

2022

ESG Report

Jinmao Property Services Co., Limited



Think Far Grow Further



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About the Report

This is the second ESG report issued by Jinmao Property Services Co., Limited. This report is prepared mainly with reference to the Environmental, Social and Governance Reporting Guide (ESG Reporting Guide) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited published. The report discloses the company's actions and achievements in environmental, social and governance issues in 2022.

Reporting Scope

The reporting period is from 1 January to 31 December 2022, part of the contents extends to March 2023. This report covers the Company's headquarters, subsidiaries and project units.

Release Cycle

This is an annual report.

Reference Instruction

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

Reporting Commitment

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

Data Source

The financial information contained in this report is all from the audited financial statements of Jinmao Services in 2022. Other information is mainly based on 2022 statistics and official documents, and also includes the forecast of the future in terms of business policies and strategies at the time of reporting preparation.

Reference Criteria

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

Report Access

The report is available in traditional Chinese and English. Please visit the Company's website to obtain the electronic version of the report.

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Message from the Leadership

The year 2022 marked not only a crucial period for the implementation of China's 14th Five-Year Plan, but also the successful convening of the 20th CPC National Congress. In 2022, Jinmao Services set sail in the expanse of capital market and officially entered into a brand-new development stage. Guided by the concept of "Think Far, Grow Further", we established the development strategy of "High, Comprehensive, Innovative and Fast", and achieved rapid growth of business scale and management. As a central state-owned enterprise and listed company, we unwaveringly steered the development with the sustainability philosophy and awareness of social responsibility, dedicated to rendering top-quality services for customers. We spared no effort to generate reasonable returns for shareholders, committed to creating value for the society, and made the dreams of future human habitats and cities come true.

We have held firm to the original aspiration of high-quality service, laid stress on user experience and service quality, and constantly developed new service mode by deeply integrating smart technology, thus strengthening our competitiveness. Devoted to high tier cities, we place priority over high-end property service market, and improve the characteristic high-end service system. With the application of new technologies as the core, we offer smart solutions for communities, office buildings and urban operations. Meanwhile, a variety of community cultural activities is launched as a part of our efforts to build cultural communities, which comprehensively upgraded the property owner experience.

Committed to a green and low-carbon development path, we adhere to FORUS System (Sinochem Holdings' Fore Runner System), and implement the concept of low-carbon and environmental protection through technological and managerial energy-saving measures. We take measures to adapt to and mitigate climate change, proactively identify risks, and conduct carbon emission verification regularly to reduce greenhouse gas emissions. To create an environmentally friendly and energy-saving living and working environment, we carry out various charitable activities to help customers and employees foster an awareness of healthy living. Based on better safety performance in operations, we offer wholesome and safe working conditions to safeguard the safety of customers and employees in all aspects.

To realize collaborative development with industry partners, we constantly improve supplier management system, and work out detailed management requirements of various procedures. While guiding suppliers to fulfill their social responsibilities, we also request them to sign commitment letters on social responsibility, and continuously enhance their relevant capabilities. By virtue of increasing communication with local governments, associations and universities, we strive to expand the scope of business cooperation, join in the preparation of standards, learn from and shared advanced industry ideas and experience, so as to push forward the high-quality development of the whole industry.

Leveraging our strengths, we spontaneously fulfill our responsibilities, and contribute to community building, rural vitalization, charity and voluntary services. Moreover, we exert more efforts for recruitment and training of local employees, and provide numerous job opportunities to increase the local employment rate. Among our social charity activities, "Action of MAO Neighbors" is launched to care for the children in remote mountain areas and contribute to the educational development in poverty-stricken areas by providing them daily necessities and educational supplies.

A steady journey leads to a long way, and unremitting efforts make a difference. In the future, Jinmao Services will create more social value to spur the long-term corporate development, and dedicate to a more livable, healthier and better urban lifestyle. We will remain committed to delivering the love and warmth of the cities, and jointly embrace green and sustainable wonderful life.

About Jinmao Services

Jinmao Property Services Co., Limited ("Jinmao Services") was listed on the Main Board of the Stock Exchange of Hong Kong Limited (Stock Code: 00816.HK) in March 2022, back on China Jinmao Holdings Group Limited ("China Jinmao"), the city operation platform of Sinochem Holdings Corporation Ltd. ("Sinochem Holdings"), a Fortune Global 500 company. The Company manages a diverse portfolio of properties covering both residential and non-residential properties.

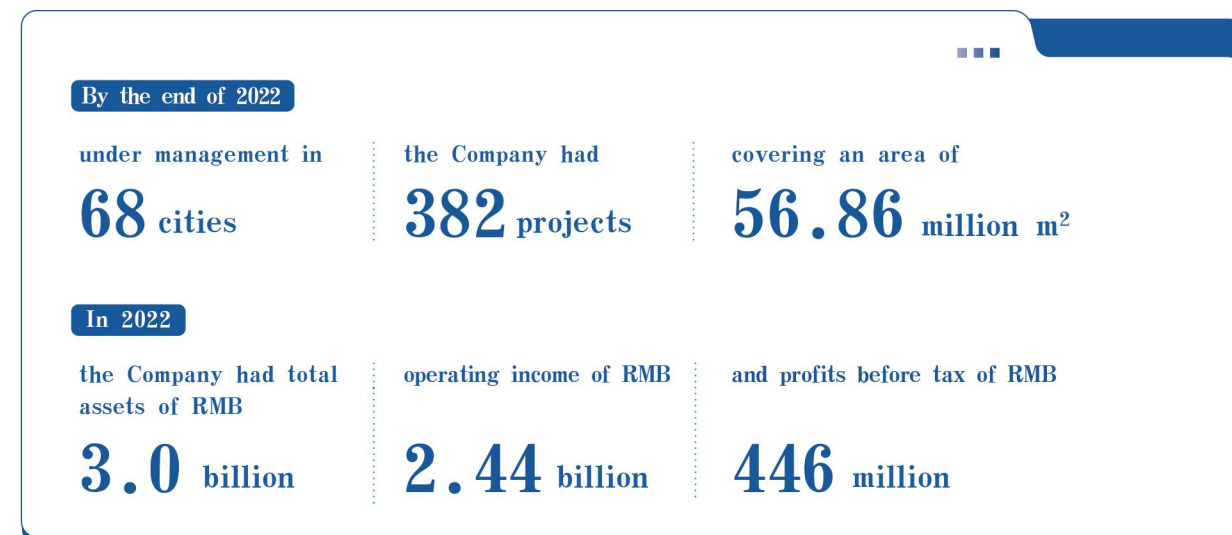
Business Network

Property management services: We provide a range of property management services to property owners and residents, as well as property developers, including, among others, security, cleaning, greening, gardening and repair and maintenance services for the operation of common area facilities. Our property management portfolio covers residential properties, in particular, high-end ones, and a wide range of non-residential properties, including commercial properties, such as office buildings and shopping malls, and public and other properties, such as schools, government facilities and other public spaces.

Value-added services to non-property owners: We provide value-added services to non-property owners, including sales assistance services to property developers to assist with their sales and marketing activities at property sales venues and display units, and consultancy and other value-added services such as pre-delivery and consultancy services, mainly to property developers.

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

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



Corporate Culture

Vision	Realizing future human habitats and city dreams
Mission	Adhering to long-term doctrine and promoting long-term value growth
Values	Honest Cooperation, Customer Orientation, Entrepreneurship and Innovation, Pursuit of Excellence
Strategic localization	Through long-term development of operation and business practice, Jinmao Services build the core competitiveness featured by "high, comprehensive, innovative and fast".

High

Focus on high-level cities, high-quality projects, adhere to the "customer-centered", stable output of high-quality services. Form a high virtuous circle of "high customer satisfaction – high renewal rate – high payment rate – high pricing ability – high level of service input – high satisfaction", and continue to gain customer reputation.

Comprehensive

Making nationwide layout, residential properties, commercial properties, industrial parks, public properties, city facilities services such as multiple types of urban space to provide all forms; Provide consulting, operation and management services for the whole life cycle of assets; Provide value-added services for the whole field and provide "comprehensive solutions" for the multi-dimensional requirements of owners and property users.



Innovative

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

Fast

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

Three core IPs

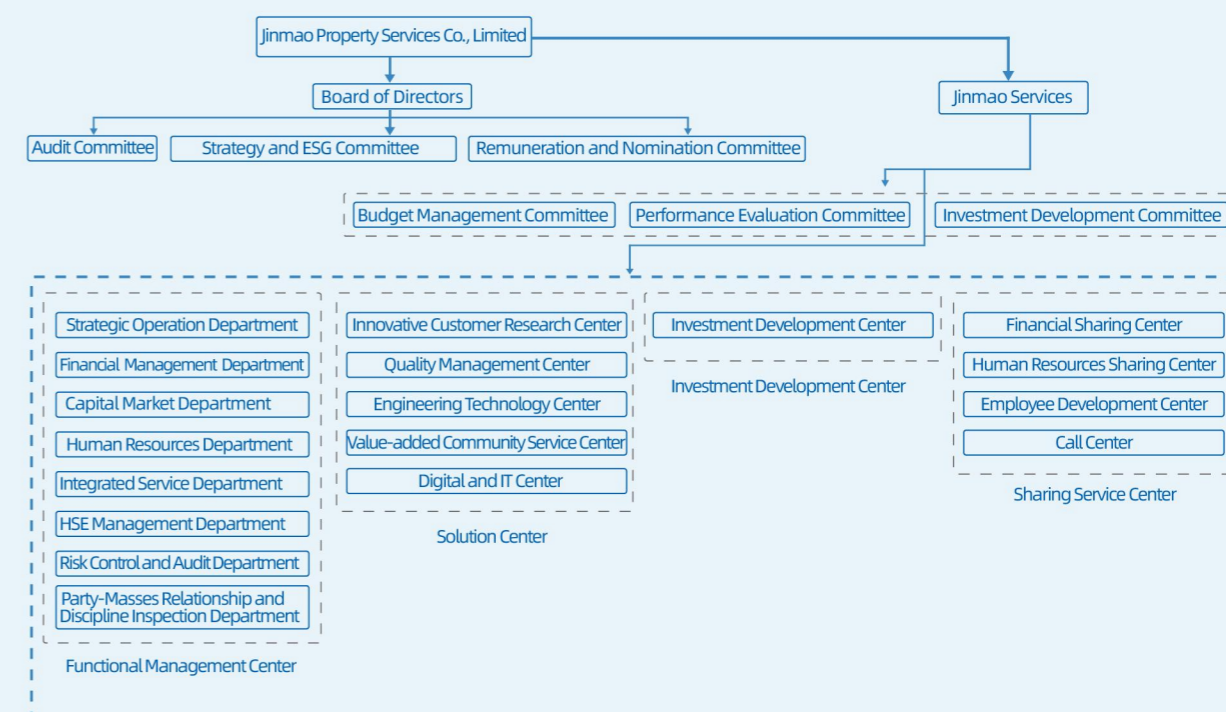


Honors

 TOP 15 among Top 100 Property Management Companies in China Beijing China Index Academy	 TOP 4 Chinese State-Owned Property Service Companies Beijing China Index Academy	 China High-end Property Service Leading Company Beijing China Index Academy	 Top 100 China Leading Property Management Company in terms of service quality Beijing China Index Academy
 Leading Companies in Smart City Service of China's Property Management Beijing China Index Academy	 Excellent Chinese Office Property Management Company Beijing China Index Academy	 TOP1 Leading Enterprise in Terms of Growth Rate of Listed Property Management Enterprise in 2022 CRIC China, Shanghai E-house China R&D Institute	 TOP1 among Top 10 High-End Property Service Force Enterprises in China in 2022 CRIC China, Shanghai E-house China R&D Institute

 TOP11 among Top 100 Companies in Terms of Property Service Capacity in 2022 CRIC China, Shanghai E-house China R&D Institute	 Leading Company in Terms of Satisfaction of Property Service in 2022 CRIC China, Shanghai E-house China R&D Institute	 Most Successful Design Award, 2022 Successful Design Awards (Service Design Category) Service Design Network	 TOP5 among Top 50 Chinese State-owned Property Service Enterprises in Terms of Comprehensive Strength in 2022 CRIC China, Shanghai E-house China R&D Institute
 TOP1 Leading Chinese Company in Terms of Property Service Growth in 2022 CRIC China, Shanghai E-house China R&D Institute	 2022 Benchmark Service Company of the Year China National Radio (CNR)		

Organizational Structure



Corporate Governance

Good governance is crucial to the long-term, healthy and sustainable corporate development. Committed to responsible corporate management, Jinmao Services continuously improves the corporate governance system and systematically identifies corporate governance risks, injecting sustainable momentum into the corporate management.

Business Management

In strict accordance with the *Company Law of the People's Republic of China*, Jinmao Services keeps improving the corporate governance mechanism. We have established a diversified Board of Directors composed of 8 property management and related senior professionals with different genders, ages, and cultural and educational backgrounds. Among them, there are 3 independent directors and 4 female directors. Furthermore, three specialized committees are set up under the Board, namely Audit Committee, Remuneration and Nomination Committee, and Strategy and ESG Committee, to supervise the standardized operation and scientific decision-making of the Board together.

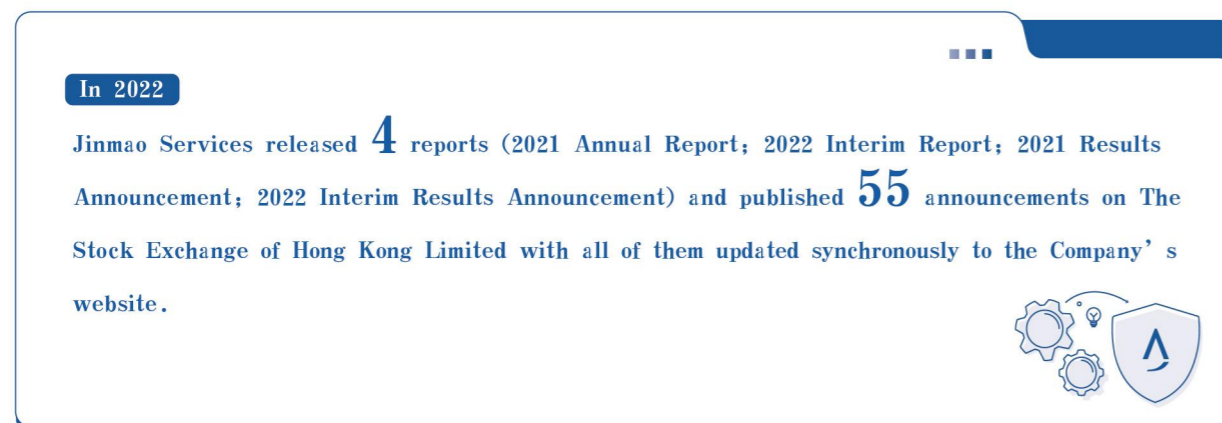


Investor Rights

Jinmao Services respects and protects the rights of investors. By communicating with investors through multiple channels, we disclose our updates to them in a timely manner, and actively track their suggestions on the Company's development.

Information disclosure

In strict accordance with relevant policies, laws, regulations and other requirements, we fulfill our obligation of information disclosure by disclosing relevant information in an accurate and timely manner, striving to project an open, respectful, law-abiding and compliant corporate image.



Investor communication

Jinmao Services maintains smooth and efficient communication with investors through investor relations email. We timely disclose the latest investment and operating information to domestic and overseas investors in accordance with legal requirements on the premise of the completeness, accuracy and compliance of information disclosure.



Risk Management

By virtue of dynamic monitoring, internal and external risks evaluation, Jinmao Services get to know the perceptions, expectations and risk preferences of all parties as well as the latest opinions of stakeholders, with a purpose to build a value-creating risk management system. The Company actively organizes training sessions on compliance, promotes the building of risk management system, and raises the risk awareness and response capability of all employees.

We carry out special assessment and control of core risks, and have formulated manuals and legal opinions, including *Risk Prevention and Control Manual for Basic Property Management*, *Risk Prevention and Control Manual for Value-added Community Business* and *Legal Knowledge of Market Expansion*, to guide corresponding works.



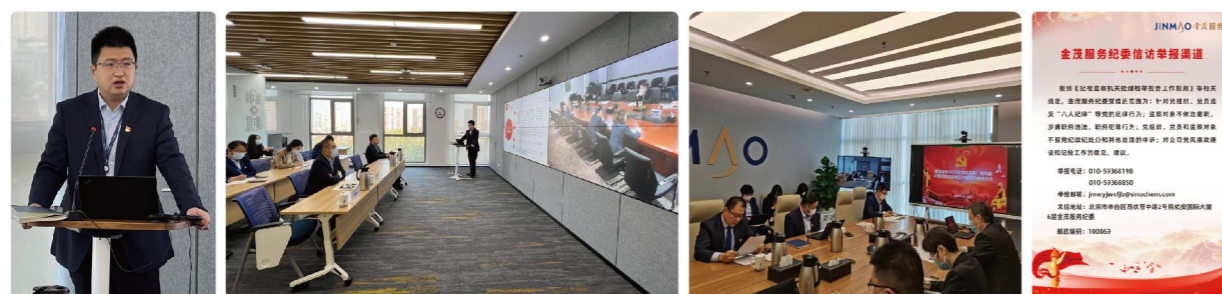
Anti-corruption and Integrity

Jinmao Services actively strengthens its efforts on anti-corruption and integrity at the primary-level and has formulated internal policies, such as, *Administrative Measures for the Supervision and Enforcement of Discipline Inspection Commission of Jinmao Services and Administrative Measures for Discipline Inspection, Petition and Whistleblowing of Jinmao Services* aiming to further improve the supervision system of discipline inspection and create a clean political ecology and a healthy and stable internal environment. During the reporting period, the company has no corruption lawsuit.

In 2022

the company conducted **7** training sessions on anti-corruption and integrity, with the participation of **1,100** person times, including **2** directors, and spent a total of **12,100** hours.

To thoroughly implement the plan for anti-corruption and integrity proposed by the Discipline Inspection and Supervision Group of Sinochem Holdings and the Discipline Inspection Commission of China Jinmao, the Discipline Inspection Commission of Jinmao Services organizes training on integrity and anti-corruption to consolidate the awareness of leading Party members and key employees on integrity and self-discipline.



Integrity training for key positions

Work conference on Party building, Party conduct, integrity and anti-corruption and warning education

Poster of Jinmao Service Commission for Discipline Inspection complaint reporting Channel

IPR Protection

Upholding the principle of respecting and protecting intellectual property right(IPR), Jinmao Services continues to standardize the IPR management and improve the protection system to firmly the Company's rights and to create a fair and healthy environment for competition.

As of the end of 2022

the Company had **46** registered trademarks and **7** authorized patents

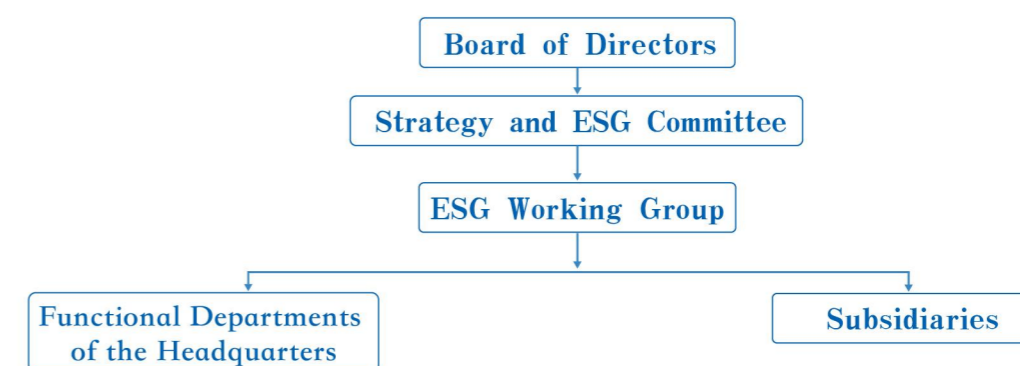
Board Statement

The Board of Directors of Jinmao Services attaches great importance to ESG issues and assumes ultimate responsibility for ESG management. To effectively advance ESG work, the Board continues to improve the management structure, set ESG vision and goals, and clarify the work scope and process to improve the Company's sustainability performance and promote the win-win harmony with economy, society and environment.

ESG Management Structure

Jinmao Services has established an ESG management structure consisting of the Board, the Strategy and ESG Committee, the ESG Working Group, functional departments of the headquarters and subsidiaries, to fully integrate our ESG work into the governance system.

As the top decision-making body for ESG management, the Board has the following duties; 1) coordinate the sustainability and ESG matters of the Company; 2) decide on the ESG management strategy, vision and goals; 3) deliberate on the ESG governance structure, management strategy, key issues and ESG goals; 4) establish ESG risk management and internal control systems and supervise the implementation of risk management policies and measures, so as to keep improving the ESG management. The Strategy and ESG Committee under the Board, is mainly responsible for the following tasks; 1) assist and monitor the corporate development and implement ESG work; 2) set and regularly review ESG vision, goals, strategies and policies; 3) identify ESG-related risks, opportunities and other key ESG management issues; 4) monitor ESG management risks, key topics and target progress and the communication with stakeholders. The ESG Working Group, as the coordinator, has the following responsibilities; 1) implement ESG management policies and measures; 2) prepare the ESG reports; 3) report the progress of ESG work to the management on a regular basis. The functional departments of the headquarters and subsidiaries, as the actuator, are responsible for the following matters; 1) promote the implementation of ESG planning and goals; 2) report ESG-related work progress and data; 3) implement ESG management requirements; 4) improve the ESG performance in a systematic way.



Materiality Analysis

Based on the analysis of its sustainability issues, the stakeholders' concerns and the changes of external environment and internal conditions, Jinmao Services prioritizes the topics from two dimensions: "Significance to the Company's sustainable development" and "Influence on stakeholder assessments and decisions". After the internal review, we have identified 21 material sustainability topics and formed an analysis matrix based on prioritization. The disclosure of key topics is presented in subsequent chapters to address the concerns of stakeholders.



Stakeholder Communication

Jinmao Services attaches great importance to the expectations of stakeholders, timely responds to their demands and adopts various communication methods to keep in close contact with stakeholders.

Stakeholders	Expectations and requirements	Communication and response
Government/Regulators	Operation in compliance with laws and regulations Paying tax in accordance with the laws	Strengthening compliance management Paying taxes on time and in full
Shareholders/Investors	Financial performance Improving organizational structure Disclosing information	Continuously improve profitability Improving corporate governance Daily information disclosure
Customers/owners	Quality property services Customer safety Privacy protection Harmonious community environment	Improving the service system and innovating in service methods Regular COVID-19 response Protecting consumers' rights and privacy Colorful activities held on MAO Neighborhood platform
Employees	Respecting and protecting basic rights Career development and training Working environment Employee care	Signing contracts and competitive salary system Improving career development path and providing diversified training Safeguarding occupational health Carrying out various cultural and sports activities
Suppliers and Partners	Honoring commitments Win-win cooperation	Improving supplier management Contracts fulfillment in accordance with the law Participating in industry exchange
Communities	Protecting the local environment Supporting community development Promoting employment Charity	Carrying out energy saving and emission reduction Protecting the ecological environment Providing quality cultural resources Providing employment opportunities Carrying out charitable activities

2022 • Brilliant Achievements





Perseverance • Building Quality Human Habitats Together

Upholding the core values of “honest cooperation, customer orientation, entrepreneurship and innovation, pursuit of excellence”, Jinmao Services keeps improving customer experience and service quality and innovates in service mode with excellent scenario design and stable quality capabilities. We empower customer service intelligently, and constantly improve management service efficiency and user experience, thus providing high-quality property services for customers.

Contribution to the UN SDGs



CSR Story: “Customer Experience Officer” beyond compare

Jinmao Services adheres to customer orientation and makes persistent pursuit of better services. In 2022, Jinmao Community Customer Experience Officer Plan was initiated to track and respond to the voices of property owners and consolidate mutual trust. This Plan takes the owners as the core, solicits the appeals from them carefully, and collaborates with business departments to rectify problems according to property owners’ opinions without delay. Moreover, regular feedbacks on the improvement progress are given to customer experience officer, thereby creating a more comfortable community environment and effectively improving the service quality of a better home.

...

Covering **96** projects in **35** cities, with overall participation rate of **88%**

1,048 registered property owners, **233** certified customer experience officers and **45** candidates

Focusing on **13** scenarios and **60,354** customer experience evaluations, covering **274** experience evaluation dimensions

Flows of “Jinmao Community Customer Experience Officer Plan”



► Voices of Property Owners:

Property owner of Qingdao China Europe City · Jinmao Residence: Problems are always quickly solved, which also shows respect for me. Various activities are held from time to time, with positive impacts on the harmony between neighbors and the social atmosphere.

Property owner of Yizhuang Jinmao Palace, Beijing: Talking with my friends about Jinmao Services, all of us highly recognize it. Down-to-earth work style and convenience are of the most significance.

Providing High-quality Services

For a property service company, its vitality lies in “Service”. Jinmao Services pays close attention to new changes and new needs of customer service, accurately improves the service quality through the whole lifecycle of products, and constantly explores the management and service ability for diverse property types, full cycles and all scenarios.

Property management services

● Butler service:

Insisting on the considerate and online customer service, we offer the round-the-clock customer service hotline and Home APP, provide service oriented to property owners’ evaluation, and satisfy property owners with visualized, traceable and evaluable integrated services.

● Order maintenance and security:

We apply trinity management of man-powered, physical and technical defense to realize order maintenance and security protection for public security protection and management, fire control management and vehicle parking management within property management areas, with an aim to build “Jinmao Services Safety Communities”.



● Engineering maintenance:

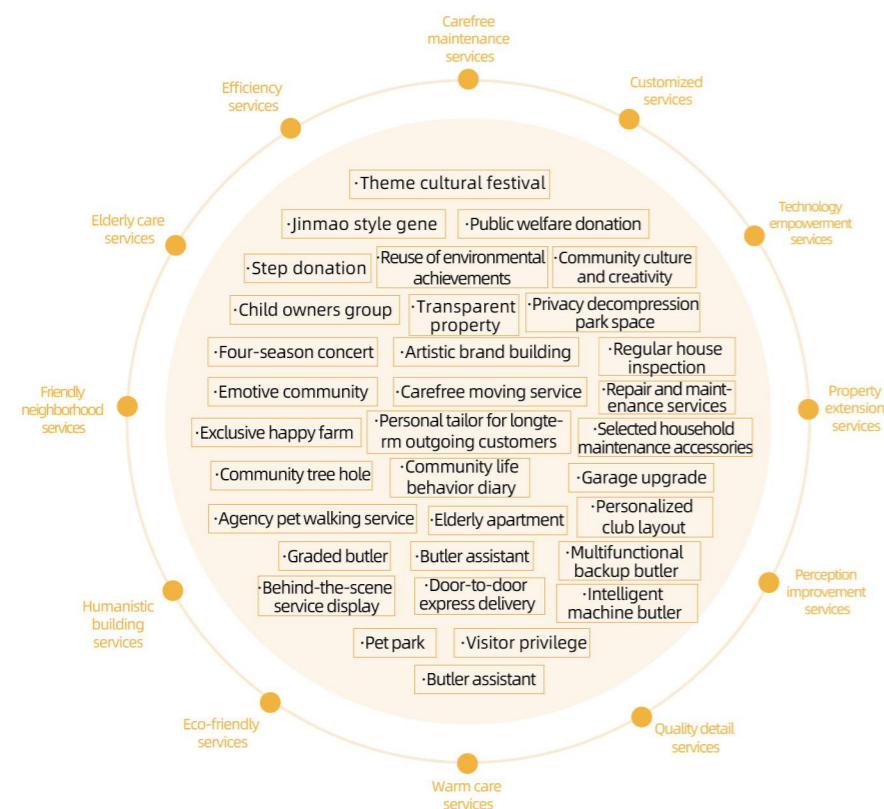
We adhere to specialized management of engineering and technical personnel, and outsource the maintenance tasks of special facilities and equipment in the industrial parks to professional companies. All in-service engineering personnel are qualified with certificates. Besides, we develop reasonable and professional maintenance solutions for different supporting facilities and equipment in the industrial parks to extend the service life of premises and facilities, and offer quick in-home maintenance to dispel the worries of property owners in daily life.

● Landscaping and cleaning:

To build “green homes” for customers, we set classical examples for slope gardens, showcase natural space beauty of “superb craftsmanship excelling the Nature”. We make cleaning work streamlined, standardized and procedure-based, offer “zero disturbance” life experience for customers, and provide clean, tidy and thoughtful cleaning services.

MOCO characteristics services

Jinmao Services always bears owner experience in mind. We deeply track property owner demand, and establish close ties between property owners and property management companies, the neighbors, the society, the culture and the Nature, so as to provide property owners with highly personalized, customized and diversified services, and empower the development of community residents throughout the whole life cycle with full value chain services. In 2022, MOCO High-end Service System was laurelled with Most Successful Design Award (Service Design Category).



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



Quality conference service



Exclusive reception

Value-added community services

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

• Yuelin • Asset;

We provide second-hand housing sales, leasing, new housing distribution, parking lot sales, property ownership transfer, transaction consulting, etc.

Advantages:

We provide services with proprietary asset service platform to enhance customer trust, expand customer base and expedite transaction cycle. Multiple network platforms are leveraged to display properties available for transaction and make agency transaction for properties online.

• Yuelin • decoration;

We have established a one-stop household products transaction platform to provide the supporting in-home solutions for home decoration, furniture, home appliances, soft outfit design, accessories, curtain, wallpaper, closed balcony and other aspects.

Advantages:

We can avoid quality after-sales risks in decoration and soft outfit design style matching, thus directly improving the move-in efficiency and comfort for property owners.

• Yuelin • housekeeping;

We offer high-quality housekeeping services including home cleaning, stone material maintenance, home appliances cleaning, furniture maintenance, dusting & mite removal.

Advantages:

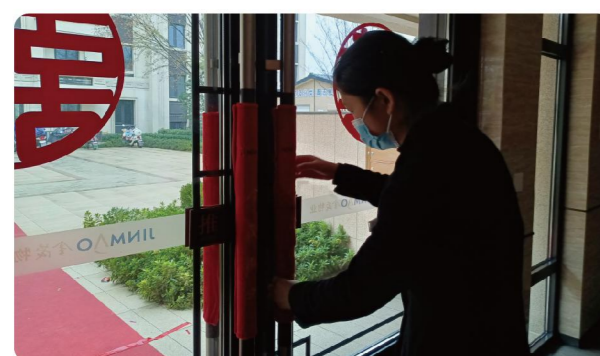
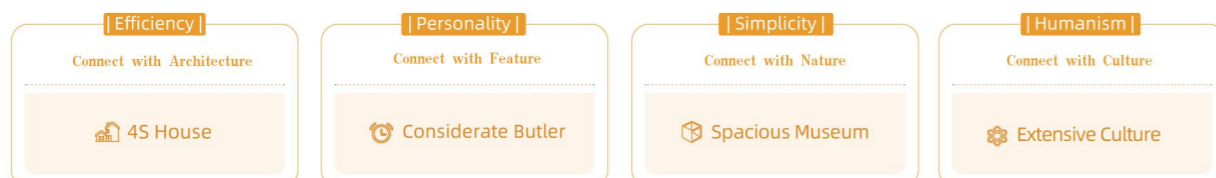
Our specialized and considerate services offer professional and modern family service experience for property owners.

• Yuelin • supplies;

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

Advantages:

Featuring top-quality and convenient life services, we aim to improve the living experience of property owners.



Warm heart service



Worry-free maintenance service

GOLDEN characteristics services

Targeting the features and needs of office building customers, Jinmao Services enables office building ecosystem elaborately with an focus on the long-term anti-inflation hedging capability and guaranteed brand service capability as expected by customers, by which we strive to improve the soft competitiveness of office buildings, and offer quality service experience for office building customers. In 2022, the pilot of GOLDEN Featured Services bore fruit in five office building projects, namely Chemsunny World Trade Centre, Xicheng Jinmao Centre, YouAn International Tower, Fengtai Jinmao Plaza and Jinmao Eco-Innovation Centre. In this way, Jinmao Services has been poised for standardized output and planned replication.



Home cleaning



Household appliance cleaning

Case: Advancing together with Jinmao and conveying wonderful lifestyle

Since March 2022, Nanjing Central City Company has launched a series of community activities in Nanjing, Wuxi, Nantong, Changzhou, Hefei and other places. Themed with “Advancing together with Jinmao towards Bright Future”, “MAO Neighborhood” Top-notch Community Building Plan has rolled out eight top-notch clubs specialized in basketball, yoga, table tennis and other sport items, attracting more than 300 property owners. This company makes the best of community culture to outline glorious landscape and lead the happy quality life, striving to create wonderful quality lifestyle which can provide joy for childhood and support for the elderly and make the public relax”.



Value-added non-owner services

Early intervention, sales assistance and demonstration area services and other value-added services are available to property developers. In addition, we keep exploring the management and service capabilities under diverse property types, full cycles and all scenarios.

• Early intervention services:

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

• Demonstration area services

Clinging to the "people-oriented + refined" service concept, we innovate in service contents, develop service models, and provide customers with one-stop and exclusive service experience, building up visibility and reputation of on-sale property projects.

Propelling Digital Empowerment

As a leading smart city company in China, Jinmao Services applies smart systems and digital tools to carry out digital services, promotes service upgrading with science and technology. In this way, we constantly improve service management efficiency and customer experience to provide customers with efficient, high-quality, considerate and smart services for better life.

Higher business processing efficiency

We upgrade our digital property management to promote the integration of business and finance, improve the internal management efficiency of communities, and develop smart management system.

By setting up financial middle office, we combine business system and accounting system in one, thus achieving automatic conversion of business data into financial vouchers in real time, automatic reconciliation and automatic verification. The budget system is also launched to fulfill budget target setting, target issuing, budget making and budget review online. In addition, we constantly improve the workflow of the integrated quality management system, and have formed closed operational loop for the auditing and inspection, optimized the auditing and inspection results, and improved processing efficiency.

Smart life experience

Through innovative technologies, such as artificial intelligence, Internet of Things, cloud computing and big data, Jinmao Services invests in high-level intelligent hardware and software to improve the life happiness and sense of security among property owners, and embeds smart services into daily life.



Intelligent assistant

Intelligent robot and automatic cleaning equipment efficiently work in community life. Express delivery sorting, garbage classification, community cleaning and many other services scenarios bring convenient, vibrant and intelligent experience for property owners and employees



Intelligent robot



Smart security

Smart monitoring system and face recognition system jointly erect a three-dimensional security line without any blind side for communities, thereby safeguarding the community safety all the time.



Smart lighting

Smart community lighting system can automatically adjust the brightness according to light intensity. Smart light pole can display such information as time and weather, and even has voice intercom function. It is deserved to be a guardian for happy community.



Smart light pole



Smart sprinkler irrigation

By sensing soil temperature and humidity, smart sprinkler irrigation system optimizes operational processes for employees, and makes intelligent information contribute to community landscape.



Smart sprinkler irrigation



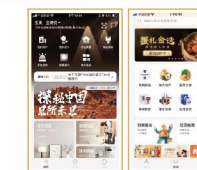
Smart fire control

By virtue of intelligent fire supervision system thanks to technological innovation, man-powered and technical defense are applied in a two-pronged manner to dynamically supervise community fire safety.



Intelligent APP

“JINMAO Luxuriance” APP, independently developed by Jinmao Services, brings together functions of property fee payment, property repair request, property work evaluation and commodity selection, designed to be always at property owners’ service.



“JINMAO Luxuriance” APP Interface

Diversifying Community Life

Aspiring to build cultural communities with ingenuity, Jinmao Services comprehensively upgrades property owner experience, works to create a pleasant, happy, heartwarming and livable surroundings for property owners, and commits to the glorious vision under the dreams of future human habitats and cities.

Launching community activities

Building a new ecosystem for sound community groups:

Jinmao Services actively launches various activities at three levels across the whole country, and gives impetuses to establishing property owner community groups with multiple interest types, which satisfies property owners’ actual demands, and promotes harmonious neighborhood. We continuously explore the possibility of operating community groups, and provide property owners with a new ecosystem for sound community group characterized by contribution, sharing and symbiotics.

• Launching cultural activities of community groups:

Relying on “MAO Neighborhood”, a dedicated neighborhood social contact platform, Jinmao Services launches differentiated and interesting cultural activities of community groups for property owners, to meet customers’ pursuit of a better life, present heartwarming community lifestyle, and set the pace for happy and quality life.

Up to now, “MAO Neighborhood” consisted of four sectors, namely, parent-child growth, health & sport, art of life and contribution to public welfare, benefits **231** communities and **83** projects across the country with more than **30** interest types. **12,380** property owners have their new friends with similar tastes and interests in a variety of community groups.



Pet Festival



Chinese-style Jinmao Palace Festival

Case: The first “Jinmao Community Spring Festival Gala”

Despite the COVID-19 impact, the First “Jinmao Community Spring Festival Gala” was successfully held online in cloud network space in the form of a live broadcast. Jinmao employees worked together to plan for, prepare for and present this gala, blending the community memory into the joy of the Chinese New Year. This nationwide Spring Festival gala recorded 251,000 views of prior trailer, 65,000 live viewers, more than 650,000 likes and more than 100,000 comments, thereby effectively narrowing the distance with the property owners and further groping for a new mode set to a better life in the future communities.



Supporting community development

Jinmao Services fulfills its commitment with practical actions, like meeting the cultural needs from property owners and supporting the sustainable development of communities. We escort the property owners’ happy and wonderful life.

Case: International Education Public Welfare Activity Base

To help the parents of Jinmao communities know well the professional education modes, keep abreast of the latest overseas study information of world-famous universities and have access to world-class quality education resources, “MAO Neighborhood” and Department of Overseas Education, China Overseas-Educated Scholars Development Foundation jointly established the International Education Public Welfare Activity Base. On June 19, 2022, the International Education Public Welfare Activity Base was successfully inaugurated. A series of online and offline academic lectures were delivered under the Jinlin Program, a top-notch community international education service project. In 2022, a total of seven online and offline lectures were delivered to more than 3,500 property owners.



Listening to Voices of Customers

Communication with customers is crucial approach for Jinmao Services to protect the rights of customers. We listen to the real voices and fundamental needs of customers on the community service experience, and accordingly optimize property services.

Customer satisfaction

In line with customer-centric philosophy, we gain insight into property owner’s needs, constantly improve service quality, and upgrade the service of property management industry. What’s more, multi-dimensional management of customer relations is realized to make customer evaluations more satisfying.

In 2022

the residential customer satisfaction was **93**(the sample size of the third party survey housing projects was 29,543), office building customers satisfaction was **100**(the sample size of the third party survey housing projects was 391), and other public buildings were **100**(the sample size of the third party survey housing projects was 36), sharply outperforming the industry average.



Customer privacy

Jinmao Services attaches great importance to customer privacy. According to the fundamental principles of explicit purpose, openness, transparency, security guarantee, informed consent and accountability, users’ personal information is collected, processed, used, saved and transmitted in accordance with the law.

The company actively carried out information security construction, established the Guidelines for Customer File Management, clarified the confidentiality system for customer information, and signed the Customer Information Confidentiality Agreement after the entry of employees in key positions. At the same time, the company uses CRM customer information management system for customer information management. Without the approval of the company’s process, the company can copy, take photos, print, copy, and copy any customer information by its position. It is illegal to engage in economic activities that result in information disclosure or information trading, and is subject to legal sanctions and dismissal by the company.

In 2022

there was no customer privacy leakage incident or related lawsuit.



Customer complaints

To respond to customer complaints, we set up diversified feedback channels, and standardize the management process of customer feedback and complaint resolution. Customer complaints can be reflected through the 400 service hotline and the project service hotline. The company sets up special personnel to handle and return the complaints, timely obtain customer improvement suggestions, and ensure that customer complaints are timely responded to and handled quickly.

In 2022

146 complaints were received, the complaint handling rate was **100%**, and the complaint satisfaction rate was **98.5%**

Case: Establishing VOC system operation and maintenance mechanism

“Voice of the Customer” (VOC) refers to feedback voices of customers on brands, products and services, including comments, expectations, preferences, among others. This mechanism helps Jinmao Services dynamically collect customer demand, experience and feedback node by node and further analyze customer feedback data, thus enabling data development and business optimization and ensuring high-quality service.

Constancy • Protecting Beautiful Environment

Jinmao Services always exemplifies the green and low-carbon sustainability concept, and comprehensively takes action for ecological protection. We provide trustworthy security for customers and employees, establish harmonious cooperative relations with supply chain partners, and commit to building a win-win ecosystem.

Contribution to the UN SDGs



CSR Story: “Low Carbon Campaign Towards Bright Future” Action

When the annual Tree Planting Day fell in March 2022, “Low Carbon Campaign towards Bright Future” Tree Planting Activity invigorated Nansha Jinmao Harbour in Guangzhou, Daxing Jinmao Residence in Beijing, Fengtai Jinmao Plaza in Beijing, Binhu Jinmao Residence in Hefei, Longxing International Eco Town in Chongqing and many other places and our property projects across China. Accompanied and instructed by property management team, the participating owners and children planted “Jinmao Tree” together. They hung green ribbons and wishing cards as a token of families on the trees, cherished green and low-carbon wish, and also sowed green seeds in their hearts. In addition to tree planting ceremony, publicity for low-carbon life concept and garbage classification knowledge, creative game of “Environmental Protection Knowledge Master”, community greening principle learning and other parts also excited the participants on the site, fully motivating them to keep enthusiastic and make in-depth exploration for connotation of environmental protection. This activity was not only praised by the majority of owners, but also showed the determination of Jinmao Services on the way to a green, sustainable and beautiful lifestyle.

In 2022

“Low Carbon Campaign Towards Bright Future” Action was launched in **42** projects across **22** domestic cities, which has already emerged as “best practice of energy saving and carbon reduction under FORUS System”^{Note}.



Making green low-carbon wishes



Planting “Jinmao Tree”

Note: FORUS System; refers to Sinochem HSE leader system (i.e. "Fore Runner System"), and Sinochem to build a "world-class comprehensive chemical enterprise" and "global HSE leader" vision in the same line, aimed at promoting the continuous progress of HSE management, and strive to create a harmonious coexistence of the better world. Its literal meaning is "for us", that is, to provide healthy and safe working conditions for employees, to provide green and safe products and services for customers, to create benefits for shareholders, to create greater value for the society, and to achieve sustainable development of business

Steering City Ecosystem

High-quality urban development is indispensable from the protection of ecological environment. Jinmao Services constantly improves the environmental management system, alleviates the adverse impact on the ecological environment in the operation process, and propels the development and innovation of green property.

Green operations

Jinmao Services always complies with national policies on environmental protection and energy saving. According to *Environmental Protection Law of the People's Republic of China and Environmental, Social and Governance Management Standards of China Jinmao*, Jinmao Services has formulated relevant documents, including *Work Instruction for Energy Conservation and Emission Reduction, Work Instruction for Waste Management, Measures for Work Instruction of Environmental Protection, Chemicals Safety Management Standards and Solid Waste Management*, to keep improving the environmental management system. We have set up a leading group for FORUS System promotion to take charge of advancing FORUS System as a whole, demonstrate best practices of energy saving and carbon reduction under FORUS System, and constantly improve the corporate environmental performance.

As a service-focused company, Jinmao Services has never exerted severe negative impacts on the environment and natural resources. We always maintain the green plants in the industrial parks according to the regional and seasonal conditions, sweep the roads and eliminate the four pests (rats, bedbugs, flies and mosquitoes). While improving the living experience for owners, this also minimizes the impacts on the surrounding ecosystem of the communities.

Energy conservation and environmental protection in 2022

Indicator	Goal	Performance
Environmental pollution incident	0	0
Rate of pollutant discharge up to standard	100%	100%
Standard disposal rate of hazardous wastes	100%	100%
Year-on-year decrease in CO2 emissions per RMB 10,000 of revenue	2%	11.68%

Use of resources

Jinmao Services strictly abides by laws, regulations and standards governing resource use and comprehensively intensifies management of energy and water resources to effectively improve the use efficiency of resources and energy.

Energy management: We vigorously advance energy saving and emissions reduction. For example, we prepare *Ledger of Project Energy Consumption Measurement*, take targeted energy-saving measures (such as thermal station renovation, air conditioning renovation and lighting retrofit), and give energy saving knowledge trainings to improve energy saving awareness of employees. The energy-saving optimization is promoted from the perspective of corporate operation management in an all-round manner.

In 2022

209 energy-saving renovation projects were launched, **1.374** million yuan of energy consumption expenditure was saved; **8** energy-saving knowledge trainings were provided for more than **603** person-times.

Water resource management: We carry out the repair, maintenance and walkaround inspection of water supply equipment, pipelines and valves as planned to promptly troubleshoot, and avoid venting, emission, dripping or leakage. Besides, we strengthen the management of water for cleaning and greening, rationally plan for water intake points and past water-saving signs. Rainwater or reclaimed water is used as much as possible for greening based on reasonable irrigation plans. Strictly control the water level of all kinds of reservoirs (boxes), water features, swimming pools, regularly check the operation of relevant water supply (water supply) equipment, regularly check the pool (boxes), water features for leakage.



Resource consumption

Indicator	2020	2021	2022
Comprehensive energy consumption (tons of standard coal)	10,133.71	12,502.00	14,728.07
Comprehensive energy consumption per RMB 10,000 of operating income (10,000 tons of standard coal/RMB 10,000)	0.11	0.08	0.06
Electricity consumption (GWh)	7,178.31	8,753.18	10,249.73
Natural gas consumption (10,000 m3)	82.50	109.88	132.34
Diesel consumption (ton)	10.13	7.00	11.4
Petrol (liter)	4,018	3,640	3,283
Outsourced heat (GJ)	5,723	7,882	14,753.08

Note: The statistical scope includes the central city subsidiaries of Jinmao Services in Shanghai, Beijing, Guangzhou, Nanjing, Qingdao, Fuzhou, Changsha, Chongqing and Beijing Office Building Management Center as well as Jinmao (Shanghai) Property Service Co., Ltd.



Addressing climate change

Reducing carbon emissions and achieving the "double carbon" goal to deal with climate change has gradually become a global consensus. In order to better help the country achieve the "double carbon" goal, the company actively responds to and adopts energy-saving and emission reduction measures. By accepting third-party carbon emissions verification of property projects across Beijing, Jinmao Services continuously tests and improves the effectiveness of greenhouse gas (GHG) management, and strives to reduce the greenhouse gas emissions generated in the operation.

GHG emissions ^{Note}

	Total GHG emissions (Scope I + Scope II) (tCO2e)	Direct GHG emissions (Scope I) (tCO2e)	Indirect GHG emissions (Scope II) (tCO2e)	GHG emission density (tCO2e/m2)
2022	80,579.47	2,904.59	77,674.90	0.33

Note: GHG emissions are the sum of direct emissions (Scope I) and indirect GHG emissions (Scope II). Direct GHG emissions (Scope I) include GHG emissions generated from the consumption of natural gas, diesel and gasoline. Indirect GHG emissions (Scope II) include GHG emissions generated from the consumption of electricity and heat. Jinmao Services calculated according to the calculation formula and coefficients in the Greenhouse Gas Emission Accounting Methodology and Reporting Guidelines for Public Building Operators (Trial), which covers the central city subsidiaries of Jinmao Services in Shanghai, Beijing, Guangzhou, Nanjing, Qingdao, Fuzhou, Changsha, Chongqing and Beijing Office Building Management Center as well as Jinmao (Shanghai) Property Service Co., Ltd.

Emission management

In strict compliance with relevant laws and regulations, such as *Law of People's Republic of China on the Prevention and Control of Atmospheric Pollution*, *Law of the People's Republic of China on Prevention and Control of Water Law* and *the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* Jinmao Services proactively identifies possible environmental pollution risks in operation, promotes waste sorting as a whole, develops waste sorting management solutions, and commits itself to reducing the discharge of waste water, waste gas and solid wastes.

Major emissions ^{Note}

	COD emissions (ton)	Ammonia nitrogen emissions (ton)	Wastewater emissions (ton)
2022	68.35	8.76	398,475.9

Note: The disclosure scope of major emissions in 2022 included Sinochem Tower, Chemsunny World Trade Center and Nanjing Ninggao International Property Consultancy Co., Ltd.

Waste discharge ^{Note}

	Non-hazardous waste (ton)	Density of non-hazardous waste (ton/RMB 10,000)	Hazardous waste (ton)	Density of hazardous waste (ton/RMB 10,000)
2022	148.82	0.00061	8.97	0.0000368

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

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

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

About treatment of hazardous wastes

Hazardous waste involved in the company's operations is entrusted to professionally qualified companies for disposal.

Case: Installing household waste transfer stations

In order to avoid resident complaints and other risks, Jinmao Services coordinated relevant governmental resources and installed closed-type household waste transfer stations. This resolved the problem of no place to store, classify and transfer project-purpose household waste cans. Project-purpose household waste transfer stations are also used to publicize and guide residents to consciously classify and take out waste to designated points. This move not only effectively improves the project environment, but also greatly develops the awareness and ability of surrounding residents for waste sorting.



Green office

In routine operation, with higher efficiency of resource use and work efficiency as the goal and resource saving the priority, Jinmao Services ramps up efforts on the management of office supplies and takes sharing and recycling measures to put an end to extravagance and waste. We call on all employees to start with the little things around them and develop a good habit of saving electricity, water and paper in every way, thereby jointly creating a workplace and living environment that advocate environmental protection and energy saving.



Pasting the signs on electricity and water conservation

Green charity

Jinmao Services vigorously advocates the concept and behavior of low-carbon life by launching various charitable activities on environmental protection. Through official website, WeChat account and other social media platforms, we publish theme day articles, posters and videos to convey low-carbon knowledge and spread the concept of energy saving.



Theme day posters

Case: Jointly launching “Green and Low-carbon Walk for Good Health” campaign

In celebration of the great victory of the 20th CPC National Congress and to advocate environmental protection, the Party Branch of Jinmao (Shanghai) Property Service Co., Ltd. and the Party Branch of Shanghai Dongfang Road Branch of China Construction Bank jointly held the “Green and Low-carbon Walk for Good Health” campaign on October 21, 2022. Themed with “low carbon, environmental protection and green trip”, the campaign witnessed that nobody dropped out from the whole 10-km journey. All participants withstood the double test of perseverance and physical strength. This campaign not only radiated the spirit of Jinmao Services people, but also cemented the cohesion of the whole team and engraved the idea of healthy life among participants.



Building a Fortified Safety Line

Jinmao Services constantly gains ground in FORUS System and continuously improves the safety performance in operation, striving to reduce foreseeable risks. Offering customers green and safe products and services, we also provide employees with wholesome and safe working conditions, and comprehensively consolidate the safety foundation.

Customer safety

Jinmao Services strictly abides by the *Work Safety Law of the People’s Republic of China*, *Fire Protection Law of the People’s Republic of China* and other laws and regulations, constantly refines the *Measures for Safety Management*, *Measures for Fire Safety Management*, *Measures for Electrical Safety Management* and other policies and response processes. Accordingly, scientific and standardized management mechanisms are established and improved to provide multi-dimensional protection for customer safety.

Safety goals and performance in 2022

Indicator	Goal	Performance
Number of fire control and work safety accidents	0	0

Work safety management

Position-based “three standardizations”: We have issued the *Implementation Work Plan of Position-based “Three Standardizations”* and *Position-based “Three Standardizations” and Evaluation Criteria*, which further review and standardize the position duties, work tasks, work procedures and work standards of employees. The documents will stimulate employees to work strictly in accordance with standardized procedures, and achieve clean and tidy workplace, distinct sign, orderly placement and minimal risk.

100-day Safety Competition: We have issued the *100-day Safety Competition Action Plan*, based on which to foster awareness of “Safety Development” and “Science First”, further clarify safety responsibilities of operational steps and various positions, strengthen the felt leadership, eliminate hidden dangers of accidents, further advancing safety management and realizing the goal of “zero accident”.

Hidden safety danger management

According to the *Management Standards for Investigation and Treatment of HSE Hidden Hazards*, Jinmao Services comprehensively carries out risk identification and hidden danger inspection and management to promptly follow up and rectify the problems and prevent them from happening. The key inspection items include fire safety, electrical safety, gas safety, elevator safety, electric vehicle safety, flood prevention and anti-thunder.

Case: Inspection of hidden fire safety dangers

In September 2022, a fire disaster hit the Hehuayuan China Telecom Building in Changsha, which caused a sensation around the topic of high-rise fire control again. Jinmao Service Changsha took this as a warning, and held a special meeting on the inspection of hidden fire safety dangers. It made detailed plans for key projects, key areas and key personnel dedicated to inspection of hidden fire safety dangers, and did its best to thoroughly inspect hidden dangers and avoid accidents.



On-site inspection of hidden fire safety dangers

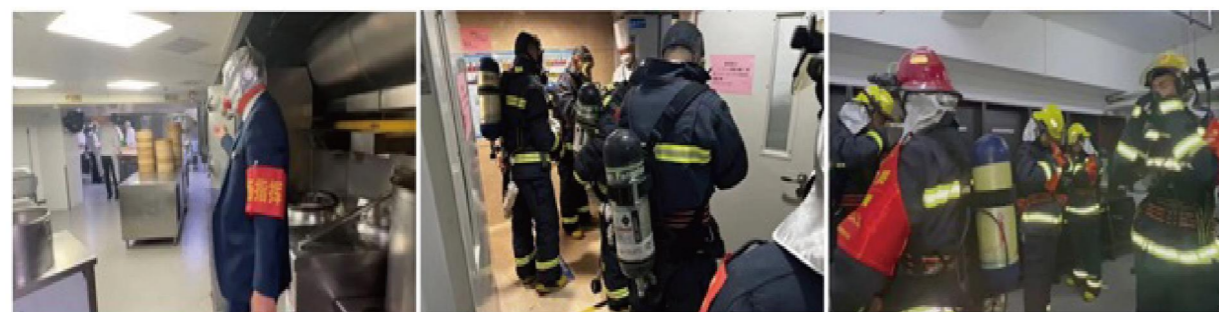
Emergency management

To improve emergency plan management mechanism, Jinmao Services formulates emergency drill plan, and launches “Emergency Scenario Construction” and “Emergency Capability Evaluation”, to minimize casualties, property losses and reputation tarnishing caused by the emergencies to the utmost extent.

In 2022

1,760 emergency drills were conducted in an orderly manner according to the drill plan.





On-site fire safety emergency drill

COVID-19 control

In 2022, Jinmao Services actively implemented the requirements of higher authorities and local government for COVID-19 control, and adjusted the leading group and task force for COVID-19 response. We revised special emergency plans for epidemic control, adopted digital and intelligent means, and stringently conducted environmental disinfection, cleaning, QR code scanning registration, body temperature measurement and reminder for mask-wearing. Thus, the order related to epidemic control was well maintained, satisfying the daily needs of owners to the utmost extent. Thanks to these efforts, Jinmao Services received 175 commendations in recognition of its epidemic control, without liability for any epidemic control incident.



Environmental disinfection



Purchase of daily supplies for owners



Helping owners feed their pets

Safety concept publicity

Based on online and offline channels, such as publishing WeChat articles, posting safety slogans, erecting safety-related display boards and organizing “Open Day of Property Manager”, Jinmao Services publicizes fire safety knowledge, emergency rescue knowledge and other knowledge to owners, disseminating safety culture and creating safe climate.



Open Day of Property Manager



Safety publicity slogans



Display boards for publicity of facility safety

Employee health

Jinmao Services, all the time, pays attention to the health and safety of every employee. We continue to improve occupational health management, and gain stronger safety ability and raise safety awareness of employees through safety trainings, audit inspections and problem notification. There was no general or above work injury accident in the past three years.

Number of work-related fatalities and lost working hours

Indicator	2020	2021	2022
Work-related fatalities	0	0	0
Percentage of work-related fatalities (%)	0	0	0
Lost days due to work injury	502	453	150

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

Occupational health and safety management

Strictly abiding by laws and regulations, such as, the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases*, Jinmao Services improves occupational health and safety management system, enforces the *Measures for Occupational Health Management*, and constantly optimizes working conditions. Besides, we furnish employees with labor protection supplies and continuously beef up epidemic control, to protect their occupational health and safety.

Occupational health and safety trainings

Safety publicity and education campaigns and safety knowledge trainings are launched in various forms, including learning of *Work Safety Law of the People's Republic of China* position training, professional skills competition and safety knowledge competition, etc., which have further popularized labor safety knowledge and raised the self-protection awareness of employees.

Work safety trainings for employees

Indicator	2020	2021	2022
Work safety training sessions	3,840	4,060	6,301
Work safety training hours (hour)	4,356	4,756	7,881



Position training



Safety knowledge competition



Professional skills competition

Devoting to Win-win Cooperation

Together with suppliers, we shoulder the mission and responsibility for the industry, and leverage our complementary resources and advantages to meet challenges, and build a sound, stable and harmonious industry ecosystem, realizing the collaborative development.

Supplier management

In strict compliance with the *Bidding Law of the People's Republic of China*, Jinmao Services develops relevant tendering and procurement systems, such as the *Measures for the Management of Bidding Procurement*, and *Measures for the Management of Supplier* and *Work Instructions for Bidding Procurement*. We also work to build a sound supplier management system of “choice, hiring, cultivation and retention”, and draw a whole-life-cycle management map of suppliers to develop detailed management requirements of various steps. In 2022, 850 suppliers partnered with Jinmao Services.

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

Number of suppliers in Headquarters and subsidiaries

Headquarters functional departments	55	Chongqing Central City Company	40	Fuzhou Central City Company (to be established)	38
Beijing Central City Company	162	Guangzhou Central City Company	53	Beijing Office Building Management Center	151
Shanghai Central City Company	176	Nanjing Central City Company	125	Huimao Building Technology (Beijing) Co., Ltd.	16
Changsha Central City Company	112	Qingdao Central City Company	48		

Transparent procurement

We sign the *Transparent Bidding Procurement Agreement* with suppliers, make clear anti-corruption provisions, announce the phone numbers of corporate discipline inspection personnel, and arrange for regular inspections and special inspections to prevent corruption incidents.

Supplier performance

As the procurement principles of the *Measures for the Management of Bidding Procurement* clearly stipulates that, on an equal footing, environment-friendly, energy-saving and consumption-reducing products must be preferred, which shall be applied by means of technical bid evaluation and execution process inspection. In the process of supplier pre-qualification, suppliers need to sign a letter of commitment of social responsibility and make cooperation commitments on environmental protection, human rights, fight against child labor, anti-corruption and other related contents, which will be reviewed by Jinmao Services annually. If any illegal acts, including child labor and forced labor, are found, we will immediately terminate the cooperation.

In 2022

we assessed **816** suppliers. Among them, **96%** of suppliers participated in the performance assessment.



Exchange and cooperation

To promote the long-term development of the whole industry, Jinmao Services keeps on more frequent exchanges and cooperation with local governments, associations, universities and enterprises, takes an active part in the preparation of standards, and shares relevant experience. In 2022, five new city service projects were signed with Ganjiang, Aojiang, Jinhua, Boshan and Xuzhou, and strategic cooperation with Shouguang City Investment Holding Group Co., Ltd., Zhongguancun Science City, China General Technology (Group) Holding Co., Ltd. was launched. We thus have built a win-win development platform and incubated diversified cooperation opportunities.

Case: Jointly compiling the *Guidelines for Building Safe Communities with Residential Property Services*

Jinmao Services actively pushes forward innovative research projects. Built on the achievements in the field of Health, Safety and Environment (HSE) in recent years, together with China Occupational Safety and Health Association, China University of Geosciences and other external organizations, we jointly compiled the *Guidelines for Building Safe Communities with Residential Property Services*. The move not only outreaches and refines the work on safe community, but also effectively impels our HSE branding and the benign development of the industry.

Case: Partnering with Shandong Bozheng Investment and Developing Group in the drive for city upgrading

On November 2, 2022, Jinmao Services formally signed a strategic cooperation agreement on city property services with Shandong Zhongbo Industrial Development Co., Ltd., a subsidiary of Shandong Bozheng Investment and Developing Group. On the basis of preliminary survey and negotiation, Jinmao Services conducted omnibearing property management for outdated residential communities without any property manager, and undertook many business projects, including operation of municipal spaces, office buildings of administrative institutions and industrial parks. Jinmao Services helped improve the life quality of urban residents, and made due contributions to the economic and social development of Boshan District, Zibo City, Shandong.



Eternal Virtue • Contributing to a Harmonious Society

Committed to the people-oriented employment, Jinmao Services actively fulfills its corporate social responsibility and provides a platform for employees to realize their own value. In addition, we sincerely give back to the society to contribute more to a harmonious society.

Contribution to the UN SDGs



CSR Story: “Action of MAO Neighbors” cares for children in remote mountain areas

In 2022, the "MAO Neighborhood" community of Jinmao Services, together with the “Warm Current” project of China Social Welfare Foundation, launched a public welfare project “Action of MAO Neighbors” to care for the children in remote mountain areas. We mobilized our staff and owners in Jinmao community to provide those children with daily necessities and educational supplies based on a series of online and offline donations, striving to be a practitioner, promoter and advocate of charity cause.

Tencent’s “99 Giving Day” online donation

On September 9, 2022, Tencent embraced its eighth "99 Giving Day" public charity campaign. The "MAO Neighborhood" community of Jinmao Services launched its online donation, “Action of MAO Neighbors”, on the Tencent’s public welfare platform. The event garnered a total of 1,345 donations by the owners and employees of the Company with the accumulation of RMB 38,803.



“99 Giving Day” online donation

Offline charity events

From October to November 2022, we organized offline second-hand charity bazaars and used goods recycling in Jinmao communities nationwide. Despite the severe Covid-19 impact, there were 253 owners and children in 27 Jinmao communities nationwide participating in this event, accumulating a total of RMB 8,255.



Used goods recycling

Second-hand charity bazaar

Donation ceremony of welfare goods

Jinmao Services continues to donate goods through "Warm Current" project to help the children in remote mountain areas. The project and Wugang Municipal Committee of the Communist Youth League visited the Wanglou Elementary School in Zaolin, Wugang and Bazhang Elementary School in Chushan, Xiping respectively on December 29, 2022 and January 9, 2023, and held the ceremony to give out the "Warm Current" packs to local children. The project donated down jackets, scarves, leather boots and other supplies that protect them from cold weather to more than 250 rural students in several rural elementary schools.



"Warm Current" donation in Wugang, Henan Province

Supporting Employee Growth

Jinmao Services sets store by the protection of employees’ rights and continues to improve its management policies on compliant employment, compensation and benefits, recruitment, promotion, training and development. We work to create an equal and harmonious workplace in favor of better employee development.

Employee rights

Strictly abiding by the *Labor Law of the People’s Republic of China*, the *Law of the People’s Republic of China on the Protection of Minors* and other laws and regulations, the Company establishes sound internal management mechanisms and systems to fully protect the legal rights of employees in the workplace, including recruitment, promotion, separation, compensation and benefits, and social insurance.

Compliant employment

We have established the social management system, SA8000 Standard, and strictly implement the standards on labor rights protection. In terms of recruitment, we ensure the fair, just and open recruitment process regardless of their social status, such as ethnicity, nationality, religion, sexual orientation, political orientation, and marital status, to effectively protect the lawful rights of employees.

In terms of employment, we prohibit the hiring of workers under the legal working age and firmly resist such improper practices as forced labor, harassment and abuse. To realize diversified and inclusive talent cultivation, we recruit talented people through multiple channels and create a diversified and harmonious workplace.

At the end of 2022

Jinmao Services had **2,614** employees in total, all of whom were full-time.

The Company had **100%** labor contract signing rate.

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

Employee employment situation in 2022

Employment		2022	Employment		2022
Total employees (headcount)		2,614	Headquarters Functional Departments (headcount)		128
By gender	Male employees (headcount)	1,640	Beijing Central City Company (headcount)		299
	Female employees (headcount)	974	Shanghai Central City Company (headcount)		312
By age group	30 years old or younger (headcount)	615	Changsha Central City Company (headcount)		259
	31-50 years old (headcount)	1,846	Chongqing Central City Company (headcount)		148
	51 years old or older (headcount)	153	Guangzhou Central City Company (headcount)		169
By educational background	Master’s degree or higher (headcount)	106	Nanjing Central City Company (headcount)		301
	Bachelor’s degree (headcount)	941	Qingdao Central City Company (headcount)		184
	Junior college or lower (headcount)	1,567	Fuzhou Central City Company (to be established) (headcount)		115
Other indicator data	New employment number (headcount)	705	Jin Mao (Shanghai) Property Management Co., Ltd. (headcount)		235
	Percentage of female management (%)	28.94%	Beijing Office Building Management Center (headcount)		307
	Proportion of employees from minor ethnic groups (%)	3.52%	Chuangmao Technology (Beijing) Co., Ltd. (headcount)		58
			Huimao Building Technology (Beijing) Co., Ltd. (headcount)		80
			Maotang Property Management (Shanghai) Co., Ltd. (headcount)		19

Employee turnover in 2022

Employee turnover	2022	By geographical region	
Employee turnover rate (%)	22.97%	Headquarters Functional Departments (%)	19.21%
By gender		Beijing Central City Company (%)	23.22%
Male (%)	23.36%	Shanghai Central City Company (%)	21.83%
Female (%)	22.30%	Changsha Central City Company (%)	23.99%
By age group		Chongqing Central City Company (%)	31.72%
30 years old or younger (%)	25.6%	Guangzhou Central City Company (%)	39.41%
31-50 years old (%)	23.06%	Nanjing Central City Company (%)	21.14%
50 years old or older (%)	4.29%	Qingdao Central City Company (%)	15.83%
By geographical region		Fuzhou Central City Company (to be established) (%)	36.02%
Master's degree or higher (%)	16.38%	Jin Mao (Shanghai) Property Management Co., Ltd. (%)	9.02%
Bachelor's degree (%)	23.04%	Beijing Office Building Management Center (%)	11.78%
Junior college or lower (%)	23.31%	Chuangmao Technology (Beijing) Co., Ltd. (%)	--
		Huimao Building Technology (Beijing) Co., Ltd. (%)	--

Compensation and benefits

While actively implementing the *Social Insurance Law of the People's Republic of China* and other local rules, we improve our internal compensation and benefits management system to protect employees' lawful rights in labor remuneration, social insurance, working hours and holidays as required by the national law.

In terms of compensation, we continue to improve the compensation management system based on job value, personal competency and performance, striving to offer employees more competitive compensation and benefits for stronger attraction, retention and motivation. In terms of benefits, we provide five social insurance and housing fund, paid holidays, supplementary medical insurance and other benefits for employees, including nursing and maternity leaves for female employees. Furthermore, employees are entitled to for benefits for their birthdays, retirements, and major holidays and employees in dire straits are provided with additional benefits.

Democratic communication

To hear employees' voices, we strengthen two-way communication between the management and employees and develop a multi-channel communication mechanism. For example, the labor union, worker's congress and independent coordination groups are leveraged to provide timely feedback and solutions to employees' demands and expectations, thus improving employee satisfaction. In the meantime, we continue implementing the *Measures for Strengthening the Management of Mass Work*, deepen the democratic management and conduct supervision and inspection, satisfaction survey, and opinion collection on a regular basis, to protect employees' rights to know, participate, express and supervise.

In 2022

the employee satisfaction hit **88.6%**, a **6.24%** increase from 2021.



Jinmao Services quarterly labor union activities

Employees care

Prioritizing employee well-being, Jinmao Services advocates work-life balance, and carries out diverse activities, such as, holiday celebrations and birthday parties, to help employees relieve stress at work, and improve their sense of belonging and cohesiveness.

In addition, we offer help for employees in difficulty, regularly pay sympathy visits to front-line employees and distribute allowances to the impoverished or disabled families of employees to enhance their cohesiveness and sense of happiness.

In 2022

Jinmao Services developed **131** staff associations and carried out **600+** cultural and sports activities in various forms, including outdoor outreach activities, fun activities and sports events. A total of **81,108.21** yuan was distributed to **80** employees.



Employee birthday celebrations



Activities on Women's Day



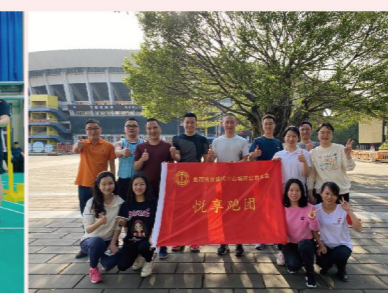
Employee fun sports meeting

Case: Creating a series of "Yuexiang" activities for employees

In 2022, Jinmao Services carried out multifarious outreach activities, which had been developed as "Yuexiang" activities. Consisted of basketball team, badminton team, table tennis team and running team, it promoted the physical and mental health of employees, released their stress at work and enriched their cultural life.



"Yuexiang" Badminton



"Yuexiang" Running Team



"Yuexiang" Basketball

Employee training and development

Jinmao Services has formulated *Staff Training Management Standards* and other policies, and established a multi-dimensional training system for employees in different business fields, at different development periods and different jobs. We encourage multi-channel development of employees and commit to building talent teams.

Multi-dimensional training system

The Company designs targeted training programs in four dimensions of leadership, professionalism, capability and innovation, to create a management talent team with entrepreneurial spirit, a professional talent team with practical spirit, a skilled talent team with craftsmanship, and a new business talent team with innovative spirit.

In 2022

The total number of trainees was **10,652**, with the employee coverage of **100%**.

The total hours of training was **44,614**, with an average of **17.25** hours per employee.

The Company invested a total of RMB **1.28** million for all trainings.

Employee training data

Employee Structure

By gender	Training hour of male employees (hour)	28,118
	Percentage of male employees trained (%)	100%
	Training hour of female employees (hour)	16,496
	Percentage of female employees trained (%)	100%
By rank	Training hour of senior employees (hour)	216
	Percentage of senior management trained (%)	100%
	Training hour of mid-level management (hour)	5,158
	Percentage of mid-level management trained (%)	100%
	Training hour of ordinary employees (hour)	39,240
	Percentage of ordinary employees trained (%)	100%

Case: Diversified training programs for employee development

In 2022, in order to deepen the empowerment of the management echelon and activate the endogenous blood-making function of the organization, Jinmao Services relied on the company's strategic talent training program and promoted the implementation of "Ling Yun", "Zhu Jin" and "Dian Jin" training programs to achieve a comprehensive and deep empowerment of middle and senior management talents, project managers and supervisors. "At the same time, the company carried out thematic training for different groups of employees and built special courses for key business lines. Based on diversified training system, we kept improving the business competency of employees, thus effectively promoting their development built on their positions.



Multi-channel development system

The Company establishes and improves the talent development system, builds the competency models of "striving", "winning" and "forward-looking" for the primary-level, mid-level and senior managers respectively. Based on the annual talent review and X-in action, we not only select those talents with high potential and performance, but also help employees draw up IDP plans for their development. Besides, for employees at different levels, we differentiate incentive schemes, including immediate incentives, quantitative assessment incentives for primary-level employees, value-added incentives, investment incentives and some pilot incentives.

Case: Creating a youth development program

In 2022, Jinmao Services provided targeted training for outstanding young talents and developed the "Rising Plan" and "Pioneer Plan". Through selection, training and support, we strive to promote the initiatives of young personnel by mechanism and spur potential by empowerment, helping them grow into talents step by step. The empowerment and promotion in this way aim for the rapid growth of young talents.



Practicing Responsibility

Jinmao Services is dedicated to creating a harmonious and better social environment. While actively developing its own business, the Company actively undertakes the social responsibilities given by the times and the country, actively participating in community development, charity, rural vitalization, volunteer services and other activities. Through those actions, we show our kindness and determination to convey hope and beauty to the society.

Community engagement

Drawing on our property services, we mobilize owners to build an inclusive and harmonious community with concrete actions, including promoting educational support, caring for the disadvantaged and improving people's livelihood. Give full play to the vanguard role of the Party and the Youth League, and actively carry out community volunteer services such as free health diagnosis, assist community nucleic acid testing, fire safety publicity, and so on, so as to help community harmony with practical actions. As a responsible Chinese enterprise, we always fulfill our mission as a central state-owned enterprise and facilitate local employment.



Carry out warm winter action



Assist in community nucleic acid testing

As of the end of 2022

the Company hired **1,222** local employees, accounting for **47%** of its workforce.

In 2022, the Company newly hired **196** local employees.

Case: Promoting anti-fraud publicity to raise people's awareness on fraud prevention

To ward off the threat of telecom fraud to people's financial security, Jinmao Services, together with the police, carried out the anti-fraud publicity in several communities. Anti-fraud knowledge was popularized by putting up posters, hanging banners and displaying boards, which also served as a "firewall" to protect the people's "money bag".



Charity

Aside from offering quality services, Jinmao Services persistently explores ways to increase people's well-being and implements the requirements of national rural vitalization. Engaging in social welfare cause, we also carry out social welfare and charity activities.

In 2022

Jinmao Services donated RMB **200,000** to support the collective economy of herbal medicine planting industry in Xinchengzi, Linxi, Chifeng, Inner Mongolia, the region where Sinochem Holdings provides its targeted support.

Case: Donating books to fuel students' dreams

In 2022, Jinmao Services continued to encourage more people to join the book donation for children in Chengguan Elementary School in Gulang, Gansu Province, offering rich learning resources to help them realize their dreams. A total of 838 books were donated by employees and owners.



Case: Purchasing agricultural products to support rural vitalization

Jinmao Services purchased agricultural products in different regions to help people that have just shaken off poverty address agricultural stagnation. Especially amid the COVID-19 pandemic, we built a "lifeline" for the unsold agricultural products and purchased them as employee welfare supplies. In this way, we balanced poverty alleviation and employee care, which is the manifestation of our sense of responsibility. In 2022, we purchased a total of RMB 292,900 worth of products to assist areas in need.



Outlook 2023

The 20th CPC National Congress presented a roadmap that the next five years will be crucial for getting our efforts to build a modern socialist country in all respects off to a good start, which also guides the cooperate development. Looking ahead to 2023, Jinmao Services will adhere to the original aspiration of "Think Far, Grow Further", promote our high-quality development from the six CSR fields at full capacity and integrate the ESG factors into corporate decision-making and daily operation to actively fulfill our corporate and social responsibility.

Responsible for customers

Adhering to the customer-oriented values, we will continue to improve our customer service quality, seek excellence and build a service value chain with full life cycle.

Responsible for economy

We endeavor to implement the development strategy featured by "High, Comprehensive, Innovative and Fast" and ensure the rapid growth of our core business and the efficiency of management. We will further explore the corporate value with our industry-leading commercial operation capability to improve quality and efficiency, thereby creating more value for our shareholders.

Responsible for employees

We will continue to improve the multi-dimensional training system and multi-channel development system for employees, deepen democratic management, and create a united, friendly, healthy and warm workplace to realize both corporate value and employee value.

Responsible for partners

We will build a more fair and just supplier management mechanism and adhere to transparent procurement and honest cooperation. We seek to forge a win-win relationship with our partners to promote the sustainable and healthy development of the industry.

Responsible for the environment

We will advance the implementation of China's "30·60" Decarbonization Goal, practice low-carbon and green sustainable development through energy-saving technology and management and integrate the sustainability concept into our business operation and office work, contributing to China's pledge to realize carbon neutrality by 2060.

Responsible for the public

We will firmly assume the corporate social responsibility and strive to build a better community. We will engage in charity to help the disadvantaged groups and play a part in national rural vitalization. We aim to give our development results back to the public, thus contributing to a more harmonious and better society.

Appendix

Indicator Index

Major category	Content	Location
A.Environmental		
Aspect A1: Emissions	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	P28
A1.1	The types of emissions and respective emissions data.	P28
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P28
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P28
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P28
A1.5	Description of emission target(s) set and steps taken to achieve them.	P26, P28
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	P26, P28

Major category	Content	Location
A.Environmental		
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	P26
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	P27
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P27
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	P26
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	P27
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable (The company is a service business and is not involved in product packaging)
Aspect A3: The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	P26
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P26
Aspect A4: Climate Change	General Disclosure: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	P28

Major category	Content	Location
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact the issuer, and the actions taken to manage them.	P28
B. Social		
Employment and Labor Practices		
Aspect B1: Employment	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	P38–P39
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	P38
B1.2	Employee turnover rate by gender, age group and geographical region.	P39
Aspect B2: Health and Safety	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	P31–P32
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	P32
B2.2	Lost days due to work injury.	P32
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	P31–P32
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	P41–P42

Major category	Content	Location
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P41
B3.2	The average training hours completed per employee by gender and employee category.	P41
Aspect B4: Labor Standards	General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	P38
B4.1	Description of measures to review employment practices to avoid child and forced labor.	P38
B4.2	Description of steps taken to eliminate such practices when discovered.	P38
Product Practices		
Aspect B5: Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	P33–P34
B5.1	Number of suppliers by geographical region.	P33
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	P33–P34
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	P33–P34
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	P33

Major category	Content	Location
Aspect B6: Product Responsibility	General Disclosure; Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	P9, P13–P22
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable (The company is a service company and is not involved in the manufacture of products or product recycling)
B6.2	Number of products and service related complaints received and how they are dealt with.	P22
B6.3	Description of practices relating to observing and protecting intellectual property rights.	P9
B6.4	Description of quality assurance process and recall procedures.	Not applicable (The company is a service company and is not involved in the manufacture of products or product recycling)
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	P22
Aspect B7: Anti-corruption	General Disclosure; Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P9
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	P9
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	P9
B7.3	Description of anti-corruption training provided to directors and staff.	P9

Major category	Content	Location
Community		
Aspect B8: Community Investment	General Disclosure; Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	P42–P43
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	P42–P43
B8.2	Resources contributed (e.g. money or time) to the focus area.	P42–P43

Assurance Statement



环境、社会及管治报告审验声明书

Assurance Statement of Environmental, Social And Governance Report

TUV NORD (Hangzhou) Co., Ltd ('TUV NORD' for short) has been commissioned by the management of Jinmao Property Services, Co., Ltd ('Jinmao Services' for short) to carry out an independent assurance of the 2022 Environment, Social And Governance Report ('ESG report' for short).

Jinmao Services is responsible for the collection, analysis, aggregation and presentation of information within the Report. TUV NORD is responsible for conducting this work (assurance the report) in accordance with terms of reference agreed in the scope of engagement with Jinmao Services. Jinmao Services is the intended users of this statement.

This statement is based on the 2022 ESG report which prepared by Jinmao Services, who is responsible for the integrity and authenticity of the information and data in the report

Assurance Scope:

- Key social responsibility performance and relevant information disclosed in the 2022 report.
- We evaluate the collection, analysis, aggregation of the information and data.
- The economic data is audited by other third party, so no repeated verification. Assurance of the Report was done from 6th Mar. 2023 to 7th Mar 2023.

Assurance Methodology:

Assurance process including following activities:

- Review the document information which provide by Jinmao Services;
- Interview the person who collected the report information;
- View the related websites and media reports, verify the data and information through sampling method;
- Refer to CSR requirement of Environment, social, and governance guideline which made by SEHK, we evaluate the report;
- Refer to AA1000AS (V3) Assurance methodology;
- Assurance activity is based on TUV NORD CSR report assurance management procedure.

Assurance Conclusion:

The 2022 ESG Report of Jinmao Service objectively reflects the company's environmental, social, and governance performance in 2022. The data in report is reliable and objective, TUV NORD didn't find the system or substantial error.

- **Materiality:** Focusing on 21 substantive issues such as "customer health and safety", "addressing climate change", and "customer satisfaction", Jinmao Service disclosed the company's significant and objective performance in the environmental, social, and governance fields in 2022, and promptly responded to expectations of investors and other stakeholders;

- **Quantitative:** In the report, key performance indicators such as operating income, training time, and electricity consumption, greenhouse gas emissions are disclosed in a quantitative manner;
- **Balance:** The report discloses data such as the number of safety production accidents and the number of customer complaints, with a certain balance;
- **Consistency:** The Strategic Operations Department of Jinmao Services is responsible for collecting, recording, arranging, and analyzing the information and processes used in the preparation of the report. The data sampled during the verification process can be traced to the source, ensuring the quality and substance of information to a certain extent.

Suggestion for improvement

Through assurance and evaluation, we had following improvement suggestion on CSR practice and management of Jinmao Service:

- Be able to disclose important key performance data in the environmental, social, and management fields for three years or more, increasing the comparability of reports;
- Increase the participation of external stakeholders in the confirmation process of substantive issues;
- It is recommended to increase the disclosure of social responsibility management performance of outsourcing parties

Special statement

This statement excluding:

- The activity outside information reveal;
- The position, idea, faith, object, future developing direction, and promise which stated by Jinmao Services.

Statement of Independence and Competence

TUV NORD Group is the world's leader Certification Authority in inspection, testing and verification, operating in more than 70 countries throughout the world and providing services which includes management systems and product certification; quality, environmental, social and ethical auditing and training; environmental; social responsibility and sustainability report assurance.

TUV NORD (Hangzhou) Co., Ltd. is an independent organization registered and established by TUV NORD Group in China, ensure that there are no conflicts of interest with Jinmao Services. or its branches and stakeholders during the implementation of the verification process of social responsibility report. All information in this report was provided by Jinmao Services, and TUV NORD was not involved in the report preparation process.

The team leader: Ms. Huang Li
Date :20.03.2023

The Authorized person: Mr. Song Haining
Date: 20.03.2023

注: 当声明的中文和英文版本有冲突时, 请以中文为准

Note: When there is a conflict between the Chinese and English versions of the statement, please refer to the Chinese version.

Feedback

Dear readers,

Thank you for reading the *2022 Environmental, Social and Governance Report of Jinmao Property Services Co., Limited*. Your feedback on the ESG management, practice and reporting of Jinmao Services is very important to us and we look forward to hearing from you. In order to further improve our work level and make the next report more in line with your expectations, please request you to help complete the relevant questions raised in the feedback form, and choose the following way to give feedback to us.

Add.: 6F, YouAn International Tower Unit 2, Xitieying Middle Ave, Fengtai, Beijing.

Tel: 010-56973014

Email: ir_jmservices@sinochem.com

Your Information

Name: _____

Company: _____

Job Title: _____

Tel: _____

Email: _____

1. Your overall evaluation of this report is?

Excellent Good Average Fair Poor

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

Excellent Good Average Fair Poor

3. How clear, accurate and complete do you think the information, data and indicators disclosed in this report are?

Excellent Good Average Fair Poor No Idea

4. Which aspect of this report are you most satisfied with?

5. What information would you like to know more about?

6. What other suggestions do you have for us to publish future reports?

Jinmao Property Services Co., Limited