



**BUCG**

北京京城佳業物業股份有限公司

BEIJING CAPITAL JIAYE PROPERTY SERVICES CO., LIMITED

(A joint stock company incorporated in the People's Republic of China with limited liability)

Stock Code : 2210



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## ABOUT THIS REPORT

This report is the first environmental, social and governance (“ESG”) report (this “Report”) issued by Beijing Capital Jiaye Property Services Co., Limited (the “Company”). This Report mainly introduces the Group’s efforts and contributions in environmental, social and governance aspects. It is hoped that the release of this report will strengthen communication and contact with various stakeholders.

### Reporting Subject

Unless otherwise specified, the qualitative and quantitative information disclosed in this Report covers the Company and its subsidiaries and branches (the “Beijing Capital Jiaye”, “Group” or “We”).

### Reporting Period

The Group’s ESG Report is an annual report with a reporting period from January 1, 2021 to December 31, 2021.

### Basis of Preparation

This Report is prepared with reference to the requirements of the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in Appendix 27 of the Rules Governing the Listing of Securities of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

### Reporting Principles

This Report has been prepared in accordance with the following principles:

**Materiality:** We identified major ESG issues through a materiality assessment, and disclose relevant processes and results in this Report;

**Quantification:** The Group has made quantitative disclosures of key performance indicators with historical data in the categories of “Environment” and “Society” in accordance with the requirements of “Key Performance Indicators” in the ESG Reporting Guide.

**Balance:** This Report objectively, impartially and truthfully reflects the Group’s achievements and practices on environmental and social affairs in 2021, and truthfully discloses the problems we have encountered and improvement measures we have taken.

**Consistency:** We follow a consistent approach to disclosure statistics and will use such an approach for ESG information disclosure in subsequent years to facilitate subsequent comparisons.

### Access and Response to this Report

Both English and Chinese versions of this Report can be downloaded from the website of the Stock Exchange ([www.hkexnews.hk](http://www.hkexnews.hk)) and the website of the Company ([www.bcjps.com](http://www.bcjps.com)). This Report is released in both Chinese and English. In case of any discrepancy between the two versions, the Chinese version shall prevail.

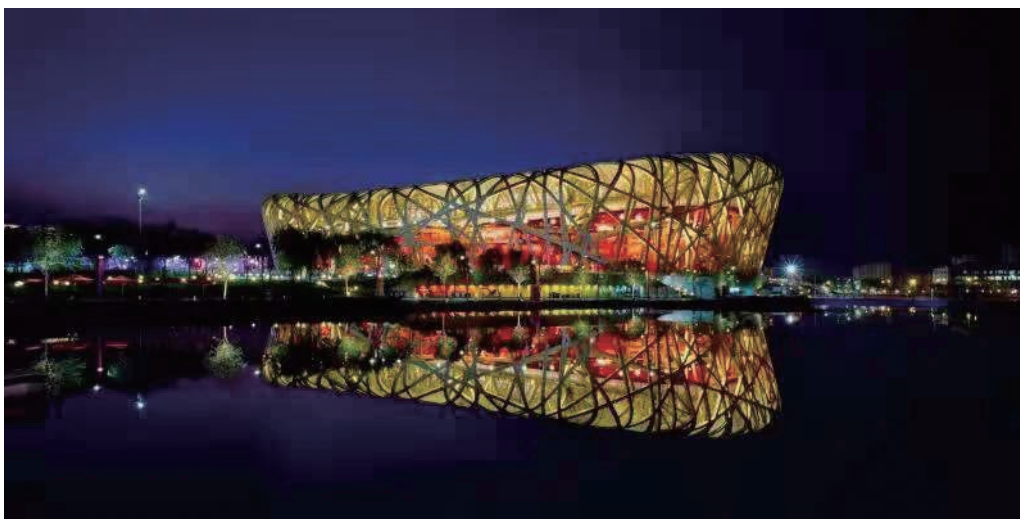
The Company is co-founded by Beijing Urban Construction Group Co., Ltd. (“BUCG”) and the state-owned enterprise, Beijing Tianjie Group Co., Ltd. in Beijing Dongcheng District in December 22, 2020. The Company was listed on the Main Board of the Stock Exchange on November 10, 2021 (stock code: 2210.HK), BUCG and its affiliated Beijing Urban Construction Investment & Development Co., Ltd. (“Urban Construction & Development”), Beijing Uni.-Construction Group Co., Ltd. (“Beijing Uni.-Construction Group”), Tianjie Group and other H-share shareholders hold 26.44%, 33.47%, 14.24%, 0.85% and 25% of the total shares, respectively. The Company is the first Beijing municipal state-owned enterprise to sell H shares globally in the past five years, and it is also the first provincial state-owned property management company listed in Hong Kong market, which has comprehensively improved the brand image and market influence of Beijing’s property management business, and set a benchmark for the reform of state-owned enterprises.



**The Company was officially listed on the Main Board of the Stock Exchange on November 10, 2021**

## ABOUT US

As a professional company engaged in real property service earlier among large state-owned enterprises, the Group has a GFA of property under management of more than 31.6 million m<sup>2</sup>, diversified business types, including office buildings, public constructions, hospitals, residential buildings, office buildings of Party and government organs, etc. The representative projects include the National Stadium (Bird's Nest), Beijing Sub-center office buildings, headquarters of large central enterprises, and Hutongs in east and west of Beijing. In addition to basic businesses, its value-added services cover housing brokerage service, site service, catering service, heating operation service, elevator maintenance service, and consulting service.



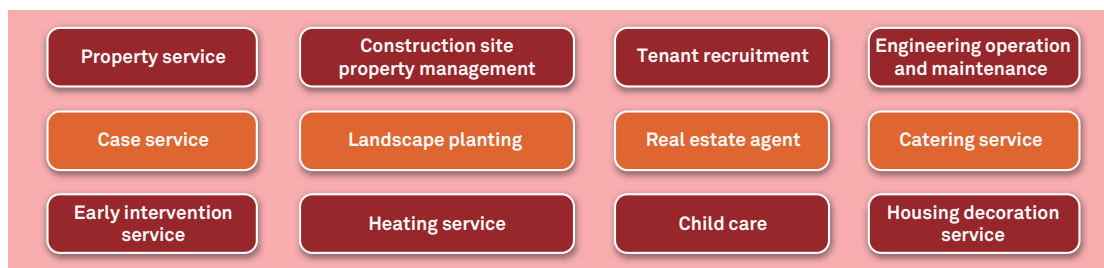
**National Stadium (Bird's Nest)**



**Hutong Project**

The Group has rich experience in asset management and property service, and it has formed a sound scientific management mechanism in commercial real estate assets management and property services. A large number of high-end property projects, including Party and government offices, corporate headquarters of large central enterprises, high-end office buildings and large-scale cultural and sports facilities, to which we provided services, have been widely praised by owners and customers, and are known as the “red steward” of Beijing with strong support, accurate operation and maintenance, as well as pursuit of excellence.





Types of service

The Group is a member unit of China Property Management Association, a vice president unit of Beijing Property Management Association, and its affiliated enterprises are member units of the Golden Key International Alliance. It has been listed as “China Top 100 Property Service Enterprises” and “China Leading Enterprises in Characteristic Property Services” by China Index Academy for several consecutive years. The Group won the honorary titles of “China’s Property Management Enterprise with the Most Growth Potential” selected by China Property Management, ranked 3rd among “Beijing TOP10” Excellent Property Service Enterprises in China’s Major Cities in 2021, and ranked 24th among China Top 100 Property Services Enterprises in 2021.



Certificate of China Top 100 Property Service Enterprises

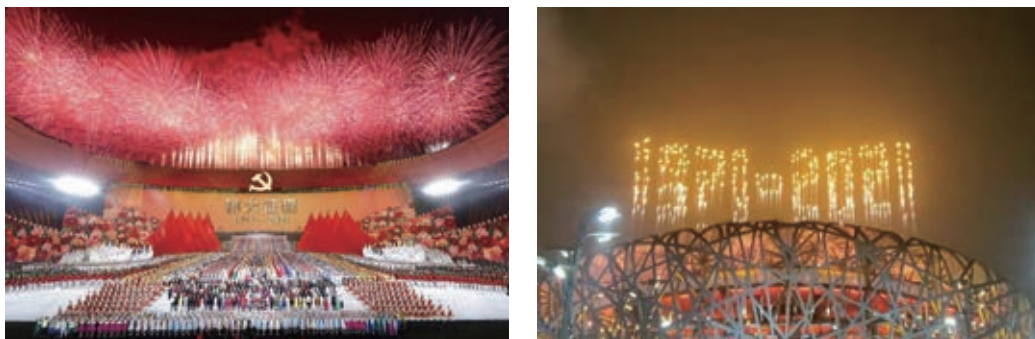


Certificate of China Leading Enterprises in Characteristic Property Services

Since its incorporation, the Group has followed a business philosophy of co-development of the economy, society and the environment, promoting sustainable business practices and fulfilling its corporate social responsibility in order to better seize the opportunities during industry development. The Group, as the “red steward” of Beijing, actively integrate itself into the major national development strategies under the new development opportunity of the second centenary goal of building a modern socialist country in an all-round way. The Company keeps a foothold in Beijing and provides services for the whole country, aiming to build itself into a nationally renowned provider of city service and better life service, contributing to the country’s construction of a better life in the new era!

## PRAISE AND AWARDS

1. The National Stadium Project Department affiliated to the Group has successively guaranteed the performance of the 100th anniversary of the founding of the CPC and the opening and closing ceremonies of the 2022 Beijing Winter Olympic Games. All of its staff members have worked hard day and night to ensure the services for major events with the high standard of “keep improving and make sure nothing goes wrong”.



**Operation and maintenance services for large-scale artistic performances  
in the centenary of the founding of the Party**

2. In 2021, the urban Construction Project Department affiliated to the Group creatively carried out a series of Party construction work according to the actual situation of property management work, which promoted the further development of building culture, and was rated as the “Excellent Case of Party Construction in Engineering Construction Enterprises” by China Association of Construction Enterprise Management.



**Certificate for Excellent Case of Party Construction  
in Engineering Construction Enterprises Certificate**

3. The city sub-center project, Tongzhou sub-center A3 project of Beiyu Property, Beiyu Property Catering Service Company, and Chengcheng Property Shanghewan Customer Service Center affiliated to the Group won the honorary title of “Beijing Youth Civilization”.

4. In 2021, the property site service affiliated to the Group has achieved a lot in business expansion, and has successively undertaken the “China · Langfang International Economic and Trade Fair”, the “Corporate Culture Week of BUCG”, the “2021 China International Fair for Trade in Services” (CIFTIS), the “Gourmet Cup Cooking and Craftsman Competition of BUCG” and the “2021 ‘Belt and Road’ · Great Wall International Folk Culture and Art Festival” and other large-scale conference services.



China · Langfang International Economic and Trade Fair



2021 China International Fair for Trade in Services (CIFTIS)



Gourmet Cup Cooking and Craftsman Competition of BUCG



2021 ‘Belt and Road’ · Great Wall International Folk Culture and Art Festival

5. In 2021, the overall BOMA satisfaction score given by Chinese tenants for the East Lake International Center project affiliated to the Group was 95%, which was 12 percentage points higher than the 2021 BOMA China benchmark and hit a new record high in the history of BOMA research on Chinese tenants’ satisfaction for East Lake International Center.



East Lake International Center Project and the Overall BOMA Satisfaction Score Given by Chinese Tenants





## PRAISE AND AWARDS

6. In 2021, the Anding project in Daxing District with property services provided in the construction site was awarded the leading enterprise of Chinese characteristic property service (with property services provided in the construction site) issued by China Index Academy.



7. The Group was elected as the "Vice President Unit of Beijing Property Management Association" and the "Member Unit of Beijing Construction Industry Association" in July and August 2021, respectively. It provides a new platform and window for further strengthening industry communication and promoting business development.



Vice President Unit of Beijing Property Management Association



Member Unit of Beijing Construction Industry Association

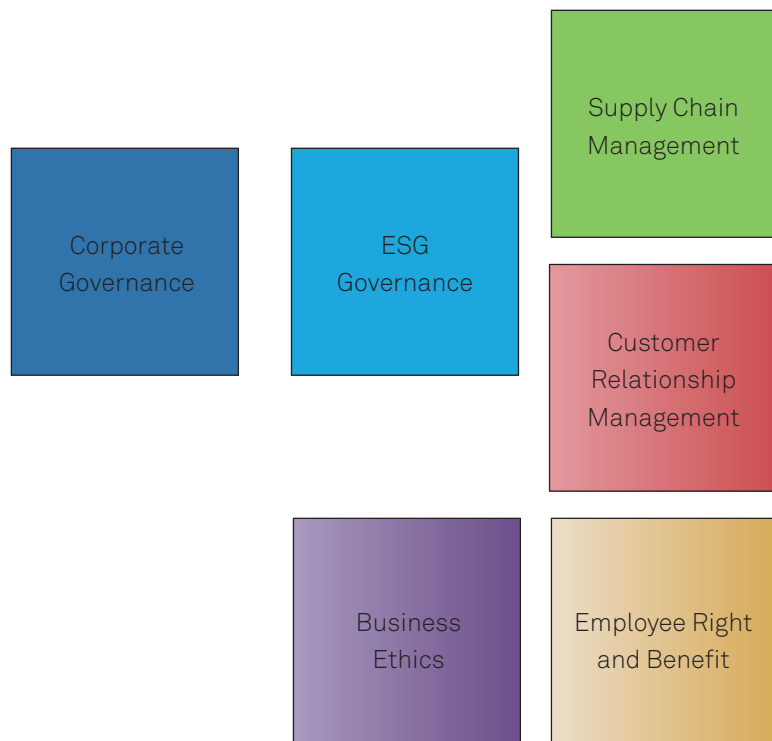
## STATEMENT OF THE BOARD

Beijing Capital Jiaye, as a leading property management enterprise group in China, is well aware that good corporate governance and risk management and control are conducive to the sustainable development of the Group.

Based on external social and economic environment and the Group's choice of development strategies, the board (the "Board") of directors (the "Directors") of the Company regularly reviews major ESG issues, discusses and determines the Group's ESG risks and opportunities, regards the management and improvement of key issues as the key ESG work of the year, regards supervision issue management and performance as an integral part of the Group's overall strategy, and prioritizes materiality assessment on ESG issues and corporate governance, with emphasis on ESG governance, customer relationship management, employee rights and benefits, business ethics, and supply chain management, providing robust and long-term returns to our shareholders while protecting the environment.

The Group has formulated a series of management systems and property management service standards to continuously improve customer relationship management through check-in, reception services, repair reports, complaints, and return visits.

This Report discloses in detail the progress and effectiveness of the ESG work of the Group in 2021. The Board and all Directors affirm that this Report contains no false record or misleading statements or material omissions and that they are jointly and severally responsible for the truthfulness, accuracy, and completeness of its content.



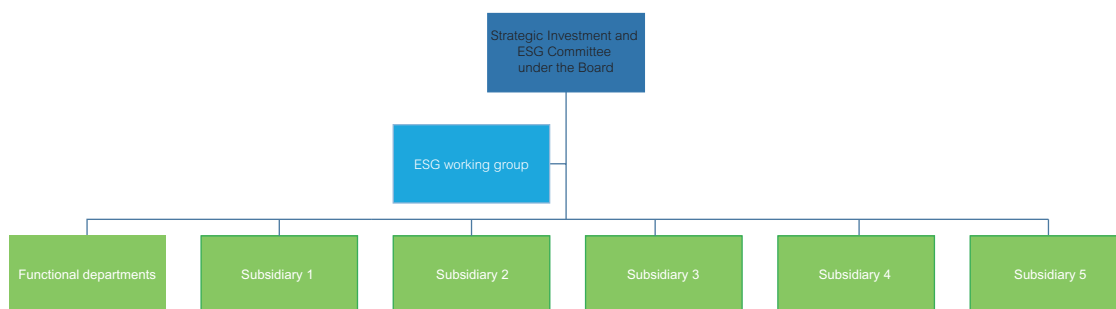
# SUSTAINABLE DEVELOPMENT MANAGEMENT

## ESG Governance

The Group gradually perfects the functions of relevant committees under the Board and the sustainable development structure of the Group, and identifies risks and opportunities for sustainable development in the world by strengthening ESG governance capacity building. The Board is the decision-making body of the Group, and the members of the Board is mainly composed of in accordance with the Board Member Diversity Policy, which is helpful for reviewing and providing independent opinions in reviewing the ESG report. In the future, the Board will continue to strengthen ESG risk management, assume the responsibility for internal monitoring of ESG risks, and ensure the development of the Group and the long-term benefits of stakeholders. The responsibilities of the Strategic Investment and ESG Committee under the Board include guiding the Group's sustainable development and implementation of the Group's ESG issues. The ESG working group is mainly responsible for ESG supervision and coordination, implementing decision-making decisions, communicating and coordinating ESG-related affairs, organizing and preparing ESG reports, and reporting to the Board on the implementation of relevant work on a yearly basis.

In addition, the functional departments and subsidiaries of the Group are the specific work execution agencies to implement the ESG plan formulated by the working group, effectively record and report ESG-related data, and fully implement ESG-related management work.

**ESG governance structure of the Group**



We expect to provide stable and long-term returns to the shareholders of the Company while ensuring sustainable business development and operating in an environmentally friendly manner. In addition, as an enterprise with integrity and high standards of operation, we hope to continue to bring positive energy to society. We believe that the Group, as a leader in the industry, will be able to create more value for the society and make continuous contributions under the guidance of the concept of sustainable development and good ESG governance structure.



### ESG Risk Management

ESG risk management refers to environmental, social and governance risk management. Since corporate governance is covered in the Corporate Governance Report, we mainly present risk management on environmental and social issues here. The Group has been engaged in ESG risk management since its preparation for listing in Hong Kong, and has a deep understanding that risks in environmental and social issues are long-term and dynamic risks. Therefore, it is necessary for enterprises to carry out comprehensive analysis and assessment on a continuous basis to identify significant ESG risks and take appropriate measures to prevent them.

During the reporting period, the Group actively carried out ESG trainings, promoted ESG concepts and risk management awareness to various departments, and continuously improved its ESG risk management capabilities. At the same time, the Group has established relevant working groups to conduct ESG risk identification, assessment, analysis and management on a regular basis. We conduct a prudent assessment of industry-related ESG issues, the results of which are presented in the Materiality Assessment section of this chapter.

We continue to improve the comprehensive corporate risk management system, within which we pay attention to the overall risks of environmental and social issues, establish internal monitoring systems for identified significant ESG risks, standardize and motivate management to manage environmental and social issues, and provide support for management to monitor ESG issues.

The Group is constantly strengthening corporate ESG risk management. Specific measures include establishing the structure and culture of ESG risk management, setting strategies and objectives for ESG-related risks, identifying ESG-related risks, assessing and determining the ranking of ESG-related risks, implementing response measures for ESG related risks, reviewing and revising response measures for ESG related risks, as well as summarizing, communicating and reporting ESG related risks.

### Communication with Stakeholders

The Group's environmental, social and governance stakeholders mainly include the Company's internal personnel, suppliers, customers, shareholders, investors, governments and communities where it operates. The Group believes that listening to and understanding the concerns of stakeholders will lay a solid foundation for its long-term development and success. The Group actively explores communication channels, maintains effective communication with stakeholders to enhance their understanding of the Group's development and operational policies, provides more opportunities for stakeholders to make suggestions, and provides timely and effective feedback on their demands to strengthen cooperation relations and achieve common development.



## SUSTAINABLE DEVELOPMENT MANAGEMENT

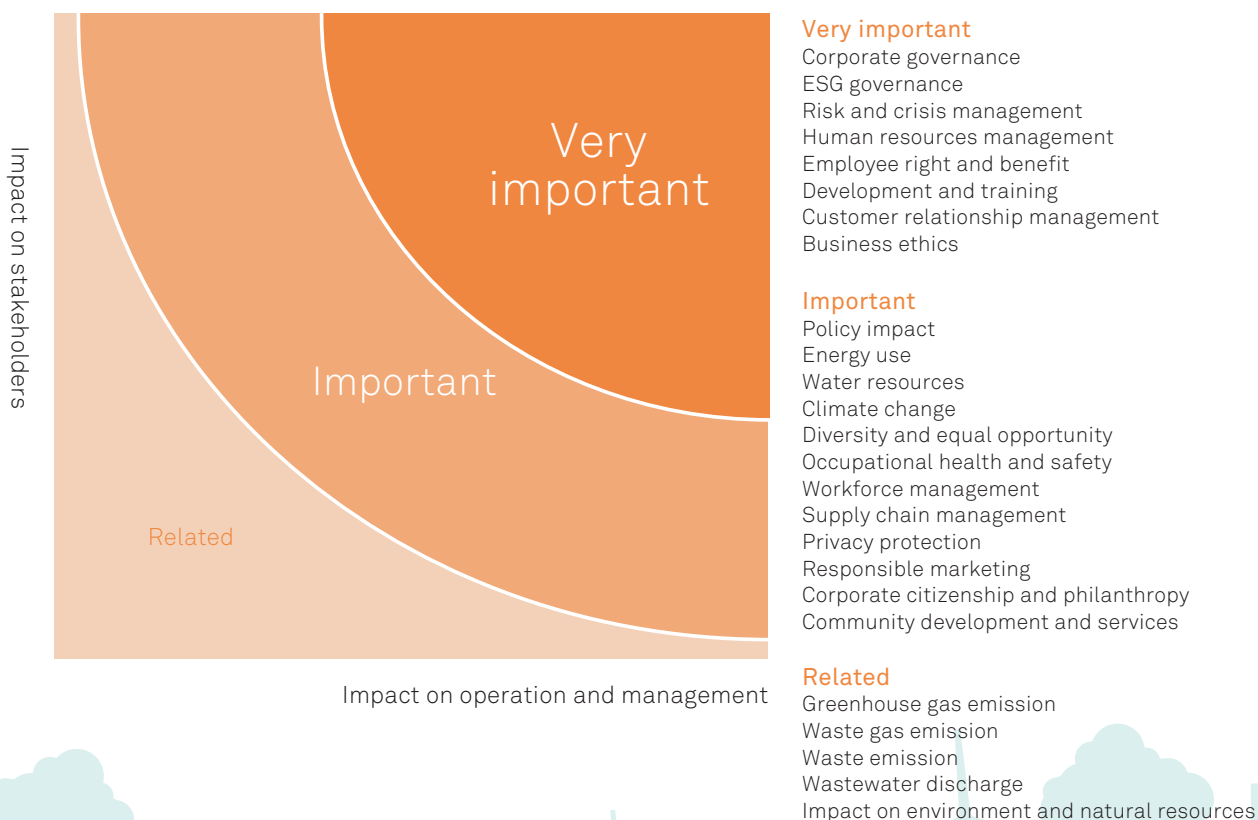
Stakeholders	Government	Shareholders	Employees	Customers	Suppliers	Communities
Goals and concerns	<ul style="list-style-type: none"> <li>Responding to national policies</li> <li>Legal and compliant operation</li> <li>Fulfill tax payment obligations according to law</li> <li>Promoting employment</li> </ul>	<ul style="list-style-type: none"> <li>Business strategy and financial performance</li> <li>Protection of shareholders' rights and interests</li> <li>Business sustainability</li> <li>Group transparency</li> </ul>	<ul style="list-style-type: none"> <li>Salary and benefits</li> <li>Guarantee of rights and interests</li> <li>Career development</li> <li>Safety and health</li> <li>Corporate culture</li> </ul>	<ul style="list-style-type: none"> <li>Timely service</li> <li>Resident security</li> <li>Privacy protection</li> <li>Continuously improve service quality</li> </ul>	<ul style="list-style-type: none"> <li>Comply with business ethics and national laws and regulations</li> <li>Being open and fair</li> <li>Keeping promises for mutual benefits and win-win results</li> </ul>	<ul style="list-style-type: none"> <li>Organize community activities</li> <li>Participate in community building</li> <li>Dedicated to community charity</li> <li>Promote community development</li> </ul>
Ways for communication	<ul style="list-style-type: none"> <li>Participate in discussions on relevant policy-making process</li> <li>Share business experience</li> <li>Actively guide and influence public policy</li> <li>Dialogue with the local government</li> </ul>	<ul style="list-style-type: none"> <li>Increase information disclosure</li> <li>Board meeting, shareholders meeting, investor meeting</li> <li>Direct communication with shareholders</li> </ul>	<ul style="list-style-type: none"> <li>Employee representative of the board of supervisors</li> <li>Trade union organization</li> <li>Congress of workers and staff</li> <li>Staff opinion survey and feedback</li> <li>Increase information disclosure</li> </ul>	<ul style="list-style-type: none"> <li>Communication during services and activities</li> <li>Investigation on and feedback to owners' opinion</li> <li>Complaints hotline</li> <li>Increase information disclosure</li> </ul>	<ul style="list-style-type: none"> <li>Publish supplier management regulations</li> <li>Contract negotiation</li> <li>Daily business communication</li> <li>Increase information disclosure</li> </ul>	<ul style="list-style-type: none"> <li>Dialogue with local governments and organizations</li> <li>Community visits and exchanges</li> <li>Increase information disclosure</li> </ul>
Key actions	<ul style="list-style-type: none"> <li>Implement national policies and abide by national laws and regulations</li> <li>Accept supervision and assessment</li> <li>Create more jobs for the labor forces to promote employment</li> <li>Cooperate with the government to guide garbage classification</li> <li>Timely filing of tax returns</li> </ul>	<ul style="list-style-type: none"> <li>Hold shareholders' meetings on a regular basis</li> <li>Hold Board meetings on a regular basis</li> <li>Hold investor meetings</li> <li>Timely disclosure of statutory matters</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen the training of employees' expertise and skills</li> <li>Improve the working and living environment of employees</li> <li>Guarantee the rights and interests of employees, and improve employees' welfare benefits</li> <li>Ensure the health and safety of employees</li> <li>Establish a staff union</li> </ul>	<ul style="list-style-type: none"> <li>Service normalization and standardization</li> <li>Conduct regular satisfaction surveys</li> <li>Conduct timely feedback to and handling of customer complaints</li> <li>Effectively protect customer privacy</li> </ul>	<ul style="list-style-type: none"> <li>Establish an open and transparent bidding system</li> <li>Build a supplier communication platform</li> <li>Improve the supplier selection mechanism</li> <li>Provide equal competition opportunities for suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Hold community benefiting activities on a regular basis</li> <li>Encourage good people and good deeds</li> <li>Be enthusiastic about public welfare and repay society</li> <li>Carry out employee volunteer activities</li> </ul>

### Materiality Assessment

During the reporting year, the Group obtained the assessment of materiality from internal stakeholders, including the management, via questionnaires. We will also continue to keep an eye on all stakeholders, constantly review and update the assessment, and introduce external stakeholders when conditions permit, so as to more accurately and fully understand the demands of multiple parties, and provides guidance and direction for business operation and environmental and social governance.

The Group has formed the following materiality assessment matrix based on the analysis and summary of the materiality assessment results of various stakeholders. Since the Group mainly provides property management services, we focus on customer relationship management, privacy protection, risk and crisis management in combination with stakeholders' concerns on business operation, environmental and social governance and the Environmental, Social and Governance Reporting Guide.

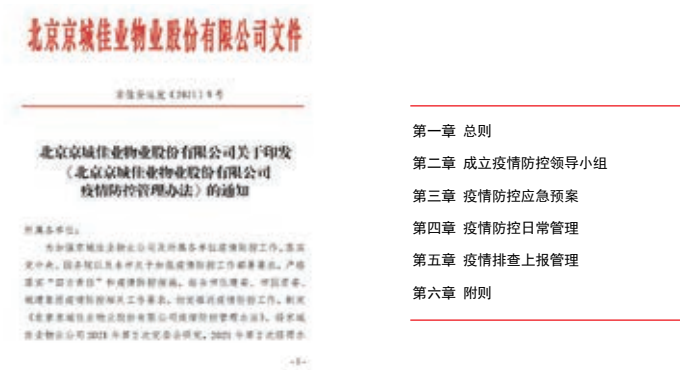
The Group has fully considered the importance of various key performance indicators to daily operations and stakeholders, and selected the following topics that have a significant impact on the sustainable development of the Group after comprehensive evaluation, and will pay more attention to the following areas while taking into account all environmental and social responsibilities.



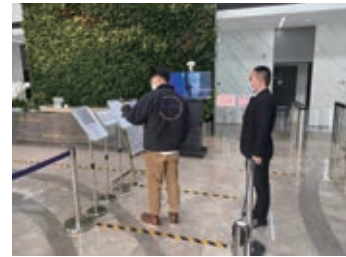
# 1. CUSTOMER SERVICE AND MANAGEMENT

## 1.1 Assume our responsibility actively do a good job in epidemic prevention and control

The Group has done a good job in epidemic prevention and control. We have refined the level of prevention and control risks and on-site emergency prevention and control measures, fully implemented the plan and taken effective prevention and control measures in epidemic prevention and control. At the same time, we have communicated with local governments to strengthen epidemic prevention and control education for employees, paid attention to customers' travel schedule and health status, and taken multiple measures for strict epidemic prevention and control.



We implemented the “four-party responsibilities” and carried out epidemic prevention and control on a regular basis. When the epidemic hit in 2020, it was scattered and urgent, so the Group quickly entered a state of epidemic prevention and control, and cooperated with the government to activate the prevention and control mechanism at the first time. At the same time, we organized employees to receive vaccines in line with the principle of “Those who should be vaccinated shall be vaccinated as much as possible and as soon as possible”. As of December 31, 2021, the vaccination rate among our employees for the third dose was 96.6%.



Daily epidemic prevention



Cooperate with local governments to carry out vaccination

## 1. CUSTOMER SERVICE AND MANAGEMENT

In terms of regular epidemic prevention and control, the Group has always taken care of the owners, mainly including resuming work at each post quickly, summarizing epidemic prevention, providing psychological counseling for employees who have been fighting on the front line of epidemic prevention for a long time, widely understanding the needs of households, and developing value-added services such as racks for express packages and door-to-door delivery to enhance the living experience of residents.



**Add racks for express packages**



**Deliver vegetables door-to-door**



**Cooperate with the local government to conduct nucleic acid testing**





## 1. CUSTOMER SERVICE AND MANAGEMENT

### 1.2 Continue to do a good job in safety operation management

The Group continues to strengthen safety operation management. We established the concept of safe development, improved the safety management system, promoted the standardization of the Company's safety production, fully implemented the safety production responsibility system for all employees, clarified the safety responsibilities of each position, and carried out safety inspections, running safety work throughout the entire process of enterprise production and operation. We strengthened the supervision on new projects, new renovations and large, medium and small engineering projects, and the supervision of various projects, so as to achieve full-staff, whole-process and all-round safety management.

The Group established "mini fire stations" in each community according to the requirements of the local government, and conducted "one police and six types of staff" trainings on a regular basis ("one police and six types of staff" refers to the front-line community police, various forms of firemen, village (neighborhood) committee staff, comprehensive management grid staff, security staff, staff of property service companies, and staff of key fire safety units). We organized employees and customers to participate in fire drills every year, to familiarize themselves with the location and use of fire-fighting facilities and equipment, check equipment, and enhance their awareness of fire-fighting and capabilities for self-rescue, so as to continuously improve and revise fire-fighting and emergency evacuation plans. The Group adopts a 24-hour duty and patrol system in the community, and strictly implements the hidden danger investigation and three-level safety inspection system, so as to continuously reduce potential safety hazards. We carried out common sense publicity and special management on the prevention of fire caused by parking and charging of battery cars, daily maintenance of elevators, walls, firefighting equipment and other public facilities, installed battery cars barrier systems in elevators, set up parking area for electric vehicles, and increased electric vehicle charging equipment to avoid potential safety hazards.



**Charging Piles for Battery Cars**



**Battery Cars Barrier System in Elevators**

### 1.3 Customer Relationship Management

The Group always adheres to the value concept of “innovation, passion, integrity, responsibility, and gratitude”, and maintains close communication with customers via regular customer visits, return visits, and opinion consultation. We incorporated regular consultation into our service standards, and listened to customer suggestions, opinions and appeals through face-to-face communication with them, and conducted continuous rectification and improvement to provide customers with quality services. The project service center regularly carries out a variety of cultural and recreational activities in communities to enrich the leisure life of the owners; as well as open day activities to allow the owners to truly understand their homes, winning a good reputation.



Cultural Activities in Community



Project Manager Reception Day

## 1. CUSTOMER SERVICE AND MANAGEMENT

The Group independently researched and developed the “serve the public: immediate response management system”, which greatly improved the timeliness of order processing. The system allows for “7 days × 24 hours order tracking, immediate processing, order supervision, and reply record”. The 24-hour 400 call center provides customers with one-stop service, which is connected with the self-developed immediate response management system to handle various demands of the owners. The project service center communicates with customers through various channels, such as face-to-face reception, WeChat butler service, WeChat public account and message feedback on applets, and handles various matters such as customer reporting for incidents and repairs. A specially-assigned person will be responsible for handling each complaint received, and reporting processing status to the customer within 1 working day. At the same time, the person will continue to follow up the complaint, provide the customer with feedback on processing results, and close the complaint case only after obtaining customer approval. During the reporting period, work order shall be disposed of in strict compliance with the handling procedures, responded in a timely manner, and replied on an accurate and timely manner. After each work order is completed, we evaluated the “timely response rate, completion rate, and customer satisfaction rate”, and call back one by one to ensure that the “three rates” are up to standard. In the future, we will continue to build an intelligent operation platform, actively apply intelligent means, and form the core



**Serve the Public: Immediate Response Management System**

The Group is upgrading the 400 customer service work order “Sonar” system, through which we listen to customers suggestions, and adopt customers’ opinions, so as to constantly improve customer service level, and enhance customer satisfaction.



**Information Centralized Control Center Platform: the “400” Customer Service Work Site**

## 1. CUSTOMER SERVICE AND MANAGEMENT

The Group organizes internal customer satisfaction surveys on a regular basis to objectively evaluate the Group's property service from various aspects including customer service, complaint handling, public order maintenance, sanitation and hygiene management, greening maintenance, daily maintenance services, maintenance of equipment and facilities in common area, and emergency response, etc. At the same time, we entrust a third-party organization to evaluate property service projects independently and objectively every year to dig out the key factors affecting customer satisfaction and improve service quality in a targeted manner. In the future, we will aim to achieve the standard of the industry's leading enterprises in terms of comprehensive satisfaction score, and improve service efficiency in an all-round way.

### 1.4 Service Quality

After years of accumulation, the Group has formed a systematic management system for property management service. With the continuous improvement of customer needs, we have upgraded the property service standard system, and formulated 18 standards for 12 business types such as residences, office buildings, hutongs, and schools to achieve service standard with "three inclusions, three integrations, and three clarifications", namely the inclusion of Party construction into service standards; inclusion of garbage classification and epidemic prevention and control in the provisions; inclusion of warm service and zero disturbance service into daily life; and inclusion the confidential contents of military barracks and other projects into the procedures. We clarified fire protection standards, information security management, and catering service supervision scope for shopping malls and other densely populated places. We have built the red property, quality property, and brand property, forming a new pattern of quality management in which the company sets standards, branches and subsidiaries implement the standards, with projects executed effectively and all staff supervision for improvement by strengthening and consolidating the foundation.



**Chengcheng Property Joined the Golden Key International Alliance**





## 1. CUSTOMER SERVICE AND MANAGEMENT

The service team affiliated to the Group joined the Golden Key International Alliance and implanted the essence of Oriental Chinese culture to create a distinctive service brand.

The Group provides customers with satisfactory services by standardizing daily services, facilitating service processes, making service processes transparent, and optimizing service costs. We implemented a five-standard integrated management system, and promoted an energy management system and an information security management system. At the same time, we carried out pilot intelligent operation to monitor service trajectory and service status.



**System Certificates**

The Group mainly obtains new projects by participating in social bidding or undertaking properties owned or established by affiliated companies, and seldom by publishing advertisements through the media. However, in terms of community value-added services, we conducted small-scale business promotion on projects under property management. All promotional materials used have been reviewed at the group level to ensure that there is no exaggerated or false publicity. This year, the Group did not have any advertising or trademark violations.

## 1. CUSTOMER SERVICE AND MANAGEMENT

Beiyu Catering Company affiliated to the Group pays attention to service quality, food safety, cost control, business direction, business scale, marketing strategy, technical personnel reserve and other aspects in production and providing services in accordance with the requirements of GB/T19001-2016 quality management system, requirements of ISO22000: 2018 food safety management system for various organizations in the food chain, general requirements of GB/T27341-2009 Hazard Analysis and Critical Control Points (HACCP) system for food production enterprises, GB14881-2013 General Hygienic Specifications for Food Production and 1.0 National Certification and Accreditation Administration on Updating Hazard Analysis and Critical Control Points (HACCP System) Certification Basis, as well as the relevant provisions in Food Safety Law of the People's Republic of China. Among them, ensuring food safety is a complex process that must take into account all stages of the food chain, from farm to table. We focus on five aspects including "strengthening supervision on food quality at source", "establishing and improving an industry self-discipline mechanism to ensure food safety", "establishing and perfecting food safety standards", "establishing a sound food safety emergency response system" and "establishing a traceability system" to ensure food safety. There were no violations related to the health and safety of the products and services we provided that had a material impact on us during the year.

In the future, we will continue to strengthen the construction of the property management service quality system, continue to focus on development, integrate innovation, sincerely unite and forge ahead to seize the opportunities for rapid development of the industry, and digitize and visualize the service process in development of smart service. We use big data analysis to improve the accuracy of services, and build a value-added service platform to provide customers with door-to-door housekeeping and beautiful home decoration, opening a new community service model.

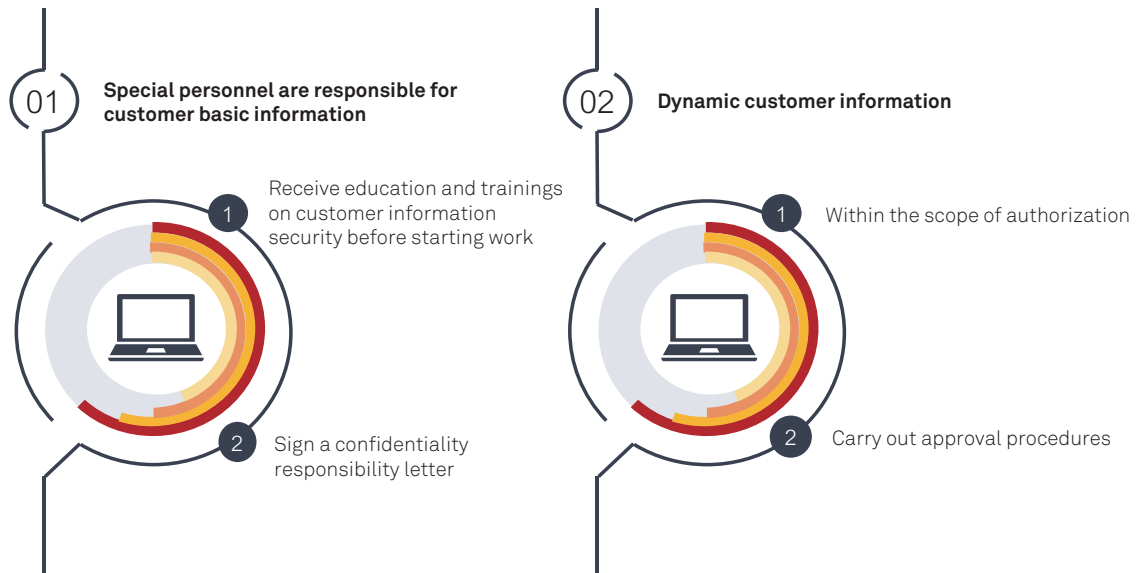
### 1.5 Information security and privacy protection

The Group has formulated the Measures for Customer Information Management in accordance with the Personal Information Protection Law of the People's Republic of China, the Data Security Law of the People's Republic of China and the Network Security Law of the People's Republic of China and other laws and regulations to implement classified and hierarchical protection of customer information. At the same time, we have also formulated the Information Security User Manual, the Measures for Management of Information System Backup, the Measures for User Account Management and other systems. All major information systems have passed the network security level protection assessment, effectively ensuring the data security of each information system.

- As for the basic information of customers, each subordinate unit of the Group shall designate special personnel (customer information specialist) in the customer service department to be responsible for the input, filing and archiving of the information, and to protect customer information according to operating procedures. The customer information specialist shall be the person who has worked in the unit for more than one year and has no record of bad behavior. The customer information specialist must receive education and trainings on customer information security, and sign a confidentiality responsibility letter before starting work.

## 1. CUSTOMER SERVICE AND MANAGEMENT

- The staff only obtains the customer information within the service scope for the content involved in dynamic customer information generated in the service process. If it is necessary to obtain, copy or provide customer information externally in the course of service or business, approval procedures shall be performed.



The Group will strictly implement the requirements for network security level protection, strengthen investment in network security hardware equipment such as firewalls and fortress machines, and strengthen authority management and log review of customer service systems, and actively prevent the risk of customer information leakage in accordance with the requirements of national laws and regulations. In terms of management system, the authority of operators shall be clarified, the scope of customer information shall be limited, and no customer information shall be retrieved if it is not necessary. When it is necessary to retrieve, there must be an approval process and record traces.

## 2. TALENT CULTIVATION AND DEVELOPMENT

### 2.1 Equal employment and interest protection

The Group has strictly complied with the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the Regulations on the Administration of Housing Provident Fund, the Regulations on the Supervision of Labor Security and the Regulations on the Protection of Employment of Persons with Disabilities, etc., and formulated the Group's human resources management system, such as recruitment management measures, labor contract management measures, salary management measures, training management measures, performance assessment management measures and separation management measures, etc.

#### Recruitment and employment

The Company recruits outstanding talents through diversified recruitment methods to ensure that human resource allocation and development meet the development needs of the Company.

In terms of internal recruitment, the Company implements the policy of competitive open selection to provide excellent employees with a promotion channel that matches their career development planning while optimizing the allocation of internal human resources.

In terms of external recruitment, the Company details recruitment needs to acquire fresh graduates and mature talents from the society through multiple channels, such as online recruitment, job fairs and campus recruitment. The Group has maintained good cooperation relationship with institutions of higher education, such as Beijing Forestry University and University of International Business and Economics, and with vocational schools, such as Harbin Air Service Secondary Vocational School and Beijing Changping Vocational College to ensure the availability of a large number of excellent property management and professional technical talents to the Group. The Group's subsidiaries have signed school-enterprise cooperation agreements with Heilongjiang Institute of Construction Technology, Beijing Institute of Electronic Technicians and other schools. Under these agreements, teaching program and curriculum system will be designed in line with the Group's talent needs, and the Group will assign personnel to teach practical courses in these schools with an aim to unify theory and practice. The school-enterprise cooperation will constitute a joint cultivation model between enterprises and schools to provide excellent human resources.



## 2. TALENT CULTIVATION AND DEVELOPMENT

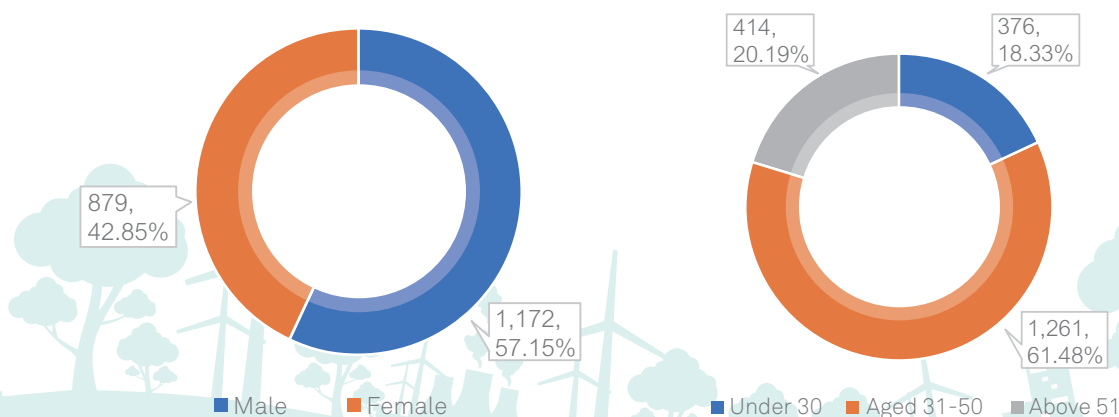
The Group adheres to the principle of fairness and willingness in recruitment, and does not impose restrictive requirements in terms of gender, ethnicity, nationality, region, and so on. In order to prevent child labor and forced labor, we strictly follow Article 15 of the Labor Law of the People's Republic of China, which prohibits employers from recruiting minors under the age of sixteen, and strictly examine whether the actual age of candidates meets the hiring criteria by checking identity documents, or otherwise. No cases of child labor occurred in 2021. Beijing Capital Jiaye has formulated and strictly implemented the Labor Contract Management Measures and Staff Recruitment Management Measures, and upheld the principle of legal employment. The Group enters into labor or labor service contracts with employees who establish labor relations with the Group in accordance with the relevant laws and regulations on an equal and voluntary basis and by mutual agreement, so as to protect their enjoyment of labor rights.

In line with our corporate responsibility to our employees and to the society, we generally do not require termination of labor contracts with employees who have passed the probationary period unless they have seriously violated the relevant regimes of the Group. Separation procedure will be went through according to the Group's well-established "Separation Management Measures" without any restrictions if any employees request separation on his/her own initiative.

As of December 31, 2021, the Group had a total of 2,051 employees and an employee turnover rate of 21%.

Indicators related to the Group's employees for the fiscal year 2021 are as follows:

Name of Indicator	Percentage in the total number of employees at the end of		Employee turnover rate (percent)
	End of 2021 (person)	2021 (percent)	
Male employees	1,172	57.15%	17%
Female employees	879	42.85%	26%
Employees aged 30 and below	376	18.33%	45%
Employees aged 31-50	1,261	61.48%	14%
Employees aged 51 and above	414	20.19%	16%
Employees inside Beijing	1,804	87.96%	18%
Employees outside Beijing	247	12.04%	43%





## 2. TALENT CULTIVATION AND DEVELOPMENT

### Compensation and benefits

We have attached importance to the protection of the legitimate rights and interests of employees, established a competitive salary system, and continuously optimized and improved it so as to provide employees with more competitive salary services relative to that of our counterparts. We have established regimes in connection with labor compensation, social insurance, labor protection means and measures, pay salaries in full and on time, and contribute to “5 mandatory insurance schemes and a housing fund”; protect employees’ right to rest and leave in accordance with relevant laws, public holidays, paid annual leave, marriage leave, maternity leave and funeral leave are implemented in accordance with the relevant national or Beijing policies, and provide employees with multiple welfare such as allowance and subsidy for high temperature, transportation, communication and meal.



## 2. TALENT CULTIVATION AND DEVELOPMENT

### 2.2 Employee development and training

With the successful listing, Beijing Capital Jiaye needs more talents and raises higher technical requirements for talents. The Group is building a high-quality and professional talent team by creating a good learning atmosphere to enhance the willingness of employees to learn, and strengthening systematic professional learning and improving professional ability of employees through various training methods, so as to enhance the professionalism and standardization level of property management in all aspects and improve the market competitiveness of the Group, and thus lay a solid foundation for the sustainable development of the Group.

In terms of employee promotion, employees can be promoted to a higher level position by participating in competitive selection. The Group carries out open competitive selection among employees who meet the requirements of some vacant management positions so as to smooth their career development path. The talents who are eventually selected will be announced to the public and formally appointed if no objection is raised.

In terms of employee training, the Group values continuous improvement of training system and development of corporate culture, so as to provide a good development environment for employees and continuously improve their comprehensive quality, and integrate their own value into the development of the Group. On the one hand, we continue to promote and encourage employees to participate in professional studies and title examinations by providing them with title allowances, and on the other hand, we carry out a series of training activities on the Group's development strategy.

In 2021, we steadily promoted the implementation of the Group's annual training plan and carried out training activities in multiple forms, including online training, offline training, certification training and special training camps, covering the Group's senior management, middle management and grassroots employees. The courses included EHS Production Safety Process Management and Risk Prevention and Control, Competence Enhancement Camp for New Project Managers, Organizational Capability Enhancement for Property Market Strategic Planning and Market Expansion, The Way of Multiple Operations in Property Enterprises, Property Service Quality Control and System Optimization and Related Transactions and Horizontal Competition, covering several aspects such as management capability, operation capability, production safety and professional skills.



## 2. TALENT CULTIVATION AND DEVELOPMENT

In the fiscal year 2021, the Group trained a total of 2,009 employees, with a training coverage rate of 97.95% and 13.67 hours of training per employee. The percentage of training time by gender and level is shown in the following table:

Name of Indicator	End of 2021 (person)	Percentage in the corresponding employee number at the end of 2021	Average time length of training (hours)
Male employees trained	1,148	97.95%	13.78
Female employees trained	861	97.95%	13.52
Management trained	1,759	98.16%	12.85
Management trained	250	96.53%	19.42

### Case 1: Special training program for supervisors

In order to further improve the management level of each of the Group's project, we intensified the training for property project leaders and professional project supervisors. A subsidiary of the Group opened a special training program for supervisors. After more than three months of subject development and courseware discussion, the special training program for supervisors to improve their team's capability officially started in November, with a total of 151 supervisors attending it. This special program includes five courses, namely community culture, order maintenance, engineering management, customer service management and environmental management, and introduces the process and details of property services in a comprehensive and multidimensional manner. In addition, in terms of improving the comprehensive quality of the workforce and stimulating the vitality for enterprise development, the Group's subsidiaries held the 2021 "Training to Promote Business" comprehensive quality improvement training for employees, with a total of 293 participants and a completion rate of 98.98%. The training courses cover professionalism, basic etiquette and stress and emotions. This program provided a good basis for improving the comprehensive quality of individual workers and stimulating the vitality for enterprise development.



## 2. TALENT CULTIVATION AND DEVELOPMENT

### Case 2: Special training on refined services

In order to further improve the quality of conference and on-site services, the Company carried out special training on refined services such as conference services and interpretation and reception services to provide professional guidance for service personnel, so that the professional ability of service personnel can be further improved and they could provide customers with attentive and high-quality refined services with professional and standardized service standards.



## 2. TALENT CULTIVATION AND DEVELOPMENT

### Case 3: Special training on global offering

In 2021, under the new circumstances of the Group's IPO, we added global offering-related training, including compliance training in connection with anti-corruption, anti-bribery and anti-money laundering and financing securities training, to procure successful listing of the Company, achieve sustainable improvement in corporate value and promote mutual integration of operational advantages.





## 2. TALENT CULTIVATION AND DEVELOPMENT

### 2.3 Employee health and safety

The Group has attached great importance to the physical health and work safety of our employees. We have been strictly enforcing the relevant provisions of the Labor Law, regulating the length of labor for our employees to prevent them from being overworked, and paying overtime wages in full and on time in accordance with the relevant provisions of the Labor Law. In addition, we organized annual health checkups for our employees and customized health package by their age group, gender and other actual conditions to eliminate hidden health risks and ensure their physical and mental health.

The Group held regular meetings on safety and stability to ensure production safety, organized safety knowledge learning and training on a quarterly basis, and signed a production safety responsibility letter for 2021 to implement production safety responsibilities at all levels. During the Reporting Period, we carried out regular production safety inspections in multiple forms, improved our emergency response capability, prepared flood control plans and emergency response plans, improved the supply standardization for flood control material warehouse in each unit to ensure safe flood control, and strengthened the management of leased operating houses.

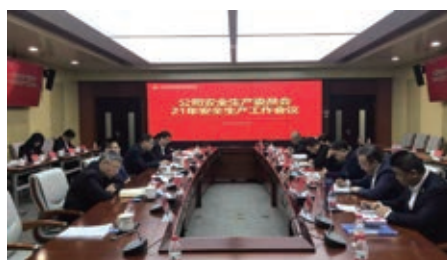


Signing production safety responsibility letter



Main leaders visiting Shunyu Home for safety inspection

On February 4, 2021, Beijing Capital Jiaye established the Safety Production Management Committee to build a “big safety pattern” pursuant to the requirement that “safety must be an integral part of business management and operation management”.



Production safety work meeting

## 2. TALENT CULTIVATION AND DEVELOPMENT

Beijing Capital Jiaye had a work-related death rate of zero in 2019, 2020 and 2021, and had 139 days lost due to work-related injuries in 2021. From the date of the accidental injury at work, the Group actively communicated with the injured employees and relevant governmental departments, paid attention to the concrete circumstances of the accidents and the treatments, and actively handled the relevant procedures such as work-related injury appraisal and payment of work-related injury compensation in accordance with the requirements stipulated in the Work-related Injury Insurance Regulations, the Measures for Work-related Injury Appraisal and Certain Provisions of Beijing on the Implementation of the Work-related Injury Insurance Regulations, so as to ensure the legitimate rights and interests of the employees.

### 2.4 Smooth communication channel

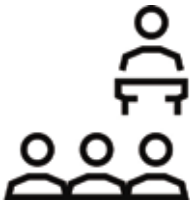
The Group and its subsidiaries communicate with employees through various means such as suggestion box, satisfaction survey, congress of workers and staff and employee talk, listen to their suggestions and solve practical problems for them; establish diversified and active communication channels between the Company and employees, encourage employees to voice their opinions and stimulate their enthusiasm to participate in corporate management. Employees of the Group and its subsidiaries can defend their legal rights and interests through labor union organizations according to law.



Opinion collection



Satisfaction survey



Congress of workers and staff



Talk with employees

## 2. TALENT CULTIVATION AND DEVELOPMENT

### 2.5 Employee care

#### Festival greetings and gifts

Beijing Capital Jiaye adheres to the concept of “strong enterprise, happy employees” and pays attention to employee care. Due to the characteristics of the service industry, the Group has employees working at the front line in every holiday. In order to let everyone really get the feeling of being cared and loved by the “big family”, the Group leaders and labor unions send care and warmth to the grassroots staff by sending greetings and gifts during the New Year and other festivals, and especially for the staff staying in Beijing during the Spring Festival, we truly care for them, so that everyone can feel the warmth from the “big family” during the Spring Festival.



Spring Festival Greetings and Gifts

## 2. TALENT CULTIVATION AND DEVELOPMENT

Beijing Capital Jiaye has always been concerned about the front-line staff, staff-oriented. We carry out “warm greeting in winter and cool greeting in summer” activity in grassroots units every year by providing heatstroke prevention items and thermal supplies, adding relevant facilities, or otherwise, to let all staff feel the concern of the Group and safeguard their personal interests.



“Warm greeting in winter and cool greeting in summer” activity

To spread effectively the care for retired workers and disabled workers who are waiting to return to work, the Group’s affiliated units have formulated the “Standard for Consolation Payments to Employees and Their Immediate Family Members Who Are Suffering In Case of Hospitalization for Serious Illness or Death” and carry out “warmth deliveries” activities for retired workers who are seriously ill and disabled workers who are waiting to return to work every year.



“Warmth deliveries” activities



## 2. TALENT CULTIVATION AND DEVELOPMENT

The Group's affiliated units organize regular employee satisfaction survey to evaluate their satisfaction with the managerial personnel and management efforts and to identify problems in their work in a timely manner. For employees leaving core positions, the Company follows up at any time, conducts exit interviews, and makes timely improvements for any identified problems upon verification, and also avoid unnecessary labor disputes.



**Thanks and gifts to employees participating in the culture week activity**

Beijing Capital Jiaye promptly cares for and sees hospitalized employees and female employees giving birth, gives out movie cards and birthday cake coupons to employees, and holds birthday parties regularly to enhance their sense of happiness. Regularly distributing masks and other epidemic prevention materials to employees



**Employee birthday party**



**Dragon Boat Festival and Mid-Autumn Festival activities**



## 2. TALENT CULTIVATION AND DEVELOPMENT



### Care for female employees

In our daily work, we effectively protect female employees during the “three periods” by giving out supplies to them, and organizing thematic activities at Woman’s Day.



Thematic activities at Woman’s Day

### 3. RESPONSIBLE OPERATION

#### 3.1 Sustainable supply chain

##### Supplier Management

The relevant departments of Beijing Capital Jiaye review the qualification of suppliers at the bidding and project establishment stages, including: investigating credit standing of suppliers, fully understanding the relevant qualifications and credit status of suppliers; checking their relevant qualification, business performance and contract performance, quality certification system, environmental protection, safety and protection work and labor usage. During supplier inclusion, we reviewed suppliers by on-site inspection of the projects managed by them. At the same time, we constantly improve and expand the roster of cooperating suppliers, and examine them from various aspects such as geography, site environment and industry, in order to avoid the lack of alternative supplier to choose when any suppliers involve in violation.

Before signing contract with suppliers, Beijing Capital Jiaye inquires into whether they have any abnormality by search at the national enterprise credit information publicity system, and makes renewal evaluation by the project sponsor at the time of contract countersigning to include security and janitorial public services in the satisfaction survey. In the process of daily inspection, if many problems are found in connection with special services, causing adverse consequences or an increase in the number of complaints, the Group has the right to request the other party to rectify immediately, and if there is no rectification, the Group has the right to cancel the contract. At the same time, the Group has the right to deduct part of the contract price and ask them to rectify immediately, and if there is still no improvement, the contract will be automatically terminated upon expiration and will not be renewed.

##### Geographical distribution of suppliers of Beijing Capital Jiaye

Geographical distribution of suppliers	Number (unit)
North China (Beijing, Tianjin, Shanxi Province, Hebei Province, Inner Mongolia Autonomous Region)	956
Northeast China (Heilongjiang, Jilin, Liaoning Provinces)	5
East China (Shanghai, Jiangsu Province, Zhejiang Province, Anhui Province, Fujian Province, Jiangxi Province, Shandong Province)	37
South China (Guangdong Province, Guangxi Zhuang Autonomous Region, Hainan Province)	8
Southwest China (Sichuan Province, Guizhou Province, Yunnan Province, Chongqing Municipality, Tibet Autonomous Region)	56
Total	1,062

### 3. RESPONSIBLE OPERATION

The Group manages suppliers by level and classification. It makes environmental and social consideration for 233 physical suppliers supplying materials and equipment, and especially takes social responsibility into consideration for 829 service suppliers providing security and cleaning services. In 2021, the shortlisted suppliers followed the Group's management requirements for suppliers, and the relevant departments made timely adjustments according to the changes in the type of services and material procurement, continuously revised and improved the criteria and methods for supplier evaluation, and classify and grade the suppliers in a scientific and reasonable manner to assist the Company in better managing the supplier resources.

In the future, Beijing Capital Jiaye will improve the service quality of suppliers by refining the classification of supplier management, timely updating of supplier information and multiple evaluations within the contract period to achieve a mutually beneficial and win-win effect.

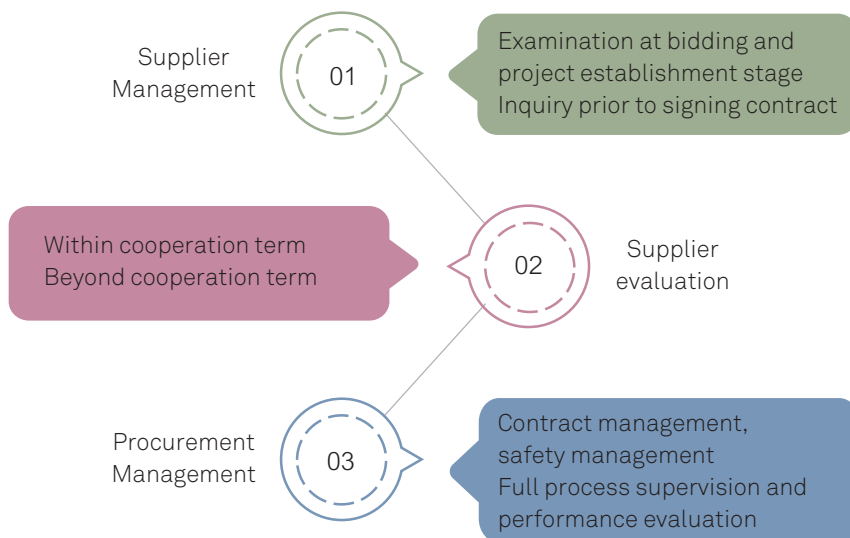
#### Supplier evaluation

- During the term of cooperation, suppliers are evaluated for qualification in accordance with contract.
- After the expiration of the contract term, suppliers who are evaluated as qualified may report to the competent department for approval to participate in the procurement if they still have the desire to cooperate.
- Beijing Capital Jiaye and its subordinate units are required to evaluate qualified suppliers annually in terms of timeliness of supply or timely performance of contract, quantity of products or frequency of service, product quality, site protection or civilized construction, after-sales service and emergency response.
- Suppliers who do not pass the evaluation will be disqualified as qualified suppliers.
- Suppliers who are repeatedly evaluated excellent in terms of contract performance will be classified as premium suppliers. Premium suppliers enjoy priority in bidding and contracting, but the priority do not affect the bid evaluation. Reward conditions are stipulated in the contract so that certain material rewards can be given once relevant criteria are met to motivate suppliers to perform fully.

### 3. RESPONSIBLE OPERATION

#### Safe procurement

According to the requirements of relevant management system and management mechanism, Beijing Capital Jiaye is required to sign the “Construction Safety and Civilized Production Agreement” with suppliers in the procurement process, and designate the outsourcing management department to unify the management of contracts awarded. The operation implementation units (property projects) have the responsibility for site management and need to educate the whole staff of contractors entering the units, conduct safety briefing to contractors at the operation site, review the safety operation procedures, construction plans and emergency plans, and sign the “Production Safety Management Agreement” while signing contract with the outsourcing service unit to clarify the responsibilities of both parties and supervise the whole process of contractors’ operation. The Group clarifies various functions in accordance with the “Qualified Supplier Management and Evaluation Measures”, conducts strict supplier qualification review, selects companies with appropriate qualifications and good safety performance as suppliers, and establishes safety performance evaluation guidelines for suppliers and evaluates their safety performance on a regular basis. The evaluation results are fed back to the supplier’s management or higher authorities to promote improvement of their management. For suppliers who cannot fulfill their safety responsibilities, or cause safety accidents, a veto system in connection with the relevant assessment is applied until quit.



### 3.2 Giving thanks to community

#### Community's livelihood

In terms of community's livelihood, Beijing Capital Jiaye gives full play to the advantages as a state-owned enterprise, mobilizes all forces to serve residents, uses multiple resources to provide extended services for community residents, takes multiple measures to solve the two "key minor matters": garbage classification and property management, so as vigorously improve the level of property management and people's satisfaction. We carried out a number of projects as a token of our tribute to the community in 2021.

- The Group signed a strategic agreement with Pinggu District to launch Pinggu Great Peach Project in the community, with an aim to explore a new community-enterprise cooperation model. Through projects of helping and caring for farmers, and of agricultural and sideline products sales, in-depth cooperation in more areas was realized and high-quality agricultural products produced in Pinggu are available in the community, and eaten by Beijing citizens.



Signing a strategic agreement with Pinggu District



Pinggu Great Peaches in the community



Receiving the banner of "enterprise helping farmers increase their income"



### 3. RESPONSIBLE OPERATION

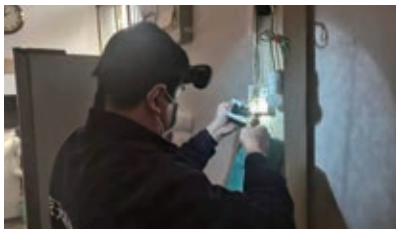
- In recent years, with the continuous development of hutong property services, the living environment of Chunshu neighborhood's residents has been greatly improved, but due to the old lighting facilities, the problem of insufficient light in the courtyard has been plagued by hutong residents. To solve this problem, Xinjiekou Project Department and Chunshu Project Department, relying on the "one-stop" neighborhood property service center in Baita Temple and Chunshu Property Service Center, taking the protection of people's livelihood and satisfaction of the reasonable demands of residents as the starting point, and giving full play to the coordination role of the hutong property customer service center, initiated the "Light Up Chunshu" Action jointly with Chunshu Neighborhood Office and the community to install free solar lighting devices for residents in the hutong courtyard without lighting, and "Lighting Up Chunshu" with more than 80 illuminator to solve the problem of insufficient lighting in the residents' courtyard.
- As of the end of 2021, a hutong housekeeper was set up in each community in the hutong under the Group's management. Residents' service cards were issued by households, and residents' calls were received 24 hours a day, and all of the residents' demands were coordinated, handled, and followed up by the hutong housekeeper. In response to the lack of property services for hutong residents in the past, the project department also launched initiatives such as plumbing and electric overhaul services. As a part of Party building activity, safety management was a characteristic of property management in the cottage area. For difficult families, we carried out plumbing and electrical and other safety checks, replaced faucets, overhauled lines, replaced lamps and made emergency repair for dripping and leakage. We also actively cooperated with the local community to carry out environmental sanitation improvement activities every month: cleaning up the hutong and courtyard to create a good living environment for the residents in the district.



**Baita Temple and Chunshu Property Service Center**



**Lane Housekeeper Demonstration Courtyard**



**Hutong services**

### 3. RESPONSIBLE OPERATION

- In order to enhance cohesion and combat effectiveness of the organization, Beijing Capital Jiaye participated in the Beiyu Tiannuo Xinjiekou Project of the Group: thematic activity of “Tracing red footprints and carrying forward the service spirit” on April 27. After visiting the Lu Xun Museum, we came to hutong to sort out the haphazardly parked shared bicycles and cleaned up debris, practicing the mission of state-owned enterprises with practical actions.



Visiting Lu Xun Museum



Cleaning up debris in hutong

Providing residents with wheelchairs, carts, pumps and other handy tools. For the special groups in the district, such as the empty nest elderly and the disabled, we provided free door-to-door services on a regular basis; we carried out various professional volunteer services in “Lei Feng Day”, “May 4th Youth Day” and “Arbor Day” to beautify the community environment and show neighbor kindness in our daily services.



Learn-from-Lei Feng Volunteer Service



### 3. RESPONSIBLE OPERATION



Learn-from-Lei Feng Volunteer Service



Arbor Day activity



Handy Tools activity



Mother's Day warm-up event and warm service



Housekeepers providing assistance to people who are not in good health condition

### 3. RESPONSIBLE OPERATION

#### Helping revitalize the countryside

In February 2021, General Secretary Xi Jinping delivered an important speech at the National Poverty Alleviation Summary and Commendation Conference, stating that China had achieved a comprehensive victory in poverty eradication and putting forward expectations and requirements for the next step to consolidate the results of poverty eradication and start a new journey in a comprehensive manner. The Group conscientiously implements the spirit of the speech of General Secretary Xi and practices poverty alleviation support. We supervised rent reduction for small and medium-sized enterprises during the epidemic prevention and control in a detailed and practical manner. The discipline inspection organizations at two levels of the Company conscientiously studied the spirit of the document "Notice on the Implementation of Special Supervision over Poverty Alleviation Support" issued by the Discipline Inspection Committee of the Urban Construction Group, and supervised the whole process of the "2021 Implementation Plan and Work Plan of Beijing Capital Jiaye Property Services Co., Limited for Helping Promote Comprehensively Rural revitalization Efforts. We earnestly implemented the work of rural revitalization, made every effort to promote consumption-based poverty alleviation and employment-based poverty alleviation, and successfully completed the year's poverty alleviation tasks and indicators. We completed procurement of over RMB400,000 for consumption-based poverty alleviation. We actively carried out pairing assistance work and provided 4 positions of public welfare nature (equivalent to approximate RMB60,000) to Karakash County, Xinjiang to provide employment opportunities for marginal households.



Products for poverty alleviation



Directional Donation Agreement

### 3. RESPONSIBLE OPERATION

#### 3.3 Intellectual property management

Beijing Capital Jiaye had no patent and copyright in the Reporting Period, and held 1 domain name; used 49 trademarks as authorized by the Urban Construction Group; registered 2 trademarks in Hong Kong and 15 trademarks in China.

In order to strengthen the protection of intellectual property rights, Beijing Capital Jiaye has issued and implemented the Measures for the Management of Intellectual Property Rights (for trial implementation) in accordance with the relevant national laws and regulations, established an intellectual property rights leading group to unify and coordinate the management of intellectual property rights; required employees to sign the Letter of Undertaking to Use Genuine Software to raise the awareness of intellectual property rights protection among all employees to avoid infringement disputes; monitored the use of the Group's trademarks in real time, searched whether any third parties have infringed on the trademarks of Beijing Capital Jiaye, and actively safeguarded the trademark-related rights and interests of the Group. For the Group's commercial secrets, we signed relevant confidentiality agreements, forbade the personnel bearing the obligation of confidentiality to disclose them privately and required them to strictly enforce the Group's rules and regulations.

#### 3.4 Strict prevention of corruption

Combating corruption and upholding integrity is an important part of corporate management and a necessary part for corporate self-restraint mechanism. Strengthening the anti-corruption and integrity work in the Company is an inherent requirement to promote the reform and development of the Company, and is also an inevitable choice to regulate the Company's business management activities.

- In 2021, Beijing Capital Jiaye earnestly carried out anti-corruption and integrity work and strictly complied with the Criminal Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China and other laws and regulations. In order to prevent incidents of corruption, bribery, extortion and fraud, we constantly improve our internal anti-corruption supervision mechanism and strengthen the publicity and education on integrity for cadres and employees, thus enhancing the vigilance of all employees against corrupt acts and forming a good atmosphere of compliance with the law, integrity and self-discipline, honesty and trustworthiness. We continuously take property services as our central business, earnestly study and implement the spirit of the 19th Party Congress and the plenary sessions of the 19th Party Central Committee, and arm the mind, guide the practice and promote the work with Xi Jinping Thought on Socialism with Chinese Characteristics in the New Era, continuously take production and operation as the center, and deeply push forward the overall strict governance of the Party, Party style and integrity construction and anti-corruption work to provide discipline guarantee for the sustainable and healthy development of the Group.



### 3. RESPONSIBLE OPERATION

We have developed and implemented anti-corruption and anti-bribery mechanism. The main anti-corruption and anti-bribery measures are as follows:

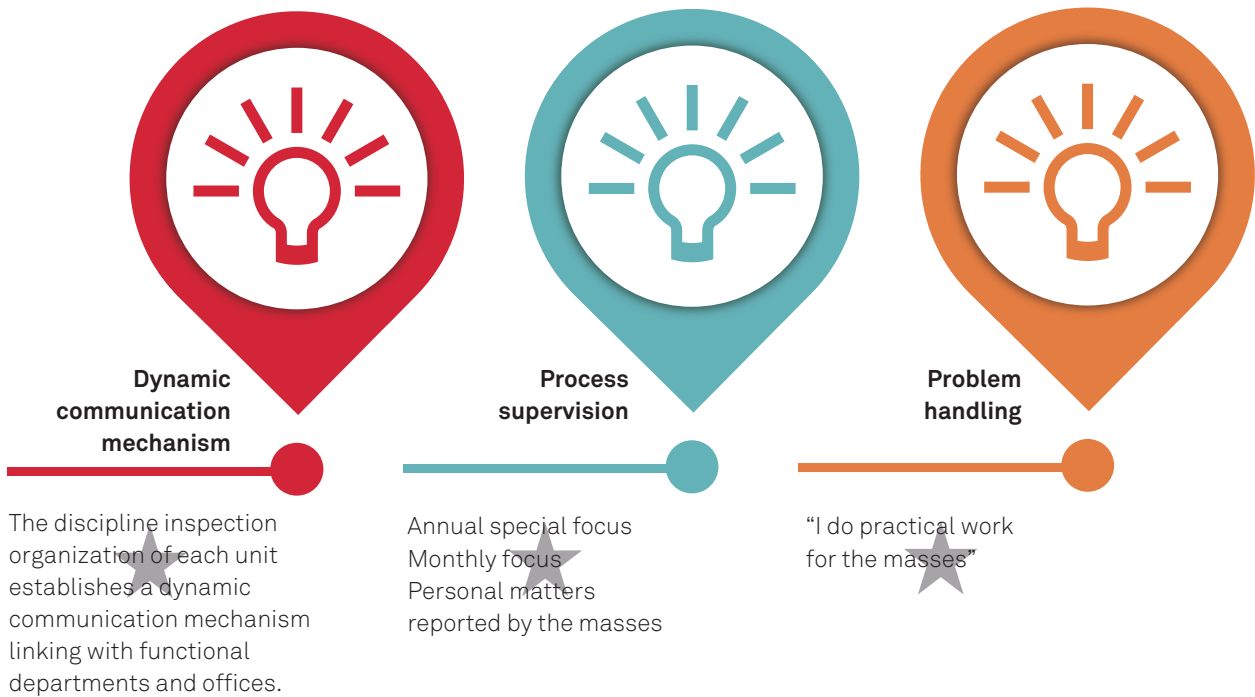
- We communicate the spirit of our anti-corruption and anti-bribery documents to all employees through our employee handbook and announcements;
- Our management team constitutes a committee to identify employee misconduct and monitor cross-departmental activities. The Committee's main responsibilities include providing anti-corruption and anti-bribery compliance advice, investigating potential incidents of corruption or fraud and conducting anti-fraud publicity activities with the Group.
- We will investigate report information sent to us in writing, by telephone or E-mail, and take appropriate disciplinary penalty or report to the competent regulatory authority if suspected bribery, corruption, fraud or other misconduct is discovered, and take prompt legal action to recover any losses we have suffered as a result of the misconduct in question.

We have an anti-money laundering policy in place to ensure that we conduct our business in strict compliance with relevant anti-money laundering laws and regulations in the PRC. Highlights of our anti-money laundering policy are as follows:

- Members of our senior management and finance department are responsible for anti-money laundering matters. Their main duties are to formulate our anti-money laundering policies, review our anti-money laundering procedures, report any suspected money laundering incidents to government authorities, and assess our anti-money laundering risks arising from our business operations;
- To raise our employees' awareness of the utmost importance of preventing money laundering activities, we provide them with regular training sessions on the latest developments of the relevant laws and regulations as well as our internal anti-money laundering procedures; and
- If we have reasonable grounds to suspect that our customers are engaging in money laundering activities, we may suspend or terminate our business relationship with them and promptly report facts we discovered to the competent authorities in the PRC.

### 3. RESPONSIBLE OPERATION

The Discipline Inspection Committee of Beijing Capital Jiaye takes the special supervision work of “Immediate Response Service” as the annual special supervision focus. The discipline inspection organization of each unit establishes a dynamic communication mechanism linking with functional departments and offices, where problems reported through Immediate Response Service System will be subject to severe supervision and matters informed by the masses will be subject to severe supervision. Guided by the Party history study and education activity and “I do practical work for the masses” activity, we proactively follow up on the handling and progress of the problems reported by the “12345” hotline of each unit to the extent that supervision is highlighted and work is planned under coordination and joint mechanism, with continuous efforts and a closed-loop procedure.



### 3. RESPONSIBLE OPERATION

In 2021, each unit further strengthened the ideological awareness of Party members and cadres to strictly abide by the political rules, strengthen the construction of work style, strictly discipline themselves and continuously increase their sense of responsibility by organizing directors and senior management to attend special warning education, visiting red education bases, watching warning education films, holding democratic life meetings and carrying out regular education on integrity reminders.



Visiting the Party History Museum



Visiting the warning education base



Central theoretical team learning



Holding democratic life meeting

In 2021, no significant risks related to corruption were discovered by Beijing Capital Jiaye, and there were no confirmed incidents of corruption involving the Group or public legal proceedings against the Group and its employees. In the future, we will continue to attach importance to anti-corruption and integrity work, strengthen the supervision by anti-corruption monitoring agencies, expand the scope of external supervision, and improve the internal audit system, so as to provide green guarantee for the healthy development of Beijing Capital Jiaye.

## 4. GREEN AND SUSTAINABLE DEVELOPMENT

### 4.1 Environment and climate change

#### Environmental policy and management system

The environmental management system of Beijing Capital Jiaye and are publicized and implemented together with its quality and occupational health management system, rendering an integrated certification of three standards. The environmental management system construction and implementation are carried out in three levels by the Headquarters of Beijing Capital Jiaye, the subordinate units and the project department jointly, in order to reduce the impact of property service activities on the environment, fulfill social responsibilities, strengthen energy conservation and emission reduction, reduce the Group's operating costs, contribute to the realization of the "3060 Goal" and lay a foundation for the realization of refined management.

The headquarters of the Group is responsible for organizing and supervising the construction of the environmental management system of its subordinate units. The subordinate units are responsible for formulating regulations on the identification, evaluation and control of environmental factors, reporting information of important environmental factors to the Group leaders for approval, organizing relevant departments to review and update environmental factors in time according to changes in the management activities of the Group, so as to effectively control the environmental factors of the Group and contribute to the coordinated and sustainable development of society and environment.

Each unit is the centralized management department of environmental monitoring and measurement. They shall regularly organize departments to implement the control of important environmental factors, execute the management plans, ensure the inspection and recording of environmental sewage and dust monitoring; formulate environmental management regulations, clarify the requirements of sewage, exhaust gas, dust, solid and hazardous waste, noise control and energy use, so as to achieve the goal of saving energy and reducing consumption, taping new sources of revenue and husbanding existing resources, turning waste into treasure and recycling waste. Each project department and functional department shall carry out work according to the identified environmental factors and the requirements of this procedure to reduce the impact on the environment.

For the outsourced business activities, they shall jointly identify the factors that may affect the environment with the contractors, and include the control requirements of environmental factors into the contract to ensure that the environmental impact is controllable, which is supervised by the relevant departments of the Group.

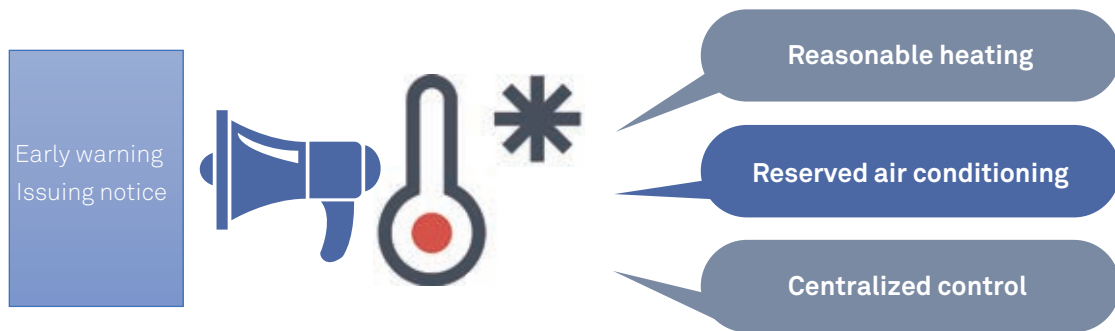
#### Environment and Natural Resources

Our main business, property services, is not a high-pollution and high-emission business, and our business does not directly involve the use of natural resources. Our environmental policies and management system are as stated above. We deeply understand the importance of saving energy and water on reducing the negative impact on the environment. For details on usage and emissions, please refer to other sections of this chapter. In addition, our property services provide essential support for the cleanliness and beauty of the outdoor environment of many properties under management.

Addressing climate change

Climate change will affect the Group’s heating and air conditioning supply, which will lead to an increase in equipment operation and maintenance costs, electricity and fuel costs, as well as carbon emissions. If it is not handled properly or promptly, it will cause customer complaints and produce correlated effects. Moreover, extreme weather will lead to certain security risks, requiring us to identify the risks and take countermeasures in time.

To ensure protection against cold and freezing conditions in winter, we provide reasonable heating to ensure the health, safety and comfort of employees, customers and owners. To deal with the extreme cold weather, we keep the air conditioning system running at low temperature when no one is there, so as to avoid pipe freezing and breaking. We centrally control the heating equipment and adjust it in real time to better respond to the potential risks of climate change. In addition, we make best efforts to ensure proper prevention and services by providing early warning, issuing notice and communicating with the owners and customers, so as to provide better services and experience to the owners and customers.



Anti-cold and anti-freezing measures

In terms of flood control, the Group has formulated a flood control work plan. Every year when the flood season starts, we will set up a leading group for flood control work immediately, establish an emergency rescue team, and comprehensively carry out the flood control work from the aspects of emergency material reserve, lightning protection detection, emergency plan training and drill, hidden trouble investigation, waterproof inspection, etc., and strengthen the work on duty and emergency response.

Flood control work plan





#### 4. GREEN AND SUSTAINABLE DEVELOPMENT

In the dry seasons such as winter and spring, we pay special attention to fire safety management, and carry our various measures, such as formulating fire safety work plans, conducting fire control publicity and emergency drills according to seasonal characteristics, comprehensively cleaning up combustible materials, and strengthening fire prevention inspection and fire inspection, so as to minimize the relevant risks. With good management mechanism and effective countermeasures, we can better cope with the impact of climate change on the Group.



Fire drills

We refer to the TCFD (Climate-Related Financial Disclosures) framework to progressively review the status quo, develop strategies, manage risks, identify and manage indicators and objectives for the risks and opportunities that the Group may face due to climate change in the future.

## 4.2 Utilization of energy and resources

Beijing Capital Jiaye strictly implements the management system and mechanism in the use of energy (including water resources, electricity, natural gas, production oil, etc.) in accordance with the relevant requirements of the Energy Management Measures, which is mainly divided into measurement management, statistical management, electricity consumption management, water consumption management and energy-saving technical transformation management.

In 2021, the Group took the following measures to reduce the consumption of energy and resources:

- Implementing reasonable scheduling, and avoiding the use of major power consumption equipment at peak times of power consumption, so as to improve the load rate, and reduce the unit power consumption;
- Proposing new suggestions on power saving, and actively cooperating with relevant departments of the Group for power saving;
- Encouraging all the staff to actively participate in water conservation activities, and enhance the awareness of water conservation; and
- Causing the relevant units to conduct regular inspection and maintenance on the water supply pipes and faucets, so as to eliminate the water running out, bubbling, dripping and leaking.

### Energy consumption and intensity of Beijing Capital Jiaye

Type of energy	Usage	Unit	2021	
			Intensity	Unit
Gasoline	12,467	Liter	9.53	liter/100km
Electricity	121,071,111	MWh	3,539.32	MWh/million sqm of area under management
Natural gas	31,618,424	m <sup>3</sup>	999,318.08	m <sup>3</sup> /million sqm of area under management
Integrated energy consumption	433,888.00	MWh	13,426.07	MWh/million sqm of area under management
Water	3,548,475.4	m <sup>3</sup>	112,151.56	m <sup>3</sup> /million sqm

- 1 The Group has 10 boiler heating centers in Beijing, and the electric power consumption set out in the main body was the entire electric power consumption of the Group, and the power consumption excluding the boiler heating centers was 111,984.07 MWh.

## 4. GREEN AND SUSTAINABLE DEVELOPMENT

In 2021, Beijing Capital Jiaye had no problem in obtaining suitable water sources.

The Group's goal in energy and water resources management is to improve the effective utilization of energy and water resources and maximize the environmental and economic benefits of energy and water resources while meeting the requirements of business activities. Because the Group has various types of property under management and different property types differ greatly in energy and water resources consumption, with the continuous expansion of the Group's business, it is difficult to set quantitative targets for improving the efficiency of energy and water resources use. In the future, we will continue to encourage our employees to enhance the awareness and actions of energy conservation, strengthen innovation in energy-saving technology and management means, adopt digital means to gradually accumulate energy and water consumption data of different property types to achieve the forecasting function, so as to set quantitative targets for energy and water resources use.

In addition, the main business of Beijing Capital Jiaye is to provide property services, which basically does not involve the use of packaging materials.

### 4.3 Emissions Management

#### Greenhouse gas emission management

The Group's greenhouse gas emission management system follows the Environmental Factors Identification and Evaluation Management Regulations. The main sources of greenhouse gases and exhaust gases produced by Beijing Capital Jiaye are automobile exhaust emissions, emissions from burning of fossil fuel such as natural gas (heating boilers, restaurants), and greenhouse gas emissions from purchased electricity and heat consumption. To reduce these greenhouse gases, Beijing Capital Jiaye has taken the following measures:

- (1) Adjusting the operation of air conditioning and heating boiler in real time according to weather changes, in order to ensure economic operation and improve equipment efficiency under the premise of meeting the designed indoor temperature.
- (2) Designating the heating business department to regularly invite the qualified professional monitoring departments to test the boiler flue gas emission to ensure that it meets the national flue gas emission standards. Supervising and inspecting the air pollution in each heating period, recording the inspection results, and rectifying the situation that does not meet the standards immediately.
- (3) Reasonably planning the daily work of the Group, and reducing the frequency of vehicle use, in order to achieve the purpose of reducing pollutant emissions. Strengthening publicity, and advocating green travel by public transportation and bicycle to reduce pollutant emissions.

## 4. GREEN AND SUSTAINABLE DEVELOPMENT

The greenhouse gas emissions of Beijing Capital Jiaye in 2021 included: direct greenhouse gas emissions of 69,961.54 tons of carbon dioxide equivalent, indirect greenhouse gas emissions of 60,300.55 tons of carbon dioxide equivalent, totaling 130,262.09 tons of carbon dioxide equivalent. The greenhouse gas emission intensity was 4,117.01 tons of carbon dioxide equivalent per million square meters of area under management. (The greenhouse gas emitted by the Company is mainly carbon dioxide, other greenhouse gas emissions are not applicable.)

In the future, we will introduce advanced energy saving technology, phase out backward energy consumption facilities and equipment, and adopt efficient, environmental protection, low consumption energy consumers equipped with automatic control and intelligent devices, in order to better adapt to sustainable development.

### Exhaust gas emission management

The exhaust gas emission of the Company includes nitrogen oxide, sulfur oxide and particulate matter, which are generated by the heating of boilers of the subordinate units. Some discharge outlets have been installed with online automatic monitoring, while for the rest discharge outlets, we employ third-party units to test the exhaust gas discharged by boiler operation every quarter, issue test reports, and make declaration on the national platform according to the data of the test reports.

<b>Exhaust gas emission</b>	<b>Unit</b>	<b>2021</b>
NOx	kg	11,307
Sulphur oxides	kg	530
Particulate matter	kg	240

### Waste discharge management

To achieve coordinated development of quality, environmental protection, occupational health and safety and energy management, the Company has established an integrated management system according to GB/T19001-2016 Quality Management System Requirements, GB/T24001-2016 Environmental Management System Requirements and Usage Guide, GB/T 45001-2020 Requirements and Usage Guide for Occupational Health and safety Management System, GB/T23331-2020 Energy management System Requirements and Use Guide, the relevant laws and regulations as well as the actual situations. In waste discharge management, the Group complies with the relevant provisions of environmental operation management in the Energy Management System, Environmental Management System and other documents. We have established the environmental management policy of “enhancing the environmental awareness of all staff, abiding by environmental protection laws and regulations, preventing pollution, improving the working environment and raising risk awareness”, and set up the management targets of ensuring 100% timely removal of household and green waste, 100% sorted collection and recovery of solid waste, and zero occurrence of environmental pollution accidents (incidents).

## 4. GREEN AND SUSTAINABLE DEVELOPMENT

The Group classifies the waste into hazardous waste (such as waste batteries, cartridges, toner drum), recyclable waste (such as printing paper), and non-recyclable waste (such as harmless decoration waste). The hazardous waste will be classified and disposed of in accordance with the Household Waste Management Regulations of Beijing. The Group has signed a hazardous waste removal contract with the qualified garbage removal company, to ensure that the hazardous waste is recycled and treated by the state-approved hazardous waste disposal enterprises. To reduce paper waste and improve paper utilization rate, the Group advocates the recycling and reuse of single-sided paper that can be reused, which can not only ensure the effective use of paper, reduce unnecessary waste, but also achieve the goal of protecting the environment and alleviating the greenhouse effect, contributing to the green, healthy and sustainable development.

In 2021, Beijing Capital Jiaye produced 3.23 tons hazardous waste, with a discharge density of 0.10 tons per million square meters, and 2,004.55 tons of non-hazardous waste, with a discharge density of 63.35 tons per million square meters.

- 1 The scope of environmental data collection in 2021 included the corporate headquarters and office areas of subordinate companies.
- 2 The total amount of hazardous waste produced included waste lamp tubes, waste printer toner, waste cartridges, waste masks, pesticide bottles used for afforestation.
- 3 The hazardous waste density was calculated by using 31.64 million square meters, the property area under management of Beijing Capital Jiaye in 2021, as the denominator.
- 4 The total amount of non-hazardous waste included kitchen waste, office waste paper and other office waste.
- 5 The non-hazardous waste density was calculated by using 31.64 million square meters, the property area under management of Beijing Capital Jiaye in 2021, as the denominator.

The Group is committed to reducing the waste generated by the operation and management. We will constantly improve the relevant waste management system according to the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, and improve and strictly manage the waste identification, classification, collection, disposal, transportation and other processes. We will, starting from the root, carry out top-down training and publicity covering the employees of the Group and the owners, in order to reduce the generation of solid waste. We will use more degradable materials in daily life, reduce disposable products, especially plastic disposable products, so as to reduce the discarding and enhance reuse and recycling of wastes. As stated in section 4.2, we have not set quantitative emission reduction targets due to the nature of our business. However, we will continue to accumulate empirical data on different property types under management, in order to set quantitative emission reduction targets in the future.

17 communities under the management of Beijing Capital Jiaye were selected as garbage sorting demonstration communities, two office buildings were selected as garbage sorting demonstration business buildings.



#### 4. GREEN AND SUSTAINABLE DEVELOPMENT



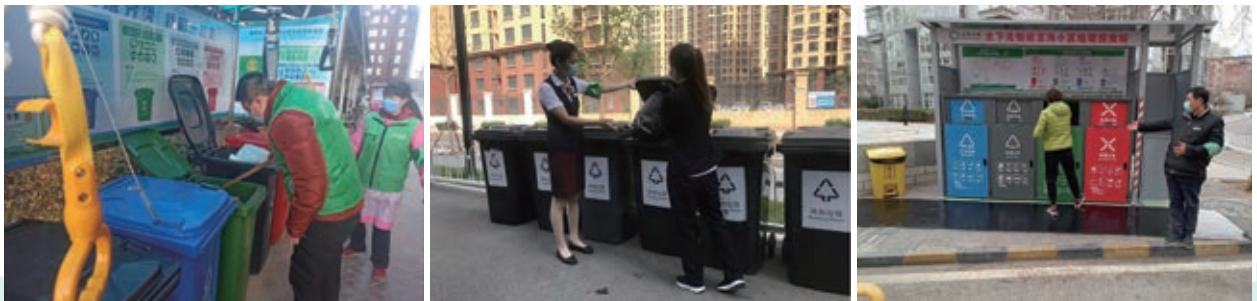
Medal for garbage sorting demonstration community



Placement of sorting bins



Garbage sorting publicity campaigns



Garbage sorting and guidance

## 4. GREEN AND SUSTAINABLE DEVELOPMENT



**Garbage sorting inspection**

### Waste water management

The waste water produced by Beijing Capital Jiaye is mainly household waste water, including water discharged from toilets, bathrooms, lavatories, kitchens, canteens, laundry rooms and other places. Such waste water generally does not contain toxic substances, but it has suitable conditions for microbial reproduction and contains a large number of bacteria and pathogens. From the perspective of hygiene this kind of waste water has certain hazards. It is generally discharged into the municipal pipelines.

There is a reclaimed water treatment system in the residential area. Kitchen waste water can be used for toilet washing and virecence irrigation after being treated by reclaimed water system. The waste water from the boiler of the heating plant is discharged into the municipal pipeline after cooling and precipitation. The garbage in the community will be cleaned up in time and anti-seepage measures will be taken to avoid polluting the underground water body. In 2021, Beijing Capital Jiaye discharged 466,486.1 tons of waste water.

Beijing Capital Jiaye will continue to implement the concept of energy saving, consumption reduction and environmental protection, and reduce emissions from the source. Based on the long-term objective of promoting the emissions management and environmental protection process, we will make our best effort to realize the concept of circular economy and ensure sustainable development. Beijing Capital Jiaye will continue to strengthen management to prevent rain and sewage confluence, drainage pipe collapse and other adverse situations.

In 2021, there was no event that has a material impact on the Group, nor any incident that has a material impact on us due to violation of relevant emission laws and regulations.

## APPENDIX: CONTENT INDEX OF THE ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE ISSUED BY THE STOCK EXCHANGE

The Environmental, Social and Governance Reporting Guide		Content of the Report
<b>Main Category A. Environmental</b>		
<b>Aspect A1: Emissions</b>		
A1	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	4.3 Emissions Management
A1.1	The types of emissions and respective emissions data.	4.3 Emissions Management
A1.2	Direct (scope 1) and indirect energy (scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 4.3 Emissions Management	4.3 Emissions Management
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	4.3 Emissions Management
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	4.3 Emissions Management
A1.5	Description of emissions targets and the steps taken to achieve such targets.	4.3 Emissions Management
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 4.3 Emissions Management	4.3 Emissions Management

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The Environmental, Social and Governance Reporting Guide		Content of the Report
<b>Aspect A2: Use of Resources</b>		
A2	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	4.2 Utilization of energy and resources
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).	4.2 Utilization of energy and resources
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	4.2 Utilization of energy and resources
A2.3	Description of energy use efficiency initiatives and results achieved.	4.2 Utilization of energy and resources
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	4.2 Utilization of energy and resources
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The Company is a property management company, and does not involve the use of packaging materials.
<b>Aspect A3: Environment and Natural Resources</b>		
A3	General Disclosure Policies on minimizing the issuer's significant impact on the environment and natural resources.	4.1 Environment and climate change
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	4.1 Environment and climate change
<b>Aspects A4: Climate Change</b>		
A4	General Disclosure Identification of policies on the significant climate-related issues which have impacted, and those which may impact, the issuer.	4.1 Environment and climate change
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.	4.1 Environment and climate change



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The Environmental, Social and Governance Reporting Guide		Content of the Report
<b>Main Category B. Social</b>		
<b>Employment and Labor Practices</b>		
<b>Aspect B1: Employment</b>		
B1	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	2.1 Equal employment and rights protection 2.3 Employee Health and Safety 2.5 Employee care
B1.1	Total workforce by gender, employment type (e.g. full time or part time), age group and geographical region.	2.1 Equal employment and rights protection
B1.2	Employee turnover rate by gender, age group and geographical region.	2.1 Equal employment and rights protection
<b>Aspect B2: Health and Safety</b>		
B2	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	2.3 Employee Health and Safety
B2.1	Number and rate of work-related fatalities in each of the past three years (including the reporting year).	2.3 Employee Health and Safety
B2.2	Lost days due to work injury.	2.3 Employee Health and Safety
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	2.3 Employee Health and Safety





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<b>The Environmental, Social and Governance Reporting Guide</b>		<b>Content of the Report</b>
<b>Aspect B3: Development and Training</b>		
B3	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	2.2 Employee development and training
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	2.2 Employee development and training
B3.2	The average training hours completed per employee by gender and employee category.	2.2 Employee development and training
<b>Aspect B4: Labour Standards</b>		
B4	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	2.1 Equal employment and rights protection
B4.1	Description of measures to review employment practices to avoid child and forced labor.	2.1 Equal employment and rights protection
B4.2	Description of steps taken to eliminate such practices when discovered.	2.1 Equal employment and rights protection
<b>Operating Practices</b>		
<b>Aspect B5: Supply Chain Management</b>		
B5	General Disclosure Policies on managing environmental and social risks of the supply chain.	3.1 Sustainable supply chain
B5.1	Number of suppliers by geographical region.	3.1 Sustainable supply chain
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	3.1 Sustainable supply chain
B5.3	Description of practices relating to identifying environmental and social risks at each link of the supply chain where the practices are being implemented, how they are implemented and monitored.	3.1 Sustainable supply chain

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<b>The Environmental, Social and Governance Reporting Guide</b>		<b>Content of the Report</b>
B5.4	Description of practices relating to selecting suppliers to promote the use of green products and services where the practices are being implemented, how they are implemented and monitored.	3.1 Sustainable supply chain
<b>Aspect B6: Product Responsibility</b>		
B6	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	1.3 Customer Relationship Management 1.4 Service Quality 1.5 Information Security and Privacy Protection
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A
B6.2	Number of products and service related complaints received and how they are dealt with.	1.3 Customer Relationship Management 1.4 Service Quality
B6.3	Description of practices relating to observing and protecting intellectual property rights.	1.4 Service Quality 3.3 IP Management
B6.4	Description of quality assurance process and recall procedures.	1.3 Customer Relationship Management 1.4 Service Quality
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	1.5 Information security and privacy protection
<b>Aspect B7: Anti-corruption</b>		
B7	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money-laundering.	3.4 Strict prevention of corruption
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.	3.4 Strict prevention of corruption

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<b>The Environmental, Social and Governance Reporting Guide</b>		<b>Content of the Report</b>
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	3.4 Strict prevention of corruption
B7.3	Description of anti-corruption trainings provided to directors and employees.	3.4 Strict prevention of corruption
<b>Communities</b>		
<b>Aspect B8: Community Investment</b>		
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.	3.2 Giving back to the community
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	3.2 Giving back to the community
B8.2	Resources contributed (e.g. money or time) to the focus area.	3.2 Giving back to the community

