



新希望服務控股有限公司  
NEW HOPE SERVICE HOLDINGS LIMITED

(Incorporated in the Cayman Islands with limited liability)  
Stock Code : 3658.HK

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

2021



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# About this Report

New Hope Service Holdings Limited (hereinafter referred to as “the **Company**” or “**New Hope Service**”) and its subsidiaries (hereinafter referred to as “**the Group**” or “**We**”) publishes an Environmental, Social and Governance report (hereinafter referred to as the “**Report**”), demonstrating the principles we uphold in fulfilling our corporate social responsibility as well as sustainable development concepts, and summarizing the Group’s work and practices in Environmental, Social and Governance (hereinafter referred to as “**ESG**”), so that stakeholders can better understand the Group’s progress and direction on sustainable development.

## Reporting Framework

This Report has been prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (hereinafter referred to as the “**Reporting Guide**”) under Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (hereinafter referred to as the “**Stock Exchange**”). The content also complies with the disclosure principles required by the Reporting Guide and the disclosure obligations of “comply or explain” set out in the Reporting Guide. This Report is in accordance with the “comply or explain” requirement in the Reporting Guide, and the content follows the four reporting principles of “Materiality”, “Quantitative”, “Balance” and “Consistency”.

<b>Materiality</b>	This Report has identified and disclosed the process of material ESG factors and the criteria for relevant selection, as well as the description of key stakeholders and the process and results of stakeholder engagement.
<b>Quantitative</b>	The statistical standards, methodologies, assumptions and/or calculation tools as well as the sources of conversion factors used in reporting emissions in this Report, are stated in the Report.
<b>Balance</b>	This Report presents the Group’s performance during the reporting period in an impartial manner, avoiding choices, omissions or presentation formats that may unduly influence readers’ decisions or judgments.
<b>Consistency</b>	The statistical methods used for the data disclosed in this Report are consistent. Any changes will be clearly stated in the Report.

## Reporting Period and Scope

This Report covers the reporting period from January 1, 2021 to December 31, 2021 (hereinafter referred to as the “**Year**” or the “**Reporting Period**”). Unless otherwise specified, the content coverage of this Report is the same as that of the Group’s Annual Report for this year. The data scope of environmental key performance indicators (“**KPIs**”) covers the Group’s headquarters, Nanning, Chengdu-Chongqing, Kunming and Wenzhou. It is hoped that the coverage and depth will be expanded in the future to continuously monitor sustainable development performance.

## Reporting Language

This Report is published in both Chinese and English versions. If there is any inconsistency between the two versions, the Chinese version shall prevail.

## Report Approval and Report Access

This Report has been approved and confirmed that the contents of this Report do not contain any false records, misleading statements and material omissions by the Board of Directors of the Group (the “**Board**”), and the Board assumes full responsibility for the contents reported in this Report. Electronic version of the Report is published on the websites of the Group and the Stock Exchange, readers could view or download the Report on the Group’s website <https://www.newhopeservice.com.cn>) by clicking “Financial Reports” under u8220“Investor Relations” section or the Stock Exchange’s website <https://www.hkexnews.hk/>).

## Contact Information

We highly value stakeholders’ and the public’s opinions on the Report. If you have any enquiries or suggestions, please contact us through the following ways:

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Email: IR\_NHS@newhope.cn



## Sustainability Management

New Hope Service is fully aware of the importance of fulfilling corporate citizenship responsibilities to the sustainable development of the Group. We actively integrate the concept of sustainable development into daily business and decision-making with the positioning of “people’s livelihood service operator”, maintain close contact with various stakeholders, always meet the needs of people’s livelihood in specific governance actions, continuously improve corporate culture, and jointly promote the stable and sustainable development of the Company.

### The Group’s Sustainability Performance in 2021

During the Year, the Group has gained widespread recognition in the society in terms of sustainable development, the following table shows the awards and honors received by or related to the Group in 2021:

Award Time	Award Name	Award Presenting Organization
<b>National Category</b>		
April 2021	2021 TOP 100 Property Management Companies in China (TOP 44)	China Index Academy
June 2021	Top 100 Property Service Companies in 2021 (TOP 43)	China Real Estate Appraisal, Shanghai E-House Real Estate Research Institute
June 2021	2021 Excellent Service Value Enterprise	The Economic Observer
June 2021	2021 Excellent Brand Value Enterprise	The Economic Observer
September 2021	The 34th in 2021 China’s Top 40 Community Service Providers with Comprehensive Strength	EH Consulting, JIAHEJIAYE
September 2021	2021 Top 10 Competitive Southwest China Property Service Enterprises	EH Consulting, JIAHEJIAYE
September 2021	2021 Top 50 Customer Satisfaction Model Enterprises of Chinese Property Service Enterprises	EH Consulting, JIAHEJIAYE
September 2021	2021 China’s Leading Brand Enterprise in Property Service Professional Operation	China Index Academy
December 2021	2021 China Hospital Property Service Excellent Enterprise	China Index Academy
<b>Provincial Category</b>		
October 2021	2021 Guangxi Property Service Awards – Service Excellence Award	Housing and Municipal and Rural Construction Office of Guangxi Zhuang Autonomous Region, Guangxi Daily, Guangxi Real Estate Association Property Management Professional Committee, NanGuo ZaoBao
October 2021	2021 Guangxi Property Service Awards – Quality Brand Award	Housing and Municipal and Rural Construction Office of Guangxi Zhuang Autonomous Region, Guangxi Daily, Guangxi Real Estate Association Property Management Professional Committee, NanGuo ZaoBao
October 2021	2021 Guangxi Property Service Reputation Awards – Social Responsibility Award	Housing and Municipal and Rural Construction Office of Guangxi Zhuang Autonomous Region, Guangxi Daily, Guangxi Real Estate Association Property Management Professional Committee, NanGuo ZaoBao
November 2021	2018-2020 Sichuan AAA-level Integrity Property Service Enterprise	Sichuan Real Estate Association
December 2021	2021 Zhejiang Province Property Service Enterprise Credit Rating A	Zhejiang Provincial Department of Housing and Urban-Rural Development
December 2021	2021 Zhejiang Province High-standard Domestic Waste Classification Demonstration Community	Office of the Leading Group for the Classification of Domestic Waste in Zhejiang Province
January 2022	2021 Sichuan-Chongqing Brand Property Service Enterprise	Sichuan Real Estate Association, Chongqing Property Management Association



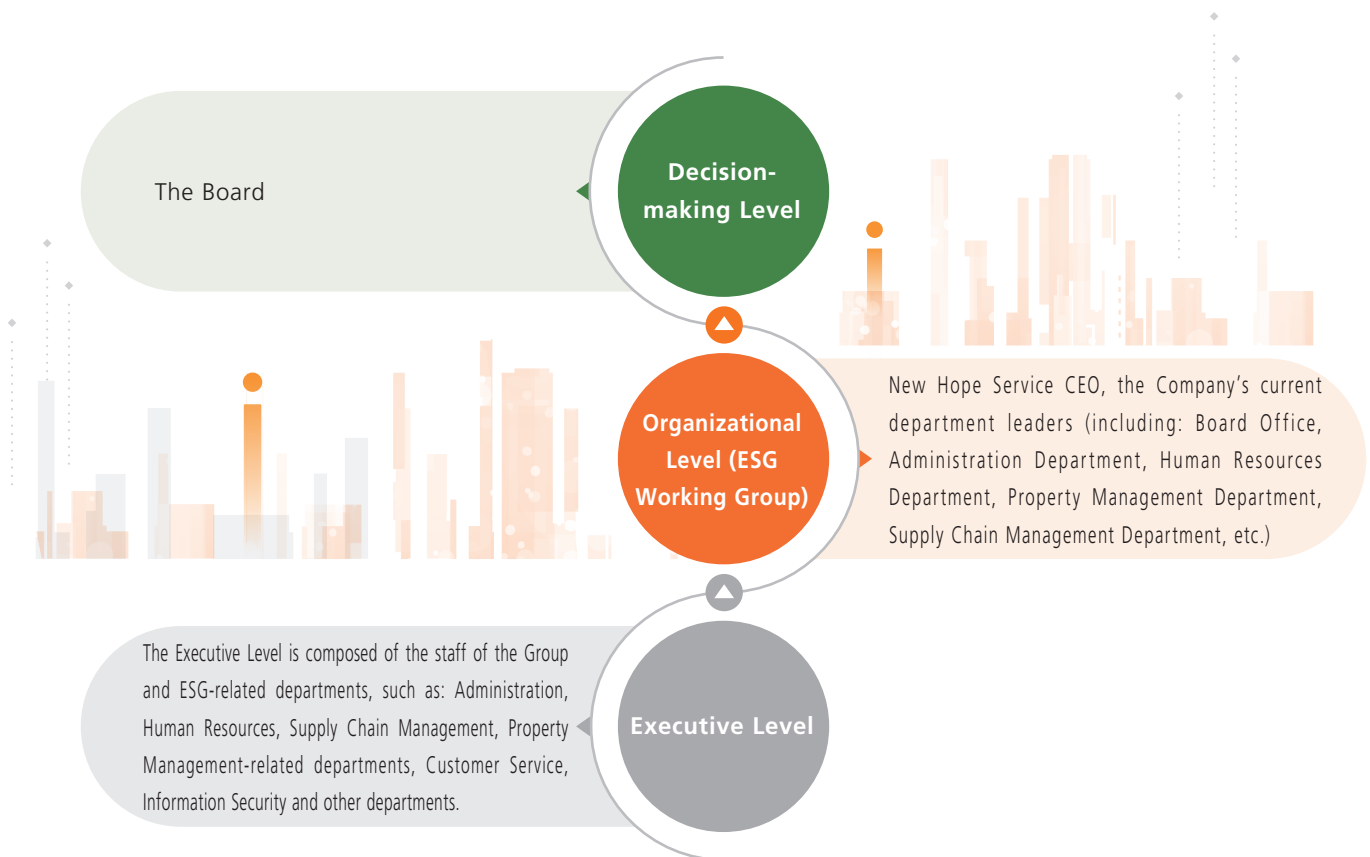
## Corporate Governance

### Board Statement

In order to strengthen the Group's management of sustainable development, we have established an ESG governance framework to fulfil our commitment to sustainable development. The Board is fully responsible for overseeing the Group's sustainable development work through regular review, discussion and approval of the Group's ESG governance policies, strategies and risk management. The Board has approved the Group to establish an ESG Working Group, whose main responsibility is to implement and supervise various ESG works, with the hope that the effectiveness of sustainable development governance can be more effectively exerted. The responsibility of the Board is to approve and confirm the sustainable development policies and measures formulated by the ESG Working Group. The responsibility for all ESG strategies and reporting is also undertaken by the Board. At the same time, we have set directional goals related to the environment, and promise to review the progress of the ESG goals in the future, hoping to monitor and improve the sustainable development more effectively.

### ESG Governance

In order to integrate the ESG concept into the management principles, strategies, business plans and policies of the Group, as well as actively fulfill corporate social responsibilities, the Group has established an ESG management structure, and the management scope covers all levels of the Group, including decision-making, organizational and the executive level, which clearly states the responsibilities of each level in the ESG management structure. The Board decides and supervises the ESG management policies, strategies, objectives and overall work of the Group, authorizes the ESG Working Group led by the senior management to formulate ESG management policies, strategies, goals and work, and promotes and monitors the implementation of ESG-related policies and work in various relevant departments. This ensures that ESG strategies, objectives and work are implemented in the Group's daily operations and business. The following is the Group's ESG governance structure and the roles and responsibilities of each level within the governance structure:





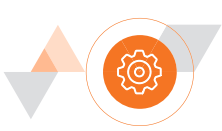


Roles	Responsibilities
<b>Decision-making Level</b> <b>The Board</b>	<ul style="list-style-type: none"> <li>Establish and supervise ESG risk management and internal supervision system</li> <li>Regularly review and monitor ESG performance and progress towards target achievement</li> <li>Resolve and approve the Group's ESG management policies, strategies, plans, goals and annual work</li> <li>Approve the content of the annual ESG report</li> </ul>
<b>Organization Level</b> <b>ESG Working Group</b>	<ul style="list-style-type: none"> <li>Formulate ESG management policies, strategies, plans, annual work and goals</li> <li>Coordinate and promote the implementation of various ESG policies by various departments, monitor the ESG-related work of various functional departments, etc.</li> <li>Responsible for reviewing and monitoring the Group's ESG policies and practices to ensure that the Group complies with relevant legal and regulatory requirements</li> </ul>
<b>Executive level</b> <b>Representatives of various functional departments</b>	<ul style="list-style-type: none"> <li>Comply with various ESG-related policies and systems</li> <li>Regularly report to the ESG Working Group</li> <li>Organize, promote and execute various ESG-related work in accordance with the Group's ESG management policies, strategies, planning, annual work and target deployment, requirements and division of labour</li> </ul>

### Communication with Stakeholders

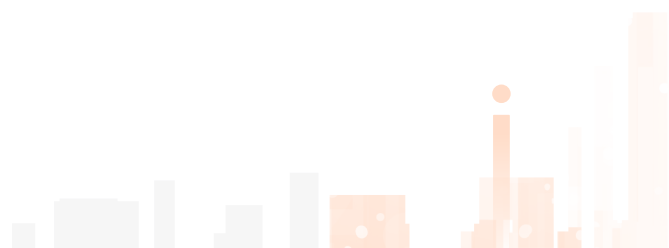
Stakeholders' opinions and expectations are an important part of promoting the sustainable development of New Hope Service. We have identified external and internal stakeholders, including shareholders and investors, customers, employees, suppliers, business partners, government/industry associations, regulators, environmental groups, community/non-governmental organizations, media, the public, etc. We actively and openly listen to and understand their areas of concern to more effectively manage the risks and opportunities of related issues. The following are the main communication channels between New Hope Service and stakeholders:

Main Stakeholders	Communication Channels
 <b>Shareholders and Investors</b>	<ul style="list-style-type: none"> <li>Annual general meeting and other shareholders meetings</li> <li>Interim and annual reports</li> <li>Results announcement</li> <li>Investors' meetings</li> </ul>
 <b>Customers</b>	<ul style="list-style-type: none"> <li>Customer satisfaction survey and feedback form</li> <li>Customer advisory group, customer service center</li> <li>Daily operation, interaction and telephone, and mail box</li> </ul>
 <b>Employees</b>	<ul style="list-style-type: none"> <li>Employee survey</li> <li>Performance assessment</li> <li>Special advisory committee/panel</li> <li>Seminar/workshop/talk</li> <li>Publications (e.g. Employee Newsletter)</li> <li>Voluntary event</li> <li>Employee intranet forums</li> </ul>



## Corporate Governance

Main Stakeholders	Communication Channels
 <b>Suppliers</b>	<ul style="list-style-type: none"><li>• Supplier management systems, meetings</li><li>• Supplier/contractor evaluation system and site visits</li><li>• Contract negotiation</li><li>• Daily business communication</li></ul>
 <b>Business Partners</b>	<ul style="list-style-type: none"><li>• Strategic cooperation projects</li><li>• Exchanges activities</li><li>• Meetings and visits</li></ul>
 <b>Government/Industry Associations</b>	<ul style="list-style-type: none"><li>• Organize industry events, seminars and inspections</li><li>• Dialogue with the local government</li></ul>
 <b>Regulators</b>	<ul style="list-style-type: none"><li>• Meetings</li><li>• Responses to public consultations</li><li>• Compliance reports</li></ul>
 <b>Environmental Groups</b>	<ul style="list-style-type: none"><li>• Green buildings</li><li>• Environmental information disclosure</li><li>• Green construction</li><li>• Environmental Working Group</li></ul>
 <b>Community/ Non-governmental Organizations</b>	<ul style="list-style-type: none"><li>• Voluntary events, donations</li><li>• Community investment programmes</li><li>• Community programmes and seminars/workshop/talk</li></ul>
 <b>Media</b>	<ul style="list-style-type: none"><li>• News release</li><li>• Senior management interview</li><li>• Results announcement</li></ul>
 <b>The public</b>	<ul style="list-style-type: none"><li>• Information for the media</li><li>• The Group's website</li><li>• The Group's activities</li></ul>





## Materiality Assessment

The Group has been committed to improving corporate management, business strategies and implementing the sustainable development. We identify material ESG issues with reference to the Reporting Guide and the Sustainability Accounting Standards Board (SASB) materiality matrix, and taking into account the expectations and views of key internal and external stakeholders.

During the Year, we interviewed stakeholders about their concerns on the Group's sustainable development practices with the use of questionnaires, which provided a reference for the scope of key disclosures in this Report. Its specific content is as follows:

### I. Issues Identification

We identified 22 ESG issues based on the Group's business development goals, actual operation strategies and situations, disclosure requirements of the Reporting Guide and peer analysis.

### II. Stakeholder Research

Through daily communication with different stakeholders and inviting them as well as the Group's management to participate in an online questionnaire survey, we collected their materiality scores on 22 ESG issues, as well as their opinions and expectations on the Group's sustainable development work.

We conducted an online questionnaire survey to collect feedback from key stakeholders such as shareholders and investors, customers, employees, suppliers, business partners, communities/non-governmental organizations, and the media to conduct materiality assessment and analysis, so as to prioritize ESG issues. More than a hundred of valid responses from various stakeholders were collected in this online questionnaire survey.

### III. Materiality Determination

In order to determine the key areas of the Group's ESG practice and disclosure, and to respond to the expectations of stakeholders, the Group conducted an analysis of key ESG issues during the Year to identify the most material ESG issues of the Group. After careful analysis, 22 material topics covering ESG aspects applicable to the Group's business were finally concluded, including 12 topics of high materiality and 10 topics of general materiality. According to the materiality of these issues, we make different levels of key disclosure in this Report, and take them as important considerations when formulating ESG strategies and policies.

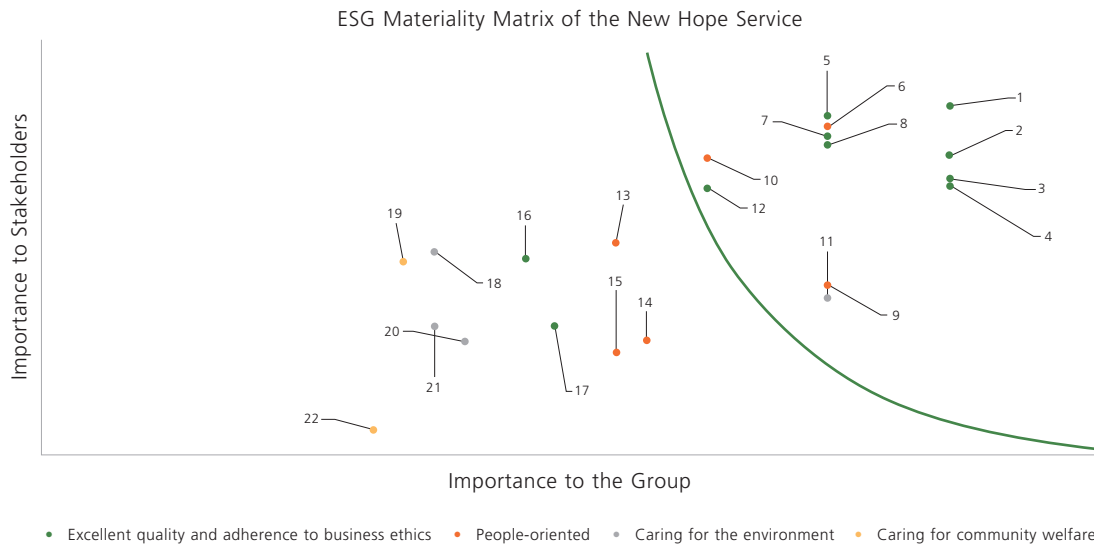
According to the Group's strategic operation impact and its impact on stakeholders, the materiality of each issue in the list is sorted based on the results of the questionnaire, and the materiality matrix for the Year is finally obtained.

The management of the Group reviewed the materiality assessment results and confirmed the key points disclosed in this Report.





# Corporate Governance



## ESG issues of materiality

### Material Issues

#### High-materiality issues

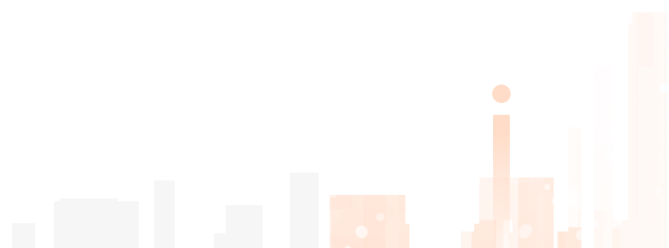
- 1 Customer satisfaction
- 2 Operational legal compliance
- 3 Preventing from corruption and violation risk
- 4 Compliance with business ethics standards
- 5 Supply Chain Management
- 6 Labour relations and employee communication
- 7 Response to policies and participate in industry exchanges
- 8 Customer privacy protection
- 9 Occupational health and safety protection
- 10 Compliance employment and protection of employee rights
- 11 Health and safety of products and services
- 12 Quality of product and service

## ESG issues of materiality

### Material Issues

#### General-materiality issues

- 13 The provision of competitive employee remuneration and welfare
- 14 Prohibition of child labour and forced labour
- 15 Comprehensive training and development system
- 16 Exhaust and greenhouse gas emissions
- 17 Environmental and risk managements for suppliers
- 18 Energy and water management
- 19 Participation in charities
- 20 Other resource management (including paper usage)
- 21 Building green communities
- 22 Participation in volunteer activities





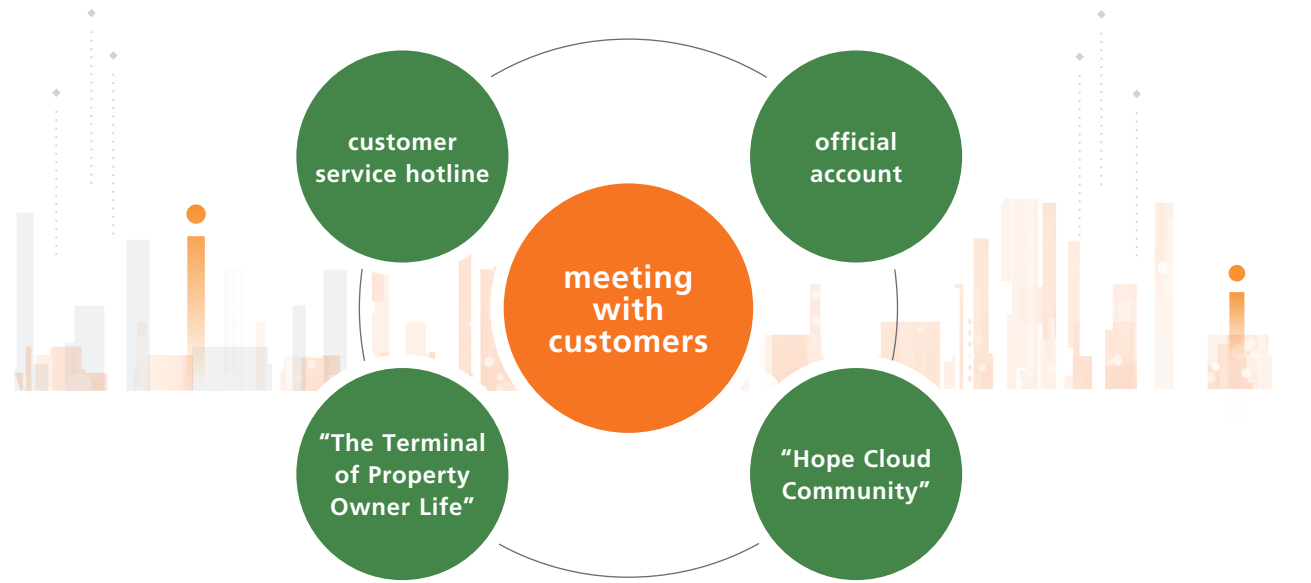
## Quality as the Foundation

Since New Hope Service establishment, it has been adhering to the concept of “Everyday, Let Happiness Happen” and the values of “Service, Achievement of Value”, with a sincere service attitude. We attach importance to the relationship with customers, continuously improve service quality, always take into account customer health and safety, implement responsible procurement policies to extend corporate citizenship responsibility to practice social responsibility with long-term, participatory practical actions.

## Relationship with Customers

The Group regards customers as important stakeholders in our sustainable development and strictly abides by the Law of the People’s Republic of China on the Protection of Consumer Rights and Interests, Regulation on Realty Management of the People’s Republic of China and other laws and regulations. We also formulate internal system such as Report Management System Instructions, Complaint Management System Instructions etc. to improve customer complaint management system. Besides, the Group standardizes complaint handling process and emphasizes customer-centricity, improves awareness towards customer service and the initiative, timeliness and effectiveness of complaint handling. With the goal of reducing and avoiding complaints to increase level of customer satisfaction, we achieve early warning and guidance of service quality through scientific and systematic analysis of complaints statistics. Moreover, the property management service center organizes meeting with customers in a regular basis to understand customers’ needs in a timely manner, solve problems and also establish a good relationship with them.

In case property owners have any complaints, they can complain through different channels such as customer service hotline, official account and the application “The Terminal of Property Owner Life” and “Hope Cloud Community”. We require departments to handle complaints according to the standard procedures in a timely manner after receiving relevant reports. We will also return to the owners after the complaints are handled. During the complaints return, we will escalate the handling process according to the complaint escalation process with regards to any unsatisfactory opinions from the customers. Meanwhile, we will regularly conduct an inductive analysis of systematic problems with regards to more frequent customer complaints, and combine optimizing suggestions to the relevant departments, which will formulate and issue optimization plans, guidelines and standards etc.





## Social Part

In addition, New Hope Service through routine services such as care for the elderly living alone, childcare for school-age children (during the epidemic), management of space for young and middle-aged people, and other regular services, as well as a series of activities for different groups of people to care for the individual needs of different groups, and systematically improve the satisfaction of clients.



“Hope Cloud Community” communication channels

The Group conducts customer surveys on their demand and level of satisfaction towards our service to keep abreast of the current status of customers’ satisfaction and collect their feedback so that we can improve our service quality. The survey content includes customers’ overall satisfaction with property services, their recognition of property employees and their perception of the focus of services at each stage. This Year, the Group’s customer service rating was 81%, and a total of 155 complaints were received, with a handling rate of 100%.



This Year, the Group’s customer service rating was

**81%**



A total of 155 complaints were received  
A handling rate of

**100%**



## Supply Chain Management

### Compliance with Laws and Regulations, Win-win Situation for All Parties

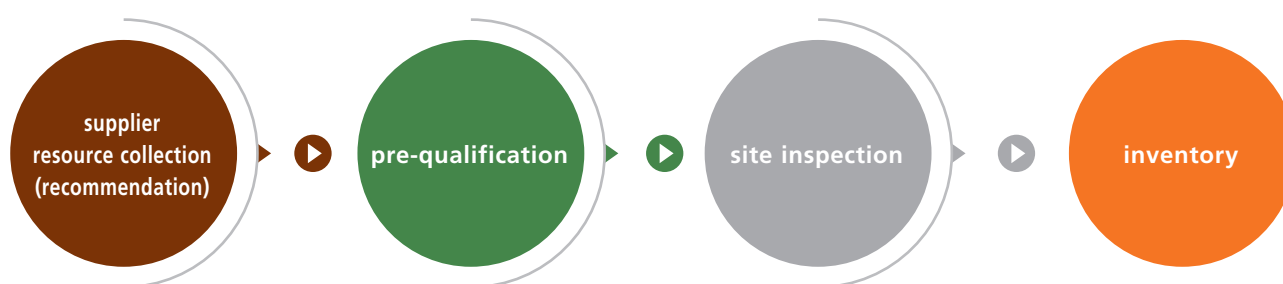
Comprehensive supply chain management can help improve the quality of products and services. In addition to complying with laws and regulations such as the Bidding Law of the People's Republic of China, Government Procurement Law of the People's Republic of China and Anti-Unfair Competition Law of the People's Republic of China, the Group has also established the Supplier Management System, the Procurement Management System and other policies to strictly regulate the process of supplier collection, registration, evaluation, shortlisting and final selection, so as to form a stable supplier team to achieve the purpose of optimizing and integrating supplier resources, controlling procurement costs and improving procurement efficiency.

At the same time, supplier relationship management helps improve customer satisfaction with demand and services. Procurement executive departments continuously strengthen relationship maintenance with suppliers. We establish a supplier communication system and a mutual visit system with strategic suppliers to actively maintain a positive cooperative relationship in order to achieve a win-win situation for all parties. This Year, the total number of New Hope Service suppliers reached 1,028. The regional distribution of them can be found in the table below:

Region <sup>1</sup>	Number	%
Northern	29	2.8%
Chengyu	121	11.8%
East China	137	13.3%
South China	209	20.3%
Wenzhou	217	21.1%
Suhu	103	10.1%
Kunming	212	20.6%
<b>Total</b>	<b>1,028</b>	<b>100%</b>

### Complete System, Strict Review

The Group standardizes procurement management, specifies the quality, price, standard and specification requirements of procurement matters to ensure the quality of on-site services. Meanwhile, the Group standardizes supplier management process, including supplier resource collection, pre-qualification, supplier inspection, qualification review, cooperation evaluation, withdrawal and penalties. Among them, the establishment of the supplier's inventory management system allows us to understand the comprehensive strength and contract performance ability of the suppliers so that we can select high-quality suppliers to carry out strategic cooperation. The introduction management of new suppliers includes, but is not limited to, supplier resource collection (recommendation), pre-qualification, site inspection, and inventory. During the introduction evaluation process, if they fail to pass the pre-examination, they shall not enter the supplier inspection section. For qualified suppliers who have already cooperated with the Group, we regularly organize cooperation performance evaluation every year, and the evaluation results will be used as the basis for supplier grading, which directly affect future cooperation opportunities with the Group.



<sup>1</sup> The Group has classified this geographical classification for the convenience of business development.



## Social Part

### Fair and Just, Sunshine and Transparency

The sustainable development of the supply chain has always been an important topic that the Group deeply regards. We keep abreast of the compliance status of suppliers' environmental protection and social responsibilities, such as employees must have legal work qualifications. The Group expects all partners to become a socially responsible enterprise with us and achieves a win-win situation of sustainable development. We support and encourage green and sustainable procurement, such as purchasing more ceramic cups and reusable tableware in the offices to reduce waste.

The Group adheres to the basic principles of fairness, impartiality, and compliance with laws and regulations in handling all commercial trading. Incorrupt and standardized cooperation based on this principle is the guarantee for our long-term cooperation with all suppliers. As a responsible enterprise, we require all suppliers to uphold the high-standard social responsibility principle. We select suppliers for integrity interviews, and conduct phone calls and interviews to publicize our company's integrity management requirements, supervise suppliers' compliance with integrity, and report and deal with non-compliance practice, so as to avoid the occurrence of unclean practice. For supplier inspectors and supplier evaluation personnel, they should follow the principles of openness, fairness, and transparency in the performance of their duties, and be honest and incorrupt. All contracts entered into by the Group and suppliers must be attached to the "Sunshine Cooperation Agreement" signed by both parties, to resolutely avoid and eliminate using the authority during the renting process, corruption, and maintain fair competition order and joint rights and interests of both parties. The Group complies with relevant laws and regulations on tendering and procurement and formulates the "Guidelines for Tendering and Procurement Operational Procedures" policy, strictly regulates the tendering and procurement process, and strictly prohibits concealed operations. Adhering to the principle of transparency, the Group ensures openness, fairness and impartiality in bidding decisions through revealing bidding process and information. We will resolutely punish the employees who violate the following provisions in the bidding process in accordance with the relevant regulations of the Anti-Fraud Management System and Anti-Money Laundering Internal Control Management System after verification.

### Quality of Service

Adhering to the original intention of quality service, the Group constantly explores innovative service models and optimizes service standards to meet clients' different needs. At the same time, we strive to create high-standard, high-quality and sustainable properties service brand to continuously improve the construction of service standards, and promote standard publicity and practice evaluation.





The Group strives to provide property owners with high-quality housing quality management throughout the entire cycle from handover to occupancy, maintain a high-quality living environment, and effectively protect the rights and interests of owners. During the acceptance process, we reasonably arrange acceptance personnel and formulate an acceptance plan to avoid omission of acceptance problems according to the acceptance scale and on-site conditions. For the problems existing in the acceptance, we will implement them in accordance with standards, timely feedback to relevant departments for rectification in order to ensure the quality of acceptance, strictly control the risk of handover, and prevent fraud and other problems. We clarify the responsibilities, methods and requirements of the decoration management of the property customer service center and ensure that the building itself and the property service order are not affected during the maintenance process. We strictly standardize the maintenance and repair work process, report problems to the owners and hence determine the maintenance plan, and carry out home-based services as well as confirm the maintenance effects. Detailed specifications and requirements are listed out for the whole process of maintenance, so as to quickly respond to repair requests and handle problems efficiently. At the same time, we continue to promote the standardized services for the maintenance and repair staff at the entry level, and consolidate the daily grooming, strengthen maintenance service etiquette, maintenance operation procedures, and maintenance communication skills, etc., so that we can continuously obtain owners' recognition and trust in us with high-level maintenance quality, response speed and service experience. We also regulate to regional property companies, property customer service center and business management center to create a good business environment together. The business management center communicates with the person in charge of the store at least once every six months and listens to their opinions and suggestions, and has conversation on the law-abiding operation of the stores, fire safety and other issues. The property customer service center also designates a staff dedicated to conducting daily supervision on the environmental hygiene, safety, environmental pollution, and compliance operations around the tenants, and promptly corrects and rectifies the practices that violate the management regulations of the tenants within a time limit.

During the Year, the Group had no products recalled due to health and safety reasons.

## Customer Health and Safety

### Owners Safety

Ensuring the health and safety of the owners and maintaining the order of the garden are the foundation of high-quality property services. The Group requires property personnel to actively report and handle fire prevention, anti-theft, explosion-proof and various emergencies as well as regularly conduct safety education and safety inspections, urge the formulation of special improvement plans, eliminate various safety hazards, and provide owners with comfortable living environment. In addition, we guide owners to standardize the use of facilities and equipment by posting safety posters and holding regular safety lectures to effectively protect the personal safety of owners.

We possess a complete and effective emergency management system for emergencies, including the "Engineering Center Emergency Accident Management System", "Fire Emergency Plan", "Elevator Trapped Emergency Plan", "Elevator Water Intrusion Emergency Plan", and "Elevator Shearing Emergency Plan", etc and provide standardized risk screening, risk early warning, risk rectification and risk management and control processes; dynamically updated security risk accident event ledger, real-time understanding of staged risks and hidden dangers, conduct self-examination and self-correction; through normalized risk management and control actions, risk governance is carried out on a regular basis; the introduction of real-time monitoring and analysis system - Realting monitoring and analysis system (RMA), through the RMA system to monitor the operation status of each equipment and equipment room in real time to provide basic guarantees for safe production for projects under management.

In 2021, we respectively carried out 16 Elevator Safety Month theme activities and 18 Fire Safety Month theme activities, total more than 2,000 owners participated in them, bringing more elevator safety and fire emergency knowledge into the garden. In addition, we deploy flood control work in advance for targeting projects under management in flood season areas, including dredging, material storage and equipment management.



## Social Part



Fire safety drills, night patrols, safety home publicity

## Epidemic Management

When epidemic prevention becomes normalized, the Group based on customers' health demands, will construct the healthy scene, form a health service with New Hope characteristics, help achieve full customer satisfaction.

### Epidemic Elimination:

In order to effectively block the hidden dangers of the epidemic, the Group does not only contain basic prevention and control work, strictly disinfect high-frequency contacts, but also conducts daily prevention and control drills and implements the "Six Epidemic Prevention Measures" to safeguard the daily life, health and safety of the owners:



#### Channel publicity

Pay high attention to the situation of the epidemic, continuously start the publicity of epidemic policies through the channels such as the owner group and the Hope Cloud platform, and notify the owners of the epidemic prevention information and official notifications at first, and indirectly enhance the self-protection of the owners consciousness;



#### Place disinfection

For places where people gather, increase the frequency of disinfection, increase physical protection measures (such as protective films), to reduce the risk of contact between owners and public objects;



#### Vaccines and testing

Actively cooperate with the sub-district office and the community to arrange for the owners to carry out vaccination, nucleic acid testing and do better in on-site maintenance and organization;



**Personnel movement control**

Strictly and meticulously control the movement of personnel, conduct health code verification and temperature monitoring for incoming and outgoing personnel, verify the identities of external people and vehicles, and conduct registration.



**Standardized service process**

including lobby elevator disinfection service process, children’s area disinfection service process, recreation facility disinfection service process, toilet disinfection service process, trash can, garbage room disinfection service process, reception area disinfection service process;



**Convenience of people’s livelihood**

During the period of epidemic lockdown, in order to avoid the risk of spreading out and solve the purchase problems of the owners, we integrated the New Hope Group’s civilian production chain and built a whole-process service for fresh food purchase. The contact method allows owners to obtain safe, healthy and affordable food supplies. At the same time, according to customer needs, we provide services such as pet care and walking, homework printing, and courier door-to-door delivery, even in quarantine.



Case Sharing

**Epidemic Prevention Service Warms People’s Hearts**

During the epidemic, an owner who was nearly eight months pregnant was nourish the fetus at home by herself. His husband has been working outside for a long time and could not give timely care. After learning about the situation, the housekeeper Xiao Xin immediately included her as a “special care person”, greeted her every day, and tried to meet any needs. When the owner mentioned that she wanted to eat fried pork with garlic moss in the fresh delivery group, the housekeeper Xiao Xin immediately took the time to pack a package and deliver it to the door in person to solve the owner’s “glutton”. On the third day after the birth of the daughter, the owner specially sent a cake to let the warmth continue to spread !







### Morality as the Principle

In addition to providing high-quality services, successful companies build mutual trust with their stakeholders, which is an important connection for New Hope service to gain the trust of customers. The Group highly values the promotion of integrity in daily operations and cooperation with suppliers, and takes the protection of customers' rights and interests as the premise of service, and strives to maintain operations in line with corporate ethics.

#### Incorrupt Practice

The Group complies with laws and regulations such as the Company Law of the People's Republic of China Provisions on Anti-money Laundering through Financial Institutions, Anti-Money Laundering Law of the People's Republic of China, Administrative Measures for Financial Institutions' Report of Transactions Suspected of Financing for Terrorist Purposes and Interim Provisions on Prohibition of Commercial Bribery. We do not tolerate any form of corruption, including bribery, extortion, fraud and money laundering, etc., and advocate a sunshine, positive, normative, and innovative corporate culture. We have created a good atmosphere of fair competition and integrity in the industry.

In addition, the Group has formulated a series of policies, including Anti-Fraud Management System and Anti-Money Laundering Internal Control Management System, and strictly implemented them to reduce the chance of corruption and fraud. These policies regulate the anti-fraud work process, requiring each unit to implement the established policies seriously. We require employees to understand and abide by the regulation on the behaviours of employees in terms of prohibition of corruption and fraud, confidentiality of business information, declaration of conflicts of interest, and elimination of unfair transactions to maintain integrity and efficiency. All employees need to receive integrity education once they are employed by the Company and fully understand the scope and accountability measures of integrity and disciplinary violations in integrity. This helps employees correctly handle conflicts of interest that occur at work, resist the temptation of improper interests, and understand the reporting channels for potential violations. In addition, to avoid direct or indirect involvement in corrupt practices, we have established policies covering customer due diligence and suspicious transaction reporting procedures to prevent and detect any money laundering and terrorist financing activities.

During the Year, the Group did not receive any corruption lawsuits involving the Group or its employees that have been concluded.

The Group encourages employees to report and complain about corruption, fraud and irregularities discovered or informed by them, and actively report and expose corruption and disciplinary violations, so as to avoid damage to the company's reputation or recover economic losses in a timely manner. To this end, the Group has formulated relevant whistle-blowing policies, and whistleblowers can report anonymously or in their real names to make "honest reporting" through reporting telephones, e-mails, and whistle-blowing boxes. In order to protect the rights and interests of the whistleblower, we promise to keep the whistleblower's personal information and report content strictly confidential, and promise to give timely feedback on the investigation results. At the same time, we require companies and individuals in all regions not to retaliate against whistleblowers for any reason, and to respond to potential retaliation in advance. Once such situation is found, the relevant personnel will be punished accordingly.

Meanwhile, we will continue to strengthen integrity education for employees and directors, and actively create an atmosphere of an internal integrity working culture. The Group adopts various methods to publicize anti-fraud policies and related measures, and provides anti-corruption training and training to directors and all employees on laws, regulations, and integrity and ethics education, and promotes a corporate culture of integrity and law-abiding. During the Year, the Group provided anti-corruption training to directors and employees, including holding special conferences, online anti-corruption training, and sending anti-corruption-related materials to employees. Among them, the Group held an 8-hour online special meeting on anti-corruption compliance in December, in which more than 120 directors and employees attended.

#### Customer Information and Privacy Protection

The Group attaches great importance to the protection of customer privacy and information security, and strictly abides by the Cybersecurity Law of the People's Republic of China, Provisions on Protecting the Personal Information of Telecommunications and Internet Users, Regulations on the Protection of Computer Software, Measures for the Registration of Computer Software Copyright, Mobile Internet Privacy Policy and other relevant laws and regulations. The Group has also formulated and implemented a series of internal policies for information confidentiality and security management such as Administrative Guidelines for Employee Office Network Management, Confidentiality Management System, Archive Management System etc., and continues to promote the establishment of an information security management system which provides clear guidelines for the implementation of system authority management, system problem handling and emergency handling, network security, server storage facility management, data backup and recovery, etc. During the Year, no complaints regarding leakage of customer information or breach of customer privacy were received.



The Group highly values data security and properly handles all data provided by customers, employees and business partners. We require relevant departments to regularly repair and maintain the infrastructure required for providing services, such as software and hardware equipment, communication equipment, information systems, etc., through regular information security inspections and penetration tests so as to strengthen website security capacity facilities, and fill high-risk vulnerability, and hence improve operational capabilities. In addition, employee and customer data are stored in the cloud database, and the database adopts incremental/full backup rules to ensure data security. The company's data adopts a strict confidentiality system in which while the system administrators can access the data, ordinary employees cannot access customer data. We also strengthen the education of Internet access personnel in various departments, and encourage employees to establish confidentiality awareness, legal awareness, responsibility awareness, self-discipline awareness, and civilized Internet access. Through the complexity of the system account and the setting of relevant permissions, the responsibility being assigned to the specific person in charge; the system log tracking, recording and review system is established to technically discover and solve security loopholes. The Group conducts investigations on the information security situation, and will give corresponding sanctions based on the seriousness of the circumstances for violations of information security. If a crime is constituted, it will be transferred to the judicial body to investigate relevant responsibilities according to laws. We also open a multi reporting channel for owners to report complaints or provide comments and suggestions, and we promise to review the issues involved and reply as soon as possible.

### **Accurate Promotional Information**

The Group is in strict accordance with the Advertising Law of the People's Republic of China and other laws and regulations and industry norms, and strictly follows the principles of comprehensiveness, compliance and effectiveness in business development. In order to further strengthen the content release and management of the Group's use of new media platforms, we promote the standardization of information collection, review, and release work in various subordinate units, ensure the authority, timeliness and accuracy of released content, and optimize the operation and maintenance of each unit's new media platform and management efficiency. To this end, the Group has formulated the Informatization Project Management System, VI Standardized Management System, Self-media Management System, Brand Unannounced Inspection Standards and other policies to ensure the standardization and accuracy of dissemination of information. We strictly review all publicly released marketing information, including product brochures, promotional foldouts, social media posts and marketing materials etc., based on the principles of being correct, truthful, and not exaggerating. The Group ensures that the published information is legal, compliant, authentic and reliable, accurately describes the group, products or services, prevents inaccurate or exaggerated publicity content, and prevents owners from being misled, so as to effectively protect the legitimate rights and interests of owners.

The Group also supervises the implementation of media management of units at all levels, and strives to ensure that the Group's trademarks are properly protected and not abused while promoting business and brand value. In addition, we will also refute or announce false information or information that may mislead the owners, take legal measures to solve the violations with regard to the owners and the Group, and effectively safeguard the legitimate rights and interests of the owners and the Group.

### **Safeguarding Intellectual Property Rights**

The Group respects the value of knowledge and strictly complies with the Copyright Law of the People's Republic of China, the Trademark Law of the People's Republic of China, Rules for Implementation of the Patent Law of the People's Republic of China, the Tort Law of the People's Republic of China and other laws and regulations. All technologies developed by the group are protected by established policies such as the Confidentiality Management System and Trademark Management System. This manual lists out the commitment and work of New Hope Service to serve the protection of intellectual property rights, standardize and strengthen intellectual property management work and the right use and protection of self-brand, and actively promote product development, protection, utilization and avoid infringement of other people's existing intellectual property rights. We require employees to sign the Use of Genuine Software Commitment Letter. The Group investigates the status of intellectual property rights. For employees who violate intellectual property rights, they must sign the Office Rectification Commitment and will be punished according to the seriousness of the circumstances. We incorporate intellectual property management work into the development of the legal system, implement special personnel management, improve the assurance of system for the company's technology research and development, business development, and daily operations, and effectively maintain the company's various software copyrights, patents and trademarks.



### Employees as Wealth

Employees are valuable resources for the sustainable development of enterprises. The Group insists on creating a working atmosphere of “care for employees, equality and tolerance”, and is committed to relevant labour and social security regulations such as Labour Law of the People’s Republic of China, Labour Contract Law of the People’s Republic of China and Social Insurance Law of the People’s Republic of China, Special Regulations for Protection of Juvenile Workers of the People’s Republic of China, Provisions on the Prohibition of Using Child Labour and Law of the People’s Republic of China on the Protection of Minors etc., to safeguard the legitimate rights and interests of employees and to create a fair, healthy, safe and promising working environment. We also provide a series of clear management systems in terms of employment, welfare, talent development and occupational health and safety, so that employees and New Hope Service can develop harmoniously. The Group advocates a diverse and inclusive working atmosphere, and provides a working environment of mutual respect, understanding and integration for employees of different cultural backgrounds. Our employees cover all age groups, etc., and continues to optimize the structure of employees to promote a reasonable distribution of employees in terms of age, gender, and region so that the Group can have sufficient human resources for the development.

As of December 31, 2021, the Group employed a total of 3,162 employees at the operating points within the reporting scope. Our detailed employee distribution and training data can be found in the table below or in the section headed Appendix I: Summary of Sustainability Information of this Report.

Employment data	Unit	2021
<b>Number of Employees</b>		
Total number of employees	person	3,162
<b>Total Number of Employees (by Gender)</b>		
Female	person	1,475
Male	person	1,687
<b>Total Number of Employees (by Employee Category)</b>		
Full-time entry-level staff	person	2,796
Full-time middle management	person	340
Full-time senior management	person	26
<b>Total Number of Employees (by Age Group)</b>		
Aged below 30	person	1,370
Aged 30-50	person	1,542
Aged over 50	person	250



Development and training data	Unit	2021
<b>Development and Training</b>		
<b>Percentage of Employees Trained by Gender<sup>2</sup></b>		
Female	%	47.52
Male	%	52.48
<b>Percentage of Employees Trained by Employee Category<sup>2</sup></b>		
Full-time entry-level staff	%	89.10
Full-time middle management	%	10.16
Full-time senior management	%	0.74
<b>Average Training Hours of Employees by Gender<sup>3</sup></b>		
Female	hour	35
Male	hour	32
<b>Average Training Hours of Employees by Employee Category<sup>3</sup></b>		
Full-time entry-level staff	hour	37
Full-time middle management	hour	44
Full-time senior management	hour	34

## Employees' Communication and Care

The Group has always advocated "Simple, direct, honest and transparent" approach, to getting along, and believes that employees will build sincere friendships by working together. Efficient communication is the foundation of the Group's employment system. The Group attaches great importance to listening to the opinions of employees, enhances humanistic care and psychological counselling for employees, and hence enhances employees' cohesion and sense of belonging. We have a human resources department as the main responsible agency for employee relations and communication, which will provide employees with assistance in improving job satisfaction, labour security, occupational psychological counselling and grievance handling. At the same time, managers at all levels also bear the relevant responsibilities and obligations. We will ask employees for their opinions on the company's business and management through regular and irregular interviews or surveys. Employees can give feedback based on their own real thoughts without any concerns. In addition, employees can actively express their ideas through other effective channels, and these opinions and suggestions will be considered by the Group in the decision-making process of operation and management. In order to achieve the purpose of full communication, we regularly inform employees of the Company's recent operation and management information through specific channels. This information not only helps employees to further understand the Group, but also helps employees with their personal growth by analysing and judging this information.

## Employees' Health and Safety

The Group pays great attention to the occupational health and safety of employees. We strictly implement the national laws and regulations such as the Law of the People's Republic of China on Work Safety, the Fire Control Law of the People's Republic of China and the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, formulate and regularly promote the compliance of the Company's Work Injury Response Measures, Work Manual and other systems and standards, and operate in strict accordance with the law and regulations. In the past three years (including this Year), the Group had no work-related fatalities. During the Year, the Group lost 366 working days due to work-related injuries.

<sup>2</sup> The percentage of employees trained for the Year is calculated as the number of employees trained by each category ÷ the total number of employees trained x 100.

<sup>3</sup> The average training hours of employees for the Year is calculated as the total number of training hours of employees by each category ÷ the number of employees by each category.



## Social Part

In order to ensure the safety of employees, the Group organizes medical examination for employees to take care of their own health conditions. We urge employees to pay attention to their own health, and actively adopt various initiatives such as safe and civilized construction inspections, safety education and training, and fire drills to ensure employee safety. When an occupational accident occurs, the company is specially responsible for caring and express solicitude, follow-up medical treatment, identification, disability discovery, payment of benefits etc. At the same time, we will analyse and recognise the reasons for the occurrence of the accidents. In addition, if employees are injured on the job and are identified as a work-related injury, they will receive work-related injury leave during the period of receiving necessary medical treatment. For those with a longer medical treatment period for work-related injuries, in order to grasp the employee's work-related injury situation, the employee is required to submit the medical diagnosis data of the designated hospital to the company before the end of each month. We also purchase group accident insurance for employees in engineering, customer service, discipline and other departments. The Group strengthens labour protection, improves labour conditions, and distributes labour protection utensils according to the standard of labour protection articles ensures the safety, hygiene and health of employees during production and labour. For example, helmets, insulating/cut-resistant gloves, non-slip boots, etc. will be supplied to front-line engineering, cleaning and other positions, etc.

In order to enhance the self-protection ability and safety awareness of employees, the Group values contingency plans and drills for emergencies, help them master the skills of avoiding dangers under earthquakes, flash floods, fires, mudslides, landslides, sudden illnesses and other emergencies, and improve their ability to deal with emergencies. We carry out various forms of safety inspections to eliminate hidden dangers, identify weakness links in safety, and urge relevant departments to make timely rectification to eliminate hidden dangers. We expect that employees are enabled to acquire safe working skills and scenarios through these security measures.

During the outbreak of COVID-19, we carry out regular cleaning and disinfection of all office spaces, elevators, stairs, toilets, air conditioners, etc in order to protect the health of employees. We also regularly distribute masks and other anti-epidemic materials to employees for epidemic prevention and control, and strictly abide by the government's various epidemic prevention and control measures.

We understand that the working environment in the office has an important impact on the health of employees. The office is designed with an open plan, and leisure equipment is added to effectively reduce the sense of oppression and provide employees with more public space. Combined with green environmental protection elements, green plants can be seen everywhere in every corner, they not only can absorb indoor harmful substances, but also improve indoor air quality. A good indoor air quality can effectively improve work efficiency.



Open design and green plants in the office

### Compliance Employment

The Group is committed adhere to creating an "equal and inclusive" working atmosphere. We oppose workplace discrimination and strictly abide by the relevant laws and regulations of the regions where we operate, including the corresponding laws and regulations for business operations in the mainland, implement and apply corresponding internal systems. Religion, gender, nationality, race, marital status and other social identities are not discriminated in employment, remuneration, promotion to ensure that the entire process of talent management is open and transparent, and employees are guaranteed to have equal opportunities.

The Group is actively involved in the protection of labour rights and the avoidance of child labour. We have zero tolerance for the employment of child labour and any form of forced labour, and are committed to corresponding laws and regulations. The Group establishes labour relations based on the principles of fairness, lawfulness, equality, voluntariness, honesty and trustworthiness, and signs an internship agreement, labour contract or employment contract with each employee according to the job nature of employees. Employees with expired contracts should conduct relevant renewal in a timely manner. We require new employees to provide personal identity and data proof documents before on-boarding, and review the valid identity certificate of the applicant in all aspects of employee recruitment, on-boarding approval, and on-boarding registration. In addition, the Group does not advocate forced labour acts such as overtime, nor does it advocate overtime due to inefficiency or rectifying mistake. We eradicate the phenomenon of forced labour. All employees of the Group are employed on a voluntary basis, without deception or coercion.



In terms of working hours, the Group has standard working hour system, irregular working system and comprehensive hourly system according to the business type and job nature of the employees. Most of our employees also work according to the standard working hour system. The working hours are Monday to Friday, with an average of 40 hours per week, and Saturday and Sunday as rest days. The irregular working system and the comprehensive hourly system are the work systems that workers who are not limited by the fixed working hours and comprehensively calculate the working hours in cycles of weeks, months, quarters, and years respectively.

In addition, if any violation of labour standards is found, we will take relevant measures from the perspective of protecting the legitimate interests of workers. For example, if we find that underage workers are employed, we will immediately report and register with the relevant labour administrative department. During the Year, the Group did not employ child labour or forced labour.

### Remuneration Benefits

The Group implements a comprehensive remuneration management system that pays for performance and contribution under the premise of legality in which the company encourages high performance, high contribution and high income. The Group has formulated a comprehensive remuneration and welfare system and implemented internal systems such as the Employee Handbook and the Employee Performance Management System to ensure employee welfare. In order to establish a stimulating and restraining system suitable for operation and management which fully mobilizes the enthusiasm, initiative and creativity of employees, promotes the realization of the company's strategic goals, establishes a comprehensive evaluation system, and continuously improves the performance level, the Group adopts the method of performance incentives to provide employees with market-competitive salary returns. The Group establishes the salary standard with reference to the industry average salary level and the internal salary system. In principle, the salary level is evaluated and adjusted every year to ensure that the overall salary level of employees is not lower than the market average level. We ensure that high-value and high-potential employees are given appropriate motivation to mobilize their initiatives at work.

Based on relevant laws and regulations, the Group keeps abreast of the dynamics and needs of employees, and provides many corporate benefits for employees on the basis of guaranteeing statutory benefits. First, provide all employees with various social insurance benefits in accordance with the law, including pension insurance, unemployment insurance, maternity insurance, work-related injury insurance, medical insurance, personal accident group insurance and other insurance benefits and housing provident funds. Secondly, the Group provides various holiday benefits, such as national statutory holidays, sabbatical leave, personal leave, sick leave, work injury leave, marriage leave, maternity leave, annual leave, etc., and provides various benefits such as holiday benefits, employee condolences, birthday benefits etc., and annual employee physical examination, heatstroke prevention and cooling and other labor benefits. At the same time, in order to continuously improve the working skills and self-development of employees, we provide further education, training and education opportunities and benefits, and participate in relevant training and education according to the company's annual mission goals. After passing the training, they can obtain the corresponding certificate and sign a training agreement with the company to reimburse the relevant expenses. Finally, we also hold various activities for our employees, such as corporate culture festival, festival activities and employee in-house purchase festival. The following table lists the highlights of some employee activities organized by the Group this Year:

Types of events	Introduction	Event photos
<p><b>Corporate culture festival</b></p>	<p>In order to strengthen the perception of corporate culture, allow our employees to deeply understand the corporate culture of the Group as well as create a good working atmosphere. The Group launched a three-month cultural festival. Our Group organized a variety of cultural activities, such as the Marathon on the Cloud, the Cultural Challenge, the Cultural Model, the Employee Skills Competition, and the Employee Music Festival. A total of more than 3,000 employees participated. A cultural feast to gather team spirit.</p>	



## Social Part

Types of events	Introduction	Event photos
<b>Festival activities</b>	<p>With the goal to create a satisfying working atmosphere, activities with different themes were also organized on major festivals. Through interactive games and gifts, their sense of belonging and satisfaction can be improved. Including: March 8th Women’s Day activities, Thanksgiving activities, Dragon Boat Festival activities, Mid-Autumn Festival activities, etc.</p>	
<b>Employee internal purchase activity</b>	<p>In order to allow employees to enjoy more welfare discounts, the Group organized the “New Year’s Goods Festival” to send benefits through online and offline in-house purchase activities for employees.</p>	
<b>“Different youth” badminton competition</b>	<p>The Group advocates the use of healthy sports to create an atmosphere of struggle and improvement, and enhances the integration between departments of the Group through team competition.</p>	



## Employees' Training and Development

New Hope Service highly values the selection and breeding of talents and advocates the talent development concept of "green growth without boundaries", and regards "joining hands to share corporate value" as one of the core values of New Hope Service. To this end, we have formulated a scientific and complete talent development system such as the Training Management System and other internal systems to provide employees with a broad space for improvement and a fair development platform. The company pays attention to the development of each employee. We encourage employees to improve their professional or management capabilities through their own efforts, and evaluate the suitability of employees towards the positions based on the vacancies. After the appointment and dismissal procedures, employees are adjusted to suitable positions. Therefore, New Hope Service attaches great importance to the cultivation of talents in which we provide guidance in various regions to strengthen the ability of talent development and employee training, and cultivates external and internal lecturer resources to better deliver key talents for the business. The Group's staff training can be divided into three categories such as onboarding training for new employees, internal training and external training.

Types of training	Introduction
<b>Induction training for new employees</b>	The Company will give a detailed introduction to new employees on job responsibilities, work procedures and work standards, so as to facilitate the development of the work.
<b>Internal training</b>	<p>We have three main categories of in-house training as follows:</p> <ol style="list-style-type: none"> <li>1. Company system and operation skills training: systematic training for various management systems, operation skills and processes.</li> <li>2. Cohesion training for the company's employees: according to the company's corporate culture and the status of the employees, various forms of training activities such as employee seminars, reading and sharing are carried out.</li> <li>3. Management experience sharing and case analysis: the experience sharing and case studies from each business unit are organized.</li> </ol>
<b>External training</b>	In order to meet the needs of business development or the improvement of employees' abilities, the company dispatches or agrees to employees to participate in training activities organized by external training institutions.





## Social Part

### New Hope Service Academy

New Hope Service relies on the internal learning management organization-New Hope Service Academy, takes the digital learning platform as the medium, and is supported by a complete talent development system, comprehensive curriculum and teaching system to create a talent training system with New Hope Service's characteristics. New Hope Service Academy is positioned as strategic advancement, cultural implementation, talent output, and high level professional, with "sharing, growth, and service" as the concept. Each branch undertakes talent training in headquarters and regions and the digital learning platform comprises of online and offline learning.

Based on the career development path and competency model of employees, New Hope Service Academy has created the following systematic talent training programs:



#### **Xinchen program**

Management trainee training program;



#### **New employees accommodation program**

New employees training program;



#### **Talent conservation program**

Executive general management skills enhancement Program;



#### **Talent cultivation program**

Project manager comprehensive management ability enhancement program;



#### **Talent cultivation program PRO**

Regional director comprehensive management skills enhancement program;



#### **Leadership training program**

Management associate director training program;

### Development Channel

The Group continues to introduce outstanding talents and provides broad career development space for talents, including diversified career development channels and development paths in different directions. In terms of vertical development, we provide four development channels of management sequence, professional sequence, marketing sequence and operation sequence according to the ability, quality, development potential and development willingness of employees; in terms of horizontal development, other than the promotion of employees according to the requirements of the position level within the position sequence, the company also provides platforms and opportunities for cross-sequence expansion between different sequences, taking into account the different development wishes of employees.



## Green Development in Long-term

The Group closely follows the country's green development strategy. We are very determined to choose the low-carbon development path, and pay close attention to the negative impact it may have on the natural environment during its operation, insist on coexisting and co-maintaining with the environment. We strictly comply with the Environmental Protection Law of the People's Republic of China, the Water Pollution Prevention and Control Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, and other laws and regulations. By continuously improving the environmental management measures, optimizing environmental management system, we strive to create a sustainable society in which humans and nature coexist in harmony. We have implemented relevant internal systems to reduce energy and resource consumption and waste discharge during the operation of the Group, so as to contribute to the green development of society. During the Year, the Group had no violations of relevant laws and regulations regarding environmental protection.

## Greenhouse Gas Emission Management

Energy consumption from property management is the main source of greenhouse gas emissions of the Group's operation. In order to minimize the adverse impact on the business and the environment, the Group is committed to reducing greenhouse gas emissions during its operations. The Group has incorporated policies and procedures to encourage energy conservation throughout its operation, and relevant measures to reduce carbon emissions will be further elaborated in the section of "Energy and Resource Use" in this Report. Total greenhouse gas emissions from the business operation in Mainland in 2021 were 23,512.05 metric tons of carbon dioxide equivalent. Among them, the greenhouse gas emissions mainly come from the purchased electricity, the scope 2 (energy indirect greenhouse gas emissions). The remainder comes from the fossil fuel combustion for power generators and automotive factories, the Scope 1 (direct greenhouse gas emissions). The Group's major air pollutants come from the use of power generators and automobiles. Besides, the Group actively implements the Group's energy saving and greenhouse gas emission reduction measures, aiming to maintain or gradually reduce greenhouse gas (Scope 1 and Scope 2) emissions on the basis of 2021.

The following table shows the air pollutants and greenhouse gas emissions during the Year:

Air Pollutant Emissions	Unit	2021
Nitrogen Oxide (NO <sub>x</sub> )	kg	37.90
Sulphur Oxide (SO <sub>x</sub> )	kg	0.13
Particulate Matter (PM)	kg	3.57
Greenhouse Gas Emissions	Unit	2021
Direct greenhouse gas emissions (Scope 1)	tCO <sub>2</sub> e	359.97
Greenhouse Gas Removed from Newly Planted Trees (Scope 1)	tCO <sub>2</sub> e	623.34
Indirect greenhouse gas emissions (Scope 2)	tCO <sub>2</sub> e	23,775.43
Total greenhouse gas emission (Scope 1 and 2)	tCO <sub>2</sub> e	23,512.05
Greenhouse gas emission intensity per employee (Scope 1 and 2)	tCO <sub>2</sub> e/employee	9.33
Greenhouse gas emission intensity per square meter (Scope 1 and 2)	tCO <sub>2</sub> e/square meter	<0.01
Greenhouse gas emission intensity per million revenue (Scope 1 and 2)	tCO <sub>2</sub> e/RMB in million	25.42



## Environmental Part

### Waste Management

The Group has a series of documents of procedures to manage office and domestic waste, construction waste, food waste, medical waste and hazardous waste generated during the management service, and promises to recycle waste as much as possible to accomplish the 3R principle (Reduce, Reuse and Recycle) to reduce the pollution of waste to the environment. We are committed to reducing, recycling and properly handling waste to reduce the environmental impacts due to our operation. Our daily waste is mainly generated in the properties by our tenants, residents, customers, etc. Our goal is to ensure the waste is properly disposed of in accordance with the local waste disposal regulations by working with various stakeholders. In addition, the Group actively implements the Group's measures regarding material conservation and waste classification, aiming to maintain or gradually reduce waste generation on the basis of 2021.

Hazardous waste consists of used toner cartridge and used batteries while non-hazardous waste consists of general office and household waste. Disposal of hazardous waste such as toner cartridges and used batteries is handled by qualified contractors. In addition, the Group appoints a third-party qualified waste treatment contractor to collect general waste from properties in the Mainland and directly send to landfills for proper disposal of different types of domestic waste. Besides, some projects under management also involve construction waste left by the property owner. The Group strictly abides by the local urban management regulations to properly handle the construction waste to ensure a comfortable living environment for the property owner.

Through various publicity and education, the Group places banners, posters, roll-up banner frames and notices in prominent positions of the property to promote the correct way of sorting household waste to the residents; domestic waste classification; sets up waste classification stations in the park, and arranges personnel to guide the correct waste classification; in the garden, plans a special disposal area for large-scale waste, decoration waste and construction waste, and disposes of these wastes separately from domestic waste; in order to strengthen the effectiveness of the waste classification system, we will conduct daily inspections, including the sanitation and classification of waste collection points. situation etc. Through the above diversified methods, it also helps the owners to gradually establish the awareness of waste recycling, and develop the habit of distinguishing different types of waste.

In addition, regarding the office, the Group encourages employees to use both sides of the paper, make whole use of paper, reduce waste paper and send out documents electronically as much as possible. Except for the paper with confidential information, all waste paper is sent to waste paper recycling companies for recycling. We also replace all disposable drinking cups, wooden chopsticks, etc. with non-disposable items such as ceramic drinking mugs and reusable tableware to reduce waste. Water-saving and electricity-saving posters are put in the office area to raise employees' awareness of environmental protection responsibility and to ensure efficient use of energy.

The following table shows the amount of hazardous waste and non-hazardous waste generated during the Year:

Waste	Unit	2021
Total generated hazardous waste	kg	0.10
Hazardous waste intensity (per employee)	kg/employee	< 0.01
Total generated non-hazardous waste	tonne	1,516.09
Non-hazardous waste intensity (per employee)	tonne/employee	0.60



## Use of Energy and Resources

The Group always pays attention to the use of energy and resources during daily operation, continuously strengthening the management of resources and energy in terms of water consumption, electricity consumption, and other aspects with a strict control of the use of resources. Moreover, we improve the efficiency of resources and energy usage and reasonably allocate these by purchasing energy-saving products, implementing energy-saving renovation plans, and applying energy consumption monitoring equipment. During the year, we did not have any problems in obtaining water sources. In addition, the Group actively implements our electricity and water conservation measures, aiming to maintain or gradually reduce electricity and water consumption on the basis of 2021.

The table below shows the amount of each resource and energy used during the Year:

Use of resources	Unit	2021
Paper consumption	kg	12,159.83
Paper consumption intensity (per employee)	kg/employee	4.82
Total water consumption	Thousand cubic meter	1,569.34
Total water consumption intensity (per employee)	Thousand cubic meter/employee	0.62
Total water consumption intensity (per square meter)	Thousand cubic meter/square meter	< 0.01
Total water consumption intensity (per million revenue)	Thousand cubic meter/RMB in million	1.70


Energy consumption	Unit	2021
Total electricity consumption	MWh	38,969.72
Natural gas consumption	Cubic meter	60,000.00
LPG consumption	kg	3,288.00
Petrol consumption	Litre	8,652.22
Diesel consumption	Litre	13,023.78
Total energy consumption	MWh	39,878.18
Total energy consumption intensity (per employee)	MWh/employee	15.82
Total energy consumption intensity (per square meter)	MWh/square meter	< 0.01
Total energy consumption intensity (per million revenue)	MWh/RMB in million	43.11




## Environmental Part

### Energy Conservation Measures


The main energy consumption involved in the operation of the Group is electricity. In order to achieve the goals of energy conservation and emission reduction, and reasonably utilize resources and energy, the Group's commercial properties implement the following measures during the operation:

-  Publish notices of energy saving and emission reduction measures, and put up posters to enhance the awareness of it;


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-  Keep lights clean to maximize their energy efficiency;


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-  Use high energy-efficient lights (such as T5 fluorescent lamps and light-emitting diodes);


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-  Install motion sensors in places that are not frequently used;

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-  Install sealing strips on doors and windows to avoid the leakage of temperature-regulated air;

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-  Requirements for temperature control in office areas: the minimum temperature is 26 degrees Celsius in summer, and the maximum temperature is 20 degrees Celsius in winter.

### Water Conservation Measures


The water resources required for the Group's daily operation come from the government's water supply, which are mainly for daily services, properties, offices and plantation. We have taken the following measures during our operation to reduce water consumption:

-  Publish notices of water conservation measures, and put up relevant posters to promote water conservation;


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-  Install pressure conversion heads for faucets in the washroom sink to avoid wasting water due to splashing;


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-  Use faucets with water-saving labels;


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-  Regularly check water meter readings to see if there is any hidden water leakage;


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-  Reduce water pressure to the lowest possible level;

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-  Reuse of water resources;

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-  Implement innovative technologies such as energy-saving introduction of air-conditioning water.



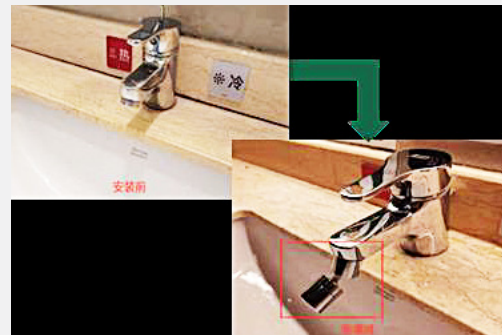
In addition, New Hope Service also launched a special and perfect action for improvement this Year: "Lu Juren Action", for the whole Group to participate in and contribute to energy conservation and consumption reduction. There are as many as 3,000 in the "Lu Juren Action" group, of which nearly 1,000 people participated and interacted when discussing the topic, with an attention rate of over 30%. We collected nearly 100 "smart ideas" online, of which we have a total of 81 proposals in the fields of revenue generation, efficiency and service.



**Case 1** **Faucet Extender Section**

Problems: The faucet of the washbasin is short. Whenever customers wash their hands, they need to keep leaning forward and knocking on the edge of the washbasin, which is very uncomfortable to use. When the water volume is increased, the water splashes and increases operating costs.

Smart idea from employees: Implement faucet extender, easy to wash hands and prevent spills, improve customer satisfaction and reduce operating costs.



**Case 2** **Energy-saving and consumption-reducing plan for basement electric lamps**

Problem: There are many lights in the basement of a project in a certain operation site of the Group and it is always on 24 hours a day, and the cost is high.

Smart idea from employees: Light up some intervals; install constant lights in areas and replace the rest with voice-activated induction lights.





## Environmental Part

### Environment and Natural Resources Protection

As a property management company, the Group has not had significant negative impacts on the environment and natural resources. Meanwhile, we take our own actions to mitigate climate change, protect biodiversity, prevent soil and water pollution, and maintain a healthy and sustainable ecology with practical actions. Specific measures include:



Standardize the use of pesticides, herbicides, fertilizers, pesticides and other chemicals, and give priority to environmentally friendly pesticides to avoid damage to the soil and groundwater environment;



Explore and implement biological control (microorganisms, insects, birds, hormones, etc.) and physical control (bait trapping, light trapping, scraping disease spots, heat treatment, etc.) technologies to prevent and kill pests and harmful organisms;



Label the ancient and famous trees in the project under our management, and carry out regular preservation.

At the same time, we actively raise the awareness of environmental protection of home owners, employees and other stakeholders. By carrying out green advertising campaigns across the country, we convey the message of environment protection culture in our areas such as caring for green plants, recycling resources, and garbage sorting, together building a green ecological home.

### Dealing with Climate Change

In recent years, the international community has paid more and more attention to climate change, and my country has also put forward the relevant commitments and goals of "carbon peak" and "carbon neutrality". As the global temperature rises, frequent extreme weather caused by climate change has a huge impact on the Group's operation and the livelihood of property owners and employees. The Group actively responds to the call of the state, attaches great importance to the impact of its own business on the climate and the environment, and strives to take measures to mitigate climate change during the operation process. Through regular reviews of business operation, we have identified the climate change events that may have a significant impact on New Hope Service.

To reduce the impact of climate change during operation, the Group has made good use of resources and energy through measures such as taking more care for vegetation, watering green spaces, energy conservation and emission reduction. At the same time, in order to effectively prevent and timely control the potential risks caused by severe weather to the operation, the Group has formulated corresponding countermeasures. such as regular inspections of facilities and equipment according to the climate conditions of the project location. We regularly organize emergency drills for employees such as flood control and typhoon prevention, and optimizes emergency plans to ensure that during sudden disasters, we will have a quick emergency response and handling capabilities to ensure the safety of property owners and the normal operation of the Group to the greatest extent. Based on the existing risk management system, by tracking the latest laws and regulations, and with reference to international standards and industry characteristics and development trends, the Group has identified the following risks and formulated corresponding countermeasures.



Risk Description	Countermeasures
<p><b>Emergency risks (e.g. flooding, super typhoon, storm surge, extreme rainfall)</b></p>	<ul style="list-style-type: none"> <li>Review the impacts of extreme weather to the business and develop emergency plans for it</li> <li>Conduct disaster escape drills for employees and proprietors</li> <li>Improve adaptability of employees during disaster via training</li> </ul>
<p><b>Market risks</b></p>	<ul style="list-style-type: none"> <li>Shift to a sustainable product and service regime and consider the climate-related risks and opportunities</li> </ul>
<p><b>Policy and regulatory risks (stricter building energy codes, green building goals and standards, report disclosure compliance risks, carbon trading and emission standards)</b></p>	<ul style="list-style-type: none"> <li>Monitor the latest news on climate change-related environmental policies to avoid unnecessary increases in costs and expenses due to violations of climate-related environmental policies</li> </ul>
<p><b>Technical Risks</b></p>	<ul style="list-style-type: none"> <li>Regularly review existing property management strategies</li> </ul>
<p><b>Chronic Risks (such as extreme hot weather, rising sea levels)</b></p>	<ul style="list-style-type: none"> <li>Adopt renewable energy plan</li> </ul>







# Social Responsibility

## Valuable Public Welfare

The Group always insists on placing equal emphasis on development and responsibility. While pursuing excellence, it also actively practices corporate social responsibility. While developing and expanding our business, we are committed to listening to the voices of the people and passing on our care to our operating gardens. The domestic operating branches of the Group continue to understand people’s livelihood needs through different channels, such as customer questionnaires, daily customer communication, and cooperation with government departments and local organizations, and actively carry out publicity and education, public welfare, voluntary services, community care, etc., participates in the activities about disaster relief, environmental protection, teaching and learning, community public welfare, fighting the epidemic, and caring for the disadvantaged groups in the society, using the advantages of property management to create a better life for the majority of the group and build an inclusive community.

## Weiguang Action

In December 2021, we officially released a public welfare brand – “Weiguang Action”. Through this brand, we actively participate in urban grassroots governance, hoping to solve some problems of target groups and society. With plan, goal, implementation, feedback and continuous action, it serves different individuals in the society and establishes a bond of communication and trust, mutual assistance and co-construction. The following table lists the key reviews of various types of public welfare activities in the Year:

Themes	Activities	Relevant Photos
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### Environmental Charity Work

**Planting Together, “Spring Blossoms”, Family Planting Activity**

On April 25th, Dalian New Hope Service carried out a Spring Blossoms planting activity, and distributed saplings and tools, leading the children to plant trees themselves and hang up their own plaques with love. In this activity, through our involvement, we cultivated children’s awareness of loving and protecting green spaces, helping to build an ecological home and adding vitality and greenery to the city.





Themes                      Activities                      Relevant Photos

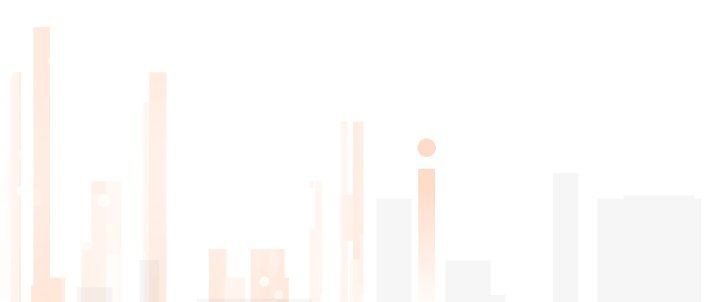
**Blue Charity Action, Promoting Charitable Environmental Power**

On August 30th, Wenzhou New Hope Service and China Minsheng Bank cooperated with Nanhui Street, Lucheng District, Wenzhou City, Sanjiang Street, Yongjia County, Wenzhou City, Sanjiang Institute of Housing and Urban-Rural Development Bureau of Yongjia County, Wenzhou City, Wenzhou Property Management Industry Association, Wenzhou Lucheng District Property Management Industry Association and other units have launched the green and environmentally friendly blue public welfare interaction, organized owners, merchants and the general public of 13 projects in Wenzhou area to actively carry out loving donations, accumulatively received more than 1,000 caddies donated by more than 200 owners Love goods.



**Waste Classification Promotion Campaign**

The Group actively cooperates with housing and construction bureaus, sub-districts, communities, and public welfare organizations in various regions to carry out waste classification publicity and activities in projects under management across the country. By combining activities such as "Send Trash Home" and "Fun Throwing Pots", through posters, online and offline publicity and other methods, owners and customers can learn the knowledge and processing methods of waste classification, and promote their deep understanding of the profound significance of waste classification. As of September 30, waste classification publicity has covered 88% of residential parks.





## Social Responsibility

Themes	Activities	Relevant Photos
<b>Community Investments and Charity Activities</b>		
<b>Warm stop</b>	<p>On December 24, 2021, New Hope Service’s first “warm stop” demonstration site landed in Chengdu. By the end of 2021, we have established 18 micro-warm docking stations, serving more than 70,000 outdoor workers.</p> <p>By building a docking station, they can always have cold/hot water and cold/warm air at a suitable temperature, charging equipment that can solve urgent needs, microwave ovens that can heat meals, refrigerators that can refrigerate temporary items, all kinds of snacks that can be eaten while emergency, and updates at any time Information on social resources and public welfare resources, etc., can not only take a break for a while, but also become an information exchange station. In order to ensure the good operation of the docking station, the New Hope Service Project Department is open from 9:00 to 19:00 every day, inspects every 2 hours, cleans twice a day, and supplies replenished once a week, so that it can truly and effectively serve blue-collar workers.</p>	 
<b>New Healthism 2.0 – New Guardian of Medical, Food, Housing and Transportation</b>	<p>In 2021, New Hope Service continued to carry out the new healthism action, safeguarding healthy lifestyle from the four aspects of medical, food, housing and transportation. Among various projects across the country, there were 20 charity activities that had been carried out, including voluntary clinic visits to the community, health drills, health checking, health popular science, etc. At the same time, we fully coordinated and cooperated with the country regarding the pandemic measures. According to the statistics, a total of 40,200 nucleic acid tests were followed up, and 252,700 vaccinations were assisted with our help. A service system with “health protection” as the core value has been gradually established.</p>	 



Themes	Activities	Relevant Photos
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**6 Routes for Children’s Charity Research, and Cultivate the Party Spirit**

In 2021, in the closing event of Hope Town, New Hope Service collaborated with New Hope Group, local housing and urban-rural development bureau, cultural bureaus, community streets, charity organizations, etc. and organized the property owners’ children to go to Kunming Kedu Long March Memorial Hall, Cheungdu Seed Park, Dalian Guanxiangying Memorial Hall, Nanning Kunlun Guan Battle Relic Site, Dongtou Pioneer Woman Minbinglian Memorial Hall, Zhedong Ningbao Battle Old Site, etc. The teenagers walked into the party’s old sites and revolutionary areas, they could listen to the explanation from the memorial halls, knit straw sandals, dye red scarves, etc. Although the forms of messages conveyed are different, the power of the party history to educate people is the same. This allows teenagers to acquire the party history and inherit the good morals.



**Rural Revitalization, Starting from the “heart”, to Help Charity**

On October 7th, Kunming New Hope Service Dashanghui project organized the charity activity of “Rural Revitalization, starting from the “Heart”, and invited caring enterprises to sign an employment assistance agreement with Xundian County. The project also involved organising donations, establishing employment training rooms for the youths in the town, and building houses for the left-behind children, etc. The project received a total of 102,300 RMB donations.

On October 21st, under the witness of the Xishan District Market Supervision and Administration Bureau, we held a material donation ceremony, donating books, toys, office supplies, stationery and other goods worth about 90,000 RMB.





## Social Responsibility

Themes	Activities	Relevant Photos
<p><b>Voluntary Blood Donation Showing Responsibility</b></p>	<p>In Kunming, we organized our employees, property owners of Dashanghui, merchants, etc. to carry out voluntary blood donation activities in Xiwang Street. Among them, a total of 66 party members, employees, proprietors, etc. donated 19,800 ml of blood, greatly contributing to the voluntary blood donation activity. In Nanning, in respond to the call of the Nanning Central Blood Station, a voluntary blood donation activity was also organized in front of Dashanghui Hall B. A total of 44 people participated and donated 13,000 ml of blood.</p>	
<p><b>Shanxin Charity Alliance, Serving A Better Life</b></p>	<p>During the 100th anniversary of the foundation of the Communist Party, New Hope Service Shanxin Charity Alliance has used agricultural by-products, healthy body, meals for the elderly, the party study tours, and other charity activities with involvement and specialized subsidies to form a one-stop charity service with the goal of being close to the people, being convenient for the people, serving the people and helping the people. This gained recognition from the streets, community and residents.</p>	



## Party Building Leads and Promotes Development

### Party Building Development Work

The New Hope Service Party Committee currently has 13 party branches and 412 party members. Under the leadership of the “Hope Red” party building brand, it actively explores community-level governance, promotes the improvement of service quality, and realizes pluralistic co-governance. We won the “2021 Sichuan Outstanding Red Industry”, Chengdu City “Rongcheng Pioneer, Heart-warming Property Management” Demonstration Enterprise and Demonstration Project, Chengdu City “Advanced Grassroots Party Organization”, Chengdu City “Wuhou District Grassroots Governance Advanced Collective”, Kunming City “Xishan District Advanced Party Organization” and many other honors.

First of all, we set up demonstration posts for party members, including demonstration posts for convenience services, demonstration posts for assured service, and demonstration posts for expanded services, and implemented the shifting system of party members to improve the timeliness of handling the owners’ demands, enhance the sense of responsibility of party members in the property party branch, and enhance the owners’ trust towards the property.

Secondly, we have divided the responsibility area of party members, including the area of responsibility for the entrance of the park, the area of responsibility for online services, and the area of responsibility for public areas, from the concept of “what do I provide the owner to use” to “what the owner needs, we serve what”. Using heart services to enhance the well-being of the residents of the community.

In addition, we build a party building alliance, including discussing and co-governing problems, publicizing and strengthening supervision, and providing excellent services to talents. Let the owners “discuss”, help the owners “director”, “post things” to the owners, and invite the owners to “comment” to form a multi-participation community governance pattern, realize the benign interaction between the property and the owners, and enhance the sense of gain of a better life.



## Social Responsibility

The following is one of the cases in which the New Hope Service Party Committee Branch and different stakeholders in the community govern collaboratively:



Case studies

### New Hope Tazishan No. 1 – Party building leads the quality of property and lights up a happy and beautiful life

The New Hope Tazishan No. 1 property service project, under the party building brand of “Hope Red”, takes the party building and joint building as the starting point, establishes the work idea of “community party committees and property management, property branch training party members, and party members and vanguards gather the masses”. Party branch, resolve conflicts in the community, and build a harmonious and beautiful community.

At the level of convenience demonstration posts, it provides long-term and considerate services such as knife sharpening, laundry, shoe washing, express delivery, etc., as well as green plant rental, property delivery, and regularly replaced flower and grass rescue and sunshine supply station, which enhances the friendly interaction and harmony relation between the property and the owner.

At the party member responsibility area level, for three consecutive years, we insisted on delivering umbrellas to the owners at the subway entrance, setting up shared stations and red trolleys, installing outdoor hot water sinks, adding 26 recycling points for discarded masks, and upgrading the face recognition intelligent access control system and so on, to further enhance the residents’ sense of security and well-being.

At the level of the party building alliance, under the guidance of the community party committee, a “capable person bank” was established to give full play to the role of the community party organization and the property party organization, and successfully resolved 161 items in 8 categories, including neighbourhood disputes and falling objects from height. When it comes to matters, resolve disputes at the “doorstep”.

Through a series of actions, the satisfaction of community owners in New Hope Tazishan No. 1 has increased from 87% in 2019 to 94% in 2021. It won the “Top 100 Demonstration Community of Grassroots Governance in Sichuan Province”, “Top Ten Good Governance Community in Chengdu”, “Top Ten Smart Community in Chengdu”, “Chengdu ‘Rongcheng Pioneer • Heart-warming Property Management’ Demonstration Project”, “Chengdu City’s Top Ten Smart Community” City Jinjiang District Advanced Grass-roots Party Organization” and other titles.





## Appendix I: Sustainability Information Summary

The following is the summary of the sustainable development information of the Year in the environmental aspect:

Environmental Aspect	Unit	2021
<b>Air Emissions<sup>4</sup></b>		
Nitrogen oxides (NO <sub>x</sub> )	kg	37.90
Sulphur oxides (SO <sub>x</sub> )	kg	0.13
Particulate matter (PM)	kg	3.57
<b>Greenhouse Gas Emissions<sup>5</sup></b>		
Direct greenhouse gas emissions (Scope 1)	tonne of CO <sub>2</sub> e	359.97
Greenhouse Gas Removed from Newly Planted Trees (Scope 1)	tonne of CO <sub>2</sub> e	623.34
Indirect greenhouse gas emissions (Scope 2)	tonne of CO <sub>2</sub> e	23,775.43
Total greenhouse gas emission (Scope 1 and 2)	tonne of CO <sub>2</sub> e	23,512.05
Greenhouse gas emission intensity per employee (Scope 1 and 2)	tCO <sub>2</sub> e/employee	9.33
Greenhouse gas emission intensity per square meter (Scope 1 and 2)	tCO <sub>2</sub> e/square meter	<0.01
Greenhouse gas emission intensity per million revenue (Scope 1 and 2)	tCO <sub>2</sub> e/RMB in million	25.42
<b>Waste</b>		
Total generated hazardous waste	kg	0.10
Hazardous waste intensity (per employee)	kg/employee	<0.01
Total generated non-hazardous waste	tonne	1,516.09
Non-hazardous waste intensity (per employee)	tonne/employee	0.60
<b>Paper consumption</b>		
Paper consumption	kg	12,159.83
Paper consumption intensity (per employee)	kg/employee	4.82
<b>Energy consumption</b>		
Total electricity consumption	MWh	38,969.72
Natural gas consumption	Cubic meter	60,000.00
LPG consumption	kg	3,288.00
Petrol consumption	Litre	8,652.22
Diesel consumption	Litre	13,023.78
Total energy consumption	MWh	39,878.18

<sup>4</sup> Air pollutant emissions are mainly from vehicles under the Group's name. In addition, this is calculated in accordance with Appendix 2 "Guidelines for Reporting Environmental Key Performance Indicators" published by the Hong Kong Stock Exchange.

<sup>5</sup> The Greenhouse Gas Protocol is made by reference to the Greenhouse Gas Protocol published by the World Resources Institute and the World Business Council for Sustainable Development, and the ISO 14064 of Greenhouse Gas Emissions Standard by the International Organization for Standardization.





## Appendix

Environmental Aspect	Unit	2021
Total energy consumption intensity (per employee)	MWh/employee	15.82
Total energy consumption intensity (per square meter)	MWh/square meter	<0.01
Total energy consumption intensity (per million revenue)	MWh/RMB in million	43.11

### Water Consumption

Total water consumption	Thousand cubic meter	1,569.34
Total water consumption intensity (per employee)	Thousand cubic meter/employee	0.62
Total water consumption intensity (per square meter)	Thousand cubic meter/square meter	<0.01
Total water consumption intensity (per million revenue)	Thousand cubic meter/RMB in million	1.70

The following is the summary of the sustainable development information of the Year in the social aspect:

Social Aspect	Unit	2021
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### Number of Employees

Total number of employees	person	3,162
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### Total Number of Employees (by Gender)

Female	person	1,475
Male	person	1,687

### Total Number of Employees (by Employee Category)

Full-time entry-level staff	person	2,796
Full-time middle management	person	340
Full-time senior management	person	26

### Total Number of Employees (by Age Group)

Aged below 30	person	1,370
Aged 30-50	person	1,542
Aged over 50	person	250



Social Aspect	Unit	2021
<b>Total Number of Employees (by Geographical Region)<sup>6</sup></b>		
Headquarters of New Hope Service	person	275
Cheng Yu Region	person	1,219
Wenzhou Region	person	411
Southern China Region	person	329
Kunming Region	person	289
Suhu Region	person	237
Eastern China Region	person	226
Northern Region	person	172
Fuzhou Region	person	4
<b>Employee Turnover Rate</b>		
Employee turnover rate	%	35.35
<b>Employee Turnover Rate (by Gender)</b>		
Female	%	30.23
Male	%	39.25
<b>Employee Turnover Rate (by Age Group)</b>		
Aged below 30	%	40.99
Aged 30-50	%	31.28
Aged over 50	%	23.08
<b>Employee Turnover Rate (by Geographical Region)<sup>6</sup></b>		
Headquarters of New Hope Service	%	31.42
Eastern China Region	%	41.30
Suhu Region	%	37.63
Wenzhou Region	%	36.57
Cheng Yu Region	%	36.21
Kunming Region	%	34.90
Southern China Region	%	31.17
Northern Region	%	28.33
Fuzhou Region	%	0

<sup>6</sup> Regions are mainly classified based on factors such as different types of businesses of the Group, different stages, and the volume of business in cities.



## Appendix

Social Aspect	Unit	2021
<b>Occupational Health and Safety</b>		
Work-related fatalities in the last 3 years (including the reporting year)	person	0
Rate of work-related fatalities	%	0
Lost days due to work-related injuries	day	366
<b>Development and Training</b>		
<b>Percentage of Employees Trained by Gender<sup>2</sup></b>		
Female	%	47.52
Male	%	52.48
<b>Percentage of Employees Trained by Employee Category<sup>2</sup></b>		
Full-time entry-level staff	%	89.10
Full-time middle management	%	10.16
Full-time senior management	%	0.74
<b>Average Training Hours of Employees by Gender<sup>3</sup></b>		
Female	hour	35
Male	hour	32
<b>Average Training Hours of Employees by Employee Category<sup>3</sup></b>		
Full-time entry-level staff	hour	37
Full-time middle management	hour	44
Full-time senior management	hour	34



## Appendix 2: Index of the Hong Kong Stock Exchange's Environmental, Social and Governance Reporting Guidelines

Environmental		Related section(s)	
<b>A1 : Emissions</b>	<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	6. Green Development in Long-term 6.1 Greenhouse Gas Emission Management
	<b>A1.1</b>	The types of emissions and respective emissions data.	6.1 Greenhouse Gas Emission Management Appendix I: Sustainability Information Summary
	<b>A1.2</b>	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	6.1 Greenhouse Gas Emission Management Appendix I: Sustainability Information Summary
	<b>A1.3</b>	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	6.2 Waste Management Appendix I: Sustainability Information Summary
	<b>A1.4</b>	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	6.2 Waste Management Appendix I: Sustainability Information Summary
	<b>A1.5</b>	Description of emission target(s) set and steps taken to achieve them.	6.1 Greenhouse Gas Emission Management
	<b>A1.6</b>	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	6.2 Waste Management
<b>A2 : Use of Resources</b>	<b>General Disclosure</b>	Policies on the efficient use of resources, including energy, water and other raw materials.	6.3 Use of Energy and Resources
	<b>A2.1</b>	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).	6.3 Use of Energy and Resources Appendix I: Sustainability Information Summary
	<b>A2.2</b>	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	6.3 Use of Energy and Resources Appendix I: Sustainability Information Summary
	<b>A2.3</b>	Description of energy use efficiency target(s) set and steps taken to achieve them.	6.3 Use of Energy and Resources
	<b>A2.4</b>	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.	6.3 Use of Energy and Resources
	<b>A2.5</b>	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable, the Group's business does not involve packaging materials



## Appendix

Environmental		Related section(s)	
<b>A3 : The Environment and Natural Resources</b>	<b>General Disclosure</b>	Policies on minimising the issuer's significant impacts on the environment and natural resources.	6.4 Environment and Natural Resources Protection
	<b>A3.1</b>	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	6.4 Environment and Natural Resources Protection
<b>A4: Climate Change</b>	<b>General Disclosure</b>	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	6.5 Dealing with Climate Change
	<b>A4.1</b>	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	6.5 Dealing with Climate Change
<b>B. Social</b>		<b>Related Section(s)</b>	
<b>B1 : Employment</b>	<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	5. Employees as Wealth 5.1 Employees' Communication and Care 5.4 Remuneration Benefits 5.3 Compliance Employment
	<b>B1.1</b>	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Appendix I: Sustainability Information Summary
	<b>B1.2</b>	Employee turnover rate by gender, age group and geographical region.	Appendix I: Sustainability Information Summary
<b>B2 : Health and Safety</b>	<b>General Disclosure</b>	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.	5.2 Employees' Health and Safety
	<b>B2.1</b>	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	5.2 Employees' Health and Safety Appendix I: Sustainability Information Summary
	<b>B2.2</b>	Lost days due to work injury.	5.2 Employees' Health and Safety Appendix I: Sustainability Information Summary
	<b>B2.3</b>	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	5.2 Employees' Health and Safety



Environmental		Related section(s)	
<b>B3 : Development and Training</b>	<b>General Disclosure</b>	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	5.5 Employees' Training and Development
	<b>B3.1</b>	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Appendix I: Sustainability Information Summary
	<b>B3.2</b>	The average training hours completed per employee by gender and employee category.	Appendix I: Sustainability Information Summary
<b>B4 : Labour Standards</b>	<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	5.3 Compliance Employment
	<b>B4.1</b>	Description of measures to review employment practices to avoid child and forced labour.	5.3 Compliance Employment
	<b>B4.2</b>	Description of steps taken to eliminate such practices when discovered.	5.3 Compliance Employment
<b>B5 : Supply Chain Management</b>	<b>General Disclosure</b>	Policies on managing environmental and social risks of the supply chain.	3.2 Supply Chain Management
	<b>B5.1</b>	Number of suppliers by geographical region.	3.2 Supply Chain Management
	<b>B5.2</b>	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	3.2 Supply Chain Management
	<b>B5.3</b>	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	3.2 Supply Chain Management
	<b>B5.4</b>	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	3.2 Supply Chain Management
<b>B6 : Product Responsibility</b>	<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	3. Quality as the Foundation 3.1 Relationship with Customers 3.3 Quality of Service 3.4 Customer Health and Safety 4.2 Customer Information and Privacy Protection 4.3 Accurate Promotional Information



## Appendix

Environmental		Related section(s)	
	<b>B6.1</b>	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable, the Group's business does not involve the sale or delivery of products
	<b>B6.2</b>	Number of products and service related complaints received and how they are dealt with.	3.1 Relationship with Customers
	<b>B6.3</b>	Description of practices relating to observing and protecting intellectual property rights.	4.4 Safeguarding Intellectual Property Rights
	<b>B6.4</b>	Description of quality assurance process and recall procedures.	3.3 Quality of Service
	<b>B6.5</b>	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	4.2 Customer Information and Privacy Protection
<b>B7 : Anti-corruption</b>	<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	4. Morality as the Principle 4.1 Incorrupt Practice
	<b>B7.1</b>	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.	4.1 Incorrupt Practice
	<b>B7.2</b>	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	4.1 Incorrupt Practice
	<b>B7.3</b>	Description of anti-corruption training provided to directors and staff.	4.1 Incorrupt Practice
<b>B8 : Community Investment</b>	<b>General Disclosure</b>	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.	7. Valuable Public Welfare
	<b>B8.1</b>	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	7. Valuable Public Welfare
	<b>B8.2</b>	Resources contributed (e.g. money or time) to the focus area.	7. Valuable Public Welfare