

# 佳源服務控股有限公司

JIAYUAN SERVICES HOLDINGS LIMITED

(INCORPORATED IN THE CAYMAN ISLANDS WITH LIMITED LIABILITY)

STOCK CODE : 1153



## 2021

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

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# ABOUT THIS REPORT

Jiayuan Services Holdings Limited (the “Company”, together with its subsidiaries, hereinafter referred to as the “Group” or “We”) is pleased to present our second Environmental, Social and Governance Report (the “ESG Report”) to provide an overview of the Group’s management of significant issues affecting the operation, including environmental, social and governance matters.

The Board has the overall responsibility for the Group’s ESG strategy and reporting. The Board is responsible for evaluating and determining the Group’s ESG-related risks and ensuring that appropriate and effective ESG risk management and internal control systems are in place.

## REPORTING PERIOD

Unless otherwise stated, the ESG Report illustrates the Group’s initiative and performance regarding the environmental and social aspects during the reporting period from 1 January 2021 to 31 December 2021 (the “Reporting Period” or the “Year”).

## REPORTING SCOPE

This ESG Report covers all subsidiaries of the Group in the People’s Republic of China (the “PRC”), among which the key performance indicators in respect of the environment cover all subsidiaries of the Group in Jiangsu province and Zhejiang province. The Group will continue to assess the impacts of its core business on the ESG aspects and to prepare the ESG Report.

## REPORTING BASIS

The ESG Report was prepared in accordance with the requirements of Appendix 27 “Environmental, Social and Governance Reporting Guide” (the “ESG Reporting Guide”) to the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the “HKEx”). The Group has complied with the disclosure requirements of the “comply or explain” provisions set out in the ESG Reporting Guide. During the process of preparation of this ESG Report, we summarised the Group’s performance in corporate and social responsibilities based on the principles of “Materiality, Quantitative, Balance and Consistency”.

## ABOUT THIS REPORT

Reporting Principles	Definitions	Response from the Group
<b>Materiality</b>	The issues covered in the Report should reflect the significant impacts of the Group on the economy, environment and society, or the scope of assessments and decisions of stakeholders being affected.	Through continuous communication with stakeholders, and in combination with the Group's strategic development and business operations, we can identify current material sustainable development issues.
<b>Quantitative</b>	The Report should disclose key performance indicators ("KPIs") in a measurable manner.	The Group quantitatively discloses its environmental and social KPIs, and provides textual explanations on quantitative resources.
<b>Balance</b>	The Report should provide an unbiased picture of the overall sustainability performance of the Group.	The Group has explained in detail the sustainable development issues that have a significant impact on the business, including the results achieved and the challenges it faces.
<b>Consistency</b>	The Group should use consistent disclosure principles for the preparation of the Report.	The Group will ensure that the disclosure scope and reporting methods of the Report are generally consistent every year.

### SOURCE OF INFORMATION

The information disclosed in this ESG Report is derived from the Group's formal documents, statistics or public information. The Board is responsible for the truthfulness, accuracy and completeness of its contents.

### ACCESS TO THE ESG REPORT

The ESG Report is available in Chinese and English versions. In the case of any discrepancy between the Chinese and English versions of the ESG Report, the Chinese version shall prevail. You may visit the Group's official website at <http://jy-fw.cn/> or the website of the HKEx at <http://www.hkex.com.hk> for an electronic copy of the ESG Report.

### CONTACT INFORMATION

The Group welcomes your feedback on the ESG Report for our sustainability initiatives. Please contact us through our Company's website at <http://jy-fw.cn/>.

## ABOUT US

Headquartered in Jiaxing, Zhejiang province and with its presence across the Yangtze River Delta Region, the Group is a fast-growing comprehensive property management service provider that enjoys the leadership in Zhejiang. With over 17 years of operations, we have grown from a leading regional property management service provider to an established comprehensive property management service provider with national presence. The improvement of growth quality and the acceleration of growth speed are inseparable from the Group's adherence to the origin of the property. With firm adherence to the policy of providing property owners with a better life, we pay close attention to the demands of property owners, continuously improve the quality of services and bring surprises to the owners. Upholding the philosophy of "serving with heart and building a better future (用心服務·共築美好)", we introduced the principle of "operation of living (經營生活化)" to satisfied the owners' daily needs of clothing, food, housing and transportation with comprehensive services. Meanwhile, we continued to improve our service system so as to form a reproducible and scalable service mode. We also strengthened the connection with the owners through special services like "six guaranteed services" to bring scene-style experience and lead the improvement of customers' quality of life with leading services.

We have always adhered to the development principle of combining fast growth and steady growth with both rigidity and flexibility, and with the courage to take responsibility, and continued to promote the construction of a harmonious and happy community. Leveraging our quality services and good reputation, we further expanded our business through endogenous growth, single project expansion, and cooperation through joint ventures. The Group acquired 100% equity interest in Shanghai Baoji Property Management Co., Ltd. in the first half of 2021. In the Year, we were ranked 29th among "2021 China Top 100 Property Management Companies" and awarded the title of the "2021 China Top 100 Property Management Companies in terms of Growth" by the China Index Academy.

### PROPERTY MANAGEMENT SERVICES

We provide property developers and property owners with a wide range of property management services, which primarily comprise cleaning services, security services, gardening and landscaping services, and repair and maintenance services.

### VALUE-ADDED SERVICES TO PROPERTY DEVELOPERS

We offer property developers comprehensive and customised value-added services which primarily comprise sales management services, preliminary planning and design consultancy services, pre-delivery cleaning and inspection services, car park sales assistance services, and other services customised to meet specific needs of our customers such as employee catering services and consignment services to cater for the needs of developers from preliminary consultancy to post-delivery management.

### COMMUNITY VALUE-ADDED SERVICES

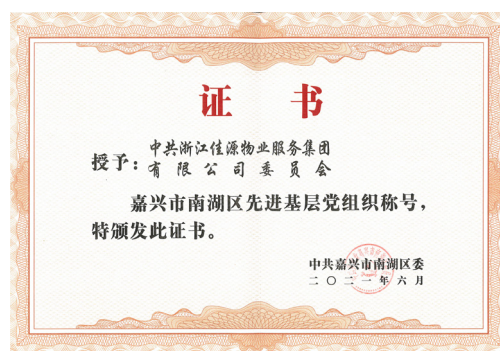
We pay close attention to the fundamental needs of the property owners and offer differentiated and customised community value-added services to property owners, factoring in different ages, family structures and occupations. Our services primarily include, among others, home-living services, common area value-added services, car park leasing assistance services and other life-related services.



Scan for more  
information

HONORS AND CERTIFICATIONS

The Group has gained multiple honors and awards for the Year, some of which are as follows:



1 3  
4 5



No.	Honors	Time
1	The 29th among “2021 China Property Management Companies with Comprehensive Strength” by the China Real Estate News, CIHAF Organising Committee.	December 2021
2	“2020 Leading Enterprise of Service Industry in Jiaxing” by Office of the Leading Group for the Development of Modern Services Industry in Jiaxing	August 2021
3	“Excellent Grassroot Party Organisation of Nanhu District, Jiaxing” by CPC Committee of Nanhu District, Jiaxing	June 2021
4	“2021 Top 100 China Property Management Companies” by the China Index Academy	April 2021
5	“2021 China Top 100 Property Management Companies in terms of Growth” by the China Index Academy	April 2021
6	“2020 Reliable Consumption Demonstration Organization in Jiaxing” by Joint Meeting Office of Jiaxing Market Regulation	March 2021
7	“2020 Star Enterprise in Service Industry” by the People’s Government of Nanhu, Jiaxing	February 2021
8	“Industry-leading Advancement Award” by Jiaxing Real Estate Association	February 2021

# ESG GOVERNANCE

The Group is well aware of the importance of performing corporate and social responsibilities to the sustainable development of the Group. We incorporate the concept of sustainable development into our strategic planning and business decision-making, with the focus on the ESG key fields of the Group, and continuously improve the ESG management structure to drive the stable sustainable development of the Group.

## 3.1 COMMITMENTS AND MEASURES OF SUSTAINABLE DEVELOPMENT

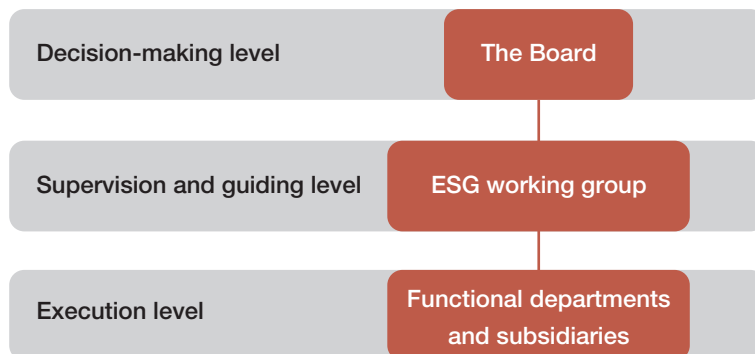
Adhering the concept of “serving with heart and building a better future”, the Group is committed to satisfying the demands of property owners through quality services and bringing surprises to them so as to jointly build a happy community featuring “happiness and health”. In combination of the demands of stakeholders and the business characteristics of the Group, we develop green property management, enhance the sense of happiness of employees and improve our operation management. We also stay true to our original aspiration and give back to society by comprehensively improving the quality of life in urban areas and making contributions to the sustainable development of the community.

ESG Key Fields	Our Contributions and Measures
<p><b>Green and Low-Carbon Development</b> <b>Environmental Protection</b></p>	<p>The Group sets up a comprehensive environment management system, explores measures to save energy and reduce consumption and emissions, actively responds to the risks posed by climate change and supports the green development of society.</p> <ul style="list-style-type: none"> <li>• Energy conservation</li> <li>• Emissions and wastes management</li> <li>• Reduction in resources consumption</li> <li>• Response to climate change</li> </ul>
<p><b>People-oriented Approach</b> <b>Making Joint Progress</b></p>	<p>The Group advocates the corporate culture featuring diversity and equality, gives high priority to the occupational and personal development of employees and creates a people-oriented working environment.</p> <ul style="list-style-type: none"> <li>• Equal job opportunities</li> <li>• Strict prohibition of child labour and forced labour</li> <li>• Guarantee of employees benefits</li> <li>• Occupational health and safety</li> <li>• Employee development and training</li> </ul>
<p><b>Steady Operation</b> <b>Sustainable Development</b></p>	<p>The Group sticks to the quality of services, responds to the demands of property owners with warm services, jointly builds a happy and harmonious community and redefines the value of urban life.</p> <ul style="list-style-type: none"> <li>• Service quality management</li> <li>• Customer complaint handling</li> <li>• Data security and protection of customer privacy</li> <li>• Protection of intellectual property rights</li> <li>• Supplier admission and evaluation</li> <li>• Management of environmental and social risks of supply chain</li> <li>• Improvement of supervision system of anti-corruption</li> </ul>
<p><b>Giving Back to Society</b> <b>Building a Better Future</b></p>	<p>The Group cares about society and takes actions to encourage employees to dedicate themselves into charity and make contributions to the construction of a harmonious society.</p> <ul style="list-style-type: none"> <li>• Activities for caring about communities</li> <li>• Participation in social public welfare activities</li> </ul>

### 3.2 ESG MANAGEMENT STRUCTURE

The Group has established and improved an ESG framework to promote and implement the Group’s sustainability strategy. Our ESG management structure is composed of the Board, ESG working group, functional departments and subsidiaries. The Board, being the ultimate decision-making body of the Group, is responsible for the Group’s ESG management, formulating the Group’s sustainability strategy, assessing the risks and continuing to supervise the operation of the Group’s risk management system to ensure the effectiveness. After hearing regular reports and thematic reports from the ESG working group, the Board ensures that relevant resources are properly and adequately invested and then reviews and signs the Group’s annual ESG reports. The ESG working group is responsible for identifying and assessing the ESG risks under the guidance of the Board, developing specific work plans based on the ESG strategies, understanding the implementation of ESG management measures at the execution level and reporting the progress to the Board regularly. In addition, the ESG working group collects the ESG-related information and data from the Group and prepares the ESG report. Each functional department and subsidiary of the Group, serving on the execution level, is responsible for rolling out and implementing ESG policies and measures during daily operation, reporting the progress in a timely manner and also assisting the working group in collating ESG information and calculating the ESG quantitative data.

The ESG management structure of the Group is as follows:





# COMMUNICATION WITH STAKEHOLDERS

The Group places high priority on the communication with stakeholders such as the government, shareholders and investors, employees, customers and property owners, suppliers and partners, peers and industry associations, communities, charitable organisations, etc. The Group enhances its communication with stakeholders through various means, fully understands the stakeholders' demands and expectations for the Group, and comprehensively improves the sustainable development performance.

## 4.1 COMMUNICATION MECHANISM WITH STAKEHOLDERS

The communication mechanism with stakeholders is as follows:

Category of stakeholders	Demands and expectations	Main communication channels	Communication and responses
<b>Government</b>	<ul style="list-style-type: none"> <li>– Comply with the laws</li> <li>– Tax payment in accordance with the law</li> <li>– Promote regional economic development and employment</li> </ul>	<ul style="list-style-type: none"> <li>– On-site inspections and visits</li> <li>– Research and discussion through work conferences</li> </ul>	<ul style="list-style-type: none"> <li>– Operate in compliance with the law</li> <li>– Pay taxes on time and in full</li> <li>– Create more job opportunities</li> </ul>
<b>Shareholders/ investors</b>	<ul style="list-style-type: none"> <li>– Low-risk and reasonable return on the investment</li> <li>– Information disclosure and transparency</li> <li>– Protection of interests of shareholders</li> </ul>	<ul style="list-style-type: none"> <li>– Annual General Meetings</li> <li>– Annual reports and interim reports</li> <li>– The Group's official website</li> <li>– Announcements</li> </ul>	<ul style="list-style-type: none"> <li>– Disclose the Group's information according to laws</li> <li>– Hold General Meetings</li> <li>– Organise investing activities</li> <li>– Enhance profitability</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>– Safeguard the rights and interests of employees</li> <li>– Employee benefits</li> <li>– Safe working environment</li> <li>– Career development opportunities</li> <li>– Achieve personal value</li> </ul>	<ul style="list-style-type: none"> <li>– Internal conferences, communication and discussion</li> <li>– Training and seminars</li> <li>– The Group's policies announcements</li> </ul>	<ul style="list-style-type: none"> <li>– Strengthen health and safety management</li> <li>– Provide a platform for development</li> <li>– Develop a fair mechanism for promotion</li> <li>– Care about employees</li> <li>– Organise team building activities</li> </ul>
<b>Customers/ property owner</b>	<ul style="list-style-type: none"> <li>– Service quality</li> <li>– Information and privacy security</li> <li>– Integrity operation</li> </ul>	<ul style="list-style-type: none"> <li>– Customer satisfaction survey</li> <li>– Regular meetings</li> <li>– 400 hotlines and emails</li> </ul>	<ul style="list-style-type: none"> <li>– Strengthen quality management</li> <li>– Improve communication channels</li> <li>– Optimise management mechanisms</li> </ul>
<b>Suppliers/ partners</b>	<ul style="list-style-type: none"> <li>– Mutual development</li> <li>– Honest cooperation</li> <li>– Business ethics</li> </ul>	<ul style="list-style-type: none"> <li>– Business meetings and exchange meetings</li> <li>– Qualification audits</li> <li>– Regular assessments</li> </ul>	<ul style="list-style-type: none"> <li>– Improve management system</li> <li>– Establish a communication platform</li> </ul>
<b>Peer/industry associations</b>	<ul style="list-style-type: none"> <li>– Corporation and experience sharing</li> <li>– Fair competition</li> <li>– Development of the industry</li> </ul>	<ul style="list-style-type: none"> <li>– Industrial seminars</li> <li>– Site visits</li> </ul>	<ul style="list-style-type: none"> <li>– Stick to fair play</li> <li>– Achieve win-win results</li> <li>– Share experience of sustainable development</li> </ul>
<b>Communities/ charitable organisations</b>	<ul style="list-style-type: none"> <li>– Community engagement</li> <li>– Job opportunities</li> <li>– Environmental protection</li> <li>– Harmonious development</li> </ul>	<ul style="list-style-type: none"> <li>– Charitable donations</li> <li>– Public welfare activities</li> <li>– Community services</li> </ul>	<ul style="list-style-type: none"> <li>– Organise volunteer services</li> <li>– Promote the development of community culture</li> <li>– Care about underprivileged groups</li> </ul>

### 4.2 MATERIALITY ASSESSMENT OF ESG ISSUES

In order to gain a comprehensive understanding of the materiality of each ESG issue to the Group's business development, the Group conducted materiality assessment of ESG issues to facilitate the effective disclosure of ESG information, and better improve ESG management and set ESG management goals for the next phase. Our materiality assessment of issues mainly covers the following three steps:

- Identification of issues: The Group identified the materiality issues pursuant to the requirements of the ESG Reporting Guide and based on its business characteristics;
- Survey and prioritisation of issues: The Group assessed and prioritised the issues based on the importance to external stakeholders and business, after comprehensively considering the results of industry benchmarking and stakeholder communication;
- Disclosure of issues: Based on the results of the materiality assessment, the Group determined the key disclosure of the Report and future ESG management targets.

The results of the materiality assessment of issues for the Year are as follows:

Materiality	Issues	Subject Area
Very important	Service quality	Operation management
	Employment and employee benefits	Employment and labour practices
	Occupational health and safety	Employment and labour practices
	Employee development and training	Employment and labour practices
	Access and evaluation of suppliers	Operation management
	Customer complaint handling	Operation management
	Anti-corruption and anti-money laundering	Operation management
	Community investment	Society investment
	Protection of intellectual property rights	Operation management
	Important	Equal opportunity
Prevention of child labour and forced labour		Employment and labour practices
Environmental and social risks of the supply chain		Operation management
Data security and privacy protection		Operation management
Exhaust emissions		Environment
Greenhouse gas emissions		Environment
Waste management		Environment
Energy consumption		Environment
Water consumption		Environment
Paper consumption		Environment
Management of risks associated with environmental and natural resources	Environment	
Climate change	Environment	

According to the results of materiality assessment, the Group's stakeholders are more concerned about the issues in employment and labour practices and operation management. The Group will adjust its ESG work plan with reference to the results of the above-mentioned materiality assessment, and highlight the core issues in each chapter to address each stakeholder's concerns.

# PURSUING GREEN AND LOW-CARBON DEVELOPMENT AND PROTECTING THE ENVIRONMENT

The Group has been in strict compliance with laws and regulations such as the Environmental Protection Law of the PRC (中華人民共和國環境保護法), established and improved an environmental management system and continuously optimised environmental management. The Group has been committed to reducing carbon emissions and energy consumption in the Group's operation by formulating energy conservation and emission reduction plans and acting in active response to the national "dual carbon" goal. We promoted the implementation of waste sorting in the community, encouraged waste recycling and waste emissions reduction. We actively promoted environmental protection education and publicity activities to convey environment protection concepts to employees, property owners, suppliers and other stakeholders, and contributed to the green development of society. Meanwhile, the Group proactively responded to the risks of climate change and formulated emergency plans for extreme weather such as typhoons and cold waves to safeguard the lives and property of owners.

## 5.1 ENERGY CONSERVATION AND CONSUMPTION REDUCTION

In strict compliance with the Energy Conservation Law of the PRC (中華人民共和國節約能源法), Prevention and Control of Atmospheric Pollution of the PRC (中華人民共和國大氣污染防治法) and other laws and regulations, the Group has set out requirements for energy consumption management, promoted energy consumption-related statistical analysis and management evaluation, implemented various measures for energy conservation and consumption reduction, and strived to improve the efficiency of energy and resources and achieve energy conservation and consumption reduction goals.

### Energy consumption management requirements

Formulating the Energy Conservation and Consumption Reduction Management Principles (節能降耗管理原則) to clarify the management requirements of lighting, water systems, refrigeration and other equipment and facilities for different functions and areas. Each subsidiary implements energy consumption management based on the Group's management requirements and the actual demands of the property owners, and gradually optimises control measures according to the actual situation and performance.



### Goals of energy conservation and consumption reduction

- Formulating internal energy conservation and consumption reduction goals and tasks pursuant to the local government's comprehensive work plan for energy conservation and consumption reduction under the "14th Five-Year" plan;
- Strengthening daily management, promoting the renovation of energy-intensive facilities and equipment, and selecting energy-efficient equipment;
- Properly conducting statistical analysis of energy consumption, analyzing and reporting abnormal energy consumption upon identification

### Energy consumption statistical analysis

Implementing statistical management of energy consumption and important energy consumption equipment in separate tables, and improving the collation, analysis and filing of energy consumption data. Through statistics and analysis of the energy consumption of departments and equipment, the efficiency of each energy-consuming facility and equipment is assessed, abnormalities are dealt with in a timely manner, and solutions are formulated and implemented.

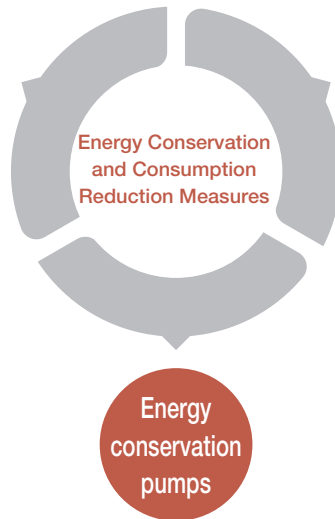
### Energy consumption management assessment

Subsidiaries are required to strictly implement the Group's Energy Conservation and Consumption Reduction Management Principles (節能降耗管理原則), set energy conservation and consumption reduction goals and make specific action plans for water, electricity, fuel and other energy sources based on the energy consumption situation of the previous year, and general managers have reviewed the plans. Each subsidiary is required to regularly report on the implementation of energy conservation and consumption reduction measures, verify the problems and summarise the causes of projects whose energy use is significantly higher than the normal range, and formulate and implement rectification measures.

## PURSUING GREEN AND LOW-CARBON DEVELOPMENT AND PROTECTING THE ENVIRONMENT

Clarifying the stipulations for temperature setting and opening of air conditioners in public buildings and strengthening the management of doors and windows in all areas to avoid the outflow of cold air, regularly examining the operation of central air-conditioning to ensure its normal operation and reduce energy waste.

Air-conditioning system



LED light source

Gradually substituting the non-LED light sources with LED ones, and giving priority to the use of induction LED light sources; regularly assessing the energy consumption of light sources, and promptly adjusting responding measures.

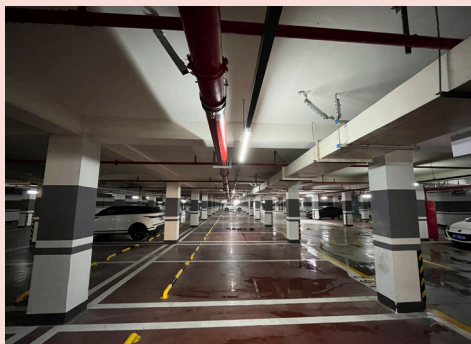
Energy conservation pumps

The newly established communities are all equipped with pumps without negative pressure to reduce energy waste during the operation of water supply equipment.

### Case

#### Renovation of the lighting system of underground parking garage

The Group renovated the project's lighting system of underground parking garage by replacing the lamps with LED lamps, installing radar sensing equipment and intelligent identification system, and adjusting the installation position of the lamp stands. This settled the problems of high power, constant lighting, difficult management and high operation costs of the lamps, thus ensuring safety and saving energy.



Before renovation

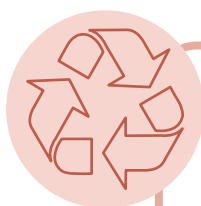


After renovation

## PURSUING GREEN AND LOW-CARBON DEVELOPMENT AND PROTECTING THE ENVIRONMENT

### 5.2 WASTE MANAGEMENT

In strict compliance with laws and regulations such as the Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste (中華人民共和國固體廢物污染環境防治法), the Group formulated waste management-relevant systems, promoted waste sorting and recycling in the community in an orderly and timely manner, and engaged professionally qualified recycling companies to properly dispose the waste generated in the course of operation. The Group has been upholding the principles of reduction, reuse and recycling and has formulated standardised systems and procedures to guide the waste sorting in the community. At the same time, through publicity and education, the Group developed the awareness and habit of waste sorting and disposal among the community property owners to accelerate the achievement of waste reduction targets.



#### Goals of waste reduction

- Adhering to the waste treatment principles of reduction, recycling and harmlessness;
- Actively responding to national requirements for waste sorting and promoting the sorting and collection of domestic waste in the communities;
- Raising the awareness of waste sorting among the property owners and employees, and striving to create a waste sorting demonstration community

In order to effectively promote domestic waste sorting in the communities, the Group has clarified the criteria for the sorting of domestic waste and set up facilities such as collection stations and rooms for daily domestic waste in the communities according to the basic principles of reasonable layout, hygiene and effective management, and enhanced the management of domestic waste sorting facilities to improve the efficiency of waste disposal. Some of the Group's communities under management were awarded as the demonstration community of high standard of domestic waste sorting in Zhejiang Province for the Year.

#### Demonstration community of high standard of domestic waste sorting in Zhejiang Province for the Year 2021

- Hangzhou • Qixi Mansion (棲溪望府)
- Jiaxing • Jiayuan Metropolis (佳源都市)
- Huzhou • Xitang Jincheng (奚塘錦城)

## PURSUING GREEN AND LOW-CARBON DEVELOPMENT AND PROTECTING THE ENVIRONMENT

### Case

#### Activity of waste recycling in the community

In this Year, Anhui subsidiary of the Group joined with Fangxing Community New Era Civilisation Practice Station to conduct the activity of waste recycling in Pairs Metropolis Community (巴黎都市小區). With the theme of “Removal of Awnings Together with Jiayuan, Great Fun of Turning Waste into Treasure”, the activity was held to help property owners remove the awnings of electric bicycles for free and transform them into aprons, handbags, flower stands, waterproof bags and other daily necessities for reuse. This activity aimed to raise the property owners’ awareness of environmental protection, thus creating a good social atmosphere of “making a civilised society and turning waste into treasure”.



Site of waste recycling

### Case

#### Publicity about waste sorting in the community

During the Year, the property management centres of communities under management of the Group joined with Dishui Charitable Organisation to launch the waste sorting campaign in the managed areas, with the theme of “Protecting the Environment by Taking Small Actions, Adding Up to a Big Difference” to raise the environmental awareness of the property owners in the community and guide them to properly sort the waste.



The activity site of “Protecting the Environment by Taking Small Actions, Adding Up to a Big Difference”

# PURSuing GREEN AND LOW-CARBON DEVELOPMENT AND PROTECTING THE ENVIRONMENT

## 5.3 PROTECTION OF WATER RESOURCES

In strict compliance with the Law of the PRC on Prevention and Control of Water Pollution (中華人民共和國水污染防治法), Regulation on Urban Drainage and Sewage Treatment (城鎮排水與污水處理條例) and other laws and regulations, the Group promoted the rational utilisation of water resources and proactively advocated water conservation. All water used by the Group is sourced from the municipal pipeline network and there are no problems related to the availability of applicable water sources.

The Group continued to improve the water conservation management system, developed relevant plans, dedicated agencies and arranged relevant personnel, and regularly held regular work conferences to summarise the promotion of water conservation work. Some of the Group's communities under management were awarded the second batch of water conservation communities in Zhejiang Province for the Year.

The Group has goals and assessment mechanisms for water sources conservation in place, and promoted the achievement of the goals through multi-dimensional water conservation plans and measures:

### The Second Batch of Water Conservation Communities in Zhejiang Province for the Year 2021

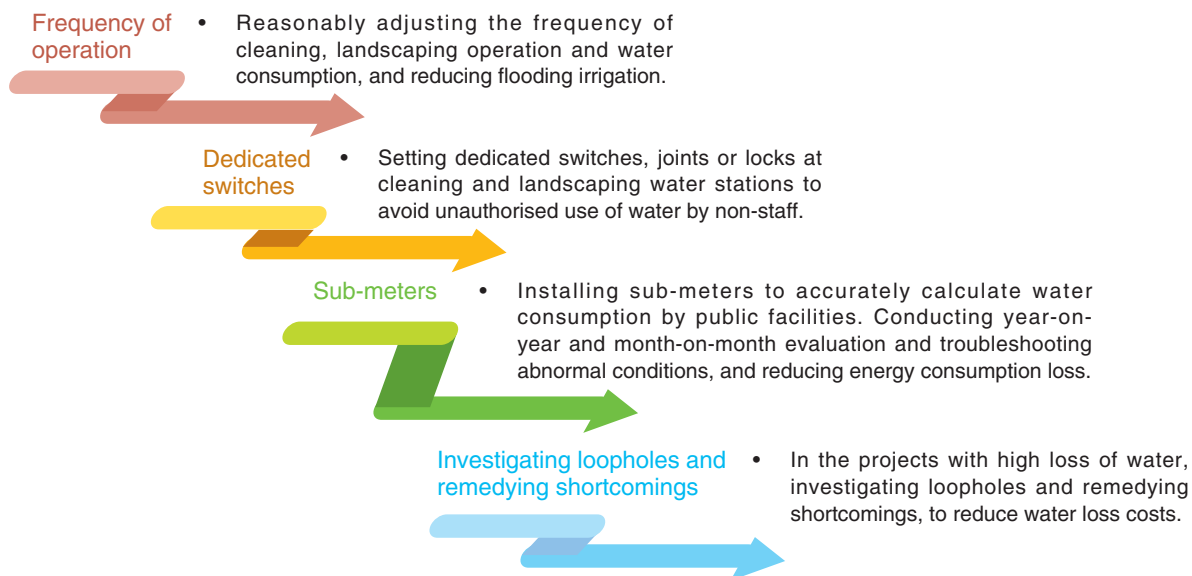
- Jiaxing • Longsheng Youan Mansion (龍盛右岸名邸)
- Jiaxing • Yanhu Garden (煙湖苑)
- Jiaxing • Xinqu Green Metropolis (新湖綠都)
- Pinghu • Xingzhou City Garden (星洲城市花園)
- Pinghu • Xingzhou Sunlight City Project (星洲陽光城項目)
- Huzhou • Nanxun District Park One (南潯區公園一號)



#### Goals of water conservation

- Actively introducing new facilities and equipment, conducting water conservation technical renovations to better save water;
- Monitoring the water system in the communities to avoid running, spilling, dripping and leaking;
- Encouraging property owners to take water conservation actions to save water and raise their awareness of water conservation.

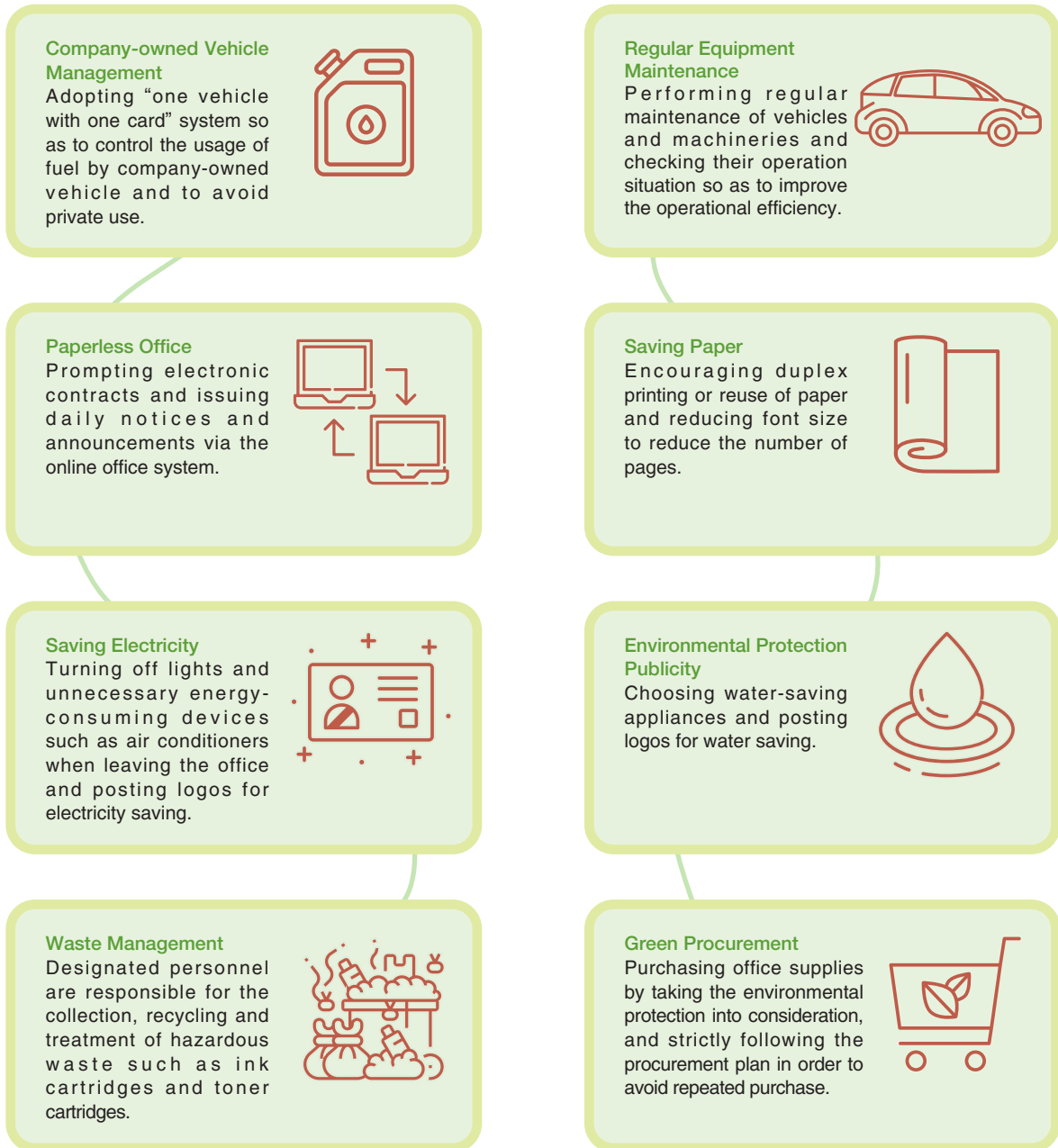
We have strictly implemented the water conservation measures for communal water use in the communities by utilising water-saving appliances, and we established a system for reporting repairs and leak inspection to promptly deal with leaks or equipment failures to reduce unnecessary waste of water resources. In addition, specific water conservation measures in each of the communities include but are not limited to:



## PURSUING GREEN AND LOW-CARBON DEVELOPMENT AND PROTECTING THE ENVIRONMENT

### 5.4 GREEN OFFICE

The Group adheres to the green office principle, advocates an environmental protection idea that “protecting the environment is everyone’s duty”, actively implements the measures of water saving, electricity saving and paperless office in the office area, constantly enhances the employees’ awareness of environmental protection responsibility and encourages their participation in environmental protection.





## PURSuing GREEN AND LOW-CARBON DEVELOPMENT AND PROTECTING THE ENVIRONMENT

### 5.5 RESPONSE TO CLIMATE CHANGE

The Group pays continuous attention to climate change, identifies climate change risks relating to business, assesses the impact on the business and enhances the effective management of risks and impact relating to climate change. The climate change risks faced by the Group mainly consist of physical risks and transition risks. Physical risks refer to the related risks of the impact on real assets imposed by the extreme weather events, which include acute risks and chronic risks, and transition risks represent related risks in the process of low-carbon transition of enterprises.

The Group formulates the Guidelines for Handling Property Emergencies in the Property Industry (物業應急事件操作處理指南) to cope with the physical risks (such as typhoon, rainstorm, blizzard, cold wave, high temperature and other extreme weather) which may exist in the property management. We put forward prevention and response measures in terms of personnel organisation, preliminary preparation, handling process, and post-disaster recovery so as to ensure effective prevention and timely monitoring. Meanwhile, based on the season changes, the Group required each project to monitor abnormal weather warning, regular check emergency materials and first-aid kits, inspect and strengthen equipment in the public area, prepare the emergency plan so as to avoid asset losses as much as possible.

To respond to transition risks, the Group responded to the low-carbon economic trend and the national “dual-carbon” policy, improved data management of carbon emissions, implemented the related measures of energy saving and consumption reduction and promoted green and low-carbon operation. At the same time, the Group constantly enhanced the information disclosure and communication relating to the environment, and worked with stakeholders to protect the environment together through the education and publicity about environmental protection and other activities.

#### 5.5.1 Wind and Flood Prevention

Since the flood season, each property service centre of the subsidiaries has actively implemented the requirements of the wind and flood prevention system of the Group/enterprise, regularly organised the drills of wind and flood prevention, to improve employees’ emergency rescue capabilities, and eliminated related hidden hazards through self-inspections, to minimise the losses caused by natural disasters, thereby protecting the property and safety of owners.



*Fixed trees*



*Inspection on basement  
sewage pump*

## PURSUING GREEN AND LOW-CARBON DEVELOPMENT AND PROTECTING THE ENVIRONMENT

### Case

#### We did the utmost to prevent damages caused by typhoon and flood

In September 2021, the typhoon No. 14 “Chanthu” hit Zhejiang province. The Group responded to the rainstorm extreme weather brought by typhoon in an orderly manner and promptly implemented various flood prevention efforts:

- Realtime updating and delivering weather change condition through a digital platform to each community and property owners, and adopting measures in time to improve the response efficiency;
- Closing underground parking garages, opening park channels on the ground and moving vehicles from garages in collaboration with government departments;
- Establishing a supply depot for flood prevention materials, and building a “flood prevention wall” with sufficient material reserves;
- Deploying flood prevention sandbags and keeping a close eye on flood dynamics to ensure the safety of low-lying areas such as underground garages and basements;
- Increasing the frequency of park facade inspections, strengthening risk and hidden danger checks in key areas and weak links, emptying sewers and inspection shafts to ensure smooth drainage, regularly inspecting and strengthening large trees, street light poles and other hidden danger spots.



*On-site flood prevention*

## PURSUING GREEN AND LOW-CARBON DEVELOPMENT AND PROTECTING THE ENVIRONMENT

### 5.5.2 Protection Against Cold and Freezing Conditions

In response to the cold winter and low temperature in Jiangsu, Zhejiang and Shanghai, the Group followed the policy of “prevention first” to actively perform cold protection work to prevent equipment and facilities from freezing. Before the winter of each year, each subsidiary organised the project staff to conduct extensive inspection to ensure adequate protection against cold and freezing conditions, developed cold protection plans early with a focus on weak links. During the winter, engineering staff paid close attention to changes in weather conditions and took timely measures when the temperature dropped, such as adding heating sleeves for fire hydrant to prevent exposed pipes from freezing and bursting. The Group also covered fire hydrants and other facilities with thermal insulation covers to ensure that the fire system maintain normal operation in extremely cold conditions and fire pipelines would not freeze, thus effectively avoiding fire safety risks.



*Installing heating sleeves  
for fire hydrants*



*Installing electric heating  
sleeve for water pipes*

# TAKING PEOPLE-ORIENTED APPROACH AND MOVING AHEAD HAND-IN-HAND

The Group strictly abides by the PRC Labour Law (中華人民共和國勞動法), the Labour Contract Law of the PRC (中華人民共和國勞動合同法) and other national laws and regulations to protect the legitimate rights and interests of our employees. We always regard employees as the key to the sustainable development of the Group, and are committed to creating a healthy and safe working environment and a warm working atmosphere for our employees, establishing a sound employee development and training system, and providing them with equal development opportunities and a broad development platform.

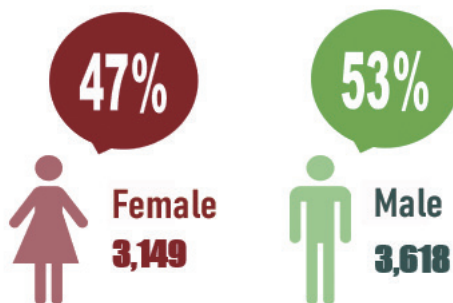
## 6.1 EMPLOYMENT

The Group attaches great importance to the protection of employees' rights and interests, and has built a competitive remuneration system, improved employee benefits, standardised employee management processes and created a diverse, equal and harmonious working atmosphere.

### 6.1.1 Employee's Rights and Interests

The Group is committed to creating a fair employment platform and opposes any discrimination based on gender, age, region, academic qualification, religion, and sexual orientation, and strives to create a diverse and inclusive work environment. We prohibit forced labour and verify the age of our employees during the recruitment process to avoid child labour. During the Year, we did not identify any issue related to child labour or forced labour within the Group.

During the Year, the Group had 6,767 employees, of which, 47% were female and 53% were male.



### 6.1.2 Remuneration and Benefits

The Group formulates and implements the "Standards on Remuneration and Benefits" (薪酬福利工作標準), "Related Standards on Remuneration Grades" (薪酬等級相關標準), "Employee Handbook" (僱員手冊) and other systems and regulations, establishes a fair and transparent remuneration and benefits system, and specifies the standards of remuneration and benefits payment and performance appraisal requirements. We pay basic wages in full and on time, pay social insurance and housing provident fund for employees in accordance with the law, and provide employees with paid annual leave, sick leave, marriage leave and other welfare leave. We pay salaries, overtime allowances and bonuses to employees based on the results of attendance and performance assessment to encourage them to be conscientious and engaged in their work. In addition, we provide our employees with benefits and subsidies such as uniforms, meal allowance, accommodation and transportation allowance, creating a more comfortable living environment for them in the four aspects of "clothing, food, housing and transportation", so that they can enjoy the humanistic care of the Group.

## TAKING PEOPLE-ORIENTED APPROACH AND MOVING AHEAD HAND-IN-HAND

### 6.1.3 Employee Recruitment

In accordance with the requirements of the “Regulation on Employee Relations Management” (員工關係管理規定), the Group standardises its internal staff management processes, including recruitment, hiring, conversion to full employee, record and dismissal of employment. We establish an internal talent pool, evaluate human resources available, pay attention to the current status of personnel in each department, and identify and fill staffing gaps in time. We continue to improve our staff hiring mechanism and introduce outstanding talents through social and campus recruitment, based on the characteristics of relevant positions and needs.

The external recruitment process of the Group mainly includes the following stages :

- **Issuing job posting:** The human resources department publishes information of job vacancies through recruitment websites, social media, offline job fairs and other channels according to the needs for recruitment of relevant department;
- **Reviewing resumes:** The human resources department and the department to which the position belongs review applications and resumes with reference to the Group’s internal guidelines;
- **Interviews:** Interviews are conducted in three rounds and are carried out jointly by the human resources department and the manager of the department to which the position belongs, and candidates are selected according to the Group’s standardised evaluation criteria;
- **Competency assessment:** We abide by the principle of “pay based on the position and individual competency”, examine the qualifications of the candidates, determine their positions and salaries, and conduct background checks on candidates for key positions to ensure that the information on the relevant candidates is correct;
- **Hiring:** The human resources department issues the employment documents to the candidates and makes arrangements for them to join the Company.

#### Case

#### “Yuan Power” Campus Recruitment

During the Year, the Group organised 7 online campus recruitment activities under the theme of “Forge Ahead! The Young Generation”, aiming to recruit excellent graduates who were motivated and competent for relevant positions, and offered them the opportunity to grow together with the Group. We received more than 2,200 resumes after four stages: resume collection, online recruitment activities, preliminary tests and intermediate tests, and finally accepted 60 outstanding graduates. We prepared three rotation periods for these graduates, namely, adaptation period, rotation period and breakthrough period, to help them grow rapidly and contribute to the development of the Group.



“Yuan Power” campus recruitment publicity

## TAKING PEOPLE-ORIENTED APPROACH AND MOVING AHEAD HAND-IN-HAND

### 6.1.4 Caring About Employees

The Group attaches great importance to employee care and communication. Through various means, such as questionnaire surveys, written interviews and on-site communication, the Group listens to employees' voices and solves their problems to enhance their sense of identity, belonging and trust in the Group, thus strengthening their initiative and cohesion. Through communication channels such as the employee care hotline and the Group's complaint mailbox, the Group collects their opinions and suggestions, continuously improves its internal management, and follows up on the implementation of related improvement measures through return visits. In addition, we actively conducted employee satisfaction surveys with the satisfaction rate for the Year being 82%, higher than that of the previous year in terms of humanistic care, salary and benefits, and working atmosphere. Based on the results of the satisfaction survey, we proposed improvement plans for the Group's professional competency training for employees, and enriched the content of training through a combination of internal and external training.

#### Annual Employee Satisfaction Surveys in 2021



Overall Employee Satisfactory Rate

**82%**

In addition, the Group has launched a wide range of employee activities, including family activities and festive activities. We care about the lives of our employees and regularly visit our front-line staff and those in difficulty to convey our care and warmth to them.

#### Case

#### The Employee Activity with the Theme of "Caring about the front-line staff and fighting against high temperature together"

The Group cared about our front-line staff and sent volunteers from the trade union to deliver drinks and cooling appliances to the front-line staff to express our gratitude. Through such activity, the front-line staff feel the care of the Group's big family, and are motivated to engage in their work, thus further promoting the stable development of the Group.



*Delivering coolness to employees*

## TAKING PEOPLE-ORIENTED APPROACH AND MOVING AHEAD HAND-IN-HAND

### Case

#### Comforting Employees and Helping Those in Poverty or Difficulty

The Group always cares about the life of our employees and helps those in difficulty and provides material support. During the year, we gave a number of front-line employees living allowance bonuses and provided assistance to employees and their families in their daily lives within reasonable range, delivering warmth and care to our employees.



*Comforting employees in difficulty*

### Case

#### Team Building Activities for Employees

The Group regularly organises outdoor expansion, outdoor hiking, fun sports and other team building activities to make employees feel the team spirit, enhance their sense of belonging and happiness, and further deepen their understanding of the Group's corporate culture and their sense of identity within the team.



*Employees team building activities*

# TAKING PEOPLE-ORIENTED APPROACH AND MOVING AHEAD HAND-IN-HAND

## 6.2 HEALTH AND SAFETY OF EMPLOYEES

The Group has been in strict compliance with relevant laws and regulations such as the Law on the PRC on Prevention and Control of Occupational Diseases (中華人民共和國職業病防治法), Fire Control Law of the PRC (中華人民共和國消防法) and Production Safety Law of the PRC (中華人民共和國安全生產法). We conducted our operations in accordance with national standards of the Occupational Health and Safety Management System Requirements and User Guide (職業健康安全管理体系要求及使用指南) (GB/T 45001-2020), guaranteed the work safety and physical and mental health of our staff, and provided a safe, health, comfortable working environment for our staff.

### 6.2.1 Safeguard Employee Safety

The Group places high priority on the safety of our employees, actively conducts employee safety training, continues to strengthen the safety awareness and resistance ability of our employees. The safety management measures of the Group during the Year were as follows:

- **Safety check:** conducted safety checks of offices to ensure the safety facilities like firefighting facilities function normally, which enabled us to avoid safety hazards;
- **Incident review:** reviewed the causes of safety incidents, recorded injuries and illness of staff, relocated injured staff properly, calmed their families, paid compensation and condolences; followed up the implementation of remedial work. If there is incomplete investigation of the causes of the incident and inadequate implementation of the remedial work, the responsible person will be punished seriously;
- **Publicity and training:** posted safety tips and safety notices in the office area; held fire drills and fire safety training for all staff, as well as fraud and pandemic prevention training to raise staff awareness of personal and property safety.

#### Employee Security Training for the Year 2021



A total of **32,000** people receiving training Coverage **100%** **12 hours** of training per person

### Case

#### Fire Safety Training

The Group held fire safety training on a regular basis, and promoted general knowledge of self-rescue in fire, use of fire extinguishers and gas masks etc. with a combination of theory and practice. We intended to raise staff awareness of fire prevention and self-rescue ability, avoid safety incidents, and achieve safe work and safe operation through training activities.



Fire-fighting equipment drills

Note: 2 work-related fatalities in 2021; no work-related fatalities in 2020 and 2019 (2020 data covers Jiangsu province and Zhejiang province of the PRC). 1,514 working days were lost due to work-related injuries in 2021. In response to work-related injuries and fatalities, the Group continued to improve its health and safety management through careful cause analysis, reflection and review.



## TAKING PEOPLE-ORIENTED APPROACH AND MOVING AHEAD HAND-IN-HAND

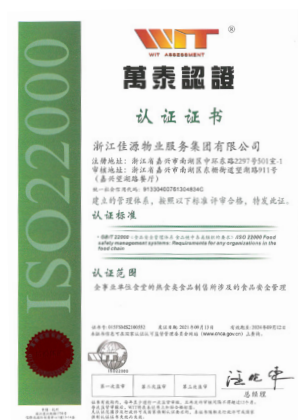
### 6.2.2 Safeguard Employee Health

The Group cared about the physical and mental health of our staff while safeguarding their safety rights. We arranged medical check-ups for all staff to safeguard their health and launched staff-caring visits to ease their mental pressure. In addition, we have obtained ISO 22000 food safety management system certification to ensure that all hot food items prepared and sold in our staff canteens meet safety standards.

During the pandemic, the Group strictly implemented a series of pandemic prevention measures to mitigate the risk of pandemic in office area and safeguard the safety of our staff. We measured body temperatures for all staff and visitors entering the office area, checked their health code, distributed anti-pandemic materials to our staff, such as disinfectants, hand sanitizers, protective suits, and goggles, encouraged staff to wash their hands regularly, ventilated office areas regularly, and disinfected common areas such as elevators and toilets.



*Distribution of anti-pandemic materials*



*Food safety management system certification*

## TAKING PEOPLE-ORIENTED APPROACH AND MOVING AHEAD HAND-IN-HAND

### 6.3 EMPLOYEE DEVELOPMENT AND TRAINING

The Group places high priority on the development of human resources, improves career development system and promotion channel, and provides tailor-made training programmes for employees with different positions and draws up course curriculums for our employees to help them realise their dreams and enhance their personal value.

#### 6.3.1 Employee Development

The Group implements a talent strategy of focusing on internal training with external recruitment as an supporting approach, focuses on the development of employees' professional and management capability, provides different career development channels and training programmes for graduates, excellent employees, and management cadres to fully tap their potential and provide key talents for the Group's business.

For newly joined graduates, the Group provides them with professional tutors, arranges rotational practice in various departments, guides each of them in appropriate training directions and development path by integrating his/her on-duty performance and the opinions of department leaders and tutors. Comprehensive management centre regularly conducts talent inventory to select excellent employees as key training targets, provides them with intensive theoretical knowledge training, rotational practice, and tailor-made tutor training etc. to help them continuously accumulate work experience and grow into talents specializing in business or management. In addition, for the Group's management cadres, we pay attention to their on-duty performance, tailor training programmes based on the result of their performance evaluation, provide mentors for them, enhance their management and leadership abilities through training in all respects to create a management cadre team with high quality work and strong capabilities.

During the Year, a total of 40 employees of the Group were successfully promoted through different development paths. Among them, 3 excellent cadres were promoted to General Managers, 2 excellent reserve cadres were promoted to Deputy General Managers and 25 excellent employees were promoted to project leaders.

## TAKING PEOPLE-ORIENTED APPROACH AND MOVING AHEAD HAND-IN-HAND

### 6.3.2 Employee Training

The Group continues to improve its course training system and promote its training programmes in an orderly manner. Through standardised training contents, we standardise our service processes, improve the service level of our staff and enhance the overall service quality of the Group. We combine training with promotion and provide 300 different types of training courses for all staff to assist them in understanding the culture of the Group, enriching their business knowledge, exercising their practical skills, and enhancing their business capabilities. The Group's training is conducted through a combination of live broadcasts and offline face-to-face sessions, covering corporate culture promotion, business operation coaching, management capability development, service capability development and pandemic prevention and control and safety. During the Year, the Group arranged 60 outstanding internal lecturers for our staff. We also regularly engaged third-party professional organisations to conduct training to further broaden the horizons of our staff.

#### Staff Training System

"Yuan Power" training programme	We provide graduates with special training covering general knowledge about the property management industry, corporate culture, customer service to help them get into work quickly with a combination of theory and practice.
Orientation training programme	We target our orientation training toward new joiners by providing a week of onboarding training, covering the history of the Group, corporate culture, organisational structure, management system, and job responsibilities to assist new employees in familiarising themselves with the working environment and integrating quickly into their new roles.
On-the-job training programme	We provide service, communication, and management training courses for staff in management positions to improve their customer communication, problem handling and team management skills.
Reserve cadres training programme	We offer courses in leadership development, management skills enhancement, team building, budget management and investment development for our reserve cadres to prepare them for subsequent promotions.
Promotion training programme	We enhance business and management skills of the management cadres through pre-promotion and post-promotion training. We provide business knowledge training to cadres before promotion to help them to adapt quickly to the position, and offer operation and management related courses to them after promotion to meet recruitment needs of daily management work.

## Case

### Sales Office Management Training

During the Year, the Group organised a week-long training to improve the management capacity of sales offices, to enhance the theoretical knowledge of the office and the management capacity of the office guidance on the property department of the affiliated companies. The standardised training included order maintenance of the sales office, behavioural etiquette, and service etiquette. After the training, we checked the training results of the staff, praised the excellent staff and corrected the irregular behaviour in time to improve the service level of the Group.



*Sales office training*

## Case

### Service Quality Training

The Group organised a service quality training for project managers nationwide in Jiaying. The training course was comprised of 13 sessions and taught by the Group's CEO and Business Manager in person. The scope of the training covered the maintenance of facilities and equipment, building control, community greening and security, etc. The aim was to assist project managers in understanding the Group's standardised service processes. After the training, the Group scored the service quality of the project managers and their teams by viewing videos on service site and selected the outstanding teams as key training targets.



*On site training*

## Case

### Project Manager Training

During the Year, the Group provided uniform training for new project managers. The training revolved around project management, communication skills, team management and other work practices, guiding all project managers to quickly understand the requirements of their positions and complete their projects with high quality, so as to contribute to the development of the Group.



*Project manager training*

## Case

### General Manager Training

The Group provided business and management training for in-service general managers to conduct research and discussion on how to expand property projects. During the training, the Group's internal professional teachers analysed in detail the domestic property market conditions and the investment and expansion of each company, and reinforced the theoretical practice by means of group exercises. The training enhanced the management and business expansion capabilities of the general managers and further strengthened the core competitiveness of the Group.



*General manager training*

# STABLE OPERATIONS WITH SUSTAINABLE DEVELOPMENT

The Group upholds the mission of “pursuing development driven by innovation and quality” and is dedicated to creating liveable communities with “the most comfortable services, the most beautiful environment, the best engineering, and the most science-based management”. We continuously enhance the quality of our services, protect the interests of our property owners, strengthen supply chain management, advocate a culture of integrity, and promote the stable and sustainable development of the Group.

## 7.1 OUR SERVICES

Upholding the service philosophy of “serving with heart and building a better future” and with the aim of delivering satisfactory service to the property owners, the Group builds and optimises service systems, adheres to the quality of service, improves project quality management and complaint handling procedures, and protects the rights and interests of our property owners from different aspects. We provide diverse community services for the property owners, positively develop community cultural activities, offer services to meet property owners’ demands, jointly build a harmonious and happy community to improve the value of urban life.

### 7.1.1 Optimising Service Systems

In a new era of transformation and upgrading of property management services, and with the use of intelligent technology, the Group has been constantly optimising service systems and innovative in service model, and has transformed from property-based services and comprehensive services to building new modern communities. We devote to building a happy community featuring liveability and health, focus on property owners’ fundamental demands, build “Jiayou Life” service systems, and provide all-aged, refined, and diverse services from Liveable Yue Home, Sweet and Safe Home and Healthy and Happy Home to bring a higher quality life with convenient, reliable, and quality services.

#### “Jiayou Life” Service System

##### Liveable Yue Home

We implement “six guaranteed services” to bring quality services to all aspects of our property owners’ lives:

- Security: 24-hour patrol of the area to ensure the safety of the property owners, quick response to the emergencies;
- Cleaning: cleaning and disinfection of rubbish bins in the communities on a daily basis;
- Greening: maintaining the landscape of the communities by regular maintenance and pruning of the greenery;
- Maintenance: responding to property owners’ repair demands within 15 minutes, quickly solving problems without traces of the work;
- Child Care: holding classes and fun activities in the community to support the growth of the young property owners;

## STABLE OPERATIONS WITH SUSTAINABLE DEVELOPMENT

- Elderly Care: regularly visiting elder owners and providing various home living services.

### Sweet and Safe Home

With the integration of quality-of-life service resources, we expand the scope of services and offer a range of special value-added services:

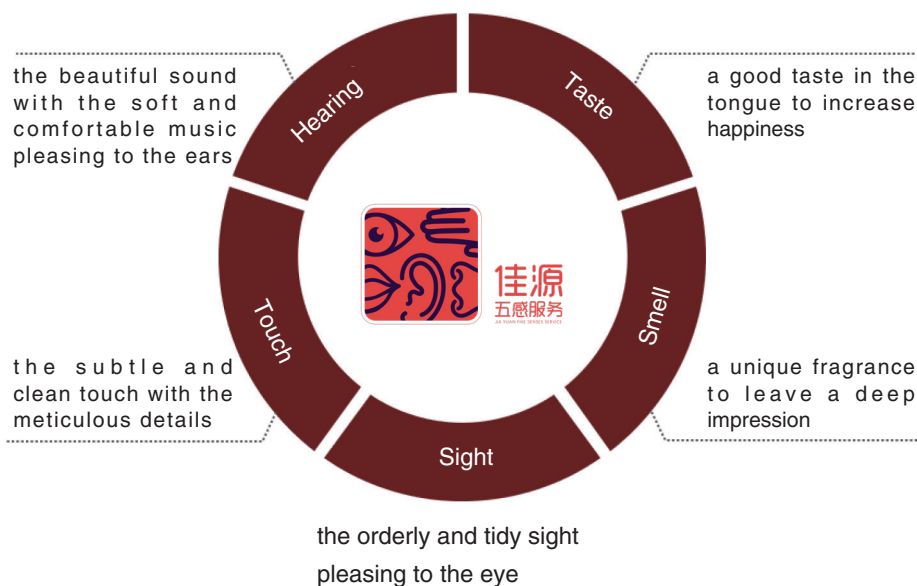
- Jiayou Life Mall: providing an online platform of value-added products and services for property owners, with department store products, housekeeping, and water delivery services all available at the Jiayou Life Mall;
- “Mi Dao” (彌稻) restaurants: offering comfortable, convenient, and quality catering services for property owners;
- “Jia Jia Bang” (佳家邦) home delivery service: providing housekeeping and the home appliance cleaning service by a professional team.

### Healthy and Happy Home

We focus on the physical and mental health of property owners, organise sports day, Talent Show and Thanksgiving season and other activities from time to time for property owners, encourage property owners to participate in the activities, thus shaping a diverse community culture by creating a harmonious community atmosphere.

To further enhance the quality of services, we create a unique service system with “Jiayuan Five Senses”, strictly control the quality of property management in all links, improve services standards and overall optimise the sensory experience for property owners in the five senses of hearing, touch, sight, smell and taste.

#### “Jiayuan Five Senses” Service System



## STABLE OPERATIONS WITH SUSTAINABLE DEVELOPMENT

On the basis of deepening services in all areas, we will put forward the plan of “Happy City” and “Happy Community” with continuous expansion of the boundaries of “IOT + services” and the creation of new links between property owners and the Group; meanwhile, we make full use of digital technology to accurately explore the needs of the property owners, and provide them customized products and services with establishing new forms of community value-added services.

### 7.1.2 Maintaining Service Quality

The Group upholds the core value of “quality for a better future” to establish management and control mechanism on project quality. Through implementing the policy of Quality Inspection Standards for Project Site Work 《項目現場工作品質檢查標準》 and other regulations, the Group clarifies the requirements for checking the quality in the projects and strengthens the supervision of on-site management for subsidiaries’ projects to continuously enhance the quality of the projects of the Group.

Under the leadership of the quality operations centre, the inspection team conducts quality checks on projects on a quarterly basis. The inspection team assesses the delivery of on-site work from housekeeping and site management, discusses the problems discovered in the process of inspection with the persons in charge of projects and key staff in various positions for the project to analyse the root causes of the problems and propose the corresponding rectification and improvement measures and rectification deadline. For projects with significant quality failures or many problems, the inspection team may conduct on-site system training or operational exercises to help them improve the quality of management. Meanwhile, the inspection team will closely follow up on the subsequent rectification of the inspected projects and urge the project staff to implement the enhancement measures as soon as possible. In addition to regular inspections, the Group also conducts random checks on the quality of projects from time to time in the form of video verification, unannounced visits, and cross-checking by appointed enterprises to strictly control the quality of projects.

#### 2021 Annual Quality Inspection Results

134 items inspected in total



100% coverage of subsidiaries

Overall compliance rate 93%

### 7.1.3 Diverse Cultural Activities

Facing property owners of all ages, the Group organises a wide range of community cultural activities to enrich property owners’ spare time. Through a variety of activities, including community classes, talent show and property owner’s carnival, we strengthen the neighbourhood interaction and enhance the sense of belonging among our property owners for the community to jointly create a community atmosphere featuring health, vitality, warmth, and harmony.



### Case

#### Safety Tips Class in the Communities



*Community class*

To improve the self-protection awareness among young children, the Group conducted self-protection classes for children with Yakult Corporation (養樂多投資有限公司) and Star Picker Youth Social Work Service Centre. Through games and animations, the teachers introduced five safety warnings that children need to be aware of in their daily lives and the correct ways to deal with aggression. Through the joint efforts of many parties, we aimed to take the “community class” on a regular basis to ensure the healthy growth of young property owners.

### Case

#### “Twinkling Star” Talent Show for Young Property Owners



*Talent show*

On the occasion of the centenary of the founding of the Party, the Group organised the “Twinkling Star” Talent Show and the First Young Property Owners’ Arts Festival of Jiayuan Services to provide a platform for children to display themselves. More than 80 young property owners from various communities took part in the activity and delivered a spectacular stage performance. Apart from the talent show, the activity also featured a red-themed quiz session to promote patriotism and traditional culture, and to create a strong cultural atmosphere in the communities.

### Case

#### Carnival for Property Owners



*The carnival activity*

In December 2021, the Group organised a Carnival for property owners to provide a variety of interactive games, a wide range of gifts and convenient services for them to enjoy the weekend together. The activity received a lot of attention and positive comments from property owners, enhancing their sense of belonging and increasing their love for community life.

## STABLE OPERATIONS WITH SUSTAINABLE DEVELOPMENT

### 7.1.4 Pandemic Prevention and Control Measures in the Communities

Along with the normalisation of pandemic prevention and control, and as a leader of pandemic prevention and control in residential communities, the Group has been on the alert and strictly implementing the pandemic prevention policy and working closely with the communities to protect the health and safety of the property owners. During the Year, we established standardised daily pandemic prevention and control mechanism and clarified responsibilities of staff in each position to ensure the smooth and effective implementation of pandemic-related initiatives in the communities. Our specific pandemic prevention measures were as follows:

#### Pandemic Prevention Measures

- To disinfect public areas such as foyers and lifts;
- To conduct entrance and exit registration and prevention and control, as well as to implement inspection requirements such as measuring temperature, checking health code and wearing mask at the main entrance of the communities;
- To strengthen emergency preparedness for pandemic, improve the emergency plan and ensure adequate material reserve;
- To work closely with the street community and other competent authorities on pandemic prevention and to monitor the travel status of residents in the communities;
- To strengthen publicity on pandemic prevention and advocate residents to take personal preventive measures in the communities;
- To closely supervise activities in the communities and cease all gatherings in the event of serious pandemic conditions.



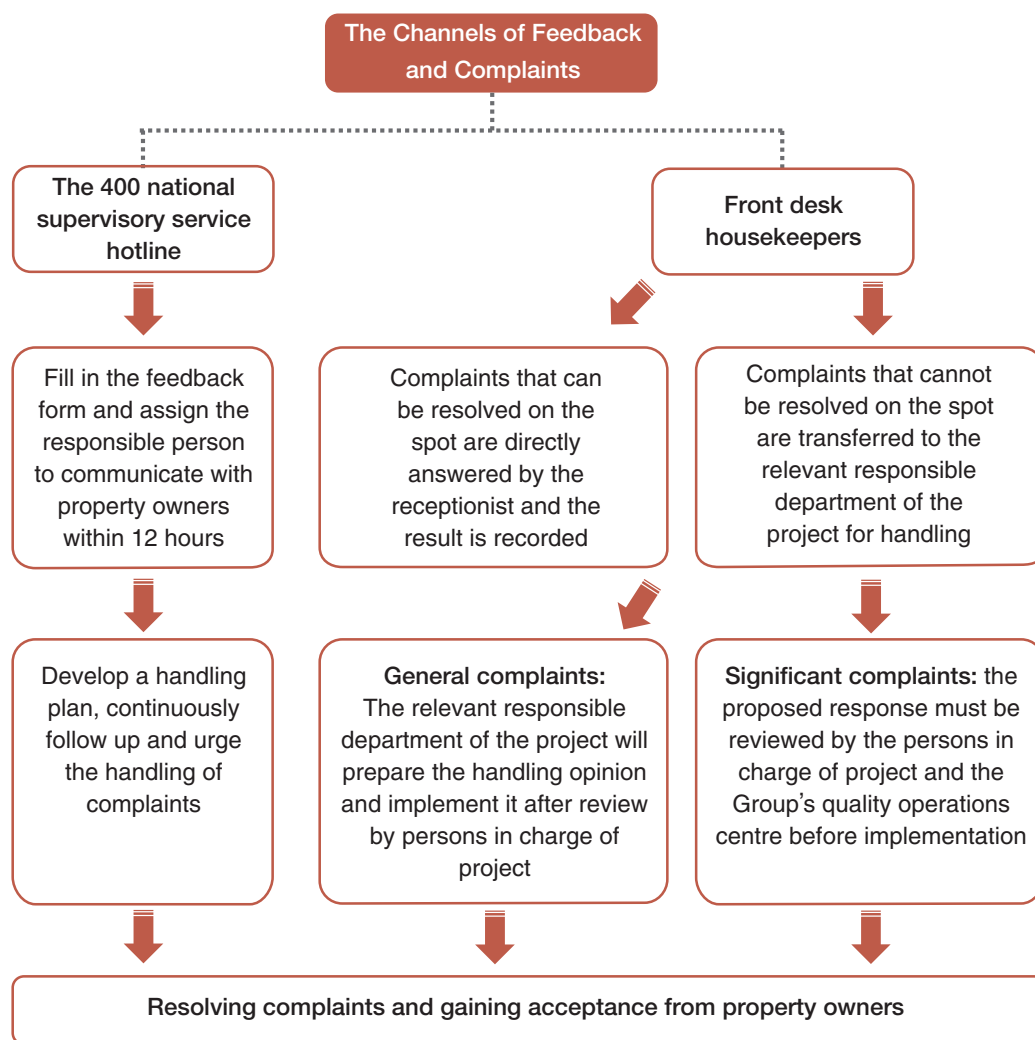
*Pandemic prevention and disinfection in the communities*

During the period in which the pandemic conditions were severe, we constantly intensified our efforts in pandemic-related checks, with strict control of access and carried out all-round disinfection in public areas. We also developed “convenient delivery” service, covering groceries, medical services, printing of school materials and collection of goods for property owners who lived in isolation and quarantine, with a view to guaranteeing the normal life of property owners.

## STABLE OPERATIONS WITH SUSTAINABLE DEVELOPMENT

### 7.1.5 Property Owners Complaints Handling

The Group has been regarding property owners as significant stakeholders for the Group's sustainable development, dedicated to meeting the needs of property owners and optimising complaint handling mechanism. Owners can give feedback and complaints by directly communicating with front desk housekeepers or calling the 400 national supervisory service hotline. The relevant responsible department will deal with the complaints in accordance with the regulations and promptly provide feedback on the progress of handling to persons in charge of projects and property owners. After the complaints are handled, we will arrange return visits to understand the level of satisfaction of the property owners with the outcome, with the aim of protecting their interests. The Group's process for handling property owners' feedback and complaints is as follows:



## STABLE OPERATIONS WITH SUSTAINABLE DEVELOPMENT

The Group regularly conducts property owners' satisfactions survey, carries out assessment based on property owners' feedback and complaints handling results, and summarises the problems that have arisen in various links of complaint handling, and further improves the complaint handling process. In the case of the complaints in service attitude and poor handling, the Group will impose fines on relevant responsible persons and impose administrative sanctions such as demerits or demotions on those

who are involved in serious cases. For projects with a high level of concentration of complaints from property owners, the Group will urge the relevant responsible department to summarise and analyse the problems, and put forward corresponding optimisation proposals to enhance the satisfactions of property owners. During the Year, The Group's average satisfactions score for non-third-party property owners was 91.2, representing a significant improvement over the previous year.

### 2021 Results of Property Owners' Satisfactions Survey



Covering **26 counties and cities**  
and **122 projects**  
A total of **101,737 households**  
participated in the survey  
Average overall satisfaction score of **91.2**

## 7.2 OUR OPERATIONS

Protecting the rights and interests of property owners is essential for maintaining the Group's robust operation. We strictly implement information security and privacy protection measures, regulate output information such as advertising and promotion, and protect various intellectual property rights, so as to effectively avoid operational risks and promote the stable development of the Group.

### 7.2.1 Protection of Property Owners' Information and Privacy

The Group attaches great importance to the information security and privacy protection of property owners and has obtained ISO 27001 information security management system certification to ensure that the collection, storage and use of property owners' information comply with relevant laws and regulations and the Group's system requirements. We strengthen the management of property owners' paper files and electronic files and procedures for keeping property owners' files are standardised, to ensure that data information collected are used for the provision of property owners' services. We require that all paper files shall be kept in the archives and kept by dedicated persons, which can only be borrowed with the consent of the project leader and the property owner. All electronic files containing property owner's personal information such as name and address are recorded in the property management system and encrypted, and their passwords are kept by the custodian, job supervisor and project leader. The Group's Information Technology Department is responsible for periodic examinations of the property management system, and testing the implementation work of procedures such as password and login permission, login audit, data backup and recovery, etc. It also checks and upgrades antivirus software to detect intruding viruses in a timely manner to protect system data security.



Information security management system certification

## STABLE OPERATIONS WITH SUSTAINABLE DEVELOPMENT

In addition, the Group signs non-disclosure agreements with our staff to enhance their awareness in information security, and to prevent employees from using, leaking, and selling property owners' information illegally. We also carry out information security training regularly to further implement the regulations for the property owners' information and privacy protection system to ensure the effective implementation of information security management measures.

### 7.2.2 Compliance Marketing

The Group strictly abides by the Advertising Law of the PRC (中華人民共和國廣告法) and other laws, regulations and industry standards, and standardises the content of the Group's online and offline publicity based on the principles of compliance, comprehensiveness, and effectiveness for business promotion, and conducts checks from time to time to ensure that the public information is legal, true and accurate. We continue to pay attention to the dissemination of information in the community, and promptly dispel rumours or make announcements against false information or information that may mislead property owners. If necessary, we will follow legal procedures to punish the act which harms the interests of property owners, with a view to effectively protecting the legitimate rights and interests of property owners.

### 7.2.3 Protection of Intellectual Property Rights

The Group complies with the requirements of the Copyright Law of the PRC (中華人民共和國著作權法), the Patent Law of the PRC (中華人民共和國專利法), the Trademark Law of the PRC (中華人民共和國商標法) and other laws and regulations on the protection of intellectual property rights, formulates and implements relevant systems and clauses, improves the management system of intellectual property rights, and effectively protects various intellectual property rights in the daily operations to avoid the risks of patent infringement. The Group's Integrated Management Centre is responsible for coordinating the work related to intellectual property rights, including the acquisition, modification, renewal and licensing of intellectual property rights, including trademarks, domain names, copyrights and patents involved in the Group's operations, and monitoring the implementation status in each department. At the same time, we continuously guide and supervise the subsidiaries in the maintenance of intellectual property rights, conduct intellectual property rights publicity and business training for relevant staff to enhance employees' awareness of intellectual property rights protection. The Group also signs non-disclosure agreements and non-competition agreements with its staff and suppliers. Employees who are suspected of violating relevant rules of the laws, regulations and agreements shall be investigated, and the Group would take appropriate actions to punish such employees.

During the Year, the Group's information management department and the legal risk control department strengthened their efforts in investigating the risks of intellectual property infringement and regularly inspected the legality and compliance of the Group's use of common office software and professional design software in terms of intellectual property rights, to ensure that all software was purchased through proper channels and used in compliance with relevant laws and regulations.

## STABLE OPERATIONS WITH SUSTAINABLE DEVELOPMENT

### 7.3 SUPPLY CHAIN MANAGEMENT

The Group holds supply chain management in high regard, has established an open and transparent supplier management system with fair play in accordance with relevant laws and regulations, and standardised the supplier admission and evaluation process. The Group also pays attention to the environmental and social risks of suppliers and creates a mutually beneficial and win-win sustainable supply chain. Our suppliers are primarily subcontractors who provide maintenance of elevators and fire extinguishing systems, gardening and waste cleaning services for the communities. The Group is responsible for coordinating, supervising and reviewing the selection, management and evaluation of subcontractors, while the subsidiaries are responsible for providing support and assistance in the process of work.

#### 7.3.1 Admission of Suppliers

In accordance with the basic principles of fairness and impartiality, the Group maintains and updates the list of subcontractors on the recommendations of its subsidiaries and with the approval of the Group, and reviews the quality of subcontractors based on stringent criteria to ensure the quality of services provided by subcontractors. The Group's subcontractor admission process is as follows:

The Subcontractor Recommendation Form will be completed by the Group's subsidiaries for their property management projects, with appropriate reasons for recommendations and qualification certificates of the subcontractor; the subcontractor's qualifications include: having held their operating licenses for at least two years, having obtained the necessary professional qualifications for at least one year, and having been providing services to companies in the same industry for at least two years.

The Subcontractor Recommendation Form will then be submitted from its subsidiaries to our headquarter for review based on uniform criteria, and relevant environmental and social risks will be assessed; subcontractors who pass the review will be approved to be included in the list of subcontractors.

During the engagement of subcontractors, our subsidiaries may send invitations to tender to subcontractors on the list and assess their tender submissions based on criteria such as service quality, industry reputation, past performance and cooperativeness; preference will be given to subcontractors with certification and qualification related to environmental protection.

## STABLE OPERATIONS WITH SUSTAINABLE DEVELOPMENT

### 7.3.2 Supplier monitoring and evaluation

To ensure the quality of subcontractor services, the Group has established a comprehensive subcontractor supervision and evaluation mechanism and continued to carry out daily supervision as well as monthly and annual assessment and evaluation to maintain systematic management of subcontractors. The Group's subsidiaries assign staff to be responsible for the daily supervision of subcontractors, follow up on each maintenance process and result of specific subcontractor, and record video data for inspection. During the monthly assessment, each project leader conducts random inspections on the service quality of the subcontractor, and scores the performance of the subcontractor based on the results of its implementation and the daily supervision and inspection, and then submits the scores to the property department for verification. The annual assessment results are determined by the average score of the monthly assessment results. For subcontractors with low assessment scores, the Group's subsidiaries have the right to deduct part of their service fees and require them to rectify the problems identified in the assessment within the prescribed period. For subcontractors who fail repeatedly in the assessment or fail to complete the rectification on time, the Group has the right to unilaterally terminate the contract. In addition, the Group regularly updates the list of subcontractors and reassesses the service quality of the listed subcontractors. If a subcontractor fails to provide services to the Group for more than two years, refuses to respond to the Group's review, violates the law or business ethics, or has other misconduct that damages the Group's reputation or harms the rights of property owners, the Group will remove the subcontractor from the list.

The Group attaches importance to the assessment and management of the environmental and social risks of its subcontractors and includes consideration of management dimensions such as environmental protection, occupational safety and health, and anti-corruption of subcontractors in the assessment process. The Group focuses on monitoring the safety protection of subcontractors' maintenance personnel to ensure that safety equipment is properly and effectively worn. At the same time, we strictly adhere to the principle of clean procurement, and strictly investigate the acts that violate business ethics. If a subcontractor is found to give the Group's staff bribes in any form, the contract will be terminated directly.

## STABLE OPERATIONS WITH SUSTAINABLE DEVELOPMENT

### 7.4 BUSINESS ETHICS AND ANTI-CORRUPTION

The Group strictly complies with the Company Law of the PRC (中華人民共和國公司法), the Anti-Unfair Competition Law of the PRC (中華人民共和國反不正當競爭法) and the Interim Provisions on Banning Commercial Bribery (關於禁止商業賄賂行為的暫行規定) and other relevant laws and regulations, implements the Group's Anti-Fraud System (反舞弊制度) and the Rules Governing the Management of Related Party Transactions (關聯交易管理制度), eliminates fraud, bribery and improper competition, and regulates the professional conduct of its staff to promote a clean, diligent and dedicated work style and facilitate the stable development of the Group.

The Group attaches importance to the development of an anti-corruption monitoring system. The monitoring department is responsible for supervising the implementation of the Group's anti-corruption work, assigning specified personnel to conduct special investigations and audits, and conducting random investigations on project staff of subsidiaries from time to time to ensure that irregularities are detected and investigated in a timely manner. The Group's Party Committee has also established a Deputy Secretary in charge of discipline and a Disciplinary Commission to take charge of the promotion of anti-corruption and integrity within the Group's Party organisation. In order to strengthen the awareness of compliance among employees, the Group's management system, including the Employee Manual, specifies illegal acts such as misappropriation of assets and bribery as well as corresponding punishment. The Group also improves the anti-corruption complaints and reports mechanism and encourages staff to report related clues through channels such as emails and the 400 national supervision service hotline. In addition, the Group requires its operating and procurement contracts to include anti-commercial bribery clauses and whistle-blowing email addresses, and prohibits its employees to receive bribes from suppliers in any form, and will impose severe penalties if any violation is found.

During the Year, the Group stepped up its anti-corruption and integrity promotion work and conducted two anti-corruption trainings for the Group's management in the first and third quarters respectively. The training included personal self-examination and self-correction, learning of the Stock Exchange's video materials, promotion of the anti-corruption system and sharing of audit and monitoring cases. The aim was to deepen the management's knowledge and understanding of corruption, fraud, extortion and other illegal incidents, and to build up good ethics and values.



# GIVING BACK TO SOCIETY AND CREATING A BETTER LIFE TOGETHER

While constantly refining the property services, the Group also takes a proactive approach to fulfil its corporate social responsibilities. It carries forward the social morality of “Serving the Country with Industrial Development and Benefiting Society”, and takes part in public charitable activities and acts with goodwill to create a better society together. We care about communities, get to know the needs of community residents actively, form the “five sense property volunteer service team”, provide various kinds of convenience services, convey warmth with our sincere hearts, create a harmonious and happy community and build a common home with warmth and compassion. We are committed to improving the well-being of society and participating in the public welfare regularly. We not only devote to public welfare but also take concrete actions, encouraging the employees to participate in public charity initiatives, integrating goodwill into all aspects of the society, and contributing to building a harmonious society.

## COMMUNITY CARE

### Convenience Services Activities of “Spring Breeze Warms All the Year Round and Lei Feng Spirit Passes From Generation to Generation”

By virtue of the opportunity of “Month of Learning from Lei Feng Activities”, the regional enterprises of the Group joined hands with Yue Jin Community to carry out the convenience service activity with the topic of “give assistance on time” in March, 2021. In this activity, we provided free professional consultation services such as legal consultation, law promotion, fire safety promotion, employment consultation and social security Q&A, free living services such as haircut and scissors sharpening, and free health services such as experienced traditional Chinese medicine doctor consultation, blood pressure measurement, blood sugar measurement and oral cavity check to make the residents feel the warmth of the community and build a healthy, liveable and better community.



Convenience services activities

### Contribution to Boosting Employment

Based on the employment needs of the veterans, the Group provided them with the positions such as security guard and project management, which match the advantaged skills of military personnel, so that veterans can continue to work at proper posts and constantly realise their own value. In 2021, the Group has provided positions for more than 30 veterans nationwide. As at the end of 2021, 4.5% of the order maintenance staff were veterans.

## GIVING BACK TO SOCIETY AND CREATING A BETTER LIFE TOGETHER

### Elderly Caring Activities of “Recalling Original Aspiration on the 100<sup>th</sup> Anniversary of Founding of the Communist Party of China and Taking Care of the Elderly”

The members of Party Committee in Hangzhou party branch of the Group joined hands with Tangqi Huacheng Community to carry out the activity of visiting the elders in the elderly nursing home. We prepared caring goods and provided caring services to send warmth and love to the elderly. Besides, we promoted the traditional Chinese virtue of “filial piety comes first” with practical actions and organically combined party building work with property services to complement the livelihood services.



*Elderly caring activities*

### SOCIAL WELFARE

#### Urban Public Welfare Activities of “The Police in Conjunction with Enterprise to Provide Service”



*Urban public welfare activity*

The volunteers of the Group and Nanhu Public Security Special Duty officers carried out “Traffic Battle” at major traffic intersections in Jiaxing to prevent and correct uncivilised traffic behaviors in a timely manner and ensured the transportation safety of the residents.

At the same time, we joined hands with Nanhu Public Security Special Duty Officers to carry out face-to-face anti-fraud promotion to strengthen the anti-fraud awareness among the residents in the district and improve their awareness and ability in respect of fraud identification and fraud prevention to reduce the occurrence of fraud cases.

#### Charitable Donation Activities

The Group takes an active part in carrying on public welfare projects of charitable donation, gathering caring and passing on love and sincerity with concrete actions. In October 2021, we donated RMB50,000 to Jiaxing Nanhu District Charity Federation for offering assistance to the people in need, making positive contribution to people’s well-being and local development.

## GIVING BACK TO SOCIETY AND CREATING A BETTER LIFE TOGETHER

### Contribution to Pandemic Prevention of “Fighting Against Pandemic Together and Tiding Over Difficulties”

At the crucial juncture of pandemic prevention, Zhang Lei and Hu Zhongtao, veterans of the regional enterprises of the Group, responded to the call of anti-pandemic from the government. They joined the pandemic prevention teams from the anti-pandemic frontline of the community to conduct sampling registration and disinfection for the centralized isolation sites in Ganjiang District, Yangzhou, overcoming the difficulties together with the pandemic prevention personnel and moving forward side by side.



*Veterans joining the pandemic prevention team*

### Blood Donation Activity of “Paying Tribute to the 100<sup>th</sup> Anniversary of Founding of the Communist Party of China and Passing on Love”

The Group and Jiaying Central Blood Station jointly organised the blood donation activity in May. The warm-hearted property owners and staff volunteers responded to the call for blood donation and contributed to the blood security. A total of 30 people participated in the event and donated 7,200ml of blood. The Group strongly supports blood donation for social welfare and gives back to society with sincere affection, as a warm tribute to the centennial anniversary of the founding of the CPC.



*Blood donation activity*

# APPENDIX I OVERVIEW OF KEY PERFORMANCE INDICATORS

## ENVIRONMENTAL ASPECTS

KPIs		Unit	2021
Emissions	Sulfur dioxide emissions	kg	0.28
	Nitrogen oxides emissions	kg	21.29
	Particulate matter emissions	kg	1.24
Greenhouse gas emissions	Greenhouse gas emissions (Scope 1)	Tons of CO <sub>2</sub> e	173.20
	Greenhouse gas emissions (Scope 2)	Tons of CO <sub>2</sub> e	43,929.29
	Total greenhouse gas emissions	Tons of CO <sub>2</sub> e	44,102.49
	Greenhouse gas emissions intensity	Tons of CO <sub>2</sub> e/m <sup>2</sup>	0.002
Hazardous waste	Total hazardous waste	kg	11,325.17
	Intensity of hazardous waste	kg/m <sup>2</sup>	0.0005
Non-hazardous waste	Total non-hazardous waste	Tons	38,084.55
	Intensity of non-hazardous waste	Tons/m <sup>2</sup>	0.002
Energy consumption	Total energy consumption	MWh	56,034.62
	Direct energy consumption	MWh	575.35
	Indirect energy consumption	MWh	55,459.27
	Energy consumption intensity	MWh/m <sup>2</sup>	0.0024
	Total electricity consumption	MWh	55,459.27
	Total gasoline consumption	MWh	501.19
	Total diesel consumption	MWh	14.52
	Liquefied natural gas consumption	MWh	59.63
Water consumption	Total water consumption	m <sup>3</sup>	1,661,733.98
	Water consumption intensity	m <sup>3</sup> /m <sup>2</sup>	0.07

## APPENDIX I OVERVIEW OF KEY PERFORMANCE INDICATORS

### NOTES ON ENVIRONMENTAL DATA AND FACTORS

1. The time span of environmental data is from 1 January 2021 to 31 December 2021; the scope of data collection covers the Group's office area, and the office areas, property management common areas and all non-outsourced staff canteens of 133 project companies in Zhejiang province and Jiangsu province.
2. The emissions are generated from the use of official vehicles and the combustion of natural gas from pipelines. The emission factors of natural gas refer to the "Material Accountancy Methodology for Factors Applicable to Industries Not Covered by Emission Permit Management 2017" (2017未納入排污許可管理行業適用的係數物料衡算方法) and other emission factors refer to the Environmental KPIs Reporting Guide (環境關鍵績效指標彙報指引) issued by the Stock Exchange.
3. Greenhouse gas emissions (Scope 1) mainly come from the consumption of gasoline and diesel for official vehicles and piped natural gas consumed by the non-outsourced staff canteen; greenhouse gas emissions (Scope 2) are generated from purchased electricity. Among them, the greenhouse gas emission factors of purchased electricity refer to the 2019 Baseline Emission Factors for Regional Power Grids in China issued by the Ministry of Ecology and Environment of the PRC (2019年度中國區域電網基準線排放因子) issued by the Ministry of Ecology and Environment of the PRC, and other emission factors refer to the the Environmental KPIs Reporting Guide (環境關鍵績效指標彙報指引) issued by the Stock Exchange.
4. The types of energy consumption include piped natural gas consumed by non-outsourced employee canteens, purchased electricity, gasoline and diesel used in vehicles; the conversion coefficients of each energy unit refer to the Guidelines for Accounting and Reporting Greenhouse Gas Emissions from Enterprises of Other Industries (工業其他行業企業溫室氣體排放覈算方法和報告指南) issued by the National Development and Reform Commission.
5. Non-hazardous waste include household waste and landscaping waste, and general household waste includes office waste and public area waste generated by administrative offices.
6. The total water consumption comes from the municipal water supply network, and the water consumed is mainly used for office and landscaping.

## APPENDIX I OVERVIEW OF KEY PERFORMANCE INDICATORS

### SOCIAL ASPECTS

KPIs		2021	
<b>Total workforce by gender, employment type, age group and geographical region</b>			
		Number of Employees (person)	Proportion (%)
By gender	Male	3,618	53.47%
	Female	3,149	46.53%
By employment type	Full-time	6,244	92.27%
	Outsourcer	517	7.64%
	Part-time	2	0.03%
	Intern	4	0.06%
By age group	30 and below	894	13.21%
	31-40	997	14.73%
	41-50	1,313	19.41%
	50 or above	3,563	52.65%
By employment category	General	6,439	95.15%
	Middle	286	4.23%
	Senior	42	0.62%
By geographical region	Mainland China	6,766	99.99%
	Overseas, Hong Kong, Taiwan and Macao	1	0.01%
Total number of employees		6,767	
<b>Turnover rate by gender, employment type, age group and geographical region</b>			
		Turnover rate (%)	
By gender	Male	30.62%	
	Female	29.62%	

## APPENDIX I OVERVIEW OF KEY PERFORMANCE INDICATORS

KPIs		2021	
By age group	30 and below	48.26%	
	31-40	35.13%	
	41-50	28.25%	
	50 or above	22.44%	
By geographical region	Mainland China	30.16%	
	Overseas, Hong Kong, Taiwan and Macao	0.00%	
<b>Percentage of trained employees and average training hours by gender and employment category</b>			
		Percentage of trained employees	Average training hours per employee
By gender	Male	100.00%	71.34
	Female	100.00%	68.74
By ranking	Senior management	100.00%	144.00
	Middle management	100.00%	171.19
	General staff	100.00%	65.14
<b>Number of suppliers</b>			
Number of suppliers	Jiangsu province and Zhejiang province of the PRC	519	
<b>Customer services data</b>			
Number of complaints received from customers (time)		84	
<b>Anti-corruption</b>			
Number of concluded legal cases in relation to corruption practices (case)		0	
<b>Community investment</b>			
Amount of investment		94,724	
Number of people involved		207	

# APPENDIX II ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

ESG Indicators	Disclosure	Section
<b>A1 General Disclosure</b>	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.	Disclosed Pursuing Green and Low-Carbon Development and Protecting the Environment
<b>A1.1</b>	The types of emissions and respective emissions data.	Disclosed Appendix I Overview of Key Performance Indicators
<b>A1.2</b>	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Disclosed Appendix I Overview of Key Performance Indicators
<b>A1.3</b>	Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production, per facility).	Disclosed Appendix I Overview of Key Performance Indicators
<b>A1.4</b>	Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production, per facility).	Disclosed Appendix I Overview of Key Performance Indicators
<b>A1.5</b>	Description of emissions target(s) set and steps taken to achieve them.	Disclosed Pursuing Green and Low-Carbon Development and Protecting the Environment
<b>A1.6</b>	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Disclosed Pursuing Green and Low-Carbon Development and Protecting the Environment
<b>A2 General Disclosure</b>	Policies on the efficient use of resources, including energy, water and other raw materials.	Disclosed Pursuing Green and Low-Carbon Development and Protecting the Environment
<b>A2.1</b>	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Disclosed Appendix I Overview of Key Performance Indicators
<b>A2.2</b>	Water consumption in total and intensity (e.g. per unit of production, per facility).	Disclosed Appendix I Overview of Key Performance Indicators
<b>A2.3</b>	Description of energy use efficiency target(s) set and steps taken to achieve them.	Disclosed Pursuing Green and Low-Carbon Development and Protecting the Environment



## APPENDIX II ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

ESG Indicators	Disclosure	Section	
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.	Disclosed	Pursuing Green and Low-Carbon Development and Protecting the Environment
A2.5	Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	Not applicable. Our main business does not involve the use of packaging materials.	--
A3 General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Disclosed	Pursuing Green and Low-Carbon Development and Protecting the Environment
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Disclosed	Pursuing Green and Low-Carbon Development and Protecting the Environment
A4 General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Disclosed	Pursuing Green and Low-Carbon Development and Protecting the Environment
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.	Disclosed	Pursuing Green and Low-Carbon Development and Protecting the Environment
B1 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.	Disclosed	Taking People-Oriented Approach and Moving Ahead Hand-In-Hand
B1.1	Total workforce by gender, employment type (for example, full- or part time), age group and geographical region.	Disclosed	Appendix I Overview of Key Performance Indicators

## APPENDIX II ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE

### CONTENT INDEX

ESG Indicators		Disclosure	Section
B1.2	Employee turnover rate by gender, age group and geographical region.	Disclosed	Appendix I Overview of Key Performance Indicators
<b>B2 General Disclosure</b>	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.	Disclosed	Taking People-Oriented Approach and Moving Ahead Hand-In-Hand
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Disclosed	Taking People-Oriented Approach and Moving Ahead Hand-In-Hand
B2.2	Lost days due to work injury.	Disclosed	Taking People-Oriented Approach and Moving Ahead Hand-In-Hand
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Disclosed	Taking People-Oriented Approach and Moving Ahead Hand-In-Hand
<b>B3 General Disclosure</b>	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Disclosed	Taking People-Oriented Approach and Moving Ahead Hand-In-Hand
B3.1	The percentage of employee trained by gender and employee category (e.g. senior management, middle management).	Disclosed	Appendix I Overview of Key Performance Indicators
B3.2	The average training hours completed per employee by gender and employee category.	Disclosed	Appendix I Overview of Key Performance Indicators
<b>B4 General Disclosure</b>	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 labour.	Disclosed	Taking People-Oriented Approach and Moving Ahead Hand-In-Hand
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Disclosed	Taking People-Oriented Approach and Moving Ahead Hand-In-Hand
B4.2	Description of steps taken to eliminate such practices when discovered.	Disclosed	Taking People-Oriented Approach and Moving Ahead Hand-In-Hand
<b>B5 General Disclosure</b>	Policies on managing environmental and social risks of the supply chain.	Disclosed	Stable Operations with Sustainable Development

## APPENDIX II ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

ESG Indicators	Disclosure	Section	
B5.1	Number of suppliers by geographical region.	Disclosed	Appendix I Overview of Key Performance Indicators
B5.2	Description of practices relating to engaging supplies, number of supplies where the practices are being implemented, how they are implemented and monitored.	Disclosed	Stable Operations with Sustainable Development
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Disclosed	Stable Operations with Sustainable Development
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, how they are implemented and monitored.	Disclosed	Stable Operations with Sustainable Development
B6 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.	Disclosed	Stable Operations with Sustainable Development
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable. Our core business does not involve safety and health risks.	--
B6.2	Number of products and service related complaints received and how they are dealt with.	Disclosed	Appendix I Overview of Key Performance Indicators
B6.3	Description and practices relating to observing and protecting intellectual property rights.	Disclosed	Stable Operations with Sustainable Development
B6.4	Description of quality assurance process and recall procedures.	Disclosed	Stable Operations with Sustainable Development
B6.5	Description of customer data protection and privacy policies, how they are implemented and monitored.	Disclosed	Stable Operations with Sustainable Development

## APPENDIX II ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

ESG Indicators	Disclosure	Section
<b>B7 General Disclosure</b>	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.	Disclosed Stable Operations with Sustainable Development
<b>B7.1</b>	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the case.	Disclosed Appendix I Overview of Key Performance Indicators
<b>B7.2</b>	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Disclosed Stable Operations with Sustainable Development
<b>B7.3</b>	Description of anti-corruption training provided to directors and staff.	Disclosed Stable Operations with Sustainable Development
<b>B8 General Disclosure</b>	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Disclosed Giving Back to Society and Creating a Better Life Together
<b>B8.1</b>	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Disclosed Giving Back to Society and Creating a Better Life Together
<b>B8.2</b>	Resources contributed (e.g. money or time) to the focus area.	Disclosed Appendix I Overview of Key Performance Indicators

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# 佳源服務控股有限公司

JIAYUAN SERVICES HOLDINGS LIMITED