



2022
企业社会责任
暨环境、社会及管治报告
Corporate Social Responsibility
& Environmental, Social and Governance Report

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报告说明

北京北辰实业股份有限公司欣然发布第 15 份《企业社会责任报告》暨第 7 份《环境、社会及管治报告》。本公司董事会及全体董事保证本报告内容不存在任何虚假记载、误导性陈述或重大遗漏，并对其内容的真实性、准确性和完整性承担个别及连带责任。

本报告旨在向各利益相关方展示与本公司可持续发展相关的环境、社会及管治议题内容，以便各利益相关方更好地了解本公司可持续发展的理念、行动及相关绩效等。

本报告以简体中文及英文双语进行编制，如有任何字面歧义，请以简体中文版本为准。

报告时间范围与周期

除非特殊说明，本报告主要描述 2022 年 1 月 1 日至 2022 年 12 月 31 日期间，本公司在环境、社会及管治工作方面的具体政策与表现。由于涉及连续性及其可比性，本报告中部分信息内容将根据需要做适当延伸。

报告组织范围

本报告以重要性为原则界定组织范围。除非特殊说明，本报告所涉及的实质性内容均源自北京北辰实业股份有限公司及旗下分公司及子公司。环境关键绩效指标范围仅包括本公司京内持有型物业，社会关键绩效指标范围包括北京北辰实业股份有限公司及旗下分公司及子公司。

报告准则

本报告根据上海证券交易所发布的《上海证券交易所上市公司自律监管指引第 1 号——规范运作》，以及香港联合交易所有限公司发布的《香港联合交易所有限公司证券上市规则》附录二十七《环境、社会及管治报告指引》。本报告遵循《环境、社会及管治报告指引》有关“重要性”“量化”“平衡”“一致性”汇报原则。请参阅下表以了解本公司如何应用该等汇报原则以准备本报告。



汇报原则	本公司的原则应用
重要性	编制本报告期间，本公司在专业咨询机构协助下，进行了重要性议题评估，以识别对北辰实业及其主要利益相关方而言至关重要的议题。其后，重大议题的相关资料已被收集并有针对性地于本报告中作出披露。另外，本公司的董事会已经知悉重要性议题评估的结果，并且批准了本报告。
量化	本公司已在“综合绩效表现”中提供了有关汇报的排放量 / 能源耗用所用的标准、方法、假设及计算工具的资料。 本报告中已计量历史数据的关键绩效指标。本公司已定下减少个别影响的目标，包含实际数字或方向性、前瞻性的声明。
平衡	本报告所载内容反映客观事实，同时披露了正面及负面指标。
一致性	本公司所采用的数据统计方法与去年一致，针对关键绩效指标计算方法的更新，已做出解释。

董事会声明

北辰实业的 ESG 管治架构主要由董事会、董事会秘书、董事会工作部 ESG 专责人员构成。

- 董事会对 ESG 事宜进行总体监管：
 - 主要负责审议本公司 ESG 方针与策略；
 - 参与 ESG 事宜决策；
 - 审批 ESG 报告，确认重要性议题评估结果，检视 ESG 相关目标的完成情况 & ESG 风险管理情况，并解释 ESG 事宜与本公司业务的联系；
- 董事会秘书负责对 ESG 报告进行审阅，向董事会进行汇报；
- ESG 专责人员在各部门与本公司旗下企业开展数据及资料收集工作，深入了解 ESG 相关事宜的推进情况，撰写工作报告。

确认与审批

本报告披露内容符合上海证券交易所发布的《上海证券交易所上市公司自律监管指引第 1 号——规范运作》的信息披露要求，以及香港联合交易所有限公司发布的《香港联合交易所有限公司证券上市规则》附录二十七《环境、社会及管治报告指引》有关“强制披露规定”和“不遵守就解释”的 ESG 信息披露要求。本报告于 2023 年 3 月获 ESG 专责人员确认，并经由董事会批准。

报告获取与反馈

本报告分为在线版本和印刷版本两种，在线版本可在本公司网站、上海证券交易所、香港交易及结算所有限公司披露易网站查阅和下载。若您对本报告有任何疑问、评论或反馈，欢迎发送邮件至 northstar@beijingns.com.cn 与本公司联系。

释义

在本报告内，除文内另有所指外，下列词汇应具有以下含义：

“北辰实业” “北辰” “本公司”	▶ 北京北辰实业股份有限公司
“ESG”	▶ 环境、社会及管治
“本报告”	▶ 本公司《2022年度企业社会责任暨环境、社会及管治报告》
“报告期” “本年度”	▶ 2022年1月1日至2022年12月31日
“市国资委”	▶ 北京市人民政府国有资产监督管理委员会
“市委”	▶ 中国共产党北京市委员会
“市政府”	▶ 北京市人民政府
“服贸会”	▶ 中国国际服务贸易交易会
“京内持有型物业”	▶ 本公司在北京约120万平方米持有型物业
“北辰信诚物业”	▶ 本公司北京北辰信诚物业管理有限责任公司
“公寓公司”	▶ 本公司公寓经营管理分公司
“公设公司”	▶ 本公司公用设施管理分公司
“写字楼公司”	▶ 本公司写字楼经营管理分公司
“首都会展集团” “首都会展”	▶ 本公司首都会展（集团）有限公司
“北辰地产” “地产集团”	▶ 本公司北京北辰地产集团有限公司
“国会主体”	▶ 本公司国家会议中心主体建筑
“国会酒店”	▶ 本公司国家会议中心酒店
“五洲皇冠” “五洲皇冠国际酒店”	▶ 本公司北京北辰五洲皇冠国际酒店
“五洲大酒店”	▶ 本公司北京五洲大酒店
“国际会议中心”	▶ 本公司北京国际会议中心
“北辰洲际酒店”	▶ 本公司北京北辰洲际酒店
“五险一金”	▶ 养老保险、医疗保险、失业保险、工伤保险和生育保险及住房公积金
“‘双碳’目标”	▶ 习近平总书记在第七十五届联合国大会一般性辩论上宣布“中国将提高国家自主贡献力度，采取更加有力的政策和措施，二氧化碳排放力争于2030年前达到峰值，努力争取2060年前实现碳中和”的目标
“TCFD”	▶ 气候变化相关财务信息披露工作组
“北京冬奥会” “冬奥会” “冬奥”	▶ 第24届冬季奥林匹克运动会
“北京冬残奥会” “冬残奥会”	▶ 第13届冬季残疾人奥林匹克运动会
“双奥”	▶ 夏季奥林匹克运动会和冬季奥林匹克运动会
“2008年奥运会”	▶ 第29届夏季奥林匹克运动会
“北京市第十三次党代会”	▶ 中国共产党北京市第十三次代表大会
“党的二十大”	▶ 中国共产党第二十次全国代表大会

卷首语

2022年注定是意义非凡的一年。这一年，北京冬奥会和冬残奥会成功举办、党的二十大胜利召开、经济社会大局保持稳定，北辰实业有幸见证了国家取得的重大成就，并为推动国家发展贡献了有智慧、有担当的北辰力量。

这一年，北辰实业传承亚奥血脉，筑梦“双奥”荣光，在北京冬奥会、冬残奥会近三个月的赛时服务保障中，拼搏奉献、众志成城，用实力筑造一流场馆，用专业传递中国服务，圆满完成北京冬奥会和冬残奥会主媒体中心运行、大家庭酒店及签约酒店的服务保障工作，为“双奥之城”增添光彩，向党和国家交上了一份满意答卷。

这一年，北辰实业各项主业协调共进，步履铿锵。首都会展圆满完成服贸会、北京市第十三次党代会等重大国事政务活动的各项筹备及服务保障工作，擦亮“北京服务”的金字品牌；北辰地产稳字当头，以匠心铸品质，荣登百强榜单。

这一年，北辰实业坚持生态优先、绿色发展理念，在建设美丽中国的道路上阔步前行，不断完善内部制度与管理，高质量完成本年度制定的减排、节水、废弃物相关目标，以自身行动助力首都绿色发展。

这一年，北辰实业决胜大战大考，展现首都国企担当，全力抓好生产经营，为行业复苏和经济社会发展贡献力量。旗下企业积极落实房租减免政策，与小微企业和个体工商户共渡难关。此外，北辰员工作为志愿者下沉社区，像星星之火闪耀光芒，戮力同心共同履行社会责任。

这一年，北辰实业始终将助力巩固拓展脱贫攻坚成果同乡村振兴有效衔接作为重要任务，强化统筹、精心部署，以就业帮扶、消费帮扶、公益帮扶等实际行动，为开创乡村振兴新局面做出积极贡献。

展望未来，2023年是实现党的二十大擘画两步走战略目标开局起步的关键之年，也是努力实现经济运行整体好转的关键一年。北辰实业将振奋精神，踔厉奋发，同创共美，再展荣光。



公司概况

公司简介

北京北辰实业股份有限公司于1997年4月2日由北京北辰实业集团有限责任公司独家发起设立，同年5月在香港联合交易所挂牌上市。2006年10月在上海证券交易所成功发行A股并上市。本公司注册总股本为336,702万股，其中A股为266,000万股，占总股本的79.002%，H股70,702万股，占总股本的20.998%。

本公司主营业务包括房地产开发、会展（含酒店）及商业物业。房地产开发业务近年来持续推进区域深耕和新城市拓展，逐步形成多区域多层次的全国规模化发展布局，业务涉及住宅、公寓、别墅、写字楼、商业等多元化、多档次的物业开发和经营。截至报告期末，本公司开发项目及土地储备分布在京津冀、长江经济带、川渝城市群、海南自贸港以及粤港澳大湾区等15个核心城市，构建了住宅、产业综合体、商业、物业服务多业务协同发展的格局。会展（含酒店）业务以首都会展集团为依托，大力整合会展资源，不断强化会展产业新业务、新技术的外延扩张，积极推进会展全产业链布局拓展，已成为中国国际服务贸易交易会专业运营商、高端国务政务活动服务商、首都国际会展产业发展的重要载体、会展产业数字化转型发展标杆，并致力于打造国际一流的会展品牌。本公司凭借“会展+地产”的运营模式，不断加强资源整合和产业互动，以北辰商管公司为依托，对会展及地产配套的写字楼、公寓、综合商业等业态进行专业化运营管理，通过建立统一的资产中心管理模式，以智慧科技赋能物业运营管理，构建具备轻资产输出能力的专业商业物业服务品牌。

本公司秉承追求企业价值最大化的原则和“服务国际交往，铸造理想空间”的使命，不断致力于打造国际一流的会展品牌企业和独具特色的复合地产品牌企业。



企业荣誉

北辰实业坚持秉承可持续发展理念，致力于提供国际化、品牌化、专业化的一流服务，勇于肩负国企责任，在多个领域获得社会各界给予的高度认可。

2022年度北京北辰实业股份有限公司及旗下企业/项目所获部分奖项与荣誉：

北辰实业			
奖项与荣誉名称	获奖时间	获奖企业/项目	授予单位
2022 中国房地产开发企业 500 强 - 第 73 名	2022.03	北京北辰实业股份有限公司	中国房地产业协会
2022 中国房地产开发企业综合发展 10 强	2022.03		中国房地产业协会
2022 中国房地产百强企业 - 第 51 名	2022.03		中国房地产 Top10 研究组
2022 中国房地产百强企业——百强之星	2022.03		中国房地产 Top10 研究组
2022 沪深上市房地产公司投资价值 TOP10	2022.05		中国房地产 Top10 研究组
2022 值得资本市场关注的房地产公司	2022.05		中国房地产 Top10 研究组
2022 中国房地产 ESG 发展优秀企业	2022.05		中国房地产 Top10 研究组
2022 中国房地产综合开发专业领先品牌价值 TOP10——复合地产	2022.09		中国房地产 Top10 研究组
上市公司信息披露工作 A 类评价	2022.09		上海证券交易所
2022 年度社会责任企业	2022.12		新地产财经传媒

会展企业			
奖项与荣誉名称	获奖时间	获奖企业/项目	授予单位
北京冬奥会、冬残奥会突出贡献奖	2022.04	首都会展集团	首都会展（集团）有限公司冬奥大家庭酒店工作专班
北京市职业教育教学成果一等奖	2022.06		北京市教育委员会、北京市财政局、北京市人力资源和社会保障局
2022 年冬奥会、冬残奥会北京市先进集体	2022.04	北京五洲大酒店	北京 2022 年冬奥会和冬残奥会组织委员会、市委市政府

城市地标 MICE 酒店	2022.06	北辰洲际酒店	中国百强 MICE 酒店组委会
十佳会议会展酒店、年度最佳酒店餐厅 - 粤秀轩中餐厅	2022.08		中国酒店传媒组委会
年度十大魅力酒店	2022.08		中国酒店星光奖组委会
大中华区臻选服务酒店、最佳酒店业主代表、年度最佳酒店业主公司	2022.10		Hotel 酒店探索之旅 组委会
年度最佳服务酒店、年度最佳业主代表	2022.12		《品味生活》高端酒店评选组委会
年度精选奢华酒店	2022.12		《Voyage》新旅行年度高端酒店评选组委会
全国三八红旗集体	2022.02	国家会议中心	中华全国妇女联合会
2022 年冬奥会和冬残奥会服务保障贡献集体	2022.04		北京 2022 年冬奥会和冬残奥会组织委员会
建团 100 周年北京市五四红旗团支部	2022.04		北京市人力资源和社会保障局
工人先锋号	2022.04		中华全国总工会
2021 年度最受商旅人士欢迎酒店	2022.03	五洲皇冠国际酒店	中国新媒体旅活峰会组委会
2022 年冬奥会和冬残奥会服务保障贡献集体	2022.04		北京 2022 年冬奥会和冬残奥会组织委员会

地产企业


奖项与荣誉名称	获奖时间	获奖企业 / 项目	授予单位
安全文明“两单两卡”通报表扬	2022.09	重庆城市中心	重庆两江新区建设事务管理中心
第八届 CREDAWARD 地产设计大奖·中国社会公共项目和室内设计优秀奖	2022.10	长沙城市中心	地建师 DJSER
长沙市夜间消费示范商圈	2022.11	长沙北辰三角洲大悦城	长沙市商务局
Golden Mall 中购联购物中心行业 2022 年度消费新场景卓越榜	2022.11		中购联
“四川省建设工程天府杯奖”银奖	2022.04	北辰国颂府	四川省建设工程质量安全与监理协会
第十届(2021-2022年度)“广厦奖”候选项目(住宅类)	2022.11	北辰·龙熙台	中国房地产业协会、住房和城乡建设部住宅产业化促进中心

责任沟通


利益相关方沟通

北辰实业坚信企业的可持续发展需要凝聚利益相关方的共识。为此，本公司建立了有效的利益相关方沟通渠道，深入了解各方对企业的需求与期望，以评估企业在可持续发展工作中需重点关注和解决的问题。


北辰实业主要通过以下内容来判断本公司主要利益相关方：



是否已投资或将要投资北辰实业










是否对北辰实业的业务运营具有影响力



是否在北辰实业的业务产品及服务中占有利益或受到影响等

2022 年，本公司的主要利益相关方包括政府与监管机构、投资者及股东、客户、员工、供应商、媒体，以及公众等。为方便与各主要利益相关方进行有效交流，本公司设立并采用了多元沟通渠道，有效回应其诉求。

主要利益相关方	沟通渠道
 政府与监管机构	参加会议 接受监督 定期汇报
 投资者及股东	股东大会 投资者关系热线 投资者调研 投资者集体接待日 公司网站投资者关系专栏 信息披露 上证 e 互动 策略会
 客户	客户服务热线 社交媒体宣传 客户满意度调查
 员工	员工访谈 员工活动 企业培训 晋升渠道
 供应商	电话访谈 供应商大会 现场考察
 媒体	新闻发布会 访谈
 公众	社区活动参与 乡村振兴 慈善公益捐赠 社交媒体宣传

社会责任管理

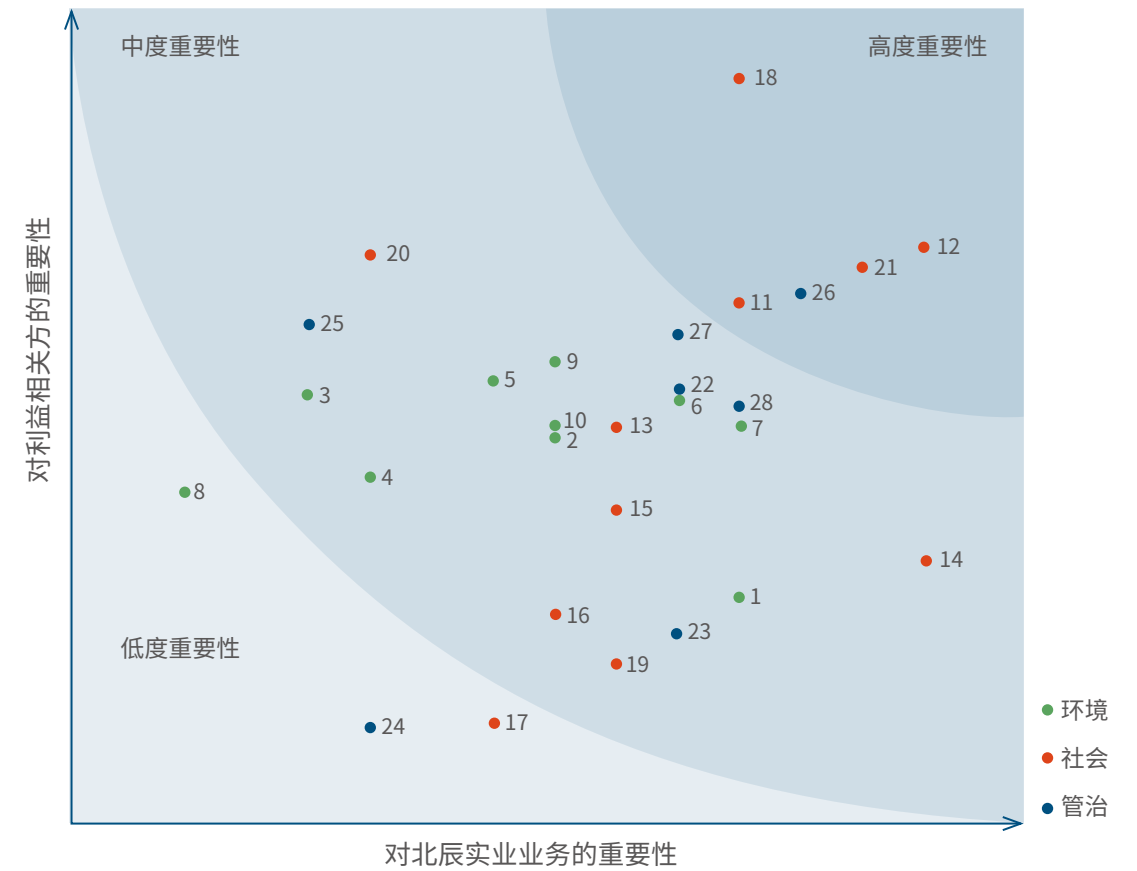
北辰实业已将社会责任理念融入企业愿景、企业使命与核心价值观，形成富有社会责任特色的企业文化，引领企业高质量发展。北辰实业董事会工作部主要负责社会责任事务，对相关工作进行有效管理。

为加强节能环保与乡村振兴工作管控，本公司成立节能工作领导小组，统筹推进节能、降耗、减污、增效管理工作，并成立乡村振兴工作小组，负责乡村振兴帮扶工作的统筹协调；旗下企业亦将社会责任事务融入现有部门职责，不断完善社会责任管理，高效落实社会责任相关工作。

重要性议题评估

报告期内，北辰实业基于自身的发展战略和业务特点，参考《环境、社会及管治报告指引》，综合考虑行业发展趋势及国内外广泛关注的可持续发展议题，开展了重要性议题调查，共收到 689 份来自公司管理层、政府及监管机构、投资者、客户、员工、供应商、媒体，以及公众的有效问卷，确定了本年度 ESG 的重要性议题，如右侧矩阵所示。本报告将着重围绕这些重要性议题进行可持续发展工作及绩效的汇报，以响应上述主要利益相关方的信息需求。

2022 年北辰实业重要性议题矩阵



重要性议题确定过程



环境	社会	管治
1 项目施工影响评估及相关缓解措施	11 雇佣与员工福利 ¹	22 反腐倡廉
2 环保材料使用	12 职业健康与安全	23 财务表现及投资者利益
3 能源使用及效益	13 员工职业发展与培训	24 反不正当竞争
4 水资源使用及效益	14 员工待遇及晋升机制	25 企业信息披露
5 废气排放与管理	15 客户健康与安全	26 合规经营
6 废水排放与管理	16 客户隐私保护	27 利益相关方沟通
7 固废排放与管理	17 知识产权保护	28 风险管理
8 气候变化与温室气体排放	18 保障服务质量	
9 绿色建筑	19 供应链管理	
10 绿色办公与营运	20 助力社会发展	
	21 客户满意度	

¹ 蓝色加粗字体为“高度重要性”议题，其余为“中度重要性”或“低度重要性”议题。



01 经营之道

- 13 筑牢管治基石
- 14 加强廉洁建设
- 14 保护知识产权
- 15 打造可持续供应链
- 16 助力行业发展

筑牢管治基石

作为国内首家 A+H 股地产类上市公司，北辰实业始终坚持企业价值最大化的一贯原则，积极维护投资者及债权人合法权益，高度重视为合作伙伴创造共赢发展的空间，认真聆听各方意见与建议，赢得市场和投资者对北辰价值的认同。

北辰实业依法履行信息披露义务，严格遵守《上海证券交易所股票上市规则》《香港联合交易所有限公司证券上市规则》，以及本公司《公司章程》《信息披露管理制度》等规定中对信息披露工作的要求。报告期内，通过接待境内外投资者调研、召开远程会议、开设公司网站投资者关系专栏，以及设置投资者热线电话等方式，与投资者及债权人进行全方位地互动与交流，充分维护投资者及债权人权益。

北辰实业致力于持续提升企业管理水平，以科学化、系统化、规范化、专业化的管理助力企业识别及防范市场风险，实现高质量发展。报告期内，本公司董事、监事和高级管理人员按照上市地区的监管要求，通过参加课程培训、在线学习等方式，加强业务培训，不断提升履职能力。报告期内，本公司法人治理的实际状况符合《中华人民共和国公司法》《上市公司治理准则》和中国证监会相关规定的要求。

北辰实业高度重视企业风险管理，2022 年积极开展《内部控制手册》编制工作，识别潜在风险，落实防范与应对措施。更多详细信息可参考《北辰实业 2022 年度内部控制评价报告》。

报告期内，北辰实业按照《公司章程》及《股东分红回报规划》规定的分红标准和程序完成了本公司 2021 年度利润分配，充分维护了本公司股东依法享有的资产收益等合法权益。经 2021 年年度股东大会审议通过，本公司 2021 年度利润分配方案以公司总股本 3,367,020,000 股为基数，每股派发现金红利 0.010 元人民币（含税）。该利润分配方案已实施完毕（其中，A 股现金红利派发已于 2022 年 7 月 4 日完成，H 股股息已于 2022 年 7 月 12 日派发），共计派发现金红利 33,670,200 元人民币，占本公司 2021 年度归属于上市公司普通股股东净利润的 51.90%。

报告期内，为维护北辰实业债权人的合法权益，本公司积极履行相关信息披露义务，保持有关公司债券及中期票据的付息情况的信息透明度。截至 2022 年 12 月 31 日，“14 北辰 02”等公司债券、中期票据已按期足额兑付，本公司不存在未按期、未足额支付及应付未付本期公司债券及中期票据利息的情况。

加强廉洁建设

北辰实业在公司内部营造反腐倡廉的浓厚氛围，积极优化制度建设与管理，搭建全方位信访举报渠道，开展相关培训与廉洁建设活动。

在制度建设与管理方面，本公司自 2022 年 1 月 1 日起实施《北辰实业监督工作手册》，覆盖本公司经营的会展行业、地产行业、酒店行业、房屋租赁等行业，进一步强化监督工作，做到有部署、有检查、有考核、有整改。同时，本公司在供应链中倡导廉洁文化，督促旗下企业与总承包方以及监理公司签署“阳光工程”承诺书，提升各层级人员廉洁自律意识，进一步加强现场管理，确保工程建设质量和安全。

北辰实业构建了“信、访、电、网、微信”五位一体的信访举报渠道，规范信访台账管理，统一信访编号，明确信访内容、办理方式、责任人和处置结果，实行动态化管理，确保记录清晰、准确无误。北辰实业通过召开会议、传阅文件、推送文章等方式，对董事、高管及部分员工进行反腐倡廉宣传，强化廉洁意识。



保护知识产权

北辰实业不断强化知识产权管理，严格遵守知识产权相关法律法规，向旗下企业下达《关于加强知识产权保护规范注册商标使用事宜的通知》等内部文件，切实做好知识产权保护相关工作。此外，作为“北京商标协会企业商标管理委员会”成员，北辰实业积极讨论、研究专委会工作职能，参与编纂《企业商标管理工作指引》，目前已完成讨论稿的编制工作。

本公司研发的北辰会展场馆管理信息系统，是全国首套具有自主知识产权的场馆管理系统，采用了“软件即服务”（SAAS）模式设计与标准化管理流程，高效积累会展数据，目前已成为北辰实业重要的信息基础设施，赋能会展场馆管理和输出管理工作，不断增强北辰实业在会展方面的核心竞争力。



北辰会展场馆管理信息系统

打造可持续供应链

截至 2022 年 12 月，通过质量、职业健康安全、环境或能源管理等体系认证的供应商数量为

682

北辰实业将 ESG 理念融入供应链管理，制定了《供应商管理办法》《采购招标管理规定》以及内部比选相关管理办法等，严格执行供应商准入及淘汰机制，对供应商进行资格审核，审核内容包括但不限于营业执照、资质等级、服务范围、银行资信、业绩水平、合作项目、信誉水平等，对不诚信的供应商实行黑名单制。对于已经建立合作关系的供应商，实施全方位的监督与查核，从根本上解决供应链潜在问题或薄弱环节，避免其关联供应商涉及违法行为。截至 2022 年 12 月，与本公司建立了长期合作的供应商数量为 1,561，均来自于内地地区，无港澳台或海外供应商。

为加强供应链可持续管理，本公司旗下多家企业在供应商招标比选文件中明确相关环保、社会责任要求的条款及服务内容，并注明优选能够提供环保资质认证证书的供应商，选择符合本公司绿色环保要求的供应商，并由需求部门及验收部门共同完成对供货及服务的监督，促进供应链伙伴共同履责。

案例：北辰实业旗下企业积极打造可持续供应链

北辰地产在招标过程中高度重视供应商信誉度，存在行贿、反廉洁行为的，或出现重大安全事故的供应商将被列入不合格供应商名单。北辰地产对供应商环保方面进行监管，优先选择使用环保材料的供应商，打造绿色供应链。此外，北辰地产还通过《供应商履约评估》表格对供应商表现进行监督，进一步强化供应链管理。

国家会议中心制定绿色、环保采购相关规定，要求采购人员加强绿色采购宣贯、开发绿色采购渠道，鼓励供应商寻求符合绿色环保要求的产品，在同等条件下首选通过环境标志产品认证、节能产品认证或者其他国家认可的认证的节能环保产品。在食品采购方面，国家会议中心与供应商签订《绿色食品采购合同》，提升约束力。

五洲皇冠国际酒店提倡环保材料的使用，优先选择有环保资质的供应商，新增杂项类物品要求供货商提供可降解材料相关产品，同时按照每年采购计划减少客用品采购量，减少办公用品采购量。此外，五洲皇冠国际酒店还建立了采购系统，并高效利用冷链信息平台，对价值链上下游进行溯源，加强信息透明性，高效管理供应链。

在供应链风险管理方面，北辰实业旗下企业已识别到合规风险与其他不可抗力因素带来的不稳定性，并积极开展应对工作，有效防范风险。

北辰实业供应链潜在风险分析

潜在风险	风险描述	风险应对措施	应对该风险的主体
合规风险	<ul style="list-style-type: none"> 供应商违反员工合法权益及人权相关事件 应当进行招标而未进行招标，或分解项目规避招标 在招标过程中弄虚作假、围标、串标、贿标等违反法律法规的行为 	<ul style="list-style-type: none"> 完善相关招标、采购内部制度及管理，杜绝此类行为，确保所有供应商选用程序均合规合法 旗下部分企业通过天眼查、背景调查等途径了解供应商在环保、交付方面的信息 	本公司
不可抗力因素	<ul style="list-style-type: none"> 不可抗力因素影响供应商正常运营，导致其产能减少，价格不稳定 	<ul style="list-style-type: none"> 对价格进行监测，减少进口商品的使用 	旗下部分酒店

助力行业发展

北辰实业积极开展行业研究工作，深耕会展行业标准化建设，依托自身领先经验，赋能行业共同发展。



《2021 年中国展览指数报告》



《中国会议展览业年鉴》

本公司旗下首都会展集团参与制定《会议分类和术语》国家标准及《会议中心运营服务规范》《展览场馆运营服务规范》等行业标准，搭建起全国首个会展场馆国家级服务业标准化体系；常态化跟踪发布会展业界动态及行业研究成果，发布《2021 年中国展览指数报告》，不断推进会展行业高质量发展。此外，2022 年，首都会展集团积极开展会展战略研究，高质量完成《“未来会展”行业趋势性展望》等研究课题；开展《新时期北京市会展业发展研究》课题，为北京市“十四五”时期会展业发展如何更高效地做好规划落地和精准施策提供依据；形成新会展行业研究报告 5 万余字，并继续承接 2023 年服贸会调研课题，为 2023 年服贸会策划方案和扩容方案制作提供依据，以前沿的研究成果引领行业发展。

本公司旗下国家会议中心参与编制的《中国会议展览业年鉴》也正式出版，主要包括年鉴人物篇、专述篇、企业品牌篇、摄影篇等内容，是行业内首部以会议展览行业资料为主的年鉴。





品质为先

- 19 肩负国企担当
- 29 压实安全责任
- 32 维护客户关系

北辰实业以国家与社会的需求以引导，不断提升重大活动服务水平，锻造人民满意的精品工程。报告期内，本公司严格遵守产品与服务责任相关法律法规，涉及范围包括但不限于提供产品或服务与健康与安全、广告、标签、隐私事宜、补救方法等。针对产品与服务责任的管理，本公司聘请资深法律顾问，结合其专业意见，制定合理有效的解决方案；在业务运营过程中，坚决打击违法建设和违规销售行为，切实维护客户权益。

肩负国企担当

全力服务重大活动

北辰实业以高度的政治责任感、社会责任感、集体责任感，圆满完成冬奥会、冬残奥会、服贸会、北京市第十三次党代会、金融街论坛等重大国事政务活动的各项筹备及服务保障工作，同时聚焦首都“四个中心”“两区”“三平台”建设，全力打造具有国际竞争力的会展平台，不断创新会展发展理念，赋能区域经济发展。

案例：传承亚奥精神，谱写“双奥”华章

从1990年北京亚运会，到2008年奥运会，再到2022年冬奥会和冬残奥会，北辰实业始终牢记服务国家和首都大局的使命担当，传承亚奥血脉，与时代脉搏共振，助力首都谱写“双奥之城”的华彩篇章。



亚运村物业群



2022年北辰实业承担起冬奥会和冬残奥会主媒体中心运行、大家庭酒店及签约酒店服务保障任务。整个筹备和服务保障过程中，北辰实业坚决贯彻落实习近平总书记关于冬奥的讲话精神，成立了冬奥会、冬残奥会服务保障工作领导小组，下设5个工作专班，党委常委会9次专题研究部署，召开了41次专题会，统筹安排服务保障工作，制定了党委党建引领服务保障冬奥工作方案，召开了誓师大会，按照“精益求精、万无一失”的要求，以最高标准、最严要求、最大热情、最好状态，克服重重困难，圆满完成了各项任务，以首都国企的使命担当和精益求精的“北京服务”，为举办一届“简约、安全、精彩”的冬奥盛会贡献了北辰力量。

冬奥会主媒体中心是赛时全球注册平面媒体和转播商的总部、媒体服务总汇和媒体交通的中枢，更是东道主城市 and 北京冬奥组委文化宣传展示平台。在场馆内，北辰实业选派64名精兵强将加入场馆运行队伍，管理1,400余名员工、志愿者，为场馆稳定高效运转提供坚实保障。在场馆外，北辰实业坚持力量向冬奥会、冬残奥会服务集中，资源向冬奥会和冬残奥会保障倾斜，举全公司之力，共同为主媒体中心保驾护航。

冬奥会期间，主媒体中心在运行指挥部的统一指挥调度下，在场馆领导层的带领下，在运行团队的共同努力下，顺利接待了来自50个国家和地区奥委会的520家新闻机构以及主转播商OBS和24家持权转播商共计约39万余人次，创造了奥运转播史上全球和中国地区收视率最高、转播时长最长的新纪录，实现了国际广播中心（IBC）零投诉、环内4,298名中方工作人员零感染、场馆运行千小时零事故。作为连接世界的一扇窗口，主媒体中心还通过140个富有中国色彩的品类景观和丰富多彩的春节活动，以创新的形式呈现中国传统文化，向世界宾朋诉说中国故事，备受国内外媒体关注与喜爱。

奥林匹克大家庭酒店在冬奥会赛时运行体系中扮演着极为特殊的角色。北辰实业旗下北辰洲际酒店、五洲皇冠国际酒店、五洲大酒店、国家会议中心主体及大酒店、北辰亚运村宾馆作为冬奥大家庭酒店接待服务的重要载体和签约酒店，以高度的政治责任感，全力以赴地完成冬奥会各项服务保障工作。



热情细致的宾客接待服务



大家庭酒店环境温馨舒适



各酒店管理团队充分发挥多年来积淀的专业服务保障经验，以“空杯心态”投入各项工作。从硬件环境改造和软件服务品质提升两方面发力，有序开展升级无障碍客房和相关设施，打造数字化服务场景体验，精心设计春节互动活动，切实做到“设施人性化，服务亲情化”。

为展示“北京服务”的风貌，北辰实业还组建了冬奥工作专班，选派 25 名骨干人员进入大家庭酒店运行团队，全力配合运行团队开展工作，并组织了酒店专业服务技能、英语口语、基本急救知识等多方面的培训和岗位技能练兵，累计开展 115 个培训项目、176 场职工技能比武，共计约 5,508 人参与培训，3,739 人参与比赛，显著提升了一线岗位职工整体素质与工作能力。为全面检验各酒店赛时服务、运行、安全管理及应急处置能力，北辰实业还组织了 5 场 40 余个项目分场景实战综合演练，邀请专家到场点评，对各酒店赛时服务、运行、安全管理及应急处置能力进行全面检验，切实提升安全保障水平。

冬奥会、冬残奥会期间，本公司 2,944 名环内外员工参与大家庭酒店及冬奥签约酒店服务保障，住宿累计超 6 万间夜，餐饮服务超 17 万人次。成功服务保障了国际奥委会第 139 次全会、冬奥每日协调会等一系列重要会议，圆满完成了冬奥会、冬残奥会开闭幕式 4 场仪式集结工作以及两场重要火炬传递任务。



冬奥保障团队出征仪式



冬奥会服务接待团队



丰富多彩的中国文化活动

北辰实业坚持落实“绿色办奥”理念，注重环境友好，本届冬奥会北辰实业全程使用绿色电力，共计 1,776.2 万度，积极响应国家“双碳”目标。

旗下企业按照“一馆一策”原则，加强统筹协调，确保冬奥会和冬残奥会的安全稳定。此外，主媒体中心场馆运行团队及各服务保障单位积极引入科技手段，在冬奥期间集中亮相了一批送餐、送物、导引、消杀、清废等多类型智能设备，开创多个“无人化”数字服务场景。北辰实业严格落实每一项公共卫生措施和要求，确保了北辰员工的健康和安全。

冬奥会、冬残奥会服务保障工作广受外界认可

北京冬奥会、冬残奥会总结表彰大会上，党中央、国务院授予公司参与的主媒体中心运行团队“北京冬奥会、冬残奥会突出贡献集体”称号；授予公司参与的奥林匹克（残奥）大家庭酒店运行团队“北京冬奥会、冬残奥会突出贡献集体”称号。



荣获“北京冬奥会、冬残奥会突出贡献集体”奖



奥林匹克广播服务公司致北辰实业的感谢信：

“简约、安全、精彩的冬奥盛会圆满落下帷幕，我代表奥林匹克广播服务公司对北辰实业表示衷心的感谢！……感谢你们为创造历史做出的贡献、感谢你们为双奥城市谱写了新篇章。”



国际奥委会主席表达着对北辰洲际的感谢：

“各位北辰洲际的朋友，非常感谢你们的热情欢迎和盛情的款待……你们的微笑和良好的精神给了我们宾至如归的感受，这是我们一起度过的最愉快的时光。”



生于亚运、兴于奥运，是北辰实业的基因，“忠诚担当、服务大局、拼搏奉献、追求卓越”是一代代北辰人传承的精神。未来，北辰实业将不忘初心，不负使命，攻坚克难，砥砺奋进，汇聚成气势磅礴的北辰力量，为首都、为中国，再添荣光。

案例：2022 年中国国际服务贸易交易会

2022 年已是北辰实业携手服贸会的第十年。从最初成功保障首届京交会（服贸会前身），到成为服贸会专业运营商，北辰实业始终以“精益求精，万无一失”的严格标准完成历届服贸的各项保障工作，为国际交往和服务贸易合作贡献北辰力量。

为全面推进 2022 年服贸会筹办工作，北辰实业举全公司之力，从旗下企业选派骨干参与服务保障工作以及场馆的统筹运营，实现服贸会三大场馆首次联动，整体展区面积 15.2 万平方米，规模创历史新高。



国家会议中心场馆

2022 年服贸会成果一览

成功举办 **128** 场专题论坛

65 场推介洽谈

104 场成果发布会等活动

线下参展企业共计 **2,441** 家

展览期间累计入场 **27.5** 万人次



首钢园区



服贸会的永久口号

首都会展集团作为服贸会承办单位，组建约 30 人的核心运营团队、140 人的服务保障团队，超过 1,400 名员工的会期服务保障团队，创新设立八个工作组，并对三大场馆的展区设置、运营管理、公共服务等制定了优化提升方案。此外，首都会展集团高度重视安保和各项服务保障工作，高标准优化完善服务保障工作，定制了 19 个专项保障工作方案，针对不同场景，开展百余项演练，为参会、参展客人筑牢安全“防护墙”。

为彰显市场化活力，首都会展集团积极发挥招商招展的专业性、主动性，全面升级服贸会策划内容，紧贴全球服务行业的发展趋势和国际需求，采用专业运营方式，有效提升市场化水平。本届服贸会的 9 个专题展中，超半数专题展实现了完全市场化运作，国际化率显著提升达到 20.6%，较上届提高 2.6%，覆盖 27 个服务贸易前 30 强的国家和地区。

首都会展集团牢牢把握数字化转型的机遇，采用“线上+线下”相结合的办会模式，多渠道为参展企业搭建商务交流平台。其中，线上数字平台已成为全球数字贸易交流、展示和交易平台，具备展、会、洽、贸、服 5 类功能场景以及 3D 展台、视频直播、云会议室等 20 余项核心功能。2022 年，服贸会数字平台累计搭建线上展台 6,981 个，上传展品 26,649 个，全面提升了服贸会的数字化、智能化办会水平。





首都会展集团顺利完成首个环境服务专题展市场化招展工作

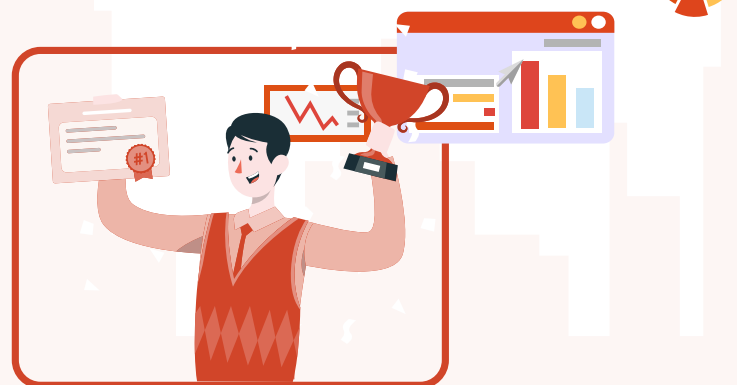
首都会展集团市场化运营工作成果显著，环境服务专题展共吸引110家企业线下参展，240家企业线上参展，其中外资企业27家、世界500强及龙头企业36家，展示了生态环保、绿色节能等方面的新技术、新应用，助力实现“双碳”战略目标，同时邀请到世界气象组织、中国气象服务协会共同主办“双碳经济论坛”，受到业界广泛关注。

首都会展集团高质量完成电信、计算机和信息服务专题展市场化招展工作

在电信、计算机和信息服务专题展招展工作中，首都会展集团共邀请到124家企业线下参展，202家企业线上参展，包含5家世界500强企业、36家行业龙头企业和19家国际参展商，共有来自英国、美国、德国、日本、以色列、瑞士等国家和地区的展商展示了20余项创新科技成果。

作为中国会展行业领军企业，首都会展集团积极以主承办的身份参与各种活动，发布《2021年中国展览指数报告》等权威研究成果，引领行业发展，推动会议论坛活动量质齐升。为了形成更好的“展区+成果发布”联动效应，成果发布活动首次采用在元宇宙参展区域内两地举办的形式，形成了更好的宣传推广和专业观众引流效果，获得参展企业的普遍好评。元宇宙发布厅的全新发布形式，辅以新技术加持的声光电效果，使得发布效果前所未有、震撼异常，得到发布企业的肯定与追捧。

十年扬帆再起航，北辰实业将积极承担国企使命，凝心聚力，总结经验，提前部署，加强人才管理，提升市场化水平，以更高的标准为下一届服贸会保驾护航。



案例：2022 金融街论坛年会

2022年金融街论坛年聚焦“踔厉奋发，共向未来——变局下的经济发展与金融合作”主题，全球近400名重量级嘉宾出席本届论坛。北辰实业旗下国家会议中心选派由28名骨干组成的精英团队，以高效、标准、周到、安全、有温度的专业服务，不断擦亮“北京服务”品牌。



周到细致的专业服务

案例：中国共产党北京市第十三次代表大会

北辰实业秉承“安全运行万无一失、服务接待滴水不漏”的服务准则，圆满完成北京市第十三次党代会接待任务。旗下北京五洲大酒店成立了专项工作领导小组，在汲取历次会议接待服务经验的基础上，制定了包含总体接待等18项预案，全面部署各项接待任务。

接待期间，北京五洲大酒店有序开展服务接待工作，在保证安全的同时，为参会人员提供有温度的服务，最终凭借细致入微、热情周到的服务，赢得了大会会务组及参会人员的高度认可。



有序开展接待工作

餐饮质量与卫生

北辰实业旗下酒店遵循餐饮卫生相关法律法规，不断完善内部制度，定期对供应商表现进行审核评价，对优秀供应商实施奖励政策，及时整改、替换不合格供应商，部分酒店对进口冷链食品进行追溯，全面保障食品质量与卫生。

五洲大酒店制定了《餐饮部管理制度》《企业食品安全管理规定》《企业质量手册》《食品冷链工作管理办法》等制度，对食品采购、运输、验收、储存、加工等各环节进行全面的控制与监督，明确相关部门职责，高效落实各项规定。

五洲大酒店全流程把控食品质量与卫生

食品采购

招标采购负责人员对供应商的许可证、安全标准文件等涉及食品安全相关文件进行审查，不与主流媒体、网站、食品安全监督机构公示的“黑名单”企业开展供给关系方面的业务往来；必要时对供应商生产经营所在地进行实地考察，优先选择技术先进、品质可靠、信誉良好的供应商等

食品验收

指派经验丰富、通过技术培训的食品验收员按照不同食材类别进行安全验收，检查食品的质量检验证明、检疫证明、保质期等信息，确保食品质量与安全；拒收产地来路不明、资质不全的无安全保障食品，以及受过污染、过保质期或临近保质期等与食品安全保障相悖的食品等

食品运输

对食品运输车辆做出防尘等方面的要求，运输路途不靠近污染源，运输人员具备健康证明等

食品储存

专门人员负责冷藏、冷冻设备安全、有效运转，食品严格分开存放、不与杂物及异味物品同库存放，及时处理超过保质期的食品，不出库临近报废期、出现变质趋势的食品等

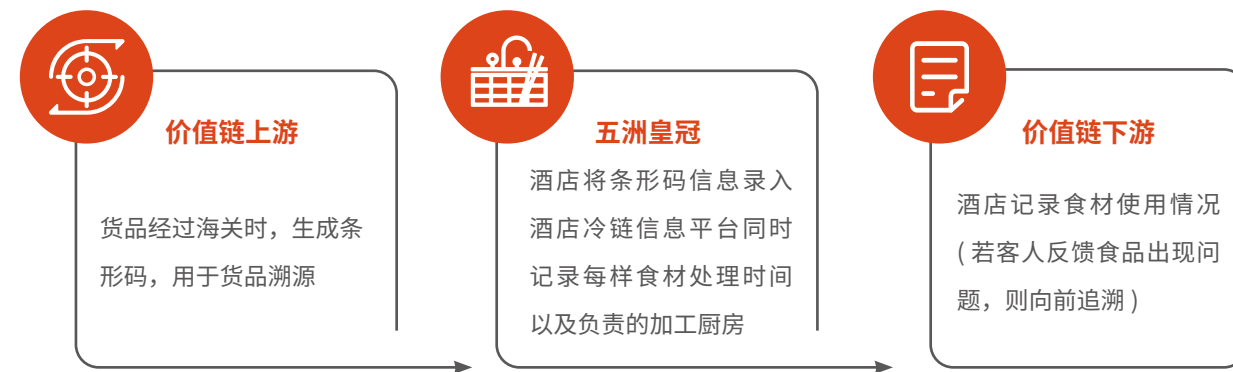
食品加工环节

针对粗加工、冷荤加工、热菜加工间、面点间、洗碗间各项工作做出具体指导，确保加工环节食品卫生等

经营与销售环节

不符合安全标准的食品不得进入销售过程，保证餐具的清洗与消毒，任命经营负责人为食品安全监督员等

五洲皇冠通过透明价值链把控冷链食品卫生



打造高品质工程

北辰实业通过完善工程质量管理、设定管理目标、加大审查与评估力度，铸造高品质工程。北辰地产制定了《北京北辰地产集团有限公司工程管理检查评估办法》等制度，对工程项目进行全面把控，保障工程质量、施工安全、提升客户对工程质量的满意度。此外，北辰地产根据《北京北辰地产集团有限公司第三方工程质量安全检查评估管理办法》对所有自有操盘在实施项目的质量与安全属性进行第三方检查，旗下各城市中心根据地产集团工程管理制度定期开展检查，确保工程质量。项目需经过自查、城市中心检查和北辰地产评估三层防控体系评估，在通过后方可交付客户。如客户收房时提出房屋质量问题，有关部门将进行详尽梳理，在维护期内会派遣总包或维护团队上门检查，制定处理的方案，方案达成一致后将开展客户回访，确保客户的问题得到解决。

北辰地产工程项目三层防控体系



压实安全责任

北辰实业坚持国家总体安全观的导向，全面落实国家和北京市委市政府对于安全生产的要求和指示，坚定贯彻“安全第一、预防为主、综合治理”的方针，压实安全主体责任，严格遵守相关法律法规。

安全稳定生产

北辰实业坚持安全生产的工作理念，严格遵守相关法律法规，不断完善制度保障，增强风险应对能力，开展安全培训与宣贯，全面打造安全的生产环境。

为加强安全生产工作，建立健全“党政同责、一岗双责、齐抓共管”的安全生产责任体系、保障职工生命安全、财产安全，北辰实业依据《中华人民共和国安全生产法》等法律法规，结合实际情况，及时修订《安全生产管理办法》《安全生产党政同责、一岗双责管理办法》，研究制定《北辰实业接待 2022 年“冬奥会和冬残奥会”安全保障工作总体方案》等专项安全保障工作方案，针对安全管理、事故应急等方面做出全面规定，同时确保冬奥会和冬残奥会服务保障工作安全顺利，从点滴促进北辰实业安全发展。

此外，北辰实业与首都会展集团、北辰地产等企业签订了《安全稳定工作责任书》，实现了分层级全面管理，认真落实逐级安全稳定主体责任，维护内部安全稳定。

案例：落实国企责任，“三年行动”顺利收官



检查工作一丝不苟

自 2020 年起，北辰实业扎实推进国务院安全生产委员会《全国安全生产专项整治三年行动计划》的要求。2022 年是“三年行动”的收官之年，也是巩固提升的关键阶段。北辰实业旗下各企业坚持对问题隐患进行动态更新，有针对性对重点难点问题加大专项整治力度，完善治理措施。各企业结合整治工作开展情况和完成情况，深入分析工作中的突出问题和共性问题，总结实践经验，形成常态化、制度化、规范化的安全管理成果，使企业安全风险管控能力明显提升。自“三年行动”推进以来，本公司上下深刻领悟习近平总书记关于安全生产重要论述，落实企业安全生产主体责任、隐患排查治理体系建设、建设工程施工项目安全整治、消防安全整治、交通安全整治、内部安全防范整治七个专项整治，取得显著成效。



组织所属

21 家企业

251 个班组

共计 4,661 人

参加全国“安康杯”知识竞赛活动

为进一步培养员工的安全意识，扎实普及安全生产法律法规和安全知识，北辰实业开展了丰富多彩的“安全生产月”活动，并定期进行安全教育培训；组织所属 21 家企业 251 个班组、共计 4,661 人参加全国“安康杯”知识竞赛活动，不断提高职工安全健康意识，增强班组的安全应急技能和处置能力，有效推进企业安全文化建设。



加强安全领域宣贯



安全生产专题培训，各企业参与者达到

102 人

在夯实本公司安全生产工作能力、提高安全生产管理水平方面，北辰实业通过线上、线下相结合的方式，组织各层级员工进行 2022 年安全生产专题培训，各企业参与者达到 102 人，培训主要围绕国务院安委会安全生产十五条措施展开，有效提升了企业重大安全风险防范化解能力。



安全教育培训会议

本着“生命第一”“安全至上”的工作宗旨，2022 年，北辰实业出台了《关于做好 2022 年汛期暑期安全生产工作的通知》等相关管理要求，通过加强极端天气安全工作的防范，加强安全隐患的排查整改，制定严格的值班值守，反复应急演练和培训，避免发生极端天气安全事件。在完善的制度保障与扎实的安全生产工作下，北辰实业 2022 年全年未发生重大安全事故、重大火灾事故和重大交通甲方责任事故。



防汛设备储备充足

开展安全检查工作

筑牢健康堡垒

2022年，众志成城、攻坚克难，本公司积极响应国家号召，推进新冠疫苗免疫接种工作，保障员工健康。报告期内，北辰实业在京员工全程接种率达96.42%，辅助工种99.34%；在京员工加强免疫接种率98.09%，辅助工种98.84%，疫苗接种率同比稳步提升。本公司针对人员隔离、环境消毒、协助属地部门流调、隔离期间必需品筹备等工作做出全面部署；加强完善优化“一企一策”个性化、多维度的公共卫生方案，把握公共卫生方案的重要节点和关键环节，抓细抓严责任落实。

北辰实业坚持以人民为中心的发展思想，坚持人民至上、生命至上，将人民群众生命安全和身体健康放在第一位，积极投身于公共卫生相关志愿服务中，本公司旗下国家会议中心、五洲大酒店、国际会议中心、五洲皇冠酒店、北辰地产、信诚物业、写字楼公司、公寓公司等多家企业高效集结下沉干部队伍，全力支援社区（村）、镇的卫生保障工作，在协助筛查流调人员信息、环境消杀、维护检测秩序等岗位上展现不平凡的北辰力量。北辰实业公共卫生支援工作获得了受援社区居民的一致好评，收到了来自街道办事处的感谢信。未来，北辰实业与旗下企业将继续发挥为人民服务的精神，大力支持社区建设工作。



维护客户关系

保障客户权益

北辰实业高度重视客户隐私保障，依照消费者权益保护相关规定，制定并执行《公司法律事务管理办法》及《北辰集团暨北辰实业合同管理实施细则》，同时根据有关规定做好网络安全和信息化工作，落实网络安全工作责任制，搭建全方位的网络信息安全防护体系，构筑网络安全屏障，切实做好客户隐私保障工作。旗下各企业积极落实本公司要求，制定内部制度，企业管理层人员对隐私保护情况进行监督，纪检委员和廉政监督员负责监管。报告期内，本公司没有收到有关因泄露客户信息而遭到投诉的事件。

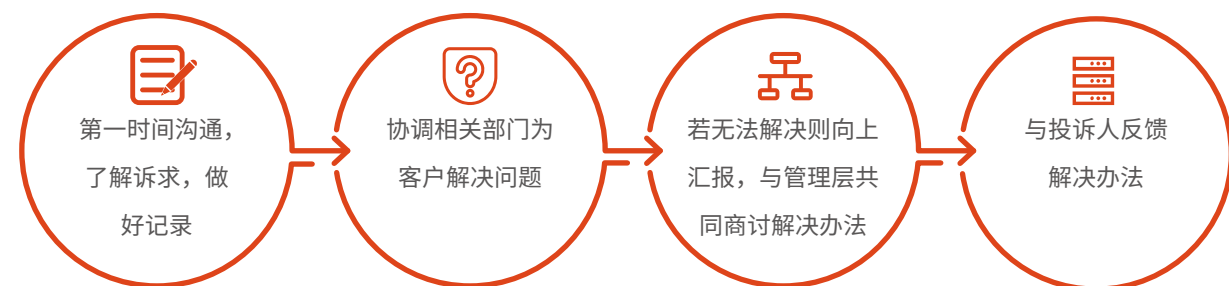
提升客户满意度

为加强、规范客户满意度管理，北辰实业旗下企业积极制定内部制度，开展客户满意度调查，有效提高服务质量，提升客户体验与满意度。报告期内，北辰实业客户满意度为93.40%，代表着客户对北辰服务的高度认可。



北辰实业规范化管理客户投诉，做到及时满足客户需求，快速解决客户问题，并以此促进本公司服务水平。在客户投诉处理方面，截至2022年12月31日，北辰实业全年共接到客户投诉（含会展、酒店、写字楼、公寓）4宗，所有投诉均在第一时间与相关项目公司进行沟通，并已完成反馈。

北辰实业旗下企业一般投诉应对流程





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北辰实业深入学习习近平生态文明思想和党的二十大精神，积极响应国家和北京市绿色发展战略，在加强能源设备的运行维护、提高能源利用效率、减少污染物排放等方面开展大量工作，不断加快企业绿色发展步伐，为建设人与自然和谐共生的美丽中国贡献力量。

完善管理制度

为加强节能、降耗、减污、增效管理工作水平，落实国有企业环境保护主体责任，促进本公司全面协调可持续发展，北辰实业根据《中华人民共和国节约能源法》《中华人民共和国环境保护法》等国家法律法规、政策方针，深入结合本公司实际情况，出台了《环境保护管理办法》，修订了《节约能源管理办法》，完善了环境保护管理体系与制度保障，明确本公司及旗下各企业管理责任，不踩环保红线、节约使用能源、提高设备设施能源利用效率，为本公司绿色低碳环保发展夯实基础。

应对气候变化

应对气候变化、践行绿色低碳发展理念已成为全球共识，中国政府亦做出责任的承诺，提出了具有雄心的“双碳”目标。北辰实业深知应对气候变化的重要意义，参照 TCFD³ 气候变化相关信息披露框架进行气候风险与机遇分析，积极开展节能降碳行动，助力国家实现“双碳”目标。

气候变化管治与战略

北辰实业在《节约能源管理办法》中对促进节能、降耗、二氧化碳排放核查等工作做出明确要求，完善制度保障，成立了“节能工作领导小组”，负责统筹、协调、部署相关工作。

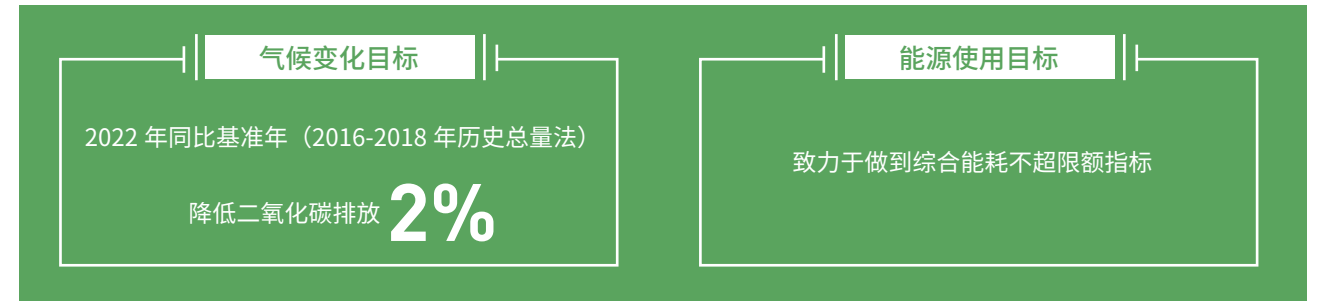
此外，北辰实业将低碳发展融入社会责任规划：持续推进节能环保，促进绿色低碳发展；单位增加值能耗降幅、二氧化碳排放降幅达到北京市要求。



³ 二十国集团辖下的金融稳定委员会于 2015 年成立 TCFD，TCFD 气候变化相关信息披露框架包含治理、战略、风险管理、指标和目标四大核心元素，有助于投资者深入了解企业的气候风险及应对措施。

气候变化目标与指标

北辰实业积极设定气候变化相关目标，贯彻落实节能管理制度，不断加强领导，制定相关计划，落实目标责任，持续完善考核与奖惩机制；夯实计量器具基础管理，开展能源数据统计分析，聚焦重点用能单位，加大设备能源管理监察力度，关注重点设备改造工程、节能技术改造以及新技术、新产品的推广应用，同时加强节能相关宣传教育，强化节能减排意识。



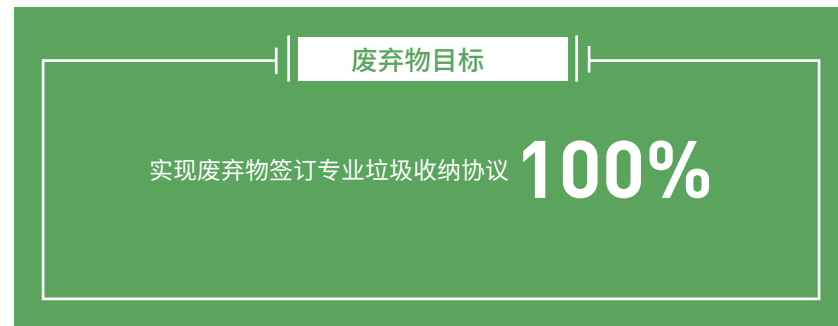
气候风险分析与应对

北辰实业及旗下企业已识别出气候相关实体风险与转型风险，并积极开展应对工作。

潜在风险类型		风险描述	应对措施
实体风险	急性	极端天气导致供应商无法按时供货	• 要求供应商透明化供应期
		施工期间，极端天气（如，大风天气、汛期等）增加员工健康与安全风险	• 制定并下发《安全提示：大风天气安全防范工作提示》《安全提示：密切关注天气做好防汛工作》《关于做好 2022 年汛期安全生产工作的通知》等文件，确保极端天气下的施工安全
转型风险	政策和法律	监管机构对气候变化信息披露要求趋严	• 连续多年披露应对气候变化相关信息，本年度首次参考 TCFD 框架完善披露
		北京市政府机构对企业节能、降碳下发要求，如《北京市生态环境局关于做好 2022 年本市重点碳排放单位管理和碳排放权交易试点工作的通知》《关于开展北京市 2022 年节能监察工作的通知》等	• 采用“互联网+监督”的方式开展节能监察工作，积极整改淘汰设备 • 作为北京市重点排放单位，积极参与碳排放权交易试点工作，顺利完成二氧化碳排放权履约
	技术	投入采用低碳排放技术	• 设置激励机制，对各企业节能、二氧化碳排放领域技术推广工作中获得市级及以上嘉奖的的进行表彰
	市场	气候变化影响部分食材价格，导致供货商产能减少，价格不稳定	• 对价格进行监测，调整食材供应
	声誉	利益相关方展示出对气候变化议题的关切	• 发布开展节能、降碳工作、打造绿色建筑相关新闻 • 在监管机构官网披露应对气候变化信息

加强污染物控制

北辰实业高度重视生产、经营活动中的污染物管理。针对废弃物管理，北辰实业积极落实北京市垃圾分类行动，各企业与专业垃圾收纳公司签订垃圾收纳协议，生活垃圾、厨余垃圾、其他垃圾和有害垃圾分类进行专业清运及消纳，确保垃圾分类收纳到位，实现协议签订率 100% 的目标，并通过宣传引导、开展形式多样的“垃圾分类、桶前值守”等活动，从垃圾源头进行管控。



本公司旗下酒店在采购易耗品时均选用可降解环保型包装材料的产品，客房内不使用过度包装产品，以减少产生不必要的不可降解垃圾。由于本公司各项业务不涉及大批量采购与使用包装物，故不披露包装物使用数据。

北辰实业深入贯彻循环发展理念，长期开展物资回收再利用工作，旗下酒店按照客房产生的可回收废弃物进行分类、分离并加以利用，玻璃制品、塑料制品、酒店客房废旧毛巾、肥皂、牙刷的回收再利用数量均已在“综合绩效表现”中披露。



打造节水型企业

大气污染防治方面，本公司深度摸排了厨房油烟废气、锅炉排放废气、工程项目扬尘等潜在挥发性有机物“污染源”，有的放矢，狠抓落实，从源头进行管控。在改扩建工程中，本公司持有物业严格按照行业主管部门要求，通过苫盖施工现场裸露部分、设置喷淋喷雾设施、优化工艺有效抑制扬尘。针对水污染，本公司根据《北京市排水和再生水管理办法》，因地制宜地严控废水直接排放，在废水排放到市政管网前对废水进行预处理，实现水质达标排放，同时加强水资源循环利用，推广中水使用，引导各企业引入市政中水或建立中水处理系统。

北辰实业旗下各企业依据《北京市节约用水办法》，加强计划用水和定额指标的管理，进一步做好用水指标的分解，加大节水宣传力度，强化监督检查，避免因超计划用水造成的加价处理，切实做到用水计划到位，节水措施到位，制度落实到位，高效完成本年度节水目标。



案例：国家会议中心开展多项节水措施

国家会议中心建立了节水部门，将节水职责落实到位；建立了用水台账和用水统计分析；安装节水器具 1,600 余套，分级计量水表 55 块，管网无漏损情况；加强中水使用，2022 年利用市政中水 7 万立方米；张贴节水标示 300 余张，经常性地开展节水宣传。2022 年，国家会议中心未超过北京市、区用水办公室下达的用水指标。

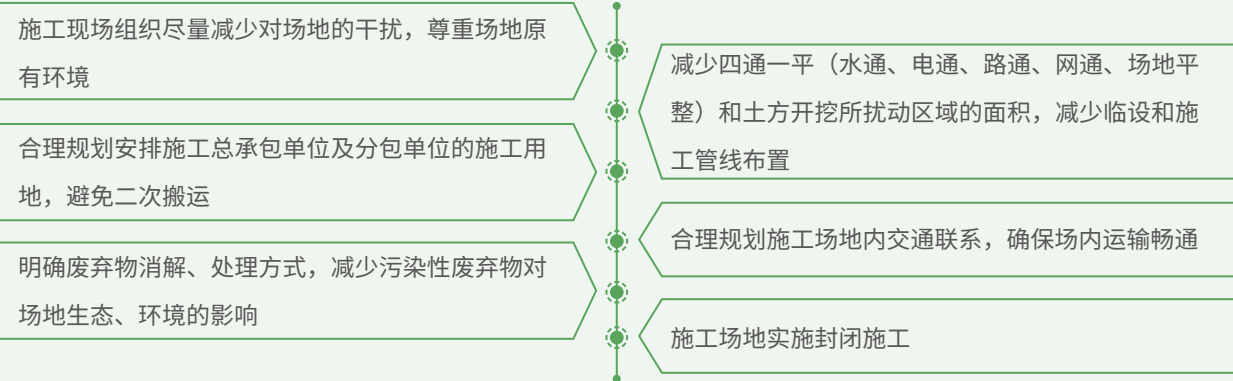
自 2014 年底南水北调中线工程正式通水以来，京津冀地区水资源困乏的局面得以缓解。报告期内，由于本公司绝大部分持有型物业均位于北京，加之本公司日常运营所使用的水源为外购自来水，故报告期内本公司的运营没有面临任何取用水困难的情况。

绿色施工与运营

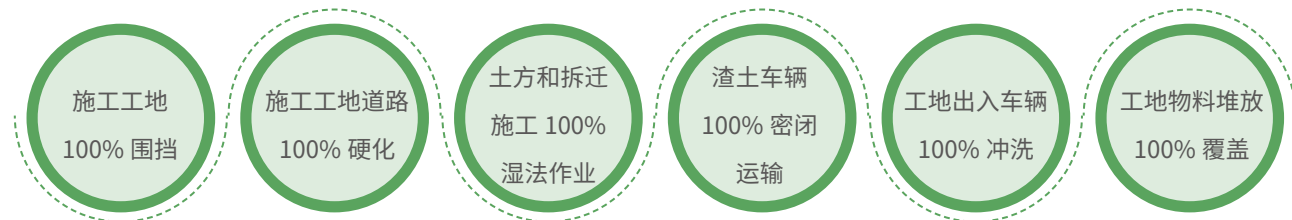
环境友好型施工

北辰实业严格执行环境保护法律法规，报告期内，未对环境及天然气源造成重大负面影响。为深入践行绿色施工理念，北辰地产多个在建项目已制定绿色施工方案，明确组织架构，在节约资源、控制大气污染物、水污染、噪声及固体废弃物排放等方面做出详细要求，并制定了《北京北辰地产集团有限公司装配式建筑全过程管理指引》，在保障地产项目质量的同时对安全文明施工等方面进行全面管理。

北辰地产环境友好型施工方案



“六个百分百”目标



北辰实业制定了《建筑工程绿色施工评价标准》《绿色建筑评价标准》《建筑节能工程施工质量验收规范》等相关管理规章制度，对绿色建筑研发、绿色环保理念倡导、坚持绿色发展、生态优先的基本原则做出明确规定。同时，本公司在开发及运营物业中融入绿色设计概念，从规划、施工到后期运营，均参照绿色建筑及相关可持续发展标准执行。新开发物业多选择节能环保类建材，在北京新建的项目参照《居住建筑节能设计标准》（DB11/891-2020）及《绿色建筑评价标准》（GB/T50378—2019），北辰地产在全国各地在建的项目中也在积极使用相关标准，打造绿色节能、资源节约、污染更低的可持续建筑。

北辰地产的长沙北辰国际会议中心项目已获得二星级绿色建筑标识证书，项目整体低碳、绿色和生态设计，有效降低建筑能耗，建筑节能率达到 67.10%，太阳能光伏发电 1.95%，非传统水源利用率 1.92%，可再循环建筑材料用量比 17.73%，有效减少建筑对环境的影响。

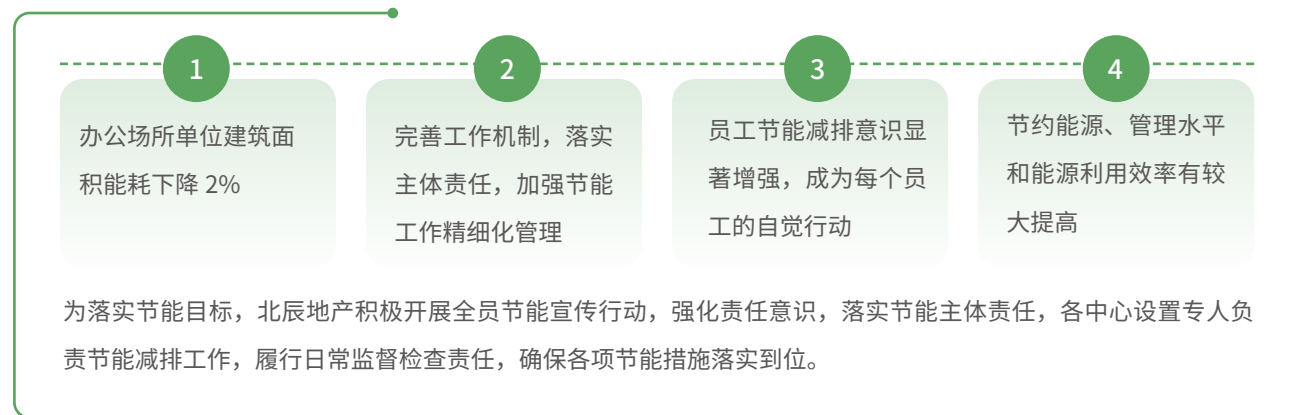


长沙北辰国际会议中心

绿色办公与运营

北辰实业旗下企业践行绿色发展理念，推进少纸化、电子化办公、促进再生纸使用，加强行为节能管理，提高资源与能源使用效率。

案例：北辰地产积极设定节能目标



案例：国家会议中心连续十一年响应“地球一小时”活动

2022年3月26日20时30分，国家会议中心褪去华美光彩，熄灭外景景观灯和部分室内区域照明，与世界亿万人共同见证这场由世界自然基金会发起的全球最大规模的环保公益活动“地球一小时”。这是国家会议中心第十一年携手员工参与该活动，身体力行地为地球可持续发展贡献力量。

国家会议中心主体节能状态



04 心系员工

- 43 完善人才管理
- 47 守护员工健康
- 47 关爱员工生活

北辰实业深入贯彻落实党的二十大精神，不断加强人才培育力度，深化企业民主管理，开展多项员工关怀活动，全面构建和谐企业。

完善人才管理

截至 2022 年 12 月 31 日



雇佣残障员工

21 人



管理层男女比例

1:1



管理层男女薪酬比例

1:1



一般员工男女比例

1:1



一般员工男女薪酬比例

1:1

本报告期内，北辰实业严格遵守中国有关薪酬及解雇、招聘及晋升、工作时长、假期、平等机会、多元化、反歧视、薪酬待遇与福利、防止雇用童工及强制劳工的相关法律法规。本公司对雇佣童工及强制劳工采取零容忍的态度，所有应聘人员入职前都须提供合法且有效的身份证明文件，以保证合规雇佣。若发现任何雇佣童工及强制劳工的情况，本公司会按照上述法律法规履行相应程序。报告期内，本公司没有发生违法雇佣、使用童工或强迫劳工的案件。

本公司不断完善内部制度建设，制定《公司劳动合同管理办法》《公司总部职工薪酬管理办法》《公司招聘配置管理办法》《公司关于部分岗位聘用人员的有关规定》《公司总部带薪年假管理办法》《公司所属企业经营管理者薪酬管理办法（试行）》等制度规范员工管理。根据外部法律法规变更，北辰实业立足本公司内部程序与实际情况，对相关制度文件不定时更新，确保制度内容与与时俱进，切实保障员工合法权益。

根据《公司劳动合同管理办法》，北辰实业为员工提供：

- 合理的薪酬及人性化福利
- 符合国家劳动法规定的工作时间
- 年休假、事假、病假、婚假及产假等
- 绩效考核与评定，薪酬调整及晋升方案
- 依照国家及地方有关法律法规，为员工缴纳五险一金

北辰实业致力于为员工打造包容、平等的工作环境，尊重并公平对待不同性别、年龄、宗教信仰、民族、文化背景、家庭与健康状况的员工。2022 年，北辰实业在残疾人雇佣、性别平等领域均有突出成绩。

悉心人才培育



数字化转型专题培训每人累计学时

达 40 小时

北辰实业积极响应国家强化现代化建设人才支撑的号召，引进优秀人才，加大人才培养力度，切实地保障员工权益，实现本公司的高质量发展，同时为行业培育领先人才。

为加强人才队伍建设，强化员工培训规范化管理，北辰实业制定《公司培训管理办法》，特别组建北辰研学院，定期对员工进行培训，高效统筹人才培育资源，完善教育培训体系。2022 年，北辰实业进行了为期两个月的数字化转型专题培训，培训全方位覆盖领导班子成员、总部各部门、企业领导班子及中层以上管理人员、数字化、信息化相关岗位员工共计 5,400 人次，每人累计学时达 40 小时。此次培训邀请了国务院参事、数字经济领域知名专家学者，以及有丰富实战经验的企业家授课、交流、研讨，并采用创新式培训方式，结合专业知识学习、标杆案例学习、社群学习、好书推荐等多种方式，有效提高培训效果，激发北辰实业内数字化转型学习动力。此外，本公司通过国际交往中心功能建设系列专题培训，有效拓宽员工全球视野，激发战略思考。此次培训为期两个月，共 24 学时，本公司领导、总部各部门、企业领导班子及中层以上管理人员、相关岗位员工，共计 3,300 余人次参加。



北辰数字化转型专题培训

与此同时，北辰实业深入学习贯彻习近平总书记关于国资国企改革发展和教育的重要论述，积极履行国有企业和高等院校服务社会的崇高使命，深入推进校企合作，探索新育人模式，在合作中不断发挥企业优势，源源不断的为北辰实业输送高质量人才。2022年，北辰实业所属北辰研学院先后与北京第二外国语学院、中央财经大学、中国政法大学、中国人民大学四所国内知名高校开展校企合作，达成了合作共识，并取得不同的阶段性成果。



北京第二外国语学院校企合作座谈会 中国政法大学代表参观北辰实业



中央财经大学校企合作座谈会 中国人民大学校企合作交流

为加强技术人才的建设，提升企业发展的可持续能力，落实北京市就业促进中心相关要求，北辰实业组织了“高端国务政务活动餐饮服务创新研修班”高技能人才培训项目，项目学员参与度高、师资力量雄厚、内容丰富且实用性强。本次高技能人才研修班共计参训学员30人，包括国家会议中心17名、五洲大酒店与国际会议中心9名、北京北辰洲际酒店2名、五洲皇冠国际酒店2名，学员们技术水平得到提升。



高技能人才研修班



本次高技能人才研修班共计参训学员

30人



包括国家会议中心

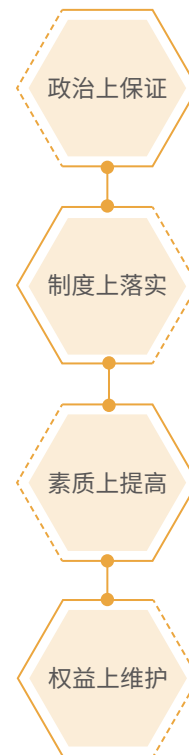
17名



五洲大酒店与国际会议中心

9名

促进民主管理



为深入贯彻习近平总书记关于工人阶级和工会工作重要论述、全国劳动模范和先进工作者表彰大会上的重要讲话精神，按照“政治上保证、制度上落实、素质上提高、权益上维护”的总体思路，北辰实业进一步健全企业职代会制度，推进企业民主管理制度化、规范化，拓展丰富厂务公开渠道、内容和形式，不断提升职工代表履职能力，丰富培训内容，加强培训效果，不断深化民主管理。

为更好的推进民主管理，在源头维护职工合法权益，北辰实业坚持推行并不断完善职工代表大会制度和职工董事、职工监事制度，于2022年8月2日召开第三届职工代表大会第五次会议，选举了职工董事，审议了《北辰实业“十四五”发展规划》。职工代表进入董事会，对深化民主管理，充分发挥了职工代表的民主监督作用，进一步完善约束机制，促进了北辰实业和谐健康发展。



北辰实业召开职工代表大会

守护员工健康

北辰实业将员工健康与安全视为实现可持续发展的重要一环，坚持落实各项员工健康保障政策，严格遵守相关法律法规，并制定了《公司职工补充医疗保障方案》及《公司退休人员重疾医疗互助帮困实施办法》等管理办法，充分保障员工合法权益。

为进一步提升员工职业健康水平，本公司组织员工到指定医疗机构进行定期体检，并为员工完善医疗保障体系，加强对员工身体健康的重视程度，减轻职工生病后的医疗负担。除此之外，北辰实业坚持做好在职职工互助保障投、续保和理赔工作。本年度在职职工互助保障工作有序推进，全年累计1,600余人次获得理赔报销，金额总计113万余元。



关爱员工生活

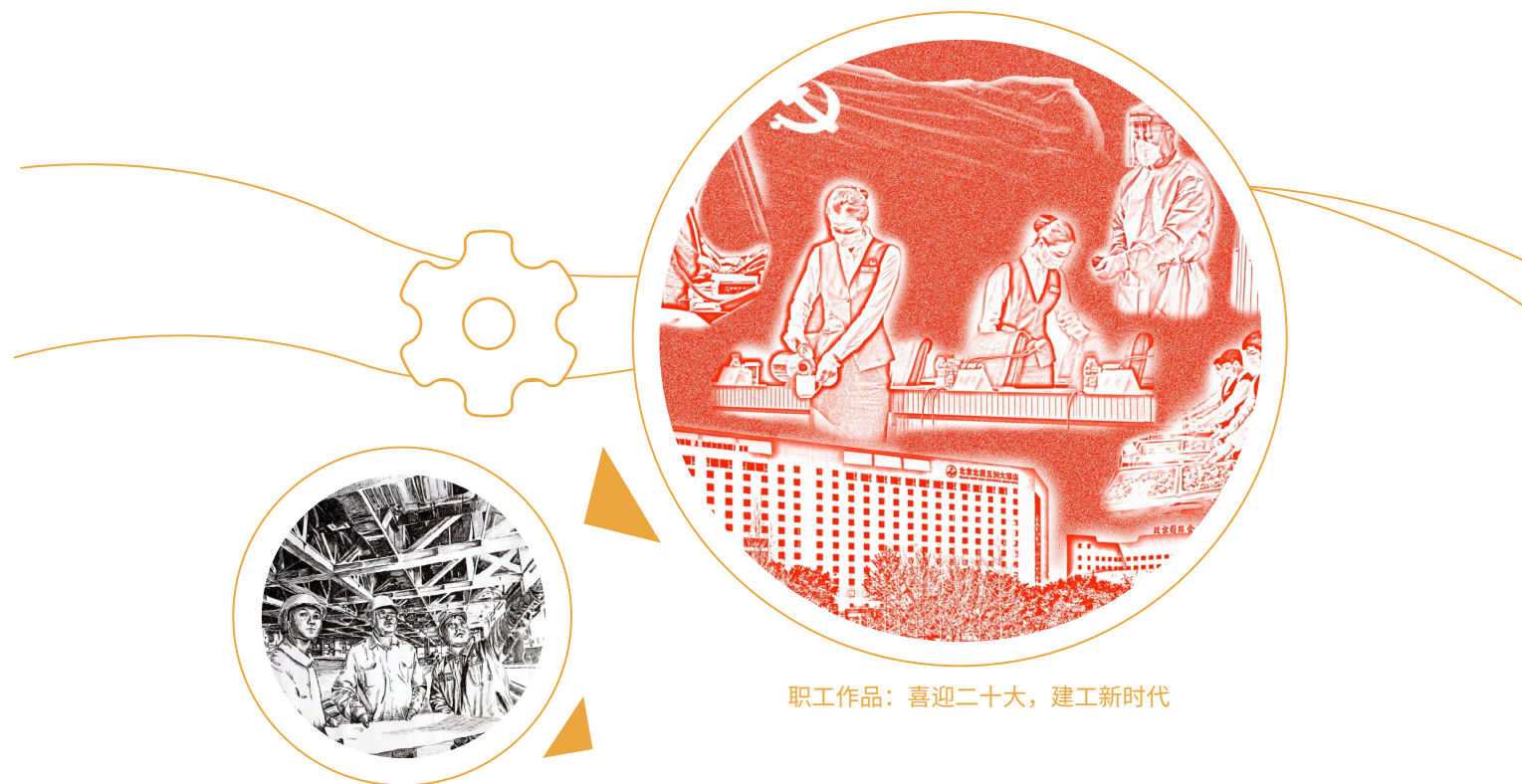
北辰实业坚持“以人为本”的理念，以职工需求为导向，开展多个职工关爱活动，打造温暖、包容、和谐的工作环境，与职工一起共同奋斗，共创美好生活。

2022年冬奥会、冬残奥会期间，北辰实业以“精准服务、精彩活动、精心慰问”为抓手，为2,000余名闭环内冬奥保障职工提供服务保障。本公司成立了应急支援服务队和职工关爱服务队，采取环内环外企业“一对一”手拉手结对服务形式，为职工排忧解难；搭建职工心理疏导平台和线上运动平台、组织开展急救技能和企业拓展师专项培训，呵护职工身心健康；划拨专项慰问金为职工购买慰问品、生活保障用品、文娱用品及健身器材等；投保“新冠肺炎”专项意外保险，为环内近千名女职工提供健康体检套餐；并推出专题心理讲座“冬奥话心声，一起向未来”、线上运动挑战赛、春节节目展播“元宵喜乐会”等丰富多彩的文化活动。赛后，工会迎接服务团队“出环”，欢迎“踏梦出征、圆梦归来”的职工回家。



喜迎闭环团队凯旋

在党的二十大胜利召开之际，本公司面向全体职工开展“强国复兴有我”群众性宣传教育文化活动。活动包括了以“喜迎二十大 建功新时代”为主题的书法绘画作品征集，以“劳动迎盛会”为主题的摄影作品征集。广大职工通过创作优秀作品以展现新时代北辰人的精神风貌，向党的二十大献礼。



职工作品：新时代建设者

职工作品：喜迎二十大，建工新时代

2022年，北辰实业工会深入基层一线开展了“夏送清凉”活动，慰问了坚守在室外、高温作业岗位一线和参与重大服务保障任务的广大职工近4,000人，给大家送去了饮用水、清凉茶饮品以及领导对广大职工的关心与慰问。深入开展“两节”送温暖活动，走访慰问困难职工、劳模先进81人慰问春节期间坚守岗位的一线职工3,505人次，慰问两节期间冬奥服务保障职工4,503人，进一步把“我为职工办实事”落到实处。



为一线职工送清凉



05 回馈社会

- 51 服务民生发展
- 52 社会公益奉献
- 53 助力乡村振兴

北辰实业积极响应党的二十大号召，坚持共同富裕、助力乡村振兴、开展公益活动，以无私奉献的精神诠释国企担当。



社区 / 公益慈善投入金额：

95 万元人民币



乡村振兴工作投入金额：

630.24 万元人民币

服务民生发展

为贯彻落实北京市委市政府、市国资委党委等关于“接诉即办”工作的重要指示精神，聚焦“七有”“五性”，坚持党建引领、主动担责，坚持民有所呼、我有所应，北辰实业推动“接诉即办”的各项工作有效落地。通过创新机制，建强队伍，把党建融入中心工作，抓重点，寻突破，以帮助解决群众的操心事、烦心事、揪心事。2022年，本公司接办诉求工单共308件，全力解决处理人民群众诉求。



召开居民会议



社会公益奉献

北辰实业不断加大社会公益投入，捐赠善款救助困境儿童，鼓励员工参与相关志愿服务，向社会传递爱心与责任；肩负国企担当，积极实施小微企业租金减免政策，充分展现社会奉献精神；深入推进老旧小区综合整治项目，为群众生活带来便利，增强群众的获得感、幸福感、安全感。

2022年是北辰实业与春苗基金会开展合作的第十年，本期捐赠的95万元善款共救助了66例孤贫重症患儿，十年间累计医疗救助数量达441例，志愿者活动及培训次数累计达到630次，帮助重症儿童渡过难关。

为赋能小微企业发展，北辰实业本着国企的担当和行业带头责任与义务，顶住经营压力，积极落实房租减免政策。

携手小微企业，风雨同舟

国家会议中心累计签署减免协议

32 份

减免面积近 **8,000** 平方米

公寓公司减免客户

718 户

减免面积约 **87,000** 平方米



租户完成租金减免的登记

此外，北辰实业深入推进“2021年老旧小区综合整治安慧北里、丝竹园小区项目”，配合属地政府投入约1,000万元对北京市安慧北里小区进行环境综合整治，稳妥推进改造工作，通过增加停车位，消除安全隐患，提升居民满意度，2023年本公司将继续推进相关工作。

助力乡村振兴

在党的二十大精神引领下，北辰实业坚持以习近平新时代中国特色社会主义思想为指导，积极践行二十大报告中提出的“全面推进乡村振兴”总要求，严格按照北京市委市政府、市国资委党委的部署要求，充分发挥国有企业优势，推动产业、就业、消费、公益等帮扶工作迈上新台阶，支援合作地区和本市集体经济薄弱村在乡村振兴的道路上迈出新步伐，助力巩固拓展脱贫攻坚成果同乡村振兴有效衔接。

北辰实业不同层级召开了多次会议，对工作计划进行多次分析、调整和审议，制定《北辰实业 2022 年乡村振兴工作计划》等工作文件；成立乡村振兴工作领导小组和工作小组，由领导小组统一指挥，统筹协调。



北辰实业召开 2022 年乡村振兴工作推进会



在就业帮扶方面

北辰实业秉持在同等条件下优先录用内蒙古地区脱贫人口及农村家庭大学毕业生的原则，招收四省区（内蒙古、新疆、青海、西藏）该类毕业生 15 人。



在消费帮扶方面

本公司通过以购代捐、以买代帮，推动受援地区农产品帮销工作，赴双创中心采购产品总额 519.42 万元，并购买怀柔区汤河口镇 3 个集体经济薄弱村农副产品 57.03 万元，以实际行动解决村域农产品销售问题，超额完成 2022 年度对口帮扶集体经济薄弱村年经营性收入不低于 10 万元的目标任务。



在公益帮扶方面

本公司积极开展公益帮扶工作。向汤河口镇三个村捐赠 1.19 万元物资，推动帮扶工作落地见效。外埠方面，北辰实业深入贯彻落实市国资委“工装援疆”行动工作部署，广泛号召各部室、各企业做好相关工作，向和田地区提供五批总价值 22.60 万元的工装援疆订单，以实际行动助力援疆企业稳岗就业，推动当地产业振兴，为和田纺织服装企业开辟了新的发展空间，并向内蒙古鄂伦春自治旗诺敏镇人民政府公益捐赠 30 万元，助力诺敏镇产业园区滑子菇基地升级改造，该项目的实施将直接带动周边村民及脱贫户近百人实现增收，有效助力该地区乡村产业振兴。



汤河口镇集体经济薄弱村帮扶工作



北辰实业旗下三家企业获评“怀柔区扶持壮大村集体经济结对帮扶先进单位”

展望未来

经营责任

二十六载砥砺前行，北辰实业以拼搏奉献的精神、首善一流的标准，打磨出“首都会展第一名片”，成为立足于京华大地的“地产百强”企业，助力首都成就“双奥之城”。未来，北辰实业将继续统一思想、凝聚共识、坚定信心、增强斗志，把党的二十大精神贯彻到工作中，持续践行“服务国际交往，筑造理想空间”的企业使命，更好地服务党和国家工作大局，为首都经济社会发展贡献北辰力量。

北辰实业将继续高质量服务保障重大国事政务活动，助力首都国际交往中心的建设。此外，本公司将以加快会展全产业链运营、打造特色地产为发力点，构建会展、房地产、商业物业板块相互支撑、优势互补、协同发展的新格局。

环境责任

北辰实业将督促旗下企业落实节约能源和环境保护相关内部管理制度，根据国家、北京市相关部门下达的各项约束性指标，研判本公司设备设施运行、节能降碳、环境保护指标，将目标分解，推动旗下企业完成并落实。

社会责任

北辰实业将持续加强人才引进工作，打造包容、平等的工作环境；深入学习、准确把握习近平总书记关于乡村振兴工作重要论述，提高帮扶质量，为实现乡村振兴提供有力保障，为全面建设社会主义现代化国家、实现第二个百年奋斗目标做出新的贡献。



附录

综合绩效表现

本报告所采用的数据统计及计算方法均给予了适当注明。部分指标的过往数据及资料已经过梳理列示。除有另外说明，本章节所提供的数据均为对应年度全年汇总数据或对应年度 12 月 31 日的数据。本章节的“绿色发展”有关数据主要来自本公司京内持有型物业（包括但不限于北辰实业本部、公寓、写字楼、国会主体、国会酒店、五洲皇冠国际酒店、北京五洲大酒店、国际会议中心，以及北辰洲际酒店、公设公司、北辰置地分公司）。各列表中“N/A”表示所在年份未披露或未统计相关数据，或该数据不适用于进行对比。

经营之道

防止贿赂及防止贪污：

指标	2022 年度	2021 年度	2020 年度
对本公司或雇员提出并已审结的贪污诉讼案件数目	0	0	0
涉及关于贿赂、勒索、欺诈及洗钱案件（宗）	0	0	0
年度雇员接受反腐倡廉相关培训员工人数 ⁴	7,902	2,982	2,279

品质为先

产品及服务质量

产品及服务表现：

指标	2022 年度	2021 年度	2020 年度
产品及服务涉嫌安全与健康的诉讼案件（宗）	0	0	0
产品及服务涉嫌侵犯知识产权的案件数目（宗）	0	2	2
因泄露客户信息而遭到投诉件数（例）	0	0	0
年内收到的客户投诉件数（例） ⁵	4	26	25
客户满意度（%）	93.40	91.58	87.67

⁴ 反腐倡廉培训形式主要包括：分析廉政案例、组织观看警示教育视频、发放廉政教育类资料、推荐阅读廉政书目、参观廉政教育基地、开展廉政知识测试等。

⁵ 2022 年度，由于旗下部分企业主要服务保障政府会议，故收到的客户投诉件数大幅下降。

绿色发展

排放物

大气污染物排放⁶：

指标	2022 年度	2021 年度	2020 年度
氮氧化物（公吨）	3.25	3.77	2.80
硫氧化物（公吨）	0.016	0.018	0.014

温室气体排放⁷：

指标	2022 年度	2021 年度	2020 年度
温室气体排放总量（公吨二氧化碳当量）	54,640	59,120	57,447
直接排放量（范围一）（公吨二氧化碳当量）	771	908	728
间接排放量（范围二）（公吨二氧化碳当量） ⁸	53,872	58,213	56,720
持有的树木减排量（公吨二氧化碳当量）	3	1	1
每平方米楼面面积温室气体排放量（范围一及二）（公吨二氧化碳当量）	0.0677	0.0732	0.0699

⁶ 此计算范围仅为本公司京内持有型物业 2022 年度使用柴油机动车、锅炉等以柴油为燃料的设备及燃气锅炉等以天然气为燃料的设备导致的大气污染物排放总量。此大气污染物排放的计算方法及相关排放系数参考了中华人民共和国国务院发布的《第二次全国污染源普查城镇生活源产排污系数手册》及原中华人民共和国环境保护部发布的《关于北京市燃气设施（燃用市政管道天然气）二氧化硫排污系数有关问题的复函》。

⁷ 此温室气体排放清单的计算方法及相关排放系数参考了北京市生态环境局发布的《北京市企业（单位）二氧化碳排放核算和报告指南（2018 版）》、中华人民共和国生态环境部发布的《关于做好 2018 年度碳排放报告与核查及排放监测计划制定工作的通知》及世界资源研究所（WRI）和世界可持续发展工商理事会（WBCSD）发布的《温室气体核算体系：企业核算与报告标准》。本公司 2022 年度的温室气体计算范围包括使用汽油机动车、柴油机动车、锅炉等以柴油为燃料的设备，及燃气锅炉等以天然气为燃料的设备导致的温室气体直接排放，使用外购电力及外购热力导致的温室气体间接排放。

⁸ 外购电力产生的温室气体间接排放量计算使用 2022 年度全国电网平均排放因子（来自《关于做好 2023—2025 年发电行业企业温室气体排放报告管理有关工作的通知》）。

无害废弃物数量：

指标	2022 年度	2021 年度	2020 年度
无害废弃物产生总量 (公斤)	2,292,142	3,046,858	1,525,469
厨余垃圾 (公斤) ⁹	942,178	1,785,819	954,251
生活垃圾 (公斤)	1,349,964	1,261,039	571,218
每平方米楼面面积无害废弃物产生总量 (公斤)	2.76	3.67	1.86
无害废弃物合规处理率 (%)	100	100	100

有害废弃物数量¹⁰：

指标	2022 年度	2021 年度	2020 年度
有害废弃物产生总量 (公斤)	4,525	9,452	4,370
含水银的废弃灯管 (公斤)	3,770	5,820	3,395
电子废弃物 (公斤)	143	2,638	446
废电池 (公斤)	311	334	255
废墨盒 (公斤)	301	616	275
清洗冷气系统的废油 (公斤)	0	44	0
每平方米楼面面积有害废弃物产生总量 (公斤)	0.0055	0.0114	0.0053
有害废弃物合规处理率 (%)	100	100	100

排放合规情况：

指标	2022 年度	2021 年度	2020 年度
涉及非法向环境排放污染物的案件 (宗)	0	0	0

⁹ 2022 年度，五洲大酒店、国际会议中心等企业经营活动减少，公寓公司出租率下降，因此厨余垃圾量有所下降。

¹⁰ 有关数据折算，以本公司根据不同废弃物的平均质量统一计算。2022 年度，五洲大酒店、国际会议中心等企业经营活动减少，导致多项有害废弃物数量降低。国家会议中心更换 LED 等，减少了含水银的废气灯管的数量。

资源使用

能源消耗量¹¹：

指标	2022 年度	2021 年度	2020 年度
能源消耗总量 (兆瓦时)	114,892	119,992	115,109
外购电力 (兆瓦时)	44,990	48,562	44,363
天然气 (兆瓦时)	3,428	3,970	2,882
汽油 (兆瓦时) ¹²	227	332	310
柴油 (兆瓦时)	86	96	288
外购热力 (兆瓦时)	66,161	67,032	67,266
每平方米楼面面积能源消耗总量 (兆瓦时)	0.14	0.15	0.14

用水情况：

指标	2022 年度	2021 年度	2020 年度
用水总量 (立方米)	559,351	676,075	601,844
外购自来水占比 (%)	100	100	100
每平方米楼面面积用水总量 (立方米)	0.69	0.84	0.73
污水 ¹³ 排放量 (立方米)	514,603	621,989	553,696

¹¹ 计算范围为本公司京内持有型物业年度用量的总和。本报告所披露的各能源消耗量数据根据各能源的实际消耗量及国际能源署提供的相
关转换因子计算。

¹² 2022 年度，经营活动减少导致公车使用量减少。

¹³ 所排放的污水均属于生活污水。

减少自然环境影响

回收再利用废弃物数量¹⁴:

指标	2022 年度	2021 年度	2020 年度
玻璃制品 (公斤)	49,994	62,764	9,303
塑料制品 (公斤)	76,723	83,691	7,803
酒店客房废旧毛巾 (块)	5,115	15,097	30,806
酒店客房肥皂 (公斤)	3,150	726	1,774
酒店客房牙刷 (支)	126,290	133,824	124,695

环境绿化:

指标	2022 年度	2021 年度	2020 年度
持有 5 米及以上的树木 (棵)	126	53	48

环保合规情况:

指标	2022 年度	2021 年度	2020 年度
涉及对自然环境造成破坏的案件 (宗)	0	0	0

¹⁴ 本公司旗下企业对废弃物开展周期性回收再利用工作。2022 年度非部分企业的废弃物回收再利用周期, 因此, 玻璃制品、酒店客房废旧毛巾等废弃物回收再利用量指标有所下降。北辰洲际酒店本年度恢复正常经营, 且参与了冬奥会、冬残奥会服务保障工作, 因此酒店客房肥皂的回收再利用量有所增加。

心系员工

雇佣

在岗员工组成:

指标	2022 年度	2021 年度	2020 年度
员工人数 (人)	5,387	5,588	5,690
按性别划分			
男员工 (人)	3,030	3,181	3,249
女员工 (人)	2,357	2,407	2,441
按受教育程度划分			
研究生及以上 (人)	269	278	302
本科 (人)	1,766	1,806	1,912
大专 (人)	1,444	1,484	1,490
中专 (人)	827	544	630
其他 (人)	1,081	1,476	1,356
按年龄划分			
50 岁以上 (人)	667	778	649
30 至 50 岁 (人)	3,289	3,370	3,435
30 岁以下 (人)	1,431	1,440	1,606
按地区划分			
中国内地	5,382	5,581	5,690
港澳台地区	0	0	0
海外	5	7	0
按雇员类别划分			
高层人员	65	61	75
中层人员	497	474	532
一般人员	4,825	5,053	5,083

薪酬:

指标	2022 年度	2021 年度	2020 年度
女性与男性员工薪酬比例			
管理层	1.0	1.0	1.0
一般员工	1.0	1.0	1.0

员工变动情况：

指标	2022 年度	2021 年度	2020 年度
按性别划分			
男员工 (%)	10.1	11.6	7.8
女员工 (%)	12.5	13.2	10.1
按年龄划分			
50 岁以上 (%)	4.2	4.1	2.8
30 至 50 岁 (%)	8.8	9.4	5.8
30 岁以下 (%)	18.8	21.8	16.5
按地区划分			
中国内地 (%)	11.1	12.3	8.8
港澳台地区 (%)	不涉及 ¹⁵	不涉及 ¹⁶	不涉及 ¹⁷
海外 (%)	28.57	0	不涉及 ¹⁸

培训与发展：

指标	2022 年度
受训雇员百分比 ¹⁹ (%)	96
按性别划分 ²⁰	
男雇员 (%)	55.19
女雇员 (%)	44.81
按雇员类别划分 ²¹	
高层人员 (%)	1.41
中层人员 (%)	9.70
一般人员 (%)	88.89

人均受训时数	
按性别划分	
男雇员	33.53
女雇员	38.62
按雇员类别划分	
高层人员	102.64
中层人员	61.33
一般人员	32.22

¹⁵ 该地区年度期末雇员总数及雇员流失总数均为 0。

¹⁶ 该地区年度期末雇员总数及雇员流失总数均为 0。

¹⁷ 该地区年度期末雇员总数及雇员流失总数均为 0。

¹⁸ 该地区年度期末雇员总数及雇员流失总数均为 0。

¹⁹ 受训雇员百分比 = (受训雇员 / 雇员总人数) x 100%

²⁰ 按性别划分的雇员受训百分比 = (男或女雇员受训人数 / 受训雇员) x 100%

²¹ 按雇员类别划分的雇员受训百分比 = (高层或中层或一般人员受训人数 / 受训雇员) x 100%

职业健康及安全

员工健康安全²²：

指标	2022 年度	2021 年度	2020 年度
因工死亡事故 (宗)	0	0	0
须予记录的工伤数 (人次)	20	29	18
二十万小时可记录工伤事故率	0.374	0.519	0.315
职业病率 (%)	0	0	0
因工伤损失工作日数 (天)	1,557	799	781

回馈社会

社区投资

公益慈善：

指标	2022 年度	2021 年度	2020 年度
社区 / 公益慈善投入金额 (万元人民币)	95	95	95
累计帮助有先天性疾病儿童 (名)	441	375	330

乡村振兴²³：

指标	2022 年度	2021 年度	2020 年度
乡村振兴工作投入金额 (万元人民币)	630.2	901.1	967.9
其中：产业扶贫项目	30	50	150
其中：帮销扶贫产品	576.45	790	680.6
帮助建档立卡贫困人口脱贫数	15	71	191

²² 本公司严格遵守工伤相关规定，将在上下班途中发生的交通事故等多类情况均认定为工伤。因工伤损失工作日数属于意外因素导致，未来本公司将继续加强员工健康与安全的管理和防范工作。

²³ 投入金额包含扶贫项目中投入资金及物资折款的资金。

依法合规

北辰实业的运营依法合规，本公司已遵守的法律法规包括但不限于此章节所列示内容。

各法律法规对应《环境、社会及管治报告指引》内容	本公司遵守情况
A. 环境	
层面 A1：排放物	
《中华人民共和国环境保护法》 《中华人民共和国大气污染防治法》 《中华人民共和国水污染防治法》 《中华人民共和国固体废物污染环境防治法》 《中华人民共和国环境噪声污染防治法》 《中华人民共和国水法》 《大气污染物综合排放标准》 《国家水污染物排放标准制订技术导则》 《国家危险废物名录》 《危险废物贮存污染控制标准》 《空气污染管制条例》 《城镇排水与污水处理条例》 《保护臭氧层条例》 《消耗臭氧层物质管理条例》 《废物处置条例》 《废弃电器电子产品回收处理管理条例》 《北京市生活垃圾管理条例》 《北京市宾馆不得主动提供的一次性用品目录》 《餐饮业大气污染物排放标准》 《水污染管制条例》 《水污染物综合排放标准》 《北京市排水许可管理办法》 《北京市排水和再生水管理办法》 《北京市节约用水办法》	报告期内，本公司无违反任何列示于此章节的有关废气排放、向水及土地的排污、有害及无害废弃物的产生的法律法规。
层面 A2：资源使用	
《中华人民共和国清洁生产促进法》 《中华人民共和国循环经济促进法》 《中华人民共和国节约能源法》 《重点用能单位节能管理办法》 《节能监察办法》	报告期内，本公司无违反任何列示于此章节的有关资源使用的法律法规。

层面 A3：环境及天然资源	
《中华人民共和国环境影响评价法》 《中华人民共和国土地管理法》 《中华人民共和国土壤污染防治法》 《中华人民共和国水土保持法》 《环境影响评估条例》 《噪音管制条例》 《绿色建筑评价标准》（GB/T50378 — 2019） 《居住建筑节能设计标准》（DB11/891-2020）	报告期内，本公司无违反任何列示于此章节的有关环境及天然资源的法律法规。
B. 社会	
层面 B1：雇佣	
《中华人民共和国劳动法》 《中华人民共和国劳动合同法》 《中华人民共和国劳动合同法实施条例》 《中华人民共和国社会保险法》 《中华人民共和国未成年人保护法》 《中华人民共和国妇女权益保障法》 《中华人民共和国残疾人保障法》 《职工带薪年休假条例》 《全国年节及纪念日放假办法》	报告期内，本公司无违反任何列示于此章节的有关薪酬及解雇、招聘及晋升、工作时长、假期、平等机会、多元化、反歧视以及其他待遇及福利的法律法规。
层面 B2：健康与安全	
《中华人民共和国安全生产法》 《中华人民共和国消防法》 《中华人民共和国职业病防治法》 《中华人民共和国劳动保险条例》 《工作场所职业卫生管理规定》 《工伤保险条例》 《北京市安全生产条例》	报告期内，本公司无违反任何列示于此章节的有关提供安全的工作环境及保障员工免受职业性危害的法律法规。
层面 B4：劳工准则	
《禁止使用童工规定》	报告期内，本公司无违反任何列示于此章节的有关防止雇用童工及强制劳工的法律法规。

层面 B6: 产品责任	
<p>《中华人民共和国民法典》</p> <p>《中华人民共和国建筑法》</p> <p>《中华人民共和国食品安全法》</p> <p>《中华人民共和国商标法》</p> <p>《中华人民共和国商标法实施条例》</p> <p>《商标法条约》</p> <p>《世界知识产权组织版权条约》</p> <p>《中华人民共和国产品质量法》</p> <p>《中华人民共和国消费者权益保护法》</p> <p>《联合国消费者保护准则》</p> <p>《中华人民共和国著作权法》</p> <p>《中华人民共和国标准化法》</p> <p>《中华人民共和国进出口商品检验法》</p> <p>《中华人民共和国网络安全法》</p> <p>《中华人民共和国计算机信息系统安全保护条例》</p> <p>《中华人民共和国广告法》</p> <p>《中华人民共和国专利法》</p> <p>《中华人民共和国电子商务法》</p> <p>《施工企业安全生产管理规范》</p> <p>《物业管理服务条例》</p> <p>《个人资料(私隐)条例》</p> <p>《产品环保责任条例》</p> <p>《货品售卖条例》</p> <p>《消费品安全条例》</p> <p>《商品说明条例》</p> <p>《信息安全技术网络安全等级保护基本要求》</p> <p>《互联网安全保护技术措施规定》</p> <p>《互联网信息服务管理办法》</p> <p>《计算机信息网络国际联网安全保护管理办法》</p>	<p>报告期内, 本公司无违反任何列示于此章节的有关所提供产品和服务的健康与安全、广告、标签及隐私事宜以及补救方法的法律法规。</p>
层面 B7: 反贪污	
<p>《中华人民共和国公司法》</p> <p>《中华人民共和国刑法》</p> <p>《中华人民共和国反不正当竞争法》</p> <p>《中华人民共和国招标投标法》</p> <p>《中华人民共和国反洗钱法》</p> <p>《中华人民共和国监察法》</p>	<p>报告期内, 本公司无违反任何列示于此章节的有关防止贿赂、勒索、欺诈及洗黑钱的法律法规。</p>

联交所《环境、社会及管治报告指引》内容索引

主要范畴、层面、一般披露及关键绩效指标 (指标)		披露位置或备注
A. 环境		
层面 A1: 排放物		
一般披露	有关废气及温室气体排放、向水及土地的排污、有害及无害废弃物的产生等的:(a) 政策; 及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	绿色发展 - 完善管理制度
指标 A1.1	排放物种类及相关排放数据。	附录 - 综合绩效表现
指标 A1.2	温室气体总排放量 (以吨计算) 及 (如适用) 密度 (如以每产量单位、每项设施计算)。	附录 - 综合绩效表现
指标 A1.3	所产生有害废弃物总量 (以吨计算) 及 (如适用) 密度 (如以每产量单位、每项设施计算)。	附录 - 综合绩效表现
指标 A1.4	所产生无害废弃物总量 (以吨计算) 及 (如适用) 密度 (如以每产量单位、每项设施计算)。	附录 - 综合绩效表现
指标 A1.5	描述所订立的排放量目标和为达到这些目标所采取的步骤。	绿色发展 - 应对气候变化
指标 A1.6	描述处理有害及无害废弃物的方法及所订立的减废目标和达标步骤。	绿色发展 - 加强污染物控制
层面 A2: 资源使用		
一般披露	有效使用资源 (包括能源、水及其他原材料) 的政策。	绿色发展 - 完善管理制度 绿色发展 - 加强污染物控制
指标 A2.1	按类型划分的直接及/或间接能源 (如电、气或油) 总耗量 (以千个千瓦时计算) 及密度 (如以每产量单位、每项设施计算)。	附录 - 综合绩效表现
指标 A2.2	总耗水量及密度 (如以每产量单位、每项设施计算)。	附录 - 综合绩效表现
指标 A2.3	描述能源使用效益目标及为达到这些目标采取的步骤。	绿色发展 - 应对气候变化
指标 A2.4	描述求取适用水源上可有任何问题, 以及用水效益目标, 并描述所订立的目标和达标步骤。	绿色发展 - 打造节水型企业
指标 A2.5	制成品所用包装材料的总量 (以吨计算) 及 (如适用) 每生产单位占量。	由于本公司业务性质, 此项指标对本公司而言不适用。
层面 A3: 环境及天然资源		
一般披露	减低发行人对环境及天然资源造成重大影响的政策。	绿色发展 - 绿色施工与运营
指标 A3.1	描述业务活动对环境及天然资源的重大影响及已采取管理有关影响的行动。	绿色发展 - 绿色施工与运营 附录 - 综合绩效表现

层面 A4: 气候变化		
一般披露	识别及应对已经及可能会对发行人产生影响的重大气候相关事宜的政策。	绿色发展 - 应对气候变化
指标 A4.1	描述已经及可能会对发行人产生影响的重大气候相关事宜, 及其应对的行动。	绿色发展 - 应对气候变化
B. 社会		
雇佣及劳工常规		
层面 B1: 雇佣		
一般披露	有关薪酬及解雇、招聘及晋升、工作时数、假期、平等机会、多元化、反歧视以及其他待遇及福利的: (a) 政策; 及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	心系员工 - 完善人才管理
指标 B1.1	按性别、雇佣类型、年龄组别及地区划分的雇员总数。	附录 - 综合绩效表现
指标 B1.2	按性别、年龄组别及地区划分的雇员流失比率。	附录 - 综合绩效表现
层面 B2: 健康与安全		
一般披露	有关提供安全工作环境及保障雇员避免职业性危害的: (a) 政策; 及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	心系员工 - 守护员工健康
指标 B2.1	过去三年 (包括汇报年度) 每年因工亡故的人数及比率。	附录 - 综合绩效表现
指标 B2.2	因工伤损失工作日数。	附录 - 综合绩效表现
指标 B2.3	描述所采纳的职业健康与安全措施, 以及相关执行及监察方法。	心系员工 - 守护员工健康
层面 B3: 发展及培训		
一般披露	有关提升雇员履行工作职责的知识及技能的政策。描述培训活动。 注: 培训指职业培训, 可包括由雇主付费的内外部课程。	心系员工 - 悉心人才培养
指标 B3.1	按性别及雇员类别 (如高级管理层、中级管理层等) 划分的受训雇员百分比。	附录 - 综合绩效表现
指标 B3.2	按性别及雇员类别划分, 每名雇员完成受训的平均时数。	附录 - 综合绩效表现
层面 B4: 劳工准则		
一般披露	有关防止童工或强制劳工的: (a) 政策; 及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	心系员工 - 完善人才管理
指标 B4.1	描述检讨招聘惯例的措施以避免童工及强制劳工。	心系员工 - 完善人才管理
指标 B4.2	描述在发现违规情况时消除有关情况所采取的步骤。	心系员工 - 完善人才管理
运营惯例		
层面 B5: 供应链管理		
一般披露	管理供应链的环境及社会风险政策。	经营之道 - 打造可持续供应链
指标 B5.1	按地区划分的供货商数目。	经营之道 - 打造可持续供应链

指标 B5.2	描述有关聘用供货商的惯例, 向其执行有关惯例的供货商数目、以及有关惯例的执行及监察方法。	经营之道 - 打造可持续供应链
指标 B5.3	描述有关识别供应链每个环节的环境及社会风险的惯例, 以及相关执行及监察方法。	经营之道 - 打造可持续供应链
指标 B5.4	描述在拣选供应商时促使多用环保产品及服务的惯例, 以及相关执行及监察方法。	经营之道 - 打造可持续供应链
层面 B6: 产品责任		
一般披露	有关所提供产品和服务的健康与安全、广告、标签及私隐事宜以及补救方法的 (a) 政策; 及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	品质为先 - 餐饮质量与卫生
指标 B6.1	已售或已运送产品总数中因安全与健康理由而须回收的百分比。	由于本公司业务性质, 此项对本公司而言不适用。
指标 B6.2	接获关于产品及服务的投诉数目以及应对方法。	品质为先 - 维护客户关系
指标 B6.3	描述与维护及保障知识产权有关的惯例。	经营之道 - 保护知识产权
指标 B6.4	描述质量检定过程及产品回收程序。	品质为先 - 打造高品质工程
指标 B6.5	描述消费者资料保障及私隐政策, 以及相关执行及监察方法。	品质为先 - 维护客户关系
层面 B7: 反贪污		
一般披露	有关防止贿赂、勒索、欺诈及洗黑钱的: (a) 政策; 及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	经营之道 - 加强廉洁建设
指标 B7.1	于汇报期内对发行人或其雇员提出并已审结的贪污诉讼案件的数目及诉讼结果。	附录 - 综合绩效表现
指标 B7.2	描述防范措施及举报程序, 以及相关执行及监察方法。	经营之道 - 加强廉洁建设
指标 B7.3	描述向董事及员工提供的反贪污培训。	经营之道 - 加强廉洁建设 附录 - 综合绩效表现
社区		
层面 B8: 社区投资		
一般披露	有关以社区参与来了解运营所在社区需要和确保其业务活动会考虑社区利益的政策。	回馈社会
指标 B8.1	专注贡献范畴 (如教育、环境事宜、劳工需求、健康、文化、体育)。	回馈社会
指标 B8.2	在专注范畴所动用资源 (如金钱或时间)。	回馈社会 附录 - 综合绩效表现

读者反馈

尊敬的读者：

您好！

非常感谢您阅读了北京北辰实业股份有限公司《2022 年度企业社会责任暨环境、社会及管治报告》。如果您对本报告有任何意见和建议，请您填写下面的意见反馈表，通过信件、电子邮件或传真等方式发给本公司。对于您的宝贵意见，本公司致以深深的谢意！

1. 您认为哪些章节为您提供了重要信息？

- | | | | |
|-------------------------------|-------------------------------|---------------------------------|-------------------------------|
| <input type="checkbox"/> 卷首语 | <input type="checkbox"/> 公司概况 | <input type="checkbox"/> 企业荣誉 | <input type="checkbox"/> 责任沟通 |
| <input type="checkbox"/> 经营之道 | <input type="checkbox"/> 品质为先 | <input type="checkbox"/> 绿色发展 | <input type="checkbox"/> 心系员工 |
| <input type="checkbox"/> 回馈社会 | <input type="checkbox"/> 展望未来 | <input type="checkbox"/> 综合绩效表现 | <input type="checkbox"/> 依法合规 |

2. 您如何评价本报告？

- | | | | |
|------|----------------------------|-----------------------------|-----------------------------|
| 易读性 | <input type="checkbox"/> 好 | <input type="checkbox"/> 一般 | <input type="checkbox"/> 不好 |
| 完整性 | <input type="checkbox"/> 好 | <input type="checkbox"/> 一般 | <input type="checkbox"/> 不好 |
| 中肯性 | <input type="checkbox"/> 好 | <input type="checkbox"/> 一般 | <input type="checkbox"/> 不好 |
| 排版设计 | <input type="checkbox"/> 好 | <input type="checkbox"/> 一般 | <input type="checkbox"/> 不好 |
| 总体印象 | <input type="checkbox"/> 好 | <input type="checkbox"/> 一般 | <input type="checkbox"/> 不好 |

3. 您对本公司下一年度的报告有何建议？

4. 请与本公司联系：

地址 北京市朝阳区北辰东路 8 号

邮政编码 100101

电子邮箱 northstar@beijingns.com.cn

电话 +86 - 010 - 6499 1284

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ABOUT THE REPORT

Beijing North Star Company Limited is delighted to publish its 15th *Corporate Social Responsibility Report* and the 7th *Environmental, Social and Governance Report*. The Board of Directors and all the directors of the Company warrant that there are no false records, misleading statements or major omissions in the Report, and they shall be individually and severally liable for the authenticity, accuracy and completeness of the contents.

The purpose of the Report is to present the environmental, social and governance issues related to the sustainable development of the Company to all stakeholders, so that, they can better understand the Company's sustainable development philosophy, actions, and related performance.

The Report is prepared in both simplified Chinese and English. In case of any discrepancy between the two versions, the simplified Chinese version shall prevail.

Reporting Period

Unless otherwise mentioned, the Report mainly describes the specific policies and performance of the Company in terms of environmental, social and governance from January 1, 2022, to December 31, 2022. For continuity and comparability, some information in the Report shall be extended as needed.

Reporting Organisational Boundary

The reporting organisational boundary of the Report is based on the principle of materiality. Unless otherwise mentioned, the material content of the Report covers Beijing North Star Company Limited and its branches and subsidiaries. The boundary of environmental key performance indicators includes properties held in Beijing by the Company, while the boundary of social key performance indicators includes Beijing North Star Company Limited and its branches and subsidiaries.

Reporting Guidelines

The Report is prepared according to the *No. 1 Self-Regulatory Guidelines for Listed Companies of Shanghai Stock Exchange - Standardized Operation* published by the Shanghai Stock Exchange and the *Environmental, Social and Governance Reporting Guide* under Appendix 27 of the *Main Board Listing Rules of the Stock Exchange of Hong Kong Limited* published by the Stock Exchange of Hong Kong Limited. The Report follows the reporting principles of Environmental, Social and Governance Reporting Guide related to "Materiality", "Quantitative", "Balance" and "Consistency". Please refer to the below table to understand how the Company has applied the reporting principles when preparing the Report.



Reporting Principles	The Company's Principle Application
Materiality	When preparing for the Report, a professional consultancy group has assisted the Company to conduct a materiality assessment, which identified the related material issues to Beijing North Star and its key stakeholders. Afterwards, the related information of the material issues has been collected and disclosed accordingly in the Report. Moreover, the Company's Board of Directors has already been notified of the materiality assessment results and approved the Report.
Quantitative	The Company has already provided information on the standards, methodologies, assumptions and calculation tools used for the reporting of emissions/energy consumption in "COMPREHENSIVE PERFORMANCE". Key performance indicators for historical data have been measured in the Report. The Company has set targets to reduce individual impact, including actual figures or directional, forward-looking statements.
Balance	The content contained herein reflects objective facts and discloses both positive and negative indicators.
Consistency	The data collection methods adopted by the Company are consistent with last year and explanation has been provided for the updates on the calculation method of key performance indicators.

Board Statement

The ESG governance structure of Beijing North Star mainly consists of the Board of Directors, the Secretary to the Board of Directors and the ESG special personnel of the Work Department of the Board of Directors.

- The Board of Directors oversees ESG issues:
 - Mainly responsible for reviewing the Company's ESG policies and strategies;
 - Participating in decision-making on ESG issues;
 - Approving ESG reports, confirming the results of materiality assessment, reviewing the progress of ESG-related goals and ESG risk management, and explaining how ESG issues relate to the Company's businesses;
- The Secretary to the Board of Directors is responsible for reviewing ESG reports and reporting to the Board of Directors;
- The ESG special personnel conducts data and information collection in various departments, branches and subsidiaries, deeply understands the progress of ESG issues, and writes working reports.

Confirmation and Approval

The contents disclosed in the Report are in compliance with the information disclosure requirements of the *No. 1 Self-Regulatory Guidelines for Listed Companies of Shanghai Stock Exchange - Standardized Operation* issued by the Shanghai Stock Exchange, as well as the ESG information disclosure requirements of the "Mandatory Disclosure Requirements" and "Comply or Explain" under the *Environmental, Social and Governance Reporting Guide* in Appendix 27 to the *Main Board Listing Rules of the Stock Exchange of Hong Kong Limited* issued by The Stock Exchange of Hong Kong Limited. The Report was confirmed by the ESG special personnel of the Company in March 2023 and was approved by the Board of Directors of the Company.

Report Acquisition and Feedback

The Report is available in both online and print versions. The online version can be viewed and downloaded on the Company's website, the Shanghai Stock Exchange and the HKEXnews website of Hong Kong Exchanges and Clearing Limited. If you have any questions, comments, or feedback on the Report, please send an email to northstar@beijings.com.cn to contact us.

DEFINITIONS

In the Report, unless the context otherwise requires, the following terms shall have the meanings set out below:

"Beijing North Star", "the Company"	▶	Beijing North Star Company Limited
"ESG"	▶	Environmental, Social and Governance
"the Report"	▶	2022 Corporate Social responsibility & Environmental, Social and Governance Report of the Company
"Reporting Period", "the Year"	▶	From January 1, 2022 to December 31, 2022
"Municipal SASAC"	▶	The State-owned Assets Supervision and Administration Commission of Beijing Municipal
"Municipal Party Committee"	▶	Beijing Municipal Committee of the Communist Party of China
"Municipal Government"	▶	Beijing Municipal Committee of the Communist Party of China
"CIFTIS"	▶	China International Fair for Trade in Services
"Properties held in Beijing"	▶	The properties of around 1.2 million m ² held by the Company in Beijing
"Xin Cheng Property"	▶	Beijing North Star Xin Cheng Property Management Co., Limited
"Apartment Management Company"	▶	Apartment Operation and Management Branch
"Public Facilities Management Company"	▶	Public Facilities Management Branch
"Office Building Company"	▶	Office Building Operation and Management Branch
"Capital Convention Group"	▶	Capital Convention (Group) Co., Ltd.
"NSREG"	▶	Beijing North Star Real Estate Group
"National Convention Centre"	▶	Main Building of the China National Convention Centre
"National Convention Centre Hotel"	▶	China National Convention Centre Grand Hotel
"V-Continent Wuzhou"	▶	North Star V-Continent Beijing Parkview Wuzhou Hotel
"Beijing Continental Grand Hotel"	▶	Beijing Continental Grand Hotel
"Beijing International Convention Centre"	▶	Beijing International Convention Centre
"InterContinental Beijing"	▶	InterContinental Beijing Beichen
"Social Insurances and Housing Fund"	▶	Endowment Insurance, Medical Insurance, Unemployment Insurance, Employment Injury Insurance, Maternity Insurance and Housing Provident Fund
"Dual-carbon goals"	▶	General Secretary Xi Jinping announced at the general debate of the seventy-fifth Session of the United Nations General Assembly that "China will increase the strength of its nationally determined contribution, adopt more powerful policies and measures, strive to peak carbon dioxide emissions before 2030, and strive to achieve carbon neutrality before 2060"
"TCFD"	▶	Task Force on Climate-Related Financial Disclosures
"The Beijing Winter Olympics""The Winter Olympics"	▶	The 24 th Winter Olympic Games
"The Beijing Winter Paralympics""The Winter Paralympics"	▶	The 13 th Winter Paralympic Games
"Dual Olympic"	▶	The Summer Olympic Games and the Winter Olympic Games
"2008 Olympic Games"	▶	The 29 th Summer Olympic Games
"The 13 th Beijing Municipal Congress"	▶	The 13 th Beijing Municipal Congress of the Communist Party of China
"The 20 th CPC National Congress"	▶	The 20 th National Congress of the Communist Party of China

THE PREFACE

2022 is destined to be an extraordinary year. This Year, the Beijing Winter Olympics, the Winter Paralympics, and the 20th CPC National Congress were successfully held, and the general economic and social stability was maintained. Beijing North Star has the honour to witness the significant achievements of China, contributing wisdom and strengths to promote national development.

This Year, Beijing North Star inherited the Asian Olympic blood and built the dream of "Dual Olympic" glory. During the nearly three months of service guarantee for the Beijing Winter Olympics and Winter Paralympics, Beijing North Star worked hard and dedicated itself, united as one, and built first-class venues with strength, delivering professional Chinese service. The Company successfully completed the service guarantee work for the Beijing Winter Olympics and Winter Paralympics Main Media Centre operations, Family Hotel, and contracted hotels, adding glory to the "Dual Olympic City" and submitting a satisfactory answer sheet to the Party and the country.

This Year, Beijing North Star coordinated and made progress in all of its main businesses with firm steps. Capital Convention Group successfully completed the preparatory and service guarantee work for major national political and governmental events, such as the CIFTIS and the 13th Beijing Municipal Congress, polishing the golden brand of "Beijing Service". NSREG, improving quality with ingenuity, steadily made its way onto the list of top 100 companies.

This Year, Beijing North Star remained true to the concept of ecological priority and green development, and marched forward on the road of building a beautiful China. It continuously improved the internal institutions and management, achieved the targets related to emission reduction, water conservation and waste for this Year with high quality, and contributed to the green development of the capital.

This Year, Beijing North Star demonstrated its responsibility as a state-owned enterprise in the capital by maintaining its production and operations. It contributed to the recovery of the industry and economic and social development. The branches and subsidiaries actively implemented rent reduction policies and supported small and micro enterprises and individual businesses through difficult times. Moreover, Beijing North Star employees volunteered in communities, shining like a beacon of hope and working together to fulfil social responsibilities.

In this Year, Beijing North Star always regarded the effective connection between consolidating and expanding the achievements of poverty alleviation and promoting rural revitalisation as an important task. It strengthened overall planning and deployment, and took actions such as employment assistance, consumption assistance, and public welfare assistance to make positive contributions to the creation of a new look in rural revitalisation.

Looking forward to the future, 2023 is a crucial year for the implementation of the two-step strategy goal outlined at the 20th CPC National Congress, as well as a key year for striving to achieve an overall improvement in economic performance. Beijing North Star will be invigorated, dedicated, and create mutual benefits, once again shining with glory.



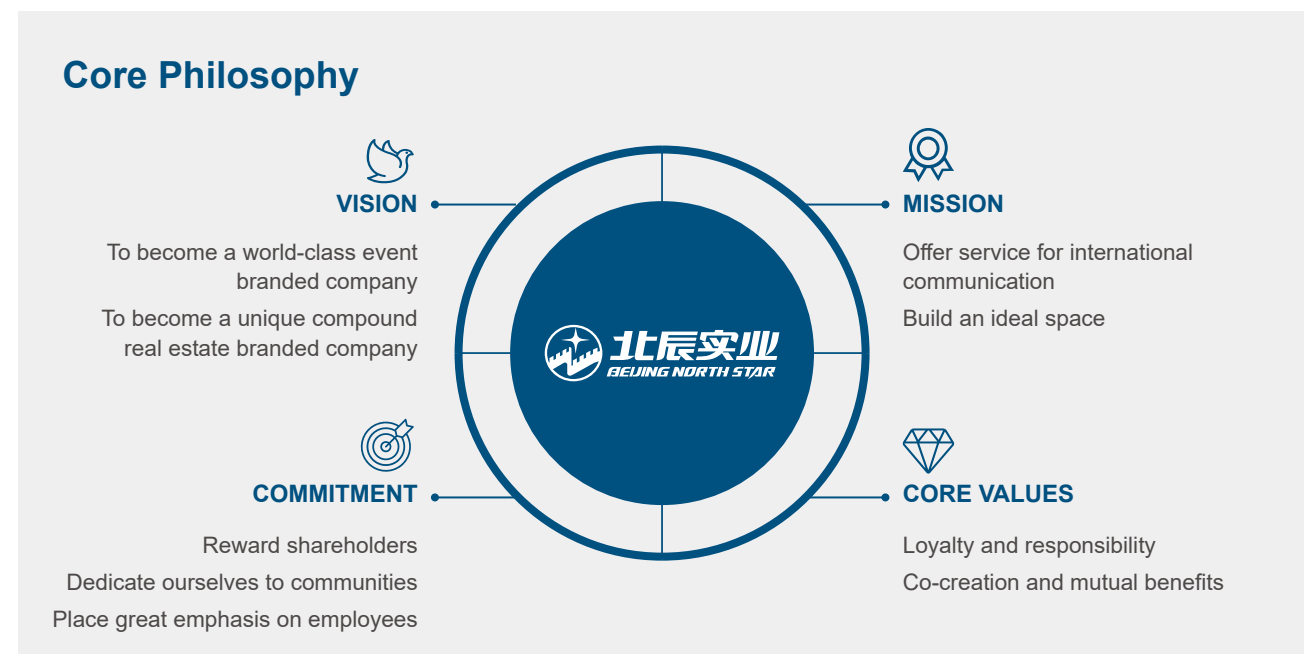
COMPANY OVERVIEW

About the Company

Beijing North Star Company Limited was established by Beijing North Star Group Limited Liabilities Company on 2 April 1997. The shares of the Company were listed on the Hong Kong Stock Exchange in May in the same year. In October 2006, the Company's A shares were issued and listed on the Shanghai Stock Exchange. The Company's total registered capital is 3,367,020,000 shares, of which 2,660,000,000 shares (representing 79.002% of the total share capital) are A shares and 707,020,000 shares (representing 20.998% of the total share capital) are H shares.

The principal business of the Company includes real estate development, convention and exhibitions (including hotels), and commercial properties. In recent years, the real estate development business has continued to deepen the regional presence and expand into new cities, gradually shaping a nationwide development layout with multiple regions and levels. The business involves the development and operation of diversified and multi-level properties such as residential units, apartments, villas, office buildings, and commercial properties. As of the end of the Reporting Period, the Company's development projects and land reserves are distributed in 15 core cities including Beijing-Tianjin-Hebei, the Yangtze River Economic Belt, the Chengdu-Chongqing urban cluster, the Hainan Free Trade Port, and the Guangdong-Hong Kong-Macao Greater Bay Area, forming a pattern of multi-business synergy development in residential units, industrial complexes, commercial properties, and property services. The convention and exhibition (including hotels) business relies on the Capital Convention Group, vigorously integrates exhibition resources, continuously strengthens the extension and expansion of new businesses and technologies in the exhibition industry, actively promotes the expansion of the entire exhibition industry chain layout, and has become an important carrier for professional operation of the CIFTIS, high-end national and state activities service providers, and the development of the international exhibition industry in the capital, as well as a benchmark of digital transformation of exhibition industry. Beijing North Star is committed to building an international first-class exhibition brand. At the same time, the Company adopts an "Exhibition + Real estate" operation model, constantly strengthen the synergy of resources and interactions in the industries, relying on Beijing North Star Commercial Management to carry out specialised operation and management of office buildings, apartments, and integrated commercial properties. By establishing a unified asset centre management model and empowering property operation management with smart technology, the Company is building a professional commercial property service brand with light asset output capability.

Adhering to the principle of maximising the Company' value and on the mission to "offer service for international communication" and to "build an ideal space", the Company continues its great effort to become a world-class event branded company and a unique compound real estate branded company in China.



COMPANY AWARDS

Adhering to the concept of sustainable development, Beijing North Star is committed to providing first-class international, branded and professional services, and shoulder the responsibility of state-owned enterprises. The Company has been highly recognised by different sectors of society in many fields.

Some of the awards and honours received by Beijing North Star Company Limited and its branches and subsidiaries/projects in 2022:

Beijing North Star			
Awards and Honours	Time	Awarded Company/Project	Granting Authority
Top 500 Real Estate Developers in China in 2022 – No. 73	2022.03	Beijing North Star Company Limited	China Real Estate Association
Top 10 Real Estate Developer s of Comprehensive Development in China in 2022	2022.03		China Real Estate Association
Top 100 Real Estate Enterprise in China in 2022- No. 51	2022.03		China Real Estate Top 10 Research Group
Star of the Top 100 in China Real Estate Industry in 2022	2022.03		China Real Estate Top 10 Research Group
Top 10 of the SSE-SZSE Listed Real Estate Companies for Investment Value in 2022	2022.05		China Real Estate Top 10 Research Group
Noteworthy Real Estate Companies of the Capital Market in 2022	2022.05		China Real Estate Top 10 Research Group
2022 China Excellent Real Estate ESG Development Enterprise	2022.05		China Real Estate Top 10 Research Group
2022 Top 10 of Leading Brand Value in Comprehensive Real Estate Development in China – Real Estate Enterprise with Comprehensive Operations	2022.09		China Real Estate Top 10 Research Group
Information Disclosure Assessment of Listed Companies-Rated A	2022.09		Shanghai Stock Exchange
Social Responsibility Enterprise in 2022	2022.12		XINDICHAN.com.cn

Convention and Exhibition Companies			
Awards and Honours	Time	Awarded Company/Project	Granting Authority
Outstanding Contribution Award for Beijing Winter Olympics and Paralympics	2022.04	Capital Convention (Group) Co., Ltd.	Special Working Group for Hotels in the Winter Olympics of Capital Convention (Group) Co., Ltd.
Beijing Vocational Education Teaching Achievement-First Prize	2022.03		Beijing Municipal Education Commission, Beijing Municipal Finance Bureau, Beijing Municipal Human Resources and Social Security Bureau
Beijing Advanced Group for 2022 Winter Olympic and Paralympic Games	2022.03	Beijing Continental Grand Hotel	Beijing Organising Committee for the 2022 Olympic and Paralympic Winter Games, Municipal Party, Municipal Government

City Landmark MICE Hotel	2022.06	InterContinental Beijing	China TOP100 Best MICE Hotel Committee
Top 10 Conference and Exhibition Hotel, Best Hotel Restaurant of the Year - Yue Xiu Xuan Chinese Restaurant	2022.08		CN Hotel News Committee
Top 10 Charming Hotels of the Year	2022.08		China Hotel Starlight Awards Committee
Selected Best Service Hotel in Greater China, Best Hotel Property Owner Representative, Best Hotel Owner Company of the Year	2022.10		Hotel Discovery Committee
Best Service Hotel of the Year, Best Owner Representative of the Year	2022.12		Life Style High-end Hotel Selection Committee
Luxury Hotel of the Year	2022.12		Voyage Annual High-end Hotel Selection Committee
National March 8 th Red Banner Group	2022.02	National Convention Centre	All-China Women's Federation
The 2022 Olympic and Paralympic Winter Games Service Guarantee Contribution Group	2022.04		Beijing Organising Committee for the 2022 Olympic and Paralympic Winter Games
Beijing May Fourth Red Flag Youth League Branch for the 100 th Anniversary of the Founding of the Communist Youth League	2022.04		Beijing Municipal Human Resources and Social Security Bureau
Worker Pioneer	2022.04		All-China Federation of Trade Unions
2021 Most Popular Hotel for Business Travelers	2022.03		China New Media Travel Summit Organising Committee
The 2022 Olympic and Paralympic Winter Games Service Guarantee Contribution Group	2022.04	V-Continent Wuzhou	Beijing Organising Committee for the 2022 Olympic and Paralympic Winter Games

Real Estate Companies

Awards and Honours	Time	Awarded Company/Project	Granting Authority
Commendation for Safe and Civilised "Two Codes and Two Cards"	2022.09	Chongqing City Centre	Chongqing Liangjiang New Area Construction Management Centre
The 8 th CREDAWARD Real Estate Design Award Outstanding Award for China's Social Public Projects and Interior Design	2022.10	Changsha City Centre	DJSER
Changsha Nighttime Consumption Demonstration Business District	2022.11	Changsha Beichen Delta	Changsha Bureau of Commerce
Golden Mall China Shopping Centre Industry 2022 Consumption New Scene Excellence List	2022.11	Joy City	China Shopping Centre Union
Silver Award of "Tianfu Cup Award for Construction Projects in Sichuan Province"	2022.04	Beichen Guosongfu	Sichuan Construction Engineering Quality Safety and Supervision Association
The Tenth (2021-2022) "Guangsha Award" Candidate Project (Residential Category)	2022.11	Beichen Longxitai	China Real Estate Industry Association, Housing Industry Promotion Centre of the Ministry of Housing and Urban-Rural Development

RESPONSIBLE COMMUNICATION

Stakeholder Communication

Beijing North Star firmly believes that the sustainable development of an enterprise needs the consensus among stakeholders. To reach the consensus, the Company has established effective communication channels with stakeholders to deeply understand their needs and expectations, so as to evaluate the issues that the Company needs to focus on and deal with in sustainable development.

Beijing North Star determines whether the relevant individuals or groups are the Company's key stakeholders through the following aspects:



In 2022, the Company's key stakeholders include government and regulators, investors and shareholders, clients, employees, suppliers, media, the public, etc. To facilitate effective communication with different stakeholders, the Company has established various channels and effectively responds to the information requests of stakeholders.

Key Stakeholders	Communication Channels
Government and Regulators	Attending conferences Reporting regularly Accepting inspection and supervision
Investors and Shareholders	Annual general meeting Investor Relations on the official website Investor relations hotline Information Disclosure Investor survey The Shanghai Stock Exchange E-interaction Investor collective reception day Strategic meeting
Clients	Client service hotline Client satisfaction survey Advertisement on social media
Employees	Employees interview Corporate training Employee activities Promotion mechanism
Suppliers	Telephone interview On-site inspection Supplier conferences
Media	Press conferences Interview
The Public	Community engagement Charity donation Rural revitalisation Advertisement on social media

Social Responsibility Management

Beijing North Star has integrated the concept of social responsibility into its corporate vision, corporate mission and core values to form a corporate culture with social responsibility characteristics and lead the high-quality development of the Company. The Work Department of the Board of Directors of Beijing North Star is mainly responsible for social responsibility affairs and effectively managing relevant work.

In order to strengthen the management and control of energy conservation and environmental protection and rural revitalisation, the Company has established a leading group for energy conservation to coordinate the management of energy conservation, consumption reduction, pollution reduction and efficiency improvement, and established a working group for rural revitalisation to be responsible for the overall coordination of rural revitalisation and assistance. The branches and subsidiaries also integrate social responsibility into their existing departments' responsibilities, continuously improve social responsibility management, and effectively implement social responsibility related work.

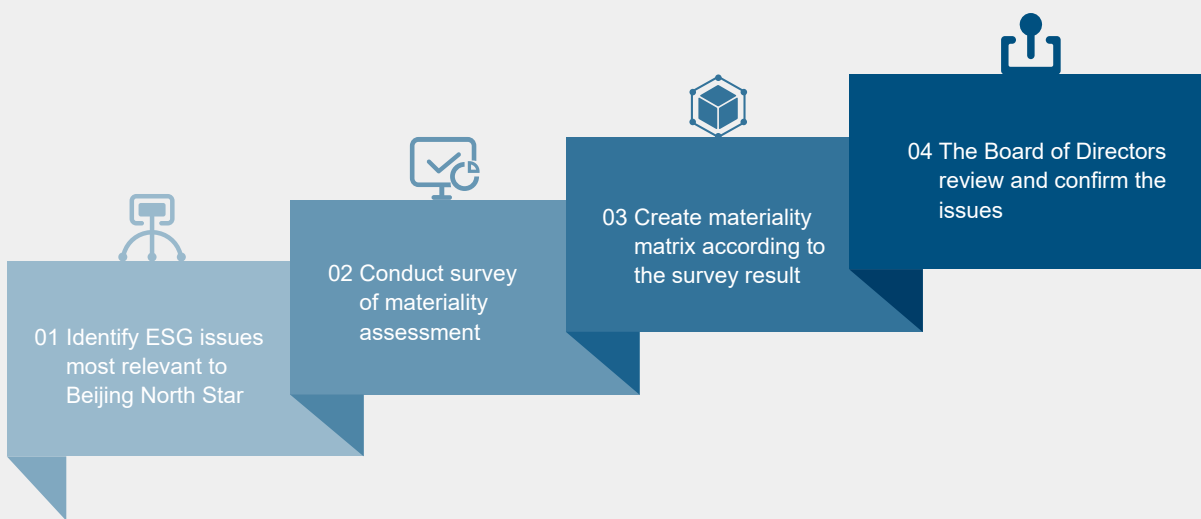
Materiality Assessment

During the Reporting Period, based on its own development strategy and business characteristics and with reference to the *Environmental, Social and Governance Reporting Guide*, Beijing North Star conducted a survey on material issues by comprehensively considering the industry development trend and the sustainable development issues that are widely concerned in the local and international societies. Beijing North Star has received a total of 689 valid questionnaires from the Company's management, government and regulatory authorities, investors, customers, employees, suppliers, media, and the public to determine the material issues of ESG for the Year. The results are shown in the matrix on the right. The Report will focus on the reporting of sustainable development measures and performances on these material issues to respond to the major stakeholders' needs of information.

Matrix of Beijing North Star 2022 Materiality Assessment



Process for Determining Material Issues



Environmental	Social	Governance
1 Impact assessment and related mitigation measures for project construction	11 Employment and employee welfare ¹	22 Anti-corruption and integrity
2 The use of eco-friendly materials	12 Occupational health and safety	23 Financial performance and investor interests
3 Energy use and efficiency	13 Career development and training for employees	24 Anti-competitive behaviour
4 Water use and efficiency	14 Employee benefits and promotion mechanism	25 Corporate information disclosure
5 Exhaust gas emission and management	15 Health and safety of clients	26 Compliance operation
6 Wastewater discharge and management	16 Client privacy	27 Stakeholder communication
7 Solid waste disposal and management	17 Protecting intellectual property right	28 Risk management
8 Climate change and greenhouse gas emission	18 Ensuring service quality	
9 Green building	19 Supply chain management	
10 Green office and operation	20 Contributing to social development	
	21 Client satisfaction	

¹ The issues in bold blue are of "high importance", and the rest are of "moderate importance" or "low importance".



01 WAY OF MANAGEMENT

- 13 Building the Cornerstones of Governance
- 14 Strengthening Integrity Construction
- 14 Protecting Intellectual Property Right
- 15 Building Sustainable Supply Chain
- 16 Supporting Industry Development

Building the Cornerstones of Governance

As a state-owned real estate company listed both on the Shanghai Stock Exchange and the Hong Kong Stock Exchange, Beijing North Star adheres to its consistent principle of maximising the Company's value, safeguarding the legitimate rights and interests of investors and creditors. The Company attaches great importance to creating space for win-win development for its partners. The Company carefully considers the opinions and suggestions of various parties and improves the market's and investors' recognition of the value of the Company.

Beijing North Star fulfils its information disclosure obligations and strictly complies with the requirements on information disclosure in the *Stock Listing Rules of the Shanghai Stock Exchange*, the *Main Board Listing Rules of the Stock Exchange of Hong Kong Limited*, and the *Articles of Association* and the *Administrative Rules on Information Disclosure* of the Company. During the Reporting Period, the Company maintained comprehensive communication and interaction with investors and creditors through hosting domestic and overseas investors surveys, teleconference, establishing Investor Relations columns on the Company's website, and Investor hotlines to fully safeguard the rights and interests of investors and creditors.

Beijing North Star is committed to continuously improving its corporate management, and using scientific, systematic, standardised and professional management to help the Company identify and prevent market risks and achieve high-quality development. During the Reporting Period, the Directors, Supervisors and senior management personnel strengthened their business training by participating in course training, online learning, and other methods in accordance with regulatory requirements in the listing area, constantly improving their performance. During the Reporting Period, the corporate governance of the Company was in compliance with the *Company Law of the People's Republic of China*, the *Code of Governance for Listed Companies* and the relevant requirements of the China Security Regulatory Commission.

Beijing North Star takes a highly proactive approach to enterprise risk management, and has developed the *Internal Control Manual*, identified potential risks and established measures for risk mitigation and response. For more details, please refer to *Beijing North Star 2022 Internal Control Evaluation Report*.

During the Reporting Period, Beijing North Star completed the profit distribution of the Company for 2021 in accordance with the dividend standards and procedures stipulated in the *Articles of Association* and the *Dividend Distribution Plan for Shareholders*, fully protecting the legitimate rights and interests of the Company's shareholders. As considered and approved at the 2021 Annual General Meeting, the Company's profit distribution plan for 2021 was based on the total share capital of the Company 3,367,020,000 shares, and a cash dividend of 0.010 yuan (tax included) was paid per share. The profit distribution plan has been completed (among which the distribution of cash dividends for A-shares was completed on 4 July 2022 and the dividends for H-shares were distributed on 12 July 2022), with a total cash dividend of RMB 33,670,200, accounting for 51.90% of the net profit attributable to ordinary shareholders of the Company for 2021.

During the Reporting Period, to protect the legitimate rights and interests of creditors, the Company actively fulfilled the relevant information disclosure obligations and maintained information transparency regarding the interest payment of corporate bonds and medium-term notes. As of December 31, 2022, the interest payments of corporate bonds and medium-term notes such as "14 North Star 02" etc., have been paid in full on schedule. The Company did not have any instances of overdue or underpaid interest payments on current corporate bonds and medium-term notes.

Strengthening Integrity Construction



Beijing North Star has created a strong atmosphere of anti-corruption and integrity within the Company, actively optimising institutional construction and management, establishing a comprehensive channel for reporting complaints, and conducting relevant training and integrity-building activities.

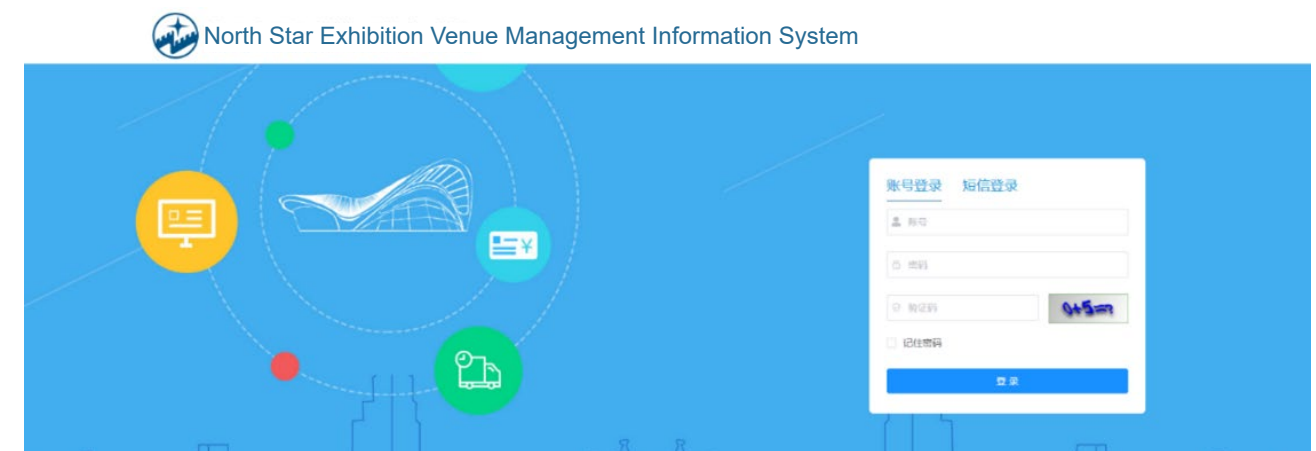
In terms of institutional construction and management, the Company has implemented the *Discipline Inspection and Supervision Manual of Beijing North Star* since 1 January 2022, covering the exhibition and convention industry, real estate industry, hotel industry, housing rental and other industries operated by the Company, to further strengthen supervision work, so as to achieve deployment, inspection, assessment and rectification. At the same time, the Company promoted the culture of integrity in the supply chain, urged the branches and subsidiaries to sign the "Sunshine Project" undertaking with general contractors and supervision companies, enhanced the awareness of integrity and self-discipline of personnel at all levels, and further strengthened site management to ensure the quality and safety of construction.

Beijing North Star has built a five-in-one complaint reporting channel of "letters, interviews, telephone calls, network, and WeChat", standardised the management of petition ledgers, unified the number of all petitions, clarified the contents, handling methods, persons in responsibility and disposal results, and implemented dynamic management to ensure clear and accurate records. Beijing North Star promoted anti-corruption and integrity among the Board, senior management, and a number of employees through various means such as holding meetings, circulating documents, and publishing articles, thereby strengthening their awareness of integrity.

Protecting Intellectual Property Right

Beijing North Star continuously strengthens the management of intellectual property rights, strictly abides by the laws and regulations related to intellectual property rights, and has issued internal documents such as *Notice on Strengthening Intellectual Property Rights Protection and Regulating the Use of Registered Trademarks* to the branches and subsidiaries, so as to effectively do the work related to intellectual property rights protection. In addition, as a member of the "Enterprise Trademark Management Committee of Beijing Trademark Association", Beijing North Star actively discussed and studied the work functions of the special committee and participated in the compilation of the *Guidelines for Administration of Trademarks in Enterprises*, which has been completed.

The North Star Exhibition Venue Management Information System developed by the Company is the first venue management system with independent intellectual property rights in China, which adopts the "Software as a Service" (SAAS) model design and standardised management process to efficiently accumulate exhibition data, and has become an important information infrastructure of Beijing North Star, empowering the management of exhibition venues. It has become an important information infrastructure for Beijing North Star, empowering the management of exhibition venues and output management, and continuously enhancing Beijing North Star's core competitiveness in exhibition.



North Star Exhibition Venue Management Information System

Building Sustainable Supply Chain

As of December 2022, the number of suppliers that have passed the quality, occupational health and safety, environmental or energy management system certification is

682

Beijing North Star has integrated the ESG concept into supply chain management, formulated the *Administrative Measure for Supplier Management*, the *Procurement Tender Management Regulations* and management measures related to internal bidding, etc. It strictly implements the supplier admission and elimination mechanism and conducts qualification audits on suppliers, including but not limited to business license, qualification level, service scope, bank credit, performance level, cooperation projects, reputation level, etc., and implements a blacklist system for dishonest suppliers. For suppliers who have already established cooperative relationships, a comprehensive monitoring and checking system is implemented to fundamentally address potential problems or weak links in the supply chain and to prevent their associated suppliers from being involved in illegal acts. As of December 2022, the number of suppliers with whom the Company has established long-term cooperation was 1,561, all from the mainland and no suppliers from Hong Kong, Macau, Taiwan or overseas.

In order to strengthen the sustainable management of the supply chain, a number of branches and subsidiaries have specified the terms and conditions of relevant environmental protection and social responsibility requirements and service contents in the supplier bidding and selection documents. Suppliers who can provide environmental protection qualification certificates are preferred. The Company has chosen suppliers who meet the green requirements. The demand and acceptance departments jointly supervise the supply and services provided, promoting shared responsibility among supply chain partners.

Case: Beijing North Star's branches and subsidiaries actively build sustainable supply chain

NSREG attaches great importance to the credibility of suppliers in the bidding process. Suppliers with bribery or corruptive behaviour, or those with major safety accidents are included in the list of unqualified suppliers. NSREG supervises suppliers in terms of environmental protection and gives priority to suppliers who use eco-friendly materials to create a green supply chain. In addition, NSREG also monitors the performance of suppliers through the *Supplier Performance Assessment* form to further strengthen the supply chain management.

The National Convention Centre has formulated regulations related to green and eco-friendly procurement, requiring procurement staff to strengthen green procurement promotion and develop green procurement channels, encouraging suppliers to seek products that meet green and environmental requirements, and preferring energy-saving and eco-friendly products that have passed environmental label product certification, energy-saving product certification or other nationally recognised certification under the same conditions. In terms of food procurement, the National Convention Centre signed the *Green Food Procurement Contract* with suppliers to strengthen binding force.

V-Continent Wuzhou advocates the use of eco-friendly materials, giving priority to suppliers with environmental credentials. When purchasing new miscellaneous items, V-Continent Wuzhou requires suppliers to provide products related to biodegradable materials, while reducing the purchase of guest supplies and office supplies in accordance with the annual procurement plan. In addition, V-Continent Wuzhou has established a procurement system and made efficient use of a cold chain information platform to trace upstream and downstream of the value chain to enhance information transparency and efficiently manage the supply chain.



In terms of supply chain risk management, the branches and subsidiaries have identified the instability brought by compliance risks and other force majeure factors, and have actively carried out countermeasures to effectively prevent the risks.

Analysis of Potential Supply chain Risks for Beijing North Star

Potential Risk	Risk description	Risk Response	Subject Addressing the Risk
Compliance Risk	<ul style="list-style-type: none"> Suppliers' violations of employees' legal rights and human rights-related incidents Failure to invite tenders when tenders should have been invited, or disaggregation of items to avoid tenders In the bidding process, resorting to fraud, bidding, bribery and other acts in violation of laws and regulations 	<ul style="list-style-type: none"> Improving the internal institutions and management of bidding and procurement to eliminate such acts and ensuring that all suppliers are selected in accordance with the law Some of the branches and subsidiaries use Tianyancha and background investigation to find out information about suppliers in terms of environmental protection and delivery 	The Company
Force Majeure Factors	<ul style="list-style-type: none"> The force majeure factors affected the normal operations of suppliers, resulting in a reduction in their capacity and price instability 	<ul style="list-style-type: none"> Monitoring prices, and reducing the use of imported goods 	Some hotels of the Company

Supporting Industry Development



China Exhibition Index Report 2021



China Convention and Exhibition Industry Yearbook

Beijing North Star actively carries out industry research, deepens the standardisation of the exhibition industry and relies on its leading experience to empower the industry's development.

Capital Convention Group participated in the formulation of national standards such as the *Classification and Terminology of Meetings* and industry standards such as the *Operational Service Regulation of Convention Centre* and the *Operational Service Regulation of Exhibition Centre* building the first national service industry standardisation system for convention and exhibition venues in China. The Company regularly tracked the development of the exhibition industry and industry research results, publishing the *China Exhibition Index Report 2021*, continuously promoting the exhibition industry's high-quality development. In addition, in 2022, Capital Convention Group actively carried out research on convention and exhibition strategies and completed research topics such as the *Trendy Outlook of "Future Convention & Exhibition" Industry* with high quality, implemented the project *Research on the Development of Beijing's Exhibition Industry in the New Era* to provide a basis for the development of Beijing's exhibition industry in the 14th Five-Year Plan period in terms of more efficient planning and precise policy implementation, formed a research report on the new exhibition industry of more than 50,000 words, and continued to undertake the research project on the 2023 CIFTIS to provide a basis for the production of the planning plan and expansion plan for the 2023 CIFTIS, leading the development of the industry with cutting-edge research results.

The *China Convention and Exhibition Industry Yearbook*, which was compiled with the participation of the National Convention Centre, was also officially published, mainly including the Yearbook People, Special Descriptions, Corporate Brands and Photography. This is the first yearbook in the industry focusing on information of the convention and exhibition industry.



02

QUALITY FIRST

- 19 Shouldering the Responsibility of State-owned Enterprises
- 29 Consolidating Safety Responsibility
- 32 Maintaining Customer Relationship

With the guidance of the national and social needs, Beijing North Star continuously improves the service level of major activities and builds high-quality projects to satisfy people's expectations. During the Reporting Period, the Company strictly complied with laws and regulations related to product and service responsibility, including but not limited to health and safety, advertising, labelling, privacy matters, remedial methods, etc. For the management of product and service responsibility, the Company hired experienced legal advisors to formulate reasonable and effective solutions based on their professional opinions. In the course of business operation, the Company resolutely cracked down on illegal construction and sales activities to effectively protect the rights and interests of customers.

Shouldering the Responsibility of State-owned Enterprises

Fully committed to serving major events

With a high sense of political responsibility, social responsibility and collective responsibility, Beijing North Star successfully completed the preparation and service guarantee work for major state affairs and government activities such as the Winter Olympics, the Winter Paralympics, the CIFTIS, the 13th Beijing Municipal Congress, the Financial Street. At the same time, it focused on the construction of the "four centres", "two zones", "three platforms", made every effort to build a convention and exhibition platform with international competitiveness, continuously innovated the concept of convention and exhibition development, and empowered regional economic development.

Case: Inheriting the Asian Olympic spirit and writing the glorious "Dual Olympic" chapter

From 1990 Beijing Asian Games to 2008 Olympics, to 2022 Winter Olympics and Winter Paralympics, Beijing North Star always bears in mind its mission of serving the country and the capital, inherits the Asian Olympic blood, resonates with the pulse of the times, and supports the capital to write a glorious chapter of the "Dual Olympic City".



Asian Games Village property groups



In 2022, Beijing North Star undertook the operation of the Main Media Centre, the Family Hotel and contracted hotels for the Winter Olympics and Winter Paralympics. During the whole process of preparation and service guarantee, Beijing North Star resolutely implemented the spirit of General Secretary Xi Jinping's speech on the Winter Olympics, established a leading group for service guarantee work for the Winter Olympics and Winter Paralympics, set up 5 special working groups, held 9 special research and deployment of the Company's Standing Committee of the Party Committee, held 41 special meetings, coordinated the arrangement of service guarantee work, formulated the work plan for Party-leading service guarantee for the Winter Olympics. The Company also held the oath meeting, and overcame various difficulties with the highest standards, the most stringent requirements, the greatest enthusiasm and the best state in accordance with the requirements of "striving for excellence and achieving all losses", successfully completed various tasks, and contributed to the holding of the a streamlined, safe and splendid Winter Olympics with the mission of a state-owned enterprise in the capital and the "Beijing Service" with the pursuit of excellence.

The Main Media Centre of the Winter Olympics is the headquarter of the global registered print media and broadcasters during the games, the media service aggregate and the media transportation centre, as well as the cultural promotion and exhibition platform of the host city and the Beijing Organising Committee for the 2022 Olympic and Paralympic Winter Games. In the venues, Beijing North Star selected 64 elite leaders to join the venue operation team, and managed more than 1,400 employees and volunteers, providing a solid guarantee for the stable and efficient operation of the venue. Outside the venues, Beijing North Star concentrated the resources on the Winter Olympics and Paralympics, and strived to protect the Main Media Centre with the strength of the whole Company.

During the Winter Olympics, under the unified command and dispatch of the operation headquarters, and under the leadership of the venue leaders and with the joint efforts of the operation team, the Main Media Centre successfully received 520 news agencies, OBS, the host broadcaster, and 24 holding broadcasters from 50 national and regional Olympic committees, with a total of approximately 390,000 person-times, creating a new record of the highest viewership and the longest broadcast duration in the history of the Olympics in the world and in China, achieving zero complaints from the International Broadcasting Centre (IBC), zero infection among 4,298 Chinese staff around the world, and zero thousand hours of venue operation. As a window connecting the world, the Main Media Centre also presented Chinese traditional culture in an innovative form through 140 Chinese type landscape and colourful Spring Festival activities, telling Chinese stories to the guests and friends from the world, which gained the attention and favour of domestic and foreign media.

The Olympic Family Hotel plays an extremely special role in the operation system during the Winter Olympics. As an important carrier and contracted hotel for reception services for the Winter Olympics Family Hotel, InterContinental Beijing, V-Continent Wuzhou, Beijing Continental Grand Hotel, and the National Convention Centre and the National Convention Centre Hotel, and North Star Yayuncun Hotel, with a high sense of political responsibility, made every effort to complete the service guarantee for the Winter Olympics.



Enthusiastic guest reception service



The warm and comfortable Family Hotel



The hotel management teams have fully leveraged their professional service guarantee experience accumulated over the years and devoted themselves to various tasks with the “empty-cup mentality”. The Company made efforts in hardware environment renovation and software service quality improvement, carried out the upgrade of barrier-free rooms and related facilities in an orderly manner, created a digital service scenario experience, carefully designed the Spring Festival interactive activities, and effectively achieved “user-friendly facilities and affectionate services”.

In order to demonstrate the style of “Beijing Service”, Beijing North Star also set up a special working group for the Winter Olympics, selected 25 key personnel to join the hotel operation team of the Family Hotel, and fully cooperated with the operation team to carry out the work. The Company also organised training and skill competitions in various aspects such as hotel professional service skills, English speaking and basic first-aid knowledge. In total, 115 training programmes and 176 employee skill competitions were carried out, with a total of approximately 5,508 people participating in the training and 3,739 people participating in the competitions, which significantly improved the overall quality and work ability of front-line employees. In order to comprehensively test the service, operation, safety management and emergency response capabilities of each hotel, Beijing North Star also organised more than 40 scenario-based comprehensive drills for more than 5 projects, invited experts to give comments on the scene, and comprehensively tested the service, operation, safety management and emergency response capabilities of each hotel during the competition to effectively improve the level of safety guarantee.

During the Winter Olympics and Winter Paralympics, 2,944 employees of the Company, both inside and outside the region, participated in the service guarantee of the Family Hotel and contracted hotels for the Winter Olympics, with more than 60,000 room nights and more than 170,000 catering services. The successful service guaranteed a series of important meetings such as the 139th International Olympic Committee meeting and the daily coordination meeting of the Winter Olympics, and successfully completed the integration of the opening and closing four ceremonies of the Winter Olympics and the Winter Paralympics, as well as the delivery of two important torch relay missions.



Winter Olympics Guarantee Team Opening Ceremony



The Winter Olympics Service and Reception Team



A variety of Chinese cultural activities

Beijing North Star adheres to the concept of “Green Olympics” and pays attention to environmental friendliness. Beijing North Star used green electricity for the whole process of the Winter Olympics, totalling 17,762,000 kWh, actively responding to the “Dual-carbon goals”.

In accordance with the principle of “one venue, one policy”, the branches and subsidiaries strengthened overall coordination ensuring the safety and stability of the Winter Olympics and the Winter Paralympics. In addition, the Main Media Centre venue operation team and various service support units actively introduced scientific and technological measures. During the Winter Olympics, the Company adopted a number of smart devices such as food delivery, goods delivery, guidance, disinfection, and waste cleaning, creating multiple “unmanned” digital service scenarios. Beijing North Star strictly implemented kinds of public health measures and requirements, protecting Beijing North Star employees' health and safety.

The service guarantee for the Winter Olympics and Winter Paralympics has been widely recognised

At the Beijing Winter Olympics and Winter Paralympics Summary and Commendation Conference, the Central Committee of the Communist Party of China and the State Council awarded the title of “Outstanding Contribution Group of Beijing Winter Olympics and Winter Paralympics” to the Main Media Centre operation team participated by the Company; The operation team of the Olympic (Paralympic) Family Hotel participated by the Company was awarded the title of “Outstanding Contribution Group of Beijing Winter Olympics and Winter Paralympics”.



Won the “Outstanding Contribution Group of Beijing Winter Olympics and Winter Paralympics”

“

A letter of thanks from Olympic Broadcasting Services to Beijing North Star:

“The streamlined, safe and splendid Winter Olympic Games were successfully concluded. On behalf of Olympic Broadcasting Services, I would like to express my sincere gratitude to Beijing North Star!.....Thank you for your contribution to creating the history and thank you for writing a new chapter for the ‘Dual Olympic City’.”

”

“

The Chair of the International Olympic Committee expressed the gratitude to the InterContinental Beijing:

“Dear friends of the InterContinental Beijing, I would like to express my heartfelt gratitude to you for your warm welcome and wonderful hospitality.....Your smile and spirit have given us the feeling of return, which is the most enjoyable time we have spent together.”

”

Born in the Asian Games, boom in the Olympic Games is the gene of Beijing North Star. “Loyalty, serving, dedication, excellence” is the spirit inherited by Beijing North Star from generation to generation. In the future, Beijing North Star will remain true to its original aspiration, live up to its mission, overcome difficulties, forge ahead, and gather the momentum, to make further contribution to the capital and China.

Case: 2022 China International Fair for Trade in Services

2022 is the 10th year for Beijing North Star to join hands with the CIFTIS. From the initial successful guarantee of the 1st Beijing Fair of China (the predecessor of the CIFTIS) to becoming a carrier for professional operation of the CIFTIS, Beijing North Star has always adhered to the strict standard of “striving for excellence and perfectly safe” to complete various guarantees for the past CIFTIS events, and contributed the “North Star strength” to international communication and service trade cooperation.

In order to comprehensively promote the preparation of the 2022 CIFTIS, Beijing North Star leveraged its strength to select key personnel from the branches and subsidiaries to participate in the service guarantee work and the overall operation of the venues, achieving the first linkage of the three major venues of the CIFTIS, with an overall exhibition area of 152,000 square metres, hitting a record high.



Accomplishments of the 2022 CIFTIS

Successfully held **128** special forums,
65 promotion and negotiation meetings,
104 results announcement conferences
 and other activities

2,441 offline participating enterprises
275,000 visitors in total during
 the exhibition

National Convention Centre Venue



Shougang Park Venue



Permanent slogan of CIFTIS

As the contractor of the CIFTIS, Capital Convention Group set up a core operation team of about 30 people and a sessional service support team of 140 people, a service support team of over 1,400 employees, and set up 8 new working groups, and formulated optimisation and improvement plans for the exhibition area setting, operation management and public services of the three major venues. In addition, Capital Convention Group attached great importance to security and various service guarantees, optimised and improved service guarantee work with high standards, formulated 19 special guarantee work plans, carried out more than 100 drills for different scenarios, building a full-coverage work system and a safety “protection wall” for the guests.

In order to demonstrate the vitality of marketisation, Capital Convention Group actively gave full play to the professionalism and initiative of investment promotion and exhibition, comprehensively upgraded the planning content of the service trade fair, closely followed the development trend of the global service industry and international needs, adopted professional operation methods, and effectively improved the level of marketisation. Among the 9 special exhibitions of the CIFTIS, more than half of the special exhibitions achieved full market-oriented operation, and the internationalisation rate significantly increased to 20.6%, representing an increase of 2.6% as compared with the previous year, covering 27 of top 30 countries and regions in service trade.

Capital Convention Group firmly grasped the opportunities of digital transformation, and adopted the “online + offline” mode to build a business exchange platform for participating enterprises through multiple channels. Among them, the online digital platform has become a global digital trade exchange, display and trading platform with more than 20 core functions such as exhibition, meet, negotiation, trade and service, as well as 3D booth, live video and cloud conference room. In 2022, a total of 6,981 online booths and 26,649 exhibits were uploaded on the digital platform of the CIFTIS, which comprehensively improved the digital and intelligent conference level of the CIFTIS.





Capital Convention Group successfully completed the market-oriented recruitment and exhibition of the first environmental service special exhibition

Capital Convention Group achieved remarkable results in market-oriented operation. The environmental service special exhibition attracted 110 enterprises to participate in the offline exhibition, 240 enterprises to participate in the online exhibition, including 27 foreign-invested enterprises, 36 Fortune Global 500 companies and leading companies, demonstrating new technologies and new applications in ecological and environmental protection, green energy conservation and other aspects, helping to achieve the strategic "Dual-carbon goals". At the same time, it invited the World Meteorological Organisation and China Meteorological Service Association to jointly host the "Dual-carbon Economics Forum", which received wide attention from the industry.

Capital Convention Group completed the market recruitment work of telecom, computer and information service thematic exhibition with high quality

In the investment promotion of exhibition of telecom, computer and information service, Capital Convention Group invited 124 enterprises to participate in the offline exhibition, 202 enterprises to participate in the online exhibition, including 5 Fortune Global 500 companies, 36 industry leaders and 19 international exhibitors, and a total of more than 20 innovative scientific and technological achievements were displayed by exhibitors from the United Kingdom, the United States, Germany, Japan, Israel, Switzerland and other countries and regions.

As a leading enterprise in the convention and exhibition industry in China, Capital Convention Group actively participated in various activities as a main contractor, and released authoritative research results such as the *China Exhibition Index Report 2021*, leading the development of the industry and promoting the simultaneous increase in the quantity and quality of conference and forum activities. In order to develop a better linkage effect of "exhibition area + results release", the results-release activity was held in two places in the meta-universe exhibition area for the first time, forming a better publicity and promotion and professional audience attraction effect, which was widely praised by the participating enterprises. The new release form of the meta-spatial layout hall, supplemented by the sound and photoelectric effect brought by new technologies, has made the release effect unprecedentedly amazing, and has been recognised and praised after by the publishing enterprises.

In the next decade, Beijing North Star will actively undertake the mission of a state-owned enterprise, gather strength, summarise experience, make early deployment, strengthen talent management, improve market-oriented level, and escort the next session of the CIFTIS with higher standards.



Case: 2022 Financial Street Forum Annual Conference



In 2022, the Financial Street Forum focused on the theme of "forging ahead, into the future hand in hand — economic development and financial cooperation under changes". Nearly 400 significant guests from the world attended the forum. The National Convention Centre of Beijing North Star selected an elite team of 28 backbone members to continuously polish the "Beijing Service" brand with efficient, standardised, thoughtful, safe and warm professional services.



Serving with a sense of detail

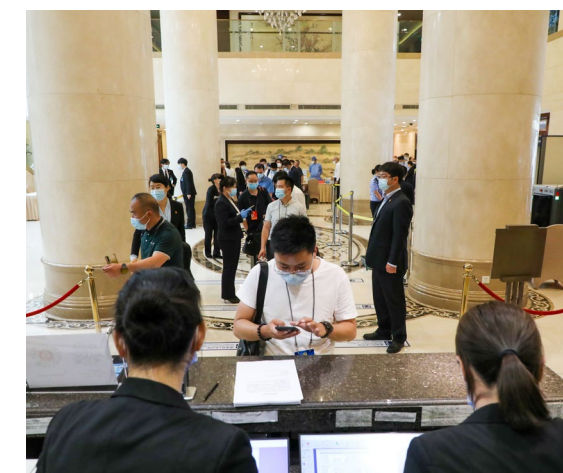


Case: The 13th Beijing Municipal Congress Of the Communist Party of China



Beijing North Star adhered to the service standards of "safe operation, and high-quality service reception", and successfully completed the reception task of the 13th Beijing Municipal Congress. Beijing Continental Grand Hotel of the Company has established a special work leading group. Learning from the experience of reception service of previous meetings, it has formulated 18 proposals including overall reception and comprehensively deployed various reception tasks.

During the reception period, Beijing Continental Grand Hotel carried out service reception work in an orderly manner. While ensuring safety, it provided warm services for attendees, and finally won the high recognition of the conference team and attendees by virtue of the meticulous and thoughtful services.



Carried out reception work in an orderly manner

The quality and hygiene of food and beverage

The hotels of the Company comply with the relevant laws and regulations on food and beverage hygiene, continuously improve the internal system, regularly review and evaluate the performance of suppliers, implement incentive policies for excellent suppliers, timely rectify and replace unqualified suppliers, and some hotels trace the imported cold chain food to comprehensively ensure food quality and hygiene.

Beijing Continental Grand Hotel has formulated the *Food and Beverage Department Management System*, the *Enterprise Food Safety Management Regulations*, the *Enterprise Quality Manual*, the *Food Cold Chain Work Management Measures* and other institutions to comprehensively control and supervise food procurement, transportation, acceptance, storage, processing and other aspects, clarifying the responsibilities of relevant departments, and effectively implementing various regulations.

Beijing Continental Grand Hotel's Whole-process Control of Food Quality and Hygiene

Food procurement

The responsible personnel for bidding and procurement shall review the supplier's licence, safety standard documents and other documents related to food safety, and shall not conduct business with the "blacklist" enterprises publicly announced by the mainstream media, website, and food safety supervision agencies in terms of supply relations. When necessary, the Company conducts on-site inspections of the places where suppliers operate, and give priority to suppliers with advanced technology, reliable quality and good reputation.

Food acceptance

Assigning experienced food inspectors who have passed technical training to conduct safety inspections according to different food categories, and inspect information such as quality inspection certificates, quarantine certificates and shelf life limits of food to ensure food quality and safety. Refusing the unsafe food with unknown origin and incomplete qualifications, as well as the food products that are contaminated, have expired or close to the shelf life, etc. that are inconsistent with food safety protection, etc.

Food transportation

Requirements on dust prevention and other aspects for food transportation vehicles, transportation routes are not close to pollution sources, and transportation personnel have health certificates, etc.

Food storage

Dedicated personnel are responsible for the safe and effective operation of refrigeration and refrigeration equipment. Food is strictly separated, free from sundries or odors and stored in inventory. Food that exceeds the expiration date is handled in a timely manner. Food that is close to the end-of-life period and has a tendency of deterioration will not be delivered.

Food processing

To provide specific guidance on the work of rough processing, cold and meat processing, hot food processing room, noodle workshop and dishwashing room, and ensure food hygiene in the processing process.

Operation and sales

Food that does not meet the safety standards shall not enter the sales process, ensure the cleaning and disinfection of tableware, and appoint the person in charge of operation as the food safety supervisor, etc.

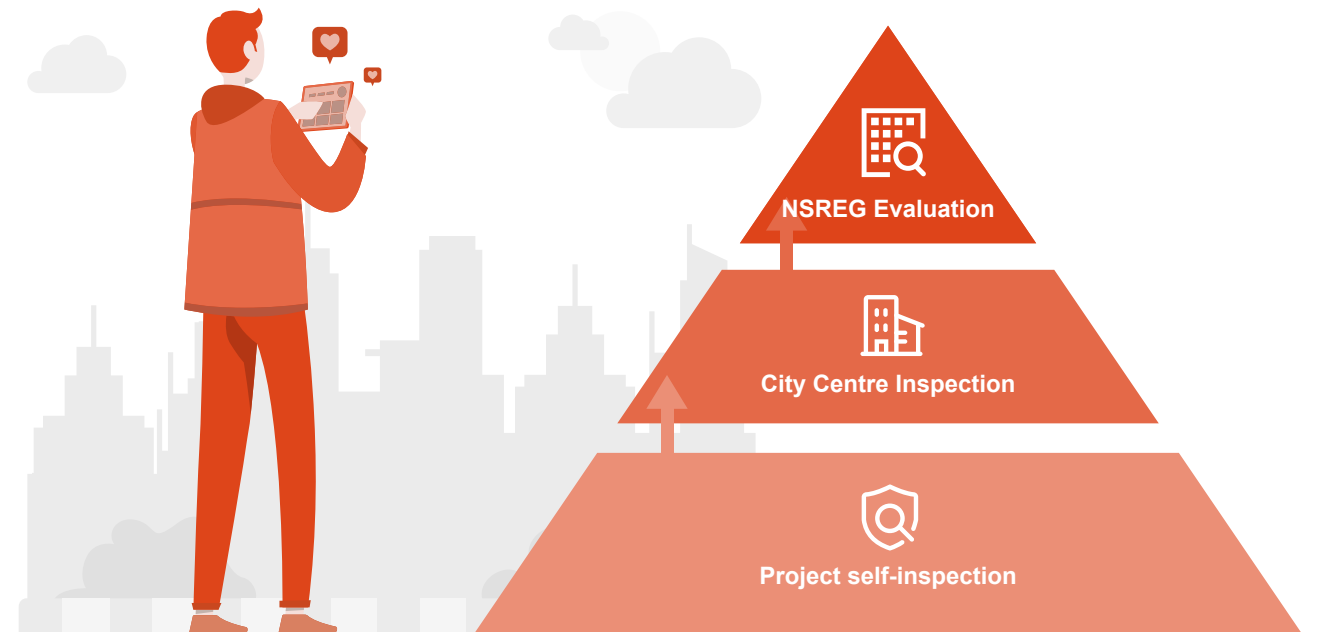
V-Continent Wuzhou Controls Cold Chain Food Hygiene through A Transparent Value Chain



Creating high-quality projects

Beijing North Star builds high-quality projects by improving the project quality management institution, setting management objectives, and strengthening review and evaluation. NSREG has formulated the *Measures for Inspection and Assessment of Project Management of Beijing North Star Real Estate Group* and other institutions to comprehensively control the engineering projects, ensure the quality and safety of construction, and improve the satisfaction of customers on the engineering quality. In addition, pursuant to the *Management for Third-party Project Quality Inspection and Assessment of Beijing North Star Real Estate Group*, NSREG conducts third-party inspections on the quality and safety attributes of all projects under its own operation. Each of its city centres conducts regular inspections according to the project management system of the real estate group to ensure project quality. Projects are subject to a three-level prevention and control system assessment comprising self-inspection, city centre inspection and NSREG assessment, and can only be delivered to customers after passing the assessment. If a customer proposed a housing quality problem when receiving a house, the relevant department would sort out the problem in detail, dispatch the general contractor or maintenance team to conduct on-site inspection during the maintenance period, formulate a solution, and conduct a customer return visit after reaching a consensus to ensure that the customer's problem could be solved.

Three-level Prevention and Control System of NSREG Project



Consolidating Safety Responsibility

Safe and stable production

Beijing North Star adheres to the Holistic View of National Security, fully implements the requirements and instructions of the state and Beijing Municipal Party Committee and Municipal Government on safe production, firmly implements the policy of “safety first, prevention first, and comprehensive management”, consolidates the main responsibility of safety, and strictly abides by relevant laws and regulations.

Beijing North Star adheres to the concept of safe production, strictly abides by relevant laws and regulations, continuously improves institutional guarantee, enhances risk response capabilities, conducts safety training and publicity, and comprehensively creates a safe production environment.

In order to strengthen production safety, establish and improve the production safety responsibility system of “The Party Committee shares common responsibilities with the Administration, one position with two responsibilities, joint control and management”, and ensure the safety of employees and property, Beijing North Star timely revised the *Production Safety Management Measures*, the *Management Measures for The Party Committee Sharing Common Responsibilities with the Administration, One Position with Two Responsibilities* in accordance with the *Production Safety Law of the People's Republic of China* and other laws and regulations, combined with the actual situation, and studied and formulated the *Overall Plan for Safety Guarantee Work of Beijing North Star in Reception of 2022 Winter Olympics and Winter Paralympics* and other special safety guarantee work plans, made comprehensive regulations on safety management and accident emergency response, and ensured the safety and smooth service guarantee work of the Winter Olympics and Winter Paralympics, so as to promote the safe development of Beijing North Star.

In addition, Beijing North Star has signed the *Work responsibility Agreement of Safety and Stability* with Capital Convention Group, NSREG and other enterprises, realised comprehensive management at different levels, earnestly implemented the main responsibility of safety and stability at each level, and maintained internal safety and stability.

Case: Implementing the responsibility of State-owned Enterprises, the Three-year Action was successfully completed



Careful inspection

Since 2020, Beijing North Star has solidly promoted the requirements of the *Three-year Action Plan for Special Rectification of National Production Safety* issued by the Work Safety Committee of the State Council. 2022 is the final year of the *Three-year Action* and also a key stage of consolidation and improvement. The branches and subsidiaries of Beijing North Star adhered to the dynamic update of hidden problems, increased special rectification efforts for key and difficult problems in a targeted manner, and improved governance measures. Based on the progress and completion of the rectification work, each enterprise deeply analysed the prominent problems and common problems in the work, summarised practical experience, and formed normalised, institutionalised and standardised safety management results, which significantly improved the enterprise's ability to control safety risks. Since the implementation of the *Three-year Action*, the Company has deeply understood General Secretary Xi Jinping's important statement on production safety, implemented the seven special rectification projects, namely the main responsibility of enterprise production safety, the construction of hidden danger investigation and management system, the safety rectification of construction projects, the fire safety rectification, the traffic safety rectification, and the internal safety prevention and rectification, and achieved remarkable results.



The Company organised

251 teams

a total of **4,661** people from

21 subsidiaries to participate in the national "Ankang Cup" knowledge competition

In order to further cultivate employees' safety awareness and solidly popularise safety production laws and regulations and safety knowledge, Beijing North Star has carried out a variety of activities of "Safety Production Month" and regularly conducted safety education and training. The Company organised 251 teams and a total of 4,661 people from 21 branches and subsidiaries to participate in the national "Ankang Cup" knowledge competition, continuously improved the safety and health awareness of employees, enhanced the team's safety emergency skills and handling capabilities, and effectively promoted the construction of corporate safety culture.



Strengthened the publicity and implementation of safety



The number of participants in each enterprise reached

102

In terms of consolidating the Company's production safety capability and improving the management level of production safety, Beijing North Star organised employees at all levels to receive special training on production safety in 2022 through a combination of online and offline methods. The number of participants in each enterprise reached 102. The training mainly focused on 15 measures for production safety of the Safety Committee of the State Council, which effectively improved the Company's ability to prevent and resolve major safety risks.



Safety education and training meetings

In line with the work principle of "Life First" and "Safety First", in 2022, Beijing North Star issued the *Notice on Work Safety in Summer of 2022 Flood Season* and other relevant management requirements. The Company strengthened the prevention of extreme weather safety work, the investigation and rectification of safety hazards, the formulation of strict duty schedules, conducted emergency drills and training, to avoid the occurrence of extreme weather safety incidents. With improved institutional guarantees and solid safety production work, Beijing North Star did not experience any major safety accidents, major fire accidents, or major traffic accidents caused by the first party responsibility in 2022.

Building a strong fortress of health



Adequate reserve of flood control Carried out safety inspection

In 2022, the Company worked together to overcome difficulties. The Company actively responded to the national call and promoted the COVID-19 vaccination work to protect the health of employees. During the Reporting Period, the whole-process training rate of employees of Beijing North Star reached 96.42% and the auxiliary type of work was 99.34%. In Beijing, the vaccination rate of employees was 98.09% and that of auxiliary jobs was 98.84%. The vaccination rate steadily increased year-on-year. The Company made comprehensive arrangements for personnel isolation, environmental disinfection, assistance to the flow of local departments, preparation of necessities during quarantine. The Company strengthened and optimised the personalised and multi-dimensional public health plan of "one enterprise, one policy", grasped the important nodes and key links of the public health plan, and strictly implemented the responsibility.

Beijing North Star adhered to the people-oriented development concept, insisted on putting people and their lives first, put the safety and health of the people in the first place, actively participated in the volunteer service on public health. National Convention Centre, Beijing Continental Grand Hotel, Beijing International Convention Centre, V-Continent Wuzhou, NSREG, Xin Cheng Property, Office Building Company, Apartment Management Company and other branches and subsidiaries efficiently mobilised and deployed cadres to work at the grassroots level, fully supported the health care work in communities (villages) and towns, and displayed extraordinary strength in positions such as screening of flow personnel information, environmental disinfection, and maintaining inspection order. Beijing North Star's public health support work was well received by the residents of the assisted community, and received a letter of appreciation from the street office. In the future, Beijing North Star, along with the branches and subsidiaries, will continue to give full play to the spirit of serving the people and vigorously support community construction.



Maintaining Customer Relationship

Protecting customer rights

Beijing North Star attaches great importance to the protection of customer privacy. In accordance with the relevant provisions on protection of consumer rights and interests, Beijing North Star has formulated and implemented the *Administrative Measures for Legal Affairs of the Company and Implementation Rules for Contract Management of Beijing North Star and BNSIGC*. At the same time, it has carried out network security and informatisation work in accordance with the relevant provisions, implemented the responsibility system for network security work, built an all-round network information security protection system, built a network security barrier, and effectively protected customer privacy. All branches and subsidiaries actively implemented the requirements of the Company, formulated internal systems, supervised the privacy protection by the management personnel of the enterprises, and supervised by the discipline inspection committee and integrity supervision personnel. During the Reporting Period, the Company did not receive any complaint regarding leakage of customer information.

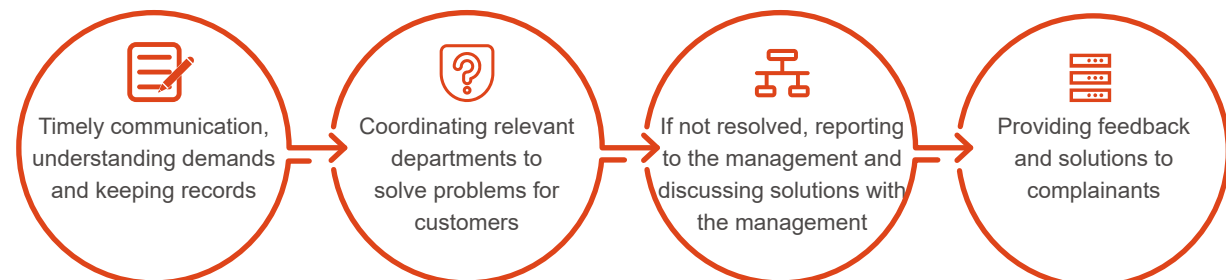
Improving customer satisfaction

In order to strengthen and standardise customer satisfaction management, the branches and subsidiaries actively formulated internal institutions and carried out customer satisfaction surveys to effectively improve service quality and enhance customer experience and satisfaction. During the Reporting Period, the customer satisfaction of Beijing North Star was 93.40%, representing the high recognition of Beijing North Star's service by customers.



Beijing North Star manages customer complaints in a standardised manner, so as to meet customer needs in a timely manner, solve customer problems quickly, and promote the service level of the Company. In terms of handling customer complaints, as of December 31st 2022, Beijing North Star received a total of 4 customer complaints (including exhibitions, hotels, office buildings and apartments) throughout the Year. The Company communicated with relevant project companies on the complaints as soon as possible and provided feedback to the complainant.

Handling Procedures for General Complaints of the Branches and Subsidiaries





03 GREEN DEVELOPMENT

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- 39 Green Construction and Operation

Beijing North Star deeply studied Xi Jinping's thoughts on ecological civilisation and the spirit of the 20th CPC National Congress, actively responded to the green development strategy of Beijing and China, and carried out a lot of work in strengthening the operation and maintenance of energy equipment, improving energy efficiency, reducing pollutant emissions, etc., continuously accelerated the pace of green development of the Company, and contributed to the construction of a beautiful China with harmonious coexistence of human and nature.

Improving Management Institutions

In order to strengthen the management of energy conservation, consumption reduction, pollution reduction and efficiency enhancement, implement the main responsibility of environmental protection of state-owned enterprises, and promote the Company's comprehensive, coordinated and sustainable development, Beijing North Star, in accordance with regulations and policies, such as the *Law of the People's Republic of China on Energy Conservation* and the *Environmental Protection Law of the People's Republic of China*, and based on the real situation of the Company, has issued the *Environmental Protection Management Measures*, revised the *Energy Conservation Management Measures*, improved the environmental protection management system and institutions, clarified the management responsibilities of the Company and the branches and subsidiaries, and never stepped on the red line of environmental protection, save energy, improved the energy efficiency of equipment and facilities, laying a solid foundation for the Company's green, low-carbon and environmental protection development.

Responding to Climate Change

Responding to climate change and practising the concept of green and low-carbon development has become a global consensus. The Chinese government has also made a responsible commitment and proposed the ambitious "Dual-carbon goals". Beijing North Star is well aware of the importance of tackling climate change, conducts climate risk and opportunity analysis with reference to the TCFD³ climate change-related information disclosure framework, and actively carries out energy-saving and carbon reduction actions to help the country achieve the "Dual-carbon goals".

Climate change governance and strategy

Beijing North Star has made clear requirements for promoting energy conservation, consumption reduction, carbon dioxide emission verification and other work in the *Energy Conservation Management Measures*, improved the institutions, and established the "Energy Conservation Leading Group" to be responsible for coordinating and deploying related work.

In addition, Beijing North Star integrates low-carbon development into social responsibility planning: continuously promoting energy conservation and environmental protection, and promoting green and low-carbon development; reducing energy consumption per unit of added value and carbon dioxide emissions meeting the requirements of Beijing.



³ In 2015, the Financial Stability Board (FSB) established the Task Force on Climate-related Financial Disclosures (TCFD) under the auspices of the G20. The TCFD information disclosure framework includes four core elements: governance, strategy, risk management, and metrics and targets. This framework helps investors to gain a deeper understanding of the climate risks and mitigation measures of enterprises.

Climate change targets and indicators

Beijing North Star actively sets targets related to climate change, implements energy-saving management system, continuously strengthens leadership, formulates relevant plans, implements target responsibilities, and continuously improves the assessment, reward, and punishment mechanism. The Company consolidates the basic management of measuring instruments, carries out statistical analysis of energy data, focuses on key energy-consuming units, strengthens the supervision of equipment energy management. Moreover, the Company also pays attention to key equipment transformation projects, energy-saving technological transformation, and the promotion and application of new technologies and new products, and strengthens energy-saving related publicity and education to improve the awareness of energy conservation and emission reduction.



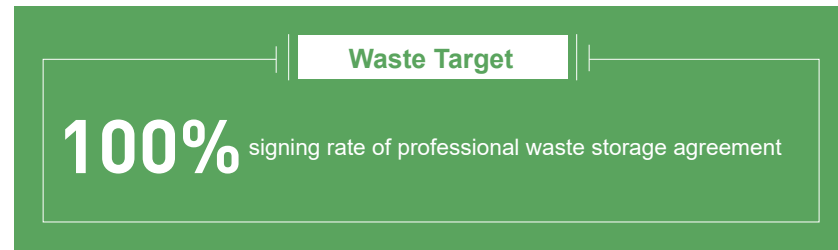
Climate risk analysis and response

Beijing North Star and the branches and subsidiaries have identified climate-related physical risks and transformation risks, and actively responded to them.

Type of Potential Risk		Risk Description	Response Measures
Physical risk	Acute	Suppliers cannot deliver goods on time due to extreme weather	<ul style="list-style-type: none"> Requirements for transparent supply period of suppliers
		During the construction period, extreme weather (e.g. windy weather, flood season, etc.) increases the health and safety risks of employees	<ul style="list-style-type: none"> Developing and issuing documents such as <i>Safety Tips: Precautions for Windy Weather</i>, <i>Safety Tips: Paying Close Attention to Weather and Flood Prevention</i>, and <i>Notice on Ensuring Safety Production during the 2022 Flood Season</i> to ensure construction safety during extreme weather conditions
Transformation risk	Policy and law	Tightening requirements for climate change information disclosure by regulatory authorities	<ul style="list-style-type: none"> Having disclosed climate change related information for consecutive years, and improving disclosure with reference to the TCFD framework for the first time this Year
		The Beijing Municipal Government issued requirements for the branches and subsidiaries to save energy and reduce carbon emissions, such as the <i>Notice of Beijing Municipal Bureau of Ecology and Environment on the Management of Key Carbon Emission Units and the Pilot Work of Carbon Emission Rights Transaction in Beijing in 2022</i> , the <i>Notice on the Implementation of Energy Conservation Supervision in Beijing in 2022</i> , etc.	<ul style="list-style-type: none"> Adopting the "Internet + supervision" method to carry out energy-saving supervision work, actively rectifying and eliminating outdated equipment As a key emission unit in Beijing, actively participating in the pilot work of carbon emission rights trading and successfully fulfilling the carbon dioxide emission rights
	Technology	Adopting low-carbon emission technology	<ul style="list-style-type: none"> Setting up an incentive mechanism to commend each enterprise for receiving awards at the municipal level or above in the promotion of technology in the field of energy conservation and carbon dioxide emissions
	Market	Climate change affects the prices of some kinds of food ingredients, resulting in reduced production capacity and unstable prices of suppliers	<ul style="list-style-type: none"> Monitoring prices and adjusting the supply of food ingredients
Reputation		Stakeholders show their concerns on climate change issues	<ul style="list-style-type: none"> Releasing news related to energy conservation and carbon reduction and green building Disclosing climate change response information on the official website of regulatory agencies

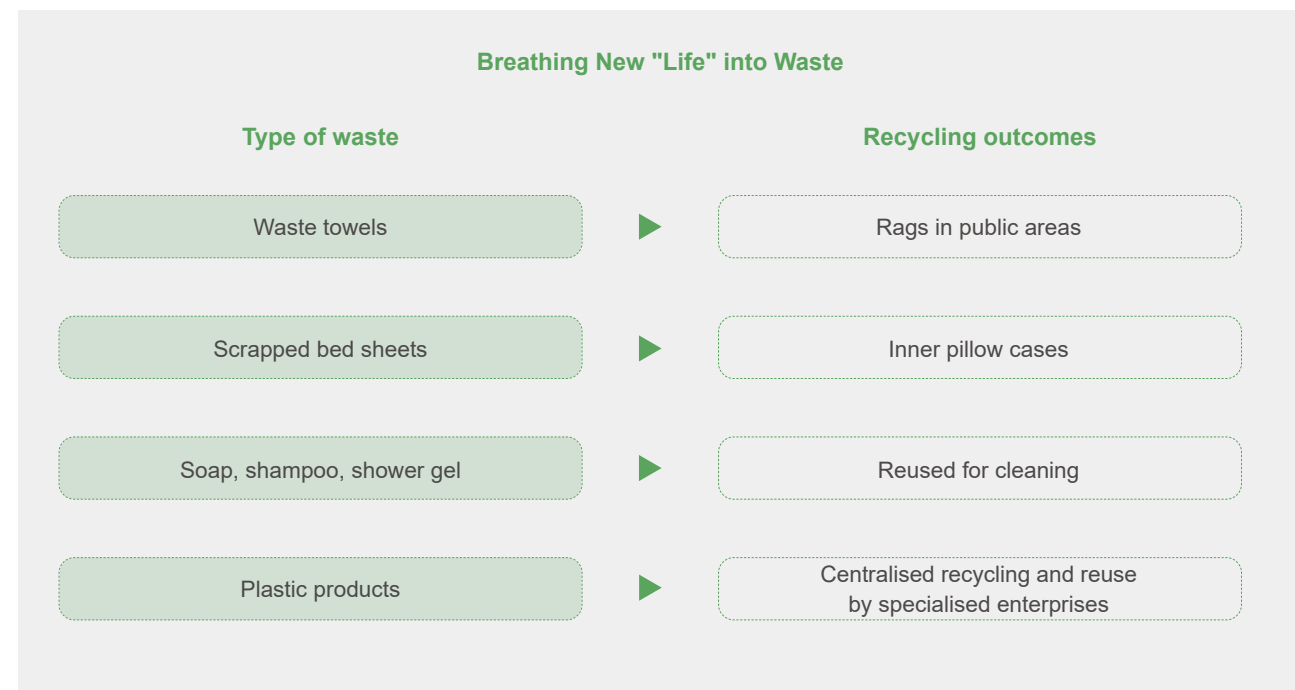
Strengthening Pollutant Control

Beijing North Star attaches great importance to the management of pollutants in production and operation activities. In terms of waste management, Beijing North Star actively implements the waste classification action in Beijing. Branches and subsidiaries have signed a waste collection agreement with a professional waste collection company to carry out professional removal and disposal of domestic waste, kitchen waste, other waste and hazardous waste, so as to ensure that waste classification and collection is in place, achieving the target of 100% signing rate of the agreement. Through publicity and guidance and carrying out various activities such as "garbage classification, guard in front of the garbage can" to control waste from the source.



The hotels of the Company use degradable and eco-friendly packaging materials when purchasing consumables, and do not use excessive packaging products in guest rooms to reduce unnecessary non-degradable waste. As the Company's businesses do not involve the purchase and use of large quantities of packaging materials, the data of packaging materials is not disclosed.

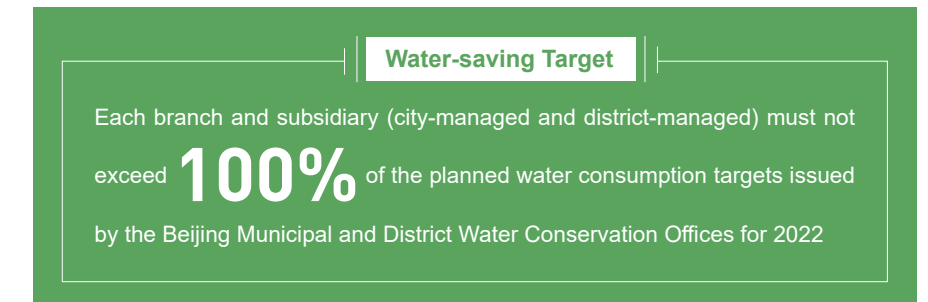
Beijing North Star deeply implements the concept of circular development, and has carried out the recycling and reuse of materials for a long time. The hotels of the Company classify, separate and reuse the recyclable wastes generated in guest rooms. The amount of recycled and reused glass products, plastic products, waste towels of hotel rooms, soap and toothbrushes has been disclosed in the "COMPREHENSIVE PERFORMANCE".



Building a Water-Saving Enterprise

In terms of the prevention and control of air pollutants, the Company has deeply investigated the potential "sources of volatile organic compounds" such as kitchen oil fume exhaust gas, boiler exhaust gas and project dust, with targeted and strict implementation and control from the sources. During the reconstruction and expansion project, the properties held by the Company are in strict compliance with the requirements of the competent authorities of the industry to effectively suppress dust by covering the exposed part of the construction site, setting up spray facilities and optimising the process. In response to water pollution, the Company strictly controls the direct discharge of wastewater according to local conditions in accordance with the *Measures of Beijing Municipality for Administration of Drainage and Water Recycling*. Wastewater is pre-treated before being discharged to the municipal pipe network to achieve up-to-standard discharge of water quality. At the same time, the Company strengthens the recycling of water resources, promotes the use of reclaimed water, and guides the branches and subsidiaries to introduce municipal reclaimed water or establish a reclaimed water treatment system.

In accordance with the *Measures of Beijing Municipality for Water*, all branches and subsidiaries of Beijing North Star strengthen the management of planned water use and quota indicators, further decompose water use indicators, promote water-saving publicity, supervision and inspection, and avoid the price increase due to over-planned water use, so as to effectively ensure that water use plans, water-saving measures, and institutions are in place to effectively achieve the water-saving target for the Year.



Case: The National Convention Centre launched a number of water-saving measures

The National Convention Centre has established a Water-saving Department to implement water-saving responsibilities, established water usage ledger and water usage statistical analysis, installed more than 1,600 sets of water-saving appliances, measure 55 water metres at different levels, without any leakage or damage to the pipe network. The National Convention Centre has strengthened the use of reclaimed water, and used 70,000 cubic metres of municipal reclaimed water in 2022. More than 300 water-saving signs have been posted, and water-saving publicity has been carried out on a regular basis. In 2022, the National Convention Centre did not exceed the water consumption indicators set by the Beijing Municipal and District Water Office.

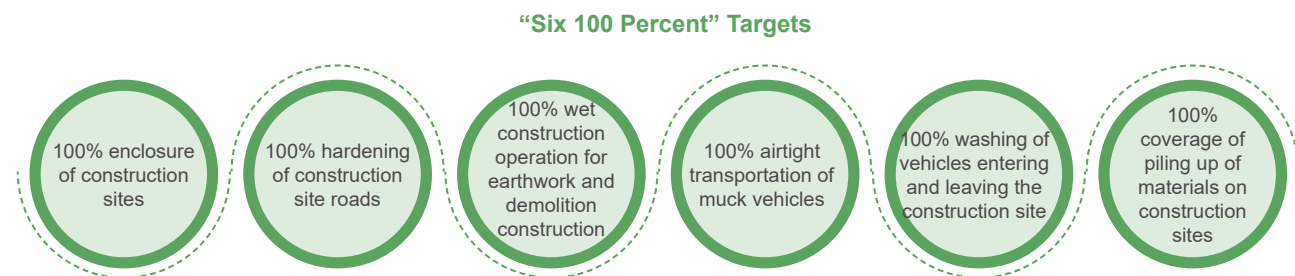
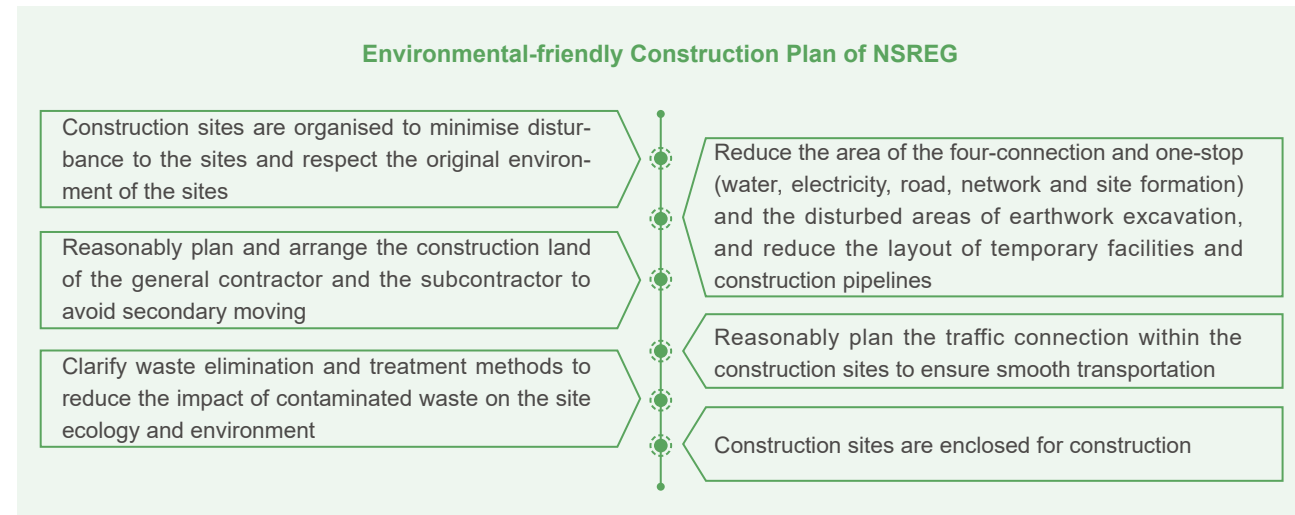


Since the official launch of the South-North Water Diversion Middle Line Project at the end of 2014, the water shortage in the Beijing-Tianjin-Hebei region has been alleviated. During the Reporting Period, as most of the properties held by the Company are in Beijing, and the water used in the Company's daily operations is purchased water, the Company did not face any difficulty obtaining water during the Reporting Period.

Green Construction and Operation

Environmental-friendly construction

Beijing North Star strictly implements environmental protection laws and regulations. During the Reporting Period, there was no significant negative impact on the environment and natural gas sources. In order to further implement the concept of green construction, multiple projects under construction of NSREG have formulated green construction plans, clarified the organisational structure, and made detailed requirements on resource conservation, control of air pollutants, water pollution, noise and solid waste discharge, and formulated the *Guidelines for the Management of the Whole Process of Prefabricated Construction of Beijing North Star Real Estate Group* to comprehensively manage the safety and civilised construction while ensuring the quality of real estate projects.



Beijing North Star has formulated relevant management rules and regulations such as the *Evaluation Standard for Green Construction Projects*, the *Standard for Green Building Evaluation* and the *Acceptance Standard for Construction Quality of Energy-saving Building Projects*, which clearly stipulate the basic principles of green building research and development, green environmental protection concept advocacy, green development and ecological priority. At the same time, the Company integrates the concept of green design into the development and operation of properties, from planning, construction to post-operation, with reference to green buildings and relevant sustainable development standards. For newly developed properties, energy-saving and environmental-friendly construction materials are selected. For new projects in Beijing, with reference to the *Energy-saving Design Standards for Residential Buildings in Beijing (DB11/891-2020)* and the *Standard for Green Building Evaluation (GB/T50378-2019)*, NSREG is also actively using relevant standards for projects under construction across the country to create sustainable buildings that are green, energy-saving, resource-saving and less polluting.



NSREG's Changsha North Star International Convention Centre project has obtained the two-star green building design certification. The overall low-carbon, green and ecological design of the project effectively reduces building energy consumption. The building energy saving rate reaches 67.10%, the solar photovoltaic power generation is 1.95%, the non-traditional water source utilisation rate is 1.92%, and the proportion of recyclable building materials used is 17.73%, effectively reducing the impact of buildings on the environment.



Changsha North Star International Convention Centre

Green office and operation

The branches and subsidiaries of Beijing North Star practise the concept of green development, promoted the use of paperless, electronic office and recycled paper, strengthen the management of behaviour and energy conservation, and improve the efficiency of resource and energy use.

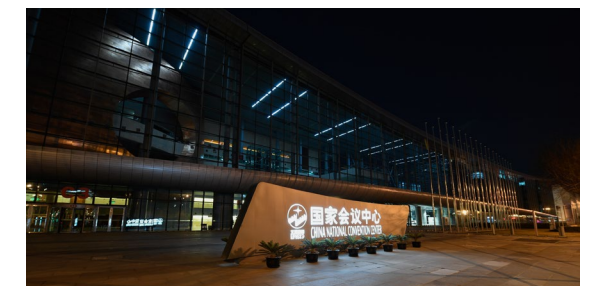
Case: NSREG actively sets energy-saving targets

- 1 Energy consumption per floor area of office premises to be decreased by 2%
- 2 To improve the working mechanism, implement the main responsibility, and strengthen the refined management of energy conservation work
- 3 The employees' awareness of energy conservation and emission reduction to be significantly enhanced, to make the awareness the voluntary action of each employee
- 4 Energy saving, management level and energy utilisation efficiency to be greatly improved

In order to achieve the target of energy conservation, NSREG actively carried out energy conservation publicity activities for all employees, strengthened the sense of responsibility, and implemented the main responsibility of energy conservation. Each centre has designated personnel to be responsible for energy conservation and emission reduction, performs daily supervision and inspection responsibilities, and ensured the implementation of various energy conservation measures.

Case: The National Convention Centre responds to the "Earth Hour" activity for 11 consecutive years

At 20:30 on March 26th, 2022, the National Convention Centre faded off the magnificent colour, turned off the outdoor landscape lights and some indoor lighting, and witnessed the world's largest environmental protection public welfare activity "Earth Hour" initiated by the World Wildlife Fund together with hundreds of millions of people around the world. This is the 11th year that the National Convention Centre joined hands with employees to contribute to the sustainable development of the planet.



Energy-saving status of the National Convention Centre



04 CARING FOR EMPLOYEES

- 43 Improving Talent Management
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- 47 Caring for Employees' Life

Beijing North Star thoroughly implements the spirit of the 20th CPC National Congress, continuously strengthens the cultivation of talents, deepens the democratic management of the enterprise, carries out a number of caring activities for employees, and comprehensively builds a harmonious enterprise.

Improving Talent Management

As of December 31, 2022,



The number of differently abled employees

21



Female-male ratio at the general employee level

1:1



Ratio of basic salary and remuneration of female employees to male employees at the management level

1:1



General female-male ratio

1:1



Ratio of basic salary and remuneration of female general employees to male general employees

1:1

During the Reporting Period, Beijing North Star strictly complies with the relevant laws and regulations in China relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, remuneration and benefits, prevention of child labour and forced labour. The Company adopts a zero-tolerance attitude towards the employment of child labour and forced labour. All candidates must provide legal and valid identity documents prior to the entry to ensure compliance in employment. If any cases of child and forced labour were found, the Company would perform corresponding procedures in accordance with the above laws and regulations. During the Reporting Period, the Company did not have any cases of illegal employment, child labour or forced labour.

The Company continuously improves the internal system construction and has formulated the *Management Measures of Labour Contract*, the *Management Measures of Employees' Salary*, the *Management Measures of Recruitment and Allocation*, the *Provisions on the Employment of Certain Positions*, the *Management Measures for Paid Annual Leave of the Headquarters*, the *Management Measures for Management Level Salary (Trial)*, etc. In accordance with changes in external laws and regulations, based on the Company's internal procedures and actual situation, Beijing North Star updates relevant system documents from time to time to ensure that the system content is up-to-date and effectively protect the legitimate rights and interests of employees.

According to the *Management Measures of Labour Contract*, Beijing North Star provides employees with:

-  Reasonable salary and people-oriented benefits;
-  Working hours stipulated by national labour laws;
-  Annual leave, personal leave, sick leave, marriage leave and maternity leave, etc.;
-  Performance appraisal, salary adjustment and promotion plan;
-  Pay social insurance and housing fund for employees in accordance with national and local laws and regulations.

Beijing North Star is committed to creating an inclusive and equal working environment for employees, equally respecting and treating employees of different genders, ages, religious beliefs, ethnicities, cultural backgrounds, families and health conditions. In 2022, Beijing North Star made outstanding achievements in the fields of employment of differently abled people and gender equality.

Cultivating talents



The cumulative training hours per person of the special training on digital transformation reached

40 hours

Beijing North Star actively responds to the call of the state to strengthen the support of modern construction talents, introduces excellent talents, strengthens talent training, effectively protects the rights and interests of employees, achieves high-quality development of the Company, and cultivates leading talents for the industry.

In order to strengthen the construction of talent team and the standardised management of employee training, Beijing North Star has formulated *Management Measures of Training*, established the North Star Research Institute, to regularly train employees, efficiently coordinate talent cultivation resources, and improve the education and training system. In 2022, Beijing North Star held a two-month special training on digital transformation. The training covered a total of 5,400 person-times, including members of the leadership team, departments of the headquarters, leaders of the enterprise and management personnel above the middle level, as well as employees in digital and information-related positions. The cumulative training hours per person reached 40 hours. The training invited counsellors of the State Council, famous experts and scholars in the field of digital economy, as well as entrepreneurs with rich practical experience to participate in teaching and discussion, and adopted innovative training methods, combined with professional knowledge learning, benchmark case study, social group learning, book recommendation and other methods to effectively improve the training effect and stimulate the learning momentum of digital transformation within Beijing North Star. In addition, the Company effectively broadened the global vision of employees and stimulated strategic thinking through a series of special training on the functional construction of international exchange centre. The training lasted for two months, with a total of 24 hours. The Company's leaders, departments of the headquarters, leaders of the Company, management personnel above the middle level and employees in relevant positions attended by more than 3,300 person-times in total.



Special training on digital transformation of Beijing North Star

At the same time, Beijing North Star deeply studies and implements the important speech of General Secretary Xi Jinping on the development and education of state-owned enterprise reform, actively fulfils the noble mission of serving the society by state-owned enterprises and colleges and universities, further promotes school-enterprise cooperation, explores new talent cultivation mode, and continuously cultivates the advantages of enterprises in cooperation, continuously providing high-quality talents for Beijing North Star. In 2022, Beijing North Star Research Institute, a subsidiary of Beijing North Star, successively carried out school-enterprise cooperation with four domestic well-known universities, namely Beijing International Studies University, Central University of Finance and Economics, China University of Political Science and Law and Renmin University of China, and reached a consensus on cooperation and achieved different phased results.



Beijing International Studies University School-Enterprise Cooperation Forum



Central University of Finance and Economics School-Enterprise Cooperation Forum



Representatives from China University of Political Science and Law visited Beijing North Star



Renmin University of China School-Enterprise Cooperation Forum



There were

30 participants in this high-skilled talent training class



17 participants in the Beijing International Convention Centre



9 participants in the Beijing Continental Grand Hotel and Beijing International Convention Centre

In order to strengthen the construction of technical talents, improve the sustainable ability of enterprise development, and implement the relevant requirements of Beijing Municipal Employment Promotion Centre, Beijing North Star organised a high-skilled talent training programme of "Catering Service Innovation Seminar for High-end State Administration Activities", with high participation of trainees, strong faculty, rich content and strong practicality. There were 30 participants in this high-skilled talent training class, including 17 participants in the Beijing International Convention Centre, 9 participants in the Beijing Continental Grand Hotel and Beijing International Convention Centre, 2 participants in the InterContinental Beijing and 2 participants in the V-Continent Wuzhou. The technical skills of the participants have been improved.



High-skilled talent training programme



Promoting democratic management



In order to thoroughly implement the spirit of General Secretary Xi Jinping's important statement on the working class and trade unions, as well as the important speech at the National Commendation Conference for Model Workers and Advanced Workers, and in accordance with the general idea of "ensuring political integrity, delivering effective governance, improving qualities, and upholding social justice", Beijing North Star further improves the system of employee representative meeting, promotes the institutionalisation and standardisation of corporate democratic management system, expands and enriches the open channels, contents and forms of factory affairs, continuously improves the ability of employee representatives to perform their duties, enriches the training content, strengthens the training effect, and continuously deepens democratic management.

In order to better promote democratic management and protect the legitimate rights and interests of employees at the source, Beijing North Star insists on implementing and continuously improving the employee representative meeting system, employee director and employee supervisor system. On August 2, 2022, the fifth meeting of the third employee representative meeting was held, at which an employee director was elected, and the *Fourteenth Five-year Period Development Plan of Beijing North Star* was considered. Employees' representatives joined the Board of Directors and played an important role in the democratic supervision of employees, which further improved the restraint mechanism and promoted the harmonious and healthy development of Beijing North Star.



Employees' congress held by Beijing North Star

Protecting Employees' Health

Beijing North Star regards employee health and safety as an important part of achieving sustainable development, adheres to the implementation of various employee health protection policies, strictly abides by relevant laws and regulations, and has formulated management measures such as the *Supplementary Medical Insurance Programme for Employees* and the *Implementation Measures for Mutual Assistance in Medical Treatment for Retirees with Critical Illness*, etc. to fully protect the legitimate rights and interests of employees.

In order to further improve the occupational health of employees, the Company organises employees to conduct regular physical examinations at designated medical institutions, improves the medical security system for employees, strengthens the importance of employees' health, and reduces the medical burden of employees after illness. In addition, Beijing North Star continues to provide mutual assistance guarantee, renewal and claims for in-service employees. During the Year, the mutual assistance and protection work for employees was carried out in an orderly manner, and more than 1,600 people received claims reimbursement for the year, with a total amount of more than RMB 1,130,000.



Caring for Employees' Life

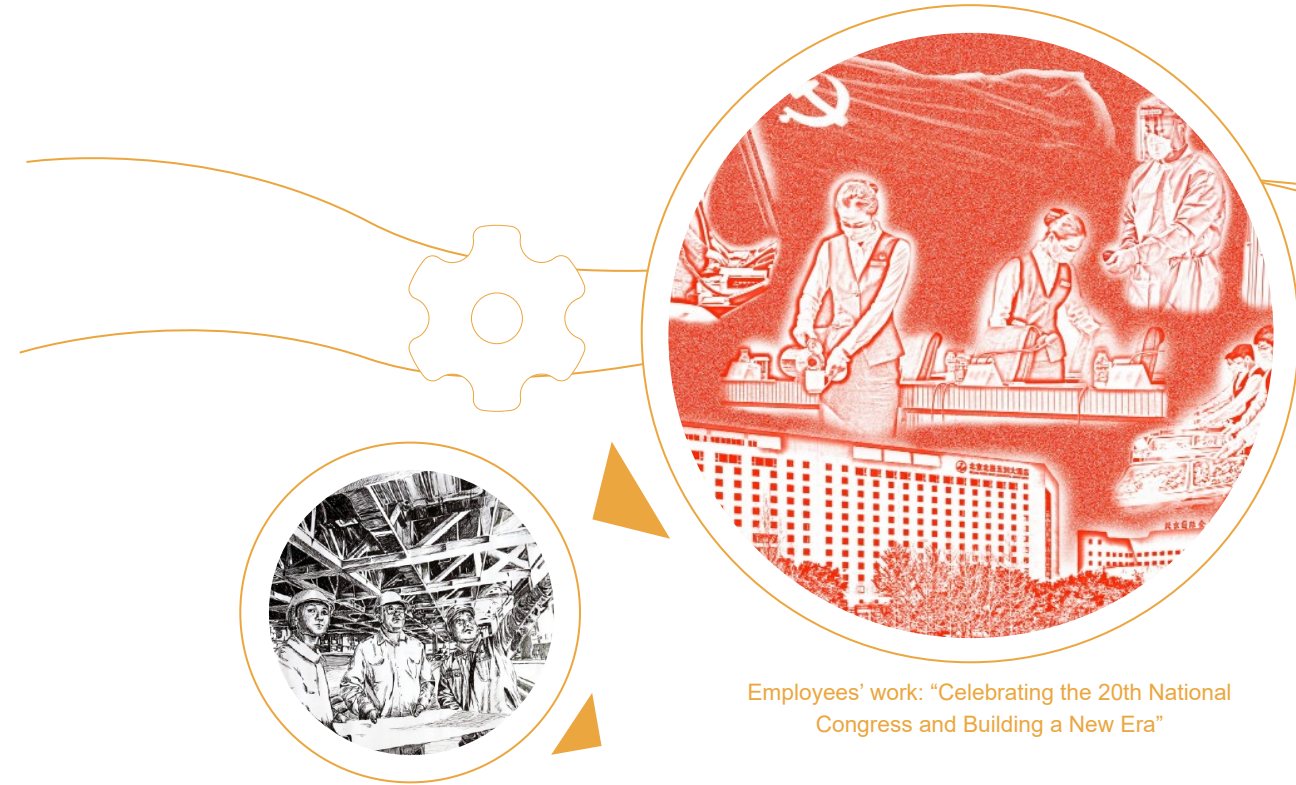
Beijing North Star adheres to the concept of "people-oriented" and carries out a number of caring activities for employees based on the needs of employees to create a warm, inclusive and harmonious working environment, and work together with employees to create a better life.

During the 2022 Winter Olympics and Paralympic Winter Games, Beijing North Star provided service guarantee for more than 2,000 employees in the closed-loop Winter Olympics with "precise service, wonderful activities and meticulous condolences". The Company has established an emergency support service team and an employee care service team, and adopted the "one-on-one" hand-in-hand pairing service form for branches and subsidiaries outside the inner ring to solve problems for employees. The Company built a psychological counselling platform and an online sports platform for employees, organised and carried out special training for first-aid skills and enterprise development teachers to protect the physical and mental health of employees. Beijing North Star allocated special consolation funds to purchase condolences, living protection supplies, recreational supplies and fitness equipment for employees, purchased special accident insurance for "COVID-19" and provide health check package for nearly a thousand female employees around the world. The Company also launched a variety of cultural activities, such as a special psychological lecture themed "The Winter Olympics Voice, Together for the Future", an online sports challenge, and a Spring Festival show themed "Lantern Festival Fun Fair". After the competition, the labour union welcomed the employees who came back home with dreams achieved.



Celebrated the victory of the closed-loop team

On the occasion of the 20th National Congress of the CPC, the Company launched a mass cultural and educational campaign "I contribute to the rejuvenation of the country" for all employees. The campaign included calligraphy and painting works collection with the theme of "Celebrating the 20th National Congress and Building a New Era" and photography works collection with the theme of "Welcoming the Congress with Labour". Employees created excellent works to showcase the spirit of Beijing North Star people in the new era and presented a gift to the 20th National Congress of the Communist Party of China.



Employees' work: "Celebrating the 20th National Congress and Building a New Era"

Employees' work: "New Era Builder"

In 2022, the labour union of Beijing North Star carried out the "Delivering Coolness in Summer" activity in the grassroots front-line, visiting nearly 4,000 employees who stayed at outdoor and high-temperature working positions, and participated in major service guarantee tasks, and sending drinking water, herbal tea and drinks to everyone, and the leaders' care and condolences to the employees. The Company carried out the "two-festival" warm-hearted activities, visited 81 employees in difficulties and advanced model workers, visited 3,505 front-line employees who stayed at their posts during the Spring Festival, and visited 4,503 employees for the service guarantee of the Winter Olympics during the two-year period, so as to further implement "I do practical things for employees".



Delivering coolness to front-line employees



05

CONTRIBUTING
TO THE SOCIETY

- 51 Serving the Development of People's Livelihood
- 52 Promoting Social Welfare
- 53 Supporting Rural Revitalisation

Beijing North Star actively responds to the call of the 20th CPC National Congress, contributes to common prosperity, rural revitalisation, public welfare activities, and fully demonstrates the responsibility of state-owned enterprises with the spirit of selfless dedication.



Community/Charity Donation:

RMB **950,000**



Investment in Rural Revitalisation:

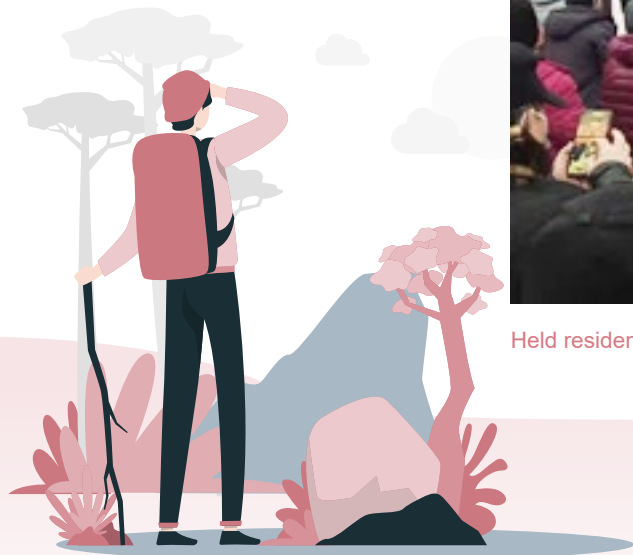
RMB **6,302,400**

Serving the Development of People's Livelihood

In order to implement the important instructions of the Municipal Party Committee, Municipal Government, Municipal SASAC and Party committee on the work of "swift response to public complaints", focus on "seven accesses" and "five expectations", adhere to the leadership of Party building, take the initiative to shoulder responsibilities, and responds to people's needs, Beijing North Star promotes the effective implementation of the work of "swift response to public complaints". Through the innovation mechanism, the Company strengthens the team, integrates Party building into the central work, focuses on key points, seeks breakthroughs, and helps solve the problems of the public. In 2022, the Company received a total of 308 complaint work orders to fully solve the people's demands.



Held resident meetings



Promoting Social Welfare

Beijing North Star continued to increase the investment in social welfare, donated to help children in distress, encouraged employees to participate in relevant volunteer services, conveying love and responsibility to the society. The Company shouldered its responsibility as a state-owned enterprise, actively implemented the rental reduction and exemption policy for small and micro enterprises, and fully demonstrated the spirit of social contribution. The comprehensive renovation project of old communities was further promoted to bring convenience to people's lives and enhance their sense of gain, happiness and security.

2022 is the tenth year of cooperation between Beijing North Star and Chunmiao Charity Foundation. During the cooperation period, the donation of RMB 950,000 helped 66 orphans and children with severe diseases. The cumulative number of medical assistance beneficiaries in the past ten years reached 441, and the number of volunteer activities and training sessions reached 630, helping children with severe diseases to tide over the difficulties.

In order to empower the development of small and micro enterprises, Beijing North Star actively implemented the policy of rent reduction and exemption, with the responsibility of a state-owned enterprise and the leading responsibility and obligation of the industry, so as to overcome the operating pressure.

Weathering the difficulties with small and micro enterprises

Beijing International Convention Centre signed a total of

32 relief agreements

with a total of nearly

8,000 square metres

Apartment Management Company reduced the rents of

718 households

with a total of approximately

87,000 square metres



Tenants completed the registration of rent reduction

In addition, Beijing North Star further promoted the "Integrating Improvement of Anhui Beili and Sizhuyuan Community Projects in Old Communities in 2021", cooperated with the local government to invest approximately RMB 10,000,000 in the comprehensive environmental improvement of Anhui Beili Community in Beijing, and steadily promoted the transformation work. By increasing parking spaces, eliminating potential safety hazards and improving residents' satisfaction, the Company will continue to promote relevant work in 2023.

Supporting Rural Revitalisation

Under the guidance of the spirit of the 20th CPC National Congress, Beijing North Star adhered to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, and actively implemented the general requirements of “advancing rural revitalisation across the board” as proposed in the report of the 20th CPC National Congress. In strict accordance with the deployment requirements of the Municipal Party Committee, Municipal Government, Municipal SASAC and Party committee, the Company gave full play to the advantages of state-owned enterprises, promoted the industry, employment, consumption, public welfare and other assistance work to a new level, supported the cooperative regions and the poor collective economy of the city to take a new step on the road of rural revitalisation, and helped to consolidate gains made in poverty alleviation as a part of their efforts to advance rural revitalisation.

Beijing North Star held a number of meetings at different levels to analyse, adjust and review the work plan, and formulated the *Work Plan of Beijing North Star on Rural Revitalisation in 2022* and other work documents, established a Rural Revitalisation Leading Group and Working Group, under the unified command and coordination of the Leading Group.



Beijing North Star held the 2022 Rural Revitalisation Promotion Conference



In terms of employment assistance

Beijing North Star adhered to the principle of giving priority to the employment of the people who lifted out of poverty in Inner Mongolia and graduates from rural families under the same conditions, and recruited 15 such graduates from four provinces (Inner Mongolia, Xinjiang, Qinghai and Tibet).



In terms of consumption assistance

The Company promoted the sales of agricultural products in the assisted areas through purchase instead of donation and purchase instead of assistance. The Company purchased a total of RMB 5,194,200 of products in the innovation and entrepreneurship centre and purchased agricultural and sideline products of RMB 570,300 in three villages with weak collective economy in Tanghekou Town, Huairou District. The Company took practical actions to solve the sales issue of agricultural products in the village, and exceeded the target of the annual operating income of no less than RMB 100,000 in the villages with weak collective economy in 2022.



In terms of public welfare assistance

The Company actively carried out public welfare assistance. The Company donated RMB 11,900 of materials to three villages in Tanghekou Town while doing its own work on flood prevention, so as to promote the implementation of assistance work. In terms of other cities, Beijing North Star thoroughly implemented “Supporting Xinjiang with workware” deployed by the Municipal SASAC, widely called on all departments, branches and subsidiaries to conduct relevant work, provided five orders with a total value of RMB 226,100 to Hetian to help Xinjiang enterprises stabilise employment, promoted local industrial revitalisation, opened up new development space for Hetian textile and garment enterprises, and donated RMB 300,000 to the People’s Government of Nuomin Town, Erlun Chunzi Autonomous Banner, Inner Mongolia to help the upgrading and transformation of the skid mushroom base in the industrial park of Nuomin Town. The implementation of the project will directly drive nearly 100 people from surrounding villagers and poverty-stricken households to increase income, effectively helping the rural industrial revitalisation of the region.



Supporting the poor village of collective economy in Tanghekou Town



Three branches of Beijing North Star were awarded the “Advanced Unit for Supporting and Expanding the Collective Economy Pairing in Huairou District”

36 OUTLOOK

Business Responsibility

Twenty-six years of hard working, with the spirit of dedication and first-class standards, Beijing North Star has achieved the "No. 1 of the capital's exhibition" and become a "Top 100 Real Estate" enterprise based in Beijing, supporting the capital to become the "Dual-Olympic City". In the future, Beijing North Star will continue to unify ideas, build consensus, strengthen confidence and morale, carry out the spirit of the 20th CPC National Congress into its work, continue to on the mission to "offer service for international communication" and to "build an ideal space", better serve the general situation of the work of the Party and the country, and contribute to the economic and social development of the capital.

Beijing North Star will continue to provide high-quality services to support major state and political events and to build the international communication centre of the capital. In addition, the Company will accelerate the operation of the whole industry chain of convention and exhibition and create special real estate as the starting point to build a new pattern of mutual support, complementary advantages and synergistic development of the convention and exhibition, real estate and commercial property sectors.

Environmental Responsibility

Beijing North Star will urge the branches and subsidiaries to implement internal management systems related to energy saving and environmental protection, study and judge the operation of our equipment and facilities, energy saving and carbon reduction, and environmental protection targets according to the binding targets issued by the relevant departments of the State and Beijing, decompose the targets, and promote the branches and subsidiaries to complete and implement the targets.

Social Responsibility

Beijing North Star will continue to strengthen the introduction of talents and create an inclusive and equal working environment; deeply study and accurately grasp General Secretary Xi Jinping's important remarks on rural revitalisation work, improve the quality of assistance, provide a strong guarantee to realise rural revitalisation, and make new contributions to the comprehensive construction of a modern socialist country and the achievement of the second century goal.



APPENDICES

COMPREHENSIVE PERFORMANCE

All the statistical and calculation methods used in the Report are annotated. Data of previous years and data of some indicators have been sorted out and presented. Unless otherwise stated, the data provided in this section are the data collected for the corresponding year or as at 31 December of the corresponding year. The relevant data of "GREEN DEVELOPMENT" in this section is mainly from the properties held by the Company in Beijing (including but not limited to the headquarter, Apartment Management Company, Office Building Company, National Convention Centre, National Convention Centre Hotel, the V-Continent Wuzhou, Beijing Continental Grand Hotel, Beijing International Convention Centre, as well as the InterContinental Beijing, the Public Facilities Management Company and the Land Branch of Beijing North Star). "N/A" in each list indicates the year in which the relevant data is not disclosed or counted, or the data is not available for comparison.

WAY OF MANAGEMENT

Prevention of bribery and corruption:

Indicator	2022	2021	2020
Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees	0	0	0
Number of legal cases involved bribery, extortion, fraud and money laundering	0	0	0
Number of employees receiving anti-corruption training ⁴	7,902	2,982	2,279

QUALITY FIRST

Quality of Product and Service

Product and service performance:

Indicator	2022	2021	2020
Number of legal cases in which products and services are suspected of having safety and health problem	0	0	0
Number of lawsuits in which products and services are suspected of infringing intellectual property rights	0	2	2
Number of complaints about leaking clients' information	0	0	0
Number of complaints from customers ⁵	4	26	25
Clients' satisfaction rate (%)	93.40	91.58	87.67

⁴ The forms of anti-corruption and integrity training mainly include: analysing cases of clean governance, organising the viewing of warning education videos, distributing materials related to clean governance education, recommending reading materials on clean governance, visiting clean governance education bases, and conducting tests on clean governance knowledge.

⁵ In 2022, the number of customer complaints significantly decreased due to some of the branches and subsidiaries primarily serving government conferences.

GREEN DEVELOPMENT

Emissions

Atmospheric pollutant emissions⁶:

Indicator	2022	2021	2020
NO _x (tonne)	3.25	3.77	2.80
SO _x (tonne)	0.016	0.018	0.014

Greenhouse gas (GHG) emissions⁷:

Indicator	2022	2021	2020
Total GHG emissions (tonne CO ₂ eq)	54,640	59,120	57,447
Direct emissions (Scope 1) (tonne CO ₂ eq)	771	908	728
Indirect emissions (Scope 2) (tonne CO ₂ eq) ⁸	53,872	58,213	56,720
Emission reduced by held trees (tonne CO ₂ eq)	3	1	1
Total GHG emissions per m ² of floor area (tonne CO ₂ eq)	0.0677	0.0732	0.0699

⁶ This calculation includes the total atmospheric pollutant emissions caused by the usage of diesel-powered vehicles, boilers, and other diesel-fuelled equipment, as well as natural gas-fuelled equipment such as gas boilers in the Company's properties held in Beijing in 2022. The calculation method of air pollutant emissions was referred from the Manual for Urban Sources of Pollution Coefficient in the Second National Census published by the State Council of the People's Republic of China and the Reply on the Emission Coefficient of Sulfur Dioxide from Gas Facilities (Natural Gas Used in Municipal Pipelines) in Beijing published by the former Ministry of Environmental Protection of the People's Republic of China.

⁷ The calculation method and relevant emission factors of this greenhouse gas emission list are based on the Guidelines for Carbon Dioxide Emission Accounting and Reporting for Enterprises (Units) in Beijing (2018 Edition) issued by the Beijing Municipal Bureau of Ecology and Environment, the Notice on the Preparation of 2018 Carbon Emission Reporting and Verification and Emission Monitoring Plan issued by the Ministry of Ecology and Environment of the People's Republic of China, and the Greenhouse Gas Protocol: Corporate Accounting and Reporting Standards issued by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD). The scope of greenhouse gas calculation for the Company in 2022 includes direct emissions of greenhouse gases caused by the use of gasoline vehicles, diesel vehicles, boilers and other equipment using diesel fuel, and gas boilers and other equipment using natural gas as fuel, as well as indirect emissions of greenhouse gases caused by the use of purchased electricity and heat.

⁸ The calculation of indirect greenhouse gas emissions from purchased electricity uses the national grid average emission factor for 2022 (from the Notice on the Management of Greenhouse Gas Emission Reports for the Power Generation Industry Enterprises from 2023 to 2025).

Non-hazardous waste:

Indicator	2022	2021	2020
Total non-hazardous waste produced (kg)	2,292,142	3,046,858	1,525,469
Kitchen waste (kg) ⁹	942,178	1,785,819	954,251
General waste (kg)	1,349,964	1,261,039	571,218
Total non-hazardous waste produced per m ² of floor area (kg)	2.76	3.67	1.86
Legally disposal rate of non-hazardous waste (%)	100	100	100

Hazardous waste¹⁰:

Indicator	2022	2021	2020
Total hazardous waste produced (kg)	4,525	9,452	4,370
Fluorescent tube contained mercury (kg)	3,770	5,820	3,395
Electronic waste (kg)	143	2,638	446
Used battery (kg)	311	334	255
Used cartridge (kg)	301	616	275
Waste oil for cleaning air-conditioning system (kg)	0	44	0
Total hazardous waste produced per m ² of floor area (kg)	0.0055	0.0114	0.0053
Legally disposal rate of hazardous waste (%)	100	100	100

Emission and discharge compliance:

Indicator	2022	2021	2020
Number of cases involving illegal emission	0	0	0

⁹ In 2022, business activities of subsidiaries such as Beijing Continental Grand Hotel, Beijing International Convention Centre, National Convention Centre decreased, and the rentals of the Apartment Management Company decreased, resulting in a reduction in kitchen waste,

¹⁰ For relevant data conversion, the Company calculated according to the average quality of different waste. In 2022, business activities of branches and subsidiaries such as V-Continent Wuzhou and Beijing International Convention Centre decreased, resulting in a reduction in the quantity of various hazardous waste. The National Conference Centre replaced LED lights, therefore reducing the number of waste fluorescent tubes containing mercury.

Use of Resources

Energy consumption¹¹:

Indicator	2022	2021	2020
Total energy consumption (MWh)	114,892	119,992	115,109
Purchased electricity (MWh)	44,990	48,562	44,363
Natural gas (MWh)	3,428	3,970	2,882
Petrol (MWh) ¹²	227	332	310
Diesel (MWh)	86	96	288
Purchased heat (MWh)	66,161	67,032	67,266
Total energy consumed per m ² of floor area (MWh)	0.14	0.15	0.14

Water Consumption:

Indicator	2022	2021	2020
Total water consumption (m ³)	559,351	676,075	601,844
Percentage of purchased municipal water (%)	100	100	100
Total water consumed per m ² of floor area (m ³)	0.69	0.84	0.73
Wastewater ¹³ discharge (m ³)	514,603	621,989	553,696

¹¹ The scope of calculation includes the total resources consumption of the Company's property holding projects in Beijing. Energy consumption data was based on the amount of purchased electricity and fuels consumed and the relevant conversion factors provided by the International Energy Agency.

¹² In 2022, the use of cars decreased due to the reduction of business activities.

¹³ All the wastewater discharged was domestic wastewater.

Mitigate Natural and Environmental Impacts

Waste recycled and reused¹⁴:

Indicator	2022	2021	2020
Glass (kg)	49,994	62,764	9,303
Plastic (kg)	76,723	83,691	7,803
Discarded towel (piece)	5,115	15,097	30,806
Used soap (kg)	3,150	726	1,774
Used toothbrush (piece)	126,290	133,824	124,695

Greening environment:

Indicator	2022	2021	2020
Held trees with height above or equal to 5 meters	126	53	48

Environmental protection compliance:

Indicator	2022	2021	2020
Number of cases involving damage to the natural environment	0	0	0

¹⁴ The branches and subsidiaries carried out periodic recycling of waste. 2022 is not the recycling cycle of some branches and subsidiaries, so the recycling indicators of glasses, discarded towel and other waste have decreased. InterContinental Beijing resumed normal operations this Year and participated in the service guarantee work for the Winter Olympics and Paralympics, thus increasing the recycling and reuse of soaps.

CARING FOR EMPLOYEES

Employment

Employee structure:

Indicator	2022	2021	2020
Total number of employees	5,387	5,588	5,690
By gender			
Male	3,030	3,181	3,249
Female	2,357	2,407	2,441
By educational background			
Master's Degree and above	269	278	302
Bachelor's Degree	1,766	1,806	1,912
Tertiary education diploma	1,444	1,484	1,490
Secondary education diploma	827	544	630
Others	1,081	1,476	1,356
By age group			
Above 50	667	778	649
30 to 50	3,289	3,370	3,435
Below 30	1,431	1,440	1,606
By geographical region			
Mainland China	5,382	5,581	5,690
Hong Kong, Macao and Taiwan regions	0	0	0
Overseas	5	7	0
By employee category			
Senior management	65	61	75
Middle management	497	474	532
General employee	4,825	5,053	5,083

Remuneration:

Indicator	2022	2021	2020
Ratio of basic salary and remuneration of female employees to male employees			
Management	1.0	1.0	1.0
General employees	1.0	1.0	1.0

Employee turnover:

Indicator	2022	2021	2020
By gender			
Male (%)	10.1	11.6	7.8
Female (%)	12.5	13.2	10.1
By age group			
Above 50 (%)	4.2	4.1	2.8
30 to 50 (%)	8.8	9.4	5.8
30 to 50 (%)	18.8	21.8	16.5
By geographical region			
Mainland China (%)	11.1	12.3	8.8
Hong Kong, Macao and Taiwan (%)	Not Applicable ¹⁵	Not Applicable ¹⁶	Not Applicable ¹⁷
Overseas (%)	28.57	0	Not Applicable ¹⁸

Training and development:

Indicator	2022
Percentage of trained employees ¹⁹ (%)	96
By gender ²⁰	
Male (%)	55.19
Female (%)	44.81
By employee category ²¹	
Senior management (%)	1.41
Middle management (%)	9.70
General employee (%)	88.89

Training hours per capita	
By gender	
Male	33.53
Female	38.62
By employee category	
Senior management	102.64
Middle management	61.33
General employee	32.22

¹⁵ The total number of employees and the total employee turnover are 0.

¹⁶ The total number of employees and the total employee turnover are 0.

¹⁷ The total number of employees and the total employee turnover are 0.

¹⁸ The total number of employees and the total employee turnover are 0.

¹⁹ Percentage of employees trained = Employees who took part in training / Number of employees x100%

²⁰ Breakdown for employees by gender = Number of male or female employees took part in training / Employees who took part in training x100%

²¹ Breakdown for employees by employee category = Number of senior management or middle management or general employees took part in training / Employees who took part in training x100%

Occupational Health and Safety

Employees' health and safety²²:

Indicator	2022	2021	2020
Work-related fatalities (case)	0	0	0
Number of reportable work injury	20	29	18
Injury rate (per 200,000 hours work)	0.374	0.519	0.315
Occupational disease rate (%)	0	0	0
Number of lost day due to work-related injury	1,557	799	781

CONTRIBUTING TO THE COMMUNITY

Community Investment

Charity:

Indicator	2022	2021	2020
Amount of community/charity investment (RMB 0'000)	95	95	95
Accumulative number of helped children with congenital diseases	441	375	330

Rural Revitalisation²³:

Indicator	2022	2021	2020
Money invested in the poverty alleviation work (RMB 0'000)	630.2	901.1	967.9
Of which: Industrial poverty alleviation products (RMB 0'000)	30	50	150
Of which: Helping to sell poverty alleviation products (RMB 0'000)	576.45	790	680.6
The number of registered poor household helped	15	71	191

²² The Company strictly adheres to the regulations related to work-related injuries, and recognises various situations such as traffic accidents during commuting as work-related injuries. The loss of workdays due to work-related injuries was caused by accidental factors, the Company will continue to strengthen the management and prevention of employee health and safety in the future.

²³ The amount of investment includes the funds invested in poverty alleviation projects and the funds converted from materials.

LEGAL COMPLIANCE

The operation of Beijing North Star is in compliance with laws and regulations. The laws and regulations that the Company has complied with include but not limited to the contents listed herein.

The laws and regulations corresponding to the <i>Environmental, Social and Governance Reporting Guide</i>	Compliance of the Company
A. Environmental	
Aspect A1: Emissions	
<p><i>Environmental Protection Law of the People's Republic of China</i> <i>Atmospheric Pollution Prevention and Control Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Prevention and Control of Water Pollution</i> <i>Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes</i> <i>Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise</i> <i>Water Law of the People's Republic of China</i> <i>Integrated Emission Standard of Air Pollutants</i> <i>Technical Guidelines for the Formulation of National Water Pollutant Discharge Standards</i> <i>Directory of National Hazardous Wastes</i> <i>Pollution Control Standard for Hazardous Waste Storage</i> <i>Air Pollution Control Ordinance</i> <i>Regulation on Urban Drainage and Sewage Treatment</i> <i>Ozone Layer Protection Ordinance</i> <i>Regulation on the Administration of Ozone Depleting Substances</i> <i>Waste Disposal Ordinance</i> <i>Regulation on the Administration of the Recovery and Disposal of Waste Electrical and Electronic Products</i> <i>Beijing Municipal Regulations on the Management of Municipal Solid Waste</i> <i>Catalogue of Disposable Products Not Allowed in Beijing Hotels</i> <i>Emission Standard of Air Pollutant Emitted from Catering Industry</i> <i>Discharge Standard of Water Pollution</i> <i>Integrated Discharge Standard of Water Pollutants</i> <i>Measures of Beijing Municipality for Administration of Drainage License</i> <i>Measures of Beijing Municipality for Administration of Drainage and Water Recycling</i> <i>Measures of Beijing Municipality for Water</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations related to air emissions, the discharges into water and land, the generation of hazardous and non-hazardous waste and the control of noise listed in this chapter.</p>
Aspect A2: Use of Resources	
<p><i>Law of the People's Republic of China on Promoting Clean Production</i> <i>Circular Economy Promotion Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Energy Conservation</i> <i>Measures for the Management of Energy Conservation in Key Energy-using Units</i> <i>The Energy Conservation Inspection Scheme</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations related to the use of resources.</p>

Aspect A3: The Environment and Natural Resources	
<p><i>Law of the People's Republic of China on Environmental Impact Assessment</i> <i>Land Administration Law of the People's Republic of China</i> <i>Soil Pollution Prevention and Control Law of the People's Republic of China</i> <i>Water and Soil Conservation Law of the People's Republic of China</i> <i>Environmental Impact Assessment Ordinance</i> <i>Noise Control Ordinance</i> <i>Standard for Green Building Evaluation (GB/T50378-2019)</i> <i>Energy Saving Design Standard for Residential Buildings (DB11/891-2020)</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations related to the environment and natural resources.</p>
B. Social	
Aspect B1: Employment	
<p><i>Labour Law of the People's Republic of China</i> <i>Labour Contract Law of the People's Republic of China</i> <i>Regulation on the Implementation of the Employment Contract Law of the People's Republic of China</i> <i>Social Insurance Law of the People's Republic of China</i> <i>Law of the People's Republic of China on the Protection of Minors</i> <i>Law of the People's Republic of China on the Protection of Women's Rights and Interests</i> <i>Law of the People's Republic of China on the Protection of Disabled Persons</i> <i>Regulation on Paid Annual Leave for Employees</i> <i>Regulation on Public Holidays for National Annual Festivals and Memorial Days</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations related to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare listed in this chapter.</p>
Aspect B2: Health and Safety	
<p><i>Production Safety Law of the People's Republic of China</i> <i>Fire Protection Law of the People's Republic of China</i> <i>Law of the People's Republic of China on the Prevention and Control of Occupational Diseases</i> <i>Labour Insurance Regulations of the People's Republic of China</i> <i>Provisions on the Supervision and Administration of Occupational Health at Work Sites</i> <i>Regulation on Work-Related Injury Insurances</i> <i>Regulations of Beijing Municipality on Work Safety</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations on providing a safe working environment and protecting employees from occupational health listed in this chapter.</p>
Aspect B4: Labour Standards	
<p><i>Provisions on the Prohibition of Using Child Labour</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations on preventing child and forced labour listed in this chapter.</p>

Aspect B6: Product Responsibility	
<p><i>Civil Code of the People's Republic of China</i> <i>Construction Law of the People's Republic of China</i> <i>Food Safety Law of the People's Republic of China</i> <i>Trademark Law of the People's Republic of China</i> <i>Implementation Regulations of the Trademark Law of the People's Republic of China</i> <i>Trademark Law Treaty</i> <i>World Intellectual Property Organization Copyright Treaty</i> <i>Product Quality Law of the People's Republic of China</i> <i>Law of the People's Republic of China on the Protection of Consumer Rights and Interests</i> <i>United Nations Guidelines for Consumer Protection</i> <i>Copyright Law of the People's Republic of China</i> <i>Standardisation Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Import and Export Product Inspection</i> <i>Cybersecurity Law of the People's Republic of China</i> <i>Regulations of the People's Republic of China on Safety Protection of Computer Information Systems</i> <i>Advertising Law of the People's Republic of China</i> <i>Patent Law of the People's Republic of China</i> <i>Electronic Commerce Law of the People's Republic of China</i> <i>Construction Enterprises</i> <i>Construction Enterprise Safety Production Management Standard</i> <i>Property Management Services Ordinance</i> <i>Personal Data (Privacy) Ordinance</i> <i>Product Environmental Responsibility Ordinance</i> <i>Sale of Goods Ordinance</i> <i>Consumer Goods Safety Ordinance</i> <i>Trade Descriptions Ordinance</i> <i>Basic Requirements for the Graded Protection of Information Security Technology and Network Security</i> <i>Regulations on the Implementation of Internet Security Protection Technologies</i> <i>Administrative Measures for Internet Information Services</i> <i>Administrative Measures for the Security Protection of Computer Information Networks Linked to the Internet</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations on health and safety, advertising, labelling, privacy matters relating to products and services provided and methods of redress listed in this chapter.</p>
Aspect B7: Anti-corruption	
<p><i>Company Law of the People's Republic of China</i> <i>Criminal Law of the People's Republic of China</i> <i>Anti-Unfair Competition Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Bid Invitation and Bidding</i> <i>Anti-Money Laundering Law of the People's Republic of China</i> <i>Oversight Law of the People's Republic of China</i></p>	<p>During the Reporting Period, the Company did not violate any laws and regulations on bribery, extortion, fraud and money laundering listed in this chapter.</p>

SEHK ESG REPORTING GUIDE CONTENT INDEX

Subject Areas, Aspects, General Disclosures and KPIs		Locations of Disclosure or Remarks
A. Environmental		
Aspect A1: Emission		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	GREEN DEVELOPMENT-Improving Management Institutions
KPI A1.1	The types of emissions and respective emissions data.	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI 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).	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	GREEN DEVELOPMENT-Responding to Climate Change
KPI 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.	GREEN DEVELOPMENT-Strengthening Pollutant Control
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	GREEN DEVELOPMENT-Improving Management Institutions GREEN DEVELOPMENT- Strengthening Pollutant Control
KPI 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).	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	GREEN DEVELOPMENT-Responding to Climate Change
KPI 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.	GREEN DEVELOPMENT-Building a Water-Saving Enterprise
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Due to the nature of the Company's business, matters relating to packing materials are not applicable.
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	GREEN DEVELOPMENT-Green Construction and Operation
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	GREEN DEVELOPMENT-Green Construction and Operation APPENDICES-COMPREHENSIVE PERFORMANCE

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.	GREEN DEVELOPMENT-Responding to Climate Change
KPI 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.	GREEN DEVELOPMENT-Responding to Climate Change
B. Social		
Employment and Labour Practices		
Aspect B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	CARING FOR EMPLOYEES-Improving Talent Management
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	APPENDICES-COMPREHENSIVE PERFORMANCE
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	CARING FOR EMPLOYEES-Protecting Employees' Health
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI B2.2	Lost days due to work injury.	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	CARING FOR EMPLOYEES-Protecting Employees' Health
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	CARING FOR EMPLOYEES-Cultivating talents
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI B3.2	The average training hours completed per employee by gender and employee category.	APPENDICES-COMPREHENSIVE PERFORMANCE
Aspect B4: Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	CARING FOR EMPLOYEES-Cultivating talents
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	CARING FOR EMPLOYEES-Cultivating talents
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	CARING FOR EMPLOYEES-Cultivating talents

Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	WAY OF MANAGEMENT-Building Sustainable Supply Chain
KPI B5.1	Number of suppliers by geographical region.	WAY OF MANAGEMENT-Building Sustainable Supply Chain
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	WAY OF MANAGEMENT-Building Sustainable Supply Chain
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	WAY OF MANAGEMENT-Building Sustainable Supply Chain
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	WAY OF MANAGEMENT-Building Sustainable Supply Chain
Aspect B6: Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	QUALITY FIRST- The quality and hygiene of food and beverage
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Due to the nature of the Company's business, this KPI does not apply to the Company.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	QUALITY FIRST-Maintaining Customer Relationship
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI B6.4	Description of quality assurance process and recall procedures.	QUALITY FIRST-Creating high-quality projects
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	QUALITY FIRST-Maintaining Customer Relationship
Aspect B7: Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	WAY OF MANAGEMENT-Strengthening Integrity Construction
KPI 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.	APPENDICES-COMPREHENSIVE PERFORMANCE
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	WAY OF MANAGEMENT-Strengthening Integrity Construction
KPI B7.3	Description of anti-corruption training provided to directors and staff.	WAY OF MANAGEMENT-Strengthening Integrity Construction APPENDICES-COMPREHENSIVE PERFORMANCE
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.	CONTRIBUTION TO THE SOCIETY
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	CONTRIBUTION TO THE SOCIETY
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	CONTRIBUTION TO THE SOCIETY APPENDICES-COMPREHENSIVE PERFORMANCE

Reader's Feedback

Dear Sir/Madam,

Greetings!

Thank you very much for reading the 2022 Corporate Social Responsibility & Environmental, Social and Governance Report of Beijing North Star Company Limited. If you have any comments or suggestions on this Report, please kindly fill in the feedback form below and send it to us by mail, e-mail or fax. The Company would like to express the deep gratitude for your valuable comments!

1. Which chapters do you think provide you with important information?

- | | | |
|--|--|--|
| <input type="checkbox"/> THE PREFACE | <input type="checkbox"/> COMPANY OVERVIEW | <input type="checkbox"/> COMPANY AWARDS |
| <input type="checkbox"/> RESPONSIBLE COMMUNICATION | <input type="checkbox"/> WAY OF MANAGEMENT | <input type="checkbox"/> QUALITY FIRST |
| <input type="checkbox"/> GREEN DEVELOPMENT | <input type="checkbox"/> CARING FOR EMPLOYEES | <input type="checkbox"/> CONTRIBUTING TO THE SOCIETY |
| <input type="checkbox"/> OUTLOOK | <input type="checkbox"/> COMPREHENSIVE PERFORMANCE | <input type="checkbox"/> LEGAL COMPLIANCE |

2. Could you please evaluate this Report from below the perspectives?

- | | | | |
|--------------------|------------------------------------|-------------------------------|-----------------------------------|
| Legibility | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Not Good |
| Completeness | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Not Good |
| Cogeneity | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Not Good |
| Layout and Design | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Not Good |
| Overall Impression | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Not Good |

3. What do you suggest for our next report?

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