



天津津燃公用事業股份有限公司

**TIANJIN JINRAN PUBLIC UTILITIES COMPANY LIMITED**

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

Stock Code: 1265

**Environmental, Social and  
Governance Report**

**2021**

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# ABOUT THIS REPORT

This report is the sixth environmental, social and governance (hereinafter referred to as “ESG”) report (hereinafter referred to as “this report”) published by Tianjin Jinran Public Utilities Company Limited. This report is prepared in accordance with the actual operational data of the Company, and responds to the important issues of concern to stakeholders in the main body of the report, which truly reflects Jinran Public’s performance of its economic, social and environmental responsibilities. The Board of the Company has reviewed this report and is responsible for the authenticity and validity of the information contained.

## 1. SCOPE OF THE REPORT

This report focuses on Tianjin Jinran Public Utilities Company Limited and its subsidiaries. This report covers the period from 1 January 2021 to 31 December 2021, and it may include information beyond the period in order to maintain the consistency of information.

## 2. GUIDANCE FOR THE REPORT

This report is prepared with reference to the Environmental, Social and Governance Reporting Guide in Appendix 27 of the Main Board Listing Rules issued by the Stock Exchange of Hong Kong Limited.

## 3. EXPLANATIONS ON DATA

The data and cases cited in this report are extracted from the statistical report and the internal communication documents of Jinran Public. In case of any discrepancies between financial data and the annual report, the latter shall prevail. Unless otherwise stated, Renminbi is used in this report as the functional currency.

## 4. PUBLICATION FORM

This report is published in Chinese and English. Please log in to <http://www.jinrangongyong.com/> for the electronic version.

## 5. EXPLANATIONS ON SHORT NAMES

For ease of presentation, Tianjin Jinran Public Utilities Company Limited is expressed as “Jinran Public”, “Company”, “we” and “us”.

## 6. CONTACT INFORMATION

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Office in the Hong Kong: 18/F, Tesbury Centre, 28 Queen’s Road East, Wanchai, Hong Kong

## PREPARATION PRINCIPLES OF THE ESG REPORT

Jinran Public strictly complies with the reporting principles of Materiality, Quantitative, Balance and Consistency outlined in the Environmental, Social and Governance Reporting Guide issued by the Hong Kong Stock Exchange, continues to enhance the ESG management and improve the disclosure level of ESG.

**Principle of materiality:** In order to clarify the key areas of ESG practice and information disclosure and improve the pertinence of the reporting, Jinran Public identified ESG issues and made material judgments in accordance with the requirements of the Environmental, Social and Governance Reporting Guide of the Hong Kong Stock Exchange to ensure the information disclosed in the report fully covers the key issues of concern to the Jinran Public and stakeholders.

**Principle of quantitative:** Jinran Public established a standardised ESG indicator management tool covering its subsidiaries, regularly quantified key indicators including all “environment” categories and part of “social” categories in the ESG reporting guide and consolidated such indicators during the year to finally prepare this report for external disclosure. ESG quantitative data are detailed in the sections of this report.

**Principle of balance:** Jinran Public committed to provide an unbiased picture of the Company’s performance, to avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report readers.

**Principle of consistency:** This report has consistent disclosure scope with that of the previous sustainable development reports, and adopts consistent disclosure statistical methods, and further details part of disclosure categories corresponding to the HKEx ESG reporting guide. The multi-year comparative data of ESG is detailed in the sections of this report.

## STATEMENT FROM THE BOARD

Jinran Public attaches great importance to environmental, social and governance (hereinafter referred to as “ESG”) matters and has set up an ESG panel, including the Board, to ensure effective implementation of ESG management. As the highest level of ESG governance, the Board of the Company makes decisions and directs the Company’s ESG planning and annual work reports, deploys the Company’s ESG work, assigns ESG work responsibilities to various functional departments of the Company, oversees the Company’s ESG matters, formulates the ESG management approaches and strategies of the Company, assesses, determines and manages ESG risks, and reviews the progress of achieving ESG targets to ensure that the Company’s ESG management is in line with its development direction.

The Company attaches importance to the material impact that ESG risks may have on the Company. Based on external socio-economic macro environment and our development strategy, the Company conducts regular assessment of important ESG issues, and reports them to the Board for review. The Board discusses and identifies our ESG risks and opportunities, and makes the management and enhancement of important issues an ESG priority. In 2021, Jinran Public has initially identified the risks and opportunities brought by climate change to the Company in terms of both physical and transition risks, and has carried out measures to address the identified risks. Looking ahead, Jinran Public will continue to strengthen its capacity to manage climate risks and opportunities, assess related risks on the basis of the initial identification and develop response plans.

During the Reporting Period, with the approval of the Board, the Company formulated and promulgated the Administrative Measures for the Social Responsibility of Tianjin Jinran Public Utilities Company Limited(《天津津燃公用事業股份有限公司社會責任管理辦法》) to further regulate and improve the level of the Company’s ESG management.

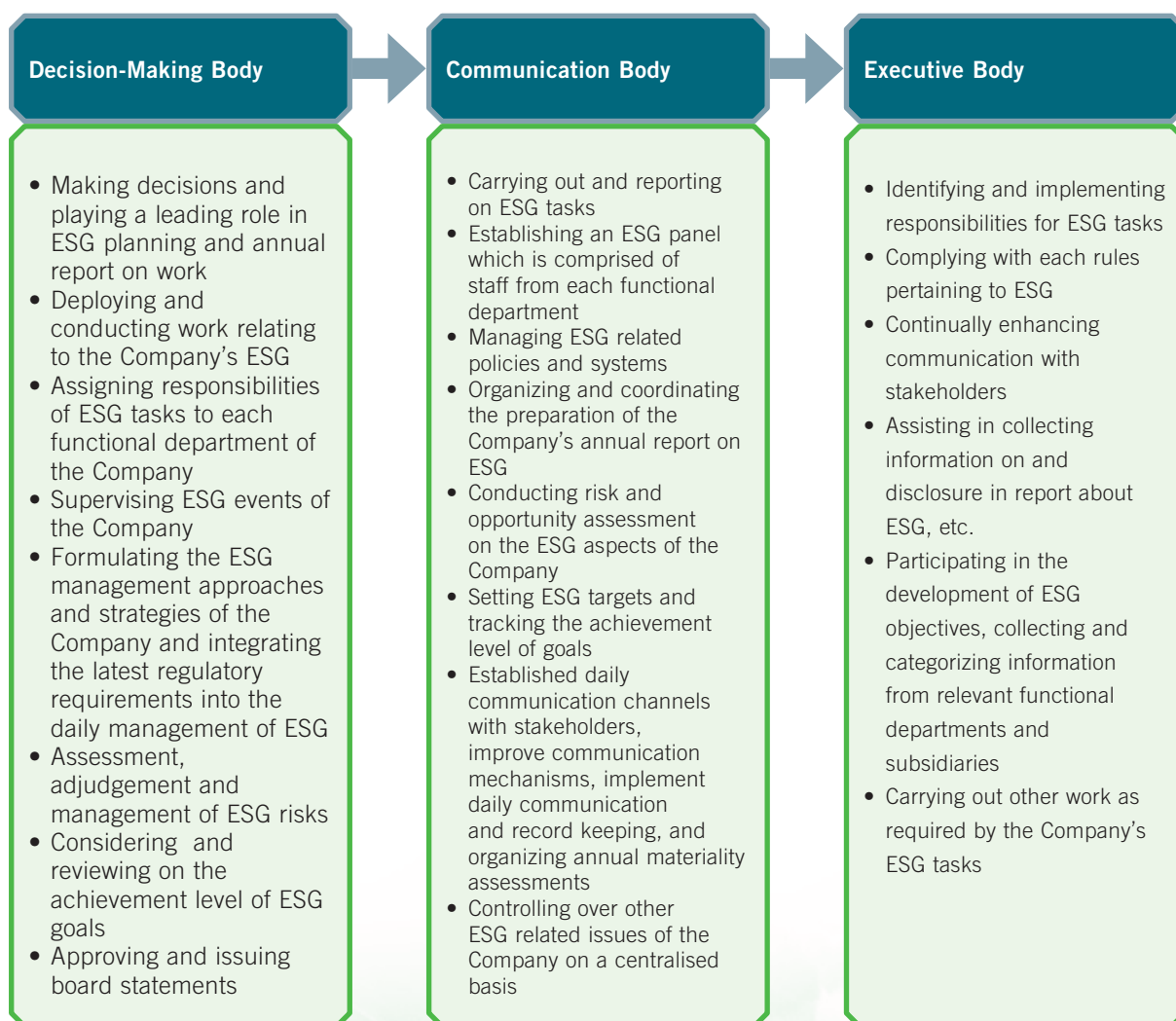
This report discloses the details of progress and effectiveness of ESG work of Jinran Public in 2021, which was submitted by the Board for consideration and approval on 30 March 2022. The Board of the Company and all directors thereof guarantee that the information contained in this Report does not contain any false representations, misleading statements or material omissions, and jointly and severally accept responsibility for the truthfulness, accuracy and completeness of the content of this Report.

# 1. IMPROVING CORPORATE GOVERNANCE

Jinran Public established a sound and modern corporate system, and continuously optimized the corporate governance to build up a dynamic, lean and efficient system and mechanism with smooth operation. It upholds integrity operation, compliance management as well as clean and efficient administration, so as to effectively safeguard the rights and interests of investors, and continuously enhance the value of the Company.

## 1.1 ESG GOVERNANCE

In the course of its development and operation, Jinran Public has always been determined in strengthening its management on ESG issues, it has forged an ESG panel which is in charge of placing effective control over, inter alia, organisation and planning, index management and performance appraisal pertaining to ESG issues. During the Reporting Period, Jinran Public formulated and promulgated the Administrative Measures for the Social Responsibility of Tianjin Jinran Public Utilities Company Limited(《天津津燃公用事業股份有限公司社會責任管理辦法》) to further regulate and improve the level of the Company's ESG management.



# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## Communication with Stakeholders

Stakeholder communication and participation is a vital part of achieving sustainable development. We pay attention to the aspirations of our stakeholders and communicate with them through various channels in accordance with the relevant requirements of the Administrative Measures for the Social Responsibility of Tianjin Jinran Public Utilities Company Limited(《天津津燃公用事業股份有限公司社會責任管理辦法》). Based on the characteristics of the Company, industry dynamics and the development of the Company, we identify internal and external stakeholders and proactively establish a communication mechanism with them, listen to their advice and respond to them in a timely manner. The Company actively communicates with stakeholders by convening annual results presentation and general meetings, participating in investment seminars and receiving investors' visit.

In order to listen to the opinions of stakeholders, the Company provides direct communication channels for stakeholders around the country. Any interested party related to the local business and development of the Company can contact us directly at the company level by email: [jinrangongyong@jinrangongyong.com](mailto:jinrangongyong@jinrangongyong.com). We value the concerns and suggestions of relevant parties and will respond in a timely manner and properly handle.



# 1. IMPROVING CORPORATE GOVERNANCE (continued)

Stakeholders	Issues of Concern	Response Channels	Effectiveness of communication
Government and regulatory agency	Lawful operation Tax compliance Increasing employment opportunities Promoting sustainable and healthy economic development	Daily report and communication Seminars and on-site meeting Forum and exchange programme	Developed strategic cooperation with local governments Created good external environment for enterprise development
Shareholder and investor	Satisfactory investment return Good market value	Annual reports and announcements Roadshows Investors meetings General meeting	Established good relationship with investors Improved the credibility of investors Obtained the support from investors and shareholders on material decisions
Client	Stable supply of products High-quality and safe products Considerate and convenient service Smooth communication channels	Customer forums Telephone service hot-line Customer satisfaction survey	Continuous improvement on business operation based on customers' feedback Efficient and timely solutions for customers' complaints Continuous improvement on customers service
Business partner	Fair procurement Sincerity and mutual benefit Long term and stable cooperation	General meeting Strategic cooperation	Enhanced suppliers management requirements, improved effectiveness of supply chain Facilitated co-development of business partners



# 1. IMPROVING CORPORATE GOVERNANCE (continued)

Stakeholders	Issues of Concern	Response Channels	Effectiveness of communication
Employee	Comprehensive rights and interests protection Good platform for career development Work-life balance Occupational health	Employee congress Complaint mail box	Vertical and horizontal communication among staff Clarify career path Created a harmonious workplace Built a healthy and safe working environment
Communities and non-governmental organisations	Community development Establishment of a harmonious community	Community propaganda Participating in public welfare	Established good relationship with Community Created a good external environment for the enterprise development
Media	Financial performance Corporate governance Information disclosure	Annual reports and announcements Press conference News releases and publications Media inquiries	Established a good relationship with media Maintained company image and obtained public recognition
Environment	Practice energy conservation and emission reduction Practice green operation	Annual reports and announcements Project and environmental impact survey Communication with environmental organizations	Implement energy conservation and emission reduction plans

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## Significant Topics Screening

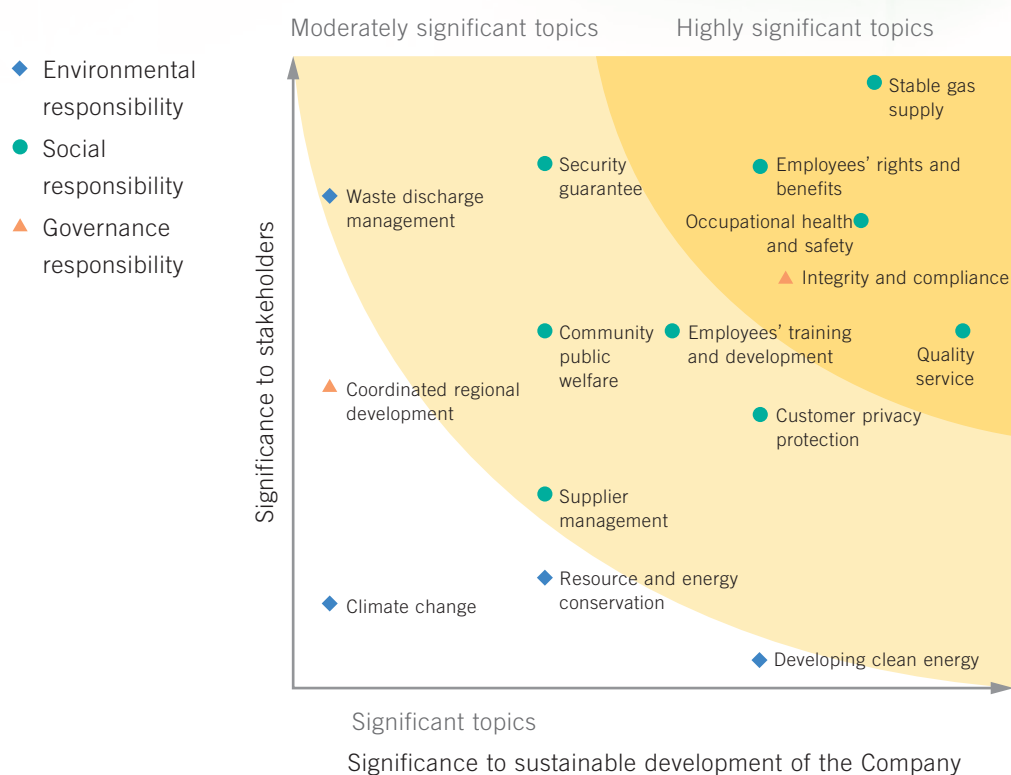
Jinran Public understood the concerns, expectations and demands of stakeholders for the sustainable development of the Company in various ways. We identified and screened the sustainable development issues related to LongShine Technology by means of seeking for the suggestions from the management of the Company, benchmarking research on domestic and overseas players in the industry, analysis on multimedia information and on-site investigation, so as to understand the concerns of stakeholders, and screen out significant topics finally.

Screening Process of Topics on Environmental, Social and Governance	
<b>Topic Sources</b>	
<ul style="list-style-type: none"><li>• Suggestions from the management of the Company</li><li>• Analysis and recommendations from internal and external experts</li><li>• Analysis on multimedia information</li><li>• Benchmarking research on domestic and overseas players in the industry</li><li>• Guidance on social responsibility</li></ul>	
<b>Screening Criteria</b>	
<ul style="list-style-type: none"><li>• Contribution to sustainable development</li><li>• Common concerns of stakeholders</li><li>• Emphasis of guidance on social responsibility</li><li>• Satisfying demands arising from strategic development of the Company</li></ul>	

We used anonymous online questionnaires to prioritize the selected issues and understand the concerns of domestic and overseas stakeholders on sustainable development issues. Through the analysis and calculation of questionnaire survey data, we finally determined the disclosure degree and boundary of issues, and drew the significance analysis matrix of sustainable development topics of LongShine Technology.

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## Matrix of ESG Significant Topics of Jinran Public in 2021



## Matrix of Significant Topics of Jinran Public in 2021



# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## 1.2 INTEGRITY AND LEGAL COMPLIANCE

In line with the compliance culture concept of “operating business with integrity and ensuring gas safety by compliance” and the vision goal of “building an integrity and compliant enterprise and being an integrity and compliant gas person”, the Company continuously strengthened the construction of integrity and compliance management system. In 2021, the Company established the Integrity and Compliance Committee, defined the top-down integrity and compliance management organization system, established the Integrity and Compliance Joint Committee, formulated and issued the Integrity and Compliance Work Plan, specified the work objectives and main tasks, and hired a team of professional lawyers to cooperate with the Company in carrying out integrity and compliance work.

**In 2021, Jinran Public signed the Commitment Letter with its employees, with a signing rate of 100%.**

In 2021, Jinran Public drafted the Rules and Regulations Compliance Review Report of Tianjin Jinran Public Utilities Company Limited for 89 internal rules and regulations of the Company, and put forward 97 amendments to 42 rules and regulations and system compilation; combined with the gas industry and actual operating conditions, it developed the List of Integrity and Compliance Obligations covering 15 topics in ESG dimension.

### **The List of Integrity and Compliance Obligations covers the following aspects and topics:**

- |  |   |
|--|---|
| • Trade transaction                              | • Asset management and foreign investment |
| • Safety and environmental protection            | • Contract management                     |
| • Labour employment                              | • Projects and operation                  |
| • Financial tax                                  | • Overseas business risk                  |
| • Intellectual property and information security | • Brand maintenance                       |
| • Product and service quality                    | • Social donation and sponsorship         |
| • Corporate governance                           | • Legal and general                       |
| • Management of listed companies                 |   |

## 1. IMPROVING CORPORATE GOVERNANCE (continued)

Jinran Public actively carried out integrity and compliance risk identification, evaluation and diagnosis, and analysed the identified risk to determine the risk level. The Company formulated risk response strategies and the corresponding measures for the identified risks in conjunction with the Company's risk appetite and risk level, and formed the "Integrity and Legal Compliance Risk List and Diagnostic Report of Tianjin Jinran Public Utilities Company Limited". In 2021, the Company formed an "Integrity and Legal Compliance Risk Correction Checklist" by the summary of the integrity and legal compliance risk and the results of the system review, and formulated a correction plan and gradually commenced the correction work, with full correction expected to be completed by the end of 2022.

In order to enhance the awareness of and competency education for all staff in the integrity and legal compliance, the Company has continuously strengthened the integrity and legal compliance publicity, and incorporated the integrity and legal compliance training into its annual training plan, launched special training for all staff on the construction of an integrity and legal compliance system, with the training mainly covering an overview of the integrity and legal compliance system, the main tasks of the integrity and legal compliance and specific implementation plans. In addition, the Company has incorporated the integrity and legal compliance assessment and evaluation into the overall performance assessment and evaluation system of the Company, which raised a wave of launching the integrity and legal compliance learning and publicity, and actively cultivated a culture of the integrity and legal compliance.



In 2021, Jinran Public participated in the Tianjin Energy Group's "Knowing History and Law, Integrity and Legal Compliance" knowledge competition and won the second prize in the group.

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## Internal Audit and Control

The Company has formulated and followed the “Measures for the Announcement and Notification of Internal Audit Results” and “Measures for the Management of Internal Audit Referrals” to continuously improve the internal audit mechanism, continuously optimise the audit implementation process and promote the development of internal audit projects, so as to effectively play the role of supervision and protection of internal audit in “promoting management, controlling risks and strengthening supervision”. In 2021, the Company set up a leading audit team and carried out self-examination and self-correction for five times, combined with system audits and discussions on major issues with focus on the problems and management weaknesses identified by the self-examinations, so as to promote the gradual improvement of the Company’s internal control system and establish a long-term mechanism.

## Anti-corruption and Integrity

Jinran Public promoted the building of anti-corruption and integrity culture in party conduct and continued to carry out anti-corruption activities, in bid to cultivate a culture of integrity and create a standardised and rule-of-law operating environment by strictly complying with the Company Law of the People’s Republic of China, the Criminal Law of the People’s Republic of China, the Supervision Law of the People’s Republic of China, the Constitution of the Communist Party of China, the Disciplinary Sanction Provisions of the Communist Party of China, the Supervision and Discipline Enforcement Rules for Discipline Inspection Authorities of the Communist Party of China, the Anti-corruption Provisions for Performance of Duties by Heads of State-owned Enterprises, the Main Board Listing Rules of the Hong Kong Stock Exchange – the Code of Corporate Governance and other laws and regulations. In 2021, there were no corruption litigation cases against Jinran Public.

### **Case: Jinran Public organized training for the Directors and Supervisors on integrity building**

On 1 November 2021, the Company continued to promote the construction of integrity culture by organising a reference film on integrity education series – Deepening Financial Integrity for the Directors and Supervisors, who had intense discussions on strengthening the construction of financial integrity thereafter. In the future, the Company will continue to enhance the construction of financial integrity, strictly implement the integrity works as required, and improve the awareness of cadres and staff to really take integrity actions based on their conscious, with an aim to become the propagator, promoter, spreader and supervisor of building integrity culture together with others.



# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## Case: Jinran Public organized and carried out a series of activities to learn and promote Xi Jinping's thoughts on the rule of law

From May to June 2021, by using various means online and offline to innovate publicity methods, Jinran Public gave full play to the synergy of departments to publicise Xi Jinping's thoughts on the rule of law and strived to create a good corporate culture of honesty, compliance and legal operation, so that the concept of law-abiding and law-using would be embedded in every employee.

- Conduct online knowledge quiz

The Company organised a quiz for employees on Xi Jinping's thoughts on the rule of law, attracting a total of 53 employees to participate.



- Create a publicity platform

The Company used LED publicity screens to roll out the main contents of Xi Jinping's thoughts on the rule of law and applied its party building publicity platform to produce propaganda posters for employees to study at any time.



# 1. IMPROVING CORPORATE GOVERNANCE (continued)

- Produce micro-video

The Company systematically introduced and publicized Xi Jinping's thought on the rule of law to all employees by producing original micro-videos.



- Organize film activities

The Company organized all employees to watch the documentary, "The Rule of Law in China", and guided all employees to carry out another warning education on the rule of law and integrity.



- Carry out essay competition with prizes

The Company launched a series of film-watching activities entitled "Knowing History and Law and Complying with Rules", and selected a total of 6 award-winning writings.

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## 1.3 SUPPLY CHAIN MANAGEMENT

Jinran Public attaches importance to supplier management. In accordance with the Law of the People's Republic of China on Bidding and Tendering, Regulations on the Implementation of the Law of the People's Republic of China on Bidding and Tendering and other laws and regulations, internal rules and regulations are formulated, such as the Implementation Rules on the Procurement Management of Tianjin Jinran Public Utilities Company Limited and the Administrative Measures for the Social Responsibility of Tianjin Jinran Public Utilities Company Limited, enabling the effective management of suppliers through various ways, such as planned procurement processes and standardised agreements or contracts, so as to comprehensively construct a fair, transparent and sustainable supply chain.



**Bidding and procurement process of Jinran Public**

The Company has been optimising the procurement process and has established an online bidding and procurement platform to further standardise the electronic management of the entire procurement process, making the procurement process clearer and more efficient to deliver products and services for better customer satisfaction.

To obtain stable supplier resources, the Company standardised the Supplier Access Rules and implemented management mechanisms for qualification review, access, audit and evaluation of suppliers. The Company established the Supplier Audit Form for record by setting up the access conditions according to supplier types and requiring suppliers to provide corresponding audit materials. In 2021, Jinran Public had cooperated with a total of 61 suppliers, all of which were registered suppliers in Mainland China.

Regions	Tianjin	Outside of Tianjin
Number	42	19

The Company continued to supervise and inspect the implementation of environmental protection measures at each construction site, and continued to provide training to construction units on various supervision matters of environmental protection, while signing environmental protection agreements with each construction party to prevent the occurrence of environmental protection incidents. As of 31 December 2021, the contracting rate of environmental protection agreements for Jinran Public was 100%.



## 2. ADHERING TO OPERATIONAL EXCELLENCE

As a leading natural gas company in Tianjin area, Jinran Public attaches great importance to the stable supply of natural gas and is committed to providing customers with quality services and to continuously improving its service methods and standards, which better served urban development and people's well-being. At the same time, we enhanced our innovation and intelligence by leveraging technology, so as to promote the sustainable development of the Company and the industry.

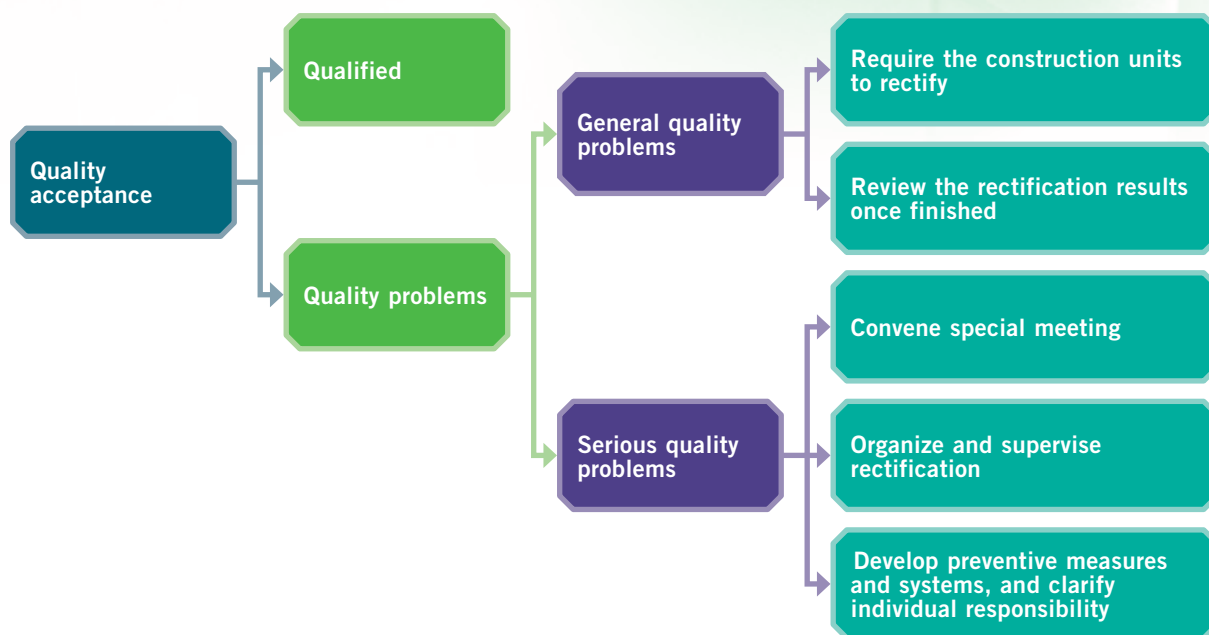
### 2.1 STABLE GAS SUPPLY

In order to ensure stable gas supply, Jinran Public has developed and implemented institutional documents for different parts of gas supply, such as the Project Management System of Tianjin Jinran Public Utilities Company Limited (Trial), Regulations on the Administration of Gas Pipeline Wells of Tianjin Jinran Public Utilities Company Limited, Maintenance System of Gas Pipeline Facilities of Tianjin Jinran Public Utilities Company Limited and Regulations on the Administration of Repair of External Networks of Tianjin Jinran Public Utilities Company Limited.

In 2021, Jinran Public sold pipeline natural gas of 594.61 million cubic meters with the length of gas pipeline network of 2,218.16 kilometers and the total number of gas users of 550,000, which better served urban development and people's well-being. In addition, we ensured stable operation through engineering construction, gas facility maintenance, pipeline network operation, emergency repair and personnel protection.

In order to ensure the stable operation of the equipment, we strictly controlled the quality management during the construction stage through pre-control, in-process control and post-control, to continuously improve the quality management capability and level. During the pre-project stage, we made good preparation for the project and promptly communicate for any questions about the construction and parts of unclear drawings. During the project-in-process stage, we strictly monitored and recorded the construction process and urged the supervision engineers to carry out on-site management, to ensure the safety and control of the construction site. After the completion of the construction, Jinran Public inspected the completed projects in accordance with the quality acceptance process to achieve high quality of the projects.

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)



**Chart: Jinran Public Quality Acceptance Process**

In 2021, in order to ensure the normal gas supply to our customers, Jinran Public conducted unified remediation and maintenance for the above-ground gas pressure regulating stations, cabinets and boxes in its gas supplying areas. We tested the overpressure protection facilities to ensure its sensitivity and efficiency, and we also maintained the upgrade and transformation of old pressure regulating stations, tested the operation of those pressure regulating stations, cabinets and boxes and made adjustments if necessary.

In terms of pipeline network operation, Jinran Public kept carrying out reconstruction of the old pipeline network based on the work already done to ensure the safety and stability of the pipeline transportation. We established communication mechanisms for areas involved in the pipeline network reconstruction project to design exclusive reconstruction plan for each area according to their different conditions, and actively advanced the reconstruction progress.

**In 2021, Jinran Public has reconstructed a total of 19 old pipeline network projects, involving 22.12 km of old pipelines and investment of RMB14.89 million.**

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

For emergency situations in gas transportation, Jinran Public strictly followed the repair workflow for emergency repair to ensure the emergency construction done safely. We also commit to arrive at the site within 40 minutes in case of gas leak in the pipeline network to ensure the problem addressed timely. In 2021, the timely handling rate of gas emergency of Jinran Public reached 100%.

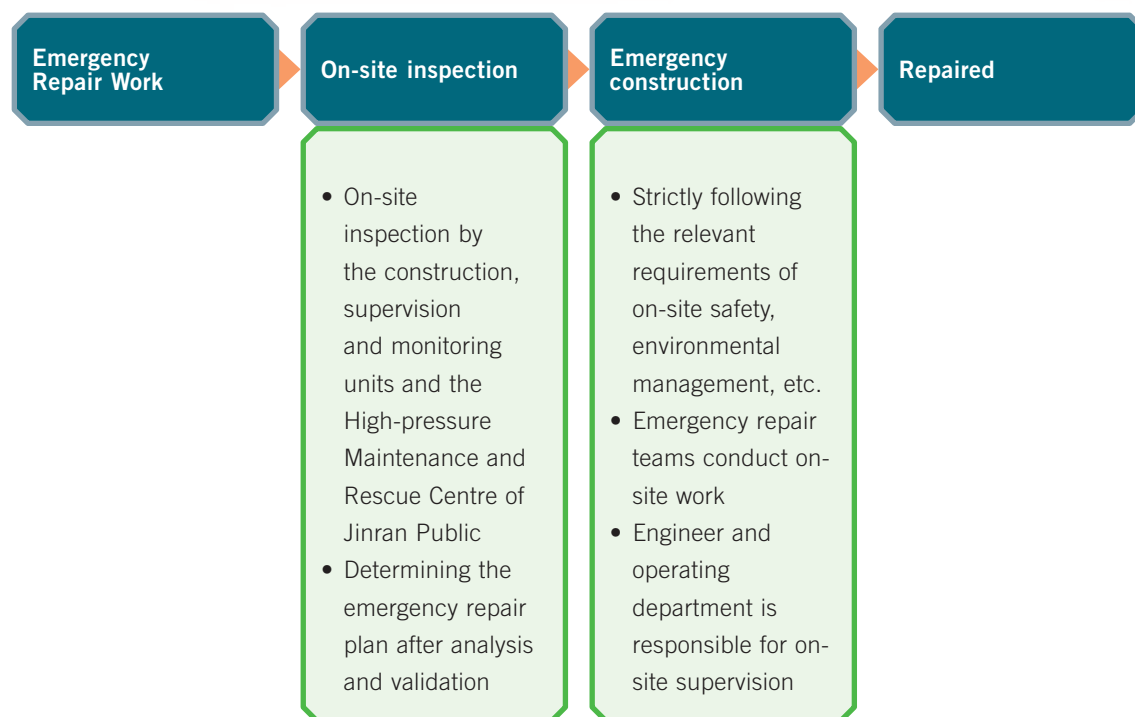


Chart: Jinran Public Gas Emergency Repair Measures



Photo: 2021 Jinran Public Emergency Repair Site



## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

### Case: Emergency Repair Drill for Gas Pipeline Network by Hexi Branch Office of Jinran Public

On 9 July 2021, Hexi Branch Office organized a drill of the Gas Pipeline Network Emergency Repair and Handling Plan to examine the cooperation of different units of the Branch in the process of receiving and handling gas-related emergencies and to standardize the safety operating process of the teams in carrying out dangerous operations such as gas rescue and temporary electricity. A total of 28 people, 5 emergency vehicles, 4 electric patrol vehicles and 1 administrative vehicle got involved in the drill, aiming to improve the emergency response ability of the receiving personnel and the repair team through the cooperation of various personnel.



Photo: The Emergency Repair Drill Site

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

In order to ensure the safety and stability of gas transmission and distribution, we engaged an external patrol team to ensure the well functioning of pipeline network inspection, facility maintenance, gas emergency repair and other links. We formulated the Work Quality Inspection Form of the External Patrol Team to ensure the patrol done with high quality, and we also conducted regular training for the patrol personnel, requiring them to conduct careful inspection, make complete and accurate record in case of any gas leakage, and actively support projects including municipal roads and emergency repair.

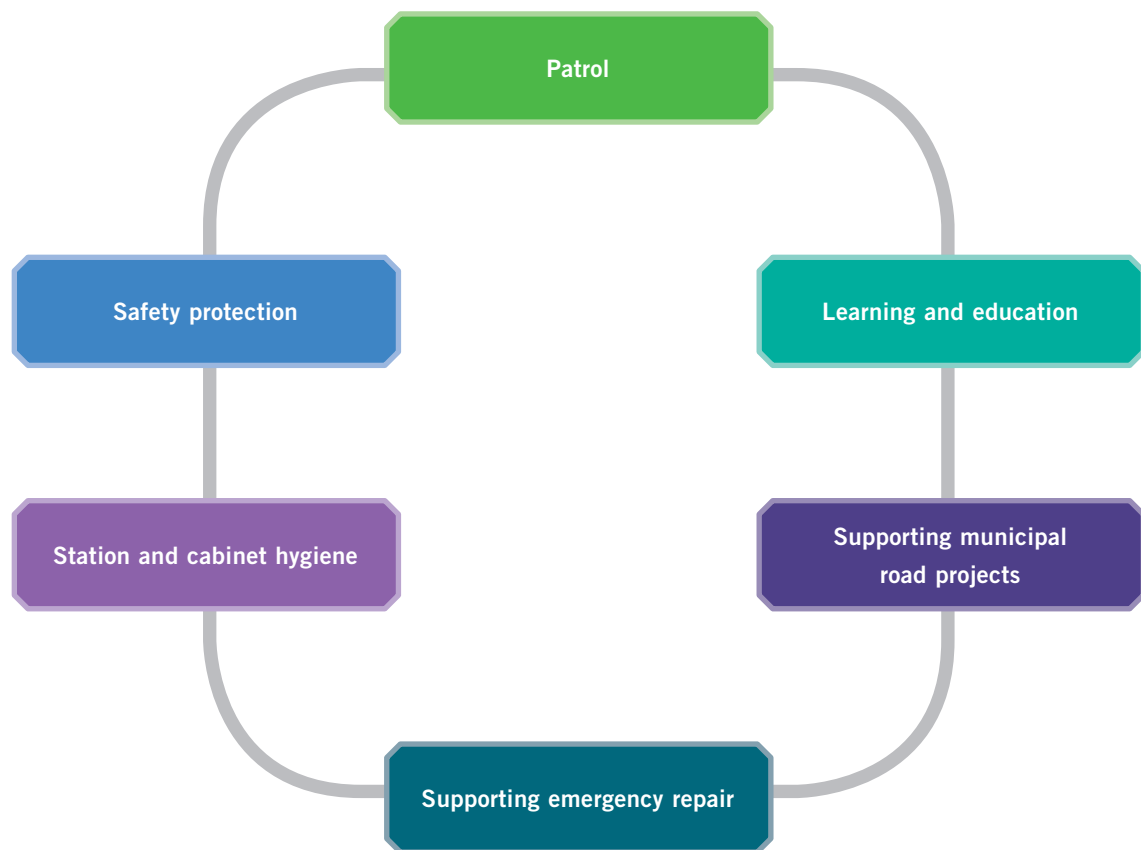


Diagram: Work Inspection of Jinran Public External Patrol Team

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

### 2.2 HIGH-QUALITY SERVICE

Jinran Public attaches great importance on the optimisation of users' experience in gas use. It has formulated and strictly implemented management measures such as Management Regulations on Indoor Maintenance for Residential Users (《居民用戶戶內維修管理規定》), Management Regulations on Customer Service (《客服管理規定》), Job Description for Internal Office (《內勤崗位職責》) and Ten Service Commitments (《十項服務承諾》) to continuously improve the quality of customer service, listen to and deals with customer demands and protect customer privacy.

#### Optimising Gas Use Experience

Jinran Public adheres to the service philosophy of “ensuring quality and sincere service” to response to customers' gas use demands, and constantly optimises our workflow and service capability. In 2021, we updated online intelligent services and procedures of gas connection application, replaced old meters for users, and visited the gas using units (kindergartens and senior houses). In addition, during the epidemic, we strictly abided by the epidemic prevention and control policies, improved the indoor service standards of our staff, and strengthen the safety guarantee of gas service.

Online service	<ul style="list-style-type: none"> <li>Expand the online payment channels of “Jinxin Office” (津心辦) and “Mengsu Office” (蒙速辦)</li> <li>Realize online gas connection application through “Tianjin online service hall” and WeChat official account</li> </ul>
Gas connection	<ul style="list-style-type: none"> <li>Optimise the workflow of gas connection</li> <li>Develop the quick gas connection plan for small and micro users</li> <li>Revisit users realising gas connection</li> </ul>
Replacement of old meters	<ul style="list-style-type: none"> <li>Replace 27,643 Internet of Things meters for civil users</li> <li>Replace Internet of Things meter for 39 industrial and commercial users</li> </ul>
Service during the epidemic	<ul style="list-style-type: none"> <li>Improve and refine the epidemic prevention and control plan and emergency plan of the branches</li> <li>Strictly implement real-name registration and filing of personal information of service personnel</li> <li>Intensify daily cleaning and disinfection of environment</li> <li>Strengthen the safety guarantee of gas service and strictly implement indoor service standards. Employees are required to show their identity and health code before conducting indoor safety inspection and maintenance, and wear masks, shoe covers and other personal protective equipment throughout the working process</li> </ul>
User visits	<ul style="list-style-type: none"> <li>Carry out the practical activity of “Take practical actions in the interests of the masses”</li> <li>Dispatch personnel to a total of 22 gas using units at the grassroots level (kindergartens and senior houses) to visit users to understand their needs and collect suggestions</li> </ul>

Chart: Jinran Public's highlight measures for user service 2021

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

In 2021, Jinran Public continued to deepen the construction of “1+3” Reform Version 2.0, optimise the workflow and standardise the daily management of service matters. It has set the goal of “No Visit at All”, and achieved “No Visit at All” for 28 gas business items. We are constantly upgrading hardware and software facilities and gradually forming a one-stop “Internet +” service system by integrating online and offline services. In order to improve the intelligence and convenience of user services, Jinran Public opened multiple online payment channels to meet users’ demand for quick gas purchase. On top of the software such as WeChat official account, Alipay, Agricultural Bank of China APP, China Merchants Bank APP and China Everbright Bank APP, we supplemented the online payment channels with “Jinxin Office” (津心辦) and “Mengsu Office” (蒙速辦) for IoT users in 2021. In addition, users using IC card natural gas meters can purchase gas remotely through self-service terminals of Agricultural Bank of China and “online payment (網充寶)” equipment.

Meanwhile, we continued to enhance online business capacities of gas connection to provide the most convenient service of online gas connection application to users. Jinran Public publicized and promoted online platforms such as “Tianjin online service hall” and WeChat official account to guide users to make online application for gas connection, and provide users with convenient services.

In respect of gas application and installation service for users, we strengthened internal communication and coordination, optimised the intermediate links of gas connection, promoted the implementation of the supporting process of the project and strengthened the control of the whole process, while shortened the supporting construction period. In the meantime, in order to optimise the gas connection workflow for small and micro users, in 2021, we formulated the Implementation Plan of Gas Application and Installation for Small and Micro Private Enterprises (《小微民營企業用氣報裝實施方案》) on the basis of the existing Implementation Plan for Gas Application and Installation (《燃氣用氣報裝實施方案》). After the user applies for gas use, the relevant units and departments will cooperate with each other to carry out the on-site investigation, and complete the acceptance of commissioned design, drawing sketches, issuing the bill of quantities, budgeting and contract negotiations on site. We also have a pre-stock of commonly used materials to enhance the service standards of gas application and installation. After the completion of gas application and installation, we will make follow-up phone calls or revisits to understand user satisfaction and collect suggestions, so as to continuously improve the services for gas application and installation, enrich the service content, and strive to enhance user satisfaction.

In 2021, Jinran Public continued to improve the corporate operation and management and optimise service quality. We actively recommended industrial and commercial users to update with Internet of Things meters while ensuring the advance of the Internet of Things meter replacement for civil users, to ensure the timely and accurate collection of information on gas usage.



## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

### Case: The “Elderly-and-child” Visit of Jinran Public in 2021

In 2021, under the theme of helping those in real need, Jinran Public carried out the practical activity of “Take practical actions in the interests of the masses” with an aim to meet users’ gas service demand in its supplying areas. The Company’s staff visited users at the grassroots gas using units (kindergartens and senior houses) to understand their needs and collect suggestions. In 2021, we visited a total of 22 kindergartens and senior houses using our gas.



Photos: scenes of the “Elderly-and-child” Visit of Jinran Public in 2021

### Standardising Customer Service Processes

In order to ensure high-quality customer services, Jinran Public has formulated and strictly implemented the management norms such as the “Management Regulations on Customer Service”. In 2021, Jinran Public continued to improve the supervision and assessment mechanism of the Company, optimise internal staff management, and deepen the serving awareness of all staff.

Jinran Public has formulated quarterly performance appraisal system approach, and linked service capabilities with performance appraisals to continuously improve the service level of relevant business departments. For internal employees, we carried out professional training on the acceptance of the reporting and installation for the window staff of our branches. In the event of the user application for installation business at the window site, the window staff of our branches will explain to the user in details and timely notify the staff of development department, so as to properly handle the follow-up reporting docking, thereby providing our users with convenient and high-quality services. In addition, we have strict customer service workflows and work rules in place, which clearly stipulate the responsibilities of customer service staff, and require quick and accurate classification of and timely respond to user feedbacks.

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

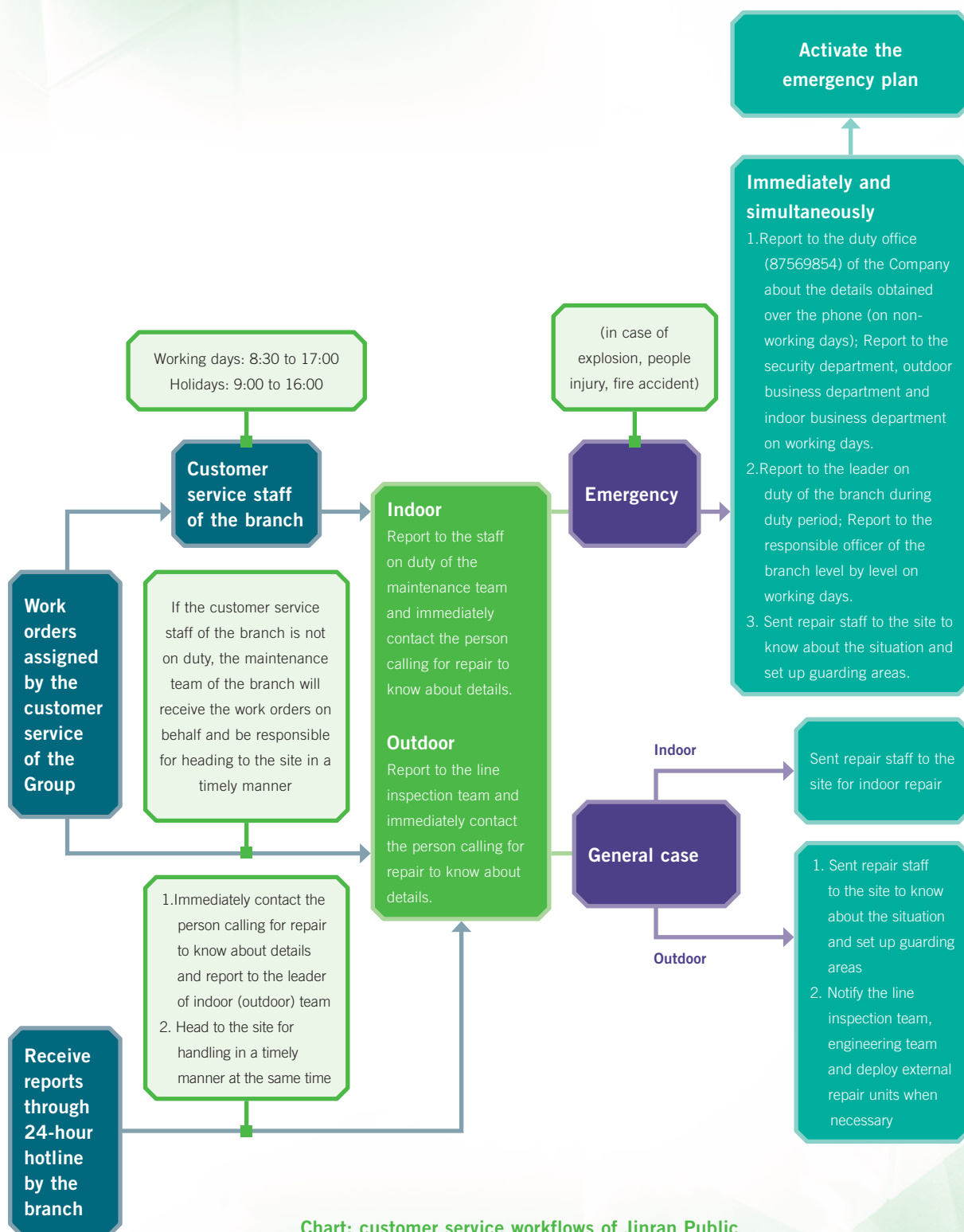


Chart: customer service workflows of Jinran Public

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

### Protecting the Rights and Interests of Customers

Jinran Public attaches great importance to protecting the rights and interests of users by constantly improving the mechanism of handling customer complaint and listening to the opinions of customers in a timely manner. Meanwhile, we pay high attention to the information security and privacy protection of users, standardise the management of customer information, and strictly protect the users' right to know, choose and control their personal information.

In order to continuously improve the quality of our services, Jinran Public has formulated and implemented the Implementation Plan for "Positive or Negative Feedback" Evaluation on Services of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司服務「好差評」評價工作實施方案》). Customers can evaluate online and offline business services through service windows, consultation hotlines and other forms, we will respond to customer inquiries and feedback in a timely manner, timely and regularly evaluate and analyse customer service feedback on a timely and regular basis, so as to provide our customers with quality products and services.

The process of handling customer complaints of Jinran Public strictly follows a series of processes including customer service terminals receiving complaints, verifying internally, contacting users by phone to know their concerns, appointing time and resolving, to ensure that the problems of customer are solved in a timely and effective manner. After receiving the complaints, we will immediately contact the responsible department and the team leader to negotiate a solution with relevant users. In 2021, Jinran Public received a total of 40 complaints, all of which were dealt with in a timely manner. The timely handling rate of customer complaints reached 100%.

In order to protect the information security of users, Jinran Public has formulated the Administrative Measures for Authority to Use Gas Management Informationisation Integrated Platform System of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司燃氣管理信息化綜合平台系統使用人員權限管理辦法》), which clearly stipulates the authority of users of the platform system to access and use data to avoid infringements such as data leakage and user data sales. In 2021, there was no privacy leakage incident in Jinran Public.

In 2021, we implemented Grade Protection Projects of the Tianjin Jinran Public Utilities Company Limited according to the existing information network status of Jinran Public. We prevented computer viruses, malicious codes and internal and external network attacks while controlling access in different areas based on the security goals of different systems, and used integrated audit protection equipment to continue to strengthen the security protection capabilities of network exit boundaries.

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

### 2.3 TECHNOLOGY UPGRADE

Adhering to the policy of “respecting science, respecting knowledge, respecting talents, and respecting innovation”, in accordance with laws and local regulations such as the Law of the People's Republic of China on Scientific and Technological Progress, the Regulations on State Science and Technology Awards, and the Regulations of Tianjin Municipality on the Promotion of Scientific and Technological Progress, Jinran Public formulated and implemented the Interim Measures for the Management of Scientific and Technological Innovation Awards of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司科技創新獎勵管理暫行辦法》) in 2021, according to which it applied new technologies to the gas business and launched an intelligent pipeline inspection platform to continuously improve the Company's innovation capabilities, so as to better serve the national economy and people's livelihood with technological optimization.

In order to better promote the scientific and technological innovation of Jinran Public, we have set up five awards for scientific and technological innovation. Moreover, we have established a Review Team for Scientific and Technological Innovation to grade the reported scientific and technological innovation projects that have achieved good research results in subject research, scientific and technological development and technical research, and give rewards to the projects with high ratings.



Diagram: Awards for Scientific and Technological Innovation set by Jinran Public



## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

### Head of the Review Team for Scientific and Technological Innovation

Competent head of the Company

### Deputy Heads of the Review Team for Scientific and Technological Innovation

Heads of various divisions of the Company

### Members of the Review Team for Scientific and Technological Innovation

Heads of various departments of the Company

**Chart: Structure of the Review Team for Scientific and Technological Innovation of Jinran Public**

In 2021, Jinran Public continued to apply new technologies to project construction and production operations. It launched an intelligent pipeline inspection platform to ensure the normal production and operation of gas pipeline networks, facilities and equipment. During the year, we completed the construction of the Company's intelligent pipeline inspection platform. The functional pipeline inspection platform uses intelligent means to strengthen the management of the pipeline network inspection, and improve the quality of pipeline inspection, so as to better ensure the Company's operational safety and work efficiency.

### Case: Application of new technology in Heping Hanlin Mansion Project

In 2021, for the residential project of Heping Hanlin Mansion with high floors, main pipes on the outside of the building, and difficult and extremely dangerous construction, Jinran Public has organized the Company's engineering departments, safety departments, design, supervision, construction units and developers to conduct on-site inspections to demonstrate construction safety. At present, all outdoor main pipe installation has been completed.

During the construction, Jinran Public repeatedly discussed the construction plan with the parties of the project. The construction methods of hoist-assisted construction, hanging basket installation, pipeline prefabrication welding, internal welding lifting lugs, vertical lifting, corbels for support, and wall fixing were adopted, and strict security measures for on-site construction were implemented to complete the construction of the 200-meter super high overhead pipeline. And experts tested and verified for the construction plan based on the preliminary construction plan. Pre-commencement information such as the commencement report as well as information on safety trainings and safety was well prepared before entering the site. All outdoor main pipe installation has been completed.

### 3. STRICTLY OBSERVING THE SAFETY RED LINE

Safe production is an important foundation for the Company's sustainable development, and it is also the guarantee for the Company's stable supply of energy. Jinran Public attaches great importance to safety management, and firmly adheres to the concept of safety development and red line awareness. By continuously improving the safety risk management and control system, improving the safety management system, strengthening the construction of emergency management capabilities, and promoting the construction of safety culture, the Company comprehensively promotes safety management to ensure stable and sustainable production and operation.

#### 3.1 SAFETY MANAGEMENT

Strictly abiding by the relevant laws and regulations such as the Production Safety Law of the People's Republic of China, the Fire Protection Law of the People's Republic of China, and the Production Safety Regulations of Tianjin City, Jinran Public strictly carries out safety management. In 2021, Jinran Public improved the safety risk management and control system and improved the corresponding policies, continued to strengthen the construction of emergency management and safety management informatization, as well as standardized the management of safety inspection ledger. As a result, there was no safety liability accident throughout the year, with the goal of "Four Zeros" achieved, i.e., zero penalty, zero liability accident, zero notification and zero environmental exceedance, which further consolidated the Company's basic management of safety and environmental protection.

##### Safety Risk Management and Control

Jinran Public continuously strengthens the safety risk management and control. Specifically, it continuously strengthens the leadership of the party organization and the management over work safety. Moreover, it improves the implementation of the safety production responsibility system, and firmly establishes the concept of safety development, to provide institutional guarantee for safety production and safety risk management and control, so as to strictly control safety prevention and management. In 2021, the Company carried out the identification of applicable terms based on actual work. Moreover, it formulated the Gas Pipeline Well Management Regulations (《燃氣管線井管理規定》), and revised the Customer Service Management Regulations(《客服管理規定》), Indoor Maintenance Management System(《戶內維修管理制度》), User-side Hidden Hazard Rectification Management System (《用戶側隱患整改管理制度》), Pipeline Inspection Management System (《巡線管理制度》), Pipeline Network Facility Maintenance System (《管網設施維保制度》), Pipeline Network Facilities Emergency Repair System (《管網設施搶修制度》) and Hazardous Operation Management System (《危險作業管理制度》) in accordance with the requirements of the new safety law and the latest regulations to further improve the safety management system and safety operation procedures for the whole post, the whole process and the whole business scope, so as to enhance the practical operability of safety management.

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### Emergency Management

The Company continues to improve emergency management. It has revised the Production Safety Accident Emergency Plan (《生產安全事故應急預案》), Flood Control Emergency Plan (《防汛應急預案》), Earthquake Prevention and Disaster Mitigation Plan (《防震減災預案》), and Special Emergency Plan (《專項應急預案方案》) in accordance with the relevant laws and regulations such as the Production Safety Law of the People's Republic of China. Moreover, it has organized the revision of emergency plans for production accidents and emergency filing, and supervised the implementation of plan drills. In 2021, the Company carried out 10 drills of various types, with 135 participants, which further strengthened the skills of employees to effectively respond to emergencies, and exercised the Company's ability to cooperate and coordinate with the agreed emergency rescue units.

**Table: Emergency Management Drills of Jinran Public in 2021**

Type	Frequency
Earthquake prevention and disaster mitigation drill	1
Fire emergency plan drill	2
The Company's comprehensive emergency plan drill + explosion special plan drill	1
Flood control drill	1
Drill of emergency repair and handling plan for pipeline networks	3
Branch anti-terrorism drill	2

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### **Case: Jinran Public carried out a practical drill on the emergency response plan for gas safety in response to heavy rainstorms**

In order to thoroughly implement the spirit of General Secretary Xi Jinping's important instructions for flood prevention and disaster relief, in accordance with the deployment requirements of the Municipal Party Committee and the Municipal Government and the Municipal State-owned Assets Supervision and Administration Commission, adhering to the bottom-line thinking, and based on "prevention of major floods, rescue of major dangers, and relief of major disasters", Jinran Public conducted a practical drill on the emergency response plan for gas safety in response to heavy rainstorms on the afternoon of 29 July 2021 under the unified organization of Tianjin Energy Group. As a member of the emergency command units, Jinran Public quickly started the emergency response at all levels of the unit, and took timely measures in accordance with the basic handling principles in the emergency plan of "one enterprise, one policy" and "one location, one policy" based on the actual situation. In addition, in the form of pictures, videos and texts, Jinran Public reported in real time the situation of flood control and the guaranteed supply of electricity and gas at the location, and conducted intensive on-site reporting on the rain conditions, water conditions, post personnel, operation of equipment and facilities, use and preparation of emergency materials of all emergency safeguard locations such as gas gate stations, gas high-pressure metering stations, gas high-pressure regulator stations, gas storage and distribution stations, gas filling stations, drainage pump stations, and substations. After the drill, Jinran Public summarized and evaluated the drill to further improve its emergency plan, which further trained its organization ability of emergency drills, and effectively improved the Company's emergency handling and emergency response capabilities to deal with heavy rainstorms and flood and waterlogging disasters.



**Photo: Jinran Public carried out a practical drill on the emergency response plan for gas safety in response to heavy rainstorms**



### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### Safety Management Information Construction

The Company continues to enhance safety management information construction, and further promotes the application of novel safety management mode of “Internet + Safety Production”. On the basis of the visualisation for further application of pipeline network inspection and indoor safety inspection, the Company has piloted the application of pipeline leakage alarm and remote transmission facilities. Currently, all 97 regulator stations (cabinets) of the Company have been retrofitted with wireless remote transmission systems to collect real-time data on gas supply volume, gas supply pressure, leakage alarm and monitor the intrusion of stations and cabinets, realising 24-hour supervision on the station facilities.

#### Case: Initiatives adopted by Jinran Public as at the end of the year to ensure gas supply

In November 2021, in order to ensure a safe and stable gas supply in heating seasons at the end of the year, Jinran Public strived to ensure the operation, gas supply, people’s livelihood and security with grasping the implementation of various tasks at a number of special meetings aiming to strengthen the arrangements and deployment and based on the establishment of a sound “double security” leadership system and operational mechanism.

The Company launched an in-depth winter gas supply safety inspection and rectification with increasing the frequency of inspections on indoor and outdoor pipeline networks and equipment and facilities, especially special inspections on key points such as key users, key areas, regulator stations and cabinets. Hidden dangers are immediately rectified once found, with timely management of 5 hidden dangers, 1 leakage maintenance, 3 improved inspection and maintenance records and 1 shut-off valve repair. The Company continued to improve safety control with staff of inspection, emergency maintenance, repair and customer service in place and equipped with adequate materials and spare parts, and 24-hour standby of staff for emergency maintenance, in bid to ensure rapid disposal of emergencies. The Company also strengthened safety guard monitoring and installed cameras at key regulator stations to ensure the normal operation of gas pipeline networks and equipment and facilities.



Photo: Gas supply operation of Jinran Public

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### Safety Inspection Ledger

Jinran Public insists on safety hazard inspection and management. It carries out comprehensive hazard inspection and safety inspection at different levels in terms of people, materials, operating environment and management. As of 31 December 2021, the Company conducted 129 safety inspections and received 16 inspections by the superiors such as the district leader, the district and urban management committee and the Group. Moreover, it had established safety inspection ledger for standardised management.

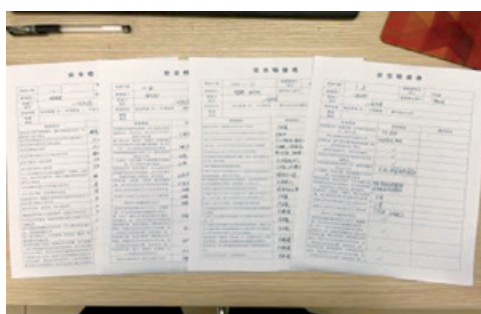


Photo: Safety inspection ledger of Jinran Public

#### Case: Gas safety special program of Jinran Public

Jinran Public earnestly implements the requirements of the municipal government and the Group. In accordance with the documentation requirements specified in the “Tianjin Energy Group’s Notice on the Launch of Gas Safety Special Rectification Work” (Tianjin Energy An Wei Ban [2021] No. 17) (《天津能源集團關於開展燃氣安全專項整治工作的通知》(津能源安委辦〔2021〕17號)), Jinran Public issued the “Jinran Public’s Notice on the Launch of Gas Safety Special Rectification Work” (Jinran Public An Ban [2021] No. 20) (《津燃公用公司關於開展燃氣安全專項整治工作的通知》(津燃公用安辦〔2021〕20號)) to carefully organise and arrange the gas safety rectification work, in aims to eliminate hidden dangers of gas accidents and ensure a sustained and stable production safety. Since the launch of the gas safety special rectification action, the Company conducted 15 safety inspections with 4 hidden dangers found and 4 rectifications completed.

#### Case: Comprehensive inspection on safety of industrial and commercial units

In 2021, Jinran Public organised a comprehensive inspection on commercial and industrial units to inspect 247 industrial and commercial units, including 3 large commercial complexes and 14 schools and kindergartens, with 1 potential gas leakage found, which was repaired on the spot to ensure the gas safety of industrial and commercial units.

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### 3.2 SAFETY CULTURE

In accordance with the “Work Safety Law of the People’s Republic of China” (《中華人民共和國安全生產法》), the “Dangerous Operation Approval System” (《危險作業審批制度》), the “Labour Protection Supplies Management System” (《勞動保護用品管理制度》), the “Safety Education and Training System” (《安全教育培訓制度》) and other regulations and systems, Jinran Public organises safety education and training work, implements annual safety education and training plan, focuses on the education of operators and related parties. The safety education and trainings cover various aspects such as systems and procedures, engineering construction safety, pipeline network inspection, indoor safety inspection, emergency maintenance and repair, fire safety, electrical safety, anti-terrorism, environmental protection, flood control, emergency response, occupational health and earthquake disasters mitigation. As of 31 December 2021, Jinran Public organised 91 safety trainings with a safety training coverage rate of 96.05%, involving in 4,101 participants accumulated and 659.5 training hours in totals.

#### Case: Work safety education and training activities organised by Jinran Public

Since the “Work Safety Law of the People’s Republic of China” (《中華人民共和國安全生產法》) (2021) was enacted and officially announced on 10 June 2021, and in order to implement the such new work safety law in the daily safety production in all branches and departments as soon as possible, as well as to improve the skills of the Company’s gas practitioners, implement the requirements of the licensed induction system and guarantee the safe production and efficient services of gas enterprises, the Company organised relevant staffs to actively participate in the training courses for gas industry practitioners approved by the competent industry authorities in accordance with the relevant requirements, which covered the basic knowledge of gas; the laws, regulations and standards related to gas; and expertise. In 2021, there were approximately 159 participants of the trainings.



Photos: Work safety education and training activities of Jinran Public

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

Table: Employee safety training in 2021

Trainings for certified personnel	Training times	8
	Trainees	66
Trainings for technical and special operation personnel	Training times	10
	Trainees	230
Fire prevention and security trainings	Training times	16
	Trainees	1,433
Safety education	Training times	16
	Trainees	2,354



## 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

### 3.3 GAS USE SAFETY

Jinran Public is committed to guaranteeing gas use safety of customers in an all-round way, and carried out the publicity of the knowledge of safe use of gas through various channels such as door-to-door inspections, safety publicity and signing of security agreements, so as to develop users' correct habits to use gas safely, reduce safety hazards for users, and further effectively control the security risks of customers. In 2021, the Company conducted extensive gas inspection by increasing the frequency of inspections, troubleshooting the equipment and facilities such as gas pipeline networks and reserved pipelines, paying close attention to the operation of pressure regulating stations and cabinets, conducting an extensive investigation of safety hazards and rectifying in a timely and efficient manner, with a total of 112,871 households having been inspected to escort the safe and stable gas use of the masses.

While conducting door-to-door safety inspection, the Company also uses a variety of methods online and offline to carry out publicity of gas safety on a regular basis. The Company organized offline safety publicity activities in the community, introducing the correct method of using natural gas to community residents, emphasising the matters of caution and actively answering questions from the masses; as for online, the Company's official WeChat account was extensively posted with tips of safe use of gas in winter so as to guide the residents use gas safely, legally and scientifically, and constantly improve their awareness of gas use safety, dangerous situation prevention and response abilities. Through the distribution of safety publicity materials to households, the Company has promoted the formation of a good atmosphere of safe and standardized gas use by users. As of 31 December 2021, the Company has distributed more than 7,500 copies of promotional materials.



Photo: Safety publicity activities of Jinran Public

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### Case: Jinran Public carried out the practice of “Take practical actions in the interests of the masses”

On 18 May 2021, in order to fulfill the service promise, deepen the “1+3” Reform, optimize the business environment and serve users with heart, Jinran Public carried out the practice of “Take practical actions in the interests of the masses” in response to actual situation of the Company. The Company provides multiple gas services in Golden Cradle, Friendship House, Oak Garden Community and other places to provide care for the “elderly-and-child” with practical actions.

In Golden Cradle and Friendship House, the Company’s security personnel carried out gas leakage detection on gas pipelines and metering devices with professional instruments, detailed investigation of kitchen gas stoves, connecting pipes and other equipment, focused on identifying the locations where there may be potential safety hazards, and made detailed explanations of precautions for safe gas use for kindergarten and nursing home staff, popularizing the correct methods for daily use of gas, and further ensuring the “safety valve” of the gas.

In Oak Garden Community, the Company organized the replacement promotion of old gas meters, and introduced the functional advantages of intelligent Internet of Things gas meters in detail in conjunction of the publicity of gas safety knowledge. At the same time, two online payment channels, namely, by official account and “online payment (網充寶)”, were popularized, and the operating procedures were carefully explained, which broadened the ways for the masses to buy gas and allowed them to buy gas on line without leaving home. On the day of the event, more than 200 copies of safety publicity materials were distributed, and more than 10 practical problems were answered and addressed, which further raised the awareness and utilization rate of intelligent gas meters and improved the safety guarantee of gas consumption.



Photos: Jinran Public carried out the practice of “Take practical actions in the interests of the masses”

## 4. PRACTICING GREEN DEVELOPMENT

Jinran Public attached importance to environmental management in the operation process, took the initiative to assume environmental responsibilities, actively identified and responded to climate change risks, strived to reduce pollutant emissions in engineering construction and daily office work, and built a green development business philosophy.

### 4.1 ENVIRONMENTAL MANAGEMENT

Jinran Public strictly abided by the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Air Pollution Prevention Law of the People's Republic of China (《中華人民共和國大氣污染防治法》), the Water Pollution Prevention Law of the People's Republic of China (《中華人民共和國水污染防治法》) and the Environmental Impact Assessment Law of the People's Republic of China (《中華人民共和國環境影響評價法》), and formulated system documents such as the Safety and Environmental Protection Responsibility System of Affiliated Institutions of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司所屬機構安全環保責任制》) and the Management Measures for Reward and Punishment of Safety and Environmental Protection of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司安全環保獎懲兌現管理辦法》). From the management point of view, the Company clarified environmental protection responsibilities at all levels, and gradually achieved the goals of pollutant emission reduction and energy conservation and consumption reduction.

In 2021, Jinran Public continued to set environmental goals. On the basis of planning the Company's future business development and energy conservation and emission reduction projects, we analyzed and summarized the environmental data and business situation of previous years, laying the foundation for formulating environmental goals in fiscal year of 2022.

We continue to strengthen environmental management and required all departments to sign the Responsibility Letter for Safety and Environmental Protection Objectives (《安全環保目標責任書》), which clearly stipulated the assessment indicators related to environmental protection, and ensured the implementation of the Company's environmental protection measures through the form of indicator assessment. The Responsibility Letter for Safety and Environmental Protection Objective Assessment (《安全環保目標考核責任書》) divides environmental indicators into veto indicators and work indicators.

## 4. PRACTICING GREEN DEVELOPMENT (continued)

### Veto indicators of environmental protection:

- General environmental emergencies caused by corporate responsibility occurred during the year (according to the National Emergency Plan for Environmental Emergencies (《國家突發環境事件應急預案》))
- There are more than two (including two) environmental incidents investigated and dealt with by law enforcement or notified by the media during the year due to corporate responsibility

### Work indicators of environmental protection:

- There is zero environmental incident investigated and dealt with by law enforcement during the year due to corporate responsibility;
- There is zero environmental incident notified by the media during the year due to corporate responsibility;
- The synchronous operation of environmental protection facilities shall be realized, and the uploaded data of pollutant discharge up to standard shall be continuously accurate, i.e., 100%, (if involved) during the year.
- The Company scores 100 points in the assessment of basic environmental management during the year.



## 4. PRACTICING GREEN DEVELOPMENT (continued)

### 4.2 RESPONSE TO CLIMATE CHANGE

To cope with the frequent occurrence of extreme weather such as heavy rain and blizzard as well as the national “dual-carbon” goal, Jinran Public improved its capability to defense the climate change risk by actively identifying climate change risks and taking corresponding measures, as well as formulating extreme weather emergency plans to ensure that our work relating to climate change advance smoothly.

Jinran Public has initially identified the risks and opportunities brought by climate change to enterprises in two aspects of physical risk and transition risk, and has taken corresponding measures to address such identified risks. Jinran Public will keep strengthening its management capabilities in climate risks and opportunities In the future, and evaluate such risks after initial identification, and then formulate response plans. Meanwhile, we will keep striving to reduce carbon dioxide and other greenhouse gas emissions, so as to minimize the impact of climate change.

Risk Types	Risk Description		Response Measures
Physical risk	Acute physical risk	Power supply interruption, urban water logging and other ripple effects caused by dramatic climate changes such as blizzard, typhoons, heavy rains and gale may interrupt the normal gas supply by pipelines or cause damage to corporate assets	<ul style="list-style-type: none"><li>– Monitoring catastrophic weather closely and improving emergency response measures for extreme weather</li><li>– Keeping communicating with government authorities</li><li>– Strengthening the management of operating facilities, and carrying out reinforcement and maintenance according to weather conditions, such as preventing pipeline blockage in winter and inspecting pipelines in extreme weather</li></ul>
	Chronic physical risk	Risks from long-term changes in climate factors, including temperature changes, droughts, etc., which increase the repair and maintenance cost of gas supply facilities	Formulating emergency plans for extreme environments and emergency rescue plans for high temperatures or others

## 4. PRACTICING GREEN DEVELOPMENT (continued)

Risk Types		Risk Description	Response Measures
Transition risks	Policy and regulation risk	Domestic and international environmental protection laws and regulations are increasingly stringent, and the country also raised demand for energy conservation and emission reduction to achieve its dual-carbon goal, the Company will face potential legal proceedings and penalties in case of failure of meeting such regulatory requirements	Monitoring the national environmental protection and energy policies and laws and regulations closely, and actively identifying emission sources and reducing our carbon emissions
	Technology risk	To response to the “dual-carbon” goal and climate change, Jinran requires additional investment for research and development and introduction of more advanced technology to reduce the carbon emission of the Company	Adopting low-carbon operation technologies to reduce carbon emissions in corporate operating and maintenance
	Reputation risk	As climate change and the low-carbon economy are becoming a wide concern, each of the stakeholders expect the Company to take active actions to manage climate-related issues and increase transparency in information disclosure. The Company’s reputation will be affected if it is unable to satisfy such demand	Actively responding to the national “dual-carbon” call and communicating with stakeholders to formulate and disclose reduction target

Table: Climate risk identification and response measures of Jinran Public

## 4. PRACTICING GREEN DEVELOPMENT (continued)

To cope with sudden climate change actively and reduce the impact of extreme weather, Jinran Public formulated and implemented the “Jinran Public Emergency Plan for Extreme Heavy Rainfall (Trial)”, “Jinran Public Emergency Plan for Flood”, “Jinran Public Emergency Plan for Earthquake (Trial)” and other emergency plans according to the regulations and documents, such as the “National Environmental Emergency Response Plan”, to protect the personal safety of employees and the corporate property safety.

In view of the geographical characteristics of its operating site and the business characteristics of the Company, Jinran Public has set up a special emergency headquarter for gas safety in extreme heavy rainfall, and strictly implements the on-duty system during the flood season to ensure the urban gas supply and personnel safety during the flood season. During the year, we conducted a total of 18 inspections during the flood season. In order to prevent and reduce losses caused by emergencies, we organized emergency plan training for internal personnel, and prepare emergency material reserves in advance to ensure operational safety in extreme events.

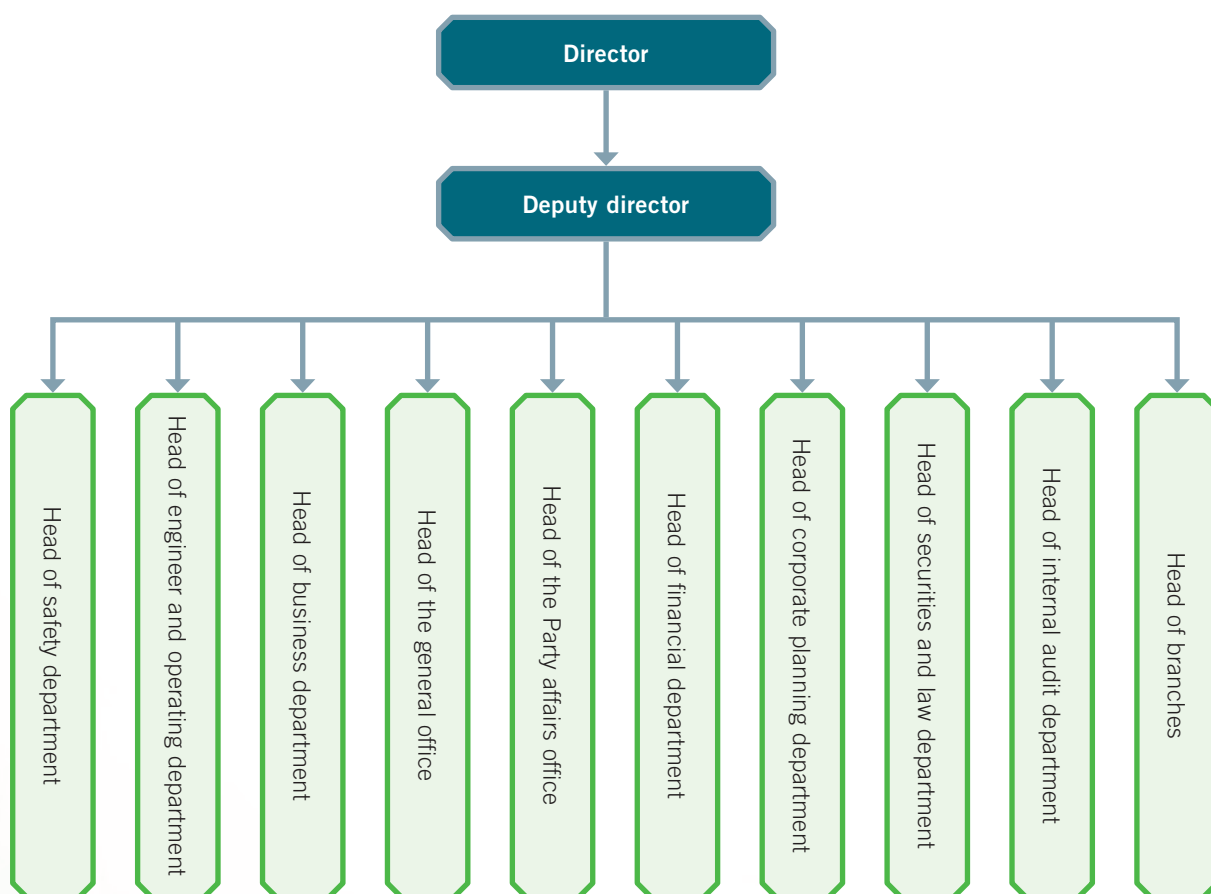


Chart: Special emergency command structure for gas safety in extreme heavy rainfall of Jinran Public

## 4. PRACTICING GREEN DEVELOPMENT (continued)

### 4.3 GREEN CONSTRUCTION

Jinran Public strictly follows the green and environmental protection principles throughout its construction process to minimize the negative impact of construction on the surrounding environment. In 2021, no incidents of negative impact on the environment and natural resources occurred at Jinran Public.

Construction contracts and safety and environmental protection agreements will be entered into with construction units in the pre-construction period, and the promotion and education on energy conservation and emission reduction will be conducted for subcontracting units to require construction units to conserve raw materials and waste utilization, and to avoid the impact of dust and noise on residents in the surrounding areas of the project as far as possible, so as to enhance environmental protection for the construction area and surrounding areas.

We strictly follow the principle of six “one hundred percent” during the construction, and strengthen waste management and garbage collection at the construction site, clearly require that waste water, solid wastes and waste on site must not be discharged directly or dumped anywhere, and for facilities that may be polluted, containment discharge treatment should be properly conducted to avoid pollution to the environment during the construction. The waste generated during the construction is disposed in a reasonable manner in strict accordance with the disposal requirements for different types of waste. Waste, solid wastes and waste water are collected by the construction units and handed over to qualified third-party organisations for specialised treatment in accordance with the requirements of the Tianjin Environmental Protection Authorities. We do not involve in the discharge of hazardous waste.

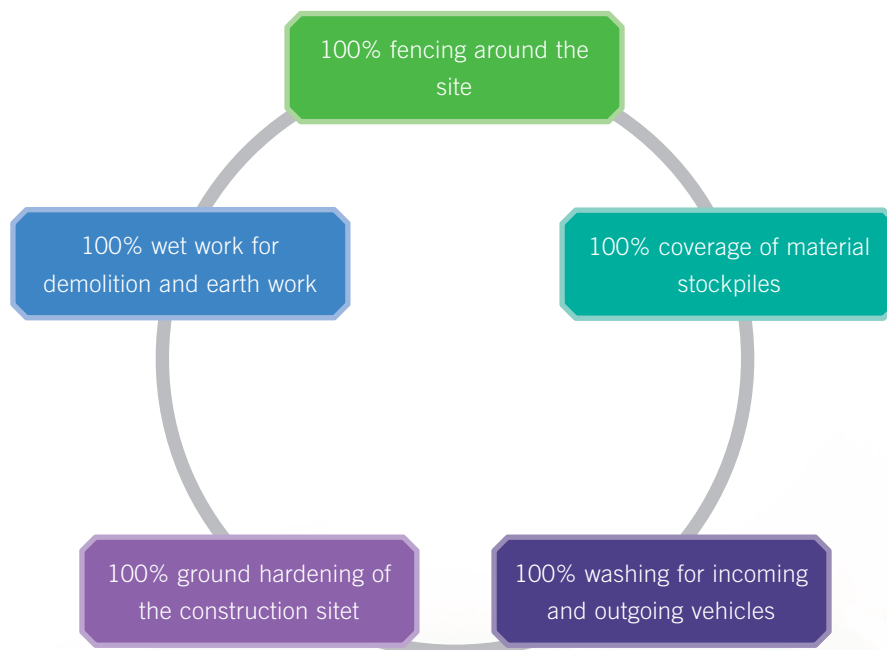


Diagram: six “one hundred percent” onsite construction requirements of Jinran Public



## 4. PRACTICING GREEN DEVELOPMENT (continued)

Methane is a major source of greenhouse gas emissions in the gas industry. We conduct regular gas pipeline inspections to reduce greenhouse gas emissions resulting from methane leakage. In addition to ensuring the proper operation of the pipeline inspection, facility maintenance and gas pipeline emergency repair, we also reduce the leakage of natural gas and greenhouse gas emissions during the construction.

### 4.4 GREEN OFFICE

Jinran Public advocates green and low-carbon office work and encourages a variety of green office approaches, and integrates green sustainability concepts into Jinran Public's daily office and company culture construction. We focus on energy saving, water saving, office supplies saving and green transportation in our work. In addition, Jinran Public have established breakdowns for purchase, use and stock of office supplies. We also print office paper double-sided and turn off the air conditioning and lighting after work. Besides, we actively promote energy saving awareness and create a low-carbon green company atmosphere.

**In 2021, gasoline consumption and diesel fuel consumption of Jinran Public decreased by 16% and 36% year-on-year respectively, and electricity consumption and water consumption of Jinran Public decreased by 2% and 14% year-on-year respectively.**

#### Use of water

- Post warm tips on water saving to remind employees to consciously develop good habits of water saving
- Use water saving facilities, enhance daily inspection, maintenance and management of water-consuming equipment and deal with drips and leaks in a timely manner to reduce water waste
- Replace the bottled drinking water with direct water dispensers and conduct maintenance for water-consuming equipment

#### Use of electricity

- Replace and use energy-efficient lamps as far as possible to eliminate ordinary incandescent lamps
- Ensure that lights are switched off when no one is attended for a long time
- Stipulate that the air-conditioner's temperature shall be set to not lower than 26°C in summer
- Purchase energy-saving appliances

## 4. PRACTICING GREEN DEVELOPMENT (continued)

### Daily office work

- Reduce the consumption of disposable office supplies and advocate the use of refillable pens such as fountain pens
- Implement a paperless office and use media that can be updated repeatedly including electronic screens, as much as possible
- Encourage double-sided printing on office paper unless otherwise specified
- Adopt an office supplies requisition system and strengthen management of daily office supplies
- Advocate the use of porcelain cups or bring your own water tools when holding a meeting, and no longer purchase, customize or provide disposable paper cups

### Green travel

- Implement and use the smart bus management system to count the consumption of gasoline and diesel and establish a ledger to strengthen the use and record of buses
- Hexi Branch Office purchased 2 new energy vehicles to reduce greenhouse gas emissions from vehicle use
- Advocate the use of public transportation for trips within 3 kilometers

To further save energy and reduce consumption and promote the high-quality development of the Company and in active response to our national energy development strategy of “developing while saving energy and giving priority to energy-saving”, we regularly take inventory and analysis of environmental data to better guide the development of environmental protection efforts in the future. Besides, during the National Energy Conservation Publicity Week, we put up posters in the office area to cultivate employees’ awareness of energy saving and environmental protection.

## 4. PRACTICING GREEN DEVELOPMENT (continued)

**Table: Environmental Data of the Company**

Index	Unit	2021	2020	2019
Total power consumption	kWh	<b>1,167,050.24</b>	1,185,253.84	1,099,000.00
Purchased thermal power consumption	GJ	<b>13,813.44</b>	9,352.00	14,000.00
Gasoline	litre	<b>59,369.41</b>	70,612.69	57,292.00
Diesel	litre	<b>2,748.72</b>	4,274.65	/
Fresh water usage	ton(s)	<b>18,190.00</b>	21,161.14	15,455.29
Integrated energy consumption	10,000 tons of standard coal	<b>0.0681484</b>	0.054709947	0.104147072
Integrated energy consumption per RMB10,000 in output value	ton(s) of standard coal/RMB10,000	<b>0.00431382</b>	0.004068756	0.006937232
Greenhouse gas emissions (Scope 1)	ton(s) of carbon dioxide equivalent	<b>138.31</b>	168.13	127.25
Greenhouse gas emissions (Scope 2)	ton(s) of carbon dioxide equivalent	<b>2,551.50</b>	2,076.84	2,511.85
Total greenhouse gas emissions	ton(s) of carbon dioxide equivalent	<b>2,689.81</b>	2,244.97	2,639.09
Greenhouse gas emissions intensity	ton(s) of carbon dioxide equivalent/RMB1,000,000	<b>1.70</b>	1.67	1.76
General waste	Domestic garbage ton(s)	<b>0.37</b>	0.40	0.45
	Office garbage ton(s)	<b>14.65</b>	15.00	15.15
Asset retirement	ton(s)	<b>50.00</b>	45.00	40.00

## 5. PROMOTING HARMONIOUS COEXISTENCE

Jinran Public attaches great importance to the value of employees and implements employment management adhering to the principles of fairness, justice and diversity. The Company protects the democratic rights and physical and mental health of employees in accordance with the law, and pays attention to capability training and career development of employees. We share the achievements of corporate development and fully undertake social responsibilities with employees, contributing to the prosperity of the community.

### 5.1 EMPLOYMENT MANAGEMENT

Jinran Public strictly abides by the relevant laws and regulations such as the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors, and the Law of the People's Republic of China on the Protection of Rights and Interests of Women and Children, and insists on legal, equal and diverse employment according to the Human Resources Management System of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司人力資源管理制度》) and other internal systems. We firmly oppose the occurrence of discrimination and vicious competition in terms of gender, age, educational background, region and religious belief, and prohibit the use of child labour or forced labour to protect the rights and interests of employees.

As of 31 December 2021, Jinran Public had no child labour or forced labour in the employee recruitment process. The labour contract signing rate of full-time employees was 100%, and labour dispatch complied with national regulations. The Company has a total of 738 employees, of which 35% are female employees.

**Table: Employment of Jinran Public**

Indicators		Unit	2021	2020	2019
Total number of employees		person	738	751	787
Number of employees by gender	Male employees	person	481	493	517
	Female employees	person	257	258	270
Number of employees by age	30 years old and below	person	30	47	45
	31-50 years old	person	453	462	446
	Above 50 years old	person	255	242	296
Total turnover rate		%	0.81%	1.30%	/
Number of employee turnover by gender	Male employees	person	5	5	/
	Female employees	person	1	5	/
Number of employee turnover by age	30 years old and below	person	0	0	/
	31-50 years old	person	6	7	/
	Above 50 years old	person	0	3	/



## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Jinran Public has continued to improve the work system, formulated and implemented the Administrative Measures for the Appointment of Equity Representatives (Trial) (《委派股權代表管理辦法(試行)》), which regulates the Company's behavior of appointing directors, supervisors and senior management to subsidiaries, clarifies the scope of authorities and responsibilities, and strengthens the awareness of compliance and law-abiding to prevent the appointed equity representatives from acting against the Company's interests, so as to effectively protect the legitimate rights and interests of the Company.

During the Reporting Period, Jinran Public continued to implement the three systems, namely the reform, united management and remuneration informatisation construction. On the one hand, we implemented the reform work, realised the tenure system and contractual management of management members, and reformed the establishment of functional departments of branches. On the other hand, we carried out the construction of remuneration informatisation, sorted out the remuneration details of all employees item by item, and summarised them according to the unified remuneration subject, with a total of more than 6,300 pieces of summary data.

### 01

#### Tenure system and contractual management of the management members

Reform of tenure system and contractual management of management members was carried out by formulating the Administrative Measures for Remuneration of Management Members (《經理層薪酬管理辦法》) and the Administrative Measures for Comprehensive Assessment of Management Members (《經理層綜合考核管理辦法》) to standardise and stylise the remuneration management and comprehensive assessment of management members, by the Board.

The original two-tier management model was changed into a three-tier management model through the formulation of the Implementation Plan for the Establishment of the Management Department of the Hexi Branch Office (《關於設立河西分公司管理部室的實施方案》) and the Responsibilities of the Management Department of the Hexi Branch Office (《河西分公司管理部室工作職責》), which has optimised the organisational structure of the Hexi Branch Office, and clarified the functions, authority and work processes of various departments of the Hexi Branch Office.

#### Reform of the function department set-up of the Hexi Branch Office

### 02

Diagram: Promote the reform of three systems

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### 5.2 TALENT DEVELOPMENT

Jinran Public adheres to the common growth of employees and the company by building a well-established employee training system, clear employee promotion channels and performance incentive policies to motivate employees, thereby realizing the concerted progress of employees and the enterprise.

Jinran Public creates opportunities for continuous development and learning for each employee and strives to build a talent team with core competitiveness. We persist in the combination of professional skills training and ideological education, the combination of current needs and the long-term needs, and the combination of theory and practice, thus provide diversified training methods such as new employees' training, on-the-job training, and the backup talents training to help employees at different levels to improve their job competency. We formulated the Interim Measures for Rotation of Duties of the Middle Management and Personnel in Key Positions to promote cultivation and training of the management in multiple positions, so as to improve the working capability of the middle and senior management and personnel in key positions.

In 2021, we carried out the publicity implementation and training of the quality service guarantee system, provided special training for window service personnel, and organized the annual staff safety education and training, work license training and continuing education of management personnel, in a view to constantly create a favorable learning environment and improve the work quality and efficiency of staff.

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Table: training types and contents in 2021

Training type		Training content
New Employees' Training		New employees are provided with training on corporate profile, corporate culture and core values, basic rules and regulations and code of conduct, basic business knowledge and work license, to promote new employees' compliance induction, to clarify their job duties, master basic work procedures and methods and promptly blend into the Company.
On-the-job Training	Training for senior management	Senior management are provided with training on analysis of policies and industry trend, operating capability, modern corporate management techniques, enhancement of the personal ability and cultivation, and social responsibility, to facilitate them to adapt to the changes in operating environment, understand the development trend of the industry, and improve their ability of insight, thinking, cognitive competence and leadership.
	Training for middle management	Middle management are provided with training on knowledge of management, business knowledge, communication skills and interpretation of internal and external policies to further their understanding of decisions from the senior management and enhance their management awareness and capability.
	Training for general employees	General employees are provided with training on office skills and business case to enhance their comprehensive competency and professional skills.
	Training for job-transfer	Job-transfer trainings will be provided for those who will engage in a job that is significantly different from their original job.
	On-the-job continuing education	The Company issues names of relevant qualification certificates and encourages serving staff to obtain such certificates and offers support to the management and political staff to pursue continuing education to update their knowledge.
The Cultivation of Backup Talents		The Company properly explores, develops and cultivates the talents, thereby providing talent guarantee for the sustainable development of the Company

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### Case: Jinran Public organized training courses for gas industry practitioners

In accordance with the relevant requirements, Jinran Public actively organized gas industry practitioners of the Company to participate in the training course for gas industry practitioners approved by industry competent authority, training contents of which included basic knowledge of gas, laws and regulations governing gas and the study of standards and professional knowledge. The training aimed to improve the skills of the gas practitioners of the Company, implement the requirements of the certificate-for-job system, and ensure the safe production and efficient service of gas enterprises. As of 31 December, 2021, the training had a total of 159 attendances.

**As of 31 December, 2021, the training had a total of 803 attendances covering all staff and the training time amounting to a total of 10,200 hours.**

In order to further implement talents cultivation, Jinran Public established a performance contract appraisal system and conducted regular assessments according to work reward indicators, deduction indicators and party building assessment indicators to comprehensively assess the professional quality of employees.

Middle management	General management
Department KPI/Responsibility Letter on Branch Company Operation Assessment	Personal KPI
Quarterly performance appraisal evaluates the execution efficiency and quality of key work nodes and key work plans for the current period	
Annual debriefing assessment evaluates three aspects, namely quality, skills and work performance and generates such results as excellent, competent, basically competent and incompetent. For any violations to organizational discipline and integrity discipline, major safety responsibility accidents, serious petition incidents and other violations to laws and disciplines will be determined as incompetent directly.	

Table: Performance Appraisal Method



## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

We always adhere to the principles of openness, equality, competition and merit, select and promote employees with outstanding performance in comprehensive quality, skills and performance based on the results of staff assessment, and open up the promotion channels for employees. We formulated the Middle Management after the Probationary Period of Transfer Assessment Implementation Plan (《中層管理人員試用期滿轉正考核實施方案》) and the Implementation Plan of the Competition for the Leadership of the Hexi Branch Office (《河西分公司領導人員競聘上崗實施方案》) to establish the middle management appointment system by carrying out assessment upon the expiry of probationary period to ensure a comprehensive, objective, fair, in-depth, accurate understanding on the middle management during probationary period in five aspects, including ethics, capability, diligence, performance and integrity, which focus on the assessment on the middle management's adeptness, fulfillment of duty and work style during the probationary period. In 2021, we completed the assessment of four middle managements upon the expiry of their probationary period and completed the establishment of management appointment system of the Hexi Branch Office.

Jinran Public always focuses on carrying out and promoting staff motivation. We have revised and issued the Method of Cashing Out the Performance Appraisal Salary of Middle Management of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司中層管理人員績效考核薪酬兌現方法》) to standardize the policy of linking the cashing out of the performance appraisal salary of middle management with the performance appraisal results, clarify a collectively responsible mechanism for profit appraisal index, and gradually establish a performance appraisal index system that unifies science and innovation, incentive and punishment to stimulate the enthusiasm and creativity of employees.

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

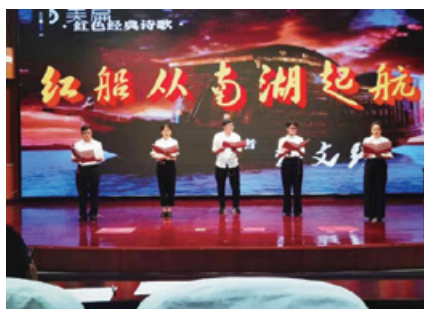
### 5.3 CARE FOR EMPLOYEES

Jinran Public is committed to creating a warm, harmonious, equal and caring working and living atmosphere, organising a variety of staff activities and caring activities, paying attention to the occupational health and safety of employees from a full range of perspectives, protecting the democratic rights of employees, and enhancing the sense of identity and belonging of employees to Jinran Public.

#### Care with Benefits

Jinran Public will continue to provide warm and caring measures for employees, protect the legal rights and benefits of female employees, create a good working environment and atmosphere, so that each employee can fully feel the warmth of the Company.

Jinran Public carried out recreational activities for employees through online and offline forms. In 2021, we organised the poetry recitation contest of “Celebrate the Birthday of CPC by Recitation and Strive for A New Journey” and the female staff reading activity of “Rose Book”, and participated in the painting, calligraphy and photography exhibition held by the labor union of the Tianjin Energy Group and won the award of excellence, which enriched the leisure cultural life of employees and fully demonstrated the humanistic care of the Company. In addition, we also participated in the staff fitness games of the Tianjin Energy Group to exercise the health of the staff, promote the communication amongst staff and improve their happiness.



Poetry recitation contest and chorus under the theme of “Celebrate the Birthday of CPC by Recitation and Strive for A New Journey”



Participated in the staff fitness games of the Tianjin Energy Group under the theme of “Show Style of Tianjin Energy Group and Celebrate the Centenary of the Founding of the CPC”

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)



Painting, calligraphy and photography exhibition

Jinran Public attaches the importance to the welfare of female employee. By carrying out the “Action of Caring for Female Employees”, Jinran Public paid fees for the Female Employees’ Health Plan for all female employees and built a Loving Mother’s Home, which fully safeguards female employees’ rights and interests.

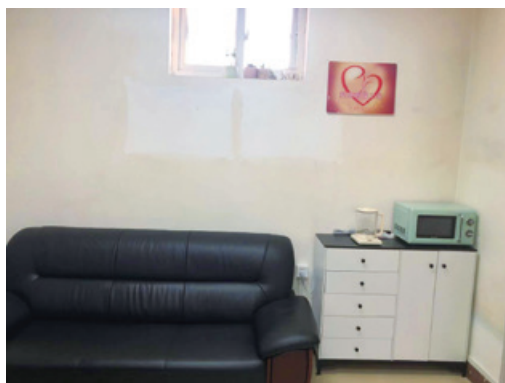


Photo: Loving Mother’s Home



## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

We care for employees of vulnerable groups. On the one hand, we organise and implement mutual assistance and security plan to purchase serious illness insurance for all employees, which effectively solves the practical difficulties of employees with serious diseases. On the other hand, we convey our sympathy themed “Sending Coolness in Summer and Warmth in Winter” to the employees with maternity, marriage and the death of their direct relatives, and retired employees and model workers. During the Reporting Period, more than 2,500 visits were carried out with an investment of more than RMB1.4 million.



Visit front-line employees at Hexi Branch Office under the theme of “Sending Coolness in Summer”



Visit front-line employees at Hexi Branch Office under the theme of “Sending Warmth in Winter”



Visit model workers



Visit employees of vulnerable groups



## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### Occupational Health

Jinran Public complies with the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》) and the Regulations on Work-Related Injury Insurance (《工傷保險條例》) to ensure the occupational safety and health of employees. We identify risk factors for all positions with potential occupational diseases, and provide employees with annual physical examinations. Through interaction, employees are able to experience and understand occupational hazards, thus improve their occupational health awareness. In 2021, the Company organised annual safety education and training for all employees, covering safety risk identification, hidden danger investigation, occupational health, etc., with a view to improve employees' occupational health knowledge.

**Table: Occupational health and safety measures in 2021**

<b>Safety management</b>	Carefully summarised the effective practices of safety construction in Hexi Branch Office, and actively participated in the exchange and demonstration of the safety construction management achievements of Tianjin Energy Group
<b>Mental health</b>	<p>Cared for employees' psychological needs and carried out online psychological counseling and caring activities</p> <p>Launched a campaign to promote family civilisation and provide psychological services at the community level in 2021</p>
<b>Safety knowledge</b>	<p>Carried out the online legal knowledge contest under the theme of "Care for Female Employees, Law Is by Your Side" (情系女職工，法在你身邊) for employees nationwide, including knowledge quiz and occupational health-related knowledge lectures</p> <p>Held online learning series on the Law on Prevention and Control of Occupational Disease</p> <p>Promoted safety knowledge via LED display during "Safety Month" (安全月) to create a strong atmosphere of safety production</p>
<b>Safety protection</b>	Purchased and had full set of safety protection equipment in place to provide employees with protection measures such as noise protection and dust protection
<b>Safety skills</b>	<p>Organised all employees to participate in the national "Ankang Cup" (安康杯) safety and emergency skills and knowledge popularization contest quiz</p> <p>Participated in Tianjin Energy Group's "Find Hidden Dangers around You, Make Contributions to Safety" (查找身邊隱患、保安全做貢獻) and "One Book, One Strategy, One Skill" (一書一策一技) evaluation activities</p>

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

**In 2021, all employees of Jinran Public were included in the physical examination program. No work-related fatalities occurred, and the number of work-related fatalities was Nil for three consecutive years.**

Jinran Public attaches great importance to monitor the development of the epidemic and works together with its employees to overcome the difficulties by preventing and controlling the epidemic at the front line and fighting against the epidemic with full strength. We publicised the knowledge of epidemic prevention through the Company's work WeChat, publicity boards and LED electronic displays to enhance employees' awareness of protection. The Company strictly implemented cleaning and disinfection to prevent epidemic, ensured sufficient elementary epidemic prevention materials for front-line employees on duty, and actively arranged employees to be vaccinated in batches.

### **Anti-epidemic measures to safeguard safety by Jinran Public:**

1. Staffs in charge of epidemic prevention arrive early to conduct work arrangements
2. Strict implementation of cleaning and disinfection to prevent epidemic in workplaces
3. Purchase and distribute anti-epidemic materials in a timely manner
4. Priority is given to online office to reduce personnel gathering
5. Body temperature check and green code verification are required for every personnel and vehicle entering and leaving

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### Democratic Management

Jinran Public respects the democratic rights of employees and holds regular meetings for employee representatives in accordance with internal systems, such as the Rules on Meetings for Employee Representatives (《職工代表大會制度》) and the Regulations on the Management of Meetings for Employee Representatives of the Company (《企業職工代表大會管理條例》), so as to deepen democratic management, perform democratic procedures, and protects employee's right to know, participate, express and supervise in accordance with the law. We attach great importance to the opinions of front-line employees and backbone employees, and take the initiative to build a bridge of communication to widely solicit proposals and rationalized suggestions from employee representatives, therefor ensuring that employees' feedbacks are collected and respond to them as soon as possible. We encourage more employees to take practical actions to participate in the Company's operation and development, thereby achieving the common growth of the Company and employees. In 2021, Jinran Public held 7 meetings for employee representatives.

#### Case: Jinran Public held a meeting for employee representatives to accept democratic proposals

On 29 March 2021, Jinran Public held the 8th meeting of the 2nd session of meeting for employee representatives. During the preparation for the meeting, we widely solicited proposals and rationalized suggestions from employee representatives and accepted democratic proposals, and employee representatives put forward targeted and representative opinions and suggestions. The chairman of the union made the Report on the Work of Jinran Public in 2021, reported the deliberations on the Report on the Preparation for the 8th Meeting of the 2nd Session of Meeting for Employee Representatives and the Work Meeting in 2021 of Jinran Public and the Report on the Processing and Collection of Proposals and Rationalized Suggestions of the 2nd Meeting of the 2nd Session and the 8th Meeting of the 2nd Session of Meeting for Employee Representatives of Jinran Public, adopted the Resolution of the 8th Meeting of the 2nd Session of Meeting for Employee Representatives and the Work Meeting in 2021 of Jinran Public, and submitted the Letter of Responsibility for the Operation Targets of 2021. A total of 1 proposal and 3 rationalized suggestions were collected in this meeting, which fully safeguarded the democratic participation and voting rights of employees.



Photos: The meeting for employee representatives of Jinran Public



## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### 5.4 SOCIAL EMPOWERMENT

Jinran Public actively cooperated with the government to carry out the subway line modification so as to facilitate the construction of public infrastructure. In 2021, the Company completed the natural gas reconstruction and reset project in Shuanggang Station, Meilinlu Station, Lushuidao Station, Jinglidao Station and Sishuidao Station of Tianjin subway line 6 Phase 2 and ensured the completion and opening of subway line 6 Phase 2. Meanwhile, we actively cooperated with the construction of Binhai New District Rail Z4 line Phase I, a local key livelihood project, by designing a reasonable plan for the reconstruction of North Ring high-pressure DN700 pipeline of the Beitang area.

Leveraging on its industry advantages, Jinran Public continued to participate in disaster prevention and relief, poverty relief and community activities, and promoted a series of volunteer services and caring activities to demonstrate its social responsibility. In 2021, we established the Flood Prevention Pioneer Team, which devoted itself in the flood prevention efforts as a complementary force for emergency youth volunteers and performed our social responsibility. We continued to participate in the “Juneng Caring Education Action (聚能愛心助學行動)” initiated by Tianjin Energy Investment Group Co., Ltd., and set up the “Juneng Charity Scholarship (聚能愛心助學金)” in Tianjin Urban Construction Management College, raising a total of RMB3,600 in donations from party members, the masses and democrats.

Jinran Public attaches importance to the joint construction of enterprises and the community. We carried out the practical activity of “Take practical actions in the interests of the masses (我為群眾辦實事)”, promoted our party and youth league members to complete the registration for volunteers, carried out safety promotion volunteering activities in communities with a focus on caring for “elderly-and-child” and safety promotion in communities, and organized a party members volunteer team to provide voluntary services for the orphaned elderly, blind and disabled users in the district. As of 31 December 2021, the Company has invested 224 hours in public welfare activities, with a total investment of RMB23,370.



Photo: Our management sent “online payment (網充實)” to the orphaned elderly



Photo: “Take practical actions in the interests of the masses (我為群眾辦實事)” Activity



## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### Case: Jinran Public carried out the winter safety promotion activity in Linjing Community

On 5 November 2021, Jinran Public carried out the winter safety promotion activity themed with “pay attention to gas safety to eliminate hidden dangers and protect the safety of life and property” in Linjing Community, Jinnan District. At the site, our youth league members distributed gas safety leaflets to users, patiently answered users’ questions and reminded users to pay attention to gas safety, which effectively improved users’ safety awareness and ability to deal with gas emergencies, and created a sound atmosphere for safe gas use.



Photos: Photos of the activity

# HKEx ESG REPORTING GUIDE INDICATORS INDEX

ESG Indicators		Content	Locations of Disclosure
Environment	A1 Emissions	General Disclosure: Information on:  (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, generation of hazardous and non-hazardous wastes, etc.	4. Practicing Green Development
		A1.1 The types of emissions and respective emissions data	4. Practicing Green Development
		A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
		A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
		A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
		A1.5 Description of emission target(s) set and steps taken to achieve them	4. Practicing Green Development
		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	4. Practicing Green Development

# HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators	Content	Locations of Disclosure
A2 Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials	4. Practicing Green Development
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them	4. Practicing Green Development
	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	4. Practicing Green Development
	A2.5 Total packaging materials used for finished products (in tonnes) and, if applicable, with reference to per unit produced	4. Practicing Green Development

# HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators	Content	Locations of Disclosure
A3 The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impact on the environment and natural resources	4. Practicing Green Development
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	4. Practicing Green Development
A4 Climate Change	General Disclosure: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	4. Practicing Green Development
	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	4. Practicing Green Development
Society and Governance	B1 Employment	5. Promoting Harmonious Coexistence
	(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	
	B1.1 Total workforce by gender, employment type, age group, and geographical region	5. Promoting Harmonious Coexistence
	B1.2 Employee turnover rate by gender, age group and geographical region	5. Promoting Harmonious Coexistence



# HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators	Content	Locations of Disclosure
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	3. Strictly Compliance with the Red Line of Safety
	B2.1 Number and rate of work-related fatalities in the past three years	5. Promoting Harmonious Coexistence
	B2.2 Lost days due to work injury	Not involved
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored	5. Promoting Harmonious Coexistence
B3 Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	3. Strictly Compliance with the Red Line of Safety
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	5. Promoting Harmonious Coexistence
	B3.2 The average training hours completed per employee by gender and employee category	5. Promoting Harmonious Coexistence

# HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators	Content	Locations of Disclosure
B4 Labour Standard	General Disclosure: Information on:	5. Promoting Harmonious Coexistence
	(a) the policies; and	
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labour	
	B4.1 Description of measures to review employment practices to avoid child and forced labour	5. Promoting Harmonious Coexistence
	B4.2 Description of steps taken to eliminate such non-compliance when discovered	5. Promoting Harmonious Coexistence
B5 Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain	1. Improving Corporate Governance
	B5.1 Number of suppliers by geographical region	1. Improving Corporate Governance
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	1. Improving Corporate Governance
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	1. Improving Corporate Governance
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	1. Improving Corporate Governance

# HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators	Content	Locations of Disclosure
B6 Product Responsibility	General Disclosure: Information on:	2. Adhering to Operational Excellence
	(a) the policies; and	
	(b) compliance with relevant laws and regulations that have significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress	
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not involved
	B6.2 Number of products and service related complaints received and how they are dealt with	2. Adhering to Operational Excellence
	B6.3 Description of practices relating to observing and protecting intellectual property rights	2. Adhering to Operational Excellence
	B6.4 Description of quality assurance process and recall procedures	2. Adhering to Operational Excellence
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored	2. Adhering to Operational Excellence

# HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators	Content	Locations of Disclosure
B7 Anti-corruption	General Disclosure: Information on:	1. Improving Corporate Governance
	(a) the policies; and	
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	
	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	1. Improving Corporate Governance
B8 Community Investment	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	1. Improving Corporate Governance
	B7.3 Description of anti-corruption training provided to directors and staff	1. Improving Corporate Governance
	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	5. Promoting Harmonious Coexistence
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	5. Promoting Harmonious Coexistence
	B8.2 Resources contributed (e.g. money or time) to the focus area	5. Promoting Harmonious Coexistence