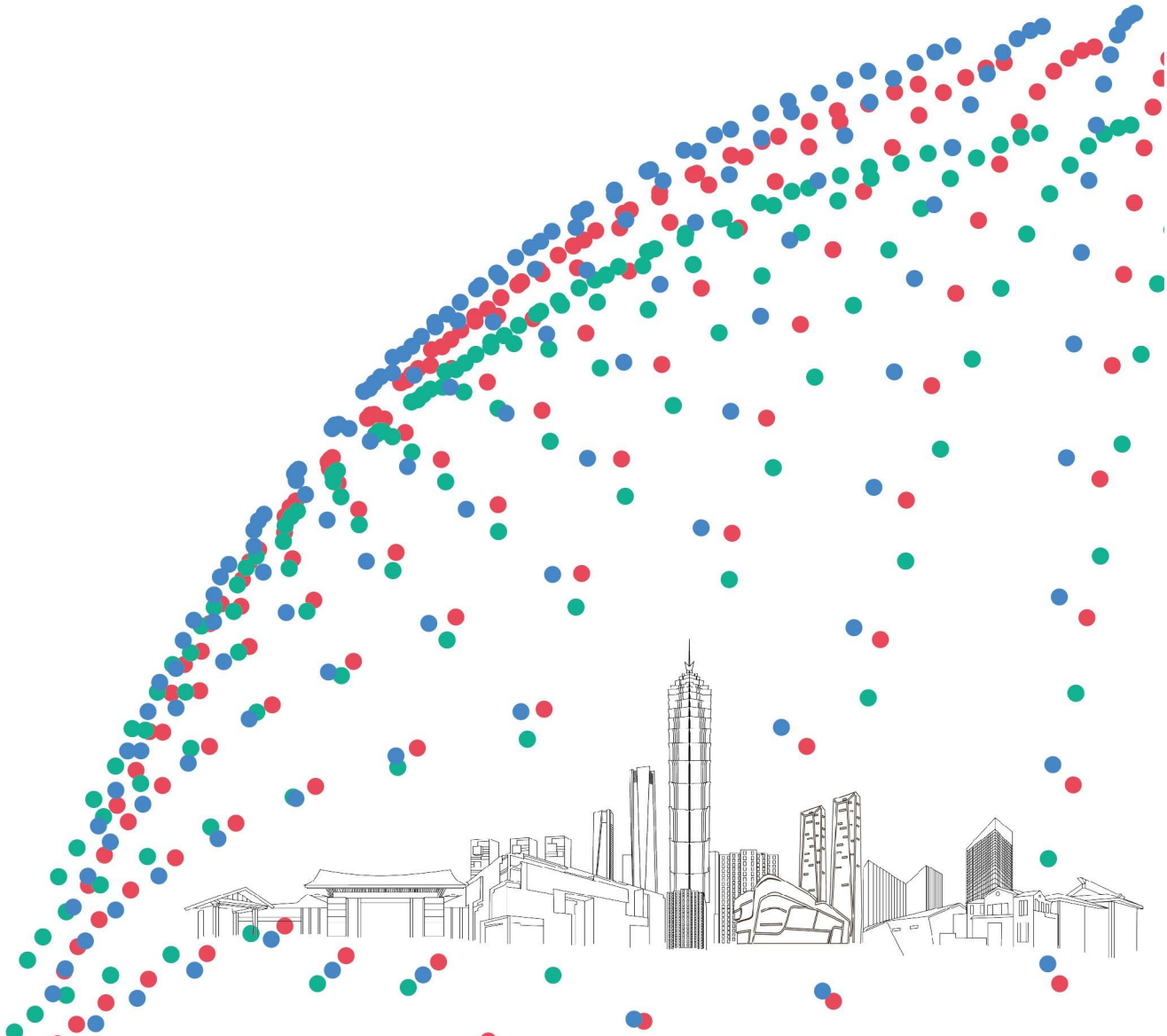


ESG Report 2021

JINMAO

Jinmao Property Services Co., Limited



Think Far Grow Further



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About the Report

This is the first ESG report issued by Jinmao Property Services Co., Limited. The report aims to communicate frankly with stakeholders about the Company's sustainability concepts, practices and performance.

Reporting Period

1 January - 31 December 2021, part of the contents extends to April 2022.

Release Cycle

This is an annual report.

Reporting Scope

This report covers the Company's headquarters, subsidiaries and project units.

Reference Instruction

For better presentation and readability, "Jinmao Property Services Co., Limited" in the report is also referred to as "Jinmao Services", "the Company" or "We".

Reporting Commitment

Jinmao Services assures that this report is free of any false representations, misleading statements or material omissions, and is responsible for the authenticity, accuracy and completeness of the contents.

Data Source

The information in this report is mainly based on the statistics and official documents of Jinmao Services since its establishment to December 31, 2021, and also includes the forecast of the future in terms of business policies and strategies at the time of reporting preparation.

Reference Criteria

This report is prepared mainly with reference to the *Guidance on Social Responsibility Reporting* (GB/T 36001-2015) and *Environmental, Social and Governance Reporting Guide* (ESG Reporting Guide) issued by The Stock Exchange of Hong Kong Ltd.(SEHK), and follows the reporting principles of "materiality", "quantitative", and "consistency".

Report Access

The report is available in traditional Chinese and English. Please visit the Company's website <https://www.jinmaowy.com> to obtain the electronic version of the report.

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Message

2021 marked the start of the 14th Five-Year Plan and the Second Centenary goal and bears great significance on Jinmao Services. This year, we were officially renamed "Jinmao Services" and our brand philosophy was also refreshed to embark on a new journey. In this year, we continued to improve our performance in environmental protection, employee care, partnership and community support to keep up with people's ever-growing needs for a better life. In 2022, Jinmao Services was listed on the Stock Exchange of Hong Kong Ltd. (SEHK) and released the first ESG report for sincere exchange with stakeholders to make future progress in sustainable development.

Remaining true to our original aspiration around property services, we have reaped plentiful results in city operation, business innovation and service upgrade. In positive response to the national strategic call for improving the new path to and development quality of urbanization, we integrate our portfolio including residential property, commercial property, industrial park, public property and city operation sectors to offer customers high-quality products and services with industry-leading attitude, vision and expertise. We have issued the *White Book on the Development of High-end Property Services* with Beijing China Index Academy, setting our image as a benchmark in the high-end service industry. We have also signed contracts on three new city operation projects, contributing to the rise of urban agglomerations.

We make determined endeavors to uphold the concept of green and sustainable development, helping restore the ecological environment and caring for health and safety. We have developed an array of policies for and improved the system of environmental management. In positive response to China's 30-60 Decarbonization Goal, we strive to minimize the possible greenhouse gas (GHG) emissions from operational activities. We channel great efforts in green office and earnestly implement waste sorting to promote living in harmony with nature. We always regard safe operation as a priority task and resolutely practice the regular COVID-19 response requirements to build a defense line of health across the country, demonstrating our responsibility.

To be a responsible business in the new era, we are committed to enhancing people's well-being and realizing co-development and common prosperity with communities, cities and the society. We express our care for communities through launching campaigns for the elderly, parent-child and left-behind kids. In terms of emergency rescue and disaster relief, we have fought COVID-19 and Zhengzhou flood. To help rural vitalization, we have sold agricultural products for Ar Horqin Banner and Linxi County, Inner Mongolia, returning to society with concrete action.

The river is wide at full tide; a strong wind sends the sail surging forward. With the high-quality development of urban and rural space, the new urbanization blueprint suitable for working and living and common prosperity is rolling out. Taking listing as a new springboard and opportunity and riding the wave of new era, we will think far and grow further to become a staunch long-termist in the property industry, contributing to the fulfillment of strategic goals during the 14th Five-Year Plan period with the high-quality development of our services.

About Us

Company Profile

Jinmao Property Services Co., Limited ("Jinmao Services"), a fast-growing upscale property management and city operation service provider in China, back on China Jinmao Holdings Group Limited ("China Jinmao"), the city operation platform of Sinochem Holdings Corporation Ltd. ("Sinochem Holdings"), a Fortune Global 500 company. The Company manages a diverse portfolio of properties covering both residential and non-residential properties. Relying on its leading brand reputation, extensive resources, rich experience and comprehensive technological capabilities, Jinmao Services continues to provide quality and sustainable property management services, value-added services to non-property owners and value-added services community to various types of customers.

Jinmao Property Services Development Co., Ltd. was officially renamed "Jinmao Services" from "Jinmao Property" in December 2021, and was listed on the Main Board of the Stock Exchange of Hong Kong Limited (Stock Code: 00816.HK) in March 2022, unveiling a new age of growth with core competitiveness featured by "high, comprehensive, innovative and fast".



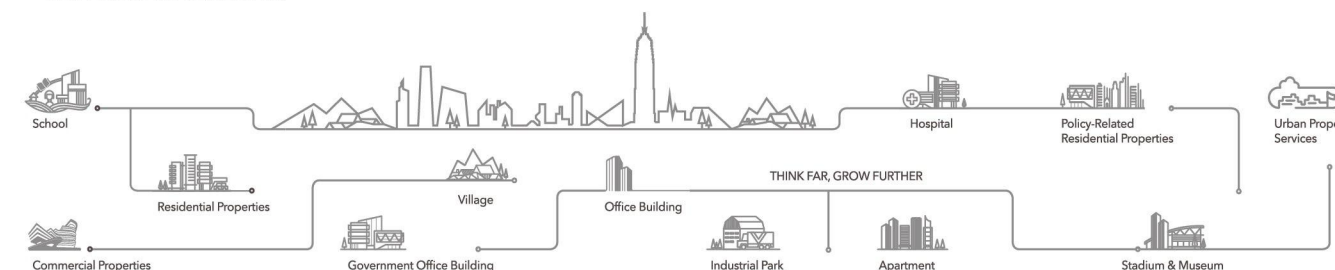
Business overview

We are engaged in three business lines, namely property management services, value-added services to non-property owners, and community value-added services. We also provide city operation services, the scope of which spans across our three business lines.

- ▶ **Property management services:** We provide a range of property management services to property owners and residents, as well as property developers, including, among others, security, cleaning, greening, gardening and repair and maintenance services for the operation of common area facilities. Our property management portfolio covers residential properties, in particular, high-end ones, and a wide range of non-residential properties, including commercial properties, such as office buildings and shopping malls, and public and other properties, such as schools, government facilities and other public spaces.
- ▶ **Value-added services to non-property owners:** We provide value-added services to non-property owners, including sales assistance services to property developers to assist with their sales and marketing activities at property sales venues and display units, and consultancy and other value-added services such as predelivery and consultancy services, mainly to property developers.

- ▶ **Community value-added services:** We provide community value-added services mainly to property owners and residents of our managed properties to address their daily lifestyle needs, which mainly consist of platform services for interior decoration, community living services such as housekeeping, new retail and catering services, community space operation services such as elevator advertising services and car park space management services, and real estate brokerage services.

Additionally, we provide city operation services in multiple forms to assist governments and enterprises in the optimization, innovation and distribution of urban resources and the delivery of value-added public services to citizens.



Corporate Culture

- Vision** | Realizing future human habitats and city dreams
- Mission** | Adhering to long-term doctrine and promoting long-term value growth
- Values** | Honest Cooperation, Customer Orientation, Entrepreneurship and Innovation, Pursuit of Excellence
- Strategic positioning** | Strategically guided by China Jinmao, Jinmao Services is positioned as "a fast-growing upscale property management and city operation service provider in China" to stride forward with three core IPs of "Quality", "Intelligence" and "Co-development" and core competitiveness featured by "high, comprehensive, innovative and fast".

<ul style="list-style-type: none"> • Building excellent customer-oriented scenario design and stable service capabilities • Providing property management services and quality life solutions that exceed customers' expectations <p>Quality</p>	<ul style="list-style-type: none"> • Facilitating the digital transformation and promoting technology-driven service upgrade • Continuously improving the efficiency of management services and digital experience of users with IoT-enabled facilities and mobile Internet-based services <p>Intelligence</p>	<ul style="list-style-type: none"> • Co-development with the community: strengthening community ecosystem to build a model of community governance in the new era • Co-development with the environment: introducing the low-carbon, eco-friendly and sustainable development concepts • Co-development with the city: expanding urban properties to make the city better • Co-development with the society: assuming social responsibility to improve people's well-being with services <p>Co-development</p>
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Three core IPs of "Quality", "Intelligence" and "Co-development"

Writing a New Chapter with Multiple Roles

**HIGH, COMPREHENSIVE
INNOVATIVE AND FAST**

Core competitiveness



"High": Quality first

High tier·High quality·High customer base

We constantly deliver premium services around high-end cities and high-quality projects and adhere to "customer-centric" to achieve a virtuous circle at a high level of "high customer satisfaction - high renewal rate - high payment rate - high pricing power - high level of service input - high satisfaction" and continuously gain customer reputation.

Service quality highlights brand value



"Comprehensive": Diligence

Diverse property types·Full cycle·All scenarios

Through nationwide layout, we provide a full range of business services for residential properties, commercial properties, industrial parks, public properties and city facilities, services in the full life cycle from consulting, operation and management to delivery of assets, and services under all scenarios oriented by owners and users of properties needs and provide value-added services across the field.

Provide "total solutions" to customers
Strive to realize future human habitats and city dreams



"Innovative": In science we trust

Innovative technology ·Innovative platform ·Innovative ecology

Adhering to the concept of "science first", with the development and application of new technologies, to drive service upgrading and efficiency improvement. With innovative service design capabilities, we will build a new platform for properties operation and smart services and extend services from the public area to the private area, forming a brand-new service ecology.

Continuous innovation, embrace science and technology,
service for further growth



"Fast": Expansion

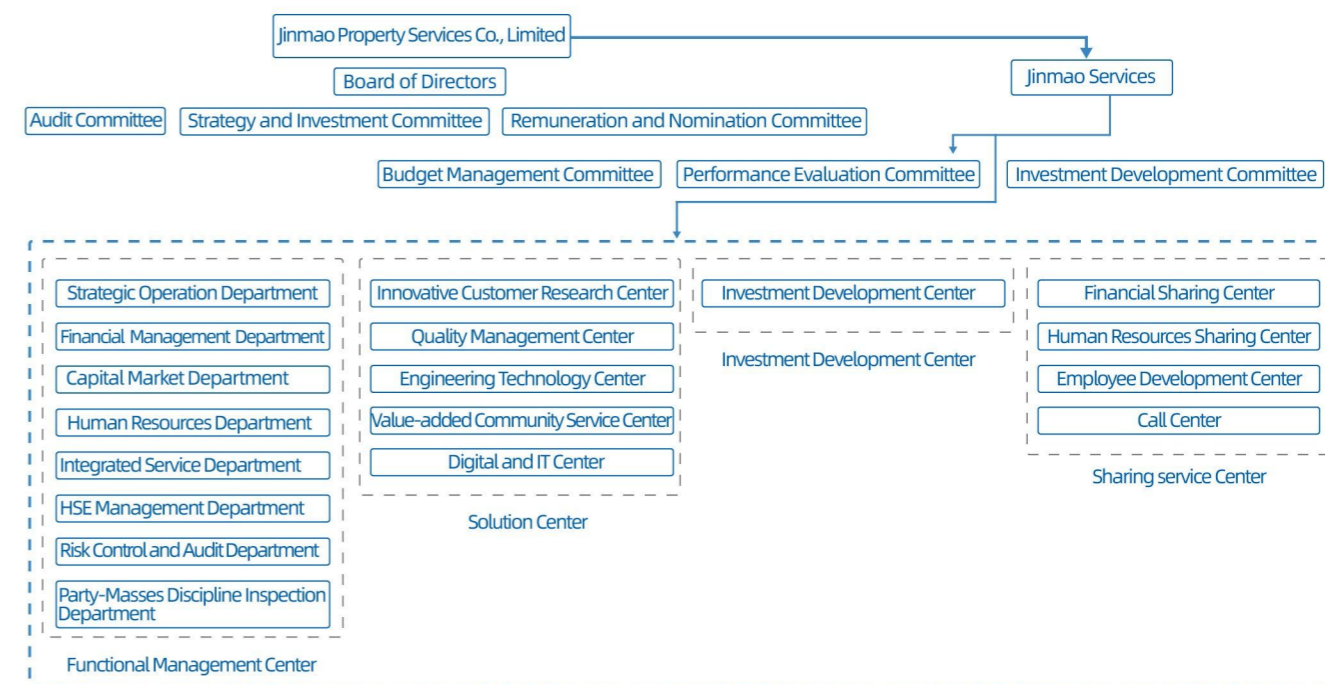
Fast placement·Fast growth ·Fast development

We adhere to the core strategic positioning of "high tier, high quality and high customer base" and "diverse property types, full cycle and all scenarios" and the core driver of "innovative technology, innovative platform and innovative ecology" for years, we have built the reputation of quality and the capability to serve the whole country. Coupled with the strong and steady resource support of Sinochem Holdings and China Jinmao, we have demonstrated a great potential for scale-up and performance growth since our premiere on the market.

Fast, steady and high-quality growth



Organizational Structure



Corporate Governance

Jinmao Services strictly abides by relevant laws and regulations and keeps improving the corporate governance mechanism and structure to enhance the corporate value and protect shareholders' rights and interests with high-level corporate governance.

Business Management

Jinmao Services has established the Board of Directors composed of property management and related senior professionals, and enriches its diversity in terms of gender, age, and cultural and educational background. At present, there are three female directors in the Board. We have set up and specified the management responsibilities of the Audit Committee, the Remuneration and Nomination Committee and the Strategy and Investment Committee for mutual coordination and supervision, promoting the standardized operation and scientific decision-making of the Board together. As of April 2022, the Board held three on-site meetings to fully discuss important issues of the Company.

Business performance

With a sound management mechanism, the Company continues to improve the efficiency of corporate governance and drive sustainable growth of operating results.

By the end of 2021, the Company had 175 projects under management in 48 cities, covering an area of 36.42 million square meters. In 2021, the Company had total assets of RMB 1.359 billion, operating income of RMB 1.516 billion, and profits before tax of RMB 248 million.

Investor relations

The Company has established a sound investor communication mechanism. We strengthen effective communication and exchange with investors through investor relations email and investor hotline, and timely disclose the latest investment and operating information to domestic and overseas investors in accordance with legal requirements on the premise of the completeness, accuracy and compliance of information disclosure. By the end of 2021, over 60 investor communication activities were held. On March 28, 2022, the 2021 Annual Results Announcement was held in the livestreaming form.



2021 Annual Results Announcement

Compliance Operation

In strict accordance with Chinese laws, such as the *Company Law*, the *Securities Law* and the regulatory requirements of the Stock Exchange of Hong Kong Limited, Jinmao Services has established a listing compliance system. We prepare the Articles of Association and bylaws, and carry out information disclosure, risk management, anti-corruption and other related work to ensure the compliance operation of the Company.

Risk control

The Company continues to promote audit and risk control, and strengthen the building of compliance system. We have revised the rules and regulations including the *Management and Control Procedures for Compliance Evaluation of Laws, Regulations and Other Requirements* to provide normative support. The *100 Legal Knowledge Q&A in the Property Industry* is developed to improve the legal awareness of all employees.

The Company implements tiered risk management over the General Manager, functional departments of the Headquarters and subsidiaries, and the Risk Control and Audit Department. We also prepare risk assessment standards from business nature, operating characteristics and strategic objectives to continuously monitor and manage risks.

In 2021, 9 training sessions on compliance were carried out, the legal review rate of contracts was 100%, and there was no violation of laws and regulations.

Anti-corruption and integrity

In strict accordance with the *Criminal Law* and other governing Chinese laws and regulations on anti-corruption, fraud and money laundering, the Company implements the supervisory duties of the responsible person, and carries out related work including responsibility letter signing, integrity talks, and opinions on Party conduct and clean governance. We also constantly strengthen integrity education through the conference of warning and education and integrity training to build the line of defense on integrity. To ensure smooth reporting, we keep standardizing reporting channels and uniformly produce the poster on whistle-blowing by letters and visits.

In 2021, 125 copies of the *Integrity Commitment Letter* were signed, 4 sessions of integrity education were carried out, 1 integrity training for key positions was held, and no corruption lawsuit occurred.



Integrity training for key positions

Intellectual property protection

The Company protects intellectual property in strict compliance with the *Patent Law*, the *Anti-Unfair Competition Law* and other Chinese laws and regulations. Through patent application and trademark registration, we have improved the intellectual property protection system to curb unfair competition, and safeguard our legitimate rights and interests from infringement.

Sustainability Management

Upholding the concept of "think far, grow further", Jinmao Services leads development based on sustainability awareness and social responsibility and keep improving the quality of both management and services oriented by customers. Together with stakeholders, we actively fulfill our social responsibility with a high sense of corporate mission, and work to achieve win-win results with economy, society and environment.

CSR Concept and Management

At Jinmao Services, sustainability is part of our gene. Sustainability has been integrated into our strategic management and routine operation and the Board of Directors values the importance of sustainability to the Company and society. Together, we are committed to creating value with shareholders, sharing quality with customers, co-depending with the environment, progressing together with employees, achieving win-win cooperation with partners, and building a harmonious relationship with the community.

Guided by the Corporate Sustainability Management Steering Group and the Corporate Sustainability Promotion Group of China Jinmao, Jinmao Services implements the requirements of China Jinmao on sustainability and advance the work in an orderly manner. According to the *Environmental, Social and Governance Management Standards of China Jinmao*, we widely adopt and actively response to the requests of stakeholders including governments, shareholders, customers, suppliers, employees and the community to continuously improve our sustainability management system.

Materiality Analysis

Based on the analysis of material topics, the changes of external environment and internal conditions, Jinmao Services identifies 21 material sustainability topics from two dimensions: "Significance to the Company's sustainable development" and "Influence on stakeholder assessments and decisions". We form an analysis matrix ranked by importance and disclose it in the report as a highlight of ESG management.



Stakeholder Communication

Jinmao Services actively listens to and timely responds to the expectations and demands of stakeholders, encourages stakeholders to participate in the company's sustainable development management, and strives to win the support and trust of stakeholders.

Stakeholders	Expectations and requirements	Communication and response
Government/Regulators	Operation in compliance with laws and regulations Paying tax in accordance with the laws	Strengthening compliance management Paying taxes on time and in full
Shareholders/Investors	Financial performance Improving organizational structure Disclosing information	Continuously improve profitability Improving corporate governance Daily information disclosure
Customers/owners	Quality property services Customer safety Privacy protection Harmonious community environment	Improving the service system and innovating in service methods Regular COVID-19 response Protecting consumers' rights and privacy Colorful activities held on "MAO Neighborhood" platform
Employees	Respecting and protecting basic rights Career development and training Working environment Employee care	Signing contracts and competitive salary system Improving career development path and providing diversified training Safeguarding occupational health Carrying out various cultural and sports activities
Environment	Protecting the community environment Addressing climate change Saving resources Advocating green lifestyle	Integrating green concepts into business management Green and low-carbon operation Resource recycling Organizing events on environmental protection
Suppliers and Partners	Honoring commitments Win-win cooperation	Improving supplier management Contracts fulfillment in accordance with the law Participating in industry exchange
Communities	Harmonious community environment Promoting employment Charity	Advocating harmonious culture Providing employment opportunities Carrying out charitable activities Providing voluntary services



Think Far to Deliver Quality Services

Relying on leading brand reputation, profound resource advantages, rich service experience and comprehensive technical capabilities, Jinmao Services continues to provide different types of customers with quality and valuable property management services, value-added non-owner services and value-added community services. According to the data of Beijing China Index Academy, the Company is an industry-leading enterprise by service scope, service standard and service charge.

Contribution to the UN SDGs



Service Upgrade to Build a Better Home

We stably deliver premium services around high-end cities and high-quality projects to gain customer reputation and highlight brand value with service quality for a virtuous circle.

Honors

- Jinmao Services received the honors of 2021 China Leading Property Management Companies in terms of Characteristics Service - MOCO Service System, 2021 China's Leading Brand of High-end Property Services, 2021 Top 100 Property Management Companies in China and 2021 China Specialized Lead Brand of Property Service Company issued by Beijing China Index Academy
- 2021 High-end Property Service No.1 issued by Shanghai E-house China R&D Institute



Case White Book on the Development of High-end Property Services released

In November 2021, the *White Book on the Development of High-end Property Services* jointly compiled by Jinmao Services and Beijing China Index Academy (CIA) was officially released at the 2021 China Real Estate Brand Value Research Release Conference cum 18th China Real Estate Brand Development Summit Forum. Combined with the evaluation model for high-end property services, CIA judged several indicators, setting Jinmao Services as a benchmark in the high-end property service industry.



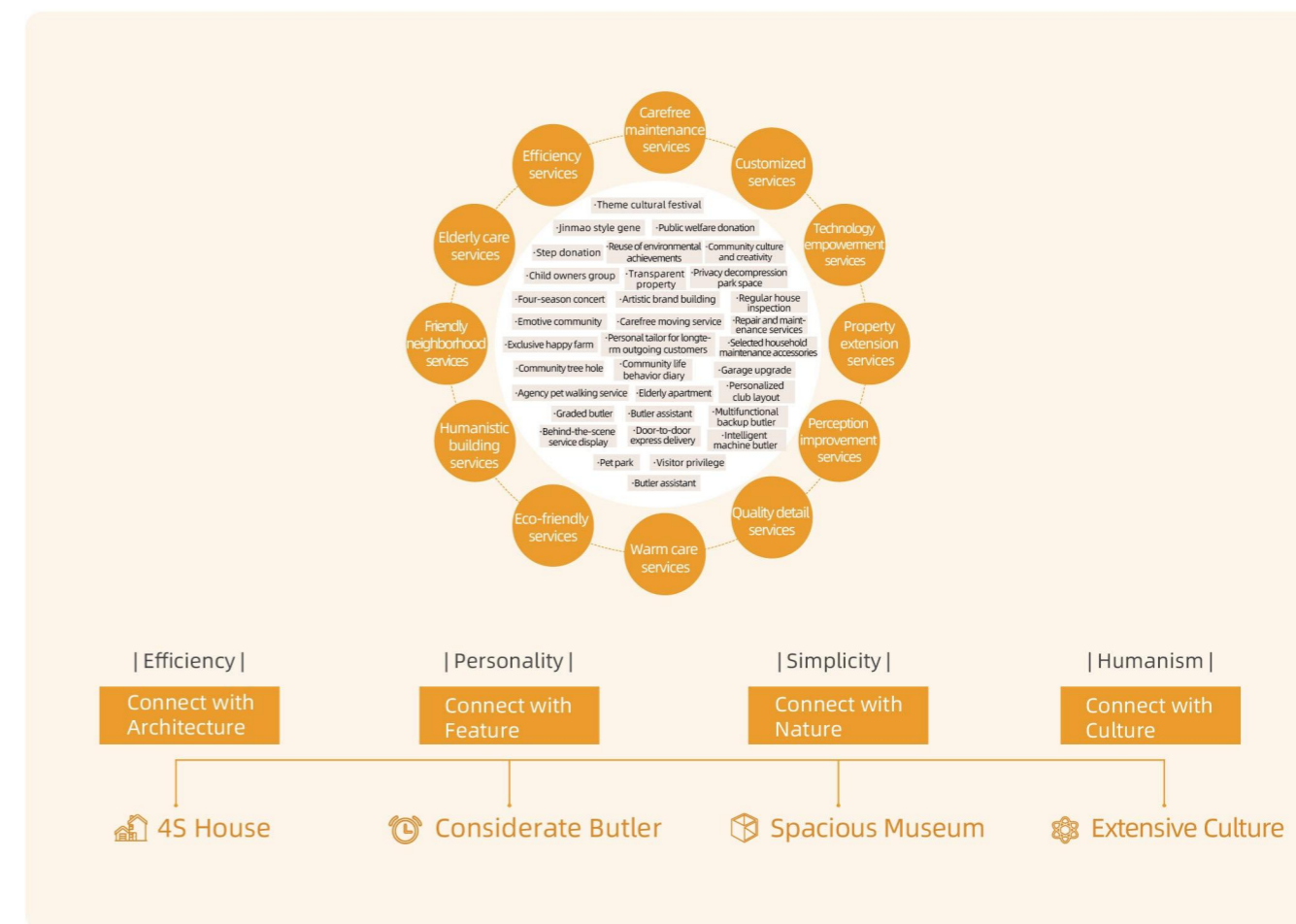
Release site

Property management services

Based on the nationwide business network, we provide services for diversified urban spaces including residential buildings, commercial buildings, industrial parks, public properties and city facilities. Our services cover the full lifecycle of assets management and operation, and can provide solutions under full scenarios oriented by diversified customer needs. All of these will help realize future human habitats and city dreams. We pioneer the MOCO characteristics service and GOLDEN characteristics service to fully satisfy the needs of high-end customers with personalized, customized and diversified services.

MOCO characteristics service

We have formed a high-end service composed of 12 highlights with Jinmao Services characteristics for key scenarios around prominent needs of high-net-worth individuals including simplicity, efficiency, personality and humanism.



GOLDEN characteristics service

We depict portraits for office building customers based on our deep insight into their features and need. We are committed to build a service blueprint as well as refine service standards, providing guarantee for delivering highlight services.

Jinmao Growth Technology	Jinmao VIP Privilege for Owners	Jinmao Service Lobby of Five Dimensions	Jinmao Details	Jinmao Ecology	N th power magnetic matrix
Efficiency layer	Platinum director	Image	Security detail	Open space	Resource fair
Visual layer	Exclusive reception	Convenience	Maintenance detail	Comprehensive energy management	Supporting convenient facilities
Security layer	Premium member service	Atmosphere	Cleaning detail	Environmental protection relay	Community activity
Support layer	Privileges	Surprise		Green ecological cycle	Thought summit
		Efficiency			

【Spotlight】 Jinmao Services · Focus

Dedication to city operation towards long-term urban development

In 2021, Jinmao Services signed contracts on city service projects with Jiashan Economic and Technological Development Zone, Zhoushan Donggang Group and Nanjing Xinyao New Town Management Committee. By extending refined property management to urban public property management and comprehensive services, we transformed from serving owners to serving citizens, contributing to urban economic construction and social prosperity.

► City development empowerment opens a new chapter for Jiashan

In January 2021, the Company entered into a strategic cooperation agreement with the Management Committee of Jiashan Economic and Technological Development Zone to jointly create a city operation governance model, marking the first-ever city operation project. Leveraging technologies including Internet, IoT and AI, we assisted the government in undertaking some cultural building and social responsibility tasks, with focus on protecting Jiashan's urban humanistic ecology, and providing integrated city property services for Jiashan Economic and Technological Development Zone through refined, digital and intelligent management services.



Jiashan Economic and Technological Development Zone

► Expansion of city property with Zhoushan Donggang Group

In May 2021, the Company concluded a strategic cooperation agreement with Zhoushan Donggang Group. Combined with the characteristics of Zhoushan Donggang New Town, we maximized our experience in city services and intelligent property ability of digital urban development for intensive unified management including city environment, public buildings, living squares and industrial communities, enhancing the comprehensive city management and building a scenario for better urban space services.



Zhoushan Donggang New Town

► A blueprint for Nanjing Xinyao New Town

In September 2021, the Company finalized a strategic cooperation agreement with Nanjing Xinyao New Town Management Committee to enrich commercial facilities and provide sustained municipal services, public resource management services, facilities and equipment maintenance services and public area order maintenance services to industrial parks, municipal roads and parks, boosting the structural upgrading of regional property industry and improving the overall property service level.



Nanjing Xinyao New Town

「Value-added community services」

We provide value-added community services including interior decoration services, living services, asset services and community space operation services to meet different customer needs.

Yuelin · asset

We provide second-hand housing sales, leasing, new housing distribution, parking space sales, asset transaction consulting, asset preservation and appreciation, and related services.

Yuelin · decoration

We offer a multitude of home solutions including furniture, household appliances and soft outfit ornaments as a one-stop trading platform of home products for needs and issues in the moving process.

Yuelin · housekeeping

We offer high-quality housekeeping services including cleaning, stone conservation, appliance cleaning, furniture maintenance, and dust and mite removal.

Yuelin · supplies

We supply cost-effective fruits, meat, rice, flour, grain, oil, home and daily cleaning products to create premium and convenient living services, and enhance living experience.



Jinmao Community Living Services Space

「Value-added non-owner services」

We provide value-added non-owner services mainly comprising early intervention, sales assistance and demonstration area services to cover whole life scenarios for owners together with value-added owner services.

Early intervention services

We participate in the evaluation work in the planning and design stage of real estate development before taking over the project, and provide opinions on the property from environmental layout, functional planning, building design, material selection, equipment selection, supporting facilities, and pipeline layout to ensure the normal occupancy of owners.

Demonstration area services

Clinging to the "people-oriented + refined" service concept, we innovate in service contents, develop service models, and provide customers with one-stop and exclusive service experience.

Case "Graded Service List" ensures quality of the demonstration area

Jinmao Services implements a graded service standard in the demonstration area and forms a "graded service list" for each product category. We optimize both management system and service standard, draft menu-style service content and standard, and develop graded service content and staffing standard targeting "Residence, Palace and Golden Sunflower" series. We continuously build the Golden Sunflower benchmarking demonstration area by maximizing the driving effect of benchmarking projects to radiate demonstration area projects of central city subsidiaries and even the whole country, improving the overall service quality.

Technological Innovation to Build a Smart Home

With the new technology of "digital twin", we build a new platform for property operation and smart services; and extend management services from the public domain to the private domain, forming a brand-new service ecology.

Honors

Jinmao Services received the honors of 2021 Leading Enterprise in Property Technology Empowerment in China and 2021 Leading Enterprise in Smart City Services in China issued by Beijing China Index Academy.

Smart property management

By applying technologies including IoT, mobile Internet and big data to empower user experience, customer service, internal operation, and equipment & facilities management, we have developed a smart property management system composed of smart community, smart life and smart operation. It enables us to provide customers with more intelligent, eco-friendly and convenient services and care to realize safe and secure property management.

Two scenario service models

Smart community service model

We put in place the smart community models, such as Beijing Wangjing Jinmao Palace and Shanghai Daning Jinmao Palace to create the smart community scenarios.

Smart office building service model

We put in place the smart office building management scenario to monitor over 300 sets of equipment in weak current, fire protection and energy consumption systems in real time.

Quality improvement with innovative technology

RPA

We empower financial sharing center and business units with Robotic Process Automation (RPA) and have implemented 17 automated scenario processes.

Jinxiaomao mobile office

We instantly dispose of owner reporting, consulting and interview information; and integrate related functions of MAO Butler for intelligent management and dispatch of work orders to enhance customer response experience.

Collection of early intervention cases

We have formed a collection of cases related to material, common and red line problems throughout the process from owner experience to property operation and management. A total of 1,070 case data assets are extracted to empower property development.

Case "Operation Cockpit" improves service efficiency

Jinmao Services builds a big data management cockpit to monitor management data, financial data and employee data of projects under management, in a bid to stay undated on owners' evaluation of service quality. We continuously promote the application of the R&D of smart property hardware, including remote equipment monitoring with iBA system, refined lighting control with intelligent energy management system, and wireless monitoring solutions, advancing service upgrade with science and technology.



Jinmao Services big data management cockpit - "Smart Screen"

Case Smart property platform provides convenient and intimate services

Jinmao Services has launched the "Home" APP, which features ten functions including super butler, transparent property, one-click repair request, community interaction, smart access, visitor identification, online payment, housekeeping supermarket, selected shopping mall and community management, providing visual, traceable and evaluable three-dimensional services for owners in a closed-loop intelligent ecosystem. By the end of 2021, our Home APP recorded 177,654 registered users.



Exclusive APP for owners - "Home"

Digital scenario empowerment

Through continuous innovation, the Company applies advanced technology to digitally empower the community and other scenarios of urban life, enhancing the sense of technology and comfort, and minimizing the impact of operation on the urban environment.

Smart Security



We secure risk early warning in all scenarios through video monitoring without escape corner, electronic fence and infrared curtain in the park, coupled with AI algorithm.

Smart Parking



We create a comfortable parking environment with air cleaning, temperature and humidity control technology.

Smart Elevator



We ensure smooth and safe elevator operation through integration of multiple functions including equipment monitoring and AI algorithm support.

Smart Monitoring



We effectively monitor the park environment using our monitoring and early warning system.

Smart Life



We build a service ecology for match-making between business service needs and property service resources to deliver a more intelligent and convenient life for owners.

Smart Parking



We provide parking space reservation and intelligent car search for owners to directly reach their parking spaces.

Smart Access



We offer efficient and fast access experience for owners and visitors with IoT, biometric technology, machine vision AI, OCR and other digital technologies.

Smart Park



We help address hot and key problems for owners with high-rise littering recognition and intelligent trash.

Smart Lighting



We adopt eco-friendly smart lights and lampposts in the community.

Customer Care to Build a Warm Home

Focusing on the core competitiveness featured by "high, comprehensive, innovative and fast", we strengthen high-quality management and customer relationship maintenance, listen carefully to customers, gain insight into their needs, and value their evaluation and feedback, to offer them a reassured work and life environment.

Customer satisfaction

Based on high-quality customer services, we keep fine-tuning our management mode and have established a business audit mechanism and a basic business accountability mechanism to ensure the progress and quality of rectification, achieving stable property management services.

In 2021, residential customer satisfaction was **89**, office building customers satisfaction was **99**, other public buildings was **100**, at the forefront in the industry.

Privacy protection

To protect customer privacy and avoid information theft or leakage caused by work faults, we have developed rules and regulations including the *Information Security Management Handbook* and the *Measures for the Protection and Management of Users' Personal Information*, stipulating normative requirements to user data acquisition, storage and disposal. In all privacy statements of products for customers, we also specify data acquisition and disposal.

In 2021, there was no customer privacy leakage incident or related lawsuit.

Customer complaints handling

The Company is serious about every customer complaint and adopts prompt measures against untimely response to complaint information, improper handling and delayed follow-up. We improve the complaints response mechanism, properly manage hot complaints, and set up special return visits to obtain updated customer improvement, ensuring that customer complaints are addressed in time and efficiently.

In 2021, the customer complaints handling rate was **100%** and the complaints closure rate (principal responsibility) was **98.2%**.

Community cultural life

We have rolled out the community organization brand "MAO Neighborhood" as an interactive platform for owners with different interests and hobbies in the community. This platform will increase the depth and frequency of interactions among customers and neighbors, and help create a civilized, dynamic and intimate community ecology.

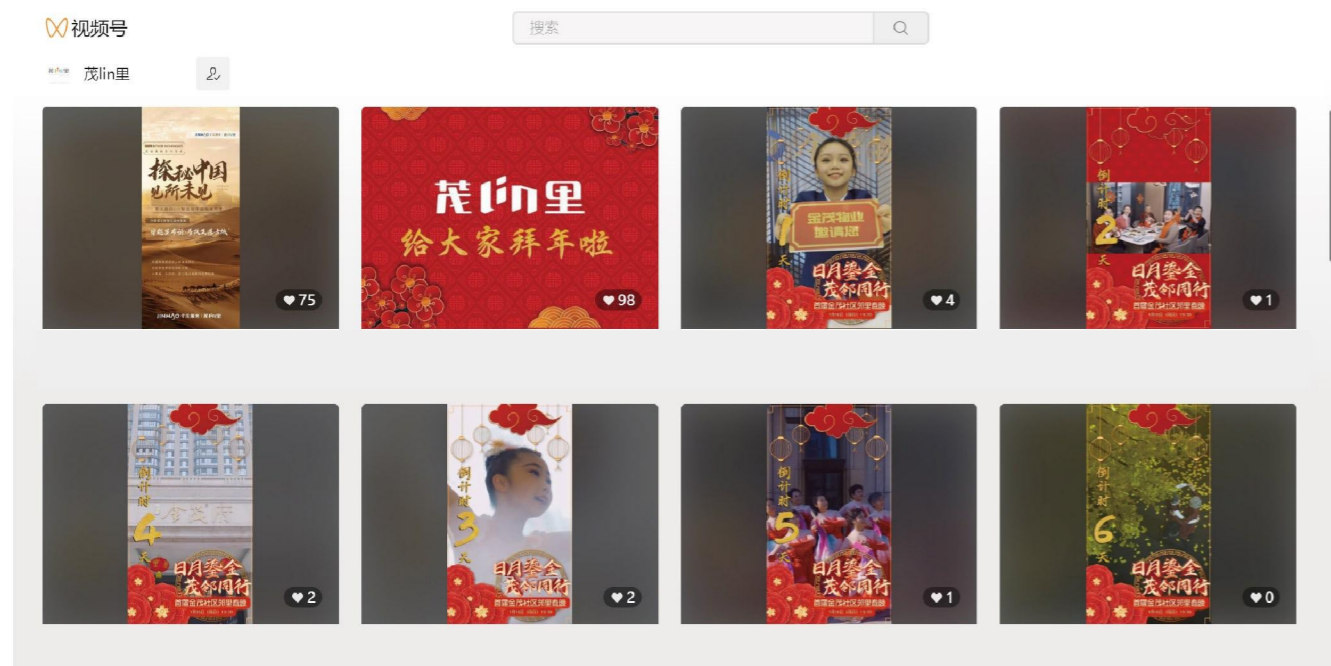
In 2021, over 130 interest communities were established in **56** projects across the country, covering more than **6,000** owners.

Community operation mechanism

We continuously improve the operational guidelines and specifications, and have built a long-term operation and development mechanism of the "MAO Neighborhood" community to jointly promote its steady and development, safeguarding its sustainable operation.

Community operation system

Based on our initial community operation system, we continuously build and activate community groups, and improve the quality and popularity of activities, to keep stimulating the participation and initiative of owners. A promotional matrix exclusive to the "MAO Neighborhood" community is set up as a platform for community display, interaction and communication, covering WeChat official account, WeChat Channel and Home APP, which facilitates customers to receive their most concerned life information from different channels in time.



"MAO Neighborhood" WeChat Channel

IP activities

We have formed a matrix of IP activities under nine themes from parent-child growth, health care, art of life and public welfare, covering customers of all ages.

In 2021, more than **500** activities were held in **35** cities, involving **100,000** participants.



Pet Festival



Jinmao Children Growth Camp



Solar Terms Health Lecture



Jinmao Community Cup Badminton League

Case "Online Scientific Literacy Experiment Live Streaming"

In 2021, in cooperation with the Chemical Industry Museum of China, Jinmao Services launched two sessions of "Natural Science Plan for Child Owners: Online Scientific Literacy Experiment Live Streaming" lectures for children in the "MAO Neighborhood" parent-child growth communities nationwide. We offered video courses covering disciplines of chemistry, physics, biography and astronomy, etc., to nearly 1,000 child owners in more than 50 communities across China, aiming to stimulate their interest in science knowledge.



"Online Scientific Literacy Experiment Live Streaming" lectures

Provide Reassurance to Achieve Co-development with Cities

In response to the national call for environmental protection, Jinmao Services always regards environment protection as an important duty, contributing to the green and sustainable development of cities. We have improved our safety management across the board to provide strong guarantee for the safety of customers and employees. In pursuit of win-win results, we team up with supply chain partners to promote the sustainable development of the property industry.

Contribution to the UN SDGs



Green Operation to Safeguard Environment

In line with the philosophy of "lucid waters and lush mountains are invaluable assets", we carry out operation activities with a responsible environmental attitude, continuously raise our awareness of green management, and keep exploring the path to low-carbon property development.

Green property service

In accordance with the *Environmental Protection Law of the People's Republic of China* and the *China Jinmao's Administrative Guidelines on Environmental Protection*, we have formulated the *Measures for the Management of Environmental Protection*, which specifies the measures, such as saving energy use, reducing carbon emissions, optimizing water resources use and reducing waste emissions, to improve the systematic environmental management.

As a service provider, we do not cause great negative impact on the environment and natural resources. We strive to build a green and beautiful living home for owners by maintaining green plants, cleaning roads and eliminating the four pests (rats, bedbugs, flies and mosquitoes) in the park.

Energy conservation and environmental protection in 2021

Indicator	Goal	Performance
Environmental accident/ Incident control goal	Zero general or above environmental incident	Zero general or above environmental incident
COD emissions (ton)	<85	69.38

Resource conservation

The Company attaches great importance to the utilization and protection of all renewable and non-renewable resources. We constantly improve the energy management system and regulate the rational use of energy & water to enhance our economic and environmental benefits.

- **Refined energy management:** We have developed the *Energy Consumption Operation Standards*, set up an energy consumption management system, and adopted the standardized hierarchical management of energy consumption ledger for efficient and refined energy management.
- **Energy-saving renovation:** We have launched energy-saving renovation projects, including thermal station renovation and air conditioning renovation, to effectively reduce energy consumption. We retrofit lighting of landscape, service center, equipment room and basement by replacing ordinary lamps with LED or radar induction ones and other energy-saving equipment to save electric energy.

- **Water saving:** We reasonably advocate to conserve and recycle water, plan water intake stations, post water conservation signs in related sites, and promote water-saving irrigation methods including sprinkler irrigation, micro-irrigation and drip irrigation to protect water resources and improve water use efficiency. In 2021, the Company's total water consumption was 923,106 tons, with a water consumption density of 6.09 tons per ten thousand yuan.

Resource consumption*

	2019	2020	2021
Comprehensive energy consumption (tons of standard coal)	7,263.94	10,133.71	12,502.00
Comprehensive energy consumption per RMB 10,000 of operating income (ton of standard coal/RMB 10,000)	0.09	0.11	0.08
Electricity consumption (GWh)	47.6731	71.7831	87.5318
Natural gas consumption (10,000 m ³)	79.74	82.50	109.88
Diesel consumption (ton)	7.21	10.13	7.00
Petrol (liter)	5,092	4,018	3,640
Outsourced heat (GJ)	9,630	5,723	7,882

* The statistical scope includes Jinmao Services Shanghai (Jin Mao Tower), the central city subsidiaries of Jinmao Services in Shanghai, Qingdao, Nanjing, Chongqing, Changsha, Fuzhou, Guangzhou, Chongqing, and Beijing as well as Beijing Office Building Management Center.



Air source hot water renovation project of Beijing Central City Company



Sprinkler irrigation system of Wangjing Jinmao Residence raises the utilization level of water for greening

Response to climate change

In response to the China's 30-60 Decarbonization Goal (China strives to peak carbon dioxide emissions by 2030 and achieve carbon neutrality by 2060), we earnestly implement the national policy of energy conservation and emission reduction. In 2021, we formulated the *Work Instructions for Energy Conservation and Emission Reduction* to standardize the management of energy conservation and emission reduction. In daily operation, we advocate green office and save water, electricity and paper to reduce carbon emissions. Upon carbon emissions verification, performance and asset management for projects in Beijing, we registered an annual balance of 4,269.3 tons of carbon assets, contributing our share to carbon reduction.

In 2021, **3** trainings on energy conservation and emission reduction were held, with more than **200** participants

GHG emissions

	Total GHG emissions (Scope I + Scope II) ^① (tCO2e)	Direct GHG emissions (Scope I) ^② (tCO2e)	Indirect GHG emissions (Scope II) ^③ (tCO2e)	GHG emission density (tCO2e)
2021	56,684.19	2,414.02	54,270.17	0.37

- ① : GHG emissions are the sum of direct GHG emissions (Scope I) and indirect GHG emissions (Scope II).
- ② : Direct GHG emissions (Scope I) include GHG emissions generated from the consumption of natural gas, diesel and gasoline. The emission factor comes from the *Reporting Guidance on Environmental KPIs* issued by the SEHK on May 28, 2021 and the *Guidance for Compiling Provincial Greenhouse Gas Emission Inventory* published by the National Development and Reform Commission (NDRC) in 2011.
- ③ : Indirect GHG emissions (Scope II) include GHG emissions generated from the consumption of electricity and heat. The coefficient of GHG emissions generated by electricity consumption refers to the baseline emission factors for regional power grids in China issued by the NDRC in 2015, while that by outsourced heat refers to the *Guidelines for Accounting and Reporting Greenhouse Gas Emissions of Enterprises (Trial)* published by the NDRC in 2015.

Emission management

In strict accordance with Chinese laws, such as the *Law on the Prevention and Control of Atmospheric Pollution*, the *Water Pollution Prevention Law* and the *Law on the Prevention and Control of Environmental Pollution by Solid Waste* as well as our internal systems including the *Clean Management Control Procedure*, the *Solid Waste Management Standard* and the *Chemicals Safety Management Standard*, we rationally dispose of wastes generated in the process of operation to minimize the discharge of waste water, waste gas and hazardous waste, and continuously improve the surrounding environment.

To coordinate the waste sorting, we have prepared the *Work Instructions for Waste Sorting Management*, to strictly implement the waste sorting delivery, collection and transportation, in an effort to effectively improve the urban environment and promote resource recycling.

Major emissions*

	COD emissions(ton)	Ammonia nitrogen emissions(ton)	Wastewater emissions(ton)
2021	69.38	8.97	316,739.36

* The disclosure scope of major emissions in 2021 included Sinochem Tower, Chemsunny World Trade Center and Nanjing Ninggao International Property Consultancy Co., Ltd.

Waste discharge*

	Non-hazardous waste (ton)	Density of non-hazardous waste (ton/RMB 10,000)	Hazardous waste (ton)	Density of hazardous waste (ton/RMB 10,000)	Hazardous waste treatment rate (%)
2021	2,951.17	0.0195	19.67	0.00013	98%

*The statistical scope covers hazardous and non-hazardous wastes generated by all the projects of Jinmao Services' subsidiaries in Shanghai, Beijing, Guangzhou, Nanjing, Qingdao, Changsha and Chongqing, Jinmao (Shanghai) Property Service Co., Ltd. as well as the administrative work lines of the Company.

Our non-hazardous wastes mainly include paper and kitchen waste.

Our hazardous wastes mainly include mercury-containing fluorescent lamps or energy-saving lamps, waste toner cartridges and ink cartridges, waste electronic and electrical equipment, waste batteries, and paint barrels.

About treatment of hazardous wastes — We place hazardous wastes into hazardous waste containers for collection by the government.

About total amount of packaging materials used for finished products — The total amount of packaging materials used for finished products (in tons) and (if applicable) the proportion per production unit is not applicable to the Company.

Case Promoting waste sorting

Jinmao Services actively implements waste sorting. According to the local government's requirements for waste sorting, the Headquarters have led its central city subsidiaries to set up waste sorting and recycling stations in the communities and launched waste sorting activities with owners to promote waste reduction, recycling and harmless treatment and improve the urban environment.



Waste sorting work implemented by Qingdao Central City Company



On-site waste sorting guidance

Green office

The Company actively advocates green and low-carbon operation and lifestyle. In office spaces, we use energy-saving lamps, set energy-saving mode for electrical equipment, promote ventilation for minimizing the use of air conditioners, and encourage double-sided printing to save paper. In washrooms and toilets, we adopt water-saving faucets to save water.



Posters of energy saving and low carbon in the office

Electricity conservation sign on the refrigerator

「Green charity」

We organize a variety of charitable activities for environmental protection, spreading our green development concept and creating a better city ecology.

Case "Earth Hour" activity

Earth Hour, initiated by the Worldwide Fund for Nature (WWF) in 2007, is one of the largest joint international campaigns in the world. It encourages individuals, governments, and businesses to turn off non-essential lights and other electric equipment from 8:30 to 9:30 p.m. on the last Saturday of each March, as a symbol of attention to climate change. In 2021, we launched the "Earth Hour" activity as an active response to low-carbon life and a step to raise environmental protection awareness.



"I Love Purple Mountain" environmental activity organized by Nanjing Central City Company



Children's plant drawing activity helps kids better understand plant protection knowledge

Strong Line of Defense for Health and Safety

Protecting the health and safety of customers and employees is one of the important principles in our operation. As the first property service provider in China to create and implement the HSE management system in line with Sinochem Holdings across the board, we step up investment in work safety and improve work safety management to minimize hidden safety hazards in operation, building a strong defense to protect the health and safety of customers and employees with practical actions.

「Customer safety」

We have formulated policies including the *Measures for Safety Management*, the *Measures for Fire Safety Management*, and the *Measures for Electrical Safety Management* to make clear all work safety processes and methods, and strictly supervise their implementation. Aligning with the HSE management system of Sinochem Holdings and China Jinmao, our HSE management system features high standards and strong control, protecting the safety of customers with full-range safety management without escape corner.

► **Work safety management:** Under a three-tier control mode of "Headquarters-Central City Subsidiary-Project", the HSE department of the Headquarters and central city subsidiaries is equipped with at least two certified safety engineers/certified fire engineers or professional fire electromechanical engineers to strengthen the main responsibilities of safety at all levels.

【Spotlight】 Jinmao Services · Focus

A variety of steps escort the safety of Jin Mao Tower

In 1999, Jin Mao Tower on the Huangpu River in Shanghai made its debut as "the tallest building in China". After more than two decades, it still stands as one of the three landmarks in Shanghai. Safety is the top priority to operate this 421-meter high-rise building. Adhering to long-term doctrine, we ensure all-round safe operation of Jin Mao Tower with high standards and strict requirements.

Fire safety. We have set up a fire brigade for Jin Mao Tower composed of retired fire fighters, armed police and army soldiers and full-time government fire fighters for more than 12 drills every year and fire prevention patrol 24 hours a day. We introduce new technologies and products, including new fire-fighting sensing system, fire-fighting robots and new fire-fighting materials, to improve equipment design and management standards, effectively ensuring the fire safety of Jin Mao Tower.

Elevator safety. We arrange traffic flow passageways and elevator use areas according to different business formats and reasonably zone elevators based on tenant characteristics to minimize call time limits on floors densely populated or with elevators frequently used. We also install the SMOS-II elevator supervision system to ensure the smooth operation of 79 elevators.

Patrol inspection. We have set up an explosive detection team stationed in the garage entrance area for all-round anti-terrorism and anti-explosion safety inspection on all vehicles entering Jin Mao Tower. The team also carries out patrol inspections in all key areas of Jin Mao Tower to spot and remove hidden safety hazards in time.

COVID-19 response. We apply the 24-hour fresh air system to discharge the hot turbid air at the top directly through the air outlet. This scientific air distribution mode of up-supply down-return secures uniform and orderly air flow, effectively avoiding cross infection.

Routine security. We install a perimeter alarm system to prevent people from climbing, a face recognition system at accesses to connect with the background system of police security, a police radio station to report abnormal information as soon as possible; and a water level alarm system to protect important computer rooms from flooding.

Activity guarantee. Targeting activities including base jumping, vertical marathon and "Walking in the Clouds", we negotiate with public security, fire-fighting and medial departments, prepare emergency plans, and develop safety protection measures to create a sound and secure environment.

"The fire management of Jin Mao Tower can be promoted nationwide as a benchmark."

—Safety Supervision Team of the State Council



Shanghai Jin Mao Tower



All-round safety management ensures the smooth holding of the first national base jumping show



Anti-terrorism and anti-explosion safety inspection



First building fire brigade in Shanghai—Jin Mao Tower Backbone Fire Brigade

- ▶ **Hidden hazard management:** We have formulated the *Management Standards for Investigation and Treatment of HSE Hidden Hazards* to strengthen institutional building for risk identification and hidden hazard investigation. We carry out regular safety investigation and hidden hazard rectification in central city subsidiaries and commercial office buildings to establish a sound order for work safety and operation.
- ▶ **Emergency drills:** We keep improving the emergency plan system and have developed emergency response plans for unexpected situations including COVID-19 control, fire, earthquake, and people stuck in elevators. We also conduct regular safety inspections and emergency drills to intensify risk identification and emergency response capabilities.

Case Chongqing Central City Company carries out a fire emergency drill

In May 2021, Chongqing Central City Company organized 200 participants to carry out an emergency drill for firefighting and evacuation in a scenario of "spontaneous combustion of new energy vehicles in Jinmao Residence's underground commercial garage". In the simulated scenario, when spontaneous combustion occurs, the Company's employees cooperated with owners and surrounding merchants to extinguish the fire and evacuate people in time. The drill has greatly improved the emergency handling ability to ensure the safety of owners, employees and people nearby.



Temporary treatment station sets up to rescue the injured

- ▶ **Regular COVID-19 response:** In active response to the COVID-19 control requirements of China Jinmao and local governments, we prioritize the pandemic prevention in our operation. While setting up a special team and formulating a special work plan, we strictly implement the process, and refine measures for COVID-19 prevention from personnel, environment, equipment and facilities. We also roll out public welfare COVID-19 consulting hotline services to relieve anxiety of customers and ensure the safety of owners and merchants.



Water, medical boxes and other supplies provided by Guangzhou Central City Company for owners queuing for nucleic acid testing



A letter of thanks by an owner



Body temperature measurement and hand disinfection for an owner



Distribution of supplies for owners

- ▶ **Safety concept publicity:** We regularly organize fire suppression emergency response and evacuation drills, including emergency evacuation for escape, fire extinguisher operation, gas leakage, and hydrant firefighting. We publicize safety knowledge through exhibition boards, publicity desks, television, WeChat and other channels. We also carry out activities including "Open Day for Work Safety" and "Open Day for Owners" to elaborate safety common sense to customers, including work safety and daily fire prevention.



Exhibition boards set up to publicize firefighting knowledge



"Open Day of Computer Room" held by Beijing Yaao Jinmaoyue to help owners better understand the operation and maintenance status of equipment and facilities

Occupational health and safety

At Jinmao Services, the health of employees is the greatest wealth. We provide occupational protection and continuously improve the working environment to ensure the occupational health and safety of employees. There was no general or above work injury accident in the past three years.

Number of work-related fatalities and lost working hours

	2019	2020	2021
Work-related fatalities (headcount)	0	0	0
Percentage of work-related fatalities (%)	0	0	0
Lost days due to work injury (day)*	237	502	453

* Lost days due to work injury were calculated according to the *Classification for Casualty Accidents of Enterprise Staff and Workers* (GB 6441) and the *Lost Workdays Standard for Injury Accidents* (GB/T 15499).

- ▶ **Occupational health and safety management:** According to Chinese laws & regulations, such as the *Law on the Prevention and Control of Occupational Diseases*, we have developed the *Measures for Occupational Health Management* to continuously improve our occupational health and safety management system.
- ▶ **Occupational health and safety training:** We provide regular training on work safety to enhance the occupational health awareness of employees. We carry out inspections on occupational disease prevention and control to ensure that labor protection articles are fully equipped and occupational disease prevention measures are implemented as required. We also organize employees to learn Baduanjin qigong (one of the most common forms of Chinese qigong used as exercise. It is primarily designated as a form of medical qigong, meant to improve health), hold activities including occupational health publicity week and being occupational health experts, and produce a series of occupational health micro videos, creating an environment for occupational health and safety.

Work safety trainings for employees

	2019	2020	2021
Work safety training sessions	3,630	3,840	4,060
Work safety training hours (hour)	4,116	4,356	4,756



Occupational health safety training

► **COVID-19 control:** We pursue strict control over personnel flow and require employees in medium and high-risk areas to report their situation and work from home. We reduce meetings and advocate online conferencing to minimize gathering. Besides, we implement information reporting with 100% coverage and vigorously promote vaccination among employees. We also produce videos about COVID-19 fight to cheer up employees and pull through difficulties.



Body temperature measurement for employees before access to their posts



Baduanjin qigong exercise to keep fit



Protective clothing wearing to ensure safety



Employees organized for nucleic acid testing

Win-win Cooperation with Partners

To achieve win-win cooperation, we create a fair, just and open business environment for suppliers, practice transparent procurement, and continuously integrate the concept and requirements of social responsibility into the whole process of supply chain management. Furthermore, we actively participate in industry exchanges, teaming up with supply chain partners towards sustainable development.

Supply chain management

According to the *China Jinmao Administrative Rules for Suppliers and Contractors* and *China Jinmao Supplier and Contractor Management Guidelines*, we operate in compliance and with integrity, and establish long-term and stable cooperation relationship with suppliers.

Number of suppliers in Headquarters and subsidiaries

Headquarters functional departments	82	Chongqing Central City Company	50	Fuzhou Central City Company (to be established)	36
Beijing Central City Company	119	Guangzhou Central City Company	64	Beijing Office Building Management Center	97
Shanghai Central City Company	148	Nanjing Central City Company	95	Club Management Center	31
Changsha Central City Company	78	Qingdao Central City Company	33	Huimao Building Technology (Beijing) Co., Ltd.	40

► **Supplier management:** We have preliminary established a supplier system of selection, staffing, training and retention around supplier access, supplier classification and supplier punishment.

Supplier access	Supplier classification	Supplier evaluation	Supplier selection
We have established access standards for different suppliers. More than three persons from different departments will inspect the suppliers.	We classify suppliers into excellent suppliers, qualified suppliers, unqualified suppliers and blacklisted suppliers according to their performance of contract.	We evaluate different business types of suppliers in different cycles, and adopt method of "scoring by the business department + scoring by the supervision department" to ensure supervision over supplier evaluation.	We shortlist suppliers in the supplier pool after bidding/price comparison /competitive negotiation procedures.

- **Transparent procurement:** We have revised the *Measures for the Management of Bidding Procurement* to standardize the bid and procurement system and optimize the Transparent Bidding Procurement Platform and Material Procurement Platform to ensure a transparent procurement system. We sign the *Transparent Bidding Procurement Agreement* with suppliers to strengthen integrity risk management of suppliers. Under the same conditions, priority is given to eco-friendly, energy-efficient products.
- **Supplier performance:** We value the social responsibility performance of suppliers. We sign a social responsibility commitment letter with suppliers, and have established the social responsibility archives for them, requiring suppliers to comply with local labor regulations. We organize on-site audit for suppliers and subcontractors at least once a year to assess their social responsibility performance and follow up improvement measures. If any illegal acts, including child labor and forced labor, are found, we will immediately terminate the cooperation.

In 2021, we assessed **737** suppliers.



Distribute condolence materials to supplier employees



Carry out equipment operation training for cleaning personnel

Cooperation and exchanges

Under the concept of openness and sharing, the Company works closer with governments and enterprises to achieve mutual benefit and boost industry upgrading. In 2021, we signed contracts on city operation projects with Jiashan Economic and Technological Development Zone, Zhoushan Donggang Group and Nanjing Xinyao New Town Management Committee to help city upgrades. We also established strategic cooperation with Sinochem Lantian and Beijing Zhongguancun Science City Construction Co., Ltd. to promote diversified development layout with complementary advantages.

Case Exploring an innovative property management mode with Sinochem Lantian

In July 2021, Jinmao Services and Sinochem Lantian entered into a strategic cooperation agreement to set up Zhejiang Zhonglan Xinmao Park Management Co., Ltd. Together, we will explore a commercial mode of property management services cored by chemical safety, create the personalized park service scenario, and provide smart and people-oriented property management services for the advanced manufacturing cluster. Technical means including the Internet, IoT and AI would be used to connect various management, data and platform interfaces to improve the park management efficiency, reduce the park management cost and constantly innovate in the property management mode.



Case Creating a new quality service model with Beijing Zhongguancun Science City

In August 2021, Jinmao Services concluded an equity cooperation agreement with Beijing Zhongguancun Science City Construction Co., Ltd. ("Zhongguancun Science City" for short) to establish a specialized property service platform company based on their respective advantages, aiming to build an intelligent, diversified and quality service system and create a new quality service model.



Fulfill Social Responsibility to Build a Harmony Home

Jinmao Services actively practices the responsibility as a central state-owned enterprise. In response to the national decision arrangement for "stability on six key fronts" (ensure stability in employment, financial operations, foreign trade, foreign investment, domestic investment, and expectations) and "security in six key areas" (ensure security in job, basic living needs, operations of market entities, food and energy security, stable industrial and supply chains, and the normal functioning of primary-level governments), we stabilize employment, increase job opportunities, build a growth platform for employees and share development value with them. We improve the community ecology and enhance people's happiness and pursue co-development, common prosperity and sharing of development achievements with the community.

Contribution to the UN SDGs



People-oriented Value to Realize Employees' Dreams

Regarding employees as our most valuable assets, we are willing to absorb the most outstanding and potential talents, hoping that every employee can reap satisfactory growth. We keep improving the employment management system, the democratic management mechanism as well as the compensation and benefit system, and help employees realize their career dreams.

Employee rights

In strictly accordance with relevant Chinese laws and regulations, including the *Company Law* and the *Labor Law*, we provide jobs, regulate employee recruitment, optimize salary and welfare, and deepen democratic management.

Employee recruitment

The Company actively implements the policy of stabilizing employment. In 2021, no active layoff occurred. In recruitment, we oppose employment discrimination and offer equal employment opportunities for employees regardless of such factors as religion, nationality, race, skin color, age and gender, etc. We encourage and respect the diversity of talents, and create a harmonious and inclusive workplace.

In the process of employment, we legally examine the identity information of candidates to avoid child and forced labor, and protect the rights of employees including privacy. During COVID-19 control period, we pay wages and social insurance as usual for employees under home quarantine. In addition, we improve employment norms and guidelines, and have established a mechanism for handling employment violations. Regular employment self-inspection is organized to timely rectify, hold accountable and compensate in case of violations including child labor, forced labor, harassment and abuse.

In 2021, Jinmao Services had **2,658** employees in total, all of whom were full-time.

There was no child labor, forced labor, harassment, abuse, or infringement of employee rights.

Employment in 2021

Employment		2021	Employment		2021
Total employees (headcount)		2,658	By geographical region (headcount)	Headquarters Functional Departments	141
By gender	Female (headcount)	981		Beijing Central City Company	282
	Male (headcount)	1,677		Shanghai Central City Company	324
By age group	30 years old or younger (headcount)	698		Changsha Central City Company	281
	31-50 years old (headcount)	1,819		Chongqing Central City Company	127
	51 years old or older (headcount)	141		Guangzhou Central City Company	175
By educational background	Master's degree or higher (headcount)	82		Nanjing Central City Company	322
	Bachelor's degree (headcount)	868		Qingdao Central City Company	195
	Junior college or lower (headcount)	1,708		Fuzhou Central City Company (to be established)	101
Other data	Employee labor contract signing rate (%)	100%		Jin Mao (Shanghai) Property Management Co., Ltd.	226
	Employee social insurance coverage (%)	100%		Beijing Office Building Management Center	317
	New employees (headcount)	1,032		Club Management Center	12
	Percentage of female management (%)	27.8%		Chuangmao Technology (Beijing) Co., Ltd.	16
	Proportion of employees from minor ethnic groups (%)	3.4%		Huimao Building Technology (Beijing) Co., Ltd.	98
			Maotong Property Management (Shanghai) Co., Ltd.	41	

Employee turnover

Employee turnover	2021	By geographical region	
Employee turnover rate (%)	25.04%	Beijing Central City Company (%)	24.32%
By gender		Shanghai Central City Company (%)	25.38%
Male (%)	24.75%	Changsha Central City Company (%)	26.42%
Female (%)	25.55%	Chongqing Central City Company (%)	30.77%
By age group		Guangzhou Central City Company (%)	44.87%
30 years old or younger (%)	28.34%	Nanjing Central City Company (%)	28.11%
31-50 years old (%)	24.82%	Qingdao Central City Company (%)	20.00%
50 years old or older (%)	4.29%	Fuzhou Central City Company (to be established) (%)	33.78%
By educational background		Jin Mao (Shanghai) Property Management Co., Ltd. (%)	13.78%
Master's degree or higher (%)	24.75%	Beijing Office Building Management Center (%)	11.63%
Bachelor's degree (%)	25.00%	Club Management Center (%)	33.33%
Junior college or lower (%)	25.08%	Huimao Building Technology (Beijing) Co., Ltd. (%)	18.75%

Compensation and benefits

We continuously improve the system of compensation and benefits, and make regular adjustments according to market practices and employee performance. Besides, appropriate incentive plans are rolled out for employees at different levels, and mechanisms for medium- and long-term incentives and key project rewards are established. While developing a standard working hours system according to law, we provide benefits including five mandatory insurances (endowment insurance, medical insurance, unemployment insurance, employment injury insurance, maternity insurance) and housing provident fund, and statutory holidays. In particular, female employees are entitled to nursing and maternity leaves.

Democratic management

We continuously deepen the democratic management mechanism and implement the *Measures for Strengthening the Management of Mass Work* to protect employees' rights to know, participate, express and supervise. We deepen the labor protection supervision mechanism by Labor Union to track the occupational health and safety, compensation and benefits, and fair promotion of employees in real time. We also conduct supervision and inspection, satisfaction survey, and opinion collection on a regular basis.



The Third Member Congress of Jinmao Services Labor Union

Employee training and development

The Company attaches great importance to talent training and development. We have established a complete talent training system to satisfy the talent development needs in different business areas, at different development periods and based on different job characteristics.

Employee training

We customize training plans and objectives for key personnel, elite employees, young talents, new managers and new employees. Our training system covers strategic talent training projects, business talent development projects, service-oriented special training projects, thematic training projects, and collaborative professional training projects. Accordingly, a wide range of courses and activities are provided to improve staff's professional ability and comprehensive knowledge, including business lectures, project field visits, and mobile phone classes.

We also have launched joint training plans with universities for graduates and specific occupations to nurture employees through rotation and tutorial systems. Furthermore, we provide leadership development training from the perspectives of performance, values, knowledge and skills.

In 2021, the Company invested a total of RMB **876,400** for all trainings, covering **2,635** participants, with the employee coverage of **100%**.

Employee development

Employee training		2021
Total training hours (hour)		41,028
Training hours per employee (hour)		15.43
By gender	Training hours of female employees (hour)	15,136
	Percentage of female employees trained (%)	100%
	Training hours of male employees (hour)	25,892
	Percentage of male employees trained (%)	100%
By rank	Training hours of senior management (hour)	530
	Percentage of senior management trained (%)	100%
	Training hours of mid-level management (hour)	2,070
	Percentage of mid-level management trained (%)	100%
	Training hours of ordinary employees (hour)	38,428
	Percentage of ordinary employees trained (%)	100%

Based on business needs and development requirements, the Company divides all employees into management sequence (M), talent sequence (T), basic property management skill sequence (S), value-added business sequence (A) and create investment opportunities sequence (C), building a Y-shaped development channel for personnel of different business segments. The Company helps employees set up personal development plans, conducts regular performance appraisal and evaluation, and tie employee performance and contribution to their promotion, striving to create a fair, open and just employee development channel.

Employee care

The Company launches employee care activities to help our staff balance their work and life, and create a sound and happy workplace where they can feel the warmth of the Jinmao Services family.

Work-life balance

We organize birthday and holiday celebrations, cultural and sports activities, and outreach activities to help employees balance work and life.

Case "Spring Walk" outreach activity

In 2021, Chongqing Central City Company organized over 20 outreach activities including "Spring Walk". It formally set up Yuexiang Basketball Team, Yuexiang Badminton Team, Yuexiang Table Tennis Team, and Yuexiang Running Team to improve employees' physical and mental health.



"Spring Walk" outreach activity



"Yuexiang" community inauguration



Badminton Team activity



Basketball Team activity

Employee care

In line with the people-oriented concept, the Company keeps improving the employee care management system to enhance their sense of happiness and belonging.

- **Health care:** We provide employees with personal protective equipment and high temperature subsidies, and female employees with special health check-up services to ensure their occupational health and safety.
- **Life care:** We regularly pay sympathy visits to front-line employees engaged in COVID-19 control as well as rural vitalization, and distribute allowances to employees with low family income and who are sick or whose family members are sick, assisting employees in difficulties.

► **Holiday care:** We organize festival and birthday celebrations for employees and present holiday gifts to create a warm working atmosphere.



Activities on Women's Day

Birthday activities

Dedication to a Harmony Community

Committed to corporate vision of "realizing future human habitats and city dreams", we engage in community development to build a model community towards the future and channel great efforts in public welfare to promote the harmonious social development, helping enhance people's sense of happiness and gaining.

「Community engagement」

Mainly serving high-end communities, we aim to "develop a harmonious community where people live and work in peace and contentment through cooperation with other social players", and we are devoted to building a community environment with orderly management, perfect services, sound public security, beautiful scenery, and harmonious atmosphere. We are involving in community development by mobilizing community residents to participate in a variety of community activities, to create a happy, warm and harmonious environment for owners.

Case "Hot Drink Care" activity

In 2021, Jinmao Services Guangqu Jinmao Palace and the local community neighborhood committee set up a hot drink supply station at the entrance of the park, providing hot drinks for delivery men, takeaway lads and sanitation workers every Monday to express gratitude.



Hot drink supply station



Escorting an owner home amid active flood control



Jinmao Neighborhood Art Troupe's "Our Loyalty to the CPC" at the 100th Anniversary Celebration



Visit to the Cloisonn Art Museum

Case Supporting a neighboring community to extinguish fire

On May 9, 2021, the Order Department of Chongqing Jinmao Residence organized an emergency team to help put out the unexpected fire in an old community opposite to the Property Service Center of its south area. Before the fire rescue team arrived, it took only five minutes to effectively control the fire, gaining wide social praise. Chongqing Daily publicized and reported this move as a model of firefighting and disaster relief.

「COVID-19 response」

In 2021, the COVID-19 response became regular. To support pandemic control, we actively cooperated with local governments to assist community workers and medical staff in nucleic acid testing and supplies provision for residents.

Case Helping local governments prevent and control COVID-19

In July 2021, we assisted Nanjing in COVID-19 control. In positive response to the government's call, the Company immediately held a working group meeting on COVID-19 response to develop a work plan and emergency plan. We resolutely implemented the monitoring and early warning mechanism, and adopted dynamic information reporting. Under the unified command and deployment of the local government, the health commission and the pandemic prevention department, we carried out pandemic control in an active and orderly manner. Out of care for the public, we organized employees to distribute takeaways and deliveries to residents and were well received by owners.

In September 2021, we assisted Guangdong in COVID-19 control. We dispatched over 600 employees to coordinate the local government in mass nucleic acid testing. Fenghuang Community in Huangge Town presented a silk banner to recognize our contribution to the pandemic control.

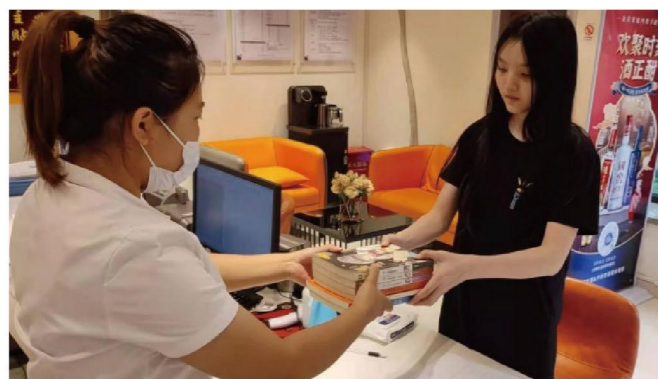
In November 2021, we assisted Chongqing in COVID-19 control. Upon knowing the situation, we immediately formed a volunteer team to support communities less staffed. By fully cooperating with medical staff and community workers in testing and coordinating the testing process for owners according to the time, our volunteers were well praised.

「Charity」

To contribute to rural vitalization on an ongoing basis, we organize owners to participate in public welfare activities, including caring for children's healthy growth. We are committed to developing charity brands to promote the coordination and harmonious co-development with the environment and society.

Case "Dream Action" for rural vitalization

In 2021, Jinmao Services contributed to rural vitalization through consumption and educational support. We organized the "Dream Action" to help Ar Horqin Banner and Linxi County in Inner Mongolia sell agricultural products worth of more than RMB 490,000. Besides, we donated over RMB 30,000 to help students in remote mountainous areas complete their study, and gave more than 200 books to school-age children in areas with poor educational resources, making our contributions to rural vitalization.



Handover and registration of donated books by employees

Case Book donation for children in Da Qaidam

In September 2021, in response to the national call for rural vitalization, Jinmao Services supported China Jinmao's Poverty Alleviation Plan by launching the activity "Continue dreams with public welfare: book donation for children in Da Qaidam". We organized 43 projects nationwide and motivated 211 owners and employees to donate 4,780 books, building a bridge of knowledge with love and hope for children in the remote Da Qaidam region.



Book donation for children in Da Qaidam

【Spotlight】 Jinmao Services · Focus

Warmth for left-behind children in West Hunan

Children are builders of the future. Caring for the growth of left-behind children in rural areas is essential to rural vitalization and the future of China. Join hands with Forest Angel NGO organization, Jinmao Services has practiced corporate social responsibility to care about the left-behind children in West Hunan for years, sending them love and hope by motivating the active participation of our employees and owners.

Activity 1: Small gifts in exchange for big wishes

In May 2021, together with the public welfare organization Forest Angel, we presented 1,146 toys donated by owners of 5 cities included Beijing, Shanghai, Changsha, Suzhou and Zhengzhou to left-behind children in West Hunan.



Pass on love: small gifts

Under our public welfare advocacy, 26 owners claimed the children's good wishes one by one. Children depicted their bright future and sent them back to donators, expressing their gratitude and determination of efforts.



Pass on love: wishes and dreams of left-behind children in West Hunan

Activity 2: Interesting experimental classes to explore new mysteries

The Company continuously provides educational support with the goodwill of all employees and owners. The Operation Work Team of the "MAO Neighborhood" Community presented interesting chemistry experiment classes to children in the depths of the mountains, helping them open the door to the world of science by imparting the knowledge of scientific culture.



Educational support: interesting chemistry experiment classes

Activity 3: A collective birthday to wish for the future

In order to make students feel care and happiness, we celebrated the birthday of nearly a thousand students, who made wishes in the warm candlelight.



Blessing with love: good wishes in the candlelight

Activity 4: Little kindness to show great love

To get a deeper picture of the living environment of these children, our volunteers stayed in families funded by the public organizations, served dinner and arranged rooms for children and the elderly, bringing them spiritual comfort.



Care and warmth : visit to left-behind children and the elderly

Outlook 2022

2022 is a crucial year for proceeding with China's 14th Five-Year Plan. Jinmao Services will respond actively to the plan and goal of accelerating the quality development of life service industry and building a new pattern of primary-level social governance. Committed to the original aspiration and mission of "think far, grow further", we will give back to the society with more premium high-end services and outstanding performance, continuously promoting the sustainable development with the environment and society.

Responsible for economy

In line with the long-term and global business philosophy and planning, we will continue to promote streamlined management and technological empowerment, expand value-added community services and city operation services, consolidate and enhance brand influence, further increase market share, and maintain growth in our operating profit.

Responsible for customers

We insist on long-term and diversified service empowerment and continuously expand the full lifecycle service value chain to provide customers with more than expected quality of life solutions. By continuously improving the efficiency of management services and digital experience of users with IoT-enabled facilities and mobile Internet-based services, we will activate the diversified community matrix and build scenarios of a better life in communities and even cities.

Responsible for the environment

We will fully implement environmental protection and apply advanced environmental technologies to strengthen integrated energy management, improve resource use efficiency and reduce waste emissions. We will also promote green office and green operation, and actively respond to international issues including global climate change.

Responsible for partners

We will further deepen the supervision mechanism, pursue honest cooperation, transparent procurement and anti-corruption, and actively practice responsible investment and responsible supply chains. We will explore a strategic cooperation mechanism for closer win-win cooperation, and advance fair competition and industry development.

Responsible for employees

We will improve the reliable and stable organizational mechanism, and standardize the employee management system to guarantee equal employment opportunities and protect employees' rights. We will offer competitive salary and benefits, and deepen the democratic communication mechanism. We will also better the employee training system, expand talent development channels, and strengthen talent echelon building to reserve sufficient strength for business expansion and upgrading.

Responsible for the society

Always practicing the responsibility as a central enterprise, we will continue support the COVID-19 control and disaster relief and care for people's life safety. We will contribute to charity cause, assist vulnerable groups, support community development, and help rural vitalization, depicting a blueprint for a better life with the public.

Appendix

Indicator Index

Major category	Content	Location
A.Environmental		
Aspect A1: Emissions	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	P25, P27-P28
A1.1	The types of emissions and respective emissions data.	P27
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P27
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P28
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P28
A1.5	Description of emission target(s) set and steps taken to achieve them.	P25, P27-P28
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	P28

Major category	Content	Location
A.Environmental		
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	P25-P26
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	P26
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P26
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	P25-P26
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	P26
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	P28
Aspect A3: The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	P25
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P25
Aspect A4: Climate Change	General Disclosure: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	P27

Major category	Content	Location
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact the issuer, and the actions taken to manage them.	P27
B. Social		
Employment and Labor Practices		
Aspect B1: Employment	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	P39-P40
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	P39
B1.2	Employee turnover rate by gender, age group and geographical region.	P40
Aspect B2: Health and Safety	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	P32-P33
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	P32
B2.2	Lost days due to work injury.	P32
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	P32-P33
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	P41

Major category	Content	Location
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P41
B3.2	The average training hours completed per employee by gender and employee category.	P41
Aspect B4: Labor Standards	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	P39
B4.1	Description of measures to review employment practices to avoid child and forced labor.	P39
B4.2	Description of steps taken to eliminate such practices when discovered.	P39
Product Practices		
Aspect B5: Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	P34-P36
B5.1	Number of suppliers by geographical region.	P34
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	P34-P35
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	P34-P35
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	P34

Major category	Content	Location
Aspect B6: Product Responsibility	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	P13-P20
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable. Explanation completed.
B6.2	Number of products and service related complaints received and how they are dealt with.	P20
B6.3	Description of practices relating to observing and protecting intellectual property rights.	P8
B6.4	Description of quality assurance process and recall procedures.	Not applicable. Explanation completed
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	P20
Aspect B7: Anti-corruption	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P8
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	P8
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	P8
B7.3	Description of anti-corruption training provided to directors and staff.	P8

Major category	Content	Location
Community		
Aspect B8: Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	P43-P48
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	P43-P48
B8.2	Resources contributed (e.g. money or time) to the focus area.	P43-P48

Reader Feedback

Dear readers, thank you very much for reading *Jinmao Services ESG Report 2021*. To continuously improve our ESG reporting preparation, we hope to receive your comments and suggestions. Please help answer the following questions in the feedback form and send it back by mail or email. We sincerely thank you for your valuable comments!

1. Your overall evaluation of this report.

Very Good Good Fair Poor Very Poor

2. What do you think of the readability of this report?

Very Good Good Fair Poor Very Poor

3. What do you think of the report structure?

Very Good Good Fair Poor Very Poor

4. What do you think of the information you are concerned about disclosed in the report?

Very Comprehensive Fairly Comprehensive Moderately Comprehensive
 Slightly Comprehensive Not at all

5. What other information you are concerned about is not reflected in the report?

6. Your suggestions on the promotion of our CSR work or ESG report.

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