本集團內部及外部、線上及線下資源，旨在為客戶提供便捷、實惠的商品及服務。「建業+」平台已建立完善的質量管控機制，規範了從產品、用戶服務到平台運營等諸多方面的工作標準。

Products
產品

- ✓ Formulate various internal policies such as the Management Rules for Member Rights and Interests and Packages Launched on “Jianye+” Platform (Trial) (《「建業+」平台會員權益及套餐上架管理細則(試行)》), the Management Rules for the Shopping Mall on “Jianye+” Platform (《「建業+」平台優選商城管理細則》) and the Provisions on Defective Products, Unsalable Products and Returns (《殘次品、滯銷品、退貨條款》) to strictly regulate the **standards for launching products online** and the review mechanisms and return procedures for such products, requiring that products that do not meet the requirements for online release shall be returned for rectification;
- ✓ Formulate **product selection standards** and set up a product selection team to strictly control the product selection process, standardise the service process, and provide users with the products and services of the highest quality;
- ✓ Regularly check the products and services launched on the platform on a random basis to ensure that the **quality of the products and services** launched on the platform meet the relevant requirements.
- ✓ 制定《「建業+」平台會員權益及套餐上架管理細則(試行)》《「建業+」平台優選商城管理細則》及《殘次品、滯銷品、退貨條款》等內部政策，嚴格規範**產品上架標準**、審核機制以及退貨流程，退回整改不符合上線發布要求的產品；
- ✓ 制定**產品優選標準**並成立選品小組，嚴格把控選品環節，規範服務流程，為用戶提供最優質的產品和服務；
- ✓ 定期抽查平台已上架的產品和服務，確保已上架的**產品和服務質量**符合相關要求。

Services
服務

- ✓ Formulate and standardise the **speech skills and service procedures** at each stage of service, and clarify the service standards in order to ensure the provision of the best services;
- ✓ Establish mechanisms such as **overtime compensation, refund after expiration and at any time and advance compensation**, to maximise the protection of users' rights and interests, and put user experience in priority;
- ✓ Regularly carry out **special trainings on service quality** including basic codes of conduct, standard business reception etiquette and procedures, and customer complaint receipt and management methods.
- ✓ 為保證提供的服務最優，在服務的每個階段均制定並規範**話術及服務流程**，明確服務標準；
- ✓ 設定**超時賠付、過期退隨時退、先行賠付**等機制，保障用戶權益最大化，以用戶體驗為先；
- ✓ 定期開展包括基本行為規範、標準的商務接待禮儀及流程、客訴接待管理辦法等內容在內的**服務品質專項培訓**。

Self-operation
自運營

- ✓ Formulate various internal policies such as the Management Rules for the Operation of “Jianye+” Platform (Trial) (《「建業+」平台運營管理細則(試行)》) and the Management Rules for the Operation Matters of “Jianye+” Platform (Trial) (《「建業+」平台經營類目管理細則(試行)》) to standardise the **online operating behaviors** of various operating entities;
- ✓ Establish strict requirements and standards for the release of content, and the system will **automatically review** key words and expressions;
- ✓ Adopt an **appointment system** for the key advertising spaces on the platform to maximise the effective promotion of various operating entities.
- ✓ 制定《「建業+」平台運營管理細則(試行)》及《「建業+」平台經營類目管理細則(試行)》等內部政策，規範各運營主體的**線上運營行為**；
- ✓ 對於內容的發布制定嚴格的要求標準，系統對關鍵字、詞進行**自動審查**；
- ✓ 平台重點廣告位採取**預約制度**，最大化保證各運營主體的有效宣傳。

QUALITY MANAGEMENT AND CONTROL MECHANISM OF “JIANYE+” PLATFORM
「建業+」平台的質量管控機制

Special trainings on service quality

During 2020, the “Jianye+” Service Centre carried out a total of 8 special trainings on quality improvement, including the basic code of conduct, standard business reception procedures and business etiquette, management methods for customer complaint reception and other aspects. At the same time, it inspected and supervised the service quality of the service centre in four forms, i.e. online video inspection, telephone spot check, online questionnaire and offline paper test, with an aim to improve user experience and user satisfaction.

服務品質專項培訓

截至2020年內，「建業+」服務中心累計開展8場品質提升專題培訓，包含基本行為規範、標準商務接待流程及商務禮儀、客訴接待管理辦法等幾個方面。同時通過在線視頻檢查、電話話術抽查、線上問卷、線下紙質考試等四種形式對服務中心的服務品質做出檢查與監督，旨在提升用戶體驗和用戶滿意度。

Cuisine Henan Foodcourts

Adhering to the policy and principle of “discovering, protecting, inheriting and promoting” the traditional specialties and snacks in Central China, the Group has formulated and implemented various internal policies, including the Product Pricing and Price Adjustment Management System of Cuisine Henan Foodcourts (《建業大食堂產品定價及調價管理制度》), the Management Rules for the Merchant Selection of Cuisine Henan Foodcourts (《建業大食堂招商管理細則》), the Customer Management System (《客戶管理制度》), the Collection Standards and Preferential Policies for the Service Fees for Merchant Management (《商家管理服務費收取標準及優惠政策》) and the Regulations on the Daily Management of Merchants (《商家日常管理條例》), to strengthen merchant selection management, clarify merchant selection standards and requirements, regulate merchant entry, evaluation and withdrawal procedures, and stabilise Cuisine Henan Foodcourts’ product pricing, regulate the management of merchants and customers, and effectively improve the staff’s awareness of customer management and customer satisfaction.

建業大食堂

秉承「發掘、保護、傳承、光大」中原傳統特色名吃、小吃的八字方針原則，本集團制定並實施《建業大食堂產品定價及調價管理制度》《建業大食堂招商管理細則》《客戶管理制度》《商家管理服務費收取標準及優惠政策》及《商家日常管理條例》等內部政策，以加強招商管理，明確招商標準和要求，規範商家入駐、評價、撤場流程，穩定建業大食堂產品定價，規範商戶及顧客管理，有效提高員工的客戶管理意識及顧客的滿意度。



INITIATIVES FOR THE MANAGEMENT AND CONTROL OF SERVICE QUALITY IN CUISINE HENAN FOODCOURTS
建業大食堂服務品質管控舉措

Unified purchase and supply of food materials in Cuisine Henan Foodcourts

In 2020, in order to ensure the safety and quality of the food sold, and achieve the unified purchase and supply of food materials, in Cuisine Henan Foodcourts, and to further explore the path to the successful upgrade of food materials for a catering company, the Group entered into a strategic cooperation agreement with Xinyuan additive-free soybean oil to form a strong alliance to contribute to the health upgrade of Henan's catering market, and jointly promote the improvement of food safety and quality.

食堂食材的統購統供

2020年，為了保證建業大食堂所售食品的安全性及品質，實現食堂食材的統購統供，進一步探索餐企食材升級成功之路，本集團與與鑫苑無添加大豆油達成戰略合作協議，強強聯合為河南餐飲市場的健康升級共同努力，共同推動食品安全及品質提升工作。



SCENE OF CUISINE HENAN FOODCOURTS ENTERING INTO STRATEGIC COOPERATION AGREEMENT
WITH GRAIN OIL SUPPLIER XINYUAN SOYBEAN OIL
建業大食堂與糧油供應商鑫苑大豆油戰略合作協議簽訂現場

(3) Commercial property management and consultation services

The Group's commercial property management and consultation services comprise hotel management, commercial asset management and cultural tourism complex management. For hotels, we manage a hotel's overall operations, supervise the operations performed by operator and provide consultancy services. For commercial asset management, we provide pre-opening consultation and operation services during the preparation and operation periods. For cultural tourism complex management, our services include overall operations and consultancy services. We strive to help our clients achieve asset value appreciation and sustainable development in each area.

The Group regularly conducts various audits for the hotels under entrusted management and self-operated hotels, and plans to promulgate the Plan for Assuring Operational Service Quality (《運營服務品質保障計劃書》) in 2021 to coordinate and control the overall service quality of its hotels at the group level to ensure the high levels of products and services.

(3) 商業資產管理及諮詢服務

本集團的商業資產管理及諮詢服務包括酒店管理、商業資產管理及文化旅遊綜合體管理。就酒店而言，我們管理酒店的整體運營、監督運營商的運營並提供諮詢服務；就商業資產管理而言，我們提供開業前顧問諮詢、籌備期及運營期管理服務；就文化旅遊綜合體管理而言，我們的服務包括整體運營及諮詢服務。我們力求幫助客戶在各領域實現資產價值增值及可持續發展。

本集團定期對委託管理酒店及自營酒店開展各項審計工作，並計劃於2021年出台《運營服務品質保障計劃書》，從集團層面統籌把控旗下各酒店的整體服務質量，確保產品與服務的高水平。

Cooperated with China Pingmei Shenma Group to build Zhengzhou into a regional financial and business centre

On 24 September 2020, the Group entered into a cooperation agreement with China Pingmei Shenma Group to provide it with consultation services and subsequent property investment invitation and leasing, operation and management services. In line with the principles of “strong alliance, complementary advantages, sincere cooperation and joint development”, the two parties will work together to enhance the financial agglomeration function of Zhengdong New District and expand the comprehensive financial market, with a view to promoting the construction of the Central China Economic Zone and building Zhengzhou into a regional financial centre.

攜手中國平煤神馬集團助力打造鄭州區域性金融商務中心

2020年9月24日，本集團與中國平煤神馬集團簽訂合作協議，為其提供顧問諮詢及後期物業招商租賃、運營和管理服務。雙方本著「強強聯合，優勢互補，真誠合作，共同發展」的原則，攜手助力提升鄭東新區的金融集聚功能、擴大金融綜合市場，以期推動中原經濟區建設並打造鄭州區域性金融中心。



SCENE OF ENTERING INTO COOPERATION AGREEMENT WITH CHINA PINGMEI SHENMA GROUP
與中國平煤神馬集團簽訂合作協議現場

2. Develop Smart Services

With the changes in people's pursuit and the development of technology and the Internet of Things, smart communities are experiencing booming development. The Group always focuses on the needs of customers, continuously improves the level of intelligent community management, and promotes the iterative upgrade and continuous extension of products and services through technology, so as to provide property owners in the communities with a fully intelligent life experience.

(1) Construct intelligent communities

The Group is customer-centric, and the advantage of the Internet and big data technology and the integration of online and offline resources to build a smart service system consisting of "platform (intelligent property management platform) + terminal ("Jianye+" APP, "Jianye Home" APP and Blue Shield Cloud) + Digital Command Centre + Call Command Centre", to realise unified service portal, unified command and dispatch and unified management standards, promote the big data support and scientific decision-making in the process of property management and service, and contribute to the digital transformation and technology empowerment of intelligent communities.

Intelligent property management platform

The Group has established a full-line intelligent property management platform integrating the functions of customer service, customer relationship management, work order management, equipment management, quality management and cost calculation, to promote the online operation of business management and business data, and effectively improve the efficiency of property management at the levels of "headquarters-regions-areas". As of 31 December 2020, the intelligent property management platform had covered 270 communities under the management of the Group, and effectively improved our service response speed and level in the course of property management.

2. 打造智慧服務

隨著人們追求的變化、科技和物聯網的發展，智慧社區正在蓬勃發展。本集團始終圍繞客戶的需求，不斷提升社區智能化管理水平，通過技術推進產品服務的迭代升級和不斷外延，為小區業主帶來全智能的生活體驗。

(1) 建設智能社區

本集團以客戶為中心，借助互聯網與大數據技術，線上與線下相融合，搭建「平台(智能化物業管理平台)+端(「建業+」APP、「建業家」APP、藍盾雲)+數字指揮中心+呼叫指揮中心」組成的智慧服務體系，實現統一服務入口、統一指揮調度、統一管理標準，促進物業管理與服務過程中的大數據支撐與科學決策，助力智能社區的數字化轉型與科技賦能。

智能化物業管理平台

本集團已建立包括客戶服務、客戶關係管理、工單管理、設備管理、品質管理、費用計算等功能在內的全線條智能化物業管理平台，促進業務管理和業務數據的線上化，有效提高了「總部—大區—片區」物業管理的工作效率。截至2020年12月31日，智能化物業管理平台已覆蓋本集團在管的270個小區，有效提升了我們在物業管理實踐中的服務響應速度與水平。

Intelligent Innovation of Property Butler Service

Under the support of the three-level butler system consisting of butler assistants, caring butlers and platinum butlers to provide property owners with a happy and convenient life experience, and carry out intelligent innovation from the three aspects of property reporting and repair work order processing, online housekeeping services and intelligent access control message notification service by virtue of technology:

物業管家服務的智能創新

本集團依託管家助理、貼心管家、鉑金管家三級管家體系，為業主提供幸福和便捷的生活體驗，並借助科技賦能，從物業報事報修工單處理、家政線上服務及智能門禁消息通知服務三個方面開展智能創新工作：

Processing of property report and repair work orders 物業報事報修工單處理

- Property owners upload maintenance needs through the "Jianye+" platform to realise repair reporting online;
- Record, follow up, process, and provide feedback on the property owner's needs through the work order management function of the intelligent property management platform;
- Maintenance personnel accepts dispatched tasks or directly compete to take dispatched orders on the staff terminal of Jianye (建業家) APP;
- The maintenance progress and completion status can be tracked continuously on the platform to facilitate management.
- 業主通過「建業+」平台上傳維修需求實現在線報修；
- 通過智能化物業管理平台的工單管理功能記錄、跟進、處理、反饋業主需求；
- 維修人員在建業家員工端APP端接受派工任務或直接搶接派工單；
- 維修進度和完工情況可在平台上持續追蹤，便於管理。

Online housekeeping services 家政線上服務

Various functions such as online application for housekeeping services, online appointment of service time, communication on housekeeping work arrangement and order assignment can be realised through the four terminals of the online housekeeping service business, namely the user terminal, the worker terminal, the general property management back office and the service back office (regional cleaning companies).

通過家政服務線上業務的四個終端，用戶端、工人端、物業總管理後台和服務商後台（區域保潔公司），來實現線上家政服務下單申請、在線預約服務時間、家政工作安排溝通、訂單指派等功能。

Intelligent access control message notification service 智能門禁消息通知服務

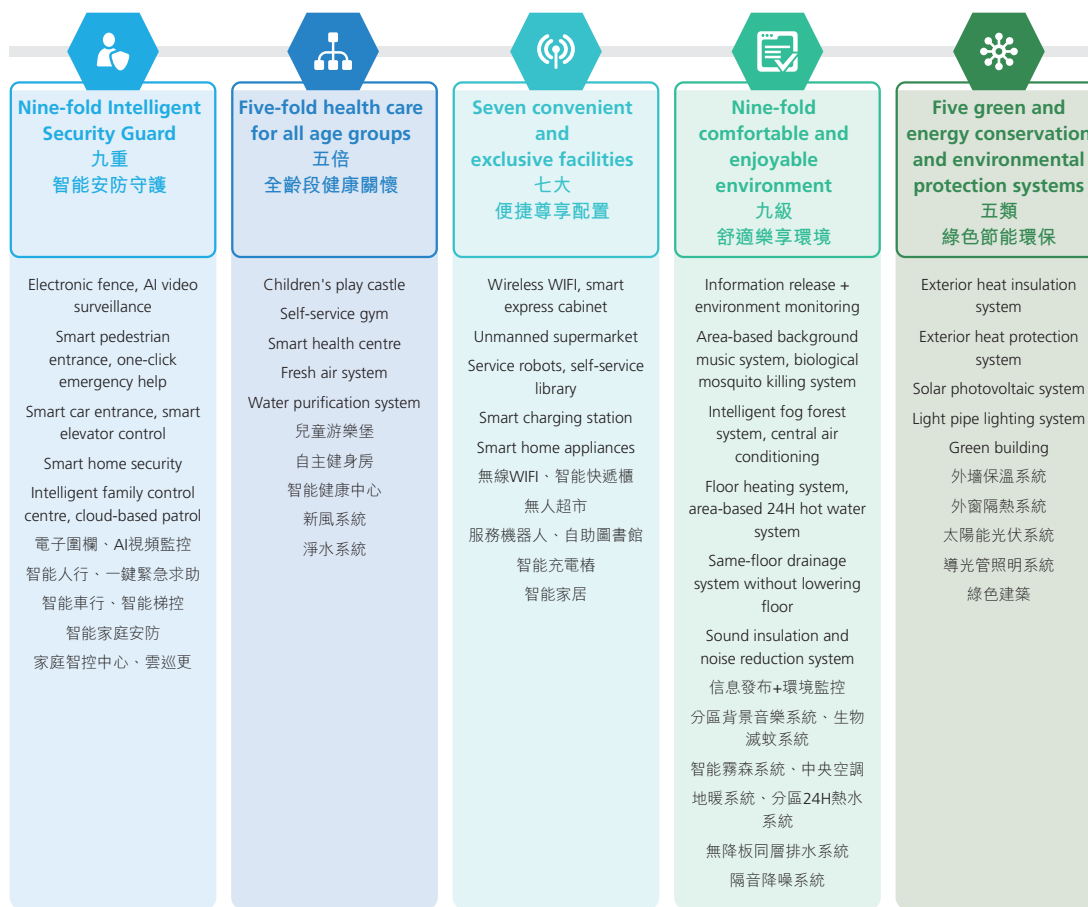
- The property owners enter and exit the communities through the face-recognition access control system, and enjoy the message notification service on the "Jianye+" platform, and can also obtain the information of the followers' entry and exit by setting the property owner's access control followers;
- The property owners obtain the express information notification through the platform;
- The property owners' exclusive service butlers provide caring services based on the property owners' entry into and exit from the communities.
- 業主通過人臉識別門禁系統進出小區，且在「建業+」平台獲得消息通知服務，也可通過設置業主門禁關注人獲取關注人進出小區信息；
- 業主通過平台獲得快遞信息通知；
- 業主專屬服務管家根據業主進出小區情況提供關懷服務。

Smart communities

The Group has initiated the concept of “smart communities” that are “safer, healthier, more convenient, more comfortable, and more environmentally friendly”, systematically analysed the application of each functional sub-item, including “nine-fold intelligent security guard”, “five-fold health care for all age groups”, “seven convenient and exclusive facilities”, “nine-fold comfortable and enjoyable environment” and “five green and energy conservation and environmental protection systems”, covering all aspects of the life of property owners in the communities, and are committed to providing property owners with overall solutions for intelligent community, and realising the goal of “integrating management in service and achieving management in service” in practice.

智慧社區

本集團開創性地提出了「更安全，更健康，更便捷，更舒適，更環保」的「智慧社區」理念，並系統性地對各功能子項進行了應用分析，包含「九重智能安防守護」、「五倍全齡段健康關懷」、「七大便捷尊享配置」、「九級舒適樂享環境」以及「五類綠色節能環保」等具體內容，涵蓋了社區業主生活的方方面面，致力為業主提供智能園區整體解決方案，真正實現「寓管理於服務之中，在服務中實現管理」。



CONCEPT OF “SMART COMMUNITIES”
「智慧社區」理念

Henan Aiou Electronic Technology Co., Ltd. ("Aiou Technology"), a subsidiary of the Group, is a leading intelligent integrated service solution provider in Central China, and provides comprehensive service solutions in the fields of smart buildings, smart health care, smart energy, smart fire protection and smart marketing under the support of the core technologies such as Internet, Internet of Things, artificial intelligence, cloud computing and big data application. In 2020, Aiou Technology had been gradually developing smart products and services in relation to "smart communities", including:

本集團旗下河南艾歐電子科技有限公司(「艾歐科技」)是中原地區領先的智能化綜合服務方案提供商，以互聯網、物聯網、人工智能、雲計算、大數據應用等技術為核心，提供智慧建築、智慧康養、智慧能源、智慧消防、智慧營銷等領域在內的綜合服務方案。2020年，艾歐科技正在逐步搭建與「智慧社區」相關的智能產品與服務，包括：

Intelligent elevator control 智能梯控



Facial recognition can be used to call elevators. Property owners can call elevators and identify floors without pressing the floor number, so that the elevator can reach the designated floor directly. The optimisation from the traditional mode of "people waiting for elevators" to "elevators waiting for people" enables the property owners to enjoy the pleasure for dominating their lives.

人臉識別聯動呼梯，業主無需按下樓層號，就可以進行呼梯和識別樓層，令電梯直抵制定樓層，從傳統「人等電梯」優化到「電梯等人」，為業主帶來支配生活的快感。

Intelligent healthcare centre 智慧康養中心



Equipped with rehabilitation physiotherapy, health inspection and other intelligent medical facilities, it provides various healthcare services such as chronic disease management and prevention, sub-health recovery, post-cure recovery, Chinese medicine conditioning and psychological consultation, so that property owners can enjoy high-end medical resources and meet the healthcare needs of community residents.

配套有康復治療、健康體檢等智慧醫療設施，提供慢病管理與預防、亞健康恢復、愈後恢復、中醫調理、心理諮詢等健康服務，讓業主享受高端醫療資源，滿足社區居民健康需求。

Self-service library 自助圖書館



The 24-hour self-service library in the community is equipped with facial recognition system, digital book lending machine, and self-service book lending and returning system equipment. The property owners in the community can freely enter and exit the library, and conduct self-service book borrowing and returning without noise disturbance, and they are allowed to enter this mini library by scanning their faces to start enjoying immersive reading.

24小時社區自助，配置有人臉識別系統，數字借閱機，還有自主借還系統設備，園區業主可自由出入圖書館，自助借還，不被喧囂打擾，只需刷臉就能進入這個迷你圖書館，開啟沉浸式的閱讀模式。

Smart express cabinet 智能快遞櫃



Property owners can pick up their packages 24 hours a day by tapping their mobile phone to open the container, and the express packages can be collected in just a few seconds. Smart operation brings convenient and fast service. One item is put into one container with one password, extinguishing the "last mile" of express delivery, and allowing owners to enjoy the intelligent and convenient services in a modern society.

24小時全天自助取件，輕觸手機打開貨櫃，只需幾秒鐘快遞即可收取完畢，智能操作，方便快捷。一物一櫃一密碼，填補了快遞「最後一公里」，讓業主享受現代化社會的智能便利服務。

Unmanned supermarket 無人超市



The supermarket occupies a small area but has a complete variety, including food, furniture and daily commodities, and applies the technologies and functions of facial recognition and gravity-sensing autonomous cash register to achieve 24-hour monitoring without blind spots. Property owners can enter the supermarket, select goods, and make settlement through self-service in the whole process just with a mobile phone.

超市佔地不大但種類齊全，包括食品、家居日常等商品，並運用人臉識別、重力感應自助收銀的技術功能，實現24小時360度無盲區監控，業主進超市、選商品、結算全程自助，通過一部手機即可搞定。

Community background music 社區背景音樂



The system can be set to play different background music in different time periods and in different areas to meet the functional requirements of each area of the community. At the same time, it is also a broadcasting system that can send warm reminders to the property owners in time when there are occasional incidents or important information to be conveyed.

系統可以設置在不同時段、不同區域播放不同的背景音樂，滿足小區各個區域的功能要求，同時，它還是一個廣播系統，在偶發狀況或者重要信息要傳達時，及時為業主帶來溫馨的提醒。

SCENARIOS FOR PROVIDING INTELLIGENT PRODUCTS AND SERVICES

智能產品與服務提供場景

As of 31 December 2020, the Group had launched the “Intelligent Community Access System” in 109 communities, to allow property owners to go inside and outside more conveniently by virtue of algorithms and AI face recognition technology; and launched the “Remote Building Monitoring System” in 119 communities to realise remote monitoring and management of facilities and equipment, reduce inspection frequency, and improve management efficiency.

截至2020年12月31日，本集團已於109個小區上線「社區智能通行系統」，借助算法和AI人臉識別技術，讓業主出行更加從容；並於119個小區上線「遠程樓宇監控系統」，實現對設施設備的遠程監控與管理，精減巡檢頻次，提升管理效率。

Entered into a strategic cooperation agreement with Huawei to actively build new smart communities

On 13 August 2020, the Group entered into a strategic cooperation agreement with Huawei Technologies Co., Ltd. (hereinafter referred to as “Huawei”), pursuant to which, the scope of cooperation determined by the two parties includes digital corporate transformation, smart communities and ICT (Information and Communication Technology) infrastructure. This agreement integrates CCNL’s advanced concept of smart community construction and Huawei’s ICT technology to jointly carry out research on relevant standards and new infrastructure in the field of smart cities, which is carried out and implemented by Aiou Technology, a subsidiary of the Group, and has started from the “Central China • Blue Sea Zhengfeng” project to jointly create a new intelligent life scenario in the future.

與華為簽訂戰略合作協議，積極建設新型智慧園區

2020年8月13日，本集團與華為技術有限公司（下稱「華為」）簽訂戰略合作協議，雙方確定的合作內容包括企業數字化轉型、智慧園區和ICT（「信息通信技術」）基礎設施。此次簽約通過整合建業新生活自身先進的智慧社區建設理念與華為ICT技術，共同開展面向智慧城市領域相關標準和新型基礎設施的研究，並由本集團旗下艾歐科技推進執行，率先在「建業·藍海鄭風項目」啓動，聯合打造未來智慧新型生活場景。



SCENE OF CONTRACTING WITH HUAWEI
與華為簽約現場



SCENE OF BLUE SEA ZHENG FENG PROJECT LAUNCH EVENT
藍海鄭風項目啓動儀式現場

(2) Intellectual property protection

The Group strictly abides by the laws and regulations such as the Trademark Law of the People's Republic of China (《中華人民共和國商標法》), the Copyright Law of the People's Republic of China (《中華人民共和國著作權法》), and the Patent Law of the People's Republic of China (《中華人民共和國專利法》) to regulate application, registration, filing, change of ownership and related information management of intellectual property rights, and has implemented relevant regulations through training promotion and continuous monitoring. At the same time, the Group formulates an annual intellectual property management plan every year, and designates a dedicated person to be responsible for implementation and supervision, so as to actively protect its legitimate rights and interests.

As of 31 December 2020, the Group had obtained a total of 219 intellectual property rights, including 7 patents, 57 trademarks, 124 software copyrights, and 31 domain names.

3. Contribute to a Contented Life

The Group focuses on protecting the legitimate rights and interests of customers, responding to customers' needs in a timely manner, safeguarding customers' safety, maintaining effective communication with customers, maintaining a harmonious relationship with customers, and enhancing customers' satisfaction and brand recognition.

(1) Respond to customers' needs

Adhering to the work tenet of "Customers Foremost, Service First", the Group focuses on the needs of customers at different stages to embody ingenuity in service and build the future with sincerity.

(2) 保護知識產權

本集團嚴格遵守《中華人民共和國商標法》《中華人民共和國著作權法》及《中華人民共和國專利法》等法律法規，規範知識產權的申請、註冊、登記、權屬變更以及相關信息管理，並通過培訓宣貫和持續監控落實有關規定的執行。同時，本集團每年制定知識產權管理年度計劃，並設立專人負責實施和監督，積極保護自身合法權益。

截至2020年12月31日，本集團已獲得的知識產權數量共計219件，其中專利7件、商標57件、軟件著作權124件、域名31件。

3. 助享樂業安居

本集團注重保障客戶合法權益，及時響應客戶需求，守護客戶安全，與客戶維持有效的溝通交流，與客戶維繫的和諧關係，提升客戶的滿意度及品牌認同感。

(1) 響應客戶需求

本集團本著「客戶至上，服務第一」的工作宗旨，通過聚焦客戶不同階段的需求，育匠心於服務，以真誠築未來。

Communicate on customers' demand

In order to respond to customers' needs in a timely manner and improve customers' satisfaction, the Group continues to explore operation and management models, and has established various customer communication channels including telephone, WeChat, and face-to-face communication. Central China Property Call Command Centre actively introduced the 24-hour service hotline, and customers can enjoy one-stop, blind-spot-free services by dialing 400-9617777, such as night repairs, consultations, and complaints. At the same time, the Central China Property Call Command Centre will arrange designated personnel to track, process, and provide feedback in response to incidents, to achieve unified service portal, unified command and dispatch, unified management standards, all-staff linkage and resource allocation, thus achieving enhancement of service efficiency and real-time monitoring of service quality.

客戶需求溝通

為及時響應客戶需求、提高客戶滿意度，本集團不斷探索運營和管理模式，已建立包括電話、微信、面對面溝通等多種客戶溝通渠道。建業物業呼叫指揮中心積極煥新升級24小時服務熱線，客戶可以通過撥打400-9617777享受一站式、無盲點的服務，如夜間報修、諮詢、投訴等。同時，建業物業呼叫指揮中心會針對受理事件，安排專人跟蹤、處理、反饋，實現統一服務入口、統一指揮調度，統一管理標準，全員聯動，資源調配，實現服務效率高效提升，服務質量實時監控。



24-hour hotline

24小時熱線

Answer calls from property owners 24 hours a day, and deal with the problems reported by the property owners in the calls.

24小時接聽業主來電、對業主來電問題進行處理。



Butler service

管家對接

Communicate with property owners on WeChat or phone during the work period to deal with property owners' problems, and inform the property owners of the work status.

工作期間與業主進行微信或電話溝通，處理業主問題，向業主宣傳工作情況。



Customer Reception Day

客戶接待日

Receive property owners and accept and handle the problems reported by them.

接待來訪業主，受理業主反映的問題。



Daily return visit

日常回訪

Actively visit property owners to understand their needs, solicit their opinions, and solve their problems.

主動拜訪業主，了解業主需求，徵求業主意見，解決業主問題。

MULTIPLE CUSTOMER COMMUNICATION CHANNELS

多渠道客戶溝通方式

Roast at “Jianye+” Service Centre

The “Jianye+” Service Centre holds a “Roast” every quarter to collect users’ requests and opinions on the services and products of the “Jianye+” platform in a timely manner, and maintain a close contact with users to help us discover the weak links in platform management, and continue to improve our management level. As of 31 December 2020, the “Roast” activity had covered 92 communities in Henan Province, with a total of more than 2,500 participating users.

「建業+」服務中心吐槽大會

「建業+」服務中心每季度舉辦一次「吐槽大會」，及時收集用戶對「建業+」平台服務與產品的訴求與意見，與用戶保持緊密聯繫，以協助我們發現平台管理的薄弱環節，持續提升自身管理水平。截至2020年12月31日，「吐槽大會」活動已覆蓋河南省92小區，累計參與用戶2,500餘人。

The Group conducts customer satisfaction surveys every year, mainly for the property owners of the Group’s asset-heavy residential projects, and customises survey plans based on the types of customers served and product content to define the specific content and time nodes of customer satisfaction surveys, and achieve targeted improvement continuously. In 2020, the “Jianye+” Service Centre conducted customer satisfaction surveys in the form of online questionnaires, with a total of 30,599 people participating in the surveys, and an average satisfaction score of 91 points.

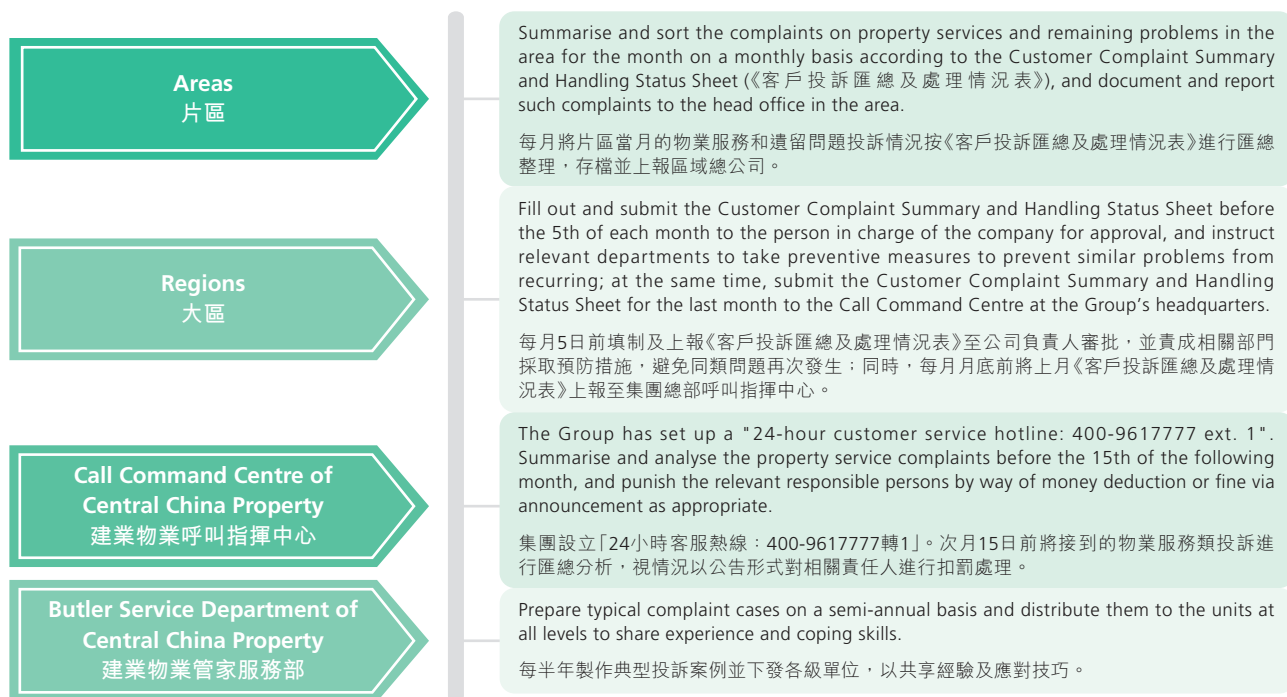
本集團於每年度開展客戶滿意度調查，主要針對集團重資產住宅項目的業主開展並依據服務客戶類型和產品內容定製調查計劃，用於定義客戶滿意度調查的具體內容和時間節點，實現有的放矢的持續改進。2020年度，「建業+」服務中心以線上問卷形式開展客戶滿意度調研工作，獲得累計30,599人次參與調研，平均滿意度91分。

Handling of customer complaints

The Group fulfills its promise of “keeping its words and taking its responsibilities”, and properly handles customers’ complaints and feedback to effectively protect the interests of customers, and avoid vicious complaints and group complaints. We strictly abide by the Law of the People’s Republic of China on the Protection of Consumers’ Rights and Interests (《中華人民共和國消費者權益保護法》) and other laws and regulations, and comply with the related requirements of the Management Rules of CCRE Group for the Handling of Customer Complaints (《建業集團客戶投訴處理管理細則》), the Management System of Central China Property for Handling Complaints (《建業物業投訴處理管理制度》), the Special Management Measures for Customer Complaints of Agricultural Companies (《農業公司客戶投訴專項管理辦法》), the Regulations on the Operation Management of Merchants in Central China Consumers Club Brand Alliance (《建業君鄰會品牌聯盟商家運營管理規範》), the Implementation Plan of Central China Tourism for the Special Governance Action on Customer Complaints (《關於建業旅遊開展客戶投訴專項治理行動的實施方案》), the Public Opinion Management System of Central China Property (《建業物業輿情管理制度》) and the Operational Procedures for Complaint Handling (《投訴處理作業規程》) to carry out special governance actions for customer complaints. The internal systems set out clear requirements on the process and effectiveness of customer complaint handling, and the related work requirements for complaint handling to ensure timely and proper receipt and processing of customer feedback and opinions, stipulate the time limits for the return visits regarding complaint supervision orders at all levels and request dispatch orders, as well as the time limits for record entry and required completion, and scientifically classify and analyse customer complaints afterwards with an aim to continuously improve lean management and services to optimise service quality, protect the legitimate rights and interests of customers, ensure service efficiency, and better fulfill the promises to property owners.

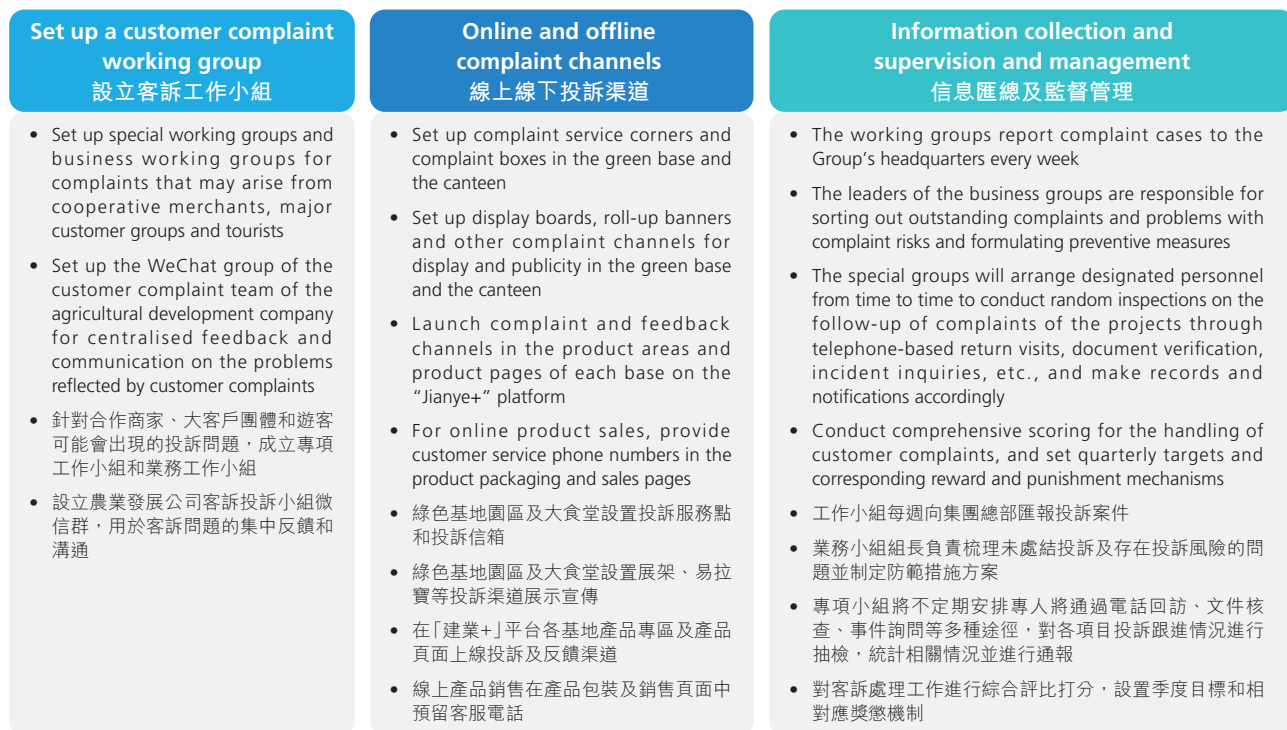
客戶投訴處理

本集團踐行「守信用，負責任」的承諾，為妥善處理客戶的投訴及意見反饋，切實保障客戶的利益，避免惡性投訴及群訴事件的發生。我們嚴格遵守《中華人民共和國消費者權益保護法》等法律法規，依據《建業集團客戶投訴處理管理細則》《建業物業投訴處理管理制度》《農業公司客戶投訴專項管理辦法》《建業君鄰會品牌聯盟商家運營管理規範》《關於建業旅遊開展客戶投訴專項治理行動的實施方案》《建業物業輿情管理制度》及《投訴處理作業規程》的相關要求，開展客戶投訴專項治理行動。內部制度對客戶投訴處理流程及成效、投訴處理相關工作要求進行了明確的規定，確保及時妥善地接收、處理客戶的反饋及意見，並且規定了各級投訴督辦令和訴求派單的回訪時限、錄入時限及要求完成時限，於事後科學地對客戶投訴進行分類及統計分析，旨在在精益化管理和服務中持續改善以優化服務品質，保障客戶合法權益，確保服務效率，更好地履行對業主的承諾。



CUSTOMER COMPLAINT MANAGEMENT MECHANISM OF THE GROUP

集團客戶投訴管理機制



SPECIAL MANAGEMENT MEASURES FOR CUSTOMER COMPLAINTS OF AGRICULTURAL COMPANIES

農業公司客戶投訴專項管理辦法

As of 31 December 2020, the number of products and service related complaints received by the main business entities of the Group and the responses thereto are as follows:

截至2020年12月31日，本集團主要業務機構接獲關於產品及服務的投訴數目及應對效果如下：

		Number of products and service related complaints received (Unit: cases) (單位：件)	Average response time for customer complaints (Unit: minutes) (單位：分鐘)	Resolution rate of customer complaints 客戶投訴解決率	Comprehensive satisfaction rate of complaint handling 綜合滿意度
Central China Property	建業物業	2,686	12	95.8%	95.0%
One Family Technology	一家科技	296	10	100.0%	100.0%

Improve customer experience

The Group initiated a special action named “brand new services and heart-felt experience” to comprehensively optimise community service standards and service quality in the aspects of cleaning, greening, order maintenance, repair and customer service, so as to take continuous actions to provide property owners with a more comfortable living environment and a newer, warmer and more harmonious community atmosphere.

提升客戶體驗

本集團發起「煥新服務，全‘心’體驗」相關專項行動，圍繞保潔、綠化、秩序維護、維修、客服等方面全面優化社區服務標準和服務質量，為向業主提供更加舒適的居住環境和更新溫暖和諧的社區氛圍而持續行動著。



COMMUNITY RENEWAL ACTION PLAN 社區煥新行動規劃安排

Smoothly implemented renovation projects of old communities

Since 2008, Central China has made a substantial investment every year to carry out the “Jade Carving Action” for communities that have been delivered for more than 3 years. By constantly listening to the voices and opinions of the property owners, it has continued to rectify the problems in community products and services, and continuously improved the living environment of the property owners and contributed to the value maintenance and appreciation of their properties by way of security upgrade and renovation, improvement of greening and road repair, etc. In 2020, the Group launched the “Jade Carving Plan” and the “Maintenance Fund Plan” to upgrade and renovate old communities. Of such projects, the “Jade Carving Plan” is expected to spend more than RMB25 million for a total of 455 renovation projects in 82 communities in 41 areas in Henan Province; and the “Maintenance Fund Plan” is expected to spend more than RMB6 million for a total of 30 renovation projects in 23 communities in 18 areas in the province. In 2020, the Group completed 455 projects under the “Jade Carving Plan” and 30 projects under the “Maintenance Fund Plan” to realise the renewal of facilities and equipment in old communities, and bring better life to property owners with better hardware facilities.

老舊小區改造項目順利開展

2008年起，建業每年投入重金，針對交房超過3年以上的社區開展「琢玉行動」，通過不斷聆聽業主的聲音和意見，針對社區產品與服務中所存在的問題持續整改，從安防升級改造、綠化改善、道路修補等方面著手，不斷改善業主生活環境，助力業主房屋保值、升值。2020年，本集團啟動「琢玉計劃」和「維修資金計劃」對老舊小區進行升級改造。其中，「琢玉計劃」預計花費2,500餘萬元，用於河南省41個片區82個小區共計455項項目改造；「維修資金計劃」預計花費600餘萬元，用於全省18個片區23個小區共30項項目改造。2020年內，本集團已完成455項「琢玉計劃」和30項「維修資金計劃」，實現老舊小區的設施設備更新，以更為優質的硬件配套為業主帶來美好生活。



“JADE CARVING” ROAD RENOVATION OF GREEN HOMELAND COMMUNITY IN SHANGQIU
商丘綠色家園路面「琢玉」改造

At the same time, the Group also carried out a series of special activities such as “Central China by Your Side”, “Star Convenience Services” and “Last One Hundred Meters” to explore the needs of the property owners, explore the community scenarios in depth, and further optimise the living experience of property owners.

與此同時，本集團亦開展「建業在身邊」「星級便民服務」及「最後一百米」等系列專項活動，發掘業主需求，深耕社區場景，進一步優化業主的居住體驗。

The “Central China by Your Side” activity

In 2020, the Group, with joint efforts across Henan Province, brought professional property management teams to provide property owners with a number of free services, including water and electrical wiring inspection, filter cleaning for air conditioners and blood pressure measurement, etc., so that property owners can enjoy considerate property services and effectively improve the level of property services.

「建業在身邊」活動

2020年，本集團於河南省全省聯動，攜專業物業管理團隊，為小區業主提供包括檢測水電氣線路、清洗空調濾網、測量血壓等多項免費服務，使業主無論身在何處，都能享受到建業物業貼心服務，有效提升物業服務水平。



PROPERTY PERSONNEL PROVIDING FREE MAINTENANCE SERVICES FOR PROPERTY OWNERS

物業人員免費為業主提供維修服務

The “Star Convenience Services” activity

In 2020, the Group continued to carry out “Star Convenience Services” activity in various communities in Henan Province, which included dozens of service items such as knife sharpening, haircutting, cloth sewing, free medical consultation, car washing, small appliance repairs, door and window repairs, weekend food market, etc., to enable the property owner to live a more convenient and comfortable life.

「星級便民服務」活動

2020年，本集團在河南省各小區持續開展「星級便民服務」活動，服務項目包括磨刀、理髮、縫補衣物、義診、洗車、小家電維修、門窗維修、週末菜市場等數十餘項豐富內容，讓業主生活更便捷、更舒心。



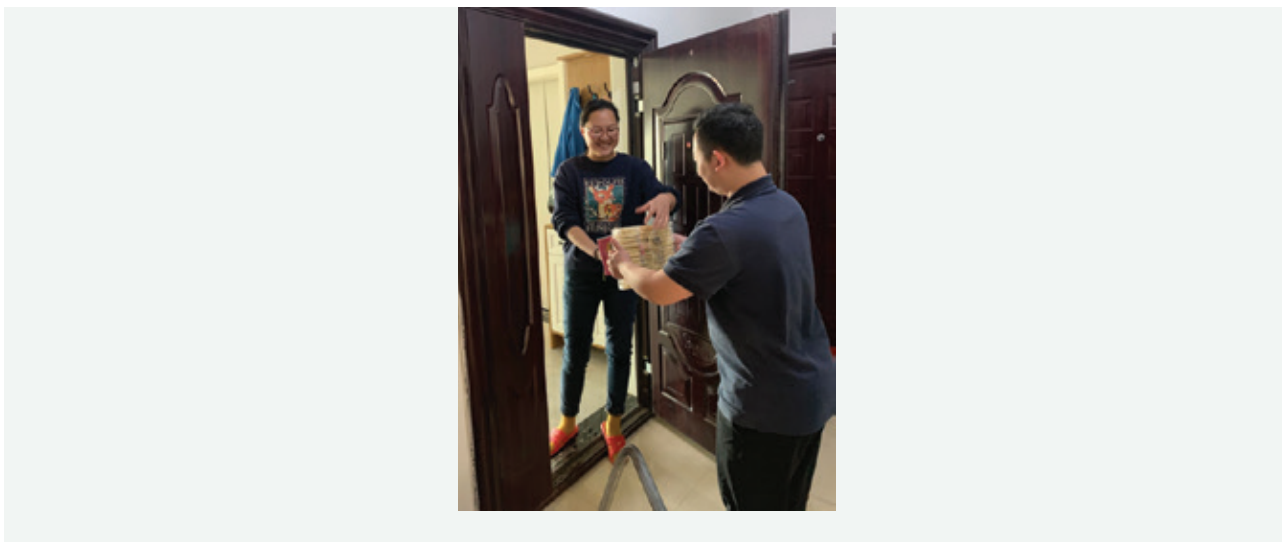
SCENES OF CONVENIENCE SERVICE DAY
便民服務日活動現場

The “Last One Hundred Meters” activity

The “Jianye+” Service Centre pays attention to the “pain points” in the life of the property owners from little things, and innovatively introduced and launched the “Last One Hundred Meters” service in the communities to provide more convenient lifestyle services for the property owners through the procurement and matters handling on behalf of property owners and door-to-door delivery. As of 24 December 2020, a total of 330,531 door-to-door deliveries had been made in Henan Province, and received unanimous praise from the property owners.

「最後一百米」服務活動

「建業+」服務中心從細微小事出發，關注業主生活中的「痛點」，創新提出並開展小區「最後一百米」服務，通過代買代辦、送貨上門，為業主提供更便捷、更方便的生活服務。截至2020年12月24日，於河南省累計送貨上門330,531次，並獲得業主們的一致好評。



DOOR-TO-DOOR DELIVERY
快遞送貨上門

(2) Guard customers' well-being

The Group always regards the rights and interests of customers as top priority, and is committed to ensuring the security and privacy of customer data and information, and practically creating a safe and harmonious community environment.

Customer information and privacy protection

The Group attaches great importance to the protection of customer information and privacy, strictly abides by the Administrative Measures for Information Security Level Protection (《信息安全等級保護管理辦法》) and the Regulations on the Security Protection of Computer Information System (《計算機信息系統安全保護條例》) and other laws and regulations, and has formulated and implemented the Rules for Information Security Management (《信息安全細則》), the Data Security Management System (《數據安全管理制度》), the Management Measures for the Operation and Maintenance of Computer Rooms (《機房運維管理辦法》), the Management for Computer Information Security (《計算機信息安全管理細則》), the Management Rules for Information System Security (《信息化系統安全管理細則》) and other internal policies, while upholding a prudent and rigorous attitude to output information to the outside, so as to ensure that customers' personal information is not leaked or abused. From the system perspective, we ensure CCNL's comprehensive information security protection in various aspects including cloud computing network security, host security, application security, data security and security situation detection; from the management perspective, we strictly control data access authorities and organise safety trainings for the staff to enhance their safety awareness. We ensure data security from both technical and management aspects to protect the Group's information security and customer privacy.

(2) 守護客戶安康

本集團始終將客戶權益擺在首位，致力於保障客戶資料信息安全及私隱，並切實營造安全和諧的社區環境。

客戶信息與隱私保護

本集團高度重視客戶信息及隱私保護，嚴格遵守《信息安全等級保護管理辦法》及《計算機信息系統安全保護條例》等法律法規，制定並實施《信息安全細則》《數據安全管理制度》《機房運維管理辦法》《計算機信息安全管理細則》及《信息化系統安全管理細則》等內部政策，秉持審慎嚴謹的態度向外界輸出信息，確保客戶個人信息不被泄露和濫用。從系統上，我們基於雲計算網絡安全、主機安全、應用安全、數據安全、安全態勢感知等多方面安全服務，建立建業新生活全面的信息安全防護；從管理上，我們嚴格控制數據權限訪問，開展員工安全培訓和提高安全意識。我們的數據安全從技術上和管理上雙管齊下，保障集團信息安全及客戶隱私。

Data access authority control
數據訪問權限管控

Strictly control data access authority and data acquisition authority, and adopt the principle of authority minimisation to prevent staff from maliciously stealing data, and to ensure traceability in the event of data leakage, and keep system access log records.

嚴格控制數據訪問權限和數據獲取權限，採用權限最小化原則，防止員工惡意盜取數據，並確保發生數據泄露時的溯源，保存系統訪問日誌記錄信息。

Security awareness training for staff
員工安全意識培訓

Carry out security awareness training for staff to help them familiarise themselves with the legal and company-level data security management systems, recognise the value of data assets, and safely handle sensitive data in their daily work.

對員工開展安全意識培訓，幫助員工熟悉在法律和公司層面數據安全管理制度，意識到數據資產價值，並在日常工作中安全處理敏感數據。

Sign staff confidentiality agreement
員工保密協議簽署

Require the resigned staff to sign the Confidentiality Agreement for Resignation of CCNL Staff (《建業新生活員工離職保密協議》), and cancel or disable the account information of the resigned staff.

要求離職員工簽署《建業新生活員工離職保密協議》，並對離職員工的賬號信息進行銷號或者禁用處理。

Implement emergency response mechanism
應急響應機制落實

Establish and improve the emergency response mechanism of the information system, and set up an emergency work group to effectively prevent, control in time and eliminate the hazards and impacts of various emergencies to the greatest extent.

建立健全信息系統的應急響應機制，並成立應急工作小組，有效預防、及時控制和最大限度地消除各類突發事件的危害和影響。

Application system data backup
應用系統數據備份

Perform data backups on the database of the application system once a day, and keep the backup files for at least four weeks; check the backup situation every week, and conduct a data recovery exercise on the backup data every quarter.

對應用系統的數據庫每天進行一次數據備份，備份文件保留至少四周；每週對備份情況進行檢查，並於每季度對備份數據進行一次數據恢復演練。

DAILY MANAGEMENT AND CONTROL MEASURES FOR INFORMATION SECURITY

信息安全日常管控措施

Customer health and community safety

The Group has formulated and implemented various internal policies and guidelines such as the Protocols and Operation Manual for Fire Safety Management (《消防安全管理規程及操作手冊》), the Management System for Fire Maintenance Suppliers (《消防維保供方管理制度》), the Management System for Elevator Maintenance Suppliers (《電梯維保供方管理制度》) and the Operation Specifications for Emergency Plans (《應急預案處理作業規範》), and exerted active efforts on fire protection safety, fire protection, elevator maintenance, order maintenance and patrols, etc. At the same time, the Group has established the commitments and goals for customer health and safety to fully protect the health and property safety of customers.

Community safety management

In 2020, the Group exerted effective control over community safety through the implementation of the “Iron Eagle” action, which included standardizing the service etiquette and service quality of ritual personnel, renovating the sentry boxes, conducting the Iron Eagle training for new forces, and inspecting hidden dangers in the communities on a daily basis, as well as carrying out fire inspection activities in the communities every month, which had all contributed to the successfully achievement of the goals of zero public security incident, zero fire incident within responsibility and zero major safety hazard. Going forward, the Group will continue to carry out the “Blue Shield” action from five aspects, i.e. maintaining the normal operation of facilities and equipment, skilled operation of staff, staff with required certificates, regular drills and timely response of emergency plans, and information-based application of facilities and equipment to safeguard customers’ health and safety.

客戶健康與社區安全

本集團制定並實施《消防安全管理規程及操作手冊》《消防維保供方管理制度》《電梯維保供方管理制度》及《應急預案處理作業規範》等內部政策及指引，積極做好消防安全、消防維保、電梯維保、秩序維護、巡邏等各方面工作，同時建立了客戶健康與安全的承諾和目標，全力保障客戶的健康與財產安全。

社區安全管理

2020年，本集團通過實施「鐵鷹」行動對社區安全進行有效管控，行動內容包括規範禮兵人員的服務禮儀與服務質量、門崗煥新、鐵鷹新動力培訓以及日常園區安全隱患排查等，並於每月開展園區消防巡檢活動，並成功實現小區責任內治安事故、責任內消防事件和重大安全隱患的零事故目標。未來，本集團將從設施設備時刻保持正常運轉、工作人員熟練操作、工作人員持證上崗、應急預案定期演練與及時響應、設施設備信息化應用5個方面持續開展「藍盾」行動，為客戶的健康和安全保駕護航。

Cooperated with the First Affiliated Hospital of Zhengzhou University to create a smart and healthy new life

On 23 December 2020, the Group, the First Affiliated Hospital of Zhengzhou University and Jianye • Blue Sea Zhengfeng held a strategic cooperation contract signing ceremony at the Blue Sea Zhengfeng's Beautiful Life Experience Centre, where the three parties formed cooperation to open a new chapter in healthy life. This strategic cooperation has brought the property owners a leading community health service centre in Henan Province, and enabled all property owners to enjoy various high-quality community medical services such as the assignment of practitioners from all divisions of the First Affiliated Hospital of Zhengzhou University, remote medical consultation services, exclusive medical services, one-stop drug delivery, caring transfer services, health consultation services and health seminars, so as to lead the property owners to a smart and healthy new life.

攜手鄭大一附院，開啓智慧健康新生活

2020年12月23日，本集團與鄭州大學第一附屬醫院（「鄭大一附院」）、建業·藍海鄭風於藍海鄭風美好生活體驗中心舉行戰略合作簽約儀式，三方攜手共譜健康生活新篇章。此次戰略合作為業主帶來了河南省領先的社區衛生服務中心，並讓全體業主享受到鄭大一附院全科醫生派駐、遠程會診服務、就診尊享服務、一站式藥物配送、貼心轉運服務、健康諮詢服務、健康講座等多項優質社區醫療服務內容，引領業主開啓智慧健康新生活。



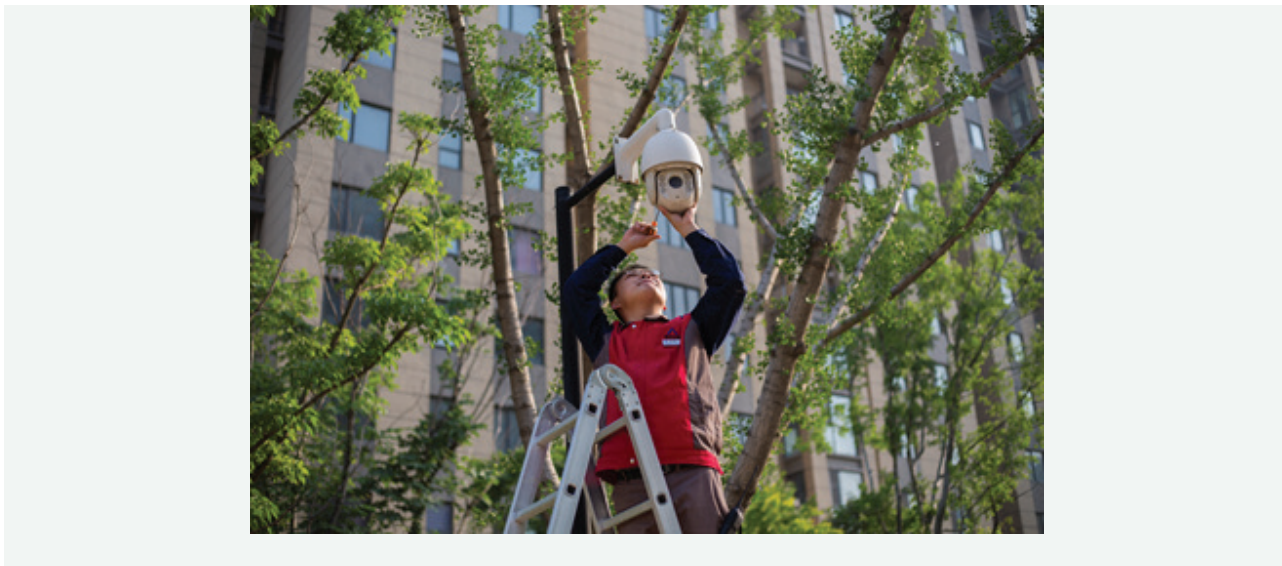
SCENE OF STRATEGIC COOPERATION CONTRACT SIGNING CEREMONY
戰略合作簽約儀式現場

Renovation of track flow facilities in communities

In August 2020, the Group launched a comprehensive equipment and facility renovation action to carry out a total of 1,071 track flow inspections for all the communities under management, making the property owners' way home safer and warmer. At the same time, we also carried out rectification and improvement on 3,042 sensitive points of experience, such as building facades, roads, basement floors, lighting facilities, unit access control, entertainment facilities and fitness equipment, with a total of 625 potential safety hazards eliminated to ensure that the property owners feel warm and peaceful in mind in every detail.

社區全動線煥新行動

2020年8月，本集團全面開展社區設備設施煥新行動，針對所有在管小區開展共計1,071次歸家動線排查，讓業主回家的路更加安全溫馨。同時，我們亦對樓宇外立面、道路、地庫地坪、照明設施、單元門禁、娛樂設施、健身器材等3,042項體驗敏感點開展整改提升，排除共計625處安全隱患，確保業主感受到每一個細節的溫情與安心。



SCENE OF SAFETY HAZARD INSPECTION IN COMMUNITY

社區安全隱患排查現場

Winter safety inspection

In November 2020, the beginning of the mid-winter season, the weather was dry, the frequency of electricity and gas consumption by property owners increased, and the safety hazards in the communities increased. In order to effectively ensure the safety in the communities and the continued stability of the security situation in the communities under management, the Group's multiple departments jointly carried out a special action for winter safety risk inspection. The action mainly included safety inspections throughout the communities, fire safety inspections, emergency drills for severe weather such as heavy snow and wind in winter, employee safety training, and winter practical training, to eliminate seasonal safety hazards in a timely manner, and enhance the staff's safety awareness and ability for risk response.

冬季安全大排查

2020年11月，進入隆冬時節，天乾物燥，業主用電、用氣等頻率增加，園區安全隱患增多。為切實做好園區安全工作，確保在管小區安全形勢持續穩定，本集團多部門聯合開展冬季安全風險排查專項行動。該行動主要包括全區各處安全檢查、消防安全檢查、冬季大雪大風等惡劣天氣應急演練、員工安全培訓、冬季大練兵等內容，以及時排除季節性安全隱患，並提升員工安全意識及風險應對能力。



SCENE OF WINTER SAFETY INSPECTION
冬季安全大排查現場

In addition, the Group actively applies intelligent community security systems, including intelligent pedestrian access system, intelligent vehicle access system, electronic fence system and intelligent mosquito control system, to build a safe living environment for customers.

此外，本集團積極應用包括智能人行系統、智能車行系統、電子圍欄系統及智能蚊控系統等在內的社區智能化安防系統，為客戶構建安全的居住環境。



Intelligent pedestrian access system 智能人行系統

Go in and out of the community by scanning face to open the door; Gates open for pedestrians automatically to achieve unconscious access.

進出小區，刷臉開門；
人到門開，無感通行。



Intelligent vehicle access system 智能車行系統

Intelligent vehicle management, high-speed identification and pole lifting and self-service payment to ensure safe access.

車輛智能管理，高速識別、抬杆，
自助繳費，安全通行。



Electronic fence system 電子圍欄系統

All-round protection in community public areas with automatic alarms for abnormal situations.

社區公共區域全方位防護，異常情況自動報警



Intelligent mosquito control system 智能蚊控系統

Intelligent mosquito control in community with ecological mosquito killing technology featured high efficiency, harmless and environmentally friendly.

社區智能蚊控，生態滅蚊技術，高效無害環保。

INTRODUCTION OF INTELLIGENT COMMUNITY SECURITY SYSTEMS

社區智能化安防系統介紹

Safety prevention and control during the COVID-19 epidemic

The Group strictly implemented the national epidemic prevention and control requirements, actively carried out various prevention, supervision and inspection work, and immediately initiated first-level emergency response in more than 300 communities in Henan, Xinjiang and Hainan. All front-line staff went to the front line of epidemic prevention without hesitation, and resolutely implemented professional, strict and comprehensive prevention and control measures in every city and every community we operate, thereby promptly beginning the fight against the epidemic, and building the first line of defense in the communities.

COVID-19疫情安全防控

本集團嚴格執行國家疫情防控要求，積極開展各項預防及監督檢查工作，在河南全省及新疆、海南的300多個小區第一時間啓動一級應急響應，全體一線員工義無反顧地上陣防疫一線，在我們運營的每一座城市、每一個社區堅決執行專業、嚴格、全面的防控措施，及時打響疫情防控阻擊戰，築起社區第一道防線。

The Group formulated and implemented various guidelines for epidemic prevention including the Guidebook for the Safe Operation of Staff during Epidemic Prevention (《員工防疫防護安全作業指導書》) and the Operational Procedures for the Entrance Guards (《門崗管控疫情防控作業流程》) during Epidemic Prevention and Control, established a normalised epidemic management mechanism in accordance with the organisational structure of “headquarters-region-area”, and implemented supervision and prevention and control level by level to ensure the health and safety of community residents in the special period, with specific measures including:

- actively disseminating the knowledge on epidemic prevention and control to the residents, measuring the body temperature of people entering into and leaving the communities, strictly following the national requirement of 37.2° C as the entry limit, and cooperating with neighborhood committees to conduct door-to-door inspections to isolate relevant personnel;

本集團制定並實施《員工防疫防護安全作業指導書》及《門崗管控疫情防控作業流程》等防疫工作指引，按照「總部—大區—片區」的組織架構建立疫情管理的常態化機制，通過層層督導、層層防控，保證社區住戶在特殊時期的生命健康與安全，具體措施包括：

- 積極向住戶普及疫情防護知識，對小區出入人員進行體溫測量，嚴格以國家規定的37.2℃為準入線，並配合街道進行上門排查，對相關人員進行隔離；



BODY TEMPERATURE INSPECTION AT COMMUNITY ENTRANCE

社區出入體溫檢測

- conducting daily comprehensive disinfection on high-contact public parts of facilities and equipment such as entrance barriers, fitness equipment, lighting switches, elevator cars in the communities, and focusing disinfection on the parts difficult to clean such as collection wells, sewers, sewage pipes, to reduce bacterial growth and prevent the spread of virus;
- 每日對園區小區道閘、健身器材、照明開關、電梯轎廂等設施設備高接觸公共部位進行全面消毒，並對集水井、下水道、排污管道等衛生死角進行重點消殺，減少細菌滋生，防範病毒傳播；



REGULAR DISINFECTION OF PUBLIC AREAS

公共區域定期消毒

- rapidly introducing the “6+6” epidemic prevention service measures in response to the life, education and other needs of the property owners during the quarantine period, which won unanimous praise and recognition from the government, neighborhood committees and property owners.
- 圍繞隔離期間業主的生活、教育等多重需求，快速推出建業物業「6+6」防疫服務法，得到了政府、街道、業主的一致贊譽和好評。

“6+6” epidemic prevention service measures

In 2020, the Group innovatively put forward the “6+6” epidemic prevention service measures with six major epidemic prevention highlights and six heart-warming services, and “delivered property services to home without community residents leaving their home” through a series of actions, so as to minimise traffic outflow, add a “safety lock” to community safety, protect the safety of more than one million property owners, and achieve zero infection and zero death for all staff.

「6+6」防疫服務法

2020年，本集團創新性地提出「6+6」防疫服務法，形成六大防疫亮點和六大暖心服務，通過一系列行動，實現「社區居民足不出戶，建業物業服務到家」，最大限度地減少了人員外出流動，為社區安全加上了「安全鎖」，守護逾百萬業主的生命安全，並實現全體員工的零感染、零死亡。



SIX EPIDEMIC PREVENTION HIGHLIGHTS

六大防疫亮點



RESTRICTED ACCESS WITH DISINFECTED CARPETS

門禁消毒地毯通道



SIX HEART-WARMING SERVICES
六大暖心服務



MOBILE MARKETS OF CUISINE HENAN FOODCOURTS IN THE COMMUNITIES
建業大食堂流動市集進社區

COOPERATION AND RESPONSIBLE SUPPLY

建業合作，責任供應

VII. COOPERATION AND RESPONSIBLE SUPPLY

The SDG addressed in this section:

七、建業合作，責任供應

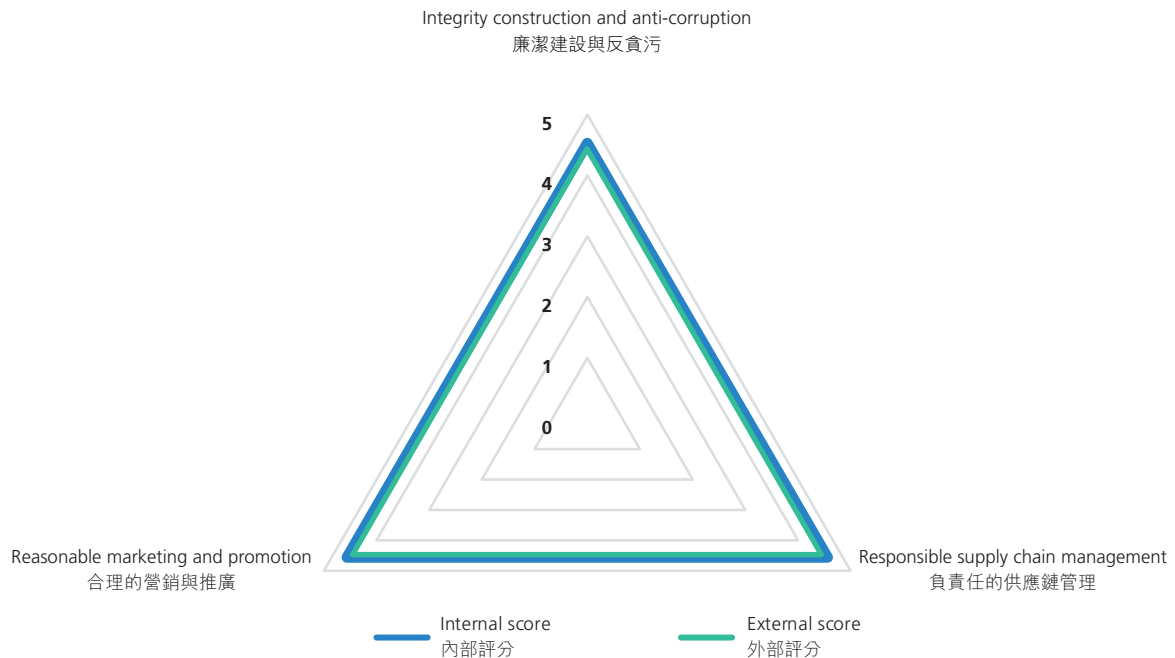
本章節回應SDGs：



(17 Partner relationship promoting the realisation of goals)
(17 促進目標實現的夥伴關係)

Stakeholders' concerns:

利益相關方關注：



Source of data: Materiality assessment of ESG issues

數據來源：ESG議題重要性評估

Note: Internal assessment covers the senior and middle-level management of the Group, while external assessment covers ordinary staff, suppliers/contractors/partners, industry associations/public welfare organisations, customers/property owners/members, investors/shareholders/capital market analysts, government/regulatory authorities, local communities/neighborhood communities and other stakeholders.

註：內部評估涵蓋群體為集團高級及中級管理人員，外部評估涵蓋群體包括普通員工、供應商/合約商/夥伴、行業協會/公益組織、客戶/業主/會員、投資者/股東/資本市場分析員、政府/監管機構、當地社區/居委會及其他利益相關方。

The Group connects multiple cooperative enterprises to form a large-scale business cooperation alliance network centred on a new type of production and lifestyle. We are willing to work with those who hold the same values to build a foothold in Central China, jointly realise the blueprint for enabling the people to live a better life, improve people's happiness with high-quality services, and strive to lead the new heights of living services.

1. Build a Sustainable Supply Chain

The Group strictly complies with the Law of the People's Republic of China on Tendering and Bidding (《中華人民共和國招投標法》) and the Government Procurement Law of the People's Republic of China (《中華人民共和國政府採購法》) and other laws and regulations, and has formulated and implemented various systems such as the Supplier Management System of Central China Property (《建業物業供方管理制度》), the Management System of Central China Property for the Bidding and Procurement (《建業物業招標採購管理制度》), the Procurement Management System of Central China Property (《建業物業採購管理制度》), the Merchant Selection Standards for the "Jianye+" Mall (《「建業+」優選商城招商標準》), the Supplier Management Regulations for "Jianye+" Mall (《「建業+」優選商城供應商管理規定》) to standardise the selection, evaluation and management of suppliers, and ensure the service quality and improve the user satisfaction of "Jianye+" Mall, and ensure the orderly supply of production and living materials and services of the Group.

(1) *Supplier management mechanism*

For the suppliers to cooperate with, the Group prefer to select leading companies in the industry and well-known brands at home and abroad, and select high-quality, preferred, and distinctive products that can meet the needs of the property owners. We strictly evaluate and actively communicate with suppliers, are committed to maintaining and expanding the long-term cooperative relationships with partners, and have established a normalised supplier management mechanism.

本集團鏈接多個合作企業，形成以新型生產生活方式為圓心的大商業合作聯盟網絡。我們願與持有相同價值觀的同行者一道，立足中原，共同實現人民的美好生活藍圖，以優質服務提升人民生活幸福感，為引領人居服務新高度奮鬥不止。

1. 構建可持續供應鏈

本集團嚴格遵守《中華人民共和國招投標法》及《中華人民共和國政府採購法》等法律法規，制定並實施《建業物業供方管理制度》《建業物業招標採購管理制度》《建業物業採購管理制度》《「建業+」優選商城招商標準》《「建業+」優選商城供應商管理規定》制度，規範供應商的選擇、評估和管理工作，保證「建業+」優選商城的服務質量、提升用戶滿意度，實現本集團生產、生活物資和服務的有序供給。

(1) *供應商管理機制*

本集團合作供應商優先選用行業內領先企業和國內外知名品牌，並選擇能夠滿足業主群體需求的優質、優選、有特色的商品。我們嚴格評估供應商，亦積極與供應商進行溝通交流，致力於維繫及拓展與合作夥伴的長期合作關係，並形成供應商管理的常態化機制。



SUPPLIER MANAGEMENT MECHANISM
供應商管理機制

The Group regards the win-win relationship as a good practice for cooperation among supply chain companies, and agrees that information exchange can help reduce speculation and the free flow of important production information, and has, therefore, always attached importance to strengthening communication with suppliers. In 2020, Henan One Family Network Technology Co., Ltd. ("One Family Technology"), a subsidiary of the Group, organised a bidding conference for centralised procurement projects in order to enhance cooperation and communication with suppliers. The bidding conference was well received, greatly improved the fluency and tacit understanding with suppliers on business development, and was conducive to establishing an equal and cooperative relationship with suppliers for mutual benefit, win-win and common development.

In 2020, against the backdrop of the external economic environment being challenged and the internal epidemic prevention and control, the industrial transformation driven by digital technology was rapidly infiltrating various industries. The Group actively explored the digital transformation of the supply chain, and continued to improve the collaboration and responsiveness of the supply chain.

本集團視雙贏關係為供應鏈企業間合作的良好實踐，並認同信息交換有助於減少投機和重要生產信息的自由流動，因此一貫重視加強與供應商的交流。2020年，本集團旗下河南一家網絡科技有限公司（「一家科技」）為增強與供應商的合作溝通，組織開展了集採項目招標大會。此次招標大會取得了良好反響，極大地提高了與供應商業務開展的流暢度及默契度，有利於與供應商建立互惠共贏、共同發展的平等合作關係。

2020年，在外部經濟環境面臨考驗以及內部疫情防控的背景，以數字技術為驅動的產業轉型正在迅速滲入各個行業。本集團積極探索供應鏈的數字化轉型，持續提高供應鏈的協作能力和反應力。

Entered into a strategic cooperation agreement with JD.com

On 9 September 2020, the Group and JD Group held a strategic cooperation contract signing ceremony at JD's headquarters in Beijing. Based on the principle of "complementary advantages, mutual benefit, sincere cooperation and common development", the two cooperating parties reached a comprehensive cooperation on projects related to marketing scenarios and the direction of digital upgrading of the supply chain. The community free shipping service jointly developed by the two parties has played an important role in improving user experience and meeting users' daily needs. Going forward, the two parties will also explore the in-depth cooperation in the fields of comprehensive health, city services, insurance investment and financial payment.

與京東簽訂戰略合作協議

2020年9月9日，本集團與京東集團在北京京東總部舉行戰略合作簽約儀式。此次合作雙方本著「優勢互補、互惠互利、真誠合作、共同發展」的原則，圍繞營銷場景、供應鏈數字化升級方向相關的項目達成全面合作。雙方攜手打造的社區包郵購服務在提升用戶體驗、滿足用戶日常需求方面發揮了重要作用。未來，雙方還將深入探討在大健康、城市服務、保險投資、金融支付等領域的合作。



SCENE OF STRATEGIC COOPERATION AGREEMENT SIGNING CEREMONY

戰略合作簽約儀式現場

(2) Environmental and social responsibility requirements for supply chain

In the process of supplier selection, the Group not only pays attention to their supply qualifications, but also pays attention to the environmental and social impact of our large business alliance network. We are committed to working with suppliers to strengthen the continuous improvement and management of the environmental and social responsibilities of supply chain, to ensure that companies produce products or provide services in a responsible manner, and work together to establish a responsible supply chain brand image and public confidence.

(2) 供應鏈的環境及社會責任要求

本集團在供應商選擇過程中，除了關注其供貨資質，亦關注我們的大商業合作聯盟網絡對環境及社會的影響。我們致力於與供應商共同加強供應鏈環境及社會責任的持續改善和管理，確保企業用負責任的方式生產產品或提供服務，攜手樹立負責任供應鏈的品牌形象和公眾信心。

Jointly explore a new type of waste classification model with Jiyuan Zhongbang Environment Cleaning Co., Ltd.

On 25 September 2020, the Group entered into an equity cooperation agreement with Jiyuan Zhongbang Environment Cleaning Co., Ltd. ("Zhongbang Environment"). Zhongbang Environment is a high-tech enterprise specialising in urban and rural garbage transportation, garbage classification, and the R&D and sales of garbage resource disposal equipment and other related businesses. Based on the principle of mutual benefit and complementary advantages, the two cooperating parties actively explore a new type of waste classification model, and take practical actions to implement the national strategic development requirements to accelerate the promotion and implementation of community waste classification policies.

與濟源市眾幫環境有限公司共同探索新型垃圾分類模式

2020年9月25日，本集團與濟源市眾幫環境保潔有限公司（「眾幫環境」）簽訂股權合作協議。眾幫環境是一家專門從事城鄉垃圾運輸、垃圾分類及垃圾資源化處置設備的研發、銷售等相關業務的高新技術企業。此次合作雙方本著互惠合作、優勢互補的原則，積極探索新型垃圾分類模式，用實際行動踐行國家戰略發展要求，以加快社區垃圾分類政策的推廣與執行。



SCENE PHOTO OF AGREEMENT SIGNING CEREMONY WITH ZHONGBANG ENVIRONMENT
與眾邦環境簽約儀式現場合影

As of 31 December 2020, among the Group's 3,712 suppliers, the number of suppliers by region is as follows:

截至2020年12月31日，本集團3,712個供應商中，按地區劃分的供應商數目如下：

		Number of suppliers 供應商數量	Percentage of total number 佔總數量比例
Total	總計	3,712	100.0%
Henan Province	河南省	3,679	99.1%
Outside Henan Province	除河南省外	33	0.9%

2. Establish a Style of Integrity

The Group strictly complies with the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》) and other laws and regulations, and strictly controls the information consistency of output channels such as radio, television and portal websites, to ensure the accuracy, legality and authenticity of external publicity information, and avoid negative social impact and legal risks resulting from inappropriate output to its brands; at the same time, it pays attention to the integrity education of the staff, actively creates an internal working culture and atmosphere of integrity, keeps honest and trustworthy and operates in compliance with regulations, thereby jointly maintaining a healthy and sound business environment.

(1) Compliant publicity and promotion

The Group has formulated and implemented various internal policies such as the Regulations on the Application of Brand Logos (《品牌標志應用規範》) and the Brand Management System (《品牌管理制度》) to clearly regulate the application and management of brand logos, and strengthen the brand awareness of all staff of the Group by improving the unified brand planning and management system, and fully implemented the Group's normalisation and standardisation strategy for brand communication and management with timely updates made according to business development with a view to continuously contributing to brand value appreciation.

2. 樹立誠信作風

本集團謹遵《中華人民共和國廣告法》等法律法規，嚴格把控廣播、電視、門戶網站等輸出渠道的信息口徑，確保對外宣傳信息的準確性、合法性、真實性，避免因為不恰當的輸出對品牌造成不良的社會影響和法律風險；同時注重對員工的廉潔教育，積極營造內部廉潔從業文化氛圍，誠實守信、合規經營，共同維護健康陽光的商業環境。

(1) 合規宣傳與推廣

本集團制定並實施《品牌標志應用規範》及《品牌管理制度》等內部政策，對品牌標志的應用與管理進行明確規範，通過健全品牌統一規劃管理制度，強化集團全員的品牌意識，全面落實集團品牌傳播與管理的規範化、標準化戰略，並根據業務發展情況及時更新，持續助力品牌價值提升。



Approval of brand activities 品牌活動審批

Before activities are held, the Brand Activity Approval Form (《品牌活動審批表》) must be filled in to declare key information such as the scope of use of the brand logo, and report to the headquarters of the CCNL Group and CCRE Group for approval.

舉辦活動前須填寫《品牌活動審批表》，聲明品牌標志使用範圍等關鍵信息，並上報建業新生活集團總部及建業集團總部審批。



Registration of brand activities 品牌活動備案

Units at all levels regularly register the information of daily brand activities with the headquarters of the CCNL Group on a monthly basis.

各級單位每月定期向建業新生活集團總部備案日常品牌活動信息。



Crisis management of brand activities 品牌活動危機處理

Before activities are held, certain public opinion crisis prevention measures should be put in place. When a crisis occurs, the organising department must promptly report the situation to the Group's headquarters in accordance with the requirements of the Hierarchical Publicity Management System (《輿情分級管理制度》) and cooperate with the crisis management.

在活動舉辦前應採取一定的輿情危機預防措施，危機發生時，主辦部門須按《輿情分級管理制度》的要求，及時向集團總部反饋情況，並配合危機的處理。



Penalties for brand activities 品牌活動處罰

If units at all levels fail to apply for approval as required or the information submitted for approval is not true, and results in negative publicity with a negative impact on the image of the Group, the relevant parties will be held accountable in accordance with the penalty rules in the Brand Management System (《品牌管理制度》).

各級單位未按要求報批或報批情況不實，且發生負面輿情的，對本集團形象造成負面影響的，將按《品牌管理制度》罰則追究當事者的責任。

MANAGEMENT MEASURES FOR BRAND ACTIVITIES

品牌活動管理措施

In addition, the Group has formulated and implemented the Review System for the Promotion of Marketing Companies (《營銷公司推廣審核制度》) to standardise the promotion review process of each project company, and regulate the marketing and promotion actions, so as to improve the quality of marketing materials, and ensure compliant operation.

此外，本集團制定並實施《營銷公司推廣審核制度》，標準化各項目公司的推廣審核流程，規範營銷推廣動作，提升營銷出品質量，確保經營的合規性。

Review scope 審核範疇

The audit scope includes the main image of the project, material production, media release, new media promotion, marketing activities and video promotion, etc.

審核範疇包括項目主形象、物料製作、媒體投放、新媒體宣推、營銷活動及視頻宣推等各類內容。

Review mechanism 審核機制

The project company's marketing management team is responsible for the initial review, and the platform review team at the Group's headquarters is responsible for the final review under the principle of completing every day's affairs every day and efficiency first.

項目公司營銷管理團隊負責初審，集團總部平台審核團隊負責終審，遵循日事日畢、效率優先的原則。

Reward and punishment mechanism 獎懲機制

Organise evaluation competitions for marketing promotion materials, reward the projects with the highest comprehensive votes, and impose fines on the entities that fail to pass initial review or are found to have various types of wrong information in final review.

舉辦營銷推廣物料評選比賽，對綜合投票最高的項目進行獎勵，對未經初審或終審發現各類錯誤信息的主體進行罰款。

REVIEW PROCESS FOR PROJECT PROMOTION 項目推廣審核流程

(2) Integrity culture construction

The Group strictly complies with the Law of the People's Republic of China on Anti-Unfair Competition (《中華人民共和國反不正當競爭法》) and the Interim Provisions on the Prohibition of Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》) and other laws and regulations, and has formulated and implemented various internal policies including the Anti-Fraud System (《反舞弊制度》), the Audit Supervision Management System (《審計監察管理制度》), the Working Guidelines for Audit Supervision (《審計監察工作指引》), the Regulations on the Management of Internal Audit (《內部審計管理規定》) and the Management Measures for Internal Audit Operation (《內部審計作業管理辦法》), to standardise the investigation and handling process of corruption reporting clues, build a complete and traceable anti-corruption chain, ensure fair and just handling principles, and prevent corruption, so as to ensure the proper realisation of the Company's business objectives and the Company's continuous, stable and healthy development.

(2) 廉政文化建設

本集團嚴格遵守《中華人民共和國反不正當競爭法》及《關於禁止商業賄賂行為的暫行規定》等法律法規，制定並實施《反舞弊制度》《審計監察管理制度》《審計監察工作指引》《內部審計管理規定》及《內部審計作業管理辦法》等內部政策，規範貪腐舉報線索調查與處理流程，構建完整、可追溯的反貪腐鏈條，保障公平公正的處理原則，防範貪腐現像，確保公司經營目標的正當實現和公司持續、穩定、健康發展。

Anti-corruption mechanism

The Group upholds the corporate values of law-abiding and honesty, and has formulated and implemented the Staff's Code of Conduct (《員工操守準則》) to define the "bottom line" of integrity for the staff, clarify the definition of, as well as reporting and handling methods for, the conflicts of interest and violations of rules and disciplines, and expect and require the staff to abide by all laws and regulations relating to the business of the Company, and always treat people with sincerity and honesty. In 2020, the Group required all the staff to sign a commitment confirmation letter in respect of the Staff's Code of Conduct to eliminate corruption and other behaviors.

Meanwhile, the Group entered into the Sunshine Cooperation Agreement with its suppliers to jointly build a sunshine cooperation mechanism during the cooperation process with a view to strengthening the prevention and control of corruption risks, and rectifying management loopholes in a timely manner, the specific content of which includes:

反貪污機制

本集團秉承守法誠信的企業價值觀，制定並實施《員工操守準則》，為員工劃清廉潔「底線」，明確利益衝突和違規違紀行為的定義及申報處理方法，期望並要求員工遵守一切與公司業務有關的法律法規，並始終以誠信的方式對人處事。2020年，本集團要求全體員工對《員工操守準則》簽署承諾確認函，以杜絕貪污腐敗等行為。

同時，本集團與供應商簽訂《陽光合作協議》，在合作過程中共建陽光合作機制，加強腐敗風險防控，及時堵塞管理漏洞，具體內容包括：



ANTI-CORRUPTION MANAGEMENT INITIATIVES FOR SUPPLY CHAIN 供應鏈反貪污管理舉措

The Group's Audit and Supervision Centre carries out its work in accordance with the law, fully exerts its functions in the construction of the audit and supervision system, and has established a sound corporate audit and supervision management system in accordance with the regulatory requirements for listed companies to promote the construction and improvement of internal control system, and realise the institutionalisation and standardisation of internal audit and supervision; gives full play to the functions of audit management and execution, takes charge of quarterly and annual audit work plans, carries out major special project audits, prepares audit drafts/audit supervision reports, implements rectification of audit findings, and coordinates the rectification and implementation of audit supervision results by various functional departments of the Company; gives full play to the functions of monitoring and supervision, carries out and promotes the study of the corporate culture of sunshine cooperation, establishes, standardises, and manages the Group's reporting and complaint platform and anti-fraud mechanism, accepts and handles the complaints and reports received by the Group and its affiliated companies for corruption, bribery, fraud, and abuse of authority and other professional ethics and violations of laws and disciplines, and conducts investigations and collects evidence on, and processes the violations of laws and disciplines, thereby promoting the construction of the Group's integrity culture and ensuring compliant operation.

本集團審計監察中心依法開展工作，充分發揮審計監察體系建設職能，依上市公司監管要求，建立健全的公司審計監察管理體系，推動內部控制體系的建設與完善，實現內部審計監察的制度化 and 規範化；充分發揮審計管理與執行的職能，負責季度年度審計工作計劃，開展重大專題專案審計，編製審計底稿／審計監察報告，落實審計發現問題的整改，協調公司各職能部門對審計監察成果的整改落實；充分發揮督導與監察的智職能，開展、宣導陽光合作企業文化學習，建立、規範、管理集團舉報投訴平台及反舞弊機制，受理集團及各轄屬公司貪污受賄、營私舞弊、以權謀私、濫用職權等職業道德方面、違法違紀事件的投訴舉報並處置，開展對違法違紀事件的調查、證據收集和處理等工作。以此推進集團廉政文化建設，確保合規營運。

Complaint and reporting channels and handling procedure

The Group has established diversified reporting channels including phone calls, text messages, letters, express service, e-mails, and face-to-face reporting, to take a wide range of ways to correct violations of laws and disciplines or improper behaviors in a timely manner, thus ensuring the benign circulation and effective resolution of problems in the course of management. In 2020, the Group had no corruption incident or corruption lawsuit, no dismissal of or disciplinary action against any staff due to corruption incident, and no termination or non-renewal of contracts with business partners due to corruption violations.

投訴舉報渠道及處理程序

本集團已建立包括電話、短信、信函、快遞、電子郵件及當面舉報等多樣化的舉報途徑，廣開言路，及時糾正違規違紀或不當行為，保證管理中存在問題的良性傳遞和有效解決。2020年度，本集團未發生腐敗事件或貪污訴訟案件，未因貪腐事件解僱或紀律處分員工，亦未因貪腐違規行為與商業夥伴終止合約或未續約。

1

Record the content of the complaint and report: arrange designated personnel to record the content of the complaint and report.

記錄投訴舉報內容：由專門人員對投訴舉報內容進行記錄。

2

Determine the nature of the complaint and report: determine the type of the complaint and report, determine whether the reasons for the complaint and report are sufficient, whether the requirements for the complaint and report are reasonable, and whether the complaint and report is true.

判定投訴舉報性質：確定投訴舉報類別，判定投訴舉報理由是否充分、投訴舉報要求是否合理、投訴舉報是否真實。

3

Determine the responsibility for handling the complaint and report: classify the complaint and report according to the content, determine the specific department and person in charge for acceptance and handling.

確定投訴舉報處理責任：按照投訴舉報內容分類，確定具體的受理部門和受理負責人。

4

Investigate the reason for the report: find out the reason for the complaint and report and the specific responsible person.

調查舉報原因：查出投訴舉報的原因及具體責任者。

5

Propose solutions: issue investigation results and propose treatment suggestions.

提出解決方法：出具調查結果並給出處理建議。

COMPLAINT AND REPORTING HANDLING PROCEDURES

投訴舉報處理流程

3. Promote Industry Exchange and Development

The Group actively participates in industry seminars and exchanges, and expects to cooperate with companies that share the same values and cultural concepts in various fields such as property value-added services and smart services, and promote the incremental improvement of cooperation projects through mutual empowerment and complementary resources.

China Urban Industry Innovation Association visited CCNL

From 9 to 10 June 2020, the China Urban Industry Innovation Association (the "CUIIA") came to CCNL for an in-depth visit, during which, the heads and core teams of the two parties had face-to-face exchanges and shared experience to jointly build a new era of service.

The Group's senior management shared and analysed CCNL's full business chain in detail from the aspects of property management services and value-added services, cultural and business tourism services, and "Jianye+" service system, and led the team of CUIIA to visit various core projects on site, including Sky Mansion Serviced Apartment (建業天築國際公寓), Sky Mansion Community (建業天築社區), Yanling Jianye Green Base (鄴陵建業綠色基地) and Cuisine Henan Foodcourts (建業大食堂), with a view to promoting the cooperation between the two parties by connecting social resources, and striving to create a new lifestyle for the people in central China.

3. 推進行業交流與發展

本集團積極參與行業研討及交流，期望能與價值觀、文化觀一致的企業在物業增值服務、智慧服務等多領域展開合作，通過相互賦能、資源互補，助推合作項目獲得增量提升。

中城產業創新聯盟走進建業新生活

2020年6月9日至10日，中城產業創新聯盟(「中城創盟」)走進建業新生活進行深度訪問，雙方掌門人及核心團隊進行面對面交流，共享經驗，共建服務新時代。

本集團管理層從物業管理服務及增值服務、文商旅服務、「建業+」服務體系等方面詳盡分享和剖析建業新生活的業務全鏈條，並帶領中城創盟一行人實地考察了建業天築國際公寓、建業天築社區、鄴陵建業綠色基地、建業大食堂等核心項目，通過打通社會資源，推動雙方合作，致力為中原人民打造新型生活方式。



SCENE PHOTO OF IN-DEPTH MUTUAL CORPORATE VISIT
企業深度互訪活動現場合影

CCNL joined the “Good Life Services Alliance”

On 12 December 2020, the Good Life Services Alliance, led by China Property Management Institute and jointly launched by China Property Management Research Institution, Leju Finance Research Institute, Zhongfang Youcai and the Sequoia — E-House Good Life Fund, held the Good Life Service Innovation Summit 2020 at the National Exhibition and Conference Centre (Shanghai). After a year of operation and development, the Good Life Services Alliance, which was officially launched at the Good Life Service Innovation Summit 2019, has initially established a platform for the communication between enterprises and between property companies and service providers, covering over 3,000 property services enterprises, about 300 supplier enterprises and about 50 industry associations and institutions. The summit provided a platform for communication and sharing around more than 30 sub-segments in three major areas, namely basic services, smart communities and value-added services.

In this activity, CCNL was selected as the “Selected Member Unit of Good Life Services Alliance”. Against the backdrop of economic and social transformation and the continuous upgrading of customer needs, CCNL connects the construction industry with its customers and promote the achievement of people’s good life.

建業新生活加入「美好生活服務聯盟」

2020年12月12日，由中國物業管理協會指導，中物研協、樂居財經、中房優採、紅杉 — 易居美好生活基金共同發起的美好生活服務聯盟，在國家會展中心(上海)隆重舉辦2020年美好生活服務創新峰會。在2019年的美好生活服務創新峰會上，正式啟動的美好生活服務聯盟，經過一年的運營發展，初步搭建起了一個企業與企業、物企與服務商交流的平台，觸達超過3,000物業服務企業、300餘家供應商企業和50餘家行業協會機構。峰會圍繞著基礎服務、智慧社區、增值服務三大領域30餘個細分領域，搭建了交流分享的平台。

此次活動現場，建業新生活入選「美好生活服務聯盟優選成員單位」。在經濟社會轉型發展、用戶需求不斷升級的時代背景下，建業新生活聯動了建業與客戶之間的緊密聯繫，推動人民美好生活的實現。



SCENE OF GOOD LIFE SERVICE INNOVATION SUMMIT 2020
2020年美好生活服務創新峰會活動現場

Beijing Association of Travel Services visited CCNL

From 30 July to 2 August 2020, Zhengzhou Tourism Association and its vice president unit Jianye Tourism and Beijing Association of Travel Services held a tour of cultural tourism resources in Henan named “Enter Jianye and Taste Central China (走進建業·品味中原)” and held seminars and exchange meetings. Wenwei, Secretary-General of Beijing Association of Travel Services, led over ten member units including China Travel Service Head Office, China Comfort Travel Group, China Railway Travel Group, UTour Group, Beijing Shougang International Tourism, China Peace International Tourism, Beijing Jettour, Beijing COSCO International Travel and Cuiwei Tourism, to gather in Zhengzhou, capital of Central China, to enter Jianye and taste Central China. Under the background of integrated cultural and tourism development, the delegation had an in-depth understanding of Henan’s cultural tourism resources, re-understood the hometown of Henan by starting from the Central China Cultural Town, further promoted the recovery of Henan’s tourism market after the epidemic, promoted Jianye’s cultural tourism resources and more other high-quality tourism resources in the province, and strengthened mutual exchanges and cooperation between industry associations and enterprises, to realise resource sharing, and seek new development of tourism industry together.

北京市旅行社協會走進建業

2020年7月30日至8月2日，鄭州市旅遊協會及其副會長單位建業旅遊攜手北京市旅行社協會舉行「走進建業·品味中原」的河南文旅資源考察活動並舉行座談交流會。北京市旅行社協會文威秘書長帶隊，帶領中國旅行社總社、中國康輝旅遊集團、中國鐵旅集團、眾信旅遊、北京首鋼國際旅遊、中國和平國旅、北京捷達假期、北京中遠國旅、翠微旅遊等十餘家會員單位齊聚中原省會鄭州，走進建業·品味中原。在文旅融合發展背景下，考察團深入了解河南文化旅遊資源，以建業中原文化小鎮為出發點，重新認識老家河南，進一步促進疫後河南旅遊市場的升溫，推廣建業文旅資源及更多省內其他優質旅遊資源，加強行業協會及企業之間的相互交流合作，實現資源共享，以及共謀旅遊新發展。



SCENE OF EXCHANGE SEMINAR BETWEEN BEIJING ASSOCIATION OF TRAVEL SERVICES AND ZHENGZHOU TOURISM ASSOCIATION

北京市旅行社協會與鄭州市旅遊協會交流座談會現場

CARING AND PEOPLE-ORIENTED

建業關愛，以人為本

VIII. CARING AND PEOPLE-ORIENTED

The SDGs addressed in this section:

八、建業關愛，以人為本

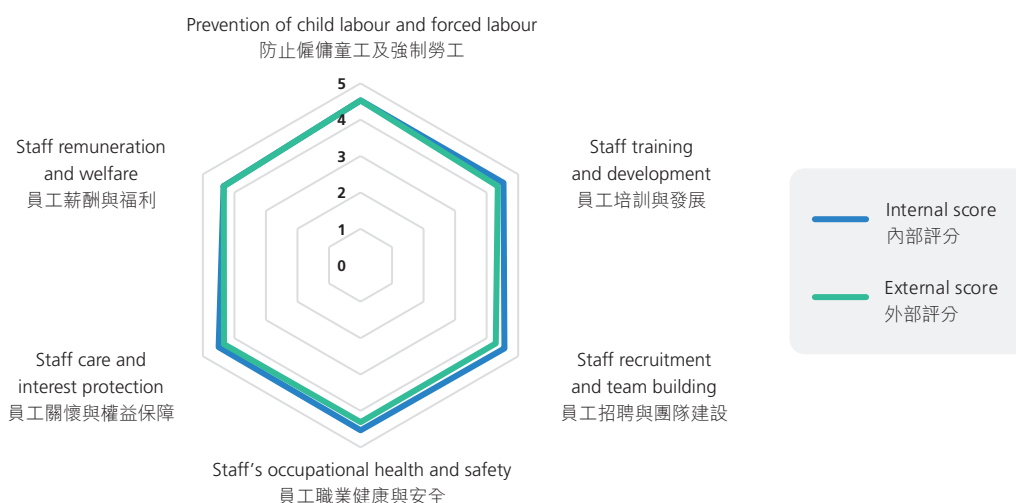
本章節回應SDGs：



(3 Good health and welfare; 5 Gender equality; 8 Decent work and economic growth)
(3良好健康與福祉；5性別平等；8體面工作和經濟增長)

Stakeholders' concerns:

利益相關方關注：



Source of data: Materiality assessment of ESG issues

數據來源：ESG議題重要性評估

Note: Internal assessment covers the senior and middle-level management of the Group, while external assessment covers ordinary staff, suppliers/contractors/partners, industry associations/public welfare organisations, customers/property owners/members, investors/shareholders/capital market analysts, government/regulatory authorities, local communities/neighborhood communities and other stakeholders.

註：內部評估涵蓋群體為集團高級及中級管理人員，外部評估涵蓋群體包括普通員工、供應商/合約商/夥伴、行業協會/公益組織、客戶/業主/會員、投資者/股東/資本市場分析員、政府/監管機構、當地社區/居委會及其他利益相關方。

Staff is the cornerstone of an enterprise and an important force in achieving sustainable development of the enterprise. Upholding the concept of "caring for staff, people-oriented", the Group provides the staff with a fair, just, harmonious and healthy employment environment, has developed a clear, open, and inclusive career development system, and creates a diverse, happy, and modern working space to enable the staff to grow together with the Group.

員工是企業的基石，是實現企業可持續發展的重要力量。本集團秉持「關愛員工，以人為本」的理念，為員工提供公平公正、和諧健康的僱傭環境，制定清晰、開放、包容的職業發展體系，打造多元、幸福、現代化的工作空間，實現員工與集團的共同成長。

1. Optimise Talent Management

The Group strictly complies with the Labour Law of the People's Republic of China (《中華人民共和國勞動法》) and the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》) and other laws and regulations, establishes labour relations under the principles of "lawful, fair, equal, voluntary, consensus, honest and credible", has established and implemented human resources policies conducive to sustainable corporate development, upholds the talent concept of "occupational ethics and professional competence", take occupational ethics and professional competence as important criteria for selecting and hiring staff, and strengthens staff training and continuing education to continuously improve staff quality.

(1) Equal employment and labour standards

The Group has formulated and implemented various internal policies such as the Recruitment Management System (《招聘管理制度》), the Labour Contract, Social Insurance and Provident Fund Management System (《勞動合同、社會保險及公積金管理制度》) and the Management Rules for Employee Benefits and Care (《員工福利及關懷管理細則》) to set out clear provisions for the conditions and procedures for the conclusion, performance, modification, cancellation and termination of labour contracts, standardise the staff recruitment process, and improve the talent selection mechanism.

The Group recruits outstanding talents through diverse channels such as recruitment websites, media advertisements, internal platforms, on-site job fairs and third-party agencies. In 2020, the Group focused mainly on online recruitment, and less on offline recruitment, and mainly conducted special lectures and recruitment for the students in outstanding colleges and universities across the country with comprehensive consideration of the candidates in strict accordance with the requirements for academic background and work ability, etc., to ensure fair, open and just employment.

1. 健全人才管理

本集團嚴格遵守《中華人民共和國勞動法》及《中華人民共和國勞動合同法》等法律法規，以「合法公正，平等自願，協商一致，誠實信用」的原則建立勞動關係，制定並實施有利於企業可持續發展的人力資源政策，秉持「職業精神，專業素養」的人才觀，將職業道德和專業能力作為選拔和聘用員工的重要標準，切實加強員工培訓和繼續教育，不斷提升員工素質。

(1) 平等僱傭與勞工準則

本集團制定並實施《招聘管理制度》《勞動合同、社會保險及公積金管理制度》及《員工福利及關懷管理細則》等內部政策，對訂立、履行、變更、解除及終止勞動合同的條件及程序做出明確規定，規範員工招聘流程，健全人才選用機制。

本集團通過招聘網站、媒體廣告、內部平台、現場招聘會及委託第三方機構等多樣化渠道聘用優秀人才。2020年，本集團以線上招聘為主，線下招聘為輔，主要面向全國內優秀高校大學生進行專場宣講與招聘，並嚴格按照學歷背景、工作能力等方面的要求對被應聘者進行綜合考慮，保證僱傭公平公開公正。



Anti-discrimination
反對歧視

- Create an equal and harmonious employment environment to ensure that employees are not treated differently due to factors such as gender, ethnicity, age, hometown, religious belief, family and health status;
- In 2020, we did not receive any complaints of infringement of staff's rights and interests.
- 打造平等和諧的就業環境，確保僱員不因性別、民族、年齡、籍貫、宗教信仰、家庭與健康狀況等因素被區別對待；
- 2020年度未接到任何侵犯員工權益的投訴案例。



Prohibit child labour
杜絕童工

- Verify the age of applicants through ID cards and other materials in the recruitment process, and enter and verify the age information of the staff in the internal system to strictly prohibit child labour;
- No child labour was recruited or found to be employed in 2020.
- 在招聘環節通過身份證等材料核實應聘人員年齡，並在內部系統中錄入並核實員工年齡信息，嚴禁聘用童工；
- 2020年度未曾招聘或發現招用童工的現象。



Oppose to forced labour
反對強制勞工

- Implement the eight-hour work system, pay statutory overtime wages for the staff working overtime voluntarily, do not promote forced labour, and do not allow any overtime or labour against the wishes of the staff;
- No forced labour was found in 2020.
- 踐行八小時工作制，為自願加班員工支付法定加班工資，不提倡任何強制勞工行為，不允許發生任何違背員工意願情況下的加班或勞動；
- 2020年度未發現強制勞工的現象。

Build an employment and internship base for college and university graduates

Central China Property always attaches great importance to the employment and internship of college and university students, and regards this work as an important task of serving the society and assuming social responsibilities. In recent years, the company has assisted the Zhengzhou Municipal Government to build an employment and internship platform for college and university graduates who have graduated but are not employed, to help them improve their employment skills, increase employment opportunities for college and university graduates, and develop talent reserve for itself. In order to deepen school-enterprise cooperation, Central China Property has launched a modern apprenticeship of "Central China Class" in certain colleges and universities, through which, students can understand the company and the actual work scenarios in advance by receiving training at an earlier stage, and thus can meet suitable staff standards for the company upon graduation.

打造高校畢業生就業見習基地

建業物業一向重視大學生就業實習工作，並把此項工作做為服務社會、承擔社會責任的一項重要任務。近年來，公司協助鄭州市政府，為已畢業、尚未就業的大學生打造就業實習平台，幫助高校畢業生提升就業技能，增加高校畢業生就業機會，同時為企業儲備人才。為深化校企合作，目前，建業物業已在部分高校開展現代學徒制「建業班」，通過培訓前置，學員得以提前了解企業、具像化實習工作場景，在畢業時就可以達到適合企業的員工水準。

As of 31 December 2020, the Group had a total of 5,421 employees, the breakdown of which by gender, employment type, employee rank, age group and geographic location is as follows:

截至2020年12月31日，本集團共有僱員5,421人，按性別、僱傭類型、僱員職級、年齡組別及地理位置劃分的情況如下：

		Number 人數 (Unit: persons) (單位：人)
Total workforce 僱員總數	In aggregate 合計	5,421
By gender 按性別劃分	Male 男	3,498
	Female 女	1,923
By employment type 按僱傭類型劃分	Full-time 全職	5,421
By employee rank 按僱員職級劃分	Senior management 高級管理層	11
	Middle management 中級管理層	48
	Ordinary staff 普通員工	5,362
By age group 按年齡組別劃分	Under 30 30歲以下	2,710
	30-50 30歲-50歲	2,581
	Over 50 50歲以上	130
	Mainland China 中國內地	5,413
By region 按地區劃分	Hong Kong, China 中國香港	8

(2) Training and development

The Group attaches great importance to the personal development of the staff, assists them in planning their career development based on their expertise and abilities, provides them with a smooth career path and a wide range of development opportunities, and retains and trains talents in key positions to promote the collaborative improvement of the staff's personal and organisational capabilities.

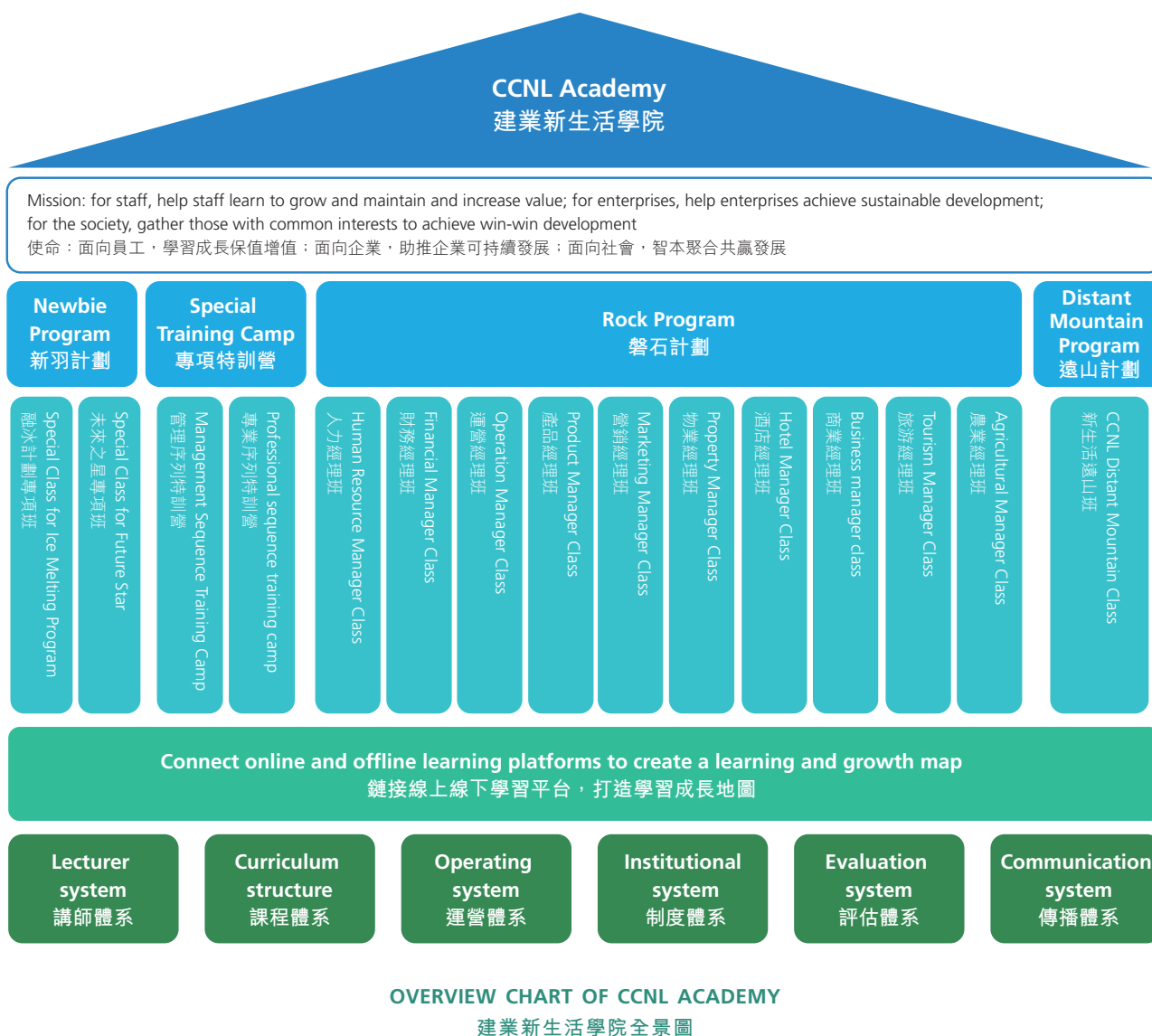
(2) 培訓與發展

本集團重視員工的個人發展，依據員工專長及能力協助其規劃職業發展方向，為員工提供暢通的職業路徑與廣泛的發展機會，保留並培養關鍵崗位人才，以促進員工個人及組織能力的協同提升。

Caring and People-Oriented (Continued)
建業關愛，以人為本(續)

The Group has formulated and implemented the Training Management System (《培訓管理制度》), the Management Rules for Internal Lecturers (《內部講師管理細則》) and the Management Rules for Course Development (《課程開發管理細則》), and established a multi-level training system of “headquarters-business divisions-professional companies-regions/business branches”, arrange corresponding training courses according to the development needs of the staff to provide them with diversified value-added opportunities. In 2020, the Group established the CCNL Academy to establish a sound talent training system and build a platform for the staff to learn and grow.

本集團制定並實施《培訓管理制度》《內部講師管理細則》及《課程開發管理細則》，建立「總部—事業部—專業公司—大區/業務分支機構等」的多級培訓體系，針對不同類別員工的發展需求，設置相應的培訓課程，為員工提供豐富的增值機會。2020年，本集團成立建業新生活學院，建立健全人才培養體系，打造員工學習成長平台。



Training programme for new staff — “Ice Melting Programme”

In 2020, the Group carried out a training programme named “Ice Melting Programme” for new recruits, covering corporate culture promotion, explanation on the overview and service system of CCNL, as well as specific business and technical knowledge to help new staff quickly familiarise themselves with the corporate culture and job descriptions, so as to build up a team of high quality, high efficiency and high cohesion.

新員工培訓項目 — 「融冰計劃」

2020年，本集團開展面向新入職員工的「融冰計劃」培訓項目，培訓內容包括企業文化宣貫、建業新生活整體情況與服務體系內容講解以及具體業務和技能知識的掌握，幫助新員工快速熟悉企業文化與工作內容，打造出高素質、高效率、高凝聚力的團隊。



SCENE PHOTO OF “ICE MELTING PROGRAMME” ACTIVITY FOR NEW RECRUITS IN 2020
2020年新入職員工「融冰計劃」活動現場合影

Talent Echelon Cultivation Programme — “Rock Programme”

In 2020, the Group carried out the “Rock Programme” mainly for manager talents of various echelons to train the professional skills and knowledge and management capabilities of manager reserve talents through face-to-face courses, sandbox simulation, visits to benchmarking companies, online courses and group seminars. In 2020, the Group carried out 6 manager training classes under the “Rock Programme”, including CCCC Forces, New Area Manager Class, Marketing Manager Class, Property Manager Class, Hotel Manager Class and Financial Manager Class, to cultivate a total of 248 manager-level reserve talents.

梯隊人才培養項目 — 「磐石計劃」

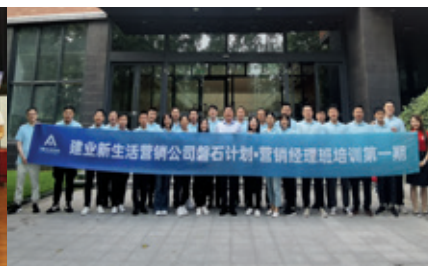
2020年，本集團主要面向各個梯隊經理人才開展「磐石計劃」，通過面授課程、沙盤模擬、標桿參訪、線上課程、小組研討等方式，培養經理儲備人才專業技能知識和管理能力。2020年內，本集團已經開展6期「磐石計劃」經理培訓班，包括君鄰鐵軍、新片區經理班、營銷經理班、物業獵鷹班、酒店經理班以及財務經理班，培養儲備經理級人才共計248名。



CCCC FORCES
君鄰鐵軍



NEW AREA MANAGER CLASS
新片區經理班



MARKETING MANAGER CLASS
營銷經理班



PROPERTY MANAGER CLASS
物業獵鷹班



HOTEL MANAGER CLASS
酒店經理班



FINANCIAL MANAGER CLASS
財務經理班

CCCC training management system

The CCCC training takes the core objective of achieving sustained performance growth and cultivating a high-quality team, and the management model of “secretariat + regional neighborhood organisation + urban neighborhood organisation”, to create a streamlined, efficient and willing-to-learn talent development path with CCCC’s unique features. CCCC training integrates cases based on CCNL’s original training resources, takes the advantages of member resources to replicate and circulate outstanding experience horizontally, and integrates the gradient development in the staff’s careers vertically, to organise courses such as CCCC Forces, CCCC Experts, CCCC Teachers, CCCC New Stars and CCCC Practicing Class to cultivate key talents, business talents, supporting talents, new talents and skilled talents for CCCC, respectively.

君鄰會培訓管理體系

君鄰會培訓以實現業績持續增長和培養高素質團隊為核心目標，以「秘書處+大區睦鄰機構+城市睦鄰機構」的管理模式，打造一條精悍、高效、尚學並具有君鄰會特色的人才發展之路。君鄰會培訓在建業新生活原有的培訓資源上進行案例整合，運用會員資源的優勢，通過橫向複製與傳遞優秀經驗，縱向結合員工職業生涯梯度發展，開設君鄰鐵軍、君鄰專家、君鄰師道、君鄰新星、君鄰講武堂等課程，分別為君鄰會培養關鍵人、業務人才、支撐人才、新進人才和淬煉人才。



SCENE PHOTO WITH MEMBERS OF 2020 CCCC TRAINING COURSES
2020年度君鄰會培訓現場與學員合影

Advanced Class for Platinum Butlers

In 2020, the Group continued to train teams of high-quality property service talents through the Advanced Class for Platinum Butlers, which included face-to-face courses, scenario simulations, visits and study, etc., and invited internationally renowned property industry lecturers to give lectures in line with international property service concepts and standards, so as to effectively improve the basic literacy of property service personnel, basic butler service skills, and professional theories and practices of butler services, thus laying a solid talent foundation for the development of property management services.

鉑金管家高級研修班

2020年，本集團通過鉑金管家高級研修班持續培養物業高品質服務人才隊伍，培訓內容包括面授課程、場景模擬、參觀學習等方式，並邀請國際知名物業行業講師授課，對標國際化物業服務理念及標準，有效提升物業服務人員的基本素養、管家服務基礎技能和管家專業理論及實務，為物業管理服務的發展奠定堅實的人才基礎。



GROUP PHOTO OF 2020 ADVANCED CLASS FOR PLATINUM BUTLERS

2020年鉑金管家高級研修班合影

As of 31 December 2020, the Group had carried out a total of 462 training sessions of various types covering a total of 25,388 participants², including 89 special training sessions (such as Ice Melting Programme, Special Training Camp, Rock Programme), accounting for 19.3%, and 373 other daily training sessions, accounting for 80.7%.

At the same time, the Group is actively building a team of internal trainers. In 2020, it organised two certified lecturer selection activities, and selected 50 internal certified lecturers, including 2 senior lecturers, 2 intermediate lecturers and 46 junior lecturers, through the Lecturer Glory Contest, course development training and trial lectures, to continuously promote the construction of the Group's internal lecturer system.

In 2020, the percentage of employees trained of the Group by gender and employee type and the average hours of training completed by each employee are as follows:

截至2020年12月31日，本集團共計開展各類培訓462場，累計覆蓋25,388次²。其中專項類培訓（如融冰計劃、專項特訓營、磐石計劃）89期，佔比19.3%；其他日常培訓373期，佔比80.7%。

與此同時，本集團積極建設內訓師隊伍，於2020年組織兩期認證講師選拔活動，通過師者榮耀大賽、課程開發培訓、課程試講等活動，選拔50名內部認證講師，包括高級講師2名、中級講師2名、初級講師46名，持續推進集團內部講師體系建設。

2020年度，本集團按性別及僱員類別劃分的受訓僱員百分比及每名僱員完成受訓的平均時數如下：

Number of employees trained 受訓僱員人數	In aggregate 合計	Percentage of employees trained 受訓僱員百分比	Number of employees trained 受訓僱員人數 (Unit: persons) (單位：人)
		100.0%	5,421
By gender 按性別劃分	Male 男	64.5%	3,498
	Female 女	35.5%	1,923
By employee rank 按僱員職級劃分	Senior management 高級管理層	0.2%	11
	Middle-level management 中級管理層	0.9%	48
	Ordinary staff 普通員工	98.9%	5,362

² The scope of training data statistics does not include the training activities organised by each region, base and project on their own.

² 培訓數據統計範圍未包括各區域、基地、項目自行舉辦的培訓活動。

		Average training hours 平均受訓時數 (Unit: hours/ person) (單位：小時／人)	Training hours 受訓時數 (Unit: hours) (單位：小時)
Average training hours of employees 僱員平均受訓時數	In aggregate 合計	37	201,832
By gender 按性別劃分	Male 男	33	115,332
	Female 女	45	86,500
By employee rank 按僱員職級劃分	Senior management 高級管理層	19	214
	Middle-level management 中級管理層	25	1,216
	Ordinary staff 普通員工	37	200,402

The Group provides its staff with a clear development and promotion path. At present, our rank system is divided into three major sequences: management, professional, and operation, with each sequence covering personnel from different echelons, and each rank having corresponding competence standards. Staff can not only be promoted vertically in their ranks, but also be horizontally promoted across sequences. The Group helps the staff develop and get promoted in the professional direction or management direction according to their own conditions and career plans, thus developing a horizontal and vertical web-shaped career development channel to maximise the potential of the staff.

本集團為員工提供清晰的發展晉升道路。目前我們的職級體系分為管理類、專業類、操作類三大序列，各序列涵蓋不同梯隊的人員，各職級均有相應的能力標準，員工既可在職級中縱向提升，又可以跨序列橫向發展。本集團根據員工的自身情況及職業規劃，幫助其在專業方向或者管理方向進行發展晉升，形成橫向、縱向打通的網狀職業發展通道，最大程度激發員工潛力。

2. Protect vital rights and interests

The Group regards the staff as the most important wealth, and provides maximum care and assistance to the staff to enhance their sense of belonging, and stimulate their enthusiasm and passion for work. The Group has formulated and implemented various internal policies such as the Remuneration Management System (《薪酬管理制度》), the Incentive Management Measures (《激勵管理辦法》) and the Leave Management System (《休假管理制度》), continuously optimises the remuneration and benefit system, values and listens to the opinions of the staff, actively carries out diversified cultural activities and condolences, and cares for the staff's life.

(1) Remunerations and benefits

The Group has established a multi-level remuneration system of "basic salary + performance-based salary + bonus + allowance", formulates competitive remuneration packages for the staff at different levels and functional departments, and reviews and evaluates the rationality of remunerations on a regular basis every year. In addition, the Group has formulated a sound staff benefit system, covering clothing, food, housing, transportation and other aspects and focusing on the vital interests of the staff.

2. 保障切實權益

本集團將員工視作最重要的財富，最大限度地給予員工關懷和幫助，增進員工歸屬感，激發員工工作積極性與熱情。本集團制定並實施《薪酬管理制度》《激勵管理辦法》及《休假管理制度》等內部政策，持續優化薪酬福利體系，重視及傾聽員工的意見，積極開展豐富的文化活動和慰問行動，關心員工生活。

(1) 薪酬與福利

本集團建立了「基本工資+績效工資+獎金+津貼」多層次的薪酬體系，為不同層級和職能部門的員工制定具有競爭力的薪酬方案，並每年定期回顧、評估薪酬的合理性。此外，本集團制定了健全的員工福利體系，涵蓋衣、食、住、行等多個方面，關注員工切身利益。



Statutory rights and interests 法定權益

- | | |
|---|-------|
| ✓ Five social insurances and housing provident fund | 五險一金 |
| ✓ Annual physical examination | 年度體檢 |
| ✓ Statutory holidays | 法定假期 |
| ✓ Paid vacations | 帶薪休假 |
| ✓ Holiday benefits | 節假日福利 |



Work support 工作支持

- | | |
|-----------------------------|---------|
| ✓ Modern office environment | 現代化辦公環境 |
| ✓ Dining benefits | 餐飲福利 |
| ✓ Lunch subsidy | 午餐補貼 |
| ✓ Team building activities | 團建活動 |
| ✓ Overtime benefits | 加班福利 |



Featured benefits 特色福利

- | | |
|---|-----------|
| ✓ Employer liability insurance | 僱主責任險 |
| ✓ "Jianye+" service platform | 「建業+」服務平台 |
| ✓ Preferential purchase of ecological agricultural products | 生態農產品優惠購 |
| ✓ Welcome gift package upon induction | 入職歡迎大禮包 |
| ✓ Farewell gift | 送別禮物 |
| ✓ Seniority allowance | 司齡津貼 |
| ✓ Transportation allowance | 交通津貼 |
| ✓ Birthday benefits | 生日福利 |
| ✓ Family relief fund | 親情救助基金 |
| ✓ Warm care for staff's families | 員工家庭溫馨關懷 |
| ✓ Care for staff's important family matters | 員工重大家事關懷 |
| ✓ Congratulatory gifts and condolences | 賀儀與奠儀 |

STAFF BENEFIT SYSTEM

員工福利體系

(2) **Communication and care**

The Group attaches great importance to the communication with and care of the staff. Through the establishment of diversified staff communication channels, it listens to the valuable opinions of the staff and makes improvements in a timely manner to effectively improve the efficiency of daily management, and provide staff with encouragement, trust, courage and a sense of identity, thereby creating a healthy, equal and relaxing corporate communication atmosphere.

The Group encourages its staff to provide opinions and feedback, is committed to building humane and diverse communication channels for the staff, and has established a positive feedback reward mechanism to reward those who have made contributions to work improvement, business optimisation and corporate management improvements. We currently collect and listen to the staff's opinions in the following ways:




Daily communication
日常溝通

- ✓ Interview the new recruits from time to time to understand their work and life situations, and listen to their opinions and suggestions on the Group;
- ✓ Responsible persons at all levels interview with the subordinates to their next levels every quarter to collect opinions and suggestions, and promote the improvement and optimisation of related work based on the nature of work and the Communication Feedback Form (《溝通反饋表》);
- ✓ 不定時面談了解新入職員工的工作及生活情況，傾聽員工對集團的意見和建議；
- ✓ 各級負責人每季度同隔級下屬面談一次，收集意見、建議，根據工作性質結合《溝通反饋表》推動相關工作改進、優化。



Interview with senior management
高管面談

- ✓ Regularly hold "meetings with senior management" every year to communicate with the new forces;
- ✓ Organise face-to-face communication between the staff that are recruited in the year and has worked for a period of time with the senior management through activities under the "Ice Melting Program" every year to listen to staff's opinions, and exchange opinions on corporate development directions.
- ✓ 每年度定期舉辦「高管見面會」，和新動力員工進行溝通交流；
- ✓ 通過「融冰計劃」活動，每年不定期組織當年度入職且在企業工作一段時間的員工與高管進行面對面溝通交流，傾聽員工意見，交流公司發展方向。



Document communication
文件溝通

- ✓ Carry out communication in writing by subordinates submitting reports to superiors, subordinate departments reporting to competent departments, and competent departments regularly and irregularly submitting work reports, special work reports, proposals and various business statements to the Company or general manager;
- ✓ Set up an opinion collection box, publish the list of the Group's leaders and contact information on the office platform, and all staff can send e-mails to express their opinions and suggestions.
- ✓ 通過下級呈報上級、下屬部門呈報主管部門、主管部門向公司或總經理定期及不定期呈遞述職報告、專項工作匯報、簽呈及各項業務報表等方式進行書面交流；
- ✓ 設置意見收集郵箱，於辦公平台公示集團領導的名單與聯繫方式，全員均可發郵件傾訴意見和建議。



Meeting communication
會議溝通

- ✓ Hold regular meetings and extraordinary meetings to communicate, and keep meeting minutes;
- ✓ In the case of general matters that must be communicated, notified, or informed, the minutes of the meeting shall be formed by the recorder of the meeting, which shall be distributed or circulated to the participants and relevant department personnel after confirmation and issuance by the human resources administration department.
- ✓ 舉行例行會議和臨時性會議溝通，並做會議記錄；
- ✓ 涉及一般事項的規定須傳達、通知、知會的，由會議記錄者形成會議紀要，經人力行政部門確認簽發後，分發或傳閱與會人員及相關部門人員。

(2) **溝通與關懷**

本集團重視員工的溝通與關懷，通過搭建多樣化的員工溝通渠道，及時傾聽員工的寶貴意見並做出改善，有效提升日常管理中的工作效率，給予員工鼓勵、信任、勇氣和認同感，營造健康、平等、輕鬆的企業溝通氛圍。

本集團鼓勵員工提出意見和反饋，致力為員工搭建人性化、多樣性的溝通渠道，並建立正向反饋獎勵機制，對推動工作改進、業務優化及公司管理改善的情形進行獎勵。我們目前主要通過以下幾種方式收集和傾聽員工意見：

CHANNELS FOR COLLECTING STAFF'S OPINIONS
員工意見收集渠道

In order to further strengthen the relationship with the staff and keep abreast of their ideological status and family situations, the Group has put forward and adhered to the programmes of “Must Visits on Five Occasions (五必訪)” and “Must Talks on Seven Occasions (七必談)”, which means that timely visits must be made and care shall be sent on the occasions of hospitalisation, marriage, childbirth, death of parents and major family events, and timely understanding and interviews shall be made on the occasions of staff induction, resignation, poor performance, notification, seeking help, staff complaints and staff disputes, to enhance staff’s satisfaction and sense of belonging. The Group strictly implements the relevant policies for resignation management, conducts resignation interviews, and refers to the requirements of authority and responsibility system to review the current work progress of the staff and the documents and materials to their knowledge, and handles resignation procedures for them and issues Resignation Certificates; actively retains those with good performance, understands the real reasons for their resignations, and explore the possibility of improving their working environment, conditions and remunerations. In 2020, the overall employee turnover rate of the Group was 18.5%.

3. Create a Comfortable Workplace

The Group strictly complies with the Safety Production Law of the People’s Republic of China (《中華人民共和國安全生產法》), the Law of the People’s Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》), the Law of the People’s Republic of China on Emergency Response (《中華人民共和國突發事件應對法》) and the Standards for the Provision of Labour Protection Equipment and other relevant laws and regulations, to protect the safety and physical and mental health of the staff, and strive to create a healthy, safe and comfortable working environment for the staff.

為進一步密切員工關係，及時了解員工思想狀況和家庭情況，本集團提出並堅持「五必訪」和「七必談」方案，即對員工生病住院、結婚、生子、父母去世、家庭重大事件進行及時到訪和關心，對員工入職、離職、業績不佳、通報、員工求助、員工投訴及員工糾紛進行及時了解和訪談，增強員工的滿意度與歸屬感。本集團嚴格執行離職管理相關政策，開展離職面談，同時參照權責體系規定審查員工目前工作進度及掌握的文件、資料等情況，以及為其辦理離職手續並且出具《離職證明》；對績效良好的員工積極挽留，了解其離職真實原因，探討改善其工作環境、條件和待遇的可能性。2020年度，本集團僱員總流失比率為18.5%。

3. 營造舒心職場

本集團嚴格遵守《中華人民共和國安全生產法》《中華人民共和國職業病防治法》《中華人民共和國突發事件應對法》及《勞動防護用品配備標準》等相關法律法規，保障員工生命安全與身心健康，致力為員工營造一個健康、安全及舒適的工作環境。

(1) Care for occupational health

The Group pays great attention to the physical and mental health of the staff. In addition to providing annual health check-ups, we also purchase employer liability insurance for the staff. During the period of employment and the validity period of the insurance, if any staff suffers an accident or a business-related occupational disease that causes disability or death, they enjoy economic compensation. In addition, the Group has formulated and implemented the Risk Management System (《風險管理制度》) to promptly identify the locations, types of work and equipment that may cause occupational health and safety hazards, and holds regular safety work meetings to ensure safe operations; meanwhile, it has issued the Notice on Strengthening Staff's Safety Education and Training (《關於加強員工安全教育培訓的通知》), requiring the normalisation of safety training and education for all staff and special operators working with necessary certificates, and has actively established emergency measures to ensure rapid response after a safety accident occurs, thereby effectively protecting the occupational health and safety of the staff.

(1) 呵護職業健康

本集團高度關注員工的身心健康，除了提供年度健康體檢，我們還為員工購買了僱主責任險，員工在受僱備期間、保險有效期內，若遭受意外或與業務相關的職業病致殘或死亡，則可享受經濟賠償。此外，本集團制定並實施《風險管理制度》，及時識別可能發生職業健康安全危害的場所、工種、設備，並且定期召開安全工作會議，確保安全營運；同時發布《關於加強員工安全教育培訓的通知》，要求全員安全教育培訓常態化，特種作業人員培訓上崗，積極建立應急措施，確保在安全事故發生後能快速響應，切實保障員工職業健康安全。

Staff safety education and training in 2020

From 15 to 16 December 2020, the Group carried out safety education and training for new property staff, covering emergency measures for work-related accidents, publicity of safety knowledge, handling precautions for work-related injuries, etc., to help the staff identify potential safety hazards and risks, understand the causes of safety accidents, exercise higher vigilance, establish safety awareness, and prevent accidents.

2020年度員工安全教育培訓

2020年12月15日至16日，本集團面向物業新入職員工開展員工安全教育培訓，培訓內容包括工傷應急措施、安全知識宣貫、工傷處理注意事項等內容，幫助員工識別潛在的安全隱患和風險，了解安全事故發生的原因，提高警惕，樹立安全意識，預防事故的發生。



SCENE OF STAFF SAFETY EDUCATION AND TRAINING ACTIVITY

員工安全教育培訓活動現場

The Group has formulated and implemented emergency plans for safe operations, resorted the instruction book and operation manual for fire safety operation in 2020, organised a number of production safety and community safety exercises, improved the safety management procedures through safety exercises, provided in-depth training for property staff, and strengthened the overall security risk awareness and emergency response capabilities across the Group.

本集團制定並實施安全營運應急預案，並於2020年重新梳理消防安全作業指導書及操作手冊，舉辦多次生產安全、社區安全演習活動，通過安全演習完善安全管理規程、深入培訓物業工作人員並強化本集團整體安全風險意識與應急能力。

Photos of safety exercises in 2020

“Hidden hazards are never small, and safety is top priority”. In summer, the weather is hot, and the disaster-causing factors increase significantly, making it easy to cause fire accidents. In order to comprehensively improve the fire safety awareness of property owners and property staff, in June 2020, Central China Property carried out fire safety exercise across Henan Province, and arranged the staff in practical exercises to simulate flue escape and use fire equipment to extinguish fires, so that more people would pay attention to fire safety issues, and master firefighting knowledge and skills to effectively avoid safety accidents.

2020年安全演習活動剪影

「隱患無大小，安全大於天」，夏季天氣炎熱，致災因素明顯增多，易引發火災事故。為全面提高業主與物業人的消防安全意識，2020年6月，建業物業於河南省聯動開展消防安全演習，在實戰演習中讓員工模擬煙道逃生、使用消防器材滅火，讓更多人重視消防安全問題、掌握消防知識與技巧，以有效避免安全事故的發生。



SCENE OF FIRE FIGHTING EXERCISE IN SUMMER

夏季消防演習活動現場

During the epidemic, the Group established and implemented a series of normalised control measures to effectively reduce the risk of exposure to the epidemic and the spread of virus, maintain normal work order, and protect the life, health and safety of the staff during the special period. Relevant measures included: establishing staff's health files, tracking and monitoring staff's travel trajectories and health code status, and focusing on supervising personnel coming from and to high-risk areas; measuring and recording staff's body temperature every day, reporting abnormal temperature cases in a timely manner and implementing isolation; requiring staff to wear facial masks throughout the day at work and when going out; and performing daily disinfection on operating premises and office areas. As of 31 December 2021, the Group has not encountered any violation of any applicable laws and regulations related to occupational health and safety in all operating regions. During the reporting period, the Group had no work-related accident, and no serious injury or death case.

疫情之下，本集團建立並實施一系列常態化管控措施，以有效減少疫情接觸風險及病毒傳播，維護正常的工作秩序，保障員工在特殊時期的生命健康與安全。相關措施包括：建立員工健康檔案，跟蹤監控員工出行軌跡及健康碼狀態，並重點監管往來中高風險地區人員；每日測量並記錄員工體溫，及時上報體溫異常個例並實施隔離；要求員工每日上班期間及外出時全程佩戴口罩；以及對運營場所、辦公區域進行每日噴灑消毒等。截至2021年12月31日，本集團於所有營運地區並無遭遇違反有關職業健康及安全的所有適用法律及法規。於報告期內，本集團內出現工傷事故共0起，無人員重傷或死亡情況發生。

		Number of work-related fatalities 因工傷造成的死亡人數 (Unit: persons) (單位：人)	Rate of work-related fatalities 因工傷造成的死亡比率	Lost days due to work injury 因工傷損失工作日數 (Unit: days) (單位：天)
2020	2020年	0	0.0%	0
2019	2019年	0	0.0%	0
2018	2018年	0	0.0%	0

(2) Care for staff's experience

The Group encourages the staff to achieve a balance between life and work. While paying attention to their work performance and physical and mental health, it also organises various entertainment and leisure activities to let the staff feel the warmth as a big family and blend into the corporate culture of CCNL. In 2020, the Group carried out the activity of “100 Sunshine Chasers — To Look for 100 Connectors to New Life” to discover outstanding “CCNL people” and the stories behind them; we also held an event of “New Life Forces of the Year” to grant awards to excellent talents, convey spiritual power and encourage every staff. In addition, the Group arranged diversified team building activities for the staff and reserved fund for monthly team building activities to share the Company's development results with the staff.

Celebration of “New Life Forces of the Year”

“Take people as a mirror to understand gains and losses”. CCNL's achievements come from over ten million extraordinary people working in ordinary positions. While making breakthroughs themselves, they also put into practice CCNL's corporate spirit. The Group organises the annual celebration of “New Life Forces of the Year” to grant honor trophies and customised rights and interests awards to outstanding figures of the year, and open up a green channel for them to promotion and salary raise.

(2) 關愛員工體驗

本集團鼓勵員工實現生活與工作的平衡，在關注員工工作表現和身心健康的同時，亦發起各類娛樂休閒活動，讓員工感受到大家庭的溫暖，融入建業新生活的企業文化。2020年，本集團開展「追光壹百，尋找100位新生活鏈接者」活動，挖掘優秀的「新生活人」和他們背後的故事；我們還舉辦「新」生力量年度人物的活動，嘉獎優秀人才，傳遞精神力量，讓每一位員工受到鼓舞。此外，本集團為員工安排了豐富的團隊建設活動並預留月度團隊建設經費，與員工共享公司發展成果。

「新」生力量年度人物慶典

「以人為鏡，可以明得失」，建業新生活的成績來源於千萬餘平凡崗位上不平凡的人，他們在突破自己的同時，也踐行著建業新生活的企業精神。本集團每年舉辦「新」生力量年度人物慶典活動，為優秀的年度人物頒發榮譽獎盃和定製權益獎勵，並為他們升職加薪打開綠色通道。



Ding Yingzhao of Cuisine Henan Foodcourts: "Take responsibility on the way forward"

建業大食堂丁營召：「前行路上，責任擔當」



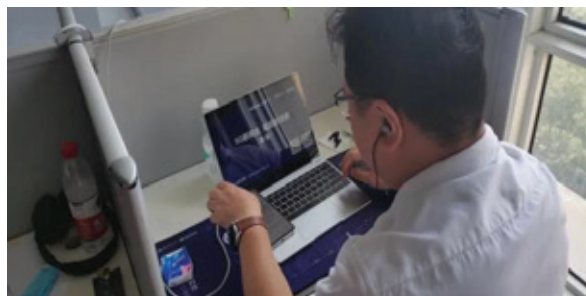
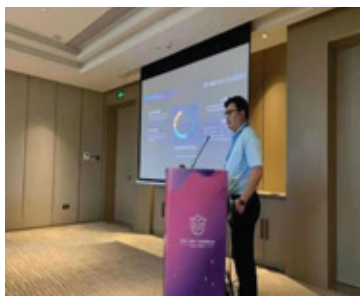
As the leader of the mobile market of the Football Town Store in Cuisine Henan Foodcourts, he led the market team to solicit opinions from merchants one by one, and assumed the responsibilities for activity planning, business cooperation and customer service. With his hard work, the mobile market came into the communities to serve the property owners, so that they can eat the delicious food from the Cuisine Henan Foodcourts. During the epidemic, considering that the property owners had to stay at home and could not go out, he rushed to the activity site at 6 a.m. every day to measure the temperature of all staff, disinfected and sterilised vehicles one by one, checked ingredients, and kept food samples, etc., to ensure that the property owners can eat hot breakfast before 7 o'clock.

作為建業大食堂足球小鎮店流動市集組長，他帶領市集小組，挨家挨戶向商戶們徵求意見，承擔起活動規劃、商戶合作、客戶服務的責任，經過努力，流動市集開進社區，服務業主，讓業主吃到正宗大食堂的美味。疫情期間，考慮到業主封閉在家不能外出，他每天凌晨6點趕往活動現場，為全員測溫、複製車輛消毒殺菌、檢查食材、食品留樣等，保證在7點前讓業主吃上熱騰騰的早飯。



Liu Guanglu of Aiou Technology: "Work hard and diligently"

艾歐科技劉廣路：「不辭辛勞，努力工作」



As a member of Aiou Technology, he has completed 26 standard solutions in total since April 2019, and over 100 presentations on intelligent business operations in 18 cities across the province, and promoted the implementation of more than 30 intelligent scenarios; during the epidemic, he continued to work hard, and successively completed the programs such as the Intelligent Solutions for Smart Public Rental Houses (《智慧公租房智能化解決方案》), the AI Visual Brains for Smart Communities (《智慧社區AI視覺大腦》) and the Intelligent Planning for Basketball Town (《籃球小鎮智能化規劃》); and participated in and promoted the strategic cooperation with Huawei and Alibaba, thereby effectively promoting the digital applications and the intelligent business development of CCNL.

作為艾歐科技的一員，他自2019年4月份以來累計整理標準解決方案26個，於全省18個地市完成百餘場智能化業務宣講，促進30餘個智能化場景落地；疫情期間仍然筆耕不輟，陸續完成《智慧公租房智能化解決方案》《智慧社區AI視覺大腦》《籃球小鎮智能化規劃》等方案；參與並促進與華為和阿里的戰略合作計劃，有效推動建業新生活數字化應用及智能化業務的發展。

STORIES BEHIND "NEW LIFE FORCES OF THE YEAR"

「新」生力量年度人物故事

The “My Home at Central China” activity

From August to September 2020, the headquarters of the Group, Central China Property and One Family Technology actively responded to the Group’s call and led their employees to start a one-to two-day team building activity themed ““My Home at Central China””. During the activity, the staff visited the projects of Kaifeng Banmu Garden (開封半畝園), Shangqiu Sky Mansion (商丘天築), No.1 City State (壹號城邦) and Eighteen Towns under the Group to share the strategic results with the Group and feel the development and changes of the Group. The “My Home at Central China” activity cultivated the staff’s cultural self-confidence, strategic self-confidence and brand self-confidence, making every Central China person proud of Central China.

「我的建業家」活動

2020年8月至9月，本集團總部、建業物業、一家科技等公司積極響應集團號召，帶領員工開啓了為期一至兩天的「我的建業家」主題團建活動。活動中，員工參觀了集團旗下的開封半畝園、商丘天築、壹號城邦以及十八城項目，與集團分享戰略成果，感受集團的發展變化。「我的建業家」活動培養了員工的文化自信、戰略自信和品牌自信，讓每一位建業人都因建業而感到驕傲和自豪。



STAFF LISTENING CAREFULLY TO THE INTRODUCTION ON THE GROUP’S PROJECTS

員工認真聽取工作人員對集團項目的介紹

RESPONSIBILITY AND GREEN DEVELOPMENT

建業責任，綠色發展

IX. RESPONSIBILITY AND GREEN DEVELOPMENT

The SDGs addressed in this section:

九、建業責任，綠色發展

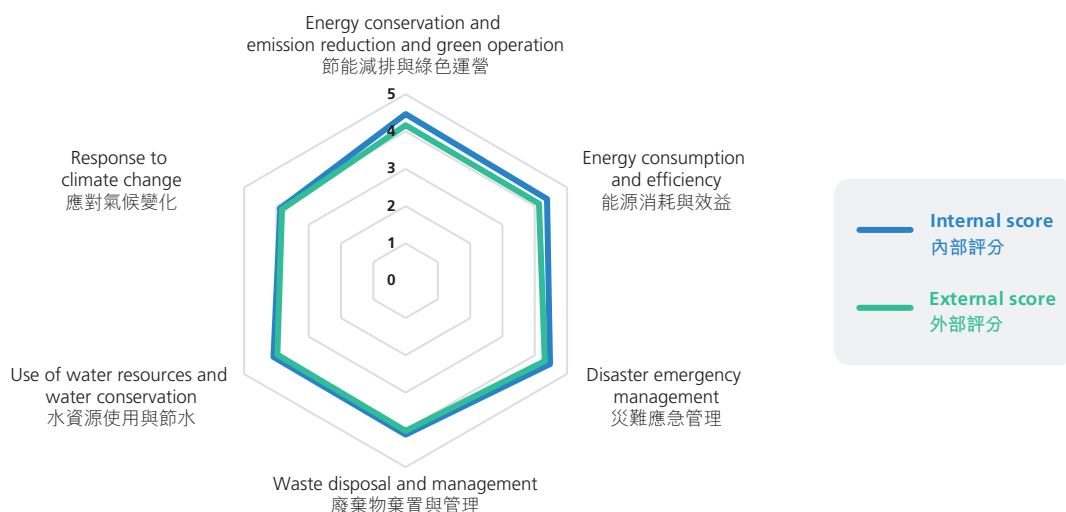
本章節回應SDGs：



(2 No hunger; 6 Clean drinking water and sanitary facilities; 11 Sustainable cities and communities; 13 Climate actions)
(2零飢餓；6清潔飲水和衛生設施；11可持續城市和社區；13氣候行動)

Stakeholders' concerns:

利益相關方關注：



Source of data: Materiality assessment of ESG issues

數據來源：ESG議題重要性評估

Note: Internal assessment covers the senior and middle-level management of the Group, while external assessment covers ordinary staff, suppliers/contractors/partners, industry associations/public welfare organisations, customers/property owners/members, investors/shareholders/capital market analysts, government/regulatory authorities, local communities/neighborhood communities and other stakeholders.

註：內部評估涵蓋群體為集團高級及中級管理人員，外部評估涵蓋群體包括普通員工、供應商/合約商/夥伴、行業協會/公益組織、客戶/業主/會員、投資者/股東/資本市場分析員、政府/監管機構、當地社區/居委會及其他利益相關方。

Advocating ecological civilisation and building a green home is the only way for the sustainable development of the Chinese nation. The Group keeps abreast of international development trends, integrates the concept of harmonious coexistence between man and nature into every part of its operation, strictly complies with the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Law of the People's Republic of China on the Prevention of Water Pollution (《中華人民共和國水污染防治法》), the Law of the People's Republic of China on the Prevention and Control of Air Pollution (《中華人民共和國大氣污染防治法》), the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes (《中華人民共和國固體廢棄物污染環境防治法》), the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》), and the Regulations on the Energy Conservation of Public Institutions (《公共機構節能條例》) and other laws and regulations, actively builds green communities, improves environmental management measures, and advocates the concept of low-carbon office to provide green lifestyle service.

1. Manage Green Properties

The Group has formulated and implemented various internal policies including the Management Rules for Water and Electricity Consumption and the Energy Management System (《能源管理制度》), to control the impact of our operations on the environment from the perspectives of energy management and resource protection, upholds the resource management principles of "environmental protection, energy conservation and consumption reduction, cost reduction and sustainable development" to eliminate water and energy waste and rationally improve the efficiency of water resources and energy use, and practices low-carbon and sustainable green property development concept in operations, with a view to providing a beautiful, healthy and comfortable working and living environment to the local communities where its business is located.

(1) Use of resources

The Group conducts reasonable management and control of the use of resources from the two aspects of water conservation and energy conservation, so as to reduce the resources consumed by operations and effectively improve the efficiency of resource use.

倡導生態文明·建設綠色家園·是中華民族永續發展的必由之路。本集團緊跟國際發展趨勢·將人與自然和諧相處的理念貫徹到運營中的每一步·嚴格遵循《中華人民共和國環境保護法》《中華人民共和國水污染防治法》《中華人民共和國大氣污染防治法》《中華人民共和國固定廢棄物污染環境防治法》《中華人民共和國節約能源法》及《公共機構節能條例》等法律法規·積極營造綠色社區·完善環境管理措施·倡導低碳辦公理念·用綠色服務生活。

1. 管理綠色物業

本集團制定並實施《水電能耗管理細則》及《能源管理制度》等內部政策·從能源管理·資源保護等維度對因我們的運營而對環境產生的影響進行把控·秉持「保護環境·節能降耗·降低成本·持續發展」的資源管理方針·杜絕水電能源浪費·合理提高水資源及能源使用效益·在運營中踐行低碳可持續的綠色物業發展理念·為業務所在當地社區提供美觀·健康和舒適的工作和生活環境。

(1) 資源使用

本集團從節水·節能兩個層面對資源使用進行合理管控·以減少運營所產生的資源消耗·有效提升資源使用效益。

Water conservation

The Group has formulated and implemented the Management System for Water Use (《用水管理制度》) to put in place the policy of water conservation, and strengthen the scientific management of water use to avoid water waste. In 2020, the water used by the Group came from municipal water, with no problem in obtaining suitable water sources.

節水

本集團制定並實施《用水管理制度》，貫徹節約用水的方針，加強用水的科學管理，以避免水資源浪費。2020年度，本集團用水來自市政水，在求取適用水源方面並無任何問題。

Measures for water conservation

節水舉措

- ✓ Establish a water conservation leading group to coordinate the overall water conservation work, and establish a water conservation supervision network composed of persons in charge of each community to be responsible for the supervision of water conservation in the community;
- ✓ Publicise the concept of water conservation in depth and conduct water conservation week activities every year to improve the water conservation awareness of community residents;
- ✓ Apply water-saving appliances for new projects and reconstructed water facilities, and include the implementation of water conservation measures in the scope of project acceptance upon completion;
- ✓ All water consuming equipment that uses cooling water and circulated water should adopt water circulation devices during design and construction, and prohibit waste of direct drainage;
- ✓ Strengthen the repair and maintenance of water-saving appliances in the community, and promptly repair damaged water-using equipment to ensure that they are in good condition and maintain due efficiency of water conservation.
- ✓ 成立節約水領導小組，統籌整體節水工作，並建立由各園區負責人組成的節水監督網絡，負責小區內的節約水監督工作；
- ✓ 深入宣傳節約水理念，並於每年開展節水宣傳周的活動，提高小區住戶的節水自覺性；
- ✓ 新建項目及改造的用水設施須選用節水型器具，並將落實節水措施列入工程竣工驗收內容；
- ✓ 凡使用冷卻水與循環水的用水設備均應在設計與施工時採用水循環裝置，禁止直排水的浪費；
- ✓ 加強對園區內節水器具的維護、保養，並及時搶修損壞的用水設備，保證其處於良好狀態，保持應有的節水效能。

Energy conservation

Energy consumption, such as the consumption of fossil fuels, thermal energy and electricity, will emit carbon dioxide and other greenhouse gases into the atmosphere, thereby exacerbating global climate change. The Group has formulated and implemented the Energy Management System (《能源管理制度》) and the Management System for Electricity Use (《用電管理制度》), to, on the basis of ensuring the electricity demand for operation, save electricity costs to the greatest extent, reduce the direct and indirect loss of electricity, and fully improve the efficiency of electricity use. Meanwhile, the Group applies advanced energy-saving and environment-friendly equipment and technologies in daily operations to improve the scientific management and efficiency of energy use.

節能

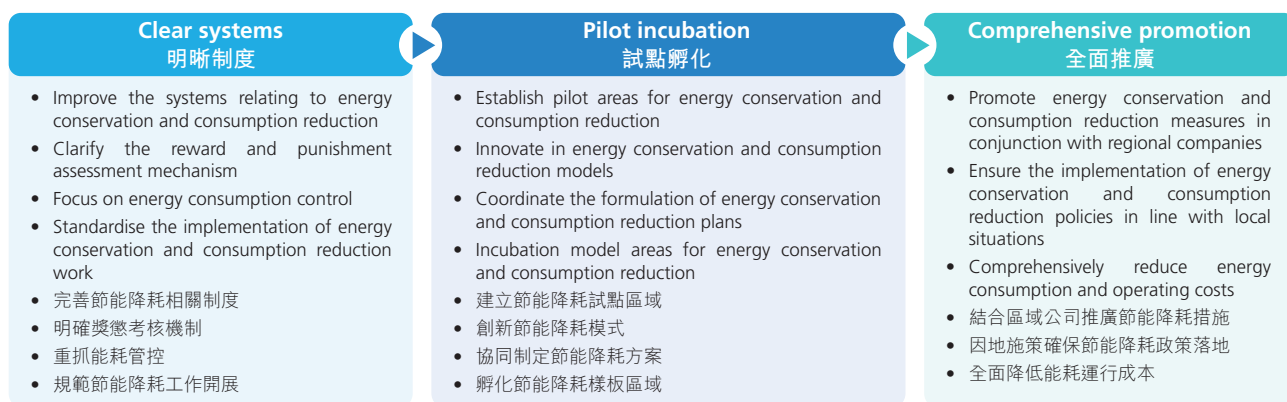
能源消耗，例如化石燃料、熱力能源、電能等的消耗，都會向大氣排入二氧化碳等溫室氣體，加劇全球氣候變化。本集團制定並實施《能源管理制度》及《用電管理制度》，在保證運營用電需要的基礎之上，最大限度地節約用電成本，減少電能的直接和間接損耗，充分提高用電使用效益。同時，在日常運營過程中採用先進的節能環保設備和技術，以提升能源使用的科學管理和效率。

Measures for energy conservation 節能舉措

- ✓ The lighting in the communities should use natural lighting as much as possible. The design of the lighting system should be reasonably arranged according to the actual lighting condition with the luminance not too high and controlled in sections according to the actual situation;
- ✓ On the premise of meeting the needs of the property owners, control the number of turned-on lights for basement lighting, replace part of the lights with radar lights, and use all radar lights in the communities where feasible;
- ✓ Strengthen the daily repair, maintenance and overhaul of the electrical equipment in the communities to ensure normal operation and improve the efficiency of electricity consumption;
- ✓ The Group has appointed dedicated persons to supervise the electricity consumption of each community from time to time and irregularly, and give verbal warnings or circular criticisms to relevant departments and responsible persons who use electricity in violation of regulations;
- ✓ For the public power supply and distribution room for property management in the communities, optimise the number of transformers in operation to reduce the iron and copper losses of the transformers;
- ✓ Replace old-fashioned water pumps of high energy consumption with new type of non-negative pressure energy-saving pumps to avoid dripping and leakage, realise cost saving and reduce resource consumption;
- ✓ Adopts an innovative model to manage the equipment room in the community, and modify the indoor lighting circuit. For example: install a sensor switch at the door, so that "lights will turn on when people come in, and turn off when people leave";
- ✓ When designing the power supply system, select power transformers with moderate capacity, and install capacitor compensation devices and power savers in the power supply and distribution equipment to reduce energy consumption while ensuring its normal operation.
- ✓ 園區照明儘量利用自然採光，照明系統設計需按照實際照明合理布局，照度不宜過大，並根據實際情況分段控制；
- ✓ 在滿足業主需求的前提下，控制地庫照明的明燈數量，部分照明更換為雷達燈，有條件的小區則全部採用雷達燈；
- ✓ 加強對園區用電設備的日常維護、保養和檢修工作，保證其正常運行，提高用電效益；
- ✓ 集團指定專門負責人定時、不定期對各園區用電情況進行督查，對於違規用電的相關部門及責任人，進行口頭警告或通報批評；
- ✓ 對於園區物業管理的公用供配電房，將變壓器運行台數進行優化控制，以減少變壓器自身的鐵銅損耗；
- ✓ 將高能耗老式水泵改換為新型無負壓節能泵，以達到避免滴漏跑冒的效果，實現成本節約，降低資源耗用；
- ✓ 運用創新模式管理園區設備機房，改造室內照明線路，例如：在門口加裝感應開關，做到「人進燈亮，人走燈滅」；
- ✓ 在設計供電系統時，選擇適中的電力變壓器容量，並於供配電設備內安裝電容補償裝置及節電器，在保證其正常運行的情況下降低能源消耗。

In 2020, the Group further established a clear energy conservation and consumption reduction management model, actively sought energy conservation and consumption reduction measures suitable for the Group, piloted the cultivation of energy conservation and consumption reduction areas, and will carry out large-scale promotion as and when appropriate.

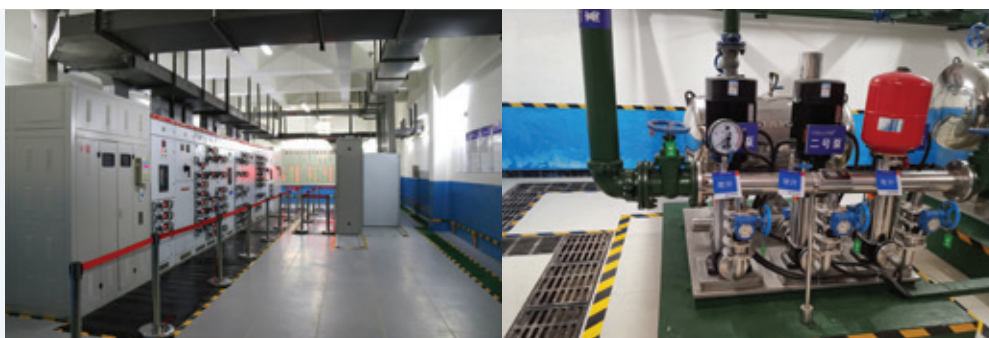
2020年，本集團進一步制定清晰明確的節能降耗管理模式，積極尋求適合本集團的節能降耗辦法，試點孵化節能降耗區域並在適當時機做大規模推廣。



ENERGY CONSERVATION AND CONSUMPTION REDUCTION MANAGEMENT AND CONTROL MODEL
 節能降耗管控模式

In order to reduce the energy consumption of property projects under management and facilitate the energy conservation and emission reduction work, the Group takes advantage of technical means to manage energy-consuming facilities such as lighting systems, HVAC systems and water supply systems, while carrying out necessary upgrades and transformations to improve the efficiency of resource use.

為降低在管物業項目的能源消耗，促進節能減排工作的開展，本集團結合技術手段對照明系統、暖通系統和供水系統等耗能設施加以管理，同時進行必要的升級改造，提升資源使用效率。



OPTIMAL CONTROL OF PUBLIC POWER SUPPLY AND DISTRIBUTION ROOM
 公用供配電房優化控制

RETROFIT OF NEW TYPE OF NON-NEGATIVE PRESSURE ENERGY SAVING PUMP
 新型無負壓節能泵改造

(2) Waste management

Waste classification in communities has become an important strategic development plan in China. In response to the policy, the Group adheres to the principle of “improving residential level and enhancing city image” and actively implements the waste classification policy by introducing four types of trash bins in communities, and cooperating with resident committees and neighborhood committees for several times to popularise the knowledge of waste classification to property owners, so as to enhance their understanding and recognition of waste classification. As of 31 December 2020, the Group had placed 1,108 new classified trash bins and 1,757 foot-operated trash bins in the property areas under management to provide property owners with a clean and comfortable living environment.

(2) 廢棄物管理

社區垃圾分類已經成為國家重要的戰略發展規劃，本集團響應政策，堅守「提高人居水平，提升城市形象」的原則，積極推行垃圾分類政策，於社區內引進四分類垃圾桶，並與居委會、街道辦等單位多次合作，向業主普及垃圾分類的知識，增加業主對垃圾分類的了解與認可。截至2020年12月31日，本集團在管物業區域已煥新1,108個分類垃圾桶、1,757個腳踏垃圾桶，為業主提供潔淨舒適的生活環境。



INTELLIGENT RECYCLING STATION FOR WASTE CLASSIFICATION
垃圾分類智能回收亭

2. Build a Green Base

The Group is committed to creating a green and beautiful home for the property owners. Since the establishment of the subsidiary Henan Central China New Life Agricultural Development Co., Ltd., it has adhered to the development direction of “industrial scale, integration of tertiary industries, ecological agriculture, landscaping in villages and towns, and professionalisation of farmers”, and, on the basis of protecting the ecological environment, strives to build modern agricultural industry parks (each a “green base”) integrating the R&D and production of high-end agricultural facilities, reserve and production of high-quality seedlings, demonstrative planting and supply of green agricultural products and agriculture for leisure and sightseeing in line with the local customs and geographical environment, so as to promote the farmers’ income and ecological efficiency, as well as the harmonious coexistence between human and nature.

2. 建造綠色基地

本集團致力於為業主打造綠色美好的家園，自旗下河南建業新生活農業發展有限公司成立以來，堅持以「產業規模化，三產融合化，農業生態化，村鎮景觀化，農民職業化」為發展方向，在保護生態環境的基礎上，根據當地的風土人情和地理環境，打造集高端設施農業研發與生產、優質苗木儲備與生產、綠色農產品示範種植與供給、休閒觀光農業於一體的現代農業產業園區(「綠色基地」)，促進農民增收、生態增效，譜寫人與自然和諧相處的動人篇章。



CENTRAL CHINA'S GREEN BASES IN HEBI AND YICHUAN
鶴壁建業綠色基地和川建業綠色基地

As of 31 December 2020, Central China had planned 12 green bases with a total area of more than 5,000 mu in Henan Province, of which 5 had been completed and opened to the public, and the remaining 7 were under preparation, and had completed the planting of 16,000 mu of seedlings and over 1 million precious trees and flowers. Meanwhile, in consideration of the operation of the park, each green base had planned more than 300 activities of various sizes in 2020 with participants including provincial and municipal leaders at various levels, as well as domestic experts and scholars and research groups in related fields, Central China's property owners and CCCC members in the total of more than 1.8 million, and received unanimous praise from the local governments and all walks of life, thereby not only establishing a good corporate image, but also promoting the green development of the local communities.


截至2020年12月31日，建業農業已在河南省內佈局5,000畝以上綠色基地項目12個，其中5個已建成並對外開放，其餘7個正在籌備中，並已完成16,000畝苗木和超過100萬株珍貴樹種及花卉品種的種植。與此同時，各綠色基地結合園區運營情況，於2020年度策劃各類大小活動300餘場，接待對象包括省市各級領導及國內相關領域專家學者、研學團體、建業業主及君鄰會會員等共計近180萬餘人次，受到當地政府及社會各界一致好評，不僅樹立了良好的企業對外形象，也促進了當地社區的綠色發展。

3. Put Green Office into Practice

The Group conducts daily operation and management under the principle of "green office", pays attention to details and every little things, and calls on all staff to work together to create a green and energy-saving office environment. In 2020, the Group formulated and implemented the Management System for Office Environment (《辦公環境管理制度》) to standardise the daily inspection of the office environment, create a clean working environment, and establish a great corporate image. The specific management measures for green office include:

3. 實踐綠色辦公

本集團以「綠色辦公」為原則進行日常運營管理，關注細節，從點滴抓起，號召全體員工共同打造綠色節能的辦公環境。2020年，本集團制定並實施《辦公環境管理制度》，規範辦公環境的日常檢查，創造潔淨的工作環境，樹立良好的企業形象，具體的綠色辦公管理舉措包括：

- 
- Arrange dedicated persons to take charge of green office with responsibilities assigned to specific departments or individuals;
綠色辦公實行專人專管，責任具體落實到部門或個人；
 - Replace part of travel trips with teleconferences and video conferences to reduce greenhouse gas emissions from business travel;
通過電話會議、視頻會議代替部分差旅出行，減少差旅產生的溫室氣體排放；
 - Establish and strictly implement the purchase system of office consumables and stationery;
制定辦公耗材及文具申購制度並嚴格執行；
 - Reduce the standby energy consumption of office equipment such as computer hosts, monitors, projectors, printers, drinking fountains and copiers, and turn off the power in time when they are not in use for a long time;
電腦主機、顯示器、投影儀、打印機、飲水機、複印機等辦公設備應減少待機能耗，長時間不使用時及時關閉電源；
 - Set the temperature of the air conditioners to 26℃. Close the doors and windows when air conditioners are turned on, and turn off the air conditioners when leaving the office;
將空調溫度設置為26攝氏度，空調開啓後應注意關閉門窗，離開辦公室時要關閉空調；
 - Reduce the use of disposable stationery, use papers for double-sided printing, and use e-mails for internal document communication as much as possible to gradually promote paperless office;
將減少使用一次性文具，紙張正反面打印，內部文件溝通儘量採用電子郵件，逐步推進無紙化辦公；
 - Vigorously carry out green office publicity and education activities to popularise energy conservation knowledge in daily work to the staff.
大力開展綠色辦公宣傳教育活動，向廣大員工普及日常工作中的節能知識。

4. Respond to Extreme Climate

In recent years, climate change has aroused widespread concern around the world. As extreme or severe weather such as high temperature, heavy rain, strong convection and typhoons tends to be frequent in summer, seasonal climate risk factors are likely to cause various safety production accidents. The Group has set up extreme climate prevention mechanism and emergency response measures in advance to proactively prevent and control the safety risks caused by climate change.

In order to ensure rapid response after the occurrence of extreme weather, the Group formulated and implemented the Instruction Book for Operations (《作業指導書》), which stipulated the response measures in case of extreme weather such as storms, heavy rains, thunder and lightning, heavy snow, hail and heavy fog, etc., and clarified the emergency organisation's management structure and departmental responsibilities, and the standards for safety education, material storage, equipment installation and testing, early warning and inspection, emergency rescue, personnel rescue, and work requirements under extreme weather to properly respond to emergencies, minimise or eliminate losses caused by extreme weather, and ensure the life safety of property owners and the staff.

In 2020, the Group regularly carried out flood prevention exercises, standardised flood control equipment, improved the staff's awareness on risk inspection, and ensured that the flood control measures were in place in the communities.

4. 極端氣候應對

近年來，氣候變化在全球引發普遍關注，隨著夏季高溫、暴雨、強對流、颱風等極端或惡劣天氣趨向頻繁，季節性氣候風險因素容易引發各類安全生產事故。本集團提前設定極端氣候預防機制及突發事件應對措施，積極防控氣候變化帶來的安全風險。

為了確保極端天氣發生後的快速響應，本集團制定並實施《作業指導書》，規定了極端天氣如暴風、暴雨、雷電、大雪、冰雹、大霧等情況下的應急措施，明確了應急組織的管理架構和部門責任、安全教育、物質儲備、設備安裝檢測、預警排查、應急搶險、人員救助及極端天氣工作要求等標準，妥善應對突發事件，最大限度地減輕或消除極端天氣造成的損失，確保業主及員工的生命安全。

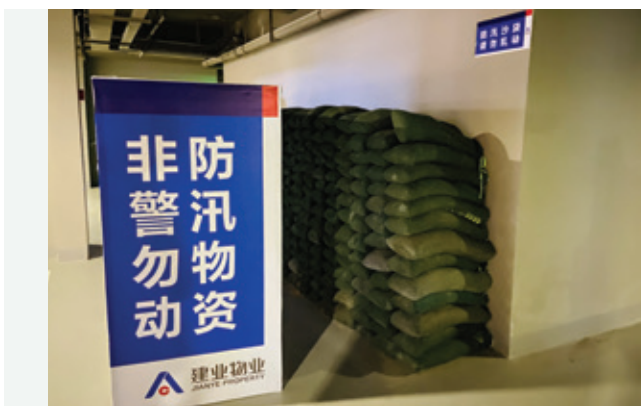
2020年，本集團定期開展防洪防汛演習，規範防洪設備，提高人員風險排查意識，確保園區防汛管控措施到位。

Flood prevention work and exercises

The Group has set 15 to 30 April each year as the month of problem inspection for flood prevention, and inspects the sewage pump equipment and drainage system of the underground garage in each community, prepares various flood prevention and emergency supplies, including flood prevention sandbags, shovels, raincoats, rain boots, portable sewage pumps and cables, and organises the staff in each community to study the Emergency Plan for Severe Weather (《惡劣天氣應急預案》) and complete the emergency drill, to make sure that all staff have received training and participate in flood prevention, and that all equipment operates safely during the flood period.

防洪防汛工作開展與演習

本集團將每年4月15日至4月30日設為防汛工作問題排查月，對各園區地下車庫排污泵設備、排水系統等內容進行巡查，準備包括防汛沙袋、鐵鍬、雨衣、雨鞋、便攜式排污泵及電纜線等防汛應急物資，並組織各園區內工作人員學習《惡劣天氣應急預案》，完成預案演練工作，做到全員培訓、全員防汛，確保汛期設備安全運行。



STORAGE OF FLOOD PREVENTION SUPPLIES

防汛物資儲存



FLOOD PREVENTION EXERCISE IN SUMMER

夏季防洪演習活動



FLOOD CONTROL BAFFLES AT BASEMENT ENTRANCE IN THE COMMUNITY

園區地庫出入庫的防汛擋板

HERITAGE AND CONTRIBUTION TO SOCIETY

建業傳承，回饋社會

X. HERITAGE AND CONTRIBUTION TO SOCIETY

The SDGs addressed in this section:

十、建業傳承，回饋社會

本章節回應SDGs：



(1 No poverty; 4 Quality education)

(1零貧窮；4優質教育)

Stakeholders' concerns:

利益相關方關注：



Source of data: Materiality assessment of ESG issues

數據來源：ESG議題重要性評估

Note: Internal assessment covers the senior and middle-level management of the Group, while external assessment covers ordinary staff, suppliers/contractors/partners, industry associations/public welfare organisations, customers/property owners/members, investors/shareholders/capital market analysts, government/regulatory authorities, local communities/neighborhood communities and other stakeholders.

註：內部評估涵蓋群體為集團高級及中級管理人員，外部評估涵蓋群體包括普通員工、供應商/合約商/夥伴、行業協會/公益組織、客戶/業主/會員、投資者/股東/資本市場分析員、政府/監管機構、當地社區/居委會及其他利益相關方。

In the process of continuous business development, the Group has always kept in mind its original aspiration, fulfilled its social responsibilities and assumed the obligations as a corporate citizen. We inherit the traditional culture of the Chinese nation with our original aspirations, conduct public welfare and charity with our heartfelt gratitude, win the fight against poverty with our confidence, contribute to the construction and development of communities with our sincerity, and defend the back line of the fight against epidemic with our attention to detail, and give back to the society with practical actions while providing quality services to our customers.

本集團在業務不斷發展的進程中，不忘初心，履行社會責任，承擔企業公民義務。我們用初心傳承中華民族傳統文化，用真心經營公益慈善事業，用信心打贏脫貧致富攻堅戰，用誠心助力社區建設發展，用細心鑄造抗役狙擊戰大後方，在為客戶提供優質的服務的同時，以實際行動回饋社會。

1. Inherit the Culture of Central China

Central China has a broad and profound culture. The Group has always connected its own destiny with Henan's economic, social and cultural destiny, and grows together with Central China. We strive to make Henan people as the disseminators of Chinese culture to explore, protect, inherit and promote the culture of Central China, carry forward the excellent family traditions and family mottos in the traditional villages in Central China, and are committed to renovating historical houses, supporting the agricultural by-product industry, and contributing to the heritage of folk art.

(1) Visit traditional villages in Central China

Protecting traditional villages and discovering ancient village culture is the focus of rural development nowadays. From the perspective of cultural heritage and public welfare, the Group leads the staff and community residents to explore the profound culture of ancient villages, responds to the national call for poverty alleviation, and contributes to the revitalisation of traditional villages and poverty alleviation in hometowns through such methods as visits and publicity, exploration of valuable items, online charity sales, education support and public welfare exhibitions. In 2020, the CCCC of the Group actively carried out the activity of "Hometown in Central China — Visiting Traditional Villages in Henan", and organised the staff and CCCC members to visit Zhuxian Town in Kaifeng, Liyu Village in Xinxiang, Peicheng Village in Luohe, and Gaojiatai Village in Anyang, as well as the ancient villages along the Yellow River, with a view to bringing traditional villages back into to the public's attention by virtue of the strength of the Group and all walks of life.

1. 傳承中原文化

中原文化博大精深，本集團始終將自身的命運與河南的經濟、社會、文化命運結合在一起，與中原厚土共同成長。我們努力讓河南人作為中國文化的傳播者，挖掘、保護、傳承和光大中原文化，發揚中原傳統村落中優良的家風、家訓，並致力為改造歷史舊居、扶持農副產業、傳承民間藝術奉獻力量。

(1) 鄉土中原，探訪傳統村落

保護傳統村落、發掘古村落文化是當今鄉村發展的重點，本集團從文化傳承和公益的角度出發，帶領員工及社區居民探尋古村落深厚的文化底蘊，並響應國家扶貧號召，通過探訪宣傳、好物挖掘、線上義賣、支教慰問及公益展出等方式，為振興傳統村落、家鄉脫貧做出貢獻。2020年，本集團旗下君鄰會積極開展「鄉土中原，走進河南傳統村落」活動，組織員工及會員先後走進開封朱仙鎮、新鄉里峪村、漯河裴城村、安陽高家台村以及黃河古村落，借助集團與社會各界的力量，讓傳統村落重新回到大眾的視野。



ROUTE MAP OF THE VISITS TO TRADITIONAL VILLAGES
傳統村落探訪路線圖

Build “CCCC Children’s Library” for Suyang Primary School

From 28 November to 29 November 2020, a team of CCCC came to the fifth stop of the visits to traditional villages, where they visited the ancient villages along the Yellow River, namely Shidonggou Village in Gaoshan Town, Xingyang, Zhengzhou City, Renmazhai Village in Xizhangcun Town, Shanzhou District, Sanmenxia City, and Suyang Village in Zhangwu Town, Yiyang County, Luoyang City successively, to appreciate characteristic houses, taste characteristic food, learn traditional family customs, experience intangible cultural heritage, and deeply experience the natural and humane charm of the ancient villages along the Yellow River.

During the activity, we found that Suyang Primary School was in lack of resources, there were only 58 students and 8 teachers in the school, and most of the children here were left-behind children. There was no heating in winter and no air conditioning in summer in the classrooms. Given such, the CCCC took the initiative to donate materials, books, school bags, stationery and gloves to Suyang Primary School, and built “CCCC Children’s Library” in Suyang Village, which is another children’s library built by the CCCC after the ones in Anyang and Xinyang, etc., reflecting the social responsibility and undertaking of the CCCC to practice the concept of a new gentleman.

為蘇陽小學建設「君鄰童書館」

2020年11月28日至11月29日，君鄰會一行人來到了探訪傳統村落的第五站，沿著黃河沿線進行古村採風活動，先後到達鄭州市滎陽市高山鎮石洞溝村、三門峽市陝州區西張村鎮人馬寨村以及洛陽市宜陽縣張塢鎮蘇羊村，欣賞特色民居、品味特色美食、學習傳統家風、體驗非遺文化，深入感受黃河古村的自然與人文魅力。

活動期間，我們發現蘇羊小學資源匱乏，全校只有58名學生、8位老師，且這裏的孩子大多是留守兒童，教室裏冬天沒有暖氣，夏天沒有空調。為此，君鄰會主動為蘇羊小學捐贈物資書籍、書包、文具以及手套，並於蘇羊村建設「君鄰童書館」，這是君鄰會繼安陽、信陽等地之後落地的又一座童書館，體現了君鄰會踐行新君子理念的社會責任與擔當。



SCENE OF CCCC STAFF
DONATING MATERIALS
君鄰人捐贈物資現場

PHOTO OF THE OPENING CEREMONY OF “CCCC
CHILDREN’S LIBRARY” IN SUYANG VILLAGE
蘇羊村「君鄰童書館」揭牌儀式留影

Activities successfully carried out by Jianye Green Base in Yichuan

In 2020, the Jianye Green Base in Yichuan and the local government jointly created the “Smart Chef Market” and the “Mountain Food Market”, which selected the unique local traditional flavors and local specialty products based on the actual needs for local poverty alleviation and supporting local farmers in Yichuan. Yichuan base provided special entrepreneurial policies, and reduced or exempted entrepreneurial rents and booth fees to help surrounding villagers start their own businesses and increase their entrepreneurial income, thereby helping the villages to get rid of poverty and the farmers to live a better life, through which, nearly 100 villagers in surrounding villages realised entrepreneurship on their own.

伊川建業綠色基地活動順利開展

2020年，伊川建業綠色基地與當地政府聯合打造「巧廚市集」及「山饗市集」，立足伊川當地扶貧助農實際需求，篩選當地獨特的地方傳統風味及本土特色產品，由伊川基地提供專項創業政策，減免創業租金及攤位費，幫助周邊村民自主創業，增加創業收益，助力鄉村脫貧富農，共計扶助周邊村莊的近百戶村民實現了自主創業。



SMART CHEF MARKET IN YICHUAN BASE
伊川基地巧廚市集

MOUNTAIN FOOD MARKET IN YICHUAN BASE
伊川基地山饗市集

(2) *Inherit food culture and promote famous traditional food*

By virtue of Henan's rich ecological resources and the profound culture of Central China, the Cuisine Henan Foodcourts of the Group is dedicated to discovering, protecting, inheriting and carrying forward Henan's specialty snacks and traditional food culture in the form of snack stalls and restaurants, thus forming a uniquely competitive catering business model to provides more affordable and convenient food services to the people in Henan.

(2) 飲食傳承，推廣傳統名吃

憑藉河南豐富的生態資源和厚重的中原文化，本集團旗下建業大食堂以小吃攤位和餐館的形式，致力於發掘、保護、傳承和發揚河南特色小吃和傳統飲食文化，形成獨具競爭力的餐飲經營模式，向河南人民提供更加親民和便捷的美食服務。

Actively promote the characteristic and famous snacks in Henan Province

In January 2020, the Cuisine Henan Foodcourts actively negotiated and communicated with the Snack Committee of Henan Cuisine Association, selected more than 20 special snacks for Cuisine Henan Foodcourts, and invited industry professional judges to evaluate and select 14 honorary merchants with “Famous Snacks in Henan Province”, and carried out active promotion for such snacks. As of 31 December 2020, the Cuisine Henan Foodcourts had discovered and launched more than 300 kinds of Henan’s traditional specialty foods and snacks, including 30 national and provincial-level intangible heritage foods, to protect and inherit the traditional food culture in Central China with practical actions.

積極推廣河南省風味名優小吃

2020年1月，建業大食堂與河南省餐飲協會小吃委員會積極洽談溝通，優選建業大食堂特色小吃20餘個，邀請行業專業評委進行評定，評選出「河南省名優小吃」榮譽商家14家並進行積極推廣。截至2020年12月31日，建業大食堂已累計發掘並推出300餘種河南傳統特色名吃、小吃，其中國家及省市級非遺名吃30種，以實際行動保護和傳承中原傳統美食文化。



SCENE OF EVALUATING FAMOUS SPECIALTY FOODS IN HENAN

河南風味名吃評審工作現場

Hold the “Cuisine Henan Foodcourts • Spring Festival Feast” successfully

In January 2020, the Cuisine Henan Foodcourts organised a Spring Festival feast that gathered Henan cuisine, famous foods recognised as intangible cultural heritage, traditional snacks, folk customs of 18 places, folk art and folk houses, invited well-known leaders of time-honored brands in the traditional snack industry and more than 70 media in various fields and relevant leaders of the catering association to participate in the “Cuisine Henan Foodcourts • Spring Festival Feast”, and awarded honorary plaques to 14 merchants who won the “Famous Snacks in Henan Province” at the conference, allowing the participants to have a deep taste of authentic and historic Henan cuisine, and experience the profound culture of Central China.

「建業大食堂·年味發布會」成功舉辦

2020年1月，建業大食堂打造了一場融合中國豫菜、非遺名吃、傳統小吃、十八地市民俗、民藝與民居的新年盛宴，邀請傳統小吃業界知名老字號掌門人、各界媒體70餘家以及餐飲協會相關領導參加「建業大食堂·年味發布會」，並於會上為14位獲得「河南省民優小吃」商家掌門人頒發榮譽牌匾，讓與會者深度吃到有歷史的地道豫菜，感受深厚的中原文化。



SCENE OF “CUISINE HENAN FOODCOURTS • SPRING FESTIVAL FEAST”

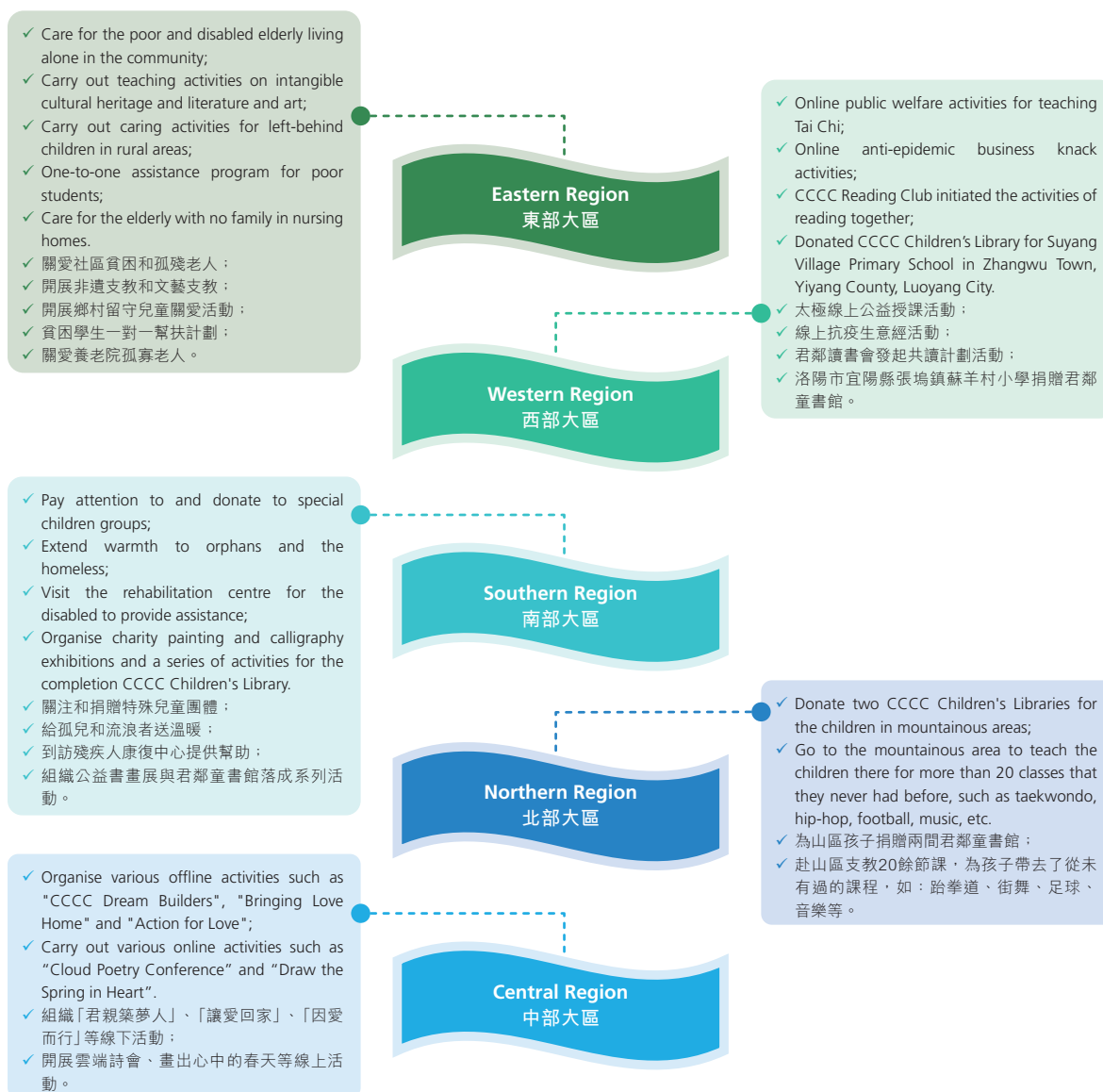
「建業大食堂·年味發布會」現場

2. Contribute to Urban Development

Leveraging on CCNL’s advantages in business coverage area and the entire industry chain, as well as the increasing platform advantages and experience in public service operation, the Group is committed to promoting functionally intelligent, facility-friendly, and service-innovative communities. Communities are the most important carriers in property management. Through the constant implementation of meticulous property service concept, we actively undertake community activities, improve community infrastructure construction, actively participate in diversified social welfare undertakings, and are committed to creating a harmonious and happy community culture and atmosphere, thereby creating value to pay back to the society as a corporate citizen.

2. 助力城區發展

依託建業新生活業務覆蓋區域和全產業鏈優勢，以及與日俱增的平台優勢和公共服務運營經驗，本集團致力推動功能智慧型、設施友好型、服務創新型社區。社區是物業管理中最為重要的載體，我們通過貫徹細緻的物業服務理念，主動承辦社區活動，改善社區基礎設施建設，並積極投身多元化的社會公益事業，致力於打造和諧幸福社區文化氛圍，創造企業公民的反哺價值。



OVERVIEW OF COMMUNITY AND CHARITY ACTIVITIES IN EACH REGION IN 2020
2020年各大區社區與公益活動總覽

(1) Community activities

The Group continuously organises a wealth of community activities, actively promotes the positive values of respecting the elderly, caring for the young, loving the neighborhood, harmony and friendliness in the communities under management, and cares for the disadvantaged groups and brings warmth to property owners.

(1) 社區活動

本集團持續舉辦豐富的社區活動，在所管理社區積極弘揚尊老愛幼、友愛鄰里、和諧友善等積極向上的價值觀，為弱勢群體送去關懷，給社區業主帶來溫暖。

CCNL's Happy Hours

After more than 20 years of accumulation and precipitation, Central China Property has taken harmony in neighbourhood as its starting point, making community culture building as its core competitiveness by upgrading it to "CCNL's Happy Hours", creating a differentiated, quality and youthful community culture system for owners with the perspective of "activities + community + culture", defining a new type of Chinese neighbourhood. In 2020, a total of 6,450 activities of CCNL's Happy Hours were held, with more than 919,315 participants. Various kinds of activities were held, such as the Harmonious Neighbourhood Festival, Cloud Fun Festival, 7th July Magpie Festival and Time-to-Shop Festival, with a view to continuously implementing the "CCNL's Happy Hours" activity system, focusing on the activities for brand IP building, further creating a "different but harmonious neighbourhood" community cultural atmosphere, so as to redefine the new Chinese neighbour relationship.

建業幸福時光裏

經過20多年的積累和沉澱，建業物業以鄰里和諧為出發點，將社區文化建設打造為企業核心競爭力，將其升級為「建業幸福時光裏」，圍繞「活動+社群+文化」的角度，為業主打造差異化、品質化、年輕態的社區文化體系，定義中國式新型鄰里關係。2020年，建業幸福時光裏活動共開展6,450場，參與人次達919,315人次。同心睦鄰節、雲端樂活節、七夕喜鵲節、時光造物節等活動層出不窮，持續深化落地「建業幸福時光裏」活動體系，重點打造品牌IP活動，進一步營造「鄰里美美，和而不同」的社區文化氛圍，全新定義中國式新型鄰里關係。



SCENES OF CCNL'S HAPPY HOURS

建業幸福時光裏活動現場

The “Four-thirty Classroom” was well received

In response to the problems such as unattended left-behind children after school and unattended homework after school, the Group made full use of the community space, recruited volunteers from property staff, property owners and surrounding educational resources to build a “Four-thirty Classroom” for the children living in the community, including various caring services and activities such as schoolwork guidance, interest cultivation, psychological counseling, and family accompaniment, effectively solving the problem in dual-income families that parents are at work and children are unattended at home, and winning wide praise from many property owners.

「四點半課堂」好評如潮

針對社區留守兒童放學後無人照管、功課無人輔導等問題，本集團充分利用園區空間，招募物業、業主及社區周邊教育資源志願者，為社區孩子搭建「四點半課堂」，提供包括課業輔導、興趣培養、心理疏導、親情陪護等關愛服務活動，有效解決了雙職工家庭中父母上班、孩子在家無人看管的問題，贏得了眾多業主的好評。



SCENE OF “FOUR-THIRTY CLASSROOM” ACTIVITY

「四點半課堂」活動現場

Solicitude activities on Women's Day

From 7 March to 8 March 2020, on the occasion of Women's Day, the Group, together with 17 cities in Henan Province, presented small gifts to more than 1,200 female medical staff in the communities under management, and also brought to them the sincere blessings from Central China Film Town, which invited them to enjoy free tours in the Film Town in 2020, with a view to caring for and safeguarding the rights of women in the communities.

三八婦女節送溫暖活動

2020年3月7日至8日，在三八婦女節到來之際，本集團聯合河南省17地市，為管理小區內的1,200餘名女性醫護人員獻上小小的禮品，還為她們送上來自建業電影小鎮的誠摯祝福，邀請其在2020年內到電影小鎮免費遊玩，關愛並維護社區女性群體權利。

The community film festival was well received

From June to July 2020, when epidemic prevention and control became normal, the Group actively cooperated with the strategic alliance brand "Oscar Cinema" to quickly implement the community film festival activity. Taking into account the "Children's Day" on 1 June and the "Party-Building Day" on 1 July, we selected "Frozen 2", "Ne Zha" and "My Motherland and Me" and other films to play in the communities for free, thereby actively promoting the communication between families and neighbors, and enhancing the sense of belonging and happiness of the property owners.

社區電影節活動廣受好評

2020年6月至7月，疫情防控進入常態化，本集團與戰略聯盟品牌「奧斯卡影城」積極聯動，快速落實社區電影節活動。結合「六一兒童節」和「七一建黨節」，我們選取了《冰雪奇緣2》《哪吒》及《我和我的祖國》等多部影片走進社區，免費為社區居民播放電影，積極促進家庭、鄰里的交流，提升業主的歸屬感和幸福感。



THE COMMUNITY FILM FESTIVAL WAS POPULAR AMONG CHILDREN

社區電影節受到小朋友們的歡迎

The Golden Wedding Ceremony was successfully held

The most beautiful love is to meet the right person at the best age. In August 2020, the Group launched the themed activity of “Chinese Valentine’s Day Festival”, held nearly 50 golden wedding ceremonies for more than 200 elderly couples in Henan Province, attended by more than 6,000 people, and paid attention to the true needs of the middle-aged and elderly people while promoting the harmony among community neighbors, thereby demonstrating its corporate social responsibilities and enhancing the reputation of its brand.

金婚盛典成功舉辦

最美的愛情就是在最美好的年紀遇見對的人。2020年8月，本集團發起「七夕喜鵲節」主題活動，於河南省為200多對老人舉辦近50場金婚儀式，參與人次達6,000餘人，在促進社區鄰里和諧的同時，關注中老年人的真實需求，彰顯了企業社會責任，提升了品牌美譽度。



SCENE OF GOLDEN WEDDING CEREMONY
金婚盛典活動現場

Activity of Supporting Soldiers and Their Families on National Day

In order to thank the soldiers for their homeland protection and selfless dedication, in October 2020, the Group carried out a special activity of supporting soldiers and their families during the National Day holiday, and paid high respects and extend holiday wishes to the soldiers’ families and family members in the communities under management. During the activity, the Group visited a total of 137 soldiers’ families and sent greeting gifts worth RMB11,000 to sincerely express its respect and admiration for the outstanding soldiers.

國慶節擁軍擁屬活動

為了感謝人民子弟兵保家衛國和無私奉獻的精神，2020年10月，本集團於國慶節期間特開展擁軍擁屬活動，向管理社區內的軍人家家庭和軍屬致以崇高的敬意並送上節日祝福。活動期間，本集團累計拜訪了137戶軍人家家庭，並送上累計價值11,000元的問候禮品，真誠表達對優秀軍人的愛戴與敬仰。

(2) Public welfare activities

"An enterprise to the society is like a tree to the soil". The Group insists on providing all property owners with high-quality services throughout the life cycle, and actively participates in public welfare undertakings as a corporate citizen, making its own contributions by delivering warmth and positive energy to the society in the forms of donations and visits.

(2) 公益活動

「企業之於社會，如同大樹之於土壤。」本集團堅持為全體業主提供全生命週期的優質服務，並以企業公民的角色積極投身公益事業，通過愛心捐贈、走訪慰問等形式，以點滴之力向社會傳遞溫暖與正能量。

The love bus activity of "Bringing Love Home"

In order to alleviate the problem that "it is hard to get a ticket" to go back home during the Spring Festival, on 23 January 2020, the Group actively organised the love bus activity of "Bringing Love Home" to send Henan people back home for the Spring Festival for free. The love buses went along 8 routes to send more than 100 people back home to Puyang, Huaxian, Luoyang, Xinxiang, Hebi, Pingdingshan and other regions for the Spring Festival. We also prepared Spring Festival couplets, Spring Festival dolls, stuffed buns, hot tea and other exquisite souvenirs for the people, and won unanimous praise from them.

「讓愛回家」愛心大巴車活動

為了緩解春節回家「一票難求」的問題，2020年1月23日，本集團積極組織「讓愛回家」愛心大巴車活動，免費送河南省內老鄉回家過年。愛心大巴車分8條線路送濮陽、滑縣、洛陽、新鄉、鶴壁、平頂山等地區的100多位老鄉回家過年，我們還為老鄉們準備了春節對聯、春節玩偶、餐包和熱茶等精美的伴手禮，獲得了老鄉們的一致點讚。



SCENE PHOTOS OF LOVE BUS ACTIVITY

愛心大巴車活動現場合影

The “CCCC Dream Builders” activity by Shangqiu CCCC

In June 2019, Shangqiu CCCC launched a love activity of “CCCC Dream Builders”. In half a month, they visited nearly 200 poor families throughout Shangqiu City in nearly 6,000 kilometers, and selected 100 poor students in the end, for whom, the CCCC members will provide long-term one-to-one assistance through a monthly subsidy of RMB200 until these 100 poor students complete their studies.

In September 2020, Shangqiu CCCC set off again for the charity activity of “CCCC Dream Builders”, and carried out six charity activities successively for several nursing homes in Shangqiu City, including cleaning, hairdressing, free medical consultation, making dumplings and donating charitable materials, extending greetings and care to hundreds of elderly people in total. Contribution lies in action, and loving the elderly lies in the heart. The love activity of “CCCC Dream Builders” has enabled the traditional virtues of “respecting, loving and helping the elderly” to be further inherited and carried forward, and also attracted more CCCC members and people from all walks of life to join CCCC’s charity and public welfare undertakings.

商丘君鄰會「君親築夢人」活動

2019年6月，商丘君鄰會發起「君親築夢人」愛心活動，在半個月的時間裏實地走訪整個商丘市近200戶貧困家庭，走訪行程近6,000公里，最終選擇100名貧困學生，由君鄰會會員通過每月資助200元的方式進行長期結對幫扶，直至100名貧困學生完成學業。

2020年9月，商丘君鄰會「君親築夢人」公益的腳步再次出發，針對商丘市的數個敬老院，陸續開展了6場愛心公益活動，包括打掃、理髮、義診、包餃子、贈送愛心物資，累計為數百位老人送去了慰問與關愛。奉獻在於行動，愛老在於從心，「君親築夢人」的愛心活動讓「敬老、愛老、助老」的傳統美德進一步得到繼承和發揚，同時也吸引了更多的會員和社會各界人士加入到君鄰會的愛心公益事業中來。



WORKING STAFF OF “CCCC DREAM BUILDERS” ACTIVITY EXTENDING CARE AND WARMTH TO NURSING HOMES
「君親築夢人」愛心項目工作人員給養老院送關懷和溫暖

The charity summer camp of "Action for Love"

From 18 to 20 August 2020, the Group organised the third season of charity summer camp activity of "Action for Love", and led the 30 teachers and students from Xiaohuzhuang Primary School in Kaocheng Town, Lankao County to gather in Zhengzhou to embark on the journey of dream building and study that lasted for three days and two nights. During this study journey, the participants visited Central China Film Town, the landmark building "Big Corn", Central China Football Town and Zhengzhou Science and Technology Museum, where the children from the countryside were led to experience diverse cultures, and enrich their horizons and insights. From the shyness at the beginning to the courage to share at the end, the children had broken through themselves and grown up.

「因愛而行」公益夏令營活動

2020年8月18日至20日，本集團開展了第三季「因愛同行」公益夏令營活動，帶領蘭考縣考城鎮小胡莊小學的30名師生相聚鄭州，體驗三天兩晚的築夢研學之旅。此次研學旅行，先後走訪了建業電影小鎮、地標建築「大玉米」、建業足球小鎮及鄭州市科技館等地，帶領來自鄉村的孩子們體驗多樣文化，豐富眼界和見識。從最初的靦腆到最後的勇於分享，孩子們突破了自我，得到了成長。



SCENE PHOTOS OF THE CHARITY SUMMER CAMP OF "ACTION FOR LOVE"

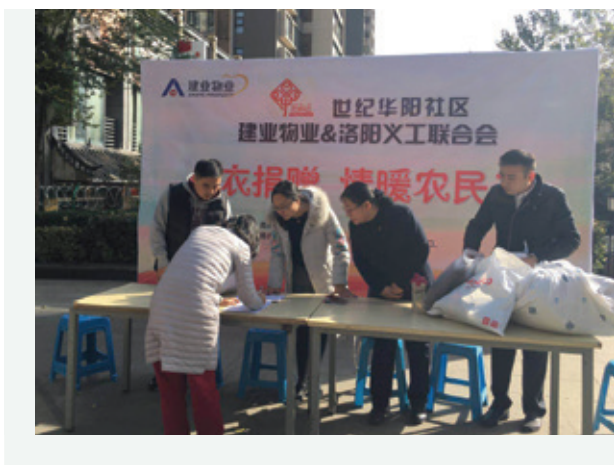
「因愛而行」公益夏令營活動現場剪影

Charity donation activities

In the autumn and winter season of 2020, Central China Property actively carried out various types of charity activities such as winter clothes donation and loving breakfast, calling on the staff, enthusiastic property owners and citizens to donate their cleaned up old clothes or old quilts, and providing loving breakfast and other winter supplies to enable the people in poor areas to spend a warm winter.

愛心捐助活動

2020年，秋冬之季，建業物業積極開展冬衣捐贈、愛心早餐等多種形式的公益活動，號召員工、熱心的業主和市民捐贈其整理乾淨的舊衣服或舊棉被，並送上愛心早餐和其他過冬物資，讓貧困地區的人們也可以度過一個有溫度的冬天。



WINTER CLOTHES DONATION ACTIVITY
HELD IN COMMUNITY
社區舉辦冬衣捐贈活動



PUBLIC WELFARE ACTIVITY
愛心公益行活動

3. Support the Fight against Epidemic

With the outbreak of the novel coronavirus pneumonia (COVID-19), COVID-19 cases were reported in many places across the country. In the face of the raging epidemic, the Group upheld the unity spirit of “when difficulties arise in one place, aid comes from all places”, and leveraged on the advantages of its own platform to protect the health of community residents, and raised materials and funds to support the front line of the fight against the epidemic. In 2020, the Group donated more than 100,000 pieces of medical masks, more than 410 tonnes of various types of disinfectants, and 16 tonnes of disinfection particles to the frontline of the fight against epidemic, with the cumulative donation amounting to more than RMB1.08 million, making great contributions to the epidemic prevention and control in various regions and the winning of the battle of epidemic prevention and control.

3. 支援抗疫各方

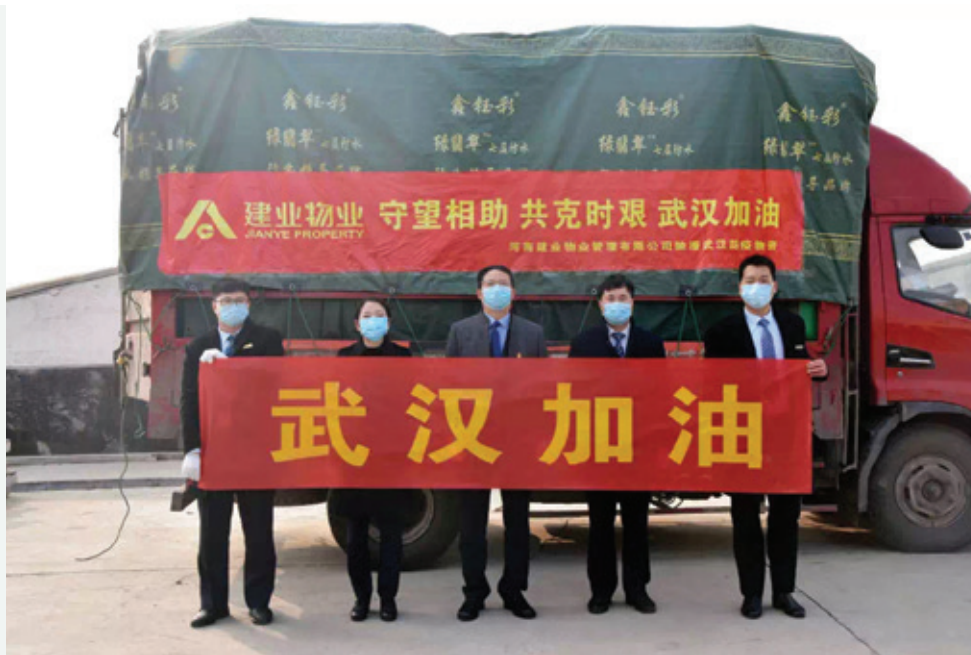
隨著新型冠狀病毒肺炎(COVID-19)爆發，國內多地出現新型冠狀病毒感染肺炎病例。面對來勢洶洶的疫情，本集團秉持「一方有難，八方支援」團結精神，借助自身平台優勢，保障社區居民健康，並籌集物資、資金，支援抗擊疫情的一線。2020年，本集團向抗疫前線捐贈醫用口罩10餘萬個、各類型消毒液410餘噸以及消毒顆粒16噸，累計捐款額超過108萬元，為各地疫情防控提供大力幫助，助力全面打贏疫情防控阻擊戰。

Central China Property provided support to the front line of the fight against the epidemic

- On 3 February 2020, under the situation of severe shortage of epidemic prevention materials in various places, Central China Property contacted various manufacturers, mobilised all staff to do everything possible to gain access to epidemic prevention resources, and, on the premise of ensuring the epidemic prevention needs in its own communities, donated a batch of valuable epidemic prevention materials to the Wuhan Property Management Association, including 5 tonnes of 84 disinfectant, more than 300 spraying bottles, more than 25,000 pieces of disposable gloves, and 600 bottles of alcohol, which were allocated to the property enterprises in Wuhan for epidemic prevention in their communities. The Wuhan Property Management Association indicated that the donation of Central China Property was like a timely delivery of charcoal in winter, effectively satisfying part of the urgent needs in the frontline of epidemic prevention by property enterprises in Wuhan.

建業物業馳援抗疫一線

- 2020年2月3日，在各地防疫物資嚴重短缺的情況下，建業物業多方聯繫廠商，發動全員千方百計聯繫防疫資源，在確保自身園區防疫所需的前提下，向武漢市物業管理協會捐贈一批珍貴的防疫物資，其中包括84消毒液5噸、噴壺300餘個、一次性手套25,000餘雙、酒精600瓶，用於分配給武漢物業企業在小區防疫使用。武漢市物業管理協會表示，建業物業此次捐贈可謂雪中送炭，有效解決了武漢物業防疫一線的部分燃眉之急。



SCENE OF DELIVERING EPIDEMIC PREVENTION MATERIALS

防疫物資運送現場

- On 25 February 2020, Jianye Property further donated 200 sets of protective clothing to the Red Cross Society of Jinshui District, Zhengzhou City, to provide support for the front line of epidemic prevention in the city.

- 2020年2月25日，建業物業再出援手，向鄭州市金水區紅十字會捐贈防護服200套，為城市一線防疫工作盡一份綿薄之力。



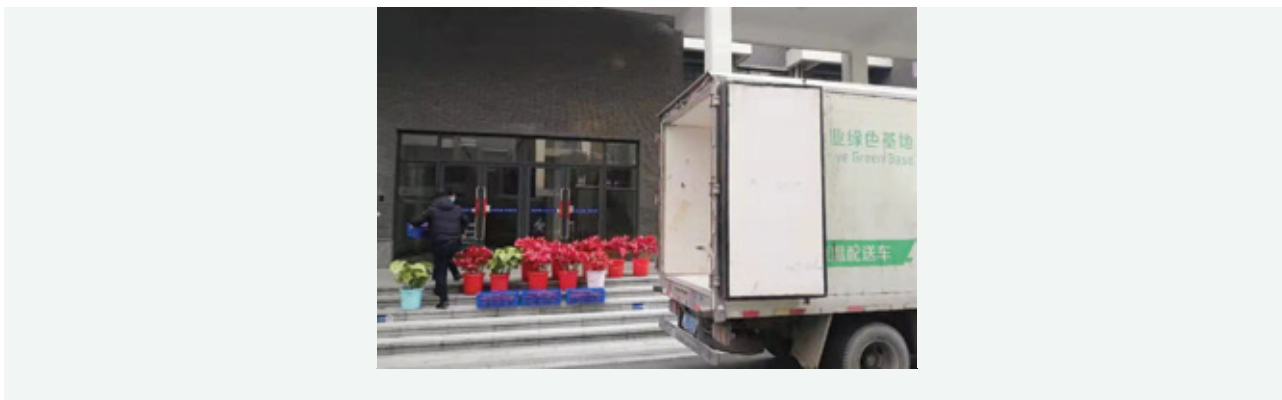
DONATION ACTIVITY OF EPIDEMIC PREVENTION MATERIALS
防疫物資捐贈活動

Many green bases donated epidemic prevention materials such as fruit and vegetable products

- From 31 January to 1 February 2020, Jianye Green Base in Yanling gave 1,000 kilograms of small Dutch tomatoes and 3,000 sticks of fresh cut Dutch anthurium for free to three communities, namely Xuchang Jianye Forest Peninsula (許昌建業森林半島), Xuchang Jianye No.1 City State (許昌建業壹號城邦) and Yanling Jianye Ecological New Town (鄢陵建業生態新城), to create a loving and humane home for the property owners under the tense situation of the epidemic.

多處綠色基地捐贈果蔬產品等防疫物資

- 2020年1月31日至2月1日，鄢陵建業綠色基地先後為許昌建業森林半島、許昌建業壹號城邦以及鄢陵建業生態新城3個小區免費贈送1,000公斤荷蘭小西紅柿和3,000支荷蘭紅掌鮮切花，在疫情緊張形勢之下為業主打造有愛、有人情味的生活家園。



**SCENE OF LOADING THE FRUIT AND VEGETABLE PRODUCTS DONATED BY
YANLING JIANYE GREEN BASE TO COMMUNITIES**
鄖陵建業綠色基地為社區捐贈的果蔬產品裝車現場

- From 18 to 19 February 2020, Yichuan Jianye Green Base donated daily necessities including drinking water, small Dutch tomatoes, instant noodles and ham sausages to the epidemic prevention and control team of Zhangyao Village in Yichuan County and the epidemic prevention command office of Jiangzuo Town, and donated daily necessities including vegetable gift boxes, drinking water and instant noodles, and prevention and control materials such as facial masks and disinfectant to the government of Yichuan County to supply and support the work and life of the personnel working at the front line of epidemic prevention and control.
- 2020年2月18日至19日，伊川建業綠色基地分別向伊川縣張瑤村疫情防控組和江左鎮防疫指揮部捐贈飲用水、荷蘭小西紅柿、方便麵及火腿腸等生活物資，同時向伊川縣政府捐贈包括蔬菜禮盒、飲用水、方便麵等生活物資，以及口罩、消毒水等防控物資，用於補給和支持疫情防控一線人員的工作與生活。



**SCENE OF YICHUAN JIANYE GREEN BASE DONATING PREVENTION AND CONTROL MATERIALS TO SEVERAL
PREVENTION AND CONTROL TEAMS IN YICHUAN**
伊川建業綠色基地向伊川多個防控組捐助防控物資現場

- On 22 February 2010, a team of Hebi Jianye Green Base came to the Gucheng Sub-district Office of Hebi City to express concern and condolences to the staff working at the front line of epidemic prevention and control, and gave them 1,000 kilograms of self-produced vegetables in the base for free, contributing to the winning of the battle against the epidemic across the country with practical actions.

- 2010年2月22日，鶴壁建業綠色基地一行人來到鶴壁市古城街道辦事處，關心慰問了一線疫情防控的工作人員，並為他們免費贈送基地自產蔬菜1,000斤，以實際行動助力全國打響疫情防衛戰。



SCENE OF HEBI JIANYE GREEN BASE DONATING PREVENTION AND CONTROL MATERIALS
TO THE GUCHENG SUB-DISTRICT OFFICE OF HEBI
鶴壁建業綠色基地為鶴壁古城街道辦捐贈防控物資現場

The “Support Farmers with Love” activity during the epidemic

In the spring and summer of 2020, with the spread of the epidemic, the sale channels of fruits and vegetables were blocked, and tens of thousands of tonnes of fruits and vegetables were stacked in the fields. Many farmers suffered heavy losses and their production confidence were impacted. On the other hand, the sales of vegetables and fruits were hindered, and the urban residents were encountering a lack of vegetables and fruits. Central China Property carried out activities to help farmers in a timely manner to connect every link from picking, transportation to delivery, so as to reduce the burden on farmers to the greatest extent and solve the life problems for property owners. Since the beginning of the epidemic, Central China Property has continued to launch activities to purchase fruits and vegetables for property owners, and worked with several real estate projects and over 1.2 million property owners to purchase unsold vegetables and fruits from farmers, which not only satisfied the daily needs of property owners, but also relieved the pressure on farmers to a certain extent. It continued to promote the activity of “Support Farmers with Love” to pass on love and assume responsibility, thereby making its contributions to agricultural development, and to the recovery of the entire industrial environment. For Central China Property, the “Support Farmers with Love” activity is a continuous public welfare undertaking.

疫情期間「愛心助農」活動

2020年春夏之際，隨著疫情蔓延，果蔬銷路受阻，數萬噸的果蔬積壓在地裏，不少農民損失慘重，生產自信遭到打擊。另一方面，蔬菜、水果銷路受阻，城市居民的菜籃子、果籃子同樣受到影響。建業物業適時開展愛心助農活動，從採摘、運輸到送出，逐節打通，最大程度上為農民減負，為業主解決生活難題。自疫情開始以來，建業物業持續推出為業主代購蔬果的活動，聯合多個地產項目及120萬餘業主，採購菜農滯銷蔬果，既滿足了業主的日常生活需求，也在一定程度上緩解了農民壓力。持續推進愛心助農活動，傳遞愛心、承擔責任，為農業發展貢獻一份綿薄之力，為整個產業大環境的復蘇增添一份助力。對於建業物業來說，愛心助農是一項持續性公益事業。



SCENE OF THE “SUPPORT FARMERS WITH LOVE” ACTIVITY

「愛心助農」活動現場

APPENDIX I: INDEX FOR THE ESG REPORTING GUIDE

附錄一：《環境、社會及管治報告指引》內容索引

APPENDIX I: INDEX FOR THE ESG REPORTING GUIDE

附錄一：《環境、社會及管治報告指引》內容索引

ESG Indicators ESG 指標		Disclosure Status 披露情況	Corresponding Section 對應章節
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	Responsibility and Green Development
A1 一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的政策及遵守發行人有重大影響的相關法律及規例的資料。	已披露	建業責任·綠色發展
A1.1	The types of emissions and respective emissions data.	Disclosed	Appendix II
A1.1	排放物種類及相關排放數據。	已披露	附錄二
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	Appendix II
A1.2	直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	已披露	附錄二
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix II
A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	已披露	附錄二
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix II
A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	已披露	附錄二
A1.5	Description of emissions target(s) set and steps taken to achieve them.	To be disclosed in the coming years since the disclosure requirements for this indicator will take effect for the financial years beginning on or after 1 July 2020	
A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	將於未來年度披露，該指標的披露要求將於2020年7月1日開始或之後的財政年度生效	

Appendix I: Index for the ESG Reporting Guide (Continued)
 附錄一：《環境、社會及管治報告指引》內容索引(續)

ESG Indicators ESG指標		Disclosure Status 披露情況	Corresponding Section 對應章節
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.	To be disclosed in the coming years since the disclosure requirements for this indicator will take effect for the financial years beginning on or after 1 July 2020	
A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	將於未來年度披露，該指標的披露要求將於2020年7月1日開始或之後的財政年度生效	
A2 General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Disclosed	Responsibility and Green Development
A2 一般披露	有效使用資源(包括能源、水及其他原材料)的政策。	已披露	建業責任，綠色發展
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	Appendix II
A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	已披露	附錄二
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Disclosed	Appendix II
A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	已披露	附錄二
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	To be disclosed in the coming years since the disclosure requirements for this indicator will take effect for the financial years beginning on or after 1 July 2020	
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	將於未來年度披露，該指標的披露要求將於2020年7月1日開始或之後的財政年度生效	
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.	To be disclosed in the coming years since the disclosure requirements for this indicator will take effect for the financial years beginning on or after 1 July 2020	
A2.4	描述求取適用水源可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	將於未來年度披露，該指標的披露要求將於2020年7月1日開始或之後的財政年度生效	

Appendix I: Index for the ESG Reporting Guide (Continued)
 附錄一：《環境、社會及管治報告指引》內容索引(續)

ESG Indicators ESG指標		Disclosure Status 披露情況	Corresponding Section 對應章節
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable since the Group does not consume any package in operations	
A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。	不適用，本集團運營不涉及包裝	
A3 General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Disclosed	Responsibility and Green Development
A3一般披露	減低發行人對環境及天然資源造成重大影響的政策。	已披露	建業責任，綠色發展
A3.1	Description of the significant impacts of activities on the material environment and natural resources and the actions taken to manage them.	Disclosed	Responsibility and Green Development
A3.1	描述業務活動對環境及天然資源的重大資源的重大影響及已採取管理有關影響的行動。	已披露	建業責任，綠色發展
A4 General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Disclosed	Responsibility and Green Development
A4一般披露	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	已披露	建業責任，綠色發展
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	Responsibility and Green Development
A4.1	描述已影響及可能對發行人產生影響的重大氣候相關事宜，及應對行動。	已披露	建業責任，綠色發展
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	Caring and People-Oriented
B1一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策及遵守對發行人有重大影響的相關法律及規例的資料。	已披露	建業關愛，以人為本
B1.1	Total workforce by gender, employment type (for example, full- or part- time), age group and geographical region.	Disclosed	Caring and People-Oriented Appendix II
B1.1	按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	已披露	建業關愛，以人為本 附錄二

Appendix I: Index for the ESG Reporting Guide (Continued)
 附錄一：《環境、社會及管治報告指引》內容索引(續)

ESG Indicators ESG指標		Disclosure Status 披露情況	Corresponding Section 對應章節
B1.2	Employee turnover rate by gender, age group and geographical region.	Disclosed	Caring and People-Oriented Appendix II
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	已披露	建業關愛，以人為本 附錄二
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	Caring and People-Oriented
B2 一般披露	有關提供安全工作環境以及保障僱員避免職業性危害的政策及遵守對發行人有重大影響的相關法律及規例的資料。	已披露	建業關愛，以人為本
B2.1	Number and rate of work-related fatalities occurred in the past three years including the reporting year.	Disclosed	Caring and People-Oriented Appendix II
B2.1	過去三年(包括匯報年度)因工亡故的人數及比率。	已披露	建業關愛，以人為本 附錄二
B2.2	Lost days due to work injury.	Disclosed	Caring and People-Oriented Appendix II
B2.2	因工傷損失工作日數。	已披露	建業關愛，以人為本 附錄二
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Disclosed	Caring and People-Oriented
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。	已披露	建業關愛，以人為本
B3 General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	Caring and People-Oriented
B3 一般披露	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	已披露	建業關愛，以人為本
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management, etc.).	Disclosed	Caring and People-Oriented Appendix II
B3.1	按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	已披露	建業關愛，以人為本 附錄二

Appendix I: Index for the ESG Reporting Guide (Continued)
 附錄一：《環境、社會及管治報告指引》內容索引(續)

ESG Indicators ESG指標		Disclosure Status 披露情況	Corresponding Section 對應章節
B3.2	The average training hours completed per employee by gender and employee category.	Disclosed	Caring and People-Oriented Appendix II
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	已披露	建業關愛，以人為本 附錄二
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	Caring and People-Oriented
B4 一般披露	有關防止童工或強制勞工的政策及遵守對發行人有重大影響的相關法律及規例的資料。	已披露	建業關愛，以人為本
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Disclosed	Caring and People-Oriented
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	已披露	建業關愛，以人為本
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	Caring and People-Oriented
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	已披露	建業關愛，以人為本
B5 General Disclosure	Policies on managing environmental and social risks of the supply chain.	Disclosed	Cooperation and Responsible Supply
B5 一般披露	管理供應鏈的環境及社會風險政策。	已披露	建業合作，責任供應
B5.1	Number of suppliers by geographical region.	Disclosed	Cooperation and Responsible Supply Appendix II
B5.1	按地區劃分的供應商數目。	已披露	建業合作，責任供應 附錄二
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	Cooperation and Responsible Supply
B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	已披露	建業合作，責任供應

Appendix I: Index for the ESG Reporting Guide (Continued)
 附錄一：《環境、社會及管治報告指引》內容索引(續)

ESG Indicators ESG指標		Disclosure Status 披露情況	Corresponding Section 對應章節
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	To be disclosed in the coming years since the disclosure requirements for this indicator will take effect for the financial years beginning on or after 1 July 2020	
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	將於未來年度披露，該指標的披露要求將於2020年7月1日開始或之後的財政年度生效	
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	To be disclosed in the coming years since the disclosure requirements for this indicator will take effect for the financial years beginning on or after 1 July 2020	
B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察的方法。	將於未來年度披露，該指標的披露要求將於2020年7月1日開始或之後的財政年度生效	
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	Ingenious Services
B6 一般披露	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策及遵守對發行人有重大影響的相關法律及規例的資料。	已披露	建業服務， 匠心獨運
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Disclosed	Ingenious Services Appendix II
B6.1	已售或已運送產品總數中因安全健康理由而須回收的百分比。	已披露	建業服務， 匠心獨運 附錄二
B6.2	Number of products and service related complaints received and how they are dealt with.	Disclosed	Ingenious Services Appendix II
B6.2	接獲關於產品及服務的投訴數目以及應對方法。	已披露	建業服務， 匠心獨運 附錄二

Appendix I: Index for the ESG Reporting Guide (Continued)
 附錄一：《環境、社會及管治報告指引》內容索引(續)

ESG Indicators ESG指標		Disclosure Status 披露情況	Corresponding Section 對應章節
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed	Ingenious Services
B6.3	描述與維護及保障知識產權有關的慣例。	已披露	建業服務， 匠心獨運
B6.4	Description of quality assurance process and recall procedures.	Partly disclosed	Ingenious Services
B6.4	描述質量檢定過程及產品回收程序。	部分披露	建業服務， 匠心獨運
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Disclosed	Caring and People-Oriented
B6.5	描述消費者數據保障及私隱政策，以及相關執行及監察方法。	已披露	建業關愛， 以人為本
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	Cooperation and Responsible Supply
B7 一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的政策及遵守對發行人有重大影響的相關法律及規例的資料。	已披露	建業合作， 責任供應
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	Cooperation and Responsible Supply Appendix II
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	已披露	建業合作， 責任供應 附錄二
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Disclosed	Cooperation and Responsible Supply
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	已披露	建業合作， 責任供應
B7.3	Description of anti-corruption training provided to directors and staff.	Disclosed	Cooperation and Responsible Supply Appendix II
B7.3	描述向董事及員工提供的反貪污培訓。	已披露	建業合作， 責任供應 附錄二

Appendix I: Index for the ESG Reporting Guide (Continued)
 附錄一：《環境、社會及管治報告指引》內容索引(續)

ESG Indicators ESG指標		Disclosure Status 披露情況	Corresponding Section 對應章節
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	Heritage and Contribution to Society
B8 一般披露	有關以社區參與來了解營運所在社區需要和確保其業務活動考慮社區利益的政策。	已披露	建業傳承，回饋社會
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Disclosed	Heritage and Contribution to Society Appendix II
B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	已披露	建業傳承，回饋社會 附錄二
B8.2	Resources contributed (e.g. money or time) to the focus area.	To be disclosed in the coming years since the disclosure requirements for this indicator will take effect for the financial years beginning on or after 1 July 2020	
B8.2	在專注範疇所動用資源(如金錢或時間)。	將於未來年度披露，該指標的披露要求將於2020年7月1日開始或之後的財政年度生效	

APPENDIX II: INDEX FOR KPIS

附錄二：關鍵績效指標索引

APPENDIX II: INDEX FOR KPIS

Subject Area A. Environmental

附錄二：關鍵績效指標索引

主要範疇A.環境

No. 序號	KPI 關鍵績效指標	Unit 單位	2020 ⁽¹⁾⁽²⁾ 2020年 ⁽¹⁾⁽²⁾
A1.1	Nitrogen oxide emissions ⁽³⁾ 氮氧化物排放量 ⁽³⁾	Kg 千克	735.44
	Sulphur oxide emissions ⁽³⁾ 硫氧化物排放量 ⁽³⁾	Kg 千克	0.16
	Particulate matter emissions ⁽³⁾ 顆粒物排放量 ⁽³⁾	Kg 千克	0.40
A1.2	Total greenhouse gas emissions 溫室氣體總排放量	Tonne 噸	167,810.82
	Direct greenhouse gas emissions (Scope 1) ⁽⁴⁾ 直接溫室氣體排放量(範圍1) ⁽⁴⁾	Tonne 噸	1,614.04
	Energy indirect greenhouse gas emissions (Scope 2) ⁽⁴⁾ 能源間接溫室氣體排放量(範圍2) ⁽⁴⁾	Tonne 噸	166,196.78
A1.3	Hazardous waste produced ⁽⁵⁾ 有害廢棄物總產生量 ⁽⁵⁾	Tonne 噸	3.21
	Waste battery weight 廢棄電池重量	Tonne 噸	0.51
	Waste mercury fluorescent tubes and other waste mercury electric light sources 廢含汞螢光燈管及其他廢含汞電光源重量	Tonne 噸	2.70
A1.4	Non-hazardous waste produced ⁽⁶⁾ 無害廢棄物產生量 ⁽⁶⁾	Tonne 噸	361.76
	General Office waste produced 辦公垃圾產生量	Tonne 噸	54.21
	Food waste produced 廚餘垃圾產生量	Tonne 噸	307.55

Appendix II: Index for KPIs (Continued)
 附錄二：關鍵績效指標索引(續)

No. 序號	KPI 關鍵績效指標	Unit 單位	2020 ⁽¹⁾⁽²⁾ 2020年 ⁽¹⁾⁽²⁾	
A2.1	Total energy consumption 能源總耗量	'000 kWh 千個千瓦時	224,345.68	
	Energy consumption intensity ⁽⁸⁾ 能源耗量密度 ⁽⁸⁾	'000 kWh/10,000 square metres 千個千瓦時/萬平方米	22.4346	
	Non-renewable fuels (direct) consumption 不可再生燃料(直接)耗量	'000 kWh 千個千瓦時	8,462.47	
	Pipeline natural gas consumption 管道天然氣耗量	'000 kWh 千個千瓦時	6,419.52	
	Liquefied petroleum gas consumption 液化石油氣耗量	'000 kWh 千個千瓦時	676.87	
	Total gasoline consumption 汽油總耗量	'000 kWh 千個千瓦時	831.06	
	Total diesel consumption 柴油總耗量	'000 kWh 千個千瓦時	24.77	
	Purchased energy (indirect) consumption 購買能源(間接)耗量	'000 kWh 千個千瓦時	215,883.21	
	Heat consumption ⁽³⁾ 熱力耗量 ⁽³⁾	'000 kWh 千個千瓦時	41,562.92	
	Electricity consumption 電力耗量	'000 kWh 千個千瓦時	174,320.29	
	A2.2	Total water consumption ⁽⁷⁾ 總耗水量 ⁽⁷⁾	Cubic metre 立方米	2,389,305.70
		Water consumption intensity (Total water consumption/GFA under management) ⁽⁸⁾ 耗水密度(總耗水量/在管面積) ⁽⁸⁾	Cubic metre/10,000 square metres 立方米/萬平方米	238.9306
		Municipal water consumption 政府供水耗水量	Cubic metre 立方米	2,389,125.42
Other water consumption ⁽⁷⁾ 其他水源 ⁽⁷⁾		Cubic metre 立方米	180.28	

Appendix II: Index for KPIs (Continued) 附錄二：關鍵績效指標索引(續)

Descriptions of Environmental KPIs:

- (1) The time range for the disclosure of environmental KPIs covers 1 January 2020 to 31 December 2020.
- (2) The entity scope of disclosure of environmental KPIs covers the headquarters of the Group and the office areas of the property service divisions at all levels, the public areas under control and the non-outsourced staff canteens in which the Company holds more than 50% equity interest, which commenced operation throughout the reporting period, including 5 regional companies, 3 city companies and 241 property management 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 Stock Exchange; ② when calculating greenhouse gas emissions, the emission factors for natural gas and heat 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體排放核算方法和報告指南》) issued by the National Development and Reform Commission, the emission factors for electricity were applied with reference to the 2019 Emission Reduction Projects — Baseline Emission Factors for Regional Power Grids in China (《2019年度減排項目中國區域電網基準線排放因子》) issued by the Ministry of Ecology and Environment of the People's Republic of China, 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 and purchased heat.
- (5) The hazardous waste represents waste batteries and waste mercury-containing fluorescent tubes and other waste mercury-containing electric light sources.
- (6) The non-hazardous waste represents the general office waste generated by administrative offices and food waste generated by staff canteens.
- (7) The total water consumption came from municipal water and other water source, which refers to underground water.
- (8) The energy consumption and water consumption density were calculated based on the GFA under management (10,000 square metres) in 2020 as the denominator.

環境關鍵績效指標說明：

- (1) 環境關鍵績效指標披露時間範圍覆蓋2020年1月1日至2020年12月31日。
- (2) 環境關鍵績效指標披露實體範圍覆蓋本集團總部以及由本公司持有權益超過50%、且於報告期間全年投入運營的物業服務事業部各級辦公區域、管轄的公共區域以及非外包員工食堂，包括5個區域公司、3個城市公司以及241個物業管理項目。
- (3) 排放係數來源：①計算排放物時，天然氣的排放係數參考生態環境部發布的《未納入排污許可管理行業適用的係數物料衡算方法》，其他參考聯交所《環境關鍵績效指標匯報指引》；②計算溫室氣體排放量時，天然氣排放係數和熱力排放係數參考國家發展和改革委員會發布的《公共建築運營企業溫室氣體排放核算方法和報告指南》，電力排放係數參考中華人民共和國生態環境部發布的《2019年度減排項目中國區域電網基準線排放因子》，其他能源的排放係數參考聯交所《環境關鍵績效指標匯報指引》；③各類能源能耗單位換算係數參考國家發展和改革委員會發布的《公共建築運營企業溫室氣體排放核算方法和報告指南》。
- (4) 2020年度溫室氣體排放量(範圍一)來自於汽車汽油、固定源柴油、固定源汽油、管道天然氣、液化天然氣、液化石油氣直接燃燒排放；溫室氣體排放量(範圍二)來自於外購電力和外購熱力產生的溫室氣體間接排放。
- (5) 有害廢棄物為廢棄電池和廢含汞熒光燈管及其他廢含汞光源。
- (6) 無害廢棄物為行政辦公產生的辦公垃圾和員工食堂產生的廚餘垃圾。
- (7) 總耗水量來自政府供水和其他水源，其他水源為地下水。
- (8) 能耗及用水密度以2020年度本集團在管面積(萬平方米)為分母計算。

Subject Area B. Social⁽¹⁾⁽²⁾

主要範疇B.社會⁽¹⁾⁽²⁾

B1 Employment

B1 僱傭

B1.1 Total workforce by gender, employment type, age group and geographical region

B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數

Number

人數

(Unit: persons)

(單位：人)

Total workforce 僱員總數	In aggregate 合計	5,421
By gender 按性別劃分	Male 男	3,498
	Female 女	1,923
By employment type⁽³⁾ 按僱傭類型劃分 ⁽³⁾	Full-time 全職	5,421
By employee rank⁽⁴⁾ 按僱員職級劃分 ⁽⁴⁾	Senior management 高級管理層	11
	Middle management 中級管理層	48
	Ordinary staff 普通員工	5,362
By age group 按年齡組別劃分	Under 30 30歲以下	2,710
	30–50 30歲至50歲	2,581
	Over 50 50歲以上	130
By region 按地區劃分	Mainland China 中國內地	5,413
	Hong Kong, China 中國香港	8

Appendix II: Index for KPIs (Continued)
附錄二：關鍵績效指標索引(續)

B1.2 Employee turnover rate by gender, age group and geographical region B1.2按性別、年齡組別及地區劃分的僱員流失比率		Employee turnover rate 僱員流失比率	Number of employees that left office 離職僱員人數 (Unit: persons) (單位：人)
Overall employee turnover rate 僱員總流失比率		18.5%	1,001
By gender 按性別劃分	Male 男	18.6%	650
	Female 女	18.3%	351
By age group 按年齡組別劃分	Under 30 30歲以下	27.7%	751
	30-50 30歲至50歲	7.7%	200
	Over 50 51歲及以上	38.5%	50
	By region 按地區劃分		
	Mainland China 中國內地	18.5%	1,000
	Hong Kong, China 中國香港	12.5%	1

B2 Health and Safety

B2 健康與安全

B2.1 Number and rate of work-related fatalities occurred in the past three years, including the reporting year B2.1過去三年(包括匯報年度)因工亡故的人數個比例		Number of work-related fatalities 因工傷造成的死亡人數 (Unit: persons) (單位：人)	Rate of work-related fatalities 因工傷造成的死亡比率
2020	2020年	0	0.0%
2019	2019年	0	0.0%
2018	2018年	0	0.0%

B2.2 Lost days due to work injury B2.2因工傷損失工作日數	Lost days due to work injury 因工傷損失的工作日數 (Unit: days) (單位：天)
	0

B3 Development and Training

B3 發展及培訓

B3.1 The percentage of employees trained by gender and employee category B3.1 按性別及僱傭類別劃分的受訓僱員百分比		Percentage of employees trained 受訓僱員百分比	Number of employees trained 受訓僱員人數 (Unit: persons) (單位：人)
Number of employees trained 受訓僱員人數	In aggregate 合計	100.0%	5,421
By gender 按性別劃分	Male 男	64.5%	3,498
	Female 女	35.5%	1,923
By employee rank 按僱員職級劃分	Senior management 高級管理層	0.2%	11
	Middle management 中級管理層	0.9%	48
	Ordinary staff 普通員工	98.9%	5,362
B3.2 The average training hours completed per employee by gender and employee category B3.2 按性別及僱傭類別劃分，每名僱員完成受訓的平均時數		Average training hours 平均受訓時數 (Unit: hours/person) (單位：小時/人)	Training hours 受訓時數 (Unit: hours) (單位：小時)
Average training hours of employees 僱員平均受訓時數	In aggregate 合計	37	201,832
By gender 按性別劃分	Male 男	33	115,332
	Female 女	45	86,500
By employee rank 按僱員職級劃分	Senior management 高級管理層	19	214
	Middle management 中級管理層	25	1,216
	Ordinary staff 普通員工	37	200,402

B5 Supply Chain Management⁽⁵⁾

B5 供應鏈管理⁽⁵⁾

		Number of suppliers 供應商數量	Percentage of total number 佔總數量比例
Total	總計	3,712	100.0%
Henan Province	河南省	3,679	99.1%
Outside Henan Province	除河南省外	33	0.9%

B6 Product Responsibility

B6 產品責任

		Percentage of products sold (or shipped) subject to recalls 須回收的已售(或已運送)產品的百分比 (in number) (以數量計)	Number of products subject to safety and health reason recalls 因安全與健康理由而須回收產品的數量 (Unit: piece) (單位：件)	Percentage of products sold (or shipped) subject to recalls 須回收的已售(或已運送)產品的百分比 (in sales) (以銷售額計)	Sales of products subject to safety and health reason recalls 因安全與健康理由而須回收產品的銷售額 (Unit: RMB) (單位：人民幣元)
B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons					
B6.1 已售或已運送產品總數中因安全與健康理由而須回收的百分比					
Central China Property	建業物業	0.0%	0	0.0%	0
One Family Technology	一家科技	0.0%	0	0.0%	0

		Number of products and service related complaints received 接獲關於產品和服務的投訴數目 (Unit: cases) (單位：件)	Average response time for customer complaints 客戶投訴平均回應時間 (Unit: minutes) (單位：分鐘)	Resolution rate of customer complaints 客戶投訴解決率	Comprehensive satisfaction rate of complaint handling 投訴處理綜合滿意度
B6.1 Number of products and service related complaints received and how they are dealt with					
B6.1 接獲關於產品及服務的投訴數目及應對方法					
Central China Property	建業物業	2,686	12	95.8%	95.0%
One Family Technology	一家科技	296	10	100.0%	100.0%

B7 Anti-corruption

B7 反貪污

B7.1 Number of concluded legal cases regarding corrupt practices brought against the Group or its employees during the reporting period and the outcomes of the cases	Number of cases	Outcome of the case
B7.1 於匯報期內對本集團或僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	案件數目 (Unit: cases) (單位：件)	訴訟結果
	0	N/A 不適用

B7.1 Anti-corruption training provided to directors and staff	Percentage of participation
B7.1 向董事及員工提供的反貪污培訓	參與比例
Directors and staff 董事及員工	100.0%

B8 Social Investment⁽⁶⁾

B8 社會投資⁽⁶⁾

B8.2 Resources contributed to the focus area	Donation in cash	Donation in kind
B8.2 在專注貢獻範疇動用資源	現金捐獻	實物捐贈
	(Unit: RMB)	(Unit: RMB)
	(單位：人民幣元)	(單位：人民幣元)
Poverty alleviation 扶貧	2,498,000	223,800
Health 健康	30,000	1,080,900
Charity 慈善	13,600	4,000

Descriptions of social KPIs:

社會關鍵績效指標說明：

- | | |
|--|---|
| (1) Unless otherwise specified, the social KPIs cover all the entities that the Group included in the scope of listing in 2020. | (1) 除特別說明，社會範疇關鍵績效指標涵蓋本集團2020年內納入上市範圍的全部實體。 |
| (2) Unless otherwise specified, the criteria, calculation methods, assumptions and/or calculation tools used in the social KPIs follow the "Appendix III: Reporting Guidance on Social KPIs" to the "How to Prepare an ESG Report" issued by the Hong Kong Stock Exchange in March 2020. | (2) 除特別說明，社會範疇關鍵績效指標所用準則、計算方法、假設及/或計算工具均遵循香港聯交所2020年3月發布之《如何編製環境、社會及管治報告》之《附錄三：社會關鍵績效指標匯報指引》。 |
| (3) During the reporting period, all employees of the Group were full-time employees. | (3) 匯報期間，本集團僱員均為全職僱員。 |
| (4) During the reporting period, the ranks of the employees of the Group were defined as follows: senior management includes the company heads at the level of the assistant to the president of the Group and above; middle-level management includes the heads of all centres/business divisions of the Group; and ordinary staff are the staff of at all centres/business divisions of the Group. | (4) 匯報期間，本集團僱員職級劃分定義如下：高級管理層為本集團總裁助理及以上級別的公司負責人；中級管理層為本集團各中心/事業部負責人；普通員工為本集團各中心/事業部員工。 |
| (5) During the reporting period, all suppliers of the Group were domestic enterprises in China. | (5) 匯報期間，本集團供應商均為中國內地企業。 |
| (6) The data on social investment only includes the quantifiable statistics of the external donations of the Group. | (6) 有關社會投資的數據僅包含本集團對外捐助可量化統計的部分。 |

