



Overseas Chinese Town (Asia) Holdings Limited

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 03366



2021

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

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Environmental, Social and Governance Report

1 ABOUT THIS REPORT

Report Overview

This report is the sixth annual *Environmental, Social and Governance Report* published by Overseas Chinese Town (Asia) Holdings Limited to the public since 2016, which aims to disclose the relevant principles, management policies, measures and performance of OCT (Asia) in the environmental, social and governance (hereinafter abbreviated as “ESG”) aspects. This report’s reporting period is from 1 January 2021 to 31 December 2021 (the “Reporting Period”), with some content extending to a moderate extent.

Reporting Standards

This report is prepared in accordance with the *Environmental, Social and Governance Reporting Guide* (ESG Reporting Guide) under Appendix 27 of the Listing Rules issued by the Stock Exchange of Hong Kong Limited (“HKEx”). This report has made disclosure in all sections with strict compliance to “General disclosure” and four reporting principles (i.e. “Materiality”, “Quantitative”, “Balance” and “Consistency”) summarised in the “ESG Reporting Guide” issued by HKEx as well as under the requirements of “Directors’ Responsibilities”.

Reporting Scope and Boundary

The objects disclosed in this report are “Overseas Chinese Town (Asia) Holdings Limited” and its subsidiaries. The boundary of reporting covers the performance of the social responsibility of OCT (Asia) in terms of governance responsibility, environmental protection, employee care, customer service, and its contribution to society.

Reference Statement

For the convenience of expression and reading, the “OCT (Asia)” and “the Company” mentioned in this report represent “Overseas Chinese Town (Asia) Holdings Limited”. “The Group” and “we” refer to Overseas Chinese Town (Asia) Holdings Limited and its subsidiaries.

Data Sources and Reliability Assurance

The data and statistics in this report are provided by OCT (Asia) and its subsidiaries and are further approved by OCT (Asia). The Group undertakes that there are no false records, misleading statements, or material omissions in this report.

Confirmation and Approval

This report was formally approved by the Board of Directors on 31 March 2022.

Access and Feedback of this Report

The Group attaches great importance to the evaluation of our performance from all parties. Should you have any feedback and suggestions, please email ir-asia@chinaoct.com or call (86) 755 2660 1895.

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2 STATEMENT OF THE BOARD OF DIRECTORS

The Group makes the following statement in accordance with the *requirements in the Environmental, Social and Governance Reporting Guide* of the Stock Exchange of Hong Kong Limited (hereinafter referred to as the “HKEx”).

Supervision of the Board of Directors on ESG Matters

The Board of Directors assumes full responsibility for OCT (Asia)’s ESG governance strategy and reporting. The ESG Committee under the Board of Directors is responsible for formulating and reviewing the Group’s ESG strategies, visions, tactics, principles and policies, implementing the ESG policies and measures approved by the Board of Directors, reviewing and determining the Group’s ESG management structure and operation plans, and providing advice to the Board of Directors on the Group’s ESG material matters. The ESG Committee consists of three executive directors and one independent director of the Company. Committee meetings are divided into regular meetings and ad hoc meetings. Regular meetings are held at least once a year. When necessary, ad hoc meetings can be held and communications with the Board of Directors shall be done in a proper manner.

ESG Management Approaches and Strategies

The Group attaches great importance to the material risks under ESG matters and their possible impacts. We regularly identify, evaluate and review the ESG material issues involved in the Group’s own business operations, confirm relevant ESG risks and opportunities, review whether the Group’s ESG risks are effectively managed and controlled, and clarify the focus of corporate ESG governance.

ESG Goals and Review Progress

We have established an ESG target management mechanism and set targets for greenhouse gas (GHG) emissions, pollutant emissions, energy consumption, and waste generation, among others. The ESG Committee regularly reviews the progress in achieving the ESG goals and communicates with the Board of Directors to confirm relevant action plans and measures that need to be taken to promote the achievement of the ESG goals.

This report discloses the above-mentioned environmental, social and governance related matters in detail, which have been reviewed and approved by the Board of Directors and the ESG Committee on 31 March 2022.

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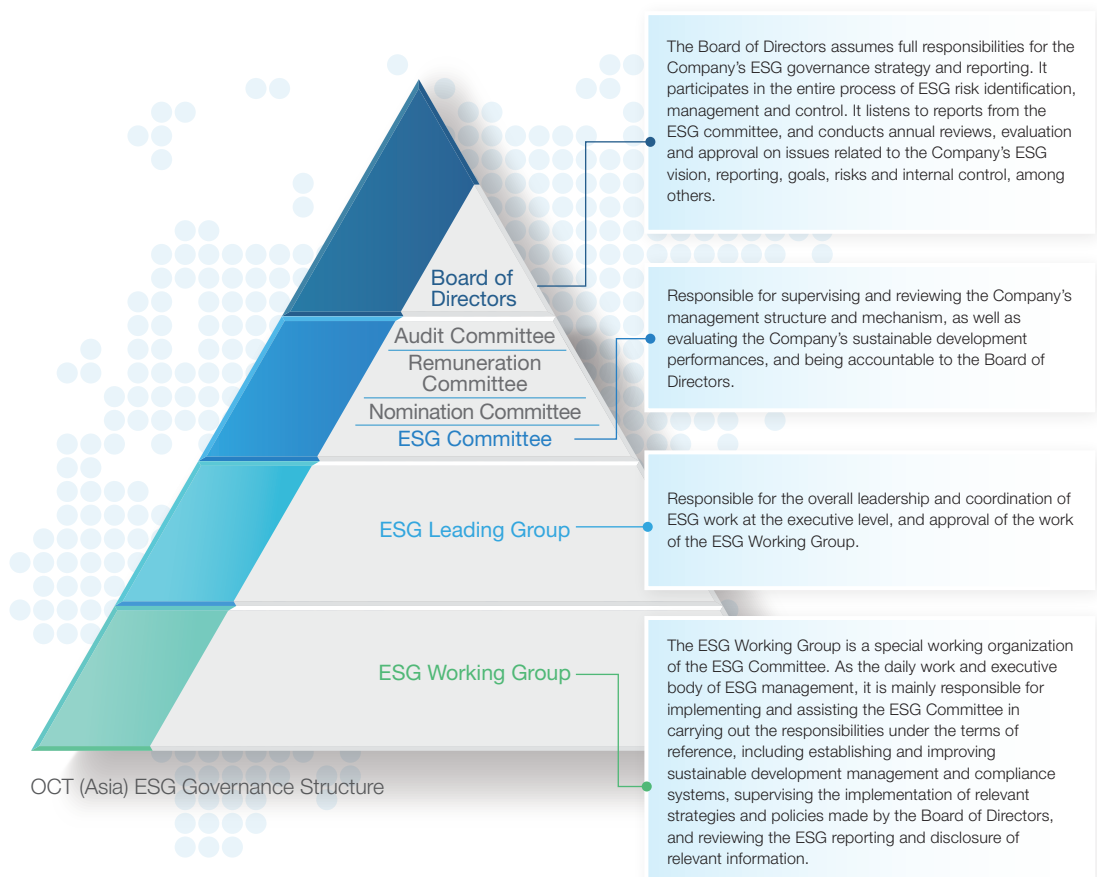
3 SUSTAINABLE DEVELOPMENT MANAGEMENT

OCT (Asia) is committed to integrating the concept of sustainable development into corporate decision-making, and establishing the Group’s sustainable development strategy and goals through the establishment of a sound governance structure and policy system. OCT (Asia) does this alongside continuously strengthening environmental, social and governance (ESG) in the field of risk management and control, safeguarding employees’ rights and interests, improving the service levels, and actively giving back to society.



3.1 ESG Governance Structure

In 2021, the Group has established an ESG committee under the Board of Directors, and has further established an ESG leading group and an ESG working group under the ESG committee, thereby forming an ESG governance structure covering the Board of Directors, the management, various functional departments of the headquarters and holding subsidiaries. At the same time, the Group has issued the *ESG Management System of Overseas Chinese Town (Asia) Holdings Limited*, thereby clarifying the Group’s ESG working mechanism, scope and procedure.



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3.2 Stakeholder Engagement

OCT (Asia) listens to various stakeholders' opinions by preparing and publishing ESG reports, questionnaires, face-to-face communication, and other channels. On one hand, these measures have built a bridge for OCT (Asia) to communicate with stakeholders, make timely and effective responses regarding stakeholders' concerns and demands, and ensure their rights of information and participation. On the other hand, they have also conveyed OCT's ESG principles to the general public, which not only improves the brand's influence but also achieves a harmonious and win-win scenario amongst parties.

Stakeholders	Communication Channels
 Government and Regulatory Authorities	Participation in governmental conferences Reporting to authorities Questionnaire survey
 Investors/Shareholders	Shareholders' general meetings Listed company information disclosure Investors' meeting Questionnaire survey
 Suppliers and Partners	Contract fulfillment in accordance with laws Industrial communications Questionnaire survey
 Employees	Regular and irregular employee interviews Employee training Employee activities Interviews
 Serving Clients (property owners, tenants, consumers)	Client complaint mechanism Customer satisfaction survey
 Mass Media (media, NGOs, etc.)	Community activities Rural revitalization

Investor Relations

The Board and senior management recognise the responsibility of safeguarding the interests of the shareholders of the Company and provide highly transparent and real-time information on the Company, so as to keep the shareholders of the Company and investors abreast of the Company's position and help them make the best investment decision. The Company believes that maintaining good and effective communication with shareholders of the Company can facilitate their understanding of the business performance and strategies of the Group. In order to safeguard the interests of the shareholders of the Company, the Company reports its financial and operating performance to the shareholders of the Company through annual reports and interim reports. In addition, the Company has numerous communication channels, such as press conferences and seminars, to hold dialogue with the media, analysts, fund managers and investors, who are also arranged to visit the Company and investment projects from time to time, so as to keep them abreast of the Group's business and latest developments. Shareholders of the Company can also obtain information of the Group in time through annual reports, interim reports, announcements, circulars, press releases and the Company's website at www.oct-asia.com. The annual general meetings of the Company provide an appropriate platform for direct communication between the Board and the shareholders of the Company. Shareholders of the Company may directly raise questions to the Board concerning the performance and future direction of the Group.

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3.3 Identification and Analysis of ESG Material Issues

To have a more in-depth and accurate understanding of the expectations and demands of stakeholders, the Group strictly follows the analysis procedures of material issues below, conducts stakeholder questionnaire surveys, and screens key material issues.

Step 1	Stakeholder identification	Identify each stakeholder and develop various communication channels.
Step 2	Topic identification	Understand stakeholders' concerns over the materiality of issues through different communication channels.
Step 3	Stakeholder engagement	Further understand and quantify stakeholders' ESG concerns and expectations over the Group via questionnaires and interviews.
Step 4	Material issue report	Analyze and prioritize issues based on the survey results of stakeholder.
Step 5	Management confirmation	Submit the analysis results of material issues to the Group's management for final endorsement.

3.4 Matrix of ESG Material Issues

The materiality analysis matrix of ESG issues of OCT (Asia), in 2021, is shown in the following figure:



Materiality Analysis Matrix of ESG Issues

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3.5 List of ESG Material Issues

In 2021, the Group learned that the stakeholders mainly attach great importance to 8 issues, including “legal and compliant anti-corruption operations”, “protection of employees’ health and safety, and avoidance of occupational injuries and deaths”, “providing a diverse working environment and equal work opportunities”, among others. We will fully elaborate on these issues in this report and continuously improve the Company’s sustainable development management.

The ESG material issues of OCT (Asia) are ranked in the following table (from high to low):

Materiality	Rank	Issue
 Issues with high materiality	1	Legal and compliant anti-corruption operations
	2	Protection of employees’ health and safety, and avoidance of occupational injuries and deaths
	3	Providing a diverse working environment and equal work opportunities
	4	Taking measures to protect customers’ personal information and privacy safety
	5	Legal and compliant employment, compliance with laws and regulations on preventing the use of child labor or forced labor, and preventing employee turnover
	6	Ensuring product and service quality, especially product safety
	7	Carrying out employee training and promoting employee development
	8	Protecting investors’ rights and interests and sharing value growth with shareholders
 Issues with medium materiality	9	Disclosure and management of hazardous and non-hazardous waste, such as waste light tubes, waste batteries, construction waste, etc.
	10	Improving the communication mechanism for stakeholders and actively responding to the demands of all parties
	11	Focusing on and regularly inspecting sustainable corporate governance and completing social responsibility
	12	Properly handling customer complaints and conducting customer satisfaction surveys on a regular basis
	13	Fair and responsible means of marketing, advertising and selling for customers
	14	Disclosure and management of energy consumption volume, and taking energy conservation measures
	15	Responding to national policies, such as revitalizing the rural development, etc.
	16	Taking measures to protect intellectual property rights
	17	Emissions disclosure and management, and taking measures to reduce emissions, including GHG (carbon dioxide, nitrogen oxides, sulfur oxides, etc.), sewage, exhaust gases, etc.
	18	Disclosure and management of water resource consumption and taking water conservation measures
	19	Disclosure and management of material consumption, such as decoration materials, etc.
	20	Managing environmental and social risks in the supply chain, such as green procurement, local procurement, etc., so as to promote industrial development and improvement
	21	Developing green buildings so as to reduce the impact of corporate operations and business activities on the environment
 Issues with low materiality	22	Establishing a mechanism to ensure that invested companies consider the interests and sustainable development of the communities where they are located, invest funds in community development, and actively respond to community demand
	23	Reasonably utilising the land, protecting biodiversity, and reducing the impact of business operations on the environment and natural resources
	24	Raising awareness of the climate change crisis and taking active measures to deal with climate change
	25	Considering the interests of the communities where the company operates and carries out business activities, supporting community development, and actively participating in public welfare and voluntary service activities

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4 COMPLIANT OPERATION AND STEADY DEVELOPMENT

OCT (Asia) has always been adhering to the bottom line of compliant and legal operations and building a solid foundation for steady development.



4.1 Comprehensive Risk Management

We attach great attention to the importance of comprehensive risk management, and control to corporate governance, continuously improve the Group's risk management framework, strengthen the implementation of internal control, and promote the quality and efficiency of risk control management, thereby promoting the healthy and long-term development of the Company.

Risk Management Framework

The Group has established a sound risk management framework to give full play to the effect of the "Three Lines of Defense" mechanism, and has clearly specified that the business department assumes the primary responsibilities, the risk control department assumes the leading responsibilities, and that the discipline inspection and supervision department assumes the supervisory responsibilities, so as to enhance the comprehensive risk management capability, improve risk prevention and control, and effectively promote the comprehensive risk management work of the Group.

- **The first line of defense:** The business department assumes the primary responsibility for risk prevention and control, such as the rationality of commercial terms.
- **The second line of defense:** The risk control and compliance management department is the leading department of risk management, responsible for carrying out company-level risk identification, analysis, and management, studying and proposing risk management strategies and risk solutions across functional departments, conducting due diligence in various investment projects, conducting agreement reviews on the basis of clear business conditions, and implementing risk prevention and control measures.
- **The third line of defense:** The Company has established a linkage mechanism between its internal audit and discipline inspection departments, so as to make them fully participate in and cooperate with the "big supervision" system and to complement each other's advantages and realize the comprehensive coverage.

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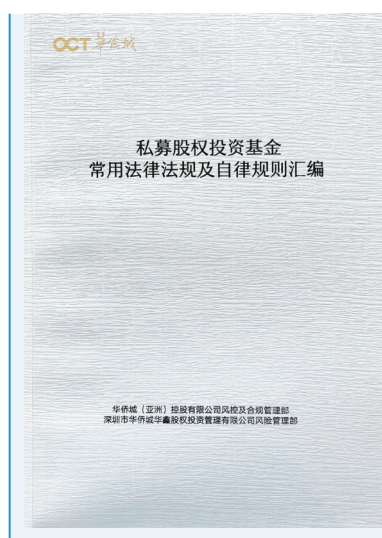
Risk Management System

We have formulated the *Comprehensive Risk Management System*, continuously enriched and improved the risk control guidelines for various businesses, and revised the *Risk Management System*, *Qualified Investor Risk Disclosure System*, *Internal Control System*, *Fundraising Behavior Management System*, *Fund Promotion and Marketing System*, *Investor Suitability System*, *Information Disclosure Management System*, *Employee Personal Transaction System* and other internal management measures, as well as regularly monitored the implementation of corresponding systems, improved the quality of risk management, and enhanced the effects of risk control management.

Risk Control Training

In 2021, as in previous years, we continued the tradition of carrying out legal training for all employees of the Company and solidified this tradition into a series of trainings named “Legal Risk Control Lectures”, so as to better cultivate the legal culture within the Company and the compliance awareness of employees. During this reporting period, we successfully held seminars such as “Introduction to the Supervision on Qiaocheng Asset Management’s Licensed Activities in Hong Kong” and “Investor Suitability Management Training”, among others.

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- “Introduction to the Supervision on Qiaocheng Asset Management’s Licensed Activities in Hong Kong”: Senior lawyers were invited to give lectures to help employees consolidate relevant theoretical foundations and clarify the compliance links that need to be paid attention to in subsequent business developments.
 - “Investor Suitability Management Training”: Law firms were invited to teach on-site, and employees learned through rich case explanations and a large number of practical suggestions.
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Fund Business Compliance Guidance Document

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4.2 Integrity Construction

OCT (Asia) continues to improve the construction of the integrity and anti-corruption system, establish a long-term mechanism, and strictly implement various anti-corruption policies and systems so as to ensure a clean environment for the Company via various measures such as publicizing the implementation of integrity among all employees and providing multiple corruption reporting channels.

Building a Long-Term Mechanism

We have formulated and improved the anti-corruption system, and improved the standardization level of integrity construction through system construction. Secondly, we organized and summarized the integrity risks in key areas and critical links, and persistently strengthened the supervision and inspection on anti-corruption issues. We have established a mechanism of three non-corruptions (“**Not dare to corrupt, Not able to corrupt, Not want to corrupt**”) to achieve full coverage and zero tolerance. Through the construction of the three non-corruptions mechanism, the Company’s system has been further improved; through inspections, rectifications and examinations, loopholes have been found and remedied in a timely manner, thereby continuously strengthening the integrity construction of the Group.

Improving the Reporting System

In order to ensure the integrity construction of the Company, we have established a variety of reporting methods and channels, including reporting QR codes, emails, telephone numbers (0755-26603545), on-site reporting, letter reporting, etc.

During this reporting period, the Group did not receive any reports about corruption, and there were no criminal cases of corruption, bribery, extortion, fraud and money laundering.

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Strengthening Integrity Education

We attach great importance to the integrity education of employees, and carry out a number of integrity training activities to cultivate the integrity culture within the Company and enhance employees' awareness of discipline and norms.

- **Integrity warning education:** In 2021, employees were organized to watch special warning films to enhance all employees' awareness of the red lines.
- **New employee training:** We have set up special integrity training for new employees. Through watching short videos about integrity, receiving integrity trainings, signing the "Integrity Practice Commitment" and watching warning education films, new employees' awareness about the professional red lines has been enhanced. In 2021, all employees of the Company signed the "Integrity Practice Commitment".



Integrity training for new employees



In 2021, the Company carried out a total of **20** integrity education activities in various types, with nearly **300** participants, and a cultural atmosphere of integrity learning, advocating and upholding has formed within the Group.

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4.3 Supply Chain Management

OCT (Asia) takes the integrity of the procurement process as one of the Group's priorities, and is committed to reducing environmental, social and governance risks in the supply chain.

We comply with relevant laws and regulations such as the *Law of the People's Republic of China on Tenders and Bids* and the *Regulations on the Implementation of the Law of the People's Republic of China on Tenders and Bids*. In 2021, we revised our Group's *Regulations on Tendering and Procurement Management*, stipulating that the Company's tendering and procurement activities must strictly abide by relevant national and local laws and regulations, and follow the principles of openness, transparency, fair competition, impartiality and integrity, honesty, and good faith. The management regarding suppliers' qualifications became stricter. At the same time, the Company has set up a tendering and procurement leading group as the leading and decision-making body for the tendering and procurement work. We explicitly stipulate that employees involved in bid evaluation and in charge of tendering and procurement should strictly abide by professional ethics and conduct tendering activities in compliance with laws and regulations.

We regularly assess and manage the environmental, safety, quality and social risks of suppliers, and reduce the risk of suppliers' duty performance by reviewing their qualifications and conducting on-site inspections. In addition, we comprehensively evaluate suppliers' performance capabilities, service awareness, performance results, integrity and honesty, etc., and freeze suppliers with poor evaluation results or list them as unqualified suppliers.

During this reporting period, OCT (Asia) did not have any lawsuits arising from illegal procurement.

4.4 Intellectual Property Rights Protection

We strictly abide by the *Trademark Law of the People's Republic of China*, *Copyright Law of the People's Republic of China*, *Patent Law of the People's Republic of China*, *Anti-Unfair Competition Law of the People's Republic of China* and other laws and regulations. We have formulated the *Software Infringement Treatment Plan*, regularly revised the *Software Assets Ledger* and assigned special personnel for full-time management, thereby improving the protection of intellectual property rights, preventing and strictly prohibiting any form of infringement. At the same time, we actively protect our legitimate rights and interests by means of trademark monitoring and litigation, among others. We fully respect the intellectual property rights of others, encourage and protect fair competition. In the future, the Group will continue to improve the intellectual property rights management system and further clarify the responsibilities of intellectual property rights management, thereby better playing the role of intellectual property rights management in protecting and supporting business operations.

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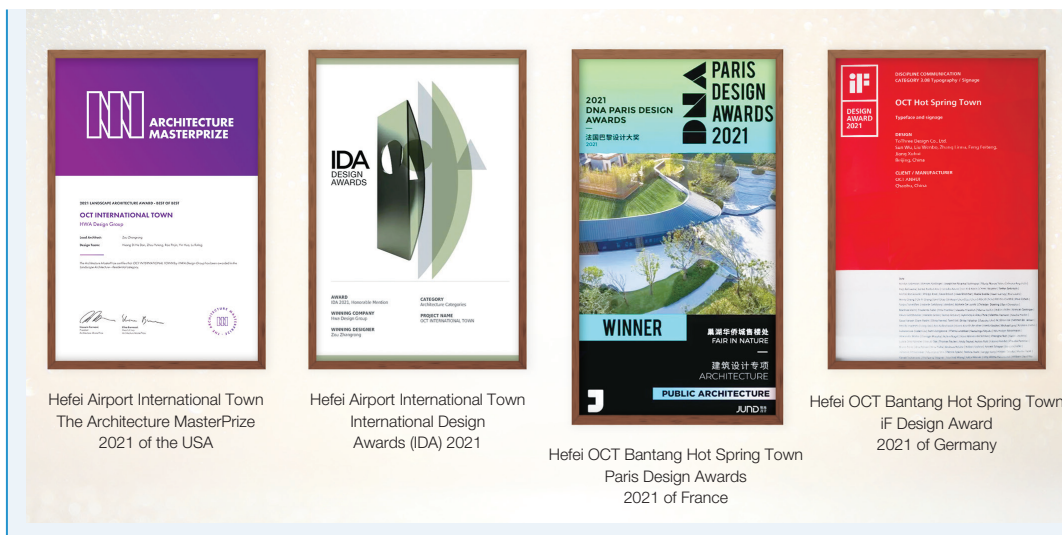
5 ENVIRONMENTAL FRIENDLINESS AND GREEN INTEGRATION

In regard to green development and operation, the Group has always been adhering to the development principles of “innovation, coordination, greenness, development and sharing”, and integrating the concept of sustainable development into environmental management, production and operation, daily office work, and project investment. In recent years, we have focused on the comprehensive development and investment in new urban industrial ecological parks. While running our main businesses and adjusting the Company’s structure, we have also continuously updated and improved our environmental management system so as to drive the green development.



5.1 Green Building

We adhere to the development concept of “Ecological urban construction, Cultural urban operation”, actively explore low-energy and environmentally friendly design solutions, insist on green design and green construction, reduce the impact on the community and the environment where the project is located, and maximize the harmonious co-existence of human and nature.



Design Awards Received by the Group

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Green Construction

We strictly abide by the *Environmental Protection Law of the People's Republic of China*, *Environmental Impact Assessment Law of the People's Republic of China*, *Construction Law of the People's Republic of China*, *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution*, *Law of the People's Republic of China on Prevention and Control of Water Pollution*, *Law of the People's Republic of China on Urban and Rural Planning*, *Regulations on Energy Conservation in Civil Buildings* and other relevant laws and regulations, formulate a number of environmental protection systems and management strategies, assess the possible impact of engineering construction on the environment in advance, and formulate the best planning scheme. During the construction stage, we try to use green building materials and equipment as much as possible, and take a series of measures related to environmental protection to reduce the environmental pollution generated during the construction process. In addition, the Company requires contractors to ensure the cleanliness of construction sites and the neatness of materials, and also requires contractors to restore the original appearance after the construction is completed, clean up all waste and move them to the waste disposal site.

• Pollution Control Measures



Construction waste

Recycle the remaining corner steel bars and use them to make other things, such as horse stools, material collection cages, etc.;

Use discarded form boards to make workers' toolboxes, prefabricated component support systems, etc.;



Waste water

Recycle abandoned building blocks and use them as road bedding in living areas.

Process in the three-stage sedimentation tank before discharging into the municipal rainwater well;

Recycle and use it to flush roads, toilets, etc.



Dust

Use green nets to fully cover the bare land on the construction site;

Urge the construction company to install a dust monitoring system, and install spray devices on the walls, the edge of the foundation pit, and the jib of the tower crane at the construction site; at the same time, assign a special person to spray and clean the road on site to suppress dust.



Exhaust gas

Set up special flues for kitchen fumes and exhaust gases, set up exhaust pipes or special flues for exhaust gases from boilers, and set up exhaust and smoke outlets for underground parking lots.



Noise

Install sound insulation windows, construct green sound insulation belts, make rational layouts of the whole site, design the interior layout of residential buildings reasonably, adopt low-noise equipment, among others.

Selection of Green Materials

We abide by national and local government regulations related to energy conservation standards, control various steps, such as the selection of materials in the preliminary design, sample confirmation during the construction process and acceptance inspection of materials on site, and try to use environmentally friendly materials as much as possible for construction. For instance, when purchasing interior and exterior wall coatings, we select centralized procurement brands of environmental protection coatings as suppliers, increase the procurement of environmentally friendly materials and support the development of green industries.

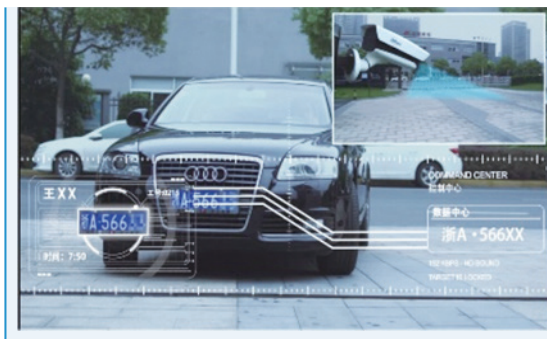
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Smart Construction Site Management

We make full use of the IoT, big data, artificial intelligence and other technologies to gradually carry out the intelligent transformation of equipment. In addition, we try to fully improve the energy consumption efficiency, enhance the operational efficiency and reduce the cost through the use of intelligent systems such as the attendance access control system, vehicle identification system, video monitoring system, dust control spray system, and intelligent touch display system, among others.

- **Attendance access control system:** Set up a real-name attendance system at the entrance and exit of the construction site to realize the attendance management of workers and the collection of commuting information, and effectively control the implementation conditions on the construction site.
- **Vehicle identification system:** Set up road gates at the main entrance and exit of the site, and use the vehicle identification monitor to monitor and manage the passing vehicles in real time.
- **Video monitoring system:** Set up 24-hour infrared high-definition camera monitoring equipment at the entrance of the construction site, building material stacking places, material processing areas and other places to monitor the personnel and stored goods in real time.
- **Dust control spray system:** Install the remote dust monitoring system at the construction site, and integrate with vehicle washing, tower crane spray, and enclosure spray to form a monitored dust reduction system, and link with the platform to achieve the automatic dust reduction.

Video license plate recognition: For all vehicles entering the construction site, registration must be arranged in advance to pass.



License plate recognition and automatic release



Video Surveillance – Remote Reminder

Vehicle identification system

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5.2 Green Advocation

The Group abides by the *Energy Conservation Law of the People's Republic of China*, *Environmental Protection Law of the People's Republic of China*, *Interim Measures for the Supervision and Administration of Energy Conservation and Emission Reduction of Central Enterprises* and other national and local laws, regulations and standards related to energy conservation and environmental protection. The Group also strictly controls the total energy consumption, reduces GHG emissions, ensures that pollutant emissions meet standards, and is committed to coordinating the relationship between the human and the ecological environment, and safeguarding the sustainable economic and social development.





We adhere to the concept of "Green Office", actively carry out energy conservation and emission reduction work, formulate and implement a number of energy conservation and emission reduction measures, strengthen energy management, supervise, inspect and instruct the Group's energy utilization, and establish the complete statistical ledger. At the same time, we advocate all employees to implement the principle of "Four Savings, Four Utilizations, and Two Attentions", improve employees' awareness and consciousness of energy conservation and environmental protection, reasonably carry out green and low-carbon actions, and reduce wasting of resources.

In 2021, the Group had no major violations regarding energy conservation and emission reduction, and no major environmental pollution incidents.

Green and Low Carbon

The Group issued a proposal letter for all employees, advocating employees to implement the principle of "Four Savings, Four Utilizations, and Two Attentions", namely "**Save a drop of water, Save a kilowatt of electricity, Save a piece of paper, Save an item; Make good use of a phone call, Make good use of a meeting, Make good use of every minute and second, Make good use of a business trip; Pay attention to personal appearance, Pay attention to public environmental sanitation**", in order to improve employees' awareness of green and low-carbon life, and strive to create an energy-saving and environmentally friendly green office environment.

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Green Office Measures	
 <p>Reduce the standby time of office equipment</p>	<p>Employees should turn off all electrical equipment in the office in a timely manner after work to minimize the standby time.</p>
 <p>Control the use of air conditioners</p>	<p>Minimize the use of air conditioners and keep indoor air circulation by opening windows and doors; In summer, the temperature of the air conditioner should not exceed 26 degrees as far as possible, and the indoor heating temperature of the air conditioner in winter should not be higher than 20 degrees.</p>
 <p>Light switch requirements</p>	<p>Arrange lighting according to the indoor lighting demand of different areas, while meeting the work requirements, use manual switches for outdoor passage lighting, flood lighting, and indoor lighting so as to realize the effect that “the lights are turned off when people walk away”.</p>
 <p>Lighting source renovation</p>	<p>Renovate the lighting source in the office area and change the light source to LED lamps that are more energy efficient and have a longer service life.</p>

Energy Saving and Consumption Reduction

We have formulated the *Management Regulations on the Usage of Company Vehicles (Tentative)* and the *Management Regulations on Company Responsible Person’s Business Vehicle Usage* so as to standardize the vehicle use system. We have strengthened employees’ awareness of energy conservation, and encouraged employees to achieve unified scheduling and carpooling as much as possible when going out to deal with company affairs, and take public and green transportation for non-emergent official business affairs. Furthermore, all employees must follow the principles of “one vehicle for multiple tasks”, “one vehicle for multiple uses” and “one vehicle for one card” to improve the efficiency of vehicle usage. In addition, in the house-selling display center, we use new energy vehicles to carry customers to visit houses, thereby improving the environmental protection capabilities and fulfilling the Group’s commitment to green operation.



New energy vehicles at the house-selling center

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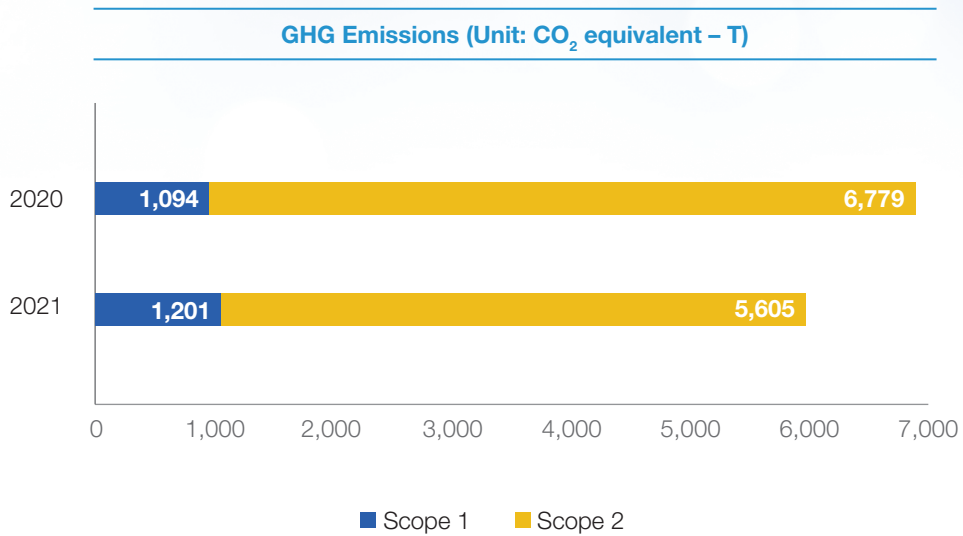


Table: OCT (Asia) GHG Emissions¹

Sustainable Development Goals



Based on 2019, we expect to reduce the Group's total GHG emissions by **20%** by 2025.



Based on 2019, we expect to reduce the Group's total energy consumption by **15%** by 2025.

* When formulating the environmental goals, the Group has taken into consideration the possibility of future business and investment expansion of the Group within the foreseeable scope, as well as the potential environmental performance impact of such business and investment expansion.

¹ According to ISO 14064 GHG Inventory Standard, Direct GHG Emissions (Scope 1) refer to emissions directly from sources owned and controlled by the organization, such as self-owned vehicles; Indirect GHG Emissions (Scope 2) refer to energy indirect emission sources, such as indirect GHG emissions from the purchase of electricity.

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Waste Management

In accordance with the *Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, *Management Measures of Shenzhen on Household Waste Classification and Reduction* and other regulatory documents, we have formulated internal systems to refine waste classification management methods, and try to do well in source reduction, resource utilization, disposal of harmless waste and other waste management works so as to promote the Group’s waste reduction work.

• Food waste treatment

We have formulated and implemented a management system for the disposal of kitchen waste, standardized the disposal procedure, and strengthened the inspection and supervision of the disposal of kitchen waste. We dispose of kitchen waste harmlessly, and it is strictly forbidden to dump kitchen waste directly into sewers, public toilets and other household garbage collection facilities. At the same time, classified management and separate treatment of waste are implemented. For example, the waste generated during the rough processing of food raw materials is put into buckets as domestic waste and then transported and handled by sanitation workers; the swill garbage is poured into special swill buckets according to regulations; waste grease is stored in special containers and recycles at designated locations. In addition, we have set up the bulletin board of “Save food and clear your plate” in the dining area to encourage employees to actively practice the “clear your plate” campaign to reduce the generation of kitchen waste.



Propaganda column of “Save food and clear your plates”

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Discarded electronic device treatment

As for scrap fixed assets such as discarded computers, printers and other electronic equipment, we hand them over to qualified enterprises for recycling and unified treatment. Harmful wastes such as printer and toner cartridges are collected and recycled by outsourcing parties in a unified manner.

Sustainable Development Goals



Based on 2019, we expect to reduce the total amount of waste generated by the Group by **10%** by 2025.

* When formulating the environmental goals, the Group has taken into consideration the possibility of future business and investment expansion of the Group within the foreseeable scope, as well as the potential environmental performance impact of such business and investment expansion.

Water Usage Efficiency

We encourage all employees to save water and improve the water usage efficiency in work. We make signs at water sources to remind employees that the tap should be turned on as little as possible when using water, and turn off the tap after using water to avoid running water for a long time and to prevent the phenomena of water running, spilling, dripping and leaking. When there is an abnormality in the water equipment, employees should shut it down in a timely manner and report it to relevant departments.

At each water use site, we use corresponding water-saving faucets according to the requirements and characteristics of water use. For example, sensor-type or flow-limiting water-saving faucets are installed in public toilets to properly control water flow and further reduce the wasting of water; as for water pipes for flushing, such as water pipes for flushing floors and garbage cans, taps are added at water outlets to realize the on-off switching at any time.

Sustainable Development Goals



Based on 2019, we expect to reduce the Group's water consumption by **35%** by 2025.

* When formulating environmental goals, the Group has taken into consideration the possibility of future business and investment expansion of the Group within the foreseeable scope, as well as the potential environmental performance impact of such business and investment expansion.

Environmental, Social and Governance Report

5.3 Green Investment

The Group pays great attention to the field of green technology investment and the evaluation on the factors of environmental and social benefits so as to promote the sustainable development and help achieve our country's "Dual Carbon" goals.

In recent years, we have focused on the investment in carbon neutrality and actively sought investment opportunities in the clean energy industry. In 2021, Huaxin Equity Investment Management Co., Ltd, a subsidiary of the Group, invested in ePropulsion Technology, a company specializing in R&D and production of marine electric drive systems. Established in 2012 and incubated at the Hong Kong University of Science and Technology, ePropulsion Technology focuses on the R&D and production of marine electric drive systems. Its electric outboard motors, supporting batteries and control systems have reached the world's leading level in performance and quality, so it has won universal recognition in the industry and become the second largest brand of electric outboards in the world. Compared with traditional oil engines, the electric propulsion system for boats specially developed by ePropulsion Technology has the obvious advantages of being clean, efficient, intelligent and maintenance-free, which not only brings a better experience to users, but also reduces the pollution of fuel oil to the atmosphere and water, perfectly solving the problem of environmental protection and echoes our country's strategic goal of achieving carbon peaking and neutrality.



Electric boat propulsion systems developed by ePropulsion Technology

Environmental, Social and Governance Report



OCT (Asia) won the award for “2020–2021 Best CVC of Chinese Cultural industry” and “2020–2021 China’s Most Growable Institutional Investor in Big Consumption”

In the future, we will continuously pay attention to the investment deployment in green industries such as the environmental protection industry, comprehensive resource utilization industry, new energy industry, ecological agriculture, green technology and green service industry, implement the requirements of “Green Development”, attach importance to the opportunities brought by the carbon neutrality goals, seek low-carbon development, actively incorporate energy conservation and environmental protection investment into the Company’s investment business guidelines, and strive to become a practitioner of green investment.

5.4 Addressing Climate Changes

We continuously pay attention to relevant policies and systems about climate change and the opportunities brought by climate change, take corresponding actions to actively deal with the associated risks, and strive to alleviate the impacts caused by climate change and other environment-related risks.

We have set clear targets for emission reduction, energy saving, waste reduction and water saving, and have taken a series of measures to realize the transition to a low-carbon economy. For details, please refer to the section of “Green Advocation”. In addition, we focus on the green industry. In the future, we will consider the climate risk management of the investment target as an investment factor that shall be considered, and contribute the power of green investment to the building of a community with a shared future for mankind.

To address the occurrence of acute risks such as extreme weather, we have formulated the *Safety Risk Pre-Control Management Manual*, and established corresponding emergency plans to effectively manage and control potential sources of danger in production and operation activities, and comprehensively control or eliminate or reduce safety risks so as to ensure the Company’s safety production.

Environmental, Social and Governance Report

Case Study: Hefei OCT Industry responded to an extreme typhoon and an extreme weather event

From 25 to 26 July, 2021, due to the influence of Typhoon No. 6 “Fireworks”, extreme weather events such as strong winds and heavy rain, which occurred in Hefei. Based on the actual situation on site, the company took multiple measures to build a strong line of defense against typhoons and floods, prepared typhoon emergency materials and flood-fighting materials in advance, set up a flood-fighting and emergency response team to comprehensively inspect potential safety hazards in the living and construction areas, and implemented a 24-hour shift system so as to respond to emergency needs in a timely manner.

In order to further improve the awareness and ability of all staff to prevent damage from typhoons and floods, Hefei OCT Industry invited experts to give special lectures on how to prevent damage from typhoons and floods on construction sites. Afterwards, the expert team went to the frontline to conduct on-site instructions and examine various conditions one at a time, such as, the preparation status of reserve materials for typhoon emergency and flood fighting, the stability of the board rooms in the living area, large wall equipment, scaffolding, tower cranes in the construction area, and on-site drainage, among others. As for existing safety hazards, the company was required to take immediate rectification and improvement actions to safely overcome the impact of the extreme weather events.



Hefei OCT Industry carried out the planning work against typhoon and flood

Environmental, Social and Governance Report

6 PEOPLE FIRST AND COMMON GROWTH

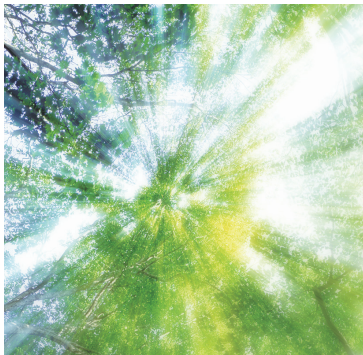
Employees are the most important wealth of an enterprise. The Group has always been adhering to the concept of “talent is the first element of a company’s growth”, respecting and protecting the rights and interests of employees, continuously improving the remuneration and welfare system, caring for the life of each employee, and is committed to creating an equal, harmonious, healthy and safe work environment for employees, and working together with employees to create a better future.



6.1 Compliant Employment and Rights Protection

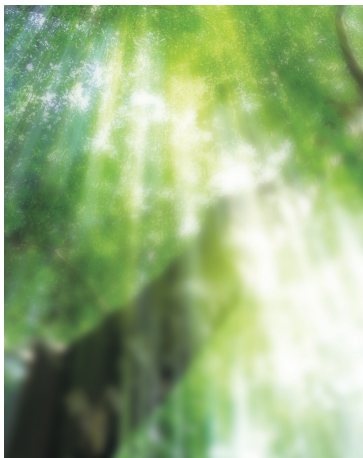
We are committed to building a diverse talent team, adhering to the bottom line of compliant employment, and protecting the legitimate rights and interests of employees from being infringed.

Compliant Employment



The Group strictly abides to the *Labor Law of the People’s Republic of China*, the *Labor Contract Law of the People’s Republic of China*, the *Law of the People’s Republic of China on the Protection of Minors* and other relevant laws and regulations, and has formulated internal management documents such as the *Administrative Measures for Labor Contracts*, the *Guidelines on Employee Recruitment and Deployment of Overseas Chinese Town (Asia) Holdings Limited* and the *Employee Handbook* to improve the management of the Company’s personnel recruitment and staffing, and select and introduce outstanding talents based on the principles of equality, competition, and merit-based selection. This year, we formulated

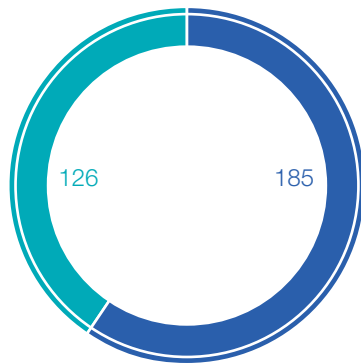
and improved the *Regulations on Personnel Management of Overseas Chinese Town (Asia) Holdings Limited*, comprehensively organized the work processes such as recruitment and contracts, and formulated normalized, standardized, scientific and reasonable personnel management systems and work procedures in accordance with the thinking of system institutionalization, process formalization and form information.



Environmental, Social and Governance Report

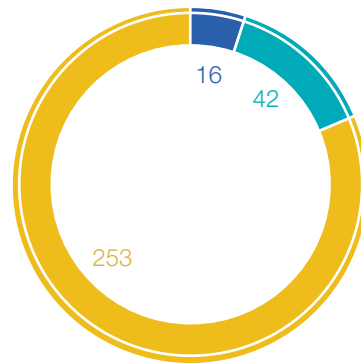
In 2021, the total number of employees of the Group was **311**.

Number of employees by gender



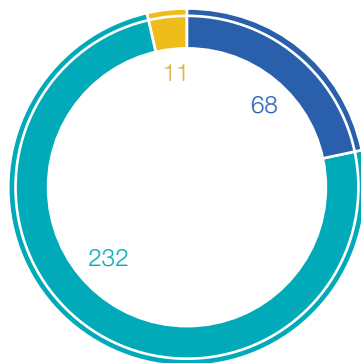
■ Male ■ Female

Number of employees by employee type



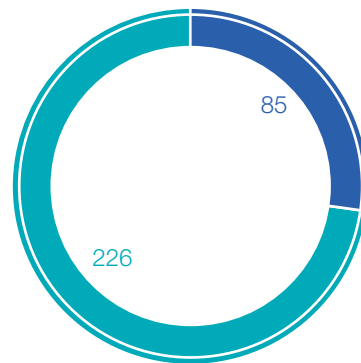
■ Senior ■ Middle ■ Grassroots

Number of employees by age group



■ Below 30 ■ Aged 30-50 ■ Over 50 years old

Number of employees by geographical region



■ Guangdong – Hong Kong – Macao Greater Bay Area ■ Yangtze River Delta

Environmental, Social and Governance Report

Rights Protection

The Group prohibits the employment of underage workers, guarantees employees' free choice of positions, guarantees reasonable working hours and overtime compensation, prohibits any form of discrimination, and provides employees with a fair, just, equal and diverse working environment. We respect the basic human rights of all employees and promise never to violate human rights. At the same time, we also require contractors to strictly abide by national and local labor laws and regulations to ensure that workers are not forced to work overtime and get their wages on time and in full so as to protect the basic rights and interests of employees.

6.2 Compensation and Benefits

The Group has established a complete compensation and performance system to provide employees with rich benefits, enhance their enthusiasm and creativity, and promote common progress of employees and the Company.

Compensation System

This year, we further improved and refined the compensation performance system, completed the signing of employment agreements for managerial staff and liability statements for their annual and tenure working performances, scientifically set the business performance evaluation indicators for the managerial staff, and agreed on the term of office, job responsibilities, rights and obligations, remuneration, exit management, accountability, etc. At the same time, we improved the mechanism of salary determination, salary distribution, salary deduction, recourse and deduction for the management of the enterprise, established a sound scientific and standardized salary system, and provided dynamic support to help the enterprise achieve high-quality development.

In addition, we continuously improve the incentive mechanism, establish and improve the short-term incentive mechanism, continue to explore the model able to integrate short, medium and long-term incentive mechanisms, and are committed to providing employees with a competitive compensation system.

Performance Appraisal Management

In accordance with relevant requirements of the Company's *Performance Appraisal Management Measures*, we adopt the approach of combining compensation appraisal with employee performances, comprehensively sort out and systematically summarize the completion status of employees' performance appraisal indicators in 2020, analyze the difficulties and problems in the current task advancement process, and further figure out corresponding solutions. In addition, we also utilize the approach of performance appraisal communication to provide guidance and help for employees to complete their annual work tasks, thereby improving the scientificity and effectiveness of employee performance management.

Environmental, Social and Governance Report

Employee Benefits

The Group strictly abides by the *Social Insurance Law of the People's Republic of China*, *Regulations on Paid Annual Leaves for Employees* and other relevant laws and regulations, formulates internal management documents such as the *Employee Handbook*, specifies the employee welfare system, puts into practice various basic benefits such as five insurances and one housing fund, statutory holidays, and compensation payment on time, among others. We also implement the *Administrative Measures for Employee Attendance and Leaves*, which clearly stipulates the contents of paid leave and leave management procedures so as to ensure that employees enjoy the Company's high-quality benefits.

In addition, the Company pays great attention to the health of female employees, standardizes and implements the *Measures for Labor Protection of Female Employees in Enterprises*, provides employee maternity insurance for female employees in a timely manner, and strives to create a safer, healthier and more harmonious working environment and atmosphere for female employees.

6.3 Career Development

The Group has always been adhering to the talent concepts of “**people-oriented, creativity, appraisal, and excellence**”. Through establishing a sound employee training system and providing employees with a variety of training modes, the Group encourages employees to improve, constantly attracts outstanding talents, and is committed to building an employee team with high quality and loyalty that matches with the Company's development.

Sound Training System

We take the three concepts as our goals, namely, establishing a “learning organization”, adopting a “horse racing mechanism” and creating a “win-win corporate culture”, formulate the “Excellence” plan talent training system that is in line with the Company's industrial characteristics and guidelines for talent cultivation of cadre talent teams, key technical talent teams and other professional and technical talents teams; adheres to the talent training policies of “hierarchical classification”, “simultaneous implementation of professional and comprehensive training”, and “combination of theory and practice”, thereby laying a foundation for the sustainable development of the Company's talent teams and the construction of talent teams.

Diversified Training Modes

This year, we changed the training mode from traditional and single theoretical lectures to simultaneous implementation of lectures and practical seminars, and put forward many valuable measures and suggestions for the Company's efficient operation in cross-departmental project collaboration and matrix work collaboration. This was done in order to make the entire training develop in a more practical, open, harmonious and positive direction. At the same time, we participated in a lot of training held by the parent company, such as “Qihang” school recruitment training, “Yuanhang” special training on financial management, “Yuanhang” news spokesman training, “Huijing” network training for young cadres, and “Creative Academy” online special training, among others, thereby effectively improving our employees' professional qualities, business knowledge and management capacities.

Environmental, Social and Governance Report

Case Study: OCT (Asia) organized the Training on Cross-Functional Collaboration and Leadership Cultivation

In order to strengthen the construction of the talent training system and promote the continuous improvement of all employees, in 2021, OCT (Asia) launched the *Cross-Functional Collaboration and Leadership Training*, one of the series of training of the “Excellence” program, so as to promote the Company’s cross-functional project collaboration and matrix-type work collaboration to continuously move forward in a more open, harmonious and positive direction.



OCT (Asia) Workshop on *Cross-Functional Collaboration and Leadership Training*

Environmental, Social and Governance Report

Case Study: **Glory and Dream: Real-world Classroom of History Education of Shanghai General Chamber of Commerce**

OCT (Shanghai) Land organized employees to participate in the Shanghai General Chamber of Commerce's history education real-world classroom, guiding everyone to go over the 7-year history of protective restoration by the OCT Suhewan team, and review the historical nodes of the OCT people's efforts to reshape the city. Through the three chapters of "promoting patriotism and revitalizing national industries", "adapting to the changes of the times and heading for a new life", "participating in urban renewal and polishing the city's business card", we looked back on the century-old development of China's national industry and commerce, and OCT's in-depth participation in the epic practice of "people building cities for themselves", thereby enhancing the collective sense of honor and team cohesion of the employees in our OCT (Shanghai) Land.



OCT (Shanghai) Land organized employees to participate in a real-world classroom of history education

Talent Attraction and Retention

We arrange the Company's talent resources from the organizational and individual levels, and form a talent map based on the internal talent pool, as well as formulating and implementing corresponding personnel training plans respectively. At the same time, we established and improved the external talent pool, established long-term contact and liaison with external talent resources, and formed a closed management loop from attracting talents at the front end to centralized management and training of talents at the back end. We have also formulated relevant systems to effectively support the development of the Company's business and organizational scale, and continuously attracted, retained, motivated and developed outstanding talents in the fiercely competitive market environment.

Environmental, Social and Governance Report

6.4 Health and Safety

The Group strictly abides by the *Production Safety Law of the People's Republic of China*, *Fire Protection Law of the People's Republic of China*, *Emergency Response Law of the People's Republic of China*, *Regulations on the Reporting, Investigation and Handling of Production Safety Accidents*, *Administrative Measures for the Extraction and Use of Enterprise Safety Production Expenses*, *Provisions on the Supervision and Administration of Labor Protection Articles* and other laws and regulations, and also formulates internal management systems such as the *Compilation of Safety Management Systems of Overseas Chinese Town (Asia) Holdings Limited* and *Implementation Measures for Annual Performance Evaluation of Safety Production of Overseas Chinese Town (Asia) Holdings Limited*, thereby continuously improving the occupational health and safety guarantee system for employees.

Safety Risk Management

In 2021, the Group established a dual mechanism for risk management, control and governance, formulating the *Ledger for Hazardous Sources of Overseas Chinese Town (Asia) Holdings Limited* and the *Safety Risk Pre-Control Management Manual of Overseas Chinese Town (Asia) Holdings Limited* so as to comprehensively promote safety risk pre-control management. We adhere to the concept of "safety first, prevention first, and comprehensive management", and clarify that during the Company's production safety management process, the control of risk sources shall be strengthened and the management gates shall be shifted forward so as to effectively avoid and resolve safety risks, and further effectively prevent the occurrence of accidents, enhance the safety risk prevention awareness of all employees, consolidate the safety foundation, and prevent and reduce accidents. We also organize fire safety publicity and special training, and carry out emergency drills to enhance employees' fire safety awareness.

Environmental, Social and Governance Report

Case Study: Carry out special fire safety training and strengthen fire safety publicity and education

On 23 November, 2021, we organized employees to participate in fire safety publicity and special training and fire emergency drills themed on “Implementing Fire Responsibilities and Preventing Safety Risks”. Emergency plan review experts from Guangdong Province were hired to give lectures about fire safety knowledge such as fire alarms, fire equipment use, fire evacuation and escape, and employees were also organized to conduct fire evacuation and escape drills.

Through this training and drills, employees have strengthened their fire safety awareness, further mastered the skills of fire evacuation and fire fighting, and enhanced their ability to rescue themselves, thereby laying a solid foundation for the Company’s fire safety development.



Training for practical firefighting skills

Environmental, Social and Governance Report

Guaranteeing Construction Safety

The Group has fully fulfilled its responsibilities for production safety, established a production safety responsibility system, clarified the safety responsibilities of employees at all levels, and all the employees have signed the production safety responsibility letter.

In order to ensure that contractors have sufficient power and management to achieve safe and civilized construction on site, the Company reviews their qualifications in advance and requires the contractor's project department to prepare necessary protective equipment. In addition, the construction site's canteen is required to be the place where the project construction site is located and apply for the business license, ensuring canteen hygiene, store food correctly, and prevent food contamination and personnel food poisoning accidents.

We strictly implement the safety assessment system, and conduct monthly inspections of construction companies, supervision companies and other related parties in accordance with the *Checklist for the Safety Responsibility Performance of Supervision Companies*, *Checklist for the Safety of Construction Sites* and *Rating Scale for the Annual Evaluation on Production Safety Accident Control Indexes*, the companies that fail to meet the standard are severely punished according to the severity of relevant conditions. In 2021, Hefei OCT Industry conducted 12 assessments on construction companies, and all the results were up to standard. The assessment of the suppliers' safety and civilized work met the basic requirements.



In 2021, Hefei OCT Industry organized a total of **63** company-level safety inspections, identified and dealt with **345** safety hazards, issued **41** notices for safety hazards rectification, and the rectification rate for hidden dangers reached **100%**.

Environmental, Social and Governance Report

Caring for Employee Health

We abide by the *Law of the People’s Republic of China on the Prevention and Control of Occupational Diseases* and the *Measures for the “Three Simultaneous” Supervision and Administration of Occupational Disease Protection Facilities in Construction Projects*, promote the establishment of occupational health monitoring and file management work systems, improve the responsibility system for the prevention and control of occupational disease hazards, and strengthen the propaganda, education and training about occupational health related knowledge for employees. In addition, we also purchase supplementary medical insurance policies for our employees, which cover all kinds of traffic accidents, outpatient and hospitalization services, and major disease protection for employees, so as to fully protect the life, health and safety of employees. Every year, we carry out annual employee health examinations so that employees can better understand their physical health. At the same time, we pay attention to the mental health of employees, organize and carry out friendly conversation activities for employees, carefully understand the working and living conditions of employees in Hong Kong during the epidemic, give positive feedback, and offer help to the difficulties encountered by Hong Kong employees in work and life; care for their emotions and provide guidance for the emotional management, build a strong line of defense for employees’ mental health, thereby promoting the physical and mental health and harmonious development of employees.



In 2021, the Company’s social insurance coverage rate reached **100%**, the employee physical examination coverage rate also reached **100%**, and the death toll from work-related accidents was **0**.

Normalized Epidemic Control

We attach great importance to the epidemic prevention and control, we have established special funds for epidemic prevention to provide employees with various epidemic prevention materials, and regularly disinfect office spaces. Under the circumstances that the overseas epidemic has repeatedly broken out, we have paid close attention to the health of our employees in Hong Kong and flexibly arranged them to work from home. Due to effective protective measures, none of our employees have been infected with COVID-19 within the reporting period.



Employees taking the vaccination



Disinfections on a regular basis

Environmental, Social and Governance Report

6.5 Caring for Employees

We care for our employees, and strive to improve employees' quality of life, enhance communication with employees, and enrich employees' spare time life, so as to enhance their sense of gain and cohesive force.

Improve Quality of Life

We pay attention to the demand of employees, and actively advance relevant work, such as, caring for sick employees, extending greetings for pregnant employees, delivering employee work dinner, upgrading safety facilities in employee dormitories, and optimizing employee health examinations etc., and strive to improve the life quality of employees.

-
- In 2021, we carried out many employee condolence activities, visited and extended greetings to sick and pregnant employees.
 - The Company solved the problem of how to have meals for employees when they work overtime on weekdays or take duties on holidays, and continuously improved the quality of employees' meals.
 - The Company renovated the staff dormitory to improve the safety and comfort level; built a multi-functional "employee home" which has a "staff library", multimedia activity room and other functions so as to provide employees with a rich leisure life.
-

Improve Employee Communication

We attach great importance to communication with employees and smooth channels for employees to raise their complaints. In addition, we also set up the "Heart Linking Bridge" employee care group to collect and give feedback to employees' opinions on the Company's development and operation through leader on-duty days, special forums, face-to-face communication with employees, employee care questionnaires, advice and suggestions and other approaches, understand employees' real wishes. Feedback and support is delivered in a timely manner to make employee's feel the appreciation and a sense of home in the Company, and strive to create a happy and upward working environment.

Enrich Employee Life

In 2021, we organized and carried out a series of cultural and sports activities, such as badminton, basketball and other competitions; employee birthday parties, fun sports meetings; watching financial-themed dramas, movies and other activities to enrich employees' spare time life. During the Dragon Boat Festival, Mid-Autumn Festival and others, we carried out activities such as "extending holiday greetings and sending warmth", "tasting delicious foods and guessing lantern riddles", so as to make all employees feel loved. By holding a variety of cultural and sports activities, we encouraged employees to combine work with rest, and further enhanced the cohesion and centripetal force of employees.

Environmental, Social and Governance Report

Case Study: OCT (Asia) organized female employees to participate in the themed activities held on “March 8th” International Women’s Day

On 5 March 2021, in order to celebrate the 111th anniversary of “8 March” International Women’s Day, the Company organized female employees to go to Guangming Town to participate in themed activities. During the event, everyone had an in-depth understanding about the Happy Pastoral Project in Guangming Town, learned rich experience and professional knowledge about construction, operation and management of the Group’s cultural tourism projects, and experienced the substantial fruits borne by the Group’s innovative development mode of “culture + tourism + urbanization” on the spot. At the same time, employees’ cohesion of the team was also enhanced.



the themed activities on “8 March” International Women’s Day

Environmental, Social and Governance Report

Case Study: OCT (Asia) Monthly birthday party

In order to create a corporate culture of caring for each other, the Group holds birthday parties every month for employees spending birthdays in that month. On their birthday, employees receive birthday wishes from the Company and cakes for celebration, which not only enhances the employee's sense of belonging to the collective but also reflects the Company's care and concern for employees.



OCT (Asia) birthday party activities

Environmental, Social and Governance Report

7 INGENIOUS CREATION AND EXCELLENT SERVICES

The Group is committed to providing customers with quality services and products. We formulate a complete service system to ensure smooth communication channels with customers, as well as providing timely feedback to customer needs and opinions, and establishing long-term positive relationships with customers. In addition, we always keep our customers in mind and regularly review our internal policies and systems to protect our customers' rights and privacy, as well as delivering high-quality services and products to our customers.



7.1 Ensuring Product Quality

In order to ensure the quality of products and maintain the reputation of the Company, we strictly abide by the *Construction Law of the People's Republic of China*, *Fire Protection Law of the People's Republic of China* and other laws and regulations, and formulate various internal systems such as the *Safety Production Management Responsibility System* and *Safe Electricity Management System*, etc. In addition, we adopt various measures in the stages of product design, construction, delivery, maintenance, etc. to ensure product quality, safety and the comfortable settlement of property owners and customers.



Design Stage

The Group requires design institutes with relevant service qualifications obtained before the practice. Each subsidiary's senior executives hold accountability for and undertake responsibilities over the final quality and safety of its construction projects without subcontracting its business. Professional technicians such as survey engineers shall also practice within the qualified scope with relevant qualifications obtained, and be liable for the project quality and safety.

Environmental, Social and Governance Report



Construction Stage

The Group requires its subsidiaries to conduct monthly safety inspections during construction, including detailed records of various safety hazards such as safety systems, fire safety, electricity safety, exceptional safety and environmental sanitation, and carry out rectification and follow-up work. In order to effectively strengthen safety management and control, the Company's management personnel went to the frontline construction sites many times to check potential safety hazards. At the same time, based on the site construction schedule, safety engineers inspect key areas every day, and carry out comprehensive hazards inspection weekly together with the supervision and construction companies.



Delivery Stage

The Group continuously improves the delivery process, reduces delivery risks and improves delivery quality. Before the delivery of commodity housing, the project shall organize the local construction administrative department to inspect the completion of the "one household one inspection" of the residential project; organize the establishment of a property delivery risk inspection team and arrange for each department to conduct a pre-delivery risk self-inspection to summarize various risk issues and respond accordingly; no property shall be delivered without the completion acceptance/completion filing (determined according to the commodity housing sale and purchase contract and the provisions of the local government) or fire control acceptance (or fire control filing).



Maintenance Stage

The Group pays equal attention to the after-acceptance processes such as interior maintenance, supporting facility improvement and renovation to ensure efficiency and quality aligned with customer expectations. The *Operation Guidelines on Project Maintenance of Overseas Chinese Town (Shanghai) Land Company Limited* specified that the constructor conducts maintenance upon identifying problems and works with the property management company, the Engineering Department, and the Customer Service Department to collect evidence of liability and determine the responsible party. After completing the maintenance, the responsible party shall bear the corresponding liability upon the results jointly confirmed by all parties.

Environmental, Social and Governance Report

7.2 Response to Customer Demand

The Group respects the reasonable and legal rights of customers, always follows the after-sales service policy of “**customer first, dedicated service, unifying words and deeds, and there being no exception**”, and handles complaints objectively in accordance with relevant laws and regulations. Various subsidiaries also set up smooth complaint channels and build efficient complaint handling platforms so as to improve customer experiences with high-quality services.

We divide customer complaints into four levels, and uses different channels to handle complaints of different levels. Once a complaint is received, the Company will quickly establish a response mechanism, adhere to the core tenet of “timely and efficient, objective and legal, and take care of emotions to a certain extent” to handle the complaint in a timely manner, as well as conducting a satisfaction survey after the complaint is solved so as to complete the closed work loop. Any complaints must be solved and feedback must be given to the property owners and customers within a week according to regulations, and the customer service center conducts statistical analysis on monthly complaints. We respond to customer demands and solve problems in a timely manner so as to efficiently resolve customer conflicts.

We value customers’ feedback on our products and services. In order to gain a more comprehensive understanding about customers’ feelings, the Group and its subsidiaries conduct customer satisfaction surveys, and conduct online real-time evaluations after customers take the real-time experience, so as to understand and improve customer satisfaction at every moment. The Group conducts customer satisfaction surveys in five dimensions: property services, development and design, engineering quality, customer care, and improvement.

In 2021, Hefei OCT investigated a total of 69 samples. Customers were generally satisfied with the service experiences provided by Hefei OCT, and they put forward valuable opinions on the later service. Hefei OCT then further improved the service quality according to customer needs so as to improve customer satisfaction accordingly.

7.3 Safeguarding Customers’ Rights and Interests

The Group attaches great importance to the protection of customers’ personal privacy. We have formulated the *Customer Privacy Protection Regulations* and *Property Owner Privacy Protection System* to standardize the processing and protection procedures for the personal privacy and information of property owners and customers, thereby protecting customer privacy and providing customers with guarantees. In addition, we regularly conduct special training for relevant personnel, require employees to sign the “Confidentiality Commitment”, strictly abide by the provisions of the commitment that they shall not publish or disclose any customer’s personal information without the authorization of the customer.

Environmental, Social and Governance Report

8 FULFILLING THE MISSION AND GIVING BACK TO SOCIETY

OCT (Asia) adheres to the concept of “Firmly Fulfilling Social Responsibilities”. We actively respond to national calls to further consolidate and expand the achievements of poverty alleviation, promote the comprehensive rural revitalization, and actively carry out public welfare and charity activities. We never forget our original aspirations, and are committed to giving back to society and jointly building a beautiful community.



8.1 Community Fusion

Bearing in mind the corporate public responsibilities and mission, the Group is actively building a good community, creating a good community atmosphere, holding a variety of community activities while organizing employees to participate in the construction of a good environment, thereby injecting new vitality into community development.

Case Study: OCT (Asia) young employees learn-from-Lei-Feng volunteer activity

On 26 March 2021, young employees of OCT (Asia) went to OCT Wetland Park to carry out volunteer activities to learn from Lei Feng. Volunteers enthusiastically and actively participated in the work of repairing the beach, making the beach clean and beautiful, thereby contributing to the beautification of the urban environment and the construction of a civilized city.

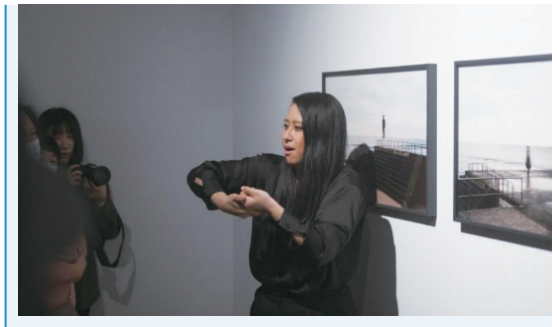


Volunteers helped beautify the city

Environmental, Social and Governance Report

Case Study: Art exhibition held by OCT (Shanghai) Land

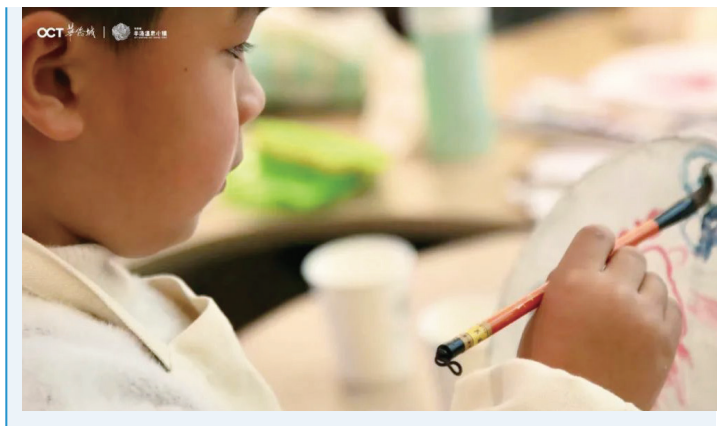
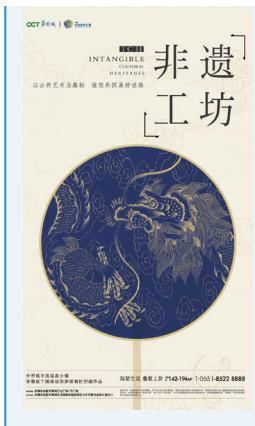
Shanghai OCT Contemporary Art Center held a total of 4 exhibitions: *Ring Impact*, *Do All These Happen at Random?*, *Following and Moving Against the Current* and *The Rise of Video Art in East Asia*, thereby using art to light up life and enrich community culture. In addition, sign language guide services are provided for the hearing-impaired, reflecting care for particular groups in our society.



The art exhibition held by OCT (Shanghai) Land and sign language guide services for the disabled

Case Study: “Intangible Heritage Workshop” held by Hefei OCT Huanchao Cultural Tourism in Bantang Hot Spring Township

The “Intangible Heritage Workshop” is regularly held by OCT in Bantang Hot Spring Township, thereby leading each experience officer to learn from the inheritors of intangible heritages and experience the tradition of intangible heritages; in the future, OCT will build more space for artistic creation Bantang Hot Spring Township so as to let employees jointly experience a broader collision of intangible heritages and arts.



Phase II of “Intangible Heritage Workshop” experience course held by OCT in Bantang Hot Spring Township themed on *Millennium Paper*, *Painting on Fans*

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Case Study: Hefei OCT Industry forged a “floating holiday and Camplus camping party” in the Airport International Town

Hefei OCT Industry joined hands with the new outdoor lifestyle platform Camplus to hold the “Floating Holiday • Camplus Camping Party” in the Airport International Town, which combined natural fields with outdoor lifestyles. It created an “Early Summer Dream” that belonged to the Airport International Town and all visitors. For 48 hours, people gathered on the lakeside meadows and built their own communities in the embrace of nature.



Picture of the activity “Floating Holiday • Camplus Camping Party” in the Airport International Town

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8.2 Public Welfare and Charitable Activities

OCT (Asia) and its subsidiaries carry out various types of activities of consumption assistance, paired assistance, and charitable donations to further consolidate and expand the achievements of poverty alleviation, help to continue to promote the rural revitalization, and to give back to society.

Case Study: Paired assistance to Diliang Village, Gaoniang Township, Tianzhu County, Guizhou Province

In October 2021, OCT (Asia) and the parent company's assistance team went to Diliang Village, Gaoniang Township, Tianzhu County, Guizhou Province to carry out research, assistance and paired construction for the rural governance demonstration project.



Research, assistance and paired construction work

Case Study: Actively carry out consumption assistance actions

The Group actively provides help for consumption assistance actions. In 2021, we purchased RMB214,500 worth of products from the consumer assistance platform. At the same time, we helped promote the sales and marketing of agricultural products, and used the purchased agricultural products to send to employees during the Spring Festival, Mid-Autumn Festival and other holidays.

Case Study: Hefei OCT Industry organized a public welfare book donation activity

In 2021, Hefei OCT Industry launched a voluntary book donation activity, donating more than 600 books of various types to the library of Gaoliu Primary School in Shushan District, Hefei City, Anhui Province, thereby satisfying children's desire for reading and cultivating urban children's sense of social responsibilities.

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9 OUTLOOK FOR 2022

2021 is not only the first year of the “14th Five-Year Plan”, but also the first year after China announced the “30 • 60” dual carbon goal. Within this year, the Group’s strategic transformation has achieved phased results, and the equity investment and fund business have achieved sustainable and steady development. Looking forward to the future, the Group will seize the development opportunities brought about by the national dual carbon goals, continue to strengthen the investment layout in core areas such as culture and tourism, technology, consumption, and new urbanization, adhere to the sustainable development, actively seek opportunities for low-carbon transformation, and embrace a sustainable and green future.



Steady Operation to Facilitate High-Quality Development

We will adhere to the idea of stable operation and long-term development, continuously promote the strategic transformation and operational innovation, and promote the stable and long-term operation of the Company.



Protect the Environment, Accelerate the Carbon Reduction Process and Promote Green Development

We will continuously improve the environmental management and supervision mechanism, implement the sustainable development strategy in depth, fulfill the requirements of “green development”, devote ourselves to building green communities, advocate for the concept of green office, actively carry out green investments, promote the transformation of economic and social development to comprehensive green developments, and strive to build a modern society in which human and nature can coexist in harmony.

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Care for Employees and Create a Harmonious, Safe, Diverse and Inclusive Working Environment

We will adhere to putting people first, promise to provide employees with a safe, equal and harmonious working environment, protect the rights and interests of employees, carry out diversified employee activities, and work together with employees to create a better future.



Serve Customers and Provide Premium Services and Products

We will continuously improve the quality of products and services, listen to and give feedback to customers' needs and opinions, urge suppliers to jointly improve quality and fulfill social responsibilities, help the group's high-quality sustainable development, explore new models of industry development, and build dreams and move forward with partners.



Give Back to Society and Create a Sustainable Community

We will support the community development. In the future, we will continue to increase investment in public welfare and charity, support the integration and implementation of industrial resources, and play a greater role in cross-border investment and financing in the field of cross-border investment and financing in the cultural and tourism urbanization industry ecosystem, thereby jointly building a beautiful community.

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APPENDIX I LIST OF DISCLOSURE POLICIES

ESG KPI	COMPLIANCE WITH EXTERNAL LAWS AND REGULATIONS	INTERNAL POLICIES OF OCT (ASIA)
A1 Emissions	<p><i>Environmental Protection Law of the People's Republic of China</i></p> <p><i>Environmental Impact Assessment Law of the People's Republic of China</i></p> <p><i>Construction Law of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution</i></p> <p><i>Law of the People's Republic of China on Prevention and Control of Water Pollution</i></p> <p><i>Law of the People's Republic of China on Urban and Rural Planning</i></p> <p><i>Regulations on Energy Conservation in Civil Buildings</i></p> <p><i>Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste</i></p> <p><i>Management Measures of Shenzhen on Household Waste Classification and Reduction</i></p>	<p><i>Management Regulations on the Usage of Company Vehicles (Tentative)</i></p> <p><i>Management Regulations on Company Responsible Person's Business Vehicle Usage</i></p>
A2 Use of Resources	<p><i>Energy Conservation Law of the People's Republic of China</i></p> <p><i>Environmental Protection Law of the People's Republic of China</i></p> <p><i>Interim Measures for the Supervision and Administration of Energy Conservation and Emission Reduction of Central Enterprises</i></p>	<p><i>Management Regulations on the Usage of Company Vehicles (Tentative)</i></p> <p><i>Management Regulations on Company Responsible Person's Business Vehicle Usage</i></p>
A3 The Environment and Natural Resources	<p><i>Environmental Protection Law of the People's Republic of China</i></p> <p><i>Environmental Impact Assessment Law of the People's Republic of China</i></p>	<p><i>Safety Risk Pre-Control Management Manual</i></p>

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ESG KPI	COMPLIANCE WITH EXTERNAL LAWS AND REGULATIONS	INTERNAL POLICIES OF OCT (ASIA)
B1 Employment	<p><i>Labor Law of the People's Republic of China</i></p> <p><i>Labor Contract Law of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on the Protection of Minors</i></p> <p><i>Social Insurance Law of the People's Republic of China</i></p> <p><i>Regulations on Paid Annual Leaves for Employees</i></p>	<p><i>Employee Handbook</i></p> <p><i>Administrative Measures for Employee Labor Contracts</i></p> <p><i>Performance Appraisal Management Measures</i></p> <p><i>Guidelines on Employee Recruitment and Deployment</i></p> <p><i>Regulations on Personnel Management</i></p> <p><i>Administrative Measures for Employee Attendance and Leaves</i></p> <p><i>Measures for Labor Protection of Female Employees in Enterprises</i></p>
B2 Health and Safety	<p><i>Production Safety Law of the People's Republic of China</i></p> <p><i>Fire Protection Law of the People's Republic of China</i></p> <p><i>Emergency Response Law of the People's Republic of China</i></p> <p><i>Regulations on the Reporting, Investigation and Handling of Production Safety Accidents</i></p> <p><i>Administrative Measures for the Extraction and Use of Enterprise Safety Production Expenses</i></p> <p><i>Provisions on the Supervision and Administration of Labor Protection Articles</i></p> <p><i>Management Regulations of Shanghai on Construction Engineering Quality and Safety</i></p> <p><i>Law of the People's Republic of China on the Prevention and Control of Occupational Diseases</i></p> <p><i>Measures for the "Three Simultaneous" Supervision and Administration of Occupational Disease Protection Facilities in Construction Projects</i></p>	<p><i>Compilation of Safety Management Systems</i></p> <p><i>Implementation Measures for Annual Performance Evaluation of Safety Production</i></p> <p><i>COVID-19 Prevention and Control Knowledge Manual and Emergency Response Measures</i></p> <p><i>Key Matters of the Implementation Plan for Epidemic Prevention and Control During Work</i></p> <p><i>Safety Risk Pre-Control Management Manual</i></p> <p><i>Ledger of Hazardous Sources</i></p> <p><i>Safety Risk Pre-Control Management Manual</i></p>
B3 Development and Training	N.A.	<i>Employee Handbook</i>
B4 Labor Standards	<p><i>Labor Law of the People's Republic of China</i></p> <p><i>Labor Contract Law of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on the Protection of Minors</i></p>	<i>Measures for Labor Protection of Female Employees in Enterprises</i>

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ESG KPI	COMPLIANCE WITH EXTERNAL LAWS AND REGULATIONS	INTERNAL POLICIES OF OCT (ASIA)
B5 Supply Chain Management	<i>Law of the People's Republic of China on Tenders and Bids</i> <i>Regulations on the Implementation of the Law of the People's Republic of China on Tenders and Bids</i>	<i>Regulations on Tendering and Procurement Management</i> <i>Software Infringement Treatment Plan</i> <i>Software Assets Ledger</i> <i>Integrity Practice Commitment</i> <i>Reviewer Integrity and Work Discipline Commitment</i> <i>Integrity Construction Agreement</i>
B6 Product Responsibility	<i>Trademark Law of the People's Republic of China</i> <i>Copyright Law of the People's Republic of China</i> <i>Patent Law of the People's Republic of China</i> <i>Anti-Unfair Competition Law of the People's Republic of China</i> <i>Construction Law of the People's Republic of China</i> <i>Fire Protection Law of the People's Republic of China</i>	<i>Property Owner Privacy Protection System</i> <i>Customer Privacy Protection Regulations</i> <i>Software Infringement Treatment Plan</i> <i>Software Assets Ledger</i> <i>Confidentiality Commitment</i> <i>Comprehensive Risk Management System</i> <i>Risk Management System</i> <i>Qualified Investor Risk Disclosure System</i> <i>Internal Control System</i> <i>Fundraising Behavior Management System</i> <i>Fund Promotion and Marketing System</i> <i>Investor Suitability System</i> <i>Information Disclosure Management System</i> <i>Employee Personal Transaction System</i> <i>Safety Production Management Responsibility System</i> <i>Safe Electricity Management System</i> <i>Operation Guidelines on Project Maintenance of Overseas Chinese Town (Shanghai) Land Company Limited</i>
B7 Anti-corruption	<i>Anti-Corruption and Bribery Law of the People's Republic of China</i> <i>Anti-Money Laundering Law of the People's Republic of China</i> <i>Anti-Unfair Competition Law of the People's Republic of China</i> <i>Interim Provisions on Banning Commercial Bribery</i> <i>Anti-Monopoly Law of the People's Republic of China</i>	<i>Regulations on Tendering and Procurement Management</i> <i>Accountability System for Illegal Operation</i>
B8 Community Investment	<i>Charity Law of the People's Republic of China</i>	<i>Comprehensive Risk Management System</i>

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APPENDIX II LIST OF KEY PERFORMANCE INDICATORS

ESG Indicators	Unit	2021 Data	2020 Data	2019 Data	
A1.1	Types of emissions and respective emissions data				
	Nitrogen oxides (NOx)	Kg	445.50	426.10	109.56
	Sulphur oxides (SOx)	Kg	2.14	0.93	0.59
	Particulate emissions	Kg	130.74	38.25	10.48
	Total emissions per ten thousand RMB revenue	Kg/ten thousand RMB revenue	0.0033	0.0036	0.0006
A1.2	Total GHG emissions and density				
	Direct GHG emissions (Scope I)	CO ₂ equivalent – T	1,201	1,094	1,225
	Indirect GHG emissions (Scope II)	CO ₂ equivalent – T	5,605	6,779	13,885
	Total GHG emissions	CO ₂ equivalent – T	6,806	7,798	15,110
	GHG emission per ten thousand RMB revenue	CO ₂ equivalent – T/ten thousand RMB revenue	0.04	0.06	0.07
A1.3	Total hazardous wastes produced				
	Waste fluorescent tubes	Pcs	30	27	35
	Waste printer cartridges	Pcs	22	2	124
	Waste batteries	Pcs	153	134	128
	Waste ink	Pcs	73	16	73
	Total hazardous waste produced per ten thousand RMB revenue	Pcs/ten thousand RMB revenue	0.0016	0.0014	0.0017
A1.4	Total non-hazardous wastes produced				
	Household waste	Ton	60.3	2.61	7.19
	Kitchen waste	Ton	72.06	11.25	4.50
	Total household and kitchen waste per ten thousand RMB revenue	Ton/ten thousand RMB revenue	0.000746	0.000106	0.000056
	Dust	Ton	180.00	0.00	3.90
	Construction waste	Ton	71,139.00	0	272
	Decoration waste	Ton	21.60	0	70
	Total construction waste per ten thousand RMB revenue	Ton/ten thousand RMB revenue	0.4021	0.0000	0.0017
	Waste stationery	Ton	6.00	0.01	0.05
	Waste office paper	Ton	6.17	2.22	0.20
	Waste glass bottles	Pcs	6	0	35
	Waste plastic bottles	Pcs	58,320	11,424	6,893

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ESG Indicators	Unit	2021 Data	2020 Data	2019 Data
A2.1 Total energy consumption and density				
Overall energy consumption	Ton of standard coal	1,925	1,661	2,696
Overall energy consumption per ten thousand RMB revenue	Ton standard coal/ten thousand RMB revenue	0.011	0.013	0.013
Gasoline consumption	Liter	54,367	62,896	36,302
Gasoline consumption per ten thousand RMB revenue	Liter/ten thousand RMB revenue	0.31	0.48	0.18
Diesel consumption	Liter	83,287	555	3,369
Diesel consumption per ten thousand RMB revenue	Liter/ten thousand RMB revenue	0.469	0.004	0.016
Natural gas consumption	Cubic meter	454,958.00	436,981.20	523,250.91
Natural gas consumption per ten thousand RMB revenue	Cubic meter/ten thousand RMB revenue	2.56	3.34	2.53
Outsourced electricity	kWh	9,646,880	8,422,662	16,164,691
Outsourced electricity per ten thousand RMB revenue	kWh/ten thousand RMB revenue	54.4	64.5	78.0
A2.2 Total water consumption				
Total water consumption	Ton	107,413	91,097	350,110
Water consumption per ten thousand RMB revenue	Ton/per ten thousand RMB revenue	0.61	0.70	1.69
B1.1 Total number of employees by gender, employment type, age group and region				
Total number of employees	Person	311	314	1,352
Classification by gender				
Number of male employees	Person	185	190	746
Number of female employees	Person	126	124	606
Classification by employee category				
Number of high-level employees	Person	16	22	24
Number of medium-level employees	Person	42	47	56
Number of basic-level employees	Person	253	245	1,272
Classification by age				
Number of employees under 30	Person	68	81	671
Number of employees aged 30–50	Person	232	219	647
Number of employees over 50	Person	11	14	34
Classification by region				
Number of employees in South China	Person	85	90	82
Number of employees in East China	Person	226	224	148
Number of employees in Southwest China	Person	0	0	1,080
Number of employees in Northwest China	Person	0	0	42

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ESG Indicators	Unit	2021 Data	2020 Data	2019 Data	
B1.2	Employee turnover rate by gender, age group and region				
	Employee turnover rate	%	12.86%	7.96%	39.72%
	Classification by gender				
	Turnover rate of male employees	%	14.05%	7.89%	41.69%
	Turnover rate of female employees	%	11.11%	8.06%	37.29%
	Classification by age				
	Employee turnover rate under 30	%	29.41%	16.05%	60.95%
	Turnover rate of employees aged 30–50	%	7.33%	5.02%	17.31%
	Turnover rate of employees over 50	%	27.27%	7.14%	47.06%
	Classification by region				
	Employee turnover rate in South China	%	8.24%	15.56%	13.41%
	Employee turnover rate in East China	%	14.60%	4.91%	6.76%
	Employee turnover rate in the Southwest China	%	–	–	47.78%
	Employee turnover rate in the Northwest China	%	–	–	0%
B2.1	Number of work-related fatalities				
	Number of work-related fatalities	Person	0	0	0
	Rate of work-related fatalities	%	0%	0%	0%
	Number of work-related injuries	Number	1	0	1
B2.2	Number of days lost due to work injuries				
	Number of days lost due to work injuries	Day	90	0	0
B3.1	Trained employees by gender and employee category				
	Total number of trainees	Participants	3,585	1,798	6,010
	Classification by gender				
	Number of male trainees	Participants	2,282	1,176	2,962
	Number of female trainees	Participants	1,303	622	3,048
	Classification by employee category				
	Number of high-level trainees	Participants	238	115	118
	Number of medium-level trainees	Participants	561	239	380
	Number of basic-level trainees	Participants	2,786	1,444	5,512

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ESG Indicators	Unit	2021 Data	2020 Data	2019 Data
B3.2	Training hours by gender and employee type, employee training hours			
Total training hours of all employees	Hour	5,443.00	1,982	23,295
Average training hours	Hour	17.50	6.31	17.23
	Classification by employee gender			
Total training hours of male employees	Hour	3,050.20	1,154	12,082
Average training hours for male employees	Hour	16.49	6.07	16.20
Total training hours of female employees	Hour	2,392.84	828	11,214
Average training hours for female employees	Hour	18.99	6.68	18.50
	Classification by employee category			
Total training hours of high-level employees	Hour	632.69	222	783
Average training hours of high-level employees	Hour	39.54	10.10	32.63
Total training hours of medium-level employees	Hour	1,024.57	352	2,254.5
Average training hours of medium-level employees	Hour	24.39	7.49	40.26
Total training hours of basic-level employees	Hour	3,785.78	1,408	20,257.5
Average training hours of basic-level employees	Hour	14.96	5.75	15.93
B5.1	Number of suppliers by region			
China mainland area	Number	395	–	988
Hong Kong, Macau, Taiwan and overseas	Number	11	–	–
B5.2	Number of suppliers enforced with supplier engagement practices			
Number of suppliers signing the <i>Integrity Agreement</i>	Number	371	–	–
B6.2	Number of complaints received about products and services			
Customer service complaints	Time	9	12	1,291
Engineering complaints	Time	22	108	686
Sales complaints	Time	0	5	133
Design complaints	Time	16	10	1
Business complaints	Time	5	0	61
Property complaints	Time	6	16	133
B7.1	Number of concluded corruption lawsuits brought against the issuer or its employees during the reporting period			
Number of corruption lawsuits filed or concluded	Number	0	0	0
B7.3	Anti-corruption training for directors and employees			
Number of anti-corruption training sessions	Case	44	–	–
B8.2	Resources used in focused areas			
Donations and Material Value	RMB	110,000	93,520	251,799
Volunteer or public service investment time	Hour	97	48	14

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Notes :

1. The ESG data for 2021 covers the office operations and property management of OCT (Asia) headquarters and its subsidiaries.
2. Since the Group has sold Chengdu OCT (including Happy Valley Chengdu) and Xi'an OCT in 2020, the carbon emissions, comprehensive energy consumption, water consumption and employee turnover rate of OCT (Asia) in 2021 and 2020 sharply decreased compared with those in 2019.
3. Carbon emissions only refer to carbon dioxide emissions, excluding GHG such as methane and nitrous oxide emitted by other emission sources.
4. Based on the business contents of OCT (Asia), the air emissions, including nitrogen oxides, sulfur oxides and other pollutant emissions regulated by national laws and regulations, generated during its operation are not significant, mainly from fuel consumption of business vehicles.
5. According to the business nature and actual operation of OCT (Asia), the waste mainly comes from property operation projects and office environment, and no waste specified in the *List of Hazardous Waste of the People's Republic of China* is generated.
6. According to ISO 14064 GHG Inventory Standard, Direct GHG Emissions (Scope 1) refer to emissions directly from sources owned and controlled by the organization, such as self-owned vehicles; Indirect GHG Emissions (Scope 2) refer to energy indirect emission sources, such as indirect GHG emissions from the purchase of electricity.
7. Calculation of GHG emissions: CO₂ is calculated in accordance with the *Appendix II: Reporting Guidance on Environmental KPIs of How to Prepare an ESG Report* of the HKEx and the *Guidelines for Calculation Methods and Reporting of GHG Emissions for Enterprises in Other Industries (Trial)* of the National Development and Reform Commission, among which the emission factor of purchased electricity refers to the standard of the *Guidelines for Accounting Methods and Reporting of GHG Emissions for Enterprises – Power Generation Facilities (Revised Edition in 2022)*.
8. Comprehensive energy consumption calculation: calculated in accordance with the *General Principles for Calculation of Comprehensive Energy Consumption* (GB2589-2020) from the conversion of comprehensive energy consumption (unit: ton of standard coal) such as electricity, diesel, gasoline and natural gas.

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APPENDIX III ESG GUIDE INDEX

ESG KPI	Guideline Requirements	Report Section/Statement
A. Environmental		
A1 Emissions	General Disclosure	Chapter 5 Environmental
	Information on:	Friendliness and Green Integration
	(a) the policies; and	Appendix II List of Key
	(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.	Performance Indicators
	A1.1 The types of emissions and respective emissions data.	Appendix II List of Key
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity.	Performance Indicators
	A1.3 Total hazardous waste produced and, where appropriate, intensity.	Appendix II List of Key
A1.4 Total non-hazardous waste produced and, where appropriate, intensity.	Performance Indicators	
A1.5 Description about the emissions target(s) set and the steps taken to achieve them.	Chapter 5 Environmental	
A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Friendliness and Green Integration	
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A2 Use of Resources	General disclosure	Chapter 5 Environmental
	Policies on the efficient use of resources, including energy, water and other raw materials.	Friendliness and Green Integration
	A2.1 Direct and/or indirect energy consumption by type in total and densities.	Appendix II List of Key
	A2.2 Water consumption in total and intensity.	Performance Indicators
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Appendix II List of Key
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Performance Indicators
A2.5 Total packaging material used for finished products and, if applicable, with reference to per unit produced.	Chapter 5 Environmental	
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A3 The Environment and Natural Resources	General disclosure	Chapter 5 Environmental
	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Friendliness and Green Integration
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Chapter 5 Environmental
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A4 Climate Changes	General disclosure	Chapter 5 Environmental
	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Friendliness and Green Integration
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.	Chapter 5 Environmental
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ESG KPI	Guideline Requirements	Report Section/Statement
B. Social		
Employment and Labor Practices		
B1 Employment	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.	Chapter 6 People First and Common Growth Appendix II List of Key Performance Indicators Appendix II List of Key Performance Indicators
	B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	
	B1.2 Employee turnover rate by gender, age group and geographical region.	
B2 Health and Safety	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.	Chapter 6 People First and Common Growth Appendix II List of Key Performance Indicators Appendix II List of Key Performance Indicators
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Chapter 6 People First and Common Growth
	B2.2 Lost days due to work injury.	
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	
B3 Development and Training	General disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Chapter 6 People First and Common Growth Appendix II List of Key Performance Indicators Appendix II List of Key Performance Indicators
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Appendix II List of Key Performance Indicators
	B3.2 The average training hours completed per employee by gender and employee category.	Appendix II List of Key Performance Indicators
B4 Labor Standards	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 labour.	Chapter 6 People First and Common Growth Chapter 6 People First and Common Growth Chapter 6 People First and Common Growth
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	Chapter 6 People First and Common Growth
	B4.2 Description of steps taken to eliminate such practices when discovered.	

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ESG KPI	Guideline Requirements	Report Section/Statement
Operating Practices		
B5	General disclosure	Chapter 4 Compliant Operation and Steady Development
Supply Chain Management	Policies on managing environmental and social risks of the supply chain.	Appendix II List of Key Performance Indicators
	B5.1 Number of suppliers by geographical region.	Appendix II List of Key Performance Indicators
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Chapter 4 Compliant Operation and Steady Development
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Chapter 4 Compliant Operation and Steady Development
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Chapter 5 Environmental Friendliness and Green Integration
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B6	General Disclosure	Chapter 7 Ingenious Creation and Excellent Services
Product Responsibility	Information on:	Not applicable.
	(a) the policies; and	Appendix II List of Key Performance Indicators
	(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.	Chapter 4 Compliant Operation and Steady Development
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Chapter 7 Ingenious Creation and Excellent Services
	B6.2 Number of products and service related complaints received and how they are dealt with.	Chapter 7 Ingenious Creation and Excellent Services
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Chapter 7 Ingenious Creation and Excellent Services
	B6.4 Description of quality assurance process and recall procedures.	Chapter 7 Ingenious Creation and Excellent Services
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Chapter 7 Ingenious Creation and Excellent Services
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B7	General Disclosure	Chapter 4 Compliant Operation and Steady Development
Anti-corruption	Information on:	Appendix II List of Key Performance Indicators
	(a) the policies; and	Chapter 4 Compliant Operation and Steady Development
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Chapter 4 Compliant Operation and Steady Development
	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.	Chapter 4 Compliant Operation and Steady Development
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Chapter 4 Compliant Operation and Steady Development
	B7.3 Description of anti-corruption training provided to directors and staff.	Chapter 4 Compliant Operation and Steady Development
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Community		
B8	General Disclosure	Chapter 8 Fulfilling the Mission and Giving Back to Society
Community Investment	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.	Chapter 8 Fulfilling the Mission and Giving Back to Society
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Appendix II List of Key Performance Indicators
	B8.2 Resources contributed (e.g. money or time) to the focused area.	Appendix II List of Key Performance Indicators