



中海物業集團有限公司

CHINA OVERSEAS PROPERTY HOLDINGS LIMITED

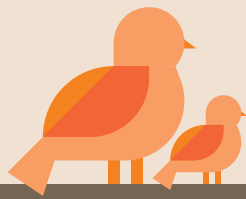
(Incorporated in the Cayman Islands with limited liability)

Stock Code : 2669

# Sustainability Report 2022

*We Manage* **Happiness**





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# 2022 Sustainability Performance

## Corporate Achievements



### Revenue

HKD **12,689.0** million

**+34.4%**

2021: HKD9,442.0 million  
2020: HKD6,544.9 million



### Profit attributable to shareholders

HKD **1,273.1** million

**+29.4%**

2021: HKD983.9 million  
2020: HKD700.0 million

## Governance



### Enhance the reporting mechanism of sustainability-related matters

Every year, the Sustainability Steering Committee held 2 meetings to discuss COPL's policies and performance on sustainability and reported to the Board for effective planning.



### Carry out the first year stakeholder engagement plan

During the Year, an in-depth interview with the Executive Director and CEO and a focus group meeting with key members that promote sustainability-related works were held to collect views of key internal stakeholders.

In the future, the stakeholder engagement plan will be extended to external stakeholder groups such as tenants and customers.

## Environment



### Enhance the disclosure of the Task Force on Climate-related Financial Disclosure ("TCFD")

The work on the Task Force on Climate-related Financial Disclosure ("TCFD") in the Three-year Sustainability Roadmap has been completed ahead of schedule. During the Year, disclosures of COPL's strategy and risk management with respect to climate change during the course of operation were enhanced.



### Total greenhouse gas emission intensity

**2.82** tonnes CO<sub>2</sub>e/'000 sqm

2021: 3.17 tonnes CO<sub>2</sub>e/'000 sqm  
2020: 3.42 tonnes CO<sub>2</sub>e/'000 sqm



### Total energy consumption intensity

**5.5** mWh/'000 sqm

2021: 5.7 mWh/'000 sqm  
2020: 5.9 mWh/'000 sqm



### Data collection training

Training on data collection has been organized to improve data quality. In addition, the consultant has recommended environmental S.M.A.R.T target based on COPL's actual situation.

## 2022 Sustainability Performance (Continued)

## Society



## Number of employees

**57,425** employees

2021: 52,220 employees

2020: 45,398 employees



## Charitable donation

HKD **1,022,000**

2021: HKD428,000

2020: HKD417,000



## Customer service satisfaction

**90** points

2021: 89 points

2020: 92 points



## Average training ratio

**99.98**%

2021: 94.2%

2020: 99.5%

## About the Report

This is the second Sustainability Report (the "Report") of China Overseas Property Holdings Limited ("COPL", the "Company"). The Report summarizes the progress and vision of COPL in sustainable development and reflects qualitative and quantitative data to enhance transparency to stakeholders.

COPL and its subsidiaries (together, the "Group") reports annually on its work and performance on sustainability in a separate report. The Report is presented in both Chinese and English and has been uploaded onto the website of the Stock Exchange of Hong Kong Limited ("HKEX") and the Group's website together with its past ESG reports. If there are any contradictions or inconsistencies between the Chinese and English versions, the Chinese version shall prevail.

### Reporting Scope and Boundary

The Report's reporting cycle aligns with the Group's financial year and reports on the Group's sustainability performance for the period from 1 January 2022 to 31 December 2022 (the "Year"). The Report covers information related to all of the operations, including COPL's operation at its headquarters, the property management services, value-added services and car parking spaces trading business in Mainland China, Hong Kong and Macau. The reporting scope is selected and considered within the control of COPL. Accordingly, the reporting scope will gradually expand in line with operations to reflect the Group's performance more comprehensively, such as the incorporation of environmental performance for the property projects in Hong Kong and Macau from the last year.

During the Year, COPL had a cumulative presence in 144 cities, with 1,643 property management projects, of which 185 projects were in Hong Kong and 29 projects were in Macau.

## About the Report (Continued)

### Reporting Standards

The Report has been prepared in compliance with the “Environmental, Social and Governance Reporting Guide” (the “ESG Guide”) set out in Appendix 27 of the Main Board Listing Rules of HKEX. In addition, the Report is also presented with reference to the “2021 Global Reporting Initiative Standards” (“GRI Standards”) published by the Global Reporting Initiative (“GRI”). The appendix in the Report includes the respective content index of the ESG Guide and GRI Standards, demonstrating the application of each standard for ease of reference. To present the Report in a true and objective manner, the application of reporting principles of ESG Guide and GRI Standards by the Group are as follows:

#### Materiality and Stakeholder Inclusiveness

The Group values the views of its stakeholders, in which COPL has formulated a three-year stakeholder engagement plan starting this year to strengthen communication with stakeholders. In-depth interviews with the Executive Director and CEO and focus group meetings were conducted during the Year to help identify key sustainability issues for the Group with responses as stated in the Report. For details, please refer to the section titled “Stakeholder Engagement”.

#### Quantitative

The Group's departments work together to collect and record environmental and social quantitative key performance indicators. The Group has appointed a consultant to measure carbon emissions and other environmental key performance indicators for conducting data comparisons in accordance with local guidelines and international standards. The Group ensures that key performance indicators are measurable and explains the standards and methodology used under the “Performance Data Summary” section.

#### Balance

The Group ensures its sustainability performance is disclosed in an impartial and objective approach for readers to make reasonable judgments about the Group's overall performance.

#### Consistency and Comparability

The Group adopts consistent assumptions in data collection and report preparation to facilitate comparison of the Group's performance by stakeholders. In the event of any changes in data collection and assumption, the Group will set out reasons in the Report.

#### Sustainability Context

The Report discusses the Group's contribution to sustainable development in the industry and in the operating regions with linkages to its long-term strategies, risks, opportunities and objectives.

## About the Report (Continued)

### Completeness

The Report responds to the material topics identified during the Year without any omission of any aspects that are material to stakeholders.

### Accuracy and Verifiability

The information presented by the Group is derived from the Group's official documents and statistics. The Group is committed to meticulously upholding the truthfulness of the information set out in the Report and ensuring its traceability for stakeholders to assess performance.

### Clarity

The Report is written in a manner that is comprehensible and accessible to stakeholders.

### Timeliness

The content of the Report is based on the Group's financial year and is presented in a separate report each year.

## Approval of the Report

The Board of Directors (the "Board") of the Company has the overall responsibility for the content of the Report. It ensures the completeness and reliability of the reported content for stakeholders to accurately understand the operation of the Group. Information presented in the Report is sourced from official documents and data of the Group. It has been reviewed based on internal monitoring mechanisms and review procedures. The Report was reviewed and approved by the Board in March 2023.

## Feedback

Your opinions and feedback are valuable to the Group in formulating future sustainability strategies. For any enquiries and suggestions, please contact the Group at [copl.ir@cohl.com](mailto:copl.ir@cohl.com).

## Board Statement

With the world on track to the recovery from the COVID-19 epidemic, there is a need to continue and pay close attention to environmental and social factors, including climate change, excessive resource consumption, community care, etc. COPL has long recognized the importance of sustainability in its operations and markets, and the values it brings to long-term business development. As an industry leader, COPL has been exploring opportunities throughout its sustainability journey with a view to making a positive impact to the industry.

### Oversight of Sustainability Work

The sustainability governance structure of COPL enables effective communication and engagement of the Board on sustainability matters, and ensures the establishment of an effective reporting mechanism. The Board, as the highest governance and decision-making authority, has appointed the Sustainability Steering Committee (the "Committee") under the Board to provide direct oversight of sustainability matters. Members of the Committee are familiar with the internal operations of COPL and have a good understanding of the background of sustainability and market trends. The Committee regularly reports progress to the Board and provides feasible recommendations for the Board to systematically plan strategies of and allocate resources on sustainable development from now to the future. Given its performance in ESG governance, social and environmental value creation and risk management, COPL was the only property management company being elected to the "ESG Governance of Central Enterprises — Pioneer of 50 Index" in 2022.

With the goal of "Emission Peak" by 2030 and "Carbon Neutrality" by 2060 ("Dual Carbon" goal) proposed by China, enterprises are required to implement measures related to environmental protection and cooperate to achieve the goal. During the Year, COPL has established a working group led by Shenzhen operational site to systematically monitor and promote the work on sustainability matters towards various operating regions in the future.

### Management Approach and Strategies of Sustainability

This Year was the first year of the three-year stakeholder engagement plan. We have arranged 2 interviews with our senior management through a consultant with the aim of obtaining an in-depth understanding of the management's vision for COPL's process of sustainability and the future efforts and potential of COPL in the aspect of sustainability from an operational perspective. The consultant has summarized the content of the interviews and the focus group meeting and reported it to the Sustainability Steering Committee. COPL values communication with all stakeholders and collects opinions in order to consolidate meaningful and constructive opinions and suggestions, which facilitates the planning of targeted management approaches and strategies.

### Reviewing the Progress of Targets

COPL acknowledges that setting specific environmental targets is the market trend. By analyzing the environmental performance of previous years, we continue to communicate with various departments on the feasibility of achieving the targets. Currently, COPL collects quantitative results upon the implementation of environmental initiatives as an important reference for target setting. In the future, the Group will formulate short to long-term action plans and strive to penetrate into most of its operating regions with a view to continuously enhancing the Group's sustainability performance.

COPL recognizes the commitment and contribution of all stakeholders to sustainability and looks forward to sharing with you the achievements made in sustainability in the Year in this Report.





## Message from Management

COPL continues to explore the feasibility of incorporating sustainability elements in its operation and joins hands with its employees, property owners, suppliers and communities to implement the relevant work. During the Year, COPL also pursued its annual work and future plans based on the identified sustainable development goals.

COPL always adheres to the principle of service-oriented and customer-first. Despite the ever-changing environment and industry, COPL stays true to its cornerstone, remains focused on quality development, expands its service portfolio and continuously reinvents its value to enhance its competencies in respect of service, product, market, technology and organization, revitalizing the "No.1 Butler" gilded signboard and promoting the accomplishment of Modernization of China Overseas Property Management. During the Year, COPL actively participated in brand seminars in order to learn from industry peers, and our senior management put forward an invigorated brand proposition of "Good Seasons, Good Property, Good Community" for COPL.

On the social front, COPL attaches great importance to building good relationship with property owners and the community. During the Year, COPL organized a number of community events to increase interaction opportunities. COPL also realizes the impact of digitalisation and intelligence on the property management industry. Xinghai Wulian under the Group focuses on the research and development (R&D) of various technologies for facilitating our work and operation and applies them to COPL's managing projects.

On the environmental front, the Group takes into full account the environmental elements in its managing projects and operation, including a number of managed property projects have obtained green building standards, which can effectively achieve the goal of improving environmental performance during operation. The Group understands the needs to promote environmental retrofit projects for old communities so as to increase the potential for energy conservation and has invested resources in this area accordingly. In addition, the Group will also enhance its effort in environmental initiatives and planning for various operating regions.

In the future, COPL will continue to uphold and take the practices of the sustainable development concepts, create an important symbol as an excellent enterprise, and actively fulfill our responsibilities as a central enterprise. We will synchronize with the development of China and resonate with the progress of the times in order to contribute to China Overseas's efforts for sustainable development of China.



# About COPL

## About COPL

As a subsidiary of China Overseas Holdings Limited ("COHL") under China State Construction Engineering Corporation, COPL is avant-garde in the property management industry in China with first-class qualifications. The Group, based in Hong Kong, has been engaging in the provision of property management services in Hong Kong since 1986 to assist in the real estate business development of COHL in Hong Kong. Subsequently, the Group ventured into the property management services market in Mainland China in the early 1990s and has been listed on the Main Board of the HKEX (Stock Code: 2669.HK) since 2015. Headquartered in Hong Kong, COPL has established offices in major cities in Mainland China to continuously expand its business. To meet customers' demands for smart property management and technology-based services and to position itself as an outstanding global service provider in asset management, Shenzhen Xinghai Wulian Technology Co., Ltd. ("Xinghai Wulian") and Shenzhen UN+ Internet Technology Co., Ltd. ("UN+") under the Group focus on providing customers with diverse property management value-added services.

### Vision

To be an Outstanding Global Service Provider in Asset Management

### Spirit

Progress Whole-Heartedly Each Day

### Mission

We Manage Happiness

### Core Value

Customer Orientation, Guaranteed Quality and Value Creation

### Service Awareness

Serving with Heart Every Single Day

### Talent Concept

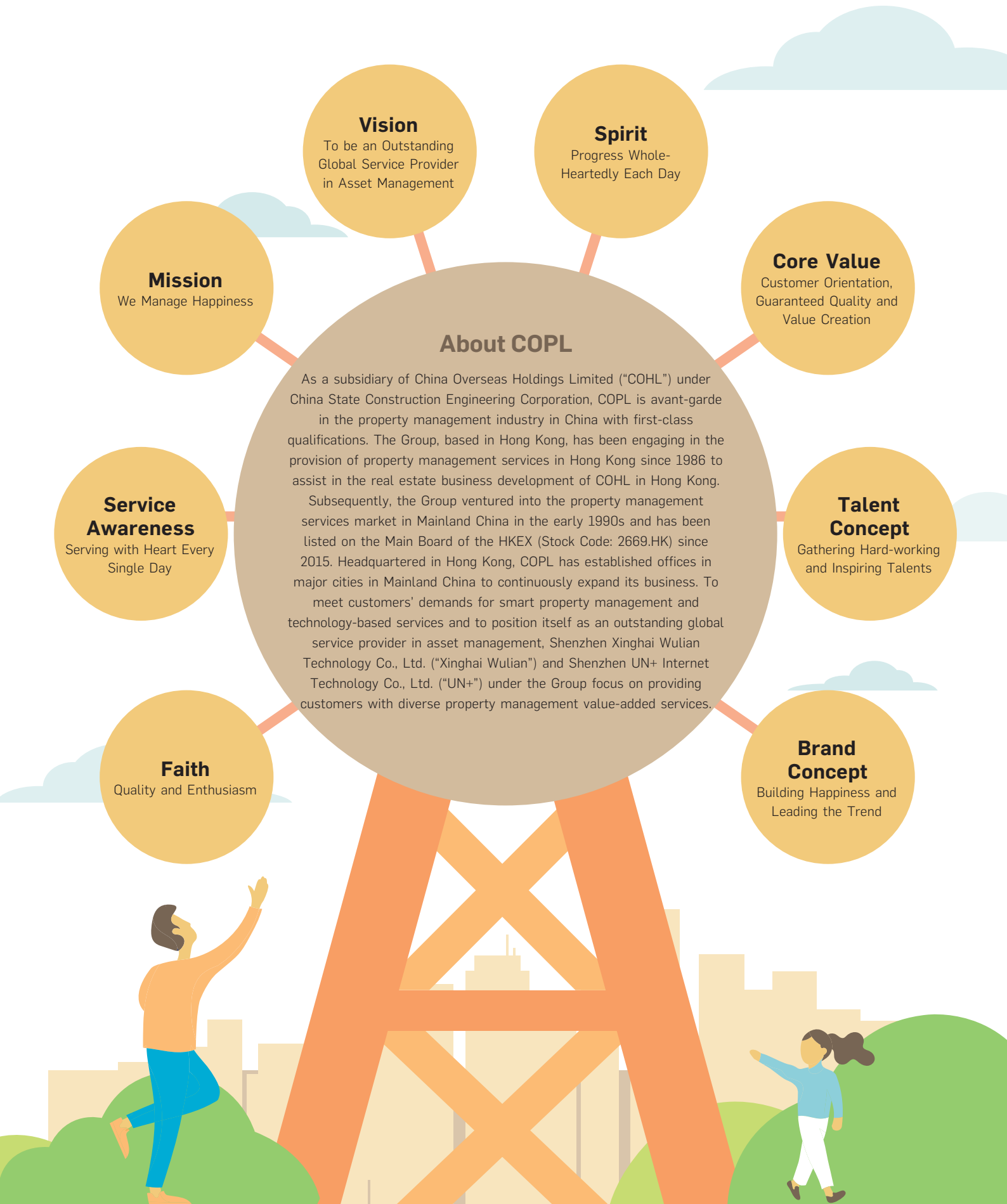
Gathering Hard-working and Inspiring Talents

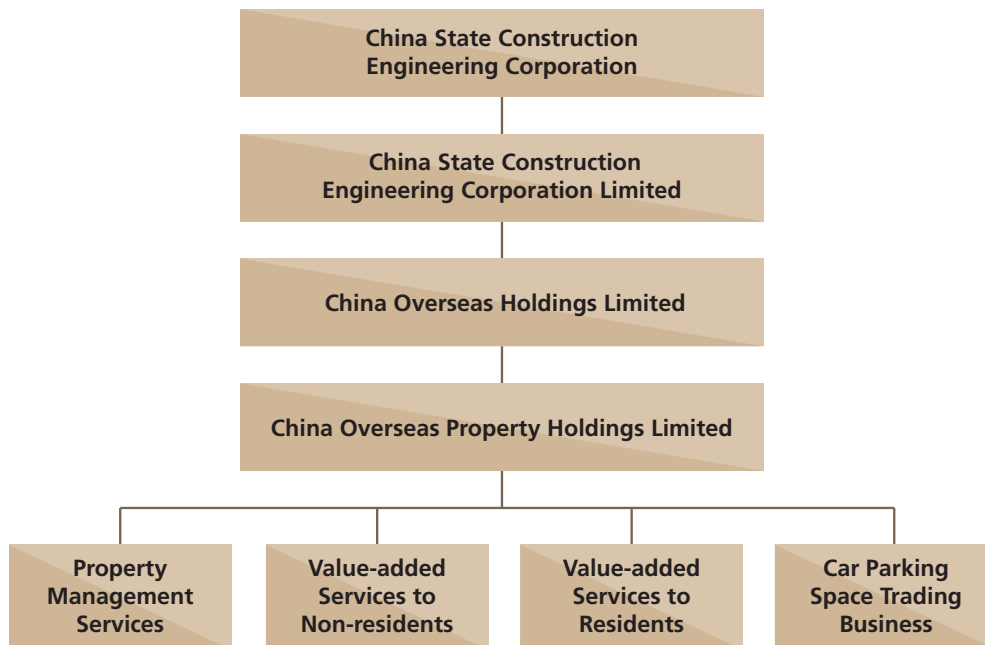
### Faith

Quality and Enthusiasm

### Brand Concept

Building Happiness and Leading the Trend



**About COPL (Continued)****Corporate Structure****Business Segments**

<b>Property Management Services</b>	<ul style="list-style-type: none"> <li>Engaging in the provision of property management services such as security, repairs and maintenance, cleaning and greening, for residential communities (including integrated mixed-use properties), commercial properties, government properties and construction sites.</li> </ul>
<b>Value-added Services to Non-residents</b>	<ul style="list-style-type: none"> <li>Engaging in the provision of engineering, vetting of building plans, facilities and equipment evaluation proposals, pre-delivery (such as security, cleaning and repair and maintenance services for display units in pre-sale offices for developing properties), move-in assistance, delivery inspection, engineering service quality monitoring and consulting services, etc. to non-residents (such as property developers and other property management companies).</li> </ul>
<b>Value-added Services to Residents</b>	<ul style="list-style-type: none"> <li>Engaging in the provision of community asset management services (such as rental assistance, agency and custody for real estate transactions, common area rental assistance and rental of self-owned properties), living service operations (to meet the various needs of residents of the properties) and commercial service operations (to meet the needs of business users).</li> </ul>
<b>Car Parking Space Trading business</b>	<ul style="list-style-type: none"> <li>Engaging in the trading of car parking spaces.</li> </ul>

## About COPL (Continued)

The following are the sub-brands of COPL complementing its extensive business layout:

Sub-Brands	Brand Profile
Haina Wanshang	<ul style="list-style-type: none"> <li>A company focusing on the provision of quality services in non-residential premises such as office buildings, commercial complexes, industrial parks, government and public construction as well as colleges and universities.</li> </ul>
UN+	<ul style="list-style-type: none"> <li>A subsidiary established to enhance the Group's experience in property management services leveraging the Group's professional service experience accumulated over years to provide diversified value-added services such as property rental, home renovation, quality merchandise, travel and leisure and home services.</li> </ul>
Xinghai Wulian	<ul style="list-style-type: none"> <li>A company committing to becoming an overall solution service provider for smart parks to provide the whole value chain services with a focus on IoT mid platform, intelligent hardware and artificial intelligence technology.</li> </ul>
Zhonghai Yuanlin	<ul style="list-style-type: none"> <li>A company operating a professional and market-oriented integrated platform in the whole industry chain of landscape gardening with businesses covering project consultation, planning and design, construction, seedling sales, ecological landscape engineering and municipal engineering, project supervision, project maintenance, project management, and the construction and operation of the BP service platform for landscape gardening.</li> </ul>

## Strategic Goals

The Group embarks on a new journey of the "14<sup>th</sup> Five-year Plan" with the strategic objectives and initiatives themed as "1155" by cultivating service quality and seeking win-win cooperation:

# 1155 Strategy

**Stand firm on 1 goal:**  
revitalizing the "No.1 Butler" gilded signboard

**Insist on 1 core:**  
sustainable, balanced, healthy, and high-quality development

**5 benchmarks:**  
customer satisfaction benchmark, city and property projects benchmark, operational growth rate benchmarks, sub-brands benchmark, and employee market value and team capabilities benchmark

**5 brilliances:**  
service, product, market, technology and organization

**About COPL (Continued)****Recognitions and Awards**

No.	Name of award	Issuing Authority
1	Included in "ESG Governance of Central Enterprises — Pioneer of 50 Index" in 2022	Social Responsibility Bureau of State-owned Assets Supervision and Administration Commission of the State Council
1	2022 Top 5 among Top 100 Chinese Property Services Enterprises	China Index Academy
2	2022 No.1 China Property Management Service Leading Quality Brand	
3	2022 Top 2 Excellent State-Owned Property Service Enterprise in China	
4	2022 China Top 3 Listed Property Management Companies by Comprehensive Strength	
5	2022 No.1 China Excellent Listed Property Management Company by Investment Value	
6	2022 No.1 China Leading Brand Enterprise for Standardized Operation of Property Services	
7	2022 No.1 Excellent Brand of Red Property Service in Guangdong Province, China	
8	2022 No.1 Extraordinary Brand of China Property Management Service — The Largest Chinese Property Management Services Corporation in Hong Kong and Macau Regions	
9	2022 No.1 Best Employer in China's Property Management Industry	
10	2022 No.1 Property Service Enterprises with Outstanding ESG Development in China	
1	2022 Top 3 among Top 100 Property Management Service Companies	CRIC/Shanghai E-House China R&D Institute
2	2022 No.1 Leading Listed Property Management Companies by Market Value Recognition Development	
3	2022 Top 2 Park Property Management Service Companies	
4	2022 Top 3 Public Construction Property Service Companies	
1	2022 China Leading Residential Property Services Company	CRIC & CPMRI
2	2022 China Leading Smart Property Services Company	
3	2022 China Property Service Brand Featured Enterprise — No.1 Butler	
1	2022 No.1 China Real Estate Property Management Companies by Brand Influence	China Real Estate News/China Academy of Urban and Regional Governance
2	2022 No.1 China Property Management Service by Quality	
1	2022 No.1 Blue Chip Enterprise of Excellent Service	The Economic Observer
2	2022 TOP100 Blue Chip Property Enterprises	
1	The winner of Guangdong Province in the 2020-2021 National "Ankang Cup" competition	Guangdong Federation of Trade Unions, the Department of Emergency Management of Guangdong Province, the Health Commission of Guangdong Province
1	Received eight awards including Outstanding Team, Best Crisis Management Team, Outstanding Manager, and Outstanding Officer	The Hong Kong Institute of Housing

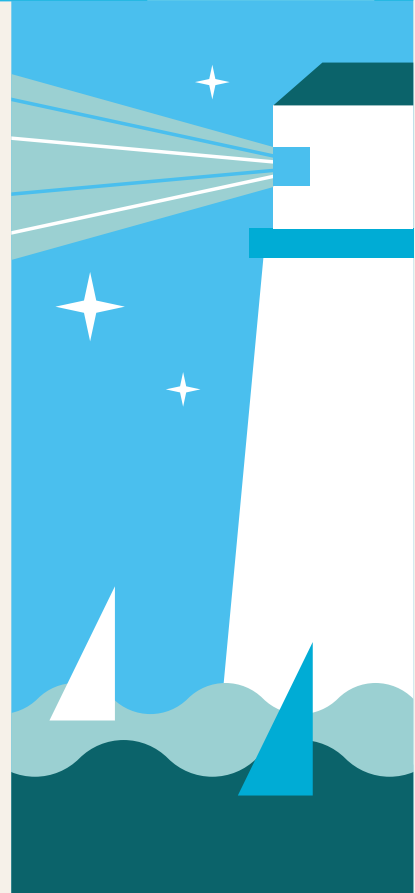
**Membership**

No.	Organization	Membership
1	China Property Management Institute	Vice President
2	Guangdong Property Management Industry Institute	Chief Supervisor Unit
3	Shenzhen General Chamber of Commerce	Executive Vice President
4	Shenzhen City-Industry Integration Promotion Association	Vice President
5	Shenzhen Green and Intelligent Building Association	Vice President

**Material Topic:**

**2** Business ethics

# GOVERNANCE NAVIGATION



## Governance Navigation

### 1) Management Approach

COPL continues to promote sustainable development works in all its operating regions through a sound sustainability governance structure and has been recognized in the area of sustainability governance. The "Sustainability Steering Committee Terms of Reference" has been developed by COPL to set out the duties, responsibilities and authority of the Sustainability Steering Committee in the structure, with a view to promoting sustainable development and fulfilling corporate social responsibility through top-down approach. The Group places great importance on ensuring that its operations in all operating regions are conducted in a compliant manner. The Group regularly reviews whether there are any violations of relevant laws and regulations, updates and provides guidance to all operating regions on legal and regulatory requirements. In terms of stakeholder engagement, COPL is committed to establishing communication with stakeholders and community to create long-term value.

### 2) Sustainability Governance Structure

The Committee has been authorized by the Board, and its members are appointed by the Board from among the directors of COPL. The Committee holds meetings twice a year and the Board understands the sustainability strategy of the Company and takes up relevant responsibility under the mechanism of regularly reporting to the Board. The Committee is responsible for monitoring and ensuring that COPL demonstrates and promotes ethical, transparent and responsible behaviour. The Group continues to update its sustainability practices in the market and industry, which will be reflected in the sustainability management approach and strategy planned for the future.

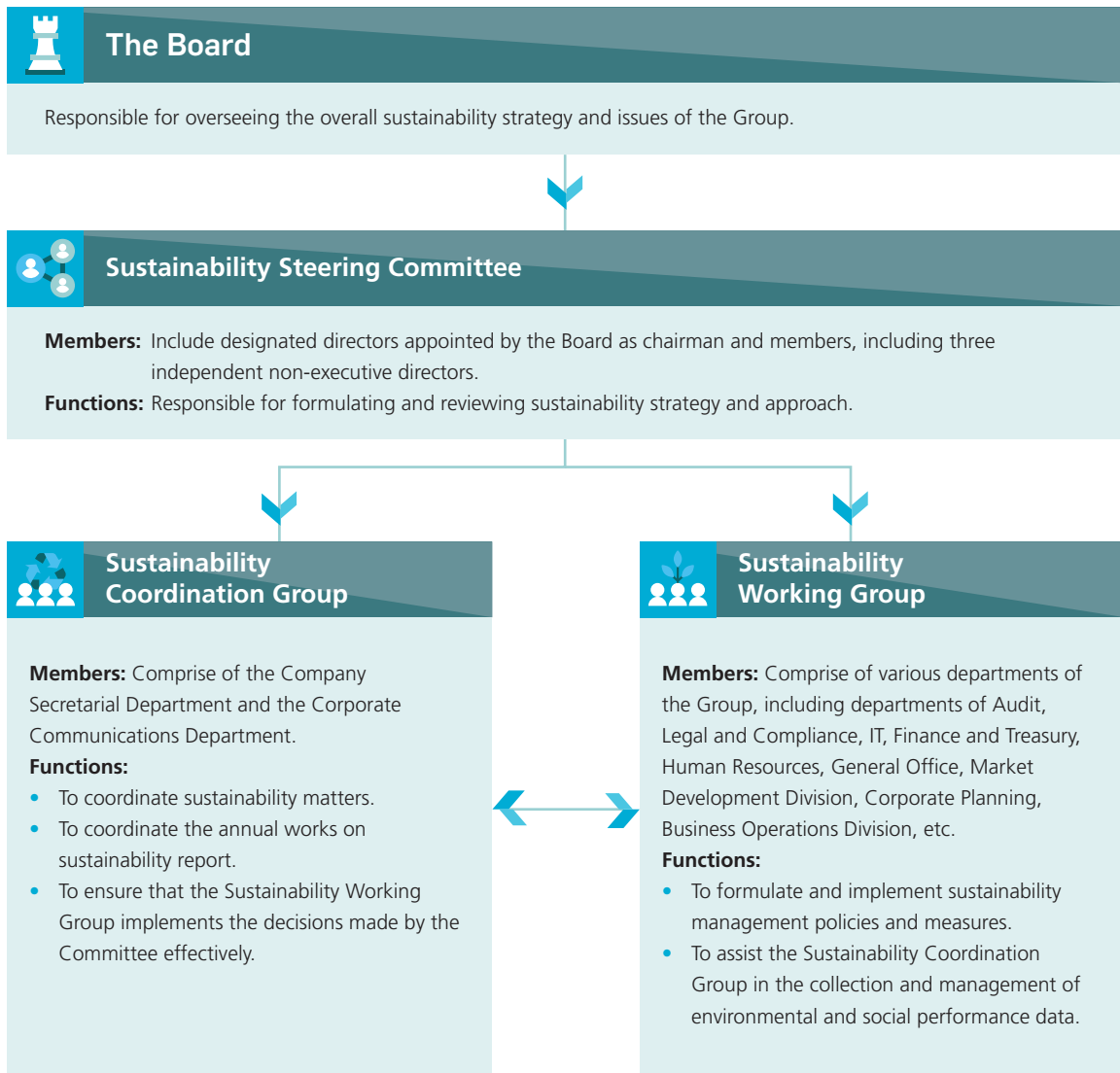


## Governance Navigation (Continued)

### Sustainability Governance Structure

Steered by the Board, the Committee oversees the management of sustainability matters. The Sustainability Coordination Group and the Sustainability Working Group have also been established by COPL to report to the Committee, forming a comprehensive governance structure as follows:

### Sustainability Governance Structure



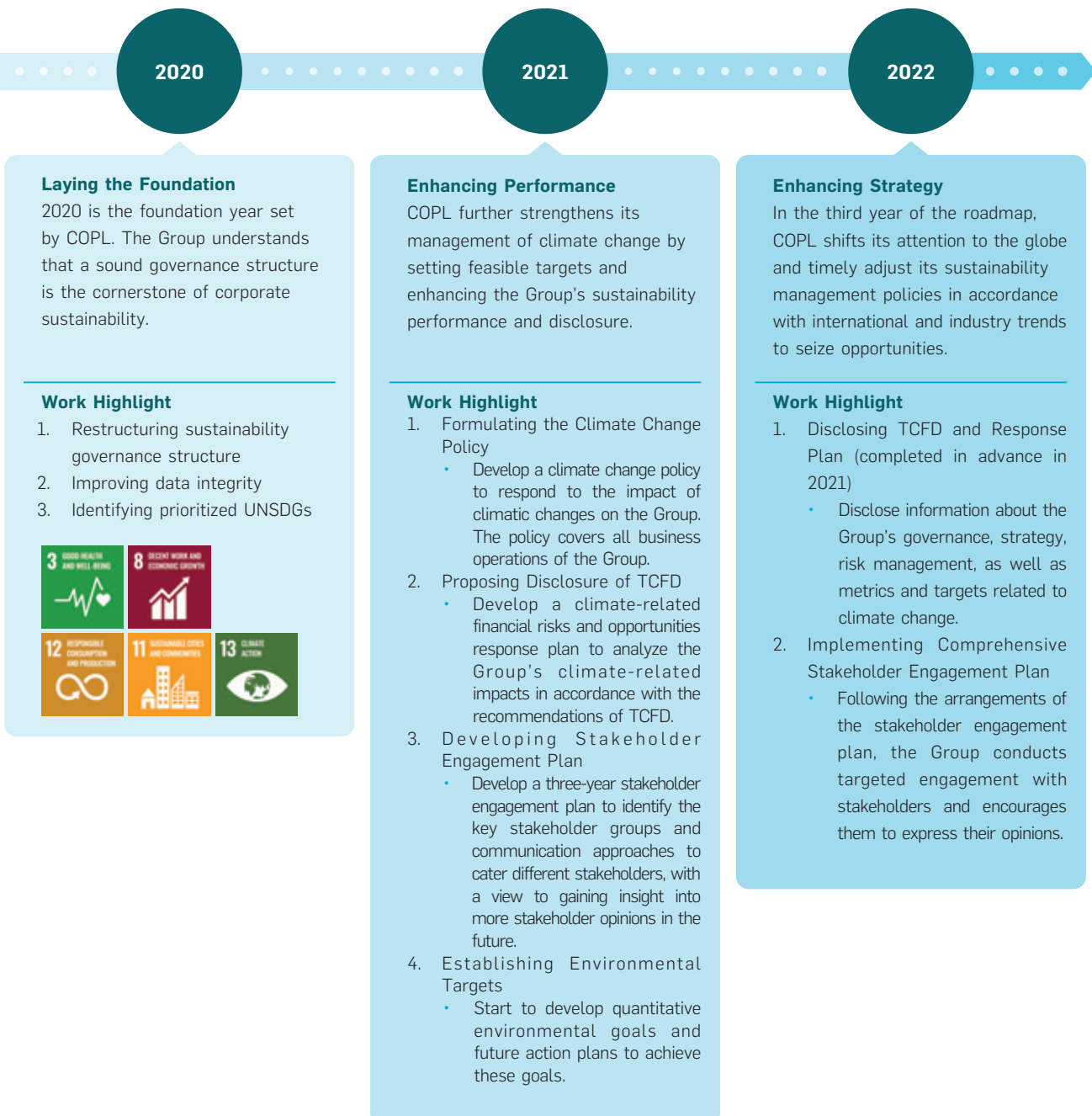


## Governance Navigation (Continued)

### 3) Sustainability Strategy

In addition to the “1155” strategic goals related to its operations, COPL has designed a three-year sustainability roadmap framework specifically for the sustainability area. The Year was the final year of the roadmap and the work plan of the TCFD alignment was completed in advance in the previous year. The work of the Year focused on (i) the launch of a comprehensive stakeholder engagement plan; and (ii) the advancement of the United Nations Sustainable Development Goals (“UNSDGs”) and TCFD disclosures.

#### Three-year Sustainability Roadmap






## Governance Navigation (Continued)

## Sustainable Development Goals

COPL has put in place some initiatives during its operation in response to the following five UNSDGs, in which the disclosure of relevant work was increased for the Year and the work progress will be monitored on a regular basis:


UNSDG	Relevance to COPL	Relevant work
 <p><b>UNSDG 3</b> <b>Good health and well-being</b></p>	<p>Protecting the health and well-being of the Group's employees</p> <ul style="list-style-type: none"> <li>• Adopting health and safety measures to mitigate the occupational and safety risks faced by employees in their daily work.</li> <li>• Providing medical insurance for all employees to alleviate their burden of medical expenses.</li> </ul>	<p>Countermeasures against COVID-19:</p> <ul style="list-style-type: none"> <li>• Surveying the vaccination rate on a regular basis to understand the vaccination completion rate. During the Year, the percentage of employees who had received a COVID-19 vaccine was nearly 100% with the vaccination rate of booster dose reaching 95.4%.</li> <li>• Encouraging employees who have not completed the third dose of vaccination to receive the vaccine as soon as possible according to their dosing schedules.</li> <li>• The office is responsible for daily epidemic prevention and control and is committed to implementing various requirements of the government and superior units on epidemic prevention and control, including checking the activities and health status of employees, stockpiling the supplies and medicines for prevention and control, being responsible for the sanitation and disinfection of the office environment and reporting epidemic-related data.</li> </ul> <p>Health and safety measures:</p> <ul style="list-style-type: none"> <li>• Eligible employees are entitled to medical insurance as their protection.</li> <li>• For preventing, controlling and eliminating occupational diseases, the offices actively carry out relevant measures for occupational health, and apply for the construction certification of occupational health enterprises to protect the employees' and related rights and interests.</li> </ul>

## Governance Navigation (Continued)

UNSDG	Relevance to COPL	Relevant work
 <p><b>UNSDG 8</b> <b>Decent work and economic growth</b></p>	<p>UN+ and Xinghai Wulian under COPL are dedicated to innovative technologies, promoting the economic development in the society.</p>	<ul style="list-style-type: none"> <li>• In strict compliance with laws and regulations in relation to labour standards for elimination of child labour and forced labour.</li> <li>• Recruitment of employees is carried out under the principles of fairness and impartiality.</li> <li>• Account for 36.0% female employees for the Year.</li> </ul>
 <p><b>UNSDG 11</b> <b>Sustainable cities and communities</b></p>	<p>Property projects under management contribute to the establishment of sustainable cities and communities</p> <ul style="list-style-type: none"> <li>• Introduction of smart property management to provide smart property management systems and facilities for communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Managing Asia's first LEED v4.1 established community – Shanghai Hui Long Xin Cheng.</li> <li>• Preparing for the development project of the first grade 5A near-zero energy high-rise office building in China.</li> <li>• COPL has actively carried out old community renewal by adding convenient facilities such as escalators.</li> <li>• Customers can submit their requests in the self-developed App, which is systematically recorded, followed up and processed.</li> </ul>
 <p><b>UNSDG 12</b> <b>Responsible consumption and production</b></p>	<p>In relation to sustainable use of resources (water resources and waste management)</p> <ul style="list-style-type: none"> <li>• Formulating policies and measures to manage daily operation.</li> <li>• Striving to improve water resources management and effective use of other natural resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Commencing to develop the "Prudent Spending and Frugal Operation of COPL Group" special action plans to promote various environmental initiatives and the featured events.</li> <li>• Smart management of water resources.</li> <li>• Organizing "Green Future", a key community cultural brand campaign to engage property owners to make contribution to environmental protection.</li> </ul>



## Governance Navigation (Continued)

UNSDG	Relevance to COPL	Relevant work
 <p><b>UNSDG 13</b> <b>Climate action</b></p>	<p>Concern the financial impacts of climate change (such as revenue, liabilities and cash flows)</p> <ul style="list-style-type: none"> <li>Physical risks: damage to properties due to extreme weather conditions (such as rainstorms and flooding), as well as rising temperatures and heat waves that threaten the safety of employees and building occupants.</li> <li>Transitional risks: regulatory risks, litigation risks, market changes and technological risks, and reputational risks arising from the global transition to a low-carbon lifestyle.</li> </ul>	<ul style="list-style-type: none"> <li>Plan to organize training and education on climate change in the future to enhance the awareness of employees.</li> <li>Seizing the opportunities from climate change and exploring new business aspects to enhance the competitiveness of sustainability.</li> </ul>

## Governance Navigation (Continued)

### Sustainability Risks and Opportunities Management

The Group identifies and manages its operational and financial risks through the "Three Lines of Defence Risk Management Model". With the increasing importance of sustainability in society, COPL has identified sustainability-related risks since 2021 and actively studied to include a review of the impact of sustainability-related risks and their relevance to overall business development in its risk management system for effective management.

### Three Lines of Defence Risk Management Model



## Governance Navigation (Continued)

## Identified Sustainability Risks

Identified Risks	Risk Description	Management Approach
<p><b>Extreme weather conditions arising from climate change</b></p>	<p>The impacts of climate change on corporates include compliance risks and cost increments arising from changes in national policies, with the property management industry bearing the brunt of extreme weather conditions caused by climate change. These conditions may cause physical damage to properties, financial harm to the Group and its customers, and in severe cases, threaten the personal safety of building occupants.</p>	<p>The Group has formulated contingency plans for different extreme weather conditions, conducted regular safety inspections and reminded customers to take precautionary measures to minimize the impacts of extreme weather conditions on the properties under management.</p> <p>In the future, the Group plans to conduct regular property assessments to ensure that the properties are resilient to extreme weather conditions arising from climate change.</p>
<p><b>Technical risks of safe production</b></p>	<p>The daily operation of property management services involves various technical risks of safe production, such as maintenance work, safety risks in the use of common area facilities, etc., and in severe cases, related accidents can cause injury.</p>	<p>COPL regularly conducts assessments of significant risk sources, identifies potential security risks in different departments and formulates the "Summary Table on Identification of Major Hazards" to implement the management measures on significant risk sources.</p> <p>In addition, the Group also provides regular safety education and training for its staff to further reduce the associated risks.</p>

## Governance Navigation (Continued)

### 4) Stakeholder Engagement

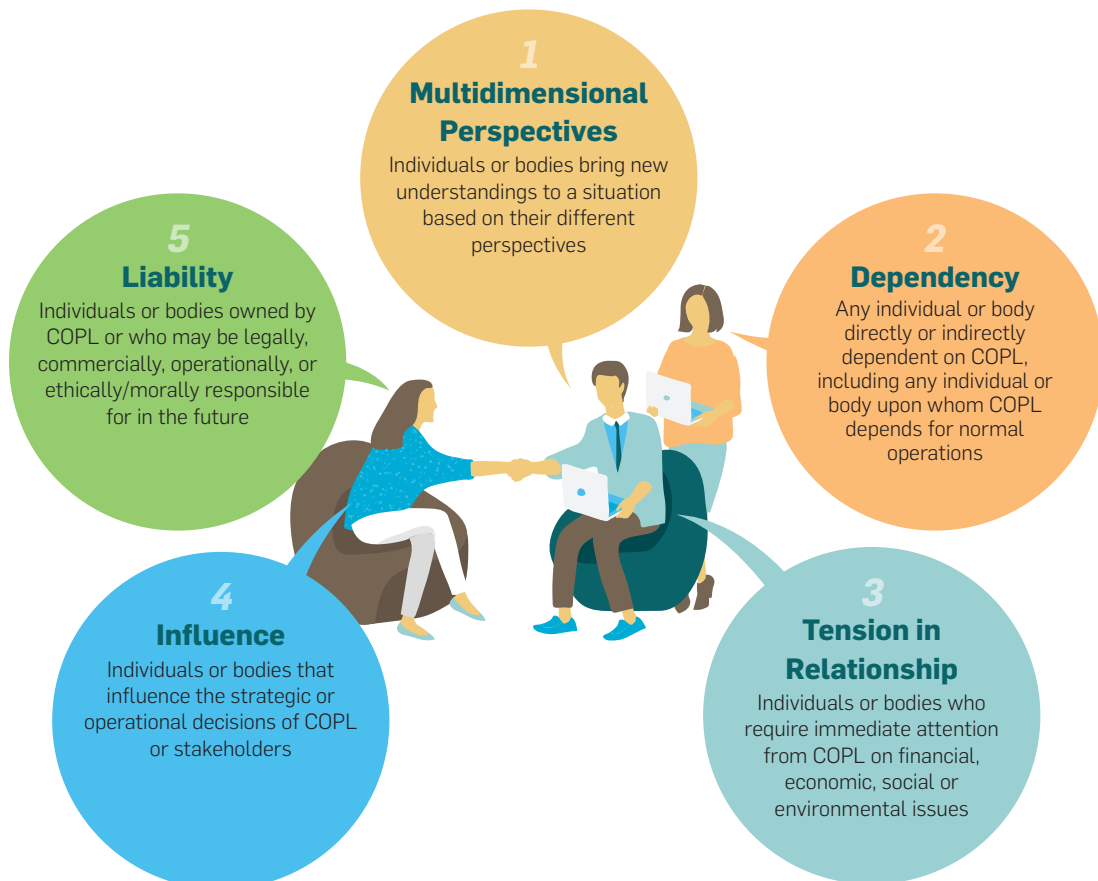
Stakeholder engagement is an important element in promoting sustainability efforts. The Group actively engages with stakeholders and the community to collect their valuable opinions on sustainable development, and after assessing and analyzing the feasibility of these opinions, we endeavour to reflect them in our operations. COPL has progressively deepened its engagement efforts in accordance with its stakeholder engagement plan.

#### Identification of Stakeholders



The Group has made reference to the following stakeholder engagement principles in the "AA1000 Stakeholder Engagement Standard 2015":

<b>Inclusiveness</b>	The extent to which stakeholders are involved in the development and implementation of COPL's sustainability strategy and are willing to take responsibility for those affected by and impacted by it.
<b>Materiality</b>	Confirm the relevance and materiality of issues to COPL and its stakeholders, and influence decisions, actions and performance.
<b>Responsiveness</b>	Respond to sustainability performance that impacts on stakeholders and develop appropriate decisions, actions and performance and engagement activities with stakeholders in this regard.

#### Criteria to Identify Key Stakeholder Groups



**Governance Navigation (Continued)**

 <b>Internal Stakeholders</b>	 <b>External Stakeholders</b>
<b>Stakeholder Groups</b>	<b>Stakeholder Groups</b>
Directors Senior Management Middle Management Foundation Management Clerical Staff Frontline Staff	Customers/Property owners Suppliers/Contractors/Service Providers Shareholders/Investors Government/Regulatory Authorities Public Welfare Organizations The Public Research Institutes and Colleges Professional Institutions
<b>Major Engagement Channels</b>	<b>Major Engagement Channels</b>
President's mailbox Manager communication day Daily email communication WeChat group for employees Management survey	General meetings Result announcements, financial reports and sustainability reports Operational and investment information Policy implementation Engagement with property owners (e.g. WeChat group, meetings, housekeeper home visits, bulletin boards in buildings, 24-hour service hotline, UN+ App, etc.) Community activities (e.g. volunteering activities, poverty alleviation and study aid and charitable activities, etc.) Media coverage



**Governance Navigation (Continued)**

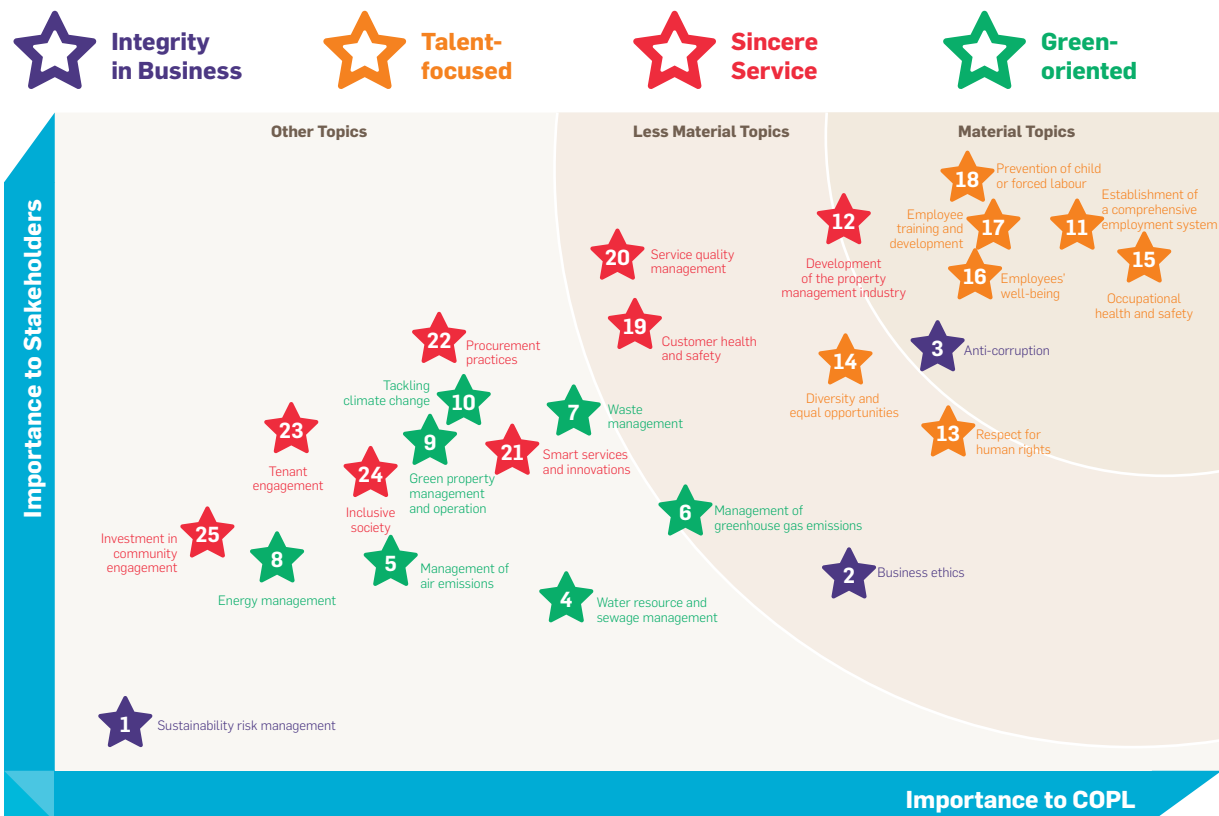
**Identification of Material Topics**

COPL organized in-depth interview and focus group meeting to understand the work of sustainability and to capture the expectations of respondents in this area. Respondents summarized their views on sustainable development at COPL and mentioned the achievements of sustainable development during the Year, which are highlighted in this Report. On the environmental front, COPL has been actively exploring with professional companies on feasible and effective environmental technologies that can be applied to property projects. In addition, COPL has projects under its management that have been certified to the Green Building Standard and is aware that this strategy is a future market and industry trend. On the social front, COPL continues to actively maintain a good relationship with its customers/property owners, including regularly organizing interactive and caring community activities. In terms of governance, COPL strictly complies with the government’s environmental and social laws, regulations and strategic requirements.

The results of the materiality assessment for the previous year were reviewed by COPL with reference to the latest GRI criteria – “GRI 3: Material Topics 2021”. There has been no significant changes to the business and operations of COPL compared to the previous year, and up to 4,602 valid responses were collected from internal and external stakeholders in the previous year through an online questionnaire. Each stakeholder had rated the actual and potential economic, environmental and social impacts of sustainability topics in order to prioritize each sustainability topic and come up with the matrix of materiality assessment as a summary.

Combining the consultant’s analysis of stakeholder opinions with COPL’s related business development strategy, the results of the materiality matrix for 2021 has been reviewed this Year and they are closely related to and still relevant to COPL. The steps for conducting the materiality assessment can be referred to the 2021 Sustainability Report.

**Materiality Matrix 2021/2022**



## Governance Navigation (Continued)

## Environmental and Social Impacts on COPL

Material Topics (In order of importance)	Material Topics (✓) \ Less Material Topics (◆)	Topics that the Group can actively contribute to	Corresponding Sections
15 Occupational health and safety	✓		Talent-focused
11 Establishment of a comprehensive employment system	✓		Talent-focused
18 Prevention of child or forced labour	✓		Talent-focused
17 Employee training and development	✓	❖	Talent-focused
16 Employees' well-being	✓	❖	Talent-focused
12 Development of the property management industry	✓	❖	Sincere Service
3 Anti-corruption	✓		Integrity in Business
13 Respect for human rights	◆		Talent-focused
14 Diversity and equal opportunities	◆		Talent-focused
2 Business ethics	◆		Governance Navigation, Integrity in Business
19 Customer health and safety	◆		Sincere Service
20 Service quality management	◆	❖	Sincere Service
6 Management of greenhouse gas emissions	◆		Green-oriented

## Governance Navigation (Continued)

### 5) Compliance Management

The Group is committed to ensuring that its operation is in compliance with all laws and regulations where it operates. The Group has also reviewed and confirmed the operational impacts on the Group resulting from violating relevant laws and regulations, which include administrative penalties for violation of relevant laws and regulations, litigation arising from infringement of the rights of others, and damage to the Group's reputation as a result of non-compliance. The Group has established a mechanism with clear procedures to deal with non-compliance, including initiating an investigation to ensure that appropriate corrective measures are adopted and monitoring the implementation of measures on a regular basis.

The following table sets out the laws and regulations that could cause material influence on the Group's operation as confirmed by the Group:

Aspect	Laws and regulations that have a significant impact on the Group
<b>Environmental</b>	Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste Air Pollution Prevention and Control Law of the People's Republic of China Water Pollution Prevention and Control Law of the People's Republic of China Environmental Protection Law of the People's Republic of China Energy Conservation Law of the People's Republic of China
<b>Employment and labour standards</b>	Labour Contract Law of the People's Republic of China Labour Law of the People's Republic of China Law of the People's Republic of China on the Protection of Women's Rights and Interests Employment Promotion Law of the People's Republic of China Law of the People's Republic of China on the Protection of Minors Social Insurance Law of the People's Republic of China
<b>Health and safety</b>	Production Safety Law of the People's Republic of China Fire Control Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases
<b>Responsibility for product/service quality</b>	Patent Law of the People's Republic of China Product Quality Law of the People's Republic of China Advertising Law of the People's Republic of China
<b>Anti-corruption</b>	Anti-Unfair Competition Law of the People's Republic of China Anti-Money Laundering Law of the People's Republic of China

During the Year, the Group was not aware of any non-compliance with environmental and social related laws and regulations or any cases of substantial fines or non-monetary judgments.

**Material topics :**

- 3 Anti-corruption
- 2 Business ethics



# INTEGRITY IN BUSINESS



# Integrity in Business

## 1) Management Approach

COPL strives to maintain high standards of business ethics in order to foster a healthy and stable long-term development. COPL has established policies for the following aspects to manage our employees, customers and partners:

<b>Anti-corruption</b>	<ul style="list-style-type: none"> <li>"Detailed Implementation Rules for Employees' Integrity and Self-Discipline"</li> <li>"Employees Code of Conduct"</li> <li>"Employee Handbook"</li> <li>"Anti-fraud and Anti-bribery Policy"</li> <li>"Whistle-blowing Policy"</li> <li>"Open Letter to Subcontractors and Suppliers of COPL"</li> <li>"Integrity Agreement"</li> </ul>
<b>Customer data protection and privacy</b>	<ul style="list-style-type: none"> <li>"Customer Profile Management"</li> <li>"Property Control Procedures for Customer and External Parties"</li> <li>"COPL Cyber Security Incident Contingency Plan"</li> </ul>
<b>Intellectual property rights</b>	<ul style="list-style-type: none"> <li>"Intellectual Property Management Manual"</li> </ul>
<b>Advertising, labeling</b>	<ul style="list-style-type: none"> <li>"Media Management System"</li> </ul>

## 2) Abide by Corporate Ethics

The Group strictly controls any types of corruption including bribery, extortion, fraud and money laundering, and has zero tolerance for it. During the Year, there were not any concluded cases of corruption against the Group or its employees, and no suppliers were removed due to corruption. Set out below are the preventive measures and supervision methods of the Group in anti-corruption and anti-improper competition:

<b>Anti-corruption work</b>	<ul style="list-style-type: none"> <li>• The policies clearly define misconducts and sets out standardized handling procedures.</li> <li>• Provide clearer guidance for some common situations to employees such as conflict of interest, acceptance of gifts and entertainment and provide regular updates.</li> <li>• Impose appropriate penalties for clear violations of regulations and disciplines.</li> <li>• The policies are updated regularly based on market and operational needs to ensure accountability.</li> </ul>
<b>Anti-improper competition work</b>	<ul style="list-style-type: none"> <li>• Ensure that the operational activities comply with various anti-improper competitive laws and regulations.</li> <li>• Insist on fair competition in the process of bidding, refuse monopolistic practices and vicious competition.</li> <li>• Regularly review whether the supplier has bid-rigging.</li> </ul>

## Integrity in Business (Continued)

### Anti-corruption Whistle-blowing Channels

The Group has established anti-corruption whistle-blowing channels such as monitoring hotline, reporting mailbox, reporting address and the 400 service hotlines to encourage stakeholders to report any internal or external corruption, bribery, misappropriation for personal gain, money laundering or other corrupt practices. The Group is committed to protecting the personal information of all whistle-blowers and ensuring that they are not subject to any unfair treatment as a result of reporting. In response to the reports of corruption received, COPL will assign dedicated staff to conduct investigations. Once a report is substantiated, a penalty will be imposed in accordance with the established system, and the severe cases will be referred to the judicial authority.

### Anti-corruption Training

We have provided the following anti-corruption training for our directors and employees, and regulated the suppliers to conduct business with integrity:

<p><b>Members of the board of directors and employees</b></p>	<p>Arranged anti-corruption training organized by the Independent Commission Against Corruption to advocate the following:</p> <ul style="list-style-type: none"> <li>• Define malpractice such as corruption, bribery, extortion, fraud and money laundering and their related penalties.</li> <li>• Provide case sharing to raise the employees' awareness of malpractice.</li> </ul> <p>Promote anti-corruption awareness to employees in the form of propagation columns:</p> <ul style="list-style-type: none"> <li>• Compile various anti-corruption materials, comprising different law violation cases and corresponding handling guidelines.</li> <li>• Provide exemplary cases of typical corruption risk situations.</li> </ul>	<p>100% of members of the board of directors have received anti-corruption training</p> <p>100% of frontline staff sign the "Project Integrity Agreement" and commit not to taking gifts and gratuities etc.</p>
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**Integrity in Business (Continued)**

<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Suppliers shall comply with the guidelines provided by the Group.</li> <li>• Probity has been included as one of the criteria for supplier selection.</li> <li>• Suppliers shall sign the "Integrity Agreement".</li> <li>• Include the review of supplier integrity in the annual performance evaluation.</li> </ul>	100% of suppliers signed the "Integrity Agreement"
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**Intellectual Property Management**

COPL's "1155" strategy includes the leading technological capabilities, focusing on the protection and maintenance of intellectual properties as crucial tasks. As an overall solution company for smart parks with IoT platform, intelligent hardware and artificial intelligence as the core, our Sub-brand Xinghai Wulian has also vigorously invested in technological research and development. The Group has formulated and strictly implemented the content of the "Intellectual Property Management Manual", and different relevant departments undertake different responsibilities, including application for patent renewal, risk assessment of intellectual properties, clarification of the matters which suppliers have to pay attention to when dealing with intellectual properties, identification of the changes in laws, regulations and policies and implementation of preventive and rectification measures, etc. The Group will not infringe any intellectual property rights of others, and will follow up the case seriously and take legal actions if any infringement to us is found. The Group will regularly arrange trainings related to intellectual property to enhance employees' awareness.

The Group currently owns 72 patents and was not aware of any cases of infringement and violation of intellectual property rights during the Year.

**Integrity in Business (Continued)****3) Protecting Customers' Rights**

The Group recognizes that the protection of customers' personal information is an important area in the property management services industry, so that customers can use our services with confidence and ease.

**Safeguarding Personal Information of Customers**

The Group protects consumer information and privacy in two main areas: protection of customer data and the establishment of information security systems. The Group follows four key principles of customer data management: choices, protect confidentiality of communication, reasonable and necessary, clear and transparent. The management practices adopted in the course of daily operations include:

- Providing service providers with work procedures for collecting and record-keeping of customers' personal data.
- Establishing a Cyber Security and Information Technology Committee to oversee matters relating to cyber security.
- Developing contingency plans to standardize the handling of cyber security incidents, identify cyber security hazards and propose remedial measures.
- Providing regular information security training.
- Collecting the minimum amount of customer data required and obtaining their authorisation and consent to store and use their information. The security of customer data is also enhanced through means such as firewall protection, host security reinforcement and daily backup of the database.

During the Year, the Group did not receive any proven complaints about violation of customer privacy and customer information leakage.

**Responsible Marketing**

COPL ensures that accurate and balanced advertising information are delivered to customers, and has developed a management system for media advertising efforts, such as brand positioning, media management, brand events and market information disclosure. Advertising information is disseminated in various operating regions of COPL in accordance with standardized media message publication standards. The Quality Management Department conducts stringent assessment on all marketing information, including product manuals, brochures, posts on social media, marketing materials, etc. before disclosing to the public, in order to prevent misrepresentation or exaggeration of information in advertising content and to avoid customers and investors from being misled.



**Material topics:**

- 15 Occupational health and safety
- 11 Establishment of a comprehensive employment system
- 18 Prevention of child or forced labour
- 17 Employee training and development
- 16 Employees' well-being
- 13 Respect for human rights
- 14 Diversity and equal opportunities

# TALENT- FOCUSED



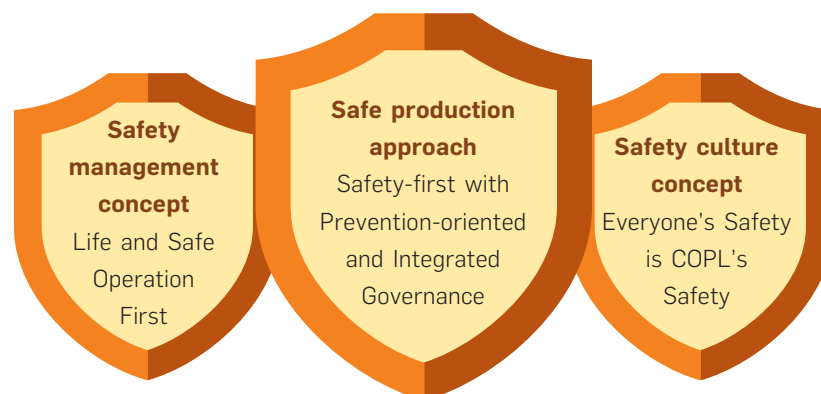
# Talent-focused

## 1) Management Approach

Employees are the essential cornerstone for the development of the Group. With the talent concept of "Gathering Hard-working and Inspiring Talents", COPL strives to create a healthy and safe working environment by protecting employees' rights and interests through our employment system and providing training and development opportunities. COPL always strictly complies with the laws and regulations governing employment, health and safety, training and development and labour standards in the places in which it operates. Internal policies include: "Human Resources Management Control Procedures", "Employee Positioning System of China Overseas Property Holdings Limited", "Management Measures for Posts and Ranks of China Overseas Property Holdings Limited", "Safety Production Management Manual", "Management Measures for Training of China Overseas Property Holdings Limited" and "Management Measures for Talent Development and Nurturing", etc. During the Year, COPL was not aware of any non-compliance in relation to employment, health and safety and labour standards.

## 2) Occupational Health and Safety

COPL's sound safe production management system regulates safe production management practices with homogeneity and standardization, and follows the below approach and concepts of safe production:



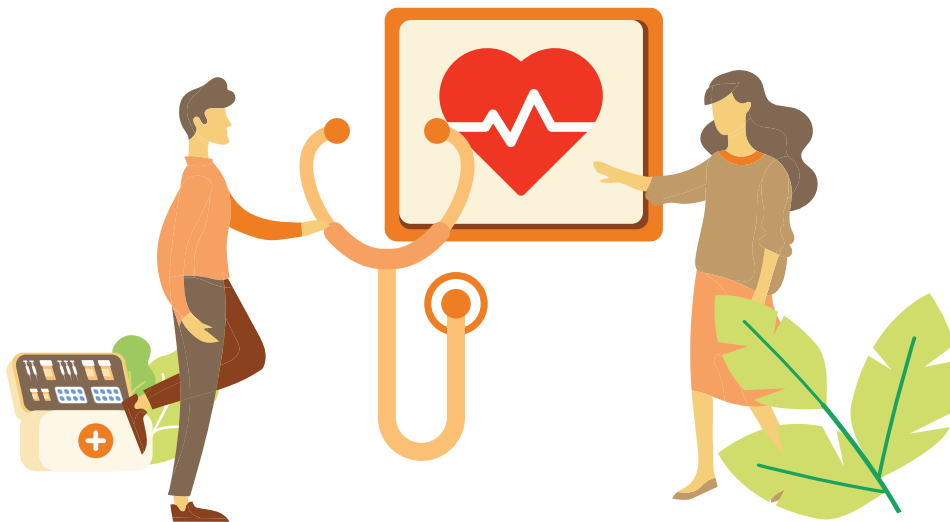
Work-related injury (persons):	152
Severe work-related injury (persons):	9
Work-related injury rate per 1,000 workers:	2.6
Work-related injury rate per 200,000 work hours:	0.33

COPL has set a target of zero safety incident for the coming year.

**Talent-focused (Continued)****Management System for Occupational Health**

COPL understands that property management involves some works in high and/or dangerous working environments, and various work-specific guidelines have been developed. COPL has adopted the following measures to reduce or even eliminate the risks of work-related injuries:

<b>Whole-process inspection of health records</b>	<ul style="list-style-type: none"> <li>• Implement all-rounded and whole-process monitoring, evaluation, control and management of occupational diseases and key factors that endanger employees' health.</li> <li>• Insist on organizing health check-ups for all employees every year.</li> </ul>
<b>Dedicated occupational health fund</b>	<ul style="list-style-type: none"> <li>• Make contributions to corporate pensions and participate in commercial insurances such as medical and accident insurance for employees.</li> <li>• Set up a dedicated health fund for employees' health education, mental health counselling and health services at professional organizations.</li> <li>• Provide frontline staff with necessary labor protective equipment (such as protective clothing, emergency equipment, safety helmets, reflective vests, masks, disinfection, goggles, insulating appliances, etc.) for free.</li> <li>• Offer allowances and subsidies to protect frontline workers from the heat.</li> <li>• Operate mutual funds for employees in some regions by setting up pools of funds to provide subsidies to employees with serious illnesses.</li> </ul>



## Safe Production Organizational Structure

COPL's organizational structure for safe production consists of Safety Production Committee of the Company ("Safety Committee"), Production Unit Safety Working Group and Safe Production Supervision and Management Department. These management departments hold meetings regularly to discuss how to further optimize COPL's work in the area of health and safety according to their scopes of responsibility. In addition, each city company, regional management centre and professional company has a part-time safety director, a head of safety and production and adequate safe production management staff to manage safety and production.

### Safe Production Organizational Structure

#### The Safety Committee

COPL's headquarters, city companies, regional management centres and professional companies have a Safety Committee, which is mainly responsible for, including:

- Listening to safe production reports and analyzing safe production situations.
- Studying and planning the company's safe production work.
- Studying and making decision on major issues of safe production.



#### Production Unit Safety Working Group

The group is set up by project management office and is mainly responsible for:

- organizing and implementing the rules and regulations of safe production management.
- Discussing and solving the problems that exist in the safe production work of the production unit in a timely manner.



#### Safe Production Supervision and Management Department

Companies at all levels have specific functions according to their size or nature and is mainly responsible for:

- Implementing the Group's management policies and measures on safe production.
- Investigating and managing potential safety hazards in the working environment of the projects, and proposing corrective plans.

## Talent-focused (Continued)

### Hazard Identification

For hidden danger investigation, COPL has established the "4+4" safety inspection system, including weekly inspections by projects, monthly inspections by city companies, quarterly inspections by platform companies, random inspections by headquarters, mystery customer inspections, leader inspections, unscheduled special inspections and pre-holiday safety inspections. A hidden safety supervision mechanism was further established to deal with major and significant hidden safety by recording the hidden dangers in the OA system for supervision. During the Year, a total of 193 major and significant hidden safety risks were recorded while 4 major hidden safety risks and 171 significant hidden safety risks were eliminated, with an overall elimination rate of 90.7%.

### Risk Assessment

Every year, COPL coordinates units at all levels to adopt the LEC evaluation method to identify the hazard sources and risk levels in the property service process, so as to keep track of the safety trends and dynamics of the industry. All personnel in each project management region summarize data such as the hidden danger discovery rate, existing hidden danger rate, emergency and risk event rate and industry public safety on a monthly basis about equipment and facilities, buildings, various public activities, and various application scenarios. COPL has summarized the occurrence of risk events in 2022, and used big data to analyze the sources, characteristics and patterns of risk events or accidents to form the "Public Security Big Data Database Construction Plan", which helps improve the efficiency of emergency response and prevent and reduce unsafe incidents in the process of property services.

### Accident Investigation Procedures

#### Report

- Fill in the "Quick Report of Employee Casualties and Accidents".
- Report the accident to relevant departments within specified time limit.

#### Investigation

- Set up investigation teams for production safety accidents.
- The management team focuses on investigating and analyzing the management reasons of accidents; the technical team focuses on investigating and analyzing the defects in technical standards, technical solutions, operating procedures, etc.
- Prepare the "Investigation Report on Work-related Casualties of Employees".

#### Accountability

- In case of re-occurrence of similar accidents, a written notification in the system will be carried out, and key supervision on the Company and the accident project shall be carried out.
- Cover interviews, financial penalties, and administrative penalties.

#### Rectification and improvement

- Propose accident rectification measures based on analysis of design, technology, equipment and facilities, management system, operating procedures, emergency plan, personnel training, etc.
- Track and verify the implementation of accident rectification measures.
- Prepare education materials of accident warning and compile accident cases.

**Talent-focused (Continued)****Safe Production Training Mechanism**

COPL established a comprehensive safe production training mechanism and organized up to 581 safety trainings this Year. The trainings are conducted across all levels for leaders, functional departments and project frontline staff who need to attend mandatory trainings subject to the training frequency requirements of each level. Online and offline trainings deliver contents such as safe production laws and regulations, safety rules and regulations of the Company and incident warning education as well as simulation training, experiential training, and multimedia training. New management personnel must participate in employment safety education training; management personnel from safety management-related departments must participate regularly in safety education trainings organized by the Company, the parent company, mainland authorities or industrial associations. Production unit should also provide safety education training to specific personnel who are allowed to work only after they have passed the examination.

**Epidemic Prevention Awareness Training**

The Group invited the Associate Chief Physician of Respiratory Medicine at Beijing Renhe Hospital and Mr. Li Deshuai, the team leader of CSCEC's anti-epidemic guidance group, to give training to more than 2,400 personnel in total from anti-epidemic leadership groups, responsible departments and key areas of Shenzhen headquarters and each unit through video call. Li provided guidance to employees to fully understand the importance of anti-epidemic efforts and acquire knowledge about epidemic prevention so that they would comply with anti-epidemic requirements consciously and protect themselves from the virus.

During the training, Mr. Li Deshuai analyzed the current epidemic situation in China and introduced the clinical presentation of COVID-19 as well as epidemiological characteristics. He also explained in detail about the ways of maintaining personal protective practices and avoiding COVID-19 outbreak within the Company, self-protection, personal and domestic hygiene, disinfection key points, emergency measures and other knowledge.

The director and deputy general manager of COHL have summarized three main points of such meaningful training:

1. Everyone in the Group needs to fully understand the current severity and complexity of epidemic situation, maintain personal protective practices on a daily basis and prevent COVID-19 outbreak in accordance with the requirements of this training.
2. Each project needs to strictly follow localized prevention and control requirements, focus on crucial links, refine prevention and control measures and shift forward management gates, and adhere to the principle of identifying problems at early and forming stage by paying close attention.
3. Regional companies have to improve epidemic response mechanism, strengthen the management of key places, control the flow and gathering of personnel effectively, conduct proper internal prevention and control collaboration and implement reporting system of significant matters.

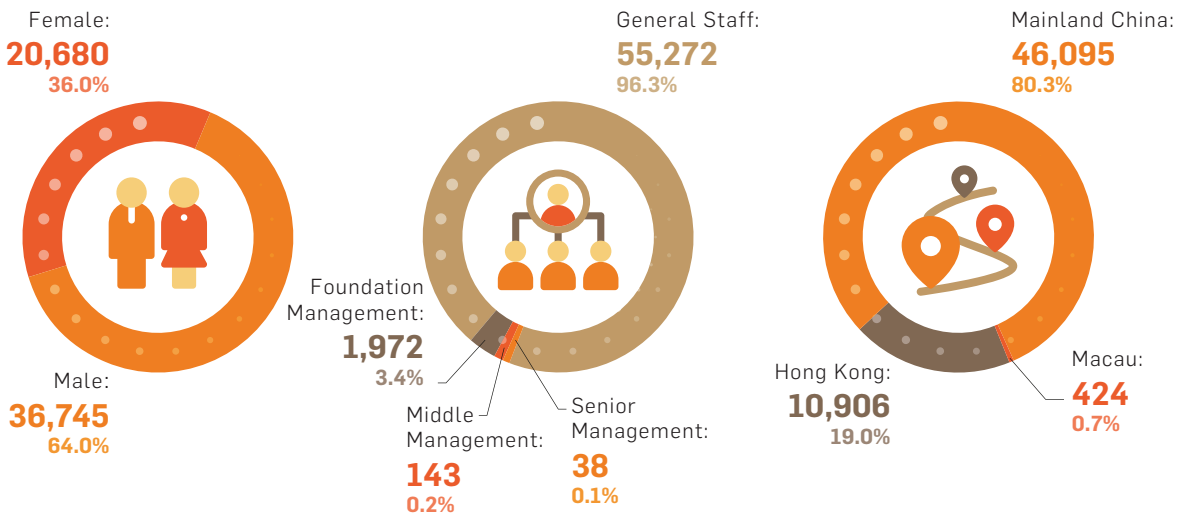
Departments at all levels of COPL have to insist that both epidemic prevention and control coordination "Go Hand in Hand" with production and operation. Persistence in prevention and control to ensure development keep on progressing and accelerate the promotion of various production and operation target tasks.

**Talent-focused (Continued)****3) Robust Employment System**

COPL proactively recruits and makes good allocation of employees by creating a harmonious working environment, continuously enhancing employees' happiness and sense of belonging. The total number of employees and classifications during the Year are as follows:

**Number of employees**

Total number of employees: **57,425**

**The 2022 Talents Work Conference**

The 2022 Talents Work Conference was held successfully to summarize comprehensively the work of COPL's talents with the attendance of Mr. Yan Jianguo, Chairman of COHL, Mr. Ma Fujun, Director and Deputy General Manager of COHL, and Mr. Zhang Guiqing, Chairman of the Board of COPL.

The Group summarizes the work of the talents with the "Five in One" approach:

- Take the study and implementation of the spirit of the 20th CPC National Congress as the most important task in the foreseeable future
- Put high-quality development as the first priority, making more contribution to the overall results of the Group
- Adhere to the high-quality development strategy with benefits being the first priority at the present stage
- Keep reinforcing advantages and track weakness to optimize the construction the organization system
- Determinedly implement the strategy of strengthening enterprises through deploying talents and put the spirit of the Talents Work Conference into practices



## Talent-focused (Continued)

The work of the talents with the “Five in One” approach:



Three major initiatives:

**Developing talent teams of the “Modernization of Property Management with China Overseas Style”**

Develop talent teams with “Three Orientations” — market, diversity and professionalism; and “Three Abilities” — competitiveness, leadership and execution.

**Adopting a nationwide and inclusive strategy for talent selection, cultivation and retention**

Recruit talents across the nation and optimize the talents selection mechanism;

Adopt flexible ways of screening talents and enhance the talents assessment mechanism;

Establish a platform for talent cultivation and improve the talent training mechanism; and

Retain talents with all our hearts and passions and optimize the talents incentive mechanism.

**Continuously unleashing the potential of talents to grow with the Company**

Insist on modernizing China Overseas talent teams to ensure effective implementation of strategies;

Insist on competitive talent teams and promote lean and highly efficient organization;

Insist on influencing talents and build a self-motivated growing team;

Insist on talents promoting innovations and ensuring the effectiveness and flexibility of management mechanism; and

Insist on integration of talents and culture to support a sustainable and vibrant corporate.

Three directions:

Insist on considering production and operation as the core and commence talents recruitment

Insist on rewarding production and operation with talents and promote organizational reform

Management personnel are required to have strategic vision and need to fully understand that the construction of human resources team is conclusive to the realization of corporate strategy. They should take the lead, commit leadership and act as exemplary leaders



**Talent-focused (Continued)**

COPL's actions:

- Published COPL's three-year talents planning;
- Constructed a tutor team for the "Passing Down Scheme";
- Delivered presentations on young talents, multi-sector talents, new-sector talents, technological talents, internationalized talents;
- Organized roundtables to discuss "organization, talents, mechanism and culture"; and
- Invited external experts to share experiences of putting human resources effectiveness and model enterprise talents management, etc. into practices.

Regular communication with its employees and an understanding of the market trends allows the Group to update, with feasible recommendations, the policies and measures that regulate the following employment-related practices:

**Remuneration**

The Group is committed to providing competitive remuneration packages. All employees are subject to annual appraisal with a corresponding salary adjustment based on numerous factors such as market conditions, qualifications, performance and position. Employees with outstanding performance will be given promotions, salary increments and honorary recognition.

During the Year, the Incentive Management Measure was put in place with a differentiated remuneration system designed for different personnel categories to further standardize incentive management.

**Recruitment and Promotion**

The Human Resources Department is a unit responsible for recruitment. At the end of each year, the department analyzes the employment needs of each department and devises an annual recruitment work plan. During the recruitment process, candidates are invited to an interview for assessment and the selection process is independent of other subjective factors (e.g., gender, marital status, pregnancy, disability, family status or race). Four principles shall be followed in employee positioning, namely "Standard Consistency", "Position Compatibility", "Fairness, Openness and Equity" and "Doubt Avoidance".

Understanding the performance of its employees through annual appraisals, the Group would promote employees with outstanding performance fairly and justly in recognition of their contribution to the Group.

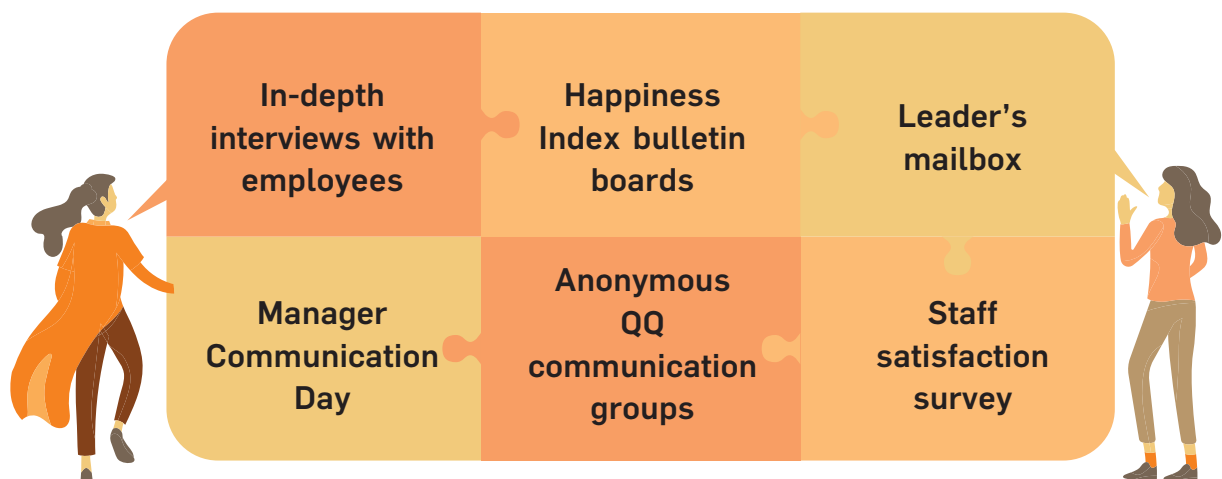
A total of 20,769 recruits were employed through community and campus recruitment during the Year, representing an increase of approximately 10% compared with the previous year.

**Talent-focused (Continued)**

<b>Labour Standards</b>	<p>The Group strictly complies with the laws and regulations in relation to labour standards against the employment of child labour or forced labour. Candidates will be hired and approved only after their identity documents are verified to ensure that they have reached the statutory working age.</p> <p>In terms of the avoidance of forced labour, employees are not required to pay any deposit or surrender identification documents upon joining the Group, nor will the Group withhold wages, benefits, property or other documents from employees to force them to work continuously. The Group arranges reasonable working hours for its employees, and compensation and allowance will be provided for any necessary overtime work based on the overtime arrangement.</p> <p>During the Year, the Group did not experience any employment of child labour or forced labour.</p>
<b>Equal Opportunity and Anti-Discrimination</b>	<p>The Group values human rights by adopting a zero-tolerance approach to inequality and discrimination in the workplace. Employees are free to report any cases of discrimination or inequality at any time, and the Group will handle each case seriously with remedies to be contemplated.</p>
<b>Prevention of Sexual Harassment</b>	<p>The Group does not tolerate any sexual harassment in the workplace and has a policy in place that clearly defines sexual harassment. All necessary actions will be taken for any sexual harassment found in the workplace to prevent employees from sexual harassment.</p>
<b>Diversity</b>	<p>The Group respects diversity and recognizes that the differences in skills, experience, styles and backgrounds of its employees can contribute to innovation, change and long-term growth of the business.</p>

**Value Our Employees**

The Group maintains close contact with its employees with the following communication channels in place:



**Talent-focused (Continued)**

**Employees' Well-being**

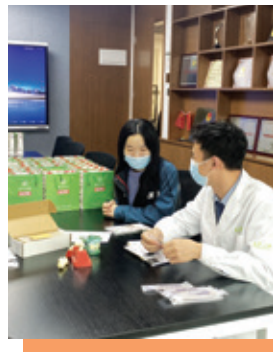
In addition to the statutory benefits, the Group has adjusted and added benefits through staff communication as appropriate, including the provision of staff dormitories and a cafeteria. As an active support to the work and life of female employees, the Company provides in its welfare management that female employees of COPL are legally entitled to maternity leave, and certain prenatal maternity leave and postnatal breastfeeding leave are also provided in line with their actual needs to safeguard the legitimate rights and interests of employees effectively. In response to the latest national and local policies and regulations, COPL has further implemented relevant provisions on parental leave to better cater the family life of its employees. COPL values its employees as evident in the employee care activities organized in which its employees actively participated in.



COPL's basketball competition "Leading Cup"



Union's evening activity "Happy 9:30"



Teeth Care Day



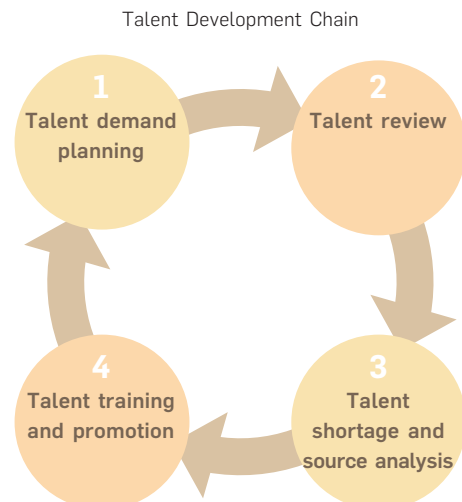
Blessings and gifts to employees on important dates such as employment anniversaries, birthdays, wedding days and childbirth

**4) Building Employees' Competencies**

In order to nurture and provide development opportunities to COPL staff, the following development and training strategies have been put in place.

**Development Strategies**

COPL has identified four measures that are crucial to our talent development which form a complete talent development chain and closed-circuit management.

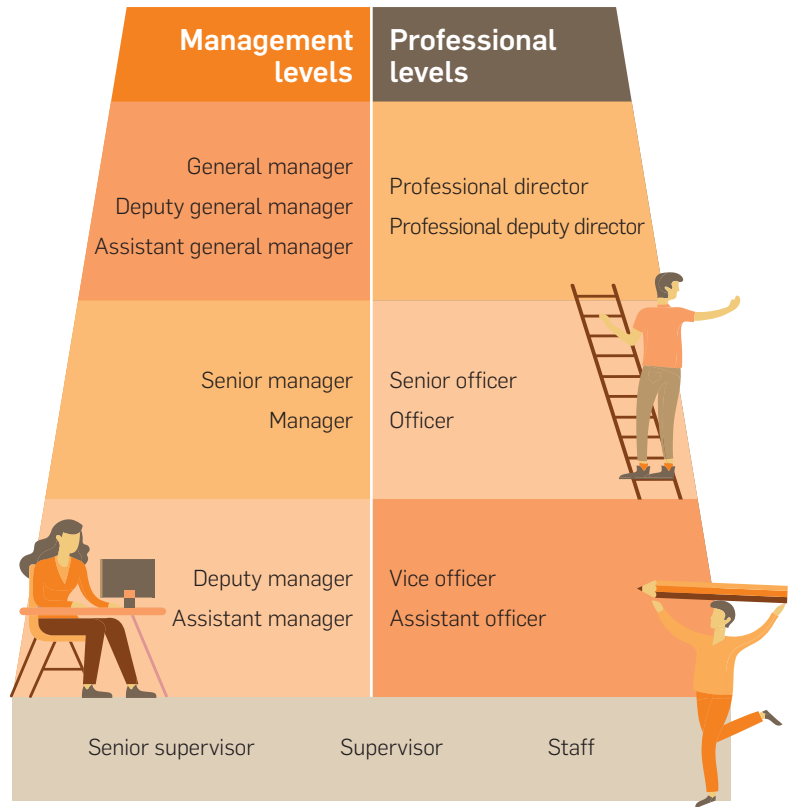


**Talent-focused (Continued)**

**Training Strategies**

For talent nurturing, COPL has implemented a mechanism of "Tiered Training, Joint Training" to meet the needs of business development. Each unit at all levels is required to conduct research on annual training demand which will serve as the basis for preparing a working plan on annual training and nurturing as well as for planning and organizing the implementation of various training and nurturing projects.

To help achieve development in an orderly manner for the staff of the Company, build an efficient chain for internal talent supply and enhance talent echelon construction, COPL has established a dimensional talent nurturing system with tiered classification.



**Talent echelon construction**

Specialized Training Programmes	Young Talent Programme	Professional Skill Enhancement Programme
Leadership Programme	—	1. Training on professional qualification certification for project management series 2. Competency enhancement projects for each professional lines 3. Mentors are arranged in the Youth Talent Programme to provide consultation
Navigation Programme	Youth Leader Scheme	
Voyage Programme	Youth Management Scheme	
Sailing Programme	Star Channel Scheme	

**Talent-focused (Continued)**

Navigation series specialized training programmes:

Programmes	Training Targets	Aims	Training Contents
<b>Leadership Programme</b>	Leaders across units, including personnel with equivalent duties	To help enhance the capabilities of middle and senior management	Leadership and quality development of senior management, including but not limited to strategic thinking, operation management, team leadership, etc.
<b>Navigation Programme</b>	Regional functional departments/project coordinators whose positions are senior managers/managers (responsible for daily operations) or personnel with equivalent professional levels	To help enhance the capabilities of middle management of the Company	Management capabilities and integrated quality development of middle management, including but not limited to property operation management, team management, financial management, human resources management, etc.
<b>Voyage Programme</b>	Operational/functional backbone whose positions are assistant manager and above (not responsible for daily operations) in general or personnel with equivalent professional levels	To help enhance the capabilities and quality of personnel holding current positions	To improve common vocational skill and quality, including but not limited to project management, problem analysis and solving ability, emotion and stress management, etc.
<b>Sailing Programme</b>	New management trainees	To help management trainees understand the Company's business and culture and enhance their professionalism	Including but not limited to business overview of COPL, corporate culture, professionalism, common skills, etc.
	Management trainees who have served for 2 years	To help management trainees improve comprehensively and help them become the backbone of each positions	Including but not limited to common skills, business know-how, etc.

Talent-focused (Continued)

COPL has an online learning platform where employees can choose, at their own discretion, courses from the diversified and targeted curriculum. Online learning is also included as an important consideration for permanence appointment, re-designation and promotion. During the Year, a total of 7,022 taught programmes were held for 46,095 participants with a monthly average of 3.04 hours of learning time per person.

### The 2022 Sons of the Sea Sailing Programme

In order to help new management trainees quickly understand the Company's corporate culture, professional requirements and business policies, as well as to enhance their corporate recognition and sense of belonging, COPL formulates a training program of "Sailing". In 2022, a total of 436 management trainees participated in the Sons of the Sea Sailing Programme of COPL. The Group hopes that the Sons of the Sea will achieve the following four objectives:

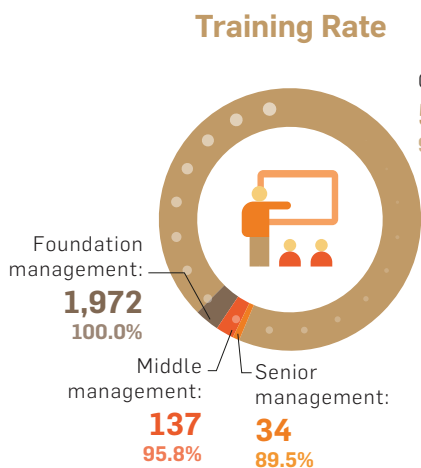


Bear ideals and beliefs in mind and strengthen big-picture views	Maintain a lifelong learning habit and be diligent in self-examination
Quickly adjust attitudes and actively adapt to changes	Take initiative and perform beyond set expectations to continue good performance

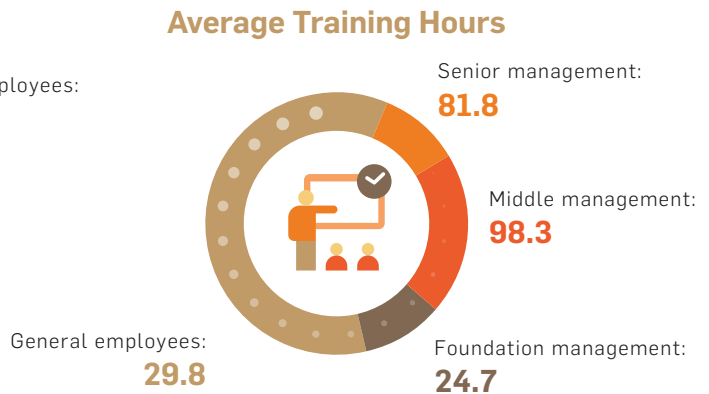
The 2022 Sons of the Sea Sailing Programme came to a successful conclusion. At the closing ceremony, a presentation on the results of the training was held, and certificates were presented to the functional departments, trainees and comparable regional companies for outstanding performance during the training.

The training rate and average training hours of employees for the Year are as follows:

Total training rate: **99.98%**



General employees:  
**55,268**  
99.99%



General employees:  
**29.8**

**Material Topics:**

- 12 Development of the property management industry
- 19 Customer health and safety
- 20 Service quality management

# SINCERE SERVICE



## Sincere Service

### 1) Highlights of the Year

15 projects of COPL were awarded the "Exemplarity of Happy Community in China" in recognition of their fulfilment of the six principles of "People-oriented, Service-first, Happiness-oriented, Co-construction of Good Governance, Classic Features, and Innovative Development". COPL continues to deepen its ability in co-construction and co-governance and actively seeks solutions for integrated urban space services to create all-around sustainable value for society with its profound capability of basic services, accumulate experience and make good use of resources.

"Red Property • One Core with Multiple Elements" marks COPL's brand theme for the Year, aiming to draw a blueprint for brand development to support the innovation of basic governance. In addition, COPL actively participated in seminars during the Year.

#### Guangdong-Hong Kong-Macao Greater Bay Area Property Innovation Development Forum

COPL's exhibition hall with the theme of "Brand Ecology of COPL" made an impressive debut in the Guangdong-Hong Kong-Macao Greater Bay Area Property Innovation Development Forum, exhibiting and introducing the development process, business characteristics, business logic and property development prospects of the following brands:

COPL Brand	Highlights
<b>Zhonghai Chengfu</b>	<ul style="list-style-type: none"> <li>Steer demand and supply with innovation.</li> <li>2 Reforms: "improving supply chain collaborative relationships" and "reforming the management system of project performance".</li> </ul>
<b>Haina Wanshang</b>	<ul style="list-style-type: none"> <li>Provide full life-cycle property management services, full value-chain commercial asset operation services for the non-residential property management sector.</li> </ul>
<b>Xinghai Wulian</b>	<ul style="list-style-type: none"> <li>With intelligent hardware and artificial intelligence technology as the core, we provide integrated solutions for smart parks.</li> </ul>
<b>Engineering Company</b>	<ul style="list-style-type: none"> <li>Provide full life-cycle engineering services of construction space through three business segments, namely as developing services, engineering services, intelligent operation and maintenance.</li> </ul>
<b>UN+</b>	<ul style="list-style-type: none"> <li>Provide a one-stop life service platform centring around the full life cycle of customers.</li> </ul>



**Sincere Service (Continued)**

Keynote speech for the forum themed New Era, New Environment and New Property

Mr. Zhang Guiqing, Chairman of the Board of COPL, was invited to deliver a keynote speech for the forum. In his speech, he reviewed the development of the industry, analyzed the difficulties faced by the industry and looked forward to the leapfrog development of the industry. He proposed to return to the origin of values through rebranding, put forward an invigorated brand proposition for COPL, and responded to the concerns of "customers, the industry and the society" with "Good Seasons, Good Property, Good Community", giving the industry insight that brand upgrade is service upgrade.

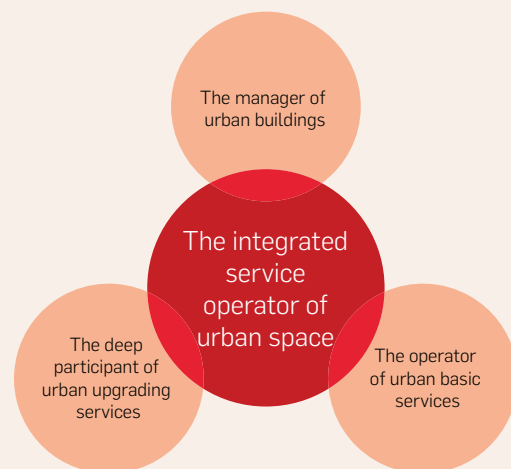
In this new era, the country, urbanization and the property industry are all in a new stage of development. The property industry is facing both opportunities and challenges, and it is crucial to transform property management functions into social governance efficiency and develop urban services in grassroots governance; to realize management changes and smart properties through digitalisation, and to build a modern service industry through digitalisation.

### Characteristics of New Property Services

The Chairman of the Board of COPL finally concluded that COPL will stay true to its initial inspiration and gravitate back to cornerstone of service.

This exhibition can achieve in-depth communications with industry peers and participants, thus enhancing the recognition of COPL in the industry.

The three Roles of New Property Services as the Integrated Service Operator of Urban Space



## 2) Smart Optimisation Management

COPL is committed to being a leader in technology, and its subsidiaries, UN+ and Xinghai Wulian, are the leaders in the innovative R&D of technology products, providing quality and innovative services to customers and creating smart service experience and smart community.



UN+ is a subsidiary established by the Group to enhance the experience of property management service. It leverages the professional service experience the Group accumulated over the years, to build a professional and multi-functional online and offline service platform with community asset operation, customer asset operation and lifestyle service operation as the main lines. The Group's three main service lines provide specialized services in different areas and together form the "U+" internet ecosystem to enhance the Group's property management service and value-added service experience by catering the needs of our customers for quality property management services.

As an overall solution provider for smart parks with a focus on IoT platform, intelligent hardware and artificial intelligence technology, Xinghai Wulian upgraded its business model in 2022 and took up the important task of the Group's comprehensive digital transformation and technology brilliance.



From providing construction and maintenance services for real estate and properties in the past, Xinghai Wulian has evolved into a technology conglomerate that provides solutions and is based on Xingqi IoT Platform, and has basically achieved full market operation in the main business of smart parks. Looking ahead to the future beyond 2023, Xinghai Wulian will continue to upgrade the "1+1+X→N" service model, and strive to continuously step up efforts in the road of digitalization of building space. Meanwhile, it will work with the Group to enhance the exploration and practice of digital solutions for the property industry based on Xinghai Wulian's "Solution + Xingqi IoT Platform" capability, helping the Group to develop projects and operate efficiently while augmenting Xinghai Wulian's digital technology.

**Sincere Service (Continued)**

Xinghai Wulian possesses a multitude of key patented technologies in the fields of IoT and smart parks. It became the first batch of technological innovation companies awarded the China Construction Technology Innovation Platform in 2021, and its technological research achievements have been recognized across the industry and the sector. It took the lead in the national project “Intelligent Transformation, Supporting Integration and Demonstration Application of Snow Stadium” and CSCEC’s project “5G-based Research and Application of Key Technologies for Whole Life Cycle of Smart Buildings”, etc. It also participated in the compilation and publication of several national and industry-level standards.

- The achievements of the technology and innovation platform was awarded the “International Advanced” achievement evaluation certification.
- Currently owning 38 authorized patents and 73 software copyrights, passed the CMMI5 international certification, and held numerous national qualifications.



**Sincere Service (Continued)****Highlights of Our Technologies of the Year**

In order to promote the development and implementation of digital technologies such as IoT in the field of smart buildings, as well as to fill the technical gaps in relevant fields such as industry smart space standards and the application of IoT technology in supporting buildings, Xinghai Wulian has built up its own domestic self-developed products based on Xingqi IoT Platform. At present, products such as intelligent cloud screen, home gateway, domestic BA and end-brain are in mass production and launched in the market. Relevant technological achievements based on the platform have been extended to various scenarios such as headquarters parks, manufacturing parks, commercial complexes, exhibition halls, industrial parks, residences, schools, recreation and leisure, and cultural tourism.

- Applying to more than 3,000 projects.
- Serving more than 10 million customers with a coverage of more than 100 cities and regions.

Pursuing the strategy of "Platform + Ecology", Xinghai has joined hands with leading technology enterprises such as Huawei and SF Express to create joint products by leveraging the underlying technical capabilities of major manufacturers and Xinghai's industry solution capabilities. As a "knowledgeable person" of smart parks, Xinghai has participated in the release of the White Paper and many industry conferences to convey the value of smart park construction to the whole industry and actively build the Xinghai Smart Park Ecosystem to move forward.

**"2022 Smart Commercial Park Technology White Paper"**

Xinghai Wulian had the honour to be invited to prepare the "Smart Commercial Park Technology White Paper" with "Digital-driven, Value-led" as the theme, which acts as a guidance to deepen the operability and replicability of the construction of smart commercial parks. As one of the powerful partners, Xinghai Wulian managed the parks intelligently, which is reflected in the hardware capabilities such as complex facilities and equipment, and the software capabilities such as business format operation, property management, sales and leasing, etc.



At the press conference, based on its practical experience in the industry and views on the overall systematic trend, Xinghai Wulian shared rich and practicable project cases, and focused on demonstrating how Xinghai Wulian realizes the upgrade of new smart park construction through digital technology in practices, creating a truly visible, excellent and controllable intelligent scene, and adding new ideas for the construction of business parks.

In addition, Xinghai Wulian actively participates in research on the fields such as smart commercial operation, smart commercial property management, commercial big data analysis, corporate digital transformation, etc. It adheres to the collaborate strategy of "Platform + Ecology", builds a more diverse smart park ecosystem and feel the smart future of wonderful buildings.

**Sincere Service (Continued)**

We continued to enhance our organization competence with integrated technologies to meet the needs of new scale development. During the Year, other technological highlights include:

**Cleaning robots with broadcasting device**

Employees can monitor the operation of cleaning robots in the park. The robots adopt 5G+ cloud intelligent management technology, which can realize intelligent charging and water adding, autonomous obstacle avoidance and 24-hour cyclic operation tasks. This technology has been applied for a utility model patent.



The robot can complete 63,000 square meters of cleaning tasks per day, in which its efficiency is 3 times that of manual work.

**R&D Innovation Studio**

COPL Trade Union has guided companies in Beijing, Guangzhou, Suzhou, Chengdu and other cities to build 10 innovation studios.

Innovation studios of trade unions at all levels carried out 80 innovative projects of various types this Year, achieved 25 innovative achievements, saving and creating economic efficiency of RMB58.47 million. The R & D achievements have been authorized with 1 national invention patent, 11 national practical new model patents and 17 software copyrights. Trade unions and individuals at all levels of COPL have also awarded more than 20 national, provincial and municipal honours such as "National May 1st Labour Medal" and "Pioneer of Workers."



**Youth Development**

Youths play an important role in innovation and technology. A team comprised of 18 backbone members of electrical and mechanical business and preliminary quality control business department took the lead in promoting engineering base station management within COPL internal system.

They have studied 9 subjects in the Innovation Studio, obtained 3 national patents, carried out more than 50 engineering technology trainings, and won the title of "COPL Youth Commando".

In the future, COPL will continue to adhere to the original vision of "Customer-oriented", insist on the "Ideas and Beliefs of Pursuing Quality Service", explore the systematic development of model workers innovation studio, establish cross-regional, cross-professional and cross-industry studio alliance, give full play to the exemplary and leading role of model workers innovation studio through sharing resources and win-win cooperation, so as to make standard products and high-quality services enter thousands of households.

### 3) Insisting on Service Quality

In order to continuously improve the quality of management, COPL has progressively obtained the ISO system certification since 1996.

-  ISO9001 Quality Control System Certification
-  ISO14001 Environmental Management System Certification
-  ISO45001 Occupational Safety and Health Management System
-  ISO50001 Energy Management System Certification

The Group also commissioned a certification company to conduct an independent audit of the GB/T45001-2020 Occupational Health and Safety Management System.

Under the guidance of community governance, COPL gives full play to the multiple role of government, community, residents and property enterprises participating in community governance to seek urban governance for “Co-construction, Co-governance and Sharing”.

From the perspective of customers, “Three-Good” of COPL is to honour value commitments:

<b>Good Seasons</b>	<p><b>Reflect our property management capability</b></p> <p>We can, through quality products and services, provide customers with a pleasant living environment where they can live and work in contentment.</p>
<b>Good Property</b>	<p><b>Reflect our customer service capability</b></p> <p>We can respond efficiently, predict demands and establish deep and long-term relationships with our property owners, customers, employees, partners and the government.</p>
<b>Good Community</b>	<p><b>Reflect a sense of ownership</b></p> <p>It allows property owners, the property enterprise and the communities to build a neighborhood governed and enjoyed by all under the spirit of “Everyone Owns and Takes Responsibilities”.</p>

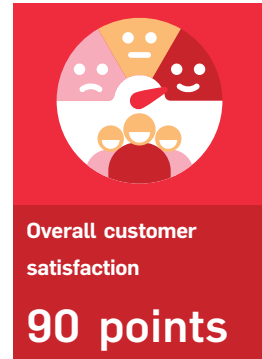
## Sincere Service (Continued)

### Communicating with Customers

COPL suggests the service philosophy of "Serving Customers, Meeting Customers' Needs and Asking Customers for Supervision", and continuously optimizes customers' service experience. The Group customizes communication plan for each property project in accordance with the "Communication and Information Exchange Control Procedures" to collect customer feedback and suggestions related to the services in different ways. The feedbacks and suggestions are compiled into the "Management Service Work Report" and presents the results of the improvement work plan to its customers transparently.

COPL establishes open and transparent communication and supervision channels with its customers, including: customer satisfaction survey, mystery customer inspections, immediate QR code evaluation, door-to-door visits, property owner annual meetings, corporate APP, WeChat groups, telephone, customer meetings, in which customers can be part of them thoroughly and comprehensively. During the Year, 130,035 residential customers participated in the third-party customer satisfaction survey, participation rate increased by nearly 40% over last year, with ratings covering safety management, hygiene and cleanliness, greening maintenance, maintenance of public facilities, renovation management, performance of property staff, organization of community activities and cultural atmosphere. The overall satisfaction score is 90, rising by 1 point from last year. During the Year, the Group also conducted satisfaction survey on 112 commercial projects under Haina Wanshang with a total of 1,389 questionnaires.

The service personnel of COPL are regulated by the rules of the "Butler Manual", the manual provides clear working standards and service process guidance. COPL provides regular trainings and strives to launch the Butler Professional Qualification Certification Program to cultivate the capability of butlers and build up their qualifications.



### Launching of the Customer QR Code Supervision

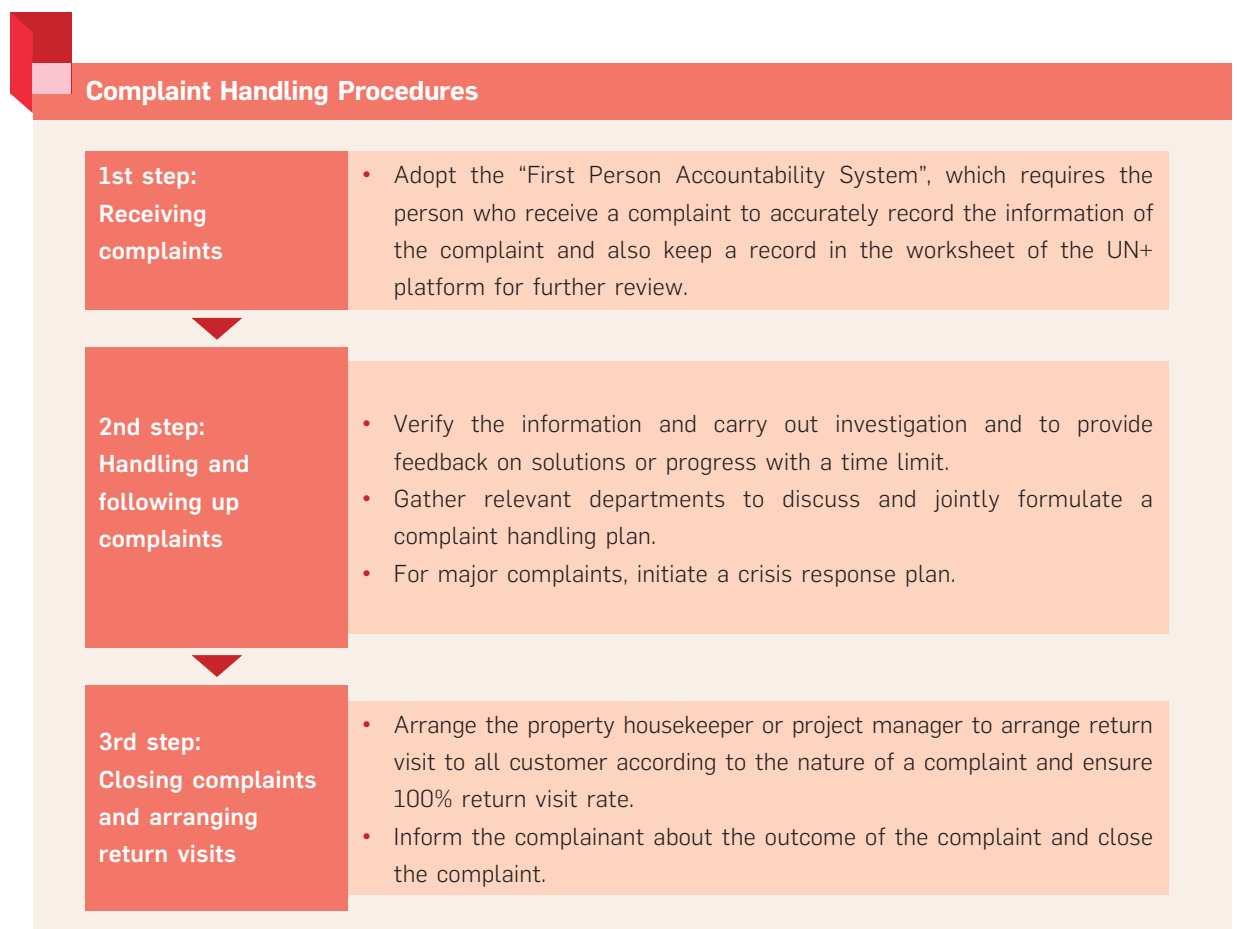
COPL values every requirement of customers and continuously optimizes the experience of "Soft Service" and achieves the professionalism of "Hard Standard" by leveraging online platform supervision. The platform has loaded service standards and responsible person announcements, adhering to the open and transparent service philosophy. Customers can also provide feedback and comments at any time on the platform to simplify the process so that requests can be addressed immediately.



**Sincere Service (Continued)****Handling Complaints**

COPL's "Customer Complaint Management Measures" regulates the handling procedures of customer complaints to enhance the efficiency of complaint handling, preventing and reducing complaint cases effectively. COPL receives complaints through channels such as 400 Call Centre, feedback on the Internet, messages on the official website, transfers from superior units, customer visits, and emails, and classified the complaints according to their content.

The Group has put in place a free 400 Call Centre service to receive complaints from customers across the country regarding service quality, hidden safety hazards, maintenance and management of public facilities, and environmental sanitation. The 400 Call Centre is managed and governed by the "Call Centre On-site Management System" and the "Agent Performance Appraisal Program of COPL 400 Call Centre". COPL reviews the performance of the 400 Call Centre every month by evaluating the quantity, quality and performance of the complaints received by employees to ensure all complaints are handled in accordance with established procedures and standards. During the Year, COPL received a total of 6,794 complaints in relation to service quality. All complaints were handled in accordance with undermentioned procedures and confirmed by the complainants. Customers' satisfaction rate in complaint return visit was 62%, up by 5% from last year.





**Sincere Service (Continued)****Customer Health and Safety**

In order to protect customers' health and safety, quarterly impact assessment of improving health and safety are conducted for key products and services from design to operation, including checks on fire safety facilities, guard rail strength checks and falling object hazards checks. No incidents were found in violation of health and safety regulations in relation to products and services during the Year.

COPL adopts the "Exclusive Customized Service" model to form a project-centric supply chain ecosystem model. COPL values full life cycle quality control and carries out scientific certification management in five key development stages including property preliminary work, project inspection, occupancy simulation, project central delivery, post-project evaluation according to five systems of "Quality, Environment, Occupational Safety and Health, Energy Management, and Information Security Management" in order to revitalize our "No.1 Butler" gilded signboard.

Full life-cycle quality control of projects	
<b>Property preliminary work</b>	<ul style="list-style-type: none"> <li>Organize a professional review team, responsible for improving the defects of project products, inspecting and accepting projects from planning to completion, assisting developers to continuously optimize service products, and improving tailored design from customers' perspective.</li> <li>According to the project needs, setting up a review service team that consists of a project manager and several technical supporting personnel to provide suggestions and issue a "Property Preliminary Service Proposal", which includes services like consultation on product optimization and equipment selection in the design stage, etc.</li> </ul>
<b>Project inspection</b>	<ul style="list-style-type: none"> <li>Set up a professional acceptance and inspection team to conduct effective inspection on the facilities and equipment in the public area and indoor conditions of the houses before project delivery for timely detection and resolution.</li> <li>Formulate the "Property Inspection Team Leader Training Scheme" to provide actual property inspection work and training courses to key post personnel of the front-line property inspection service team, and require them to pass the assessment and obtain a certificate before they can start working.</li> </ul>

**Sincere Service (Continued)**

<b>Occupancy simulation</b>	<ul style="list-style-type: none"> <li>Utilize the occupancy simulation tool to simulate design plan of project delivery service, various cost inputs, risk screening, and work plans before and after occupancy as to ensure that the project team is well aware of the project situation, simulate the operation and management process in advance, and reduce project delivery risks.</li> <li>Maintain close communication with customers and understand their needs before moving in, and ensure that problems found can be dealt before delivery.</li> </ul>
<b>Project central delivery</b>	<ul style="list-style-type: none"> <li>Set up a project open day with a diverse range of products, customers, staff and brand experience.</li> <li>Invite representatives from various communities and industries to attend the event.</li> <li>Meticulously plan key areas to create "Satisfaction + Surprise" services for customers, and create a wonderful community life where neighbors engage, mingle and connect with each other.</li> <li>Housekeepers use cloud live-streaming to introduce the future home to new home owners.</li> </ul>
<b>Post-project evaluation</b>	<ul style="list-style-type: none"> <li>Carry out the post-evaluation work, and check the deficiencies of the project operation process from the aspects of service plan execution, effect of implementing risk control, and project operation analysis.</li> <li>Prepare an evaluation summary and formulate effective measures for follow-up implementation, and study to apply them to other similar projects to continuously improve the property service system.</li> </ul>

**Sincere Service (Continued)****4) Multi-dimensional Participation in Community Management**

With the continuous improvement of people's living standards, COPL has integrated the strengths of all walks of life, stayed true to our service mission and innovated its service model to jointly create a safe, civilized and environment-friendly community. COPL has promoted employment, enhanced environmental protection of living spaces, and created civilized lifestyles. It has also promoted economic development, participated in a multi-dimensional community management, and promoted urban upgrade and sustainable development. Through active implementation of Modernization of China Overseas Property Management, we are creating a picture of wonderful life in "Good Seasons, Good Property, Good Community".

### Case 1 Jinan Huashan Resettlement area for property and community residents to build a better and civilized community together

The Jinan Huashan Resettlement area has a total area of 2.4059 million square metres, with 12,111 residential households and 660,000 square metres of commercial space, involving 22 administrative villages and over 20,000 villagers. It is a key village relocation project in Jinan, and is also the first project in Jinan to entrust a professional property service enterprise to manage the conversion of a village into a community. In addition, it is the first project in Jinan to collect property management fees directly from the villagers who have relocated.

There are many non-motorized vehicles and elderly mobility scooters in the community, but the project is not designed to support non-motorized carports and charging stations, thereby posing a safety hazard. COPL has actively coordinated the construction of carports and the deployment of charging stations to meet residents' need for safe charging.



In order to understand residents' needs and address issues in a timely manner, and to enhance communication between the property and the residents, COPL provides online and offline 24/7 round-the-clock UN+ butler services. A dual front desk system is in place offline so that owners can receive timely responses to their enquiries and complaints; WeChat groups are created by the units, and property staff complement each other to answer queries and resolve conflicts online in a timely manner.



**Sincere Service (Continued)**

Due to the residents' lack of experience in living in high-rise residential buildings, and especially their lack of understanding towards the fire evacuation requirements of high-rise residential buildings, the back staircases have become severely affected area which is piled up with cardboard, wine bottles and other miscellaneous objects. The management office actively promotes and educates the residents, and regularly launches special campaigns such as "Clean the Park" and "Open the Lifeline" to remove the miscellaneous objects in the stairways, thus safeguarding a clean, safe and convenient living environment for the residents.



Some residents have maintained the habits of their original village life, as in littering, urinating and defecating in public, trampling on lawns and green areas, and have yet to build up their awareness of caring for public property. The cases of indiscriminate parking and noise nuisance are relatively high. In conjunction with the village committee, COPL has been vigorously promoting the Properties + Community + Owners joint construction and governance, conducting monthly publicity on spiritual civilisation, giving talks on safety knowledge and organizing open-air cinema to enrich the cultural life of the residents in the resettlement area; organizing dragon and lion dances and cultural performances for the residents during festivals to create a strong festive atmosphere. These activities enable the residents to enjoy a more fulfilling, rich and high-quality spiritual life, and strive to make the resettlement area a civilized, orderly and friendly resettlement area.

Since COPL has taken over at the beginning of 2019, all residents in the resettlement area have paid their own bills, and the property fee collection rate has reached over 99% for four consecutive years. COPL in Huashan Area is working with the community and residents to improve the quality of residents and cultivate good living habits through the construction of spiritual civilization, and to provide residents with happiness and assist them to integrate into the city life by providing high-quality services, which is highly praised by the local government.



**Sincere Service (Continued)****Case 2 Beixin'an Resettlement improves the facilities in respect of clothing, food, accommodation and transportation**

Beixin'an Resettlement is the largest shantytowns renovation project along Chang'an Avenue in Beijing. The total land area is approximately 1.37 million square metres and the total construction scale is approximately 2.1637 million square metres. With the aspiration of 26,000 people for a better life, the renovation of Beixin'an shantytowns was a key livelihood project for resolving non-capital functions and safeguarding the Winter Olympics.



At the initial stage of project delivery, the surrounding supporting facilities were not comprehensive. Since participating in the Beixin'an Project in 2019, COPL took the initiative to improve residents' living environment by actively coordinating with the government to set up a temporary stop for bus 61 at the West Crossing of Gucheng West Road, opening convenience supermarkets and wet markets, paving roads to divide green space, installing carports and charging stations and remodeling clothes rails to deal with the problems faced by owners such as "Difficulty in Mobility", "Difficulty in Grocery Shopping", "Difficulty in Parking", "Difficulty in Charging" and "Difficulty in Drying Clothes", etc. Such actions received support and recognition from owners.



Most of the residents living in the community are elderly. Even though the stone pathways in front of each building that connected to the main road were exquisite, elderly residents could stumble easily when walking and pulling shopping trolleys on the uneven stone pathways, posing a serious safety threat. The management office replaced all stone pathways in the park with brick pathways, so that the elderly residents could walk safely and steadily.



**Sincere Service (Continued)**

The management office regularly undertakes civilian-friendly and civilian-benefiting activities on a monthly basis, such as haircuts, sharpening of scissors and knives, free repairs of home appliances, free medical services and cleaning of floor mats, etc., which have been widely praised by elderly residents.

The project was jointly carried out with the Shijingshan District Volunteer Service Team to undertake a series of "Green Future" activities in the resettlement area, promoting new concepts of environmental protection through conducting activities such as old goods recycling, waste sorting and flower exchange, etc. Owners have actively participated in the activities to be conscious of the new lifestyle of environmental protection and put new concepts of low carbon into practice.



In Beixin'an Resettlement area, COPL has implanted the concepts of environmental protection in the residents through user-friendly living environment renovation and environmental protection special activities, and settled residents' urgent and difficult problems which have made them feel anxious by providing high-quality services, which has improved residents' happiness index. Beixin'an Resettlement area has gradually formed a traditional Beijing neighbourhood-style public life service block with warmth and memories, which helps to promote the sustainable development of urban renewal and demonstrates our responsibility as a state-owned enterprise.

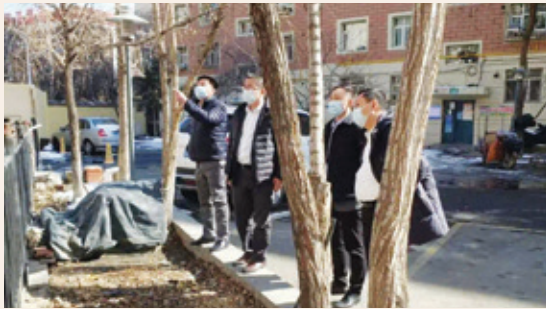


**Sincere Service (Continued)****Case 3 Urban property management services by introducing technologies and boosting employment**

The Urumqi Youhao North Property Urban Service Project in Xinjiang includes 32 old communities, 19 roads, 1 river, and 8 public toilets, covering a total of 2.3 square kilometers. This was Urumqi's first socialization of urban services and constitute a service-oriented governmental reforms in the new era with a "Universal Intelligent Governance".



COPL entered the site in May 2022 to conduct comprehensive services such as community management and maintenance, greening management and protection, river management, non-motor vehicle management and intelligent services, actively exploring the mechanism of linkage co-building and pioneering the urban service model of the "Three-Elements Co-Governance", of which the City + Residents + Properties joint cooperation to improve grassroots community governance.



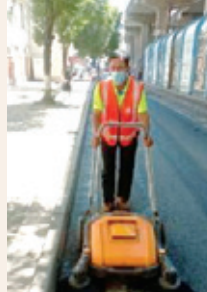
Visiting the community to conduct site survey



City + Residents + Properties in the urban service model of the "Three-Elements Co-Governance"

**Sincere Service (Continued)**

Regarding the old communities, COPL has conducted site surveys to obtain more detailed information about the current situations of the projects and widely collect opinions from the public, put forward the service concept of "Big Operation + Small Property" and promoted the sustainable development of "Management + Operation + Service".



Through the integration of "Community Collaboration + Professional Services + Intelligent Platform + Administrative Power", the responsibility of the "City Butler" can be fulfilled with modularized service division, socialized governance structure and refined governance methods, in order to create a new model of refined urban management under the multiple cooperation among the government, the market and the society.

In respect of city cleaning, COPL has introduced more than 50 sets of mechanized equipment including walk-behind sweepers, electric sweepers, electric inspection vehicles, high-pressure washing vehicles and powerful floor dryers, etc. The equipment has improved the mechanized operation level of the projects and greatly improved the efficiency of on-site works, achieving intensive, mechanized and professional urban environment sanitation services.

In terms of urban roads, greening, and municipal facilities, COPL has brought great improvement to residents' mobility and living environment through a series of standardized management such as the installation of intelligent access control, standardizing parking facilities and old communities, and road greening renovations. Meanwhile, more than 200 employment positions have been provided to the local residents and investment in fixed assets of more than RMB10 million has been stimulated, promoting the development of various industries such as eco-friendly construction materials, household renovation, water and gas supply, and underground pipelines. The urban service model of the "Three-Elements Co-Governance" has addressed the pain points of the city, improved residents' quality of life, boosted the happiness of people in Urumqi, increased economic vitality and allowed us to fulfil the responsibility as a state-owned enterprise.





## Sincere Service (Continued)

### Safety Promotion and Education

COPL attaches great importance to safety and adheres to the mission of "System-enhanced Training, Ensure Safety Responsibilities, Strict Enforcement, Practical Effects" in order to create a responsibility and mission of creating good and safe environment.

#### Safe Production Month themed "Be the First Responsible Person by Complying with the Production Safety Law"

During the Year, the safety awareness campaign focused on flood and typhoon prevention as well as epidemic prevention and control and to ensure with prompt response to all emergencies with a keen sense of emergency awareness and a highly responsible attitude:

##### Flood and typhoon prevention

COPL has ensured a strengthened safety barrier for its property owners in light of extreme weather such as storms, snow, typhoons, etc. COPL focuses on prevention work, including the deployment of emergency defense and emergency response such as building an embankment to prevent flooding so as to safeguard the community safety.

##### Epidemic prevention and control

COPL has taken initiatives in safeguarding the community, fully cooperated with the government's strategy in epidemic prevention and control, and carried out epidemic prevention and control work, including: risk screening, comprehensive disinfection, coordinating sampling work, providing epidemic prevention materials, and providing door-to-door services to special groups, etc. Our performance was acclaimed as responsible, orderly, stable and sustainable epidemic prevention and control services.

Under the slogan of "Everyone's Safety is COPL's Safety" and "Life and Safe Operation First", COPL brought more than 1,000 safety management staff from the China Overseas community to sign the Safety Agreement and commit to comply with safety requirements and fulfil their respective responsibility of production safety, giving them a sense of responsibility and mission.



Training and emergency drills play an important role in production safety, and are becoming a spontaneous professional habit of the safety management team. During the Year, a training of "Central Government's Important Discussion on Safety Production", covering typical property safety accident cases, safety laws and regulations, was organized with more than a thousand participants attended, which can effectively enhance the safety professionalism of various personnel in the property service process and achieve efficient operation on the basis of safety. In terms of emergency drills, COPL has closely followed the actual situation of the projects and carried out more than 130 emergency drills on more than 10 types of common emergencies focusing on four major categories of fire prevention, burglary prevention, anti-riot, and anti-accident, which aim to re-examine the scientificity and reasonableness of various emergency plans, re-identify, evaluate and control the risk sources of surrounded environment, enhance the emergency response capability of the projects and improve the safety of property owners.

## 5) Responsible Procurement Practices

The "Administrative Measures for Bidding and Material Procurement" of the Group regulates bidding and procurement activities and optimizes the tendering supervision and regulation mechanism. Units at all levels within COPL have established bidding and procurement management committees, which are responsible for managing bidding and procurement activities, establishing and optimizing bidding and procurement management system, approving and overseeing bidding and procurement activities, conducting evaluation and selection of tenderers and maintaining good relationships with suppliers, as well as keeping records systematically in the supplier relationship management system. COPL regularly gives recognition to the suppliers with outstanding performance and they are also entitled to preferential policies for rewarding their contributions to COPL.

In the procurement process, COPL adheres to six major principles, which include 1) transparency and fairness; 2) overall bidding; 3) extensive competition; 4) integrity and impartiality; 5) reputation protection; and 6) confidentiality. The following are the methods of implementation and supervision relating to the engagement of suppliers:

<b>Preliminary review of qualifications of suppliers</b>	Suppliers should fill out the qualification preliminary review form with true information. Relevant departments shall conduct qualification review based on different aspects such as operation qualification, business performance, reputation, technical capability, registered capital, etc., and approval shall be given by various levels of departmental staff.
<b>Inspection</b>	Inspection shall be arranged with emphasis on suppliers' abilities in contract performance, focusing on their operational management capabilities and occupational qualities. We shall keep records during the inspection and fill out the inspection and approval form based on examinations. Suppliers will be included in COPL's supplier database if they pass the inspection.
<b>Assessment of contract performance</b>	Relevant departments shall conduct a contract performance assessment on cooperating suppliers and fill out the contract performance assessment form as appropriate. This procedure may require the suppliers who fail the contract performance assessment to make rectification in a timely manner.
<b>Annual evaluation</b>	Relevant departments shall conduct supplier evaluations annually and rate suppliers according to internal evaluation criteria (e.g., product or service quality, delivery time, price, timeliness and effectiveness of complaint handling response, degree of cooperation, etc.). Suppliers will be removed from the database if they are considered to be unqualified in the evaluation.

### Management of Environmental and Social Risks of Suppliers

At the pre-qualification stage, COPL has ensured that the suppliers comply with relevant environmental and social laws and regulations of operating regions. The contracts to suppliers have required them to abide by the rules related to environmental protection and labour rights and sign the "Integrity Agreement" to commit to avoid corruption and competitive behaviour. COPL proactively uses environmental-friendly products and requires the products with energy efficiency grade 2 or above in the procurement process, so that energy consumption can be minimized under the premise of satisfying the demands of on-site services. COPL also takes the initiative to explore and expand the possibility of using environmentally-friendly products in operations. In the procurement of supplies such as cleaning agents for the Group's cleaning business, we ensure that the components do not contain the materials that violate relevant environmental regulations of operating regions and give priority to the products with less impact to the environment.

## Sincere Service (Continued)

### 6) Caring for Community Welfare

COPL has been proactively fulfilling its social responsibility by using property management projects as a central platform to care for the community, build a high quality community living environment and contribute to social harmony and urban development. COPL has focused on making contributions in the fields of rural revitalization, education, environment and culture during the Year.

This Year, COPL discharged its duties with its best efforts, embodying the responsibility of central enterprises. Facing the challenges posed by the epidemic, we demonstrated our service capability and put the initial intention of our service into practice, truly guarding the lights of thousands of homes. In the Mainland, more than 40,000 of COPL staff have been standing steadfast at the frontline of anti-epidemic work, sterilization and disinfection of 620,000 times and temperature measurement of over 730 million times have been conducted accumulatively, protecting the health and safety of over 8 million owners; in Hong Kong, COPL set a highly difficult record by gathering 600 people in 18 hours, assembling 8,400 people to work for 100 days, operating and maintaining 8 community isolation facilities with high quality.

For the public housing projects in Hong Kong, COPL has been implementing community service programs for a long time to alleviate the anxieties of life problems and address the concerns of the people. With the “Co-create Chun Yeung” neighbourhood mutual project, COPL won the “Social Capital Builder Logo Award” and the “Outstanding Social Capital Partnership Award” among the three awards of the “Social Capital Builder Awards 2022” of the HKSAR Government, becoming the first property service enterprise in Hong Kong's property management industry to gain this honour. We also achieve “All Volunteers, Serving All Hong Kong” by centring around the main objective of the following four community services:

#### Act together against the pandemic

The COPL volunteer teams valorously participated in the front line of community anti-pandemic work and carried out 45 care actions in 26 housing estates in just two months. Anti-epidemic materials with limited supply such as disinfectant sprays, rapid test reagents were distributed to more than 30,000 families in need, covering more than 70,000 people of underprivileged groups.



**Sincere Service (Continued)**

<p><b>Green environmental protection</b></p>	<p>COPL proactively puts the sustainable development concept of the HKSAR Government into practice by organizing more than 185 activities covering 20 communities with the theme of green and environmental protection to promote awareness of environmental protection, barter and waste rebate. The activities were highly appraised by the Hong Kong Housing Department and well received by community residents.</p>	
<p><b>Elderly services</b></p>	<p>COPL volunteer teams care deeply about the lives of the elderly. They conducted home visits, expressed sympathy and provided financial support to the elderly and persons with disabilities in different festivals such as Mid-Autumn Festival and Dragon Boat Festival; organized more than 10 activities of "Caring for Our Elderly Friends of the Community" to celebrate elderly's birthdays; care for the elderly with practical actions such as providing community cleaning, home cleaning and arrangement of free inspection of household installation and facilities (such as community mailbox repairs and old lock replacement services), etc. for the elderly to warm the hearts of hundreds of senior citizens with the China Oversea's care.</p>	
<p><b>Community services</b></p>	<p>COPL connects with the community, including co-organizing children's theatre through the cooperation with social welfare organizations; actively helping ethnic minorities overcome difficulties in life; making festival props, playing games, and enjoying food with community residents during festivals.</p>	

**Sincere Service (Continued)**

The time devoted in community investment projects is up to  
**16,325.5** hours

**Key Community Investment Project of the Year**

Among the various ongoing community investment projects, COPL disclosed below key community investment project based on the level of influence:

**Rural Revitalization**

COPL's sales of agricultural and sideline products by leveraging the industrial advantage also play an important role in rural revitalization to support Kang County, Kangle County and Zhuoni County in Gansu Province and Changting County in Fujian Province. The Company has developed 62 types of agricultural products and established the "Haihui Youyou" agricultural shopping mall and the "Zhonghai Youjia" offline physical store to open up both online and offline channels, helping the revitalizing county's agricultural products to be sold all over the country.



Since 2019:

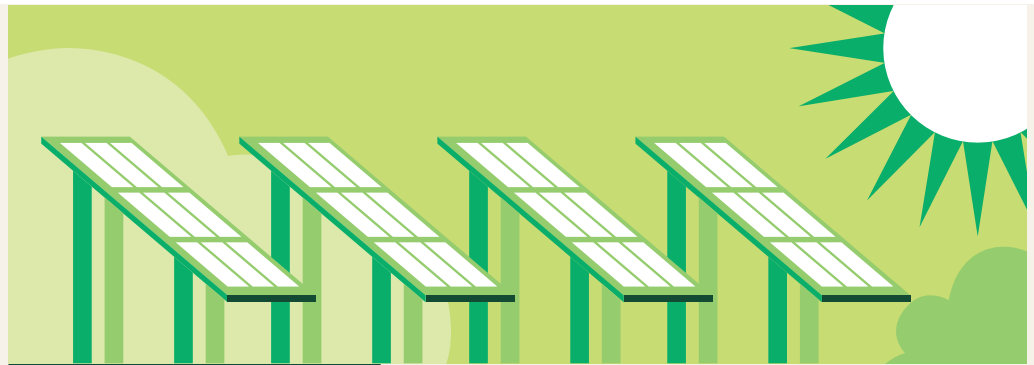
- Developed and launched a total of **62** types of agricultural products
- Supported **20** local leading enterprises and **45** cooperatives
- Covered more than **5,000** rural households
- Recorded accumulated sales of more than RMB**70** million

COPL will continue to strive in product optimization and industry promotion, providing assistance to build and to illuminate and spread the hope of rural revitalization.

**Key Issues:**

6 Managing greenhouse gas emissions

# GREEN-ORIENTED

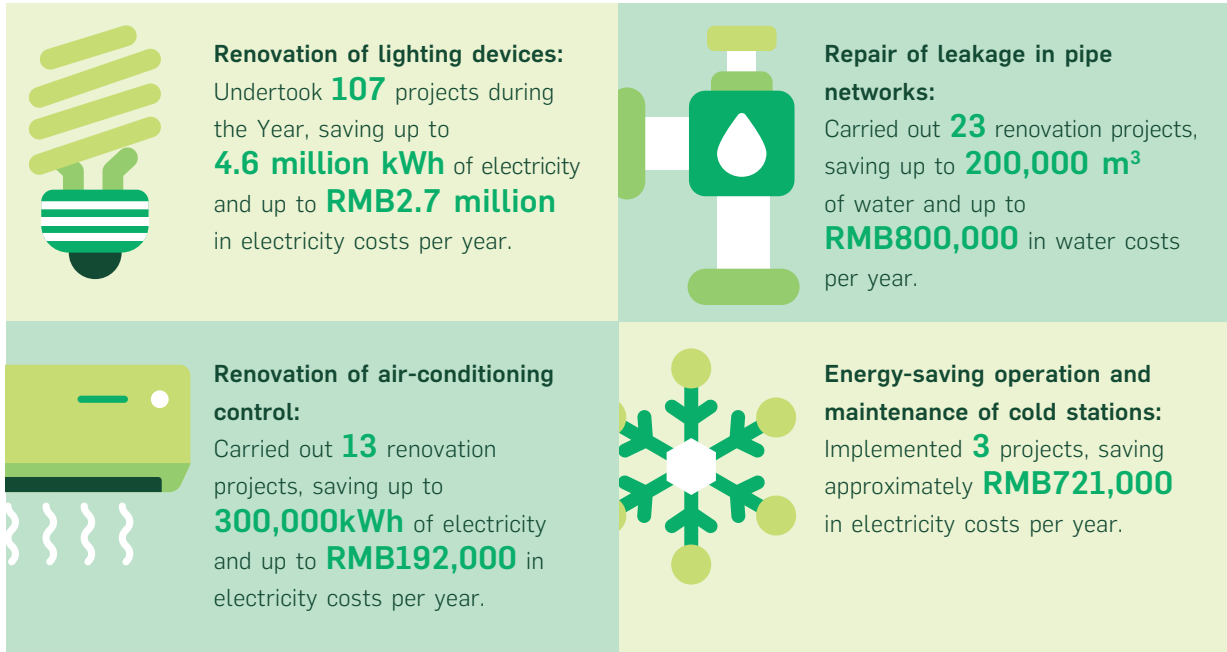


## Green-oriented

COPL continuously seeks innovations and optimizations to reduce energy consumptions. COPL has its engineering team to assist with consistent checking and fixes, making energy savings a regular and efficient routine.

### 1) Energy Saving Achievements of the Year

#### Environment Highlights of the Year



## 2) Establishing Environmental Governance Structure

COPL is determined to implement the strategic plan of the State Council of the CPC Central Committee regarding the goal of "Dual Carbon" and will actively cooperate with the government to continuously strengthen the requirements of the property industry for green and low-carbon operation and management. In order to highlight the advantages of COPL in the field of "Dual Carbon" and strive to be the leader and demonstrator of "Dual Carbon" in the industry, we have established a standard system of "Dual Carbon" at corporate level and have made efforts to incorporate environmental protection into our development and operation and practiced COPL's "Leading the Way Culture" by incorporating the strategy of "Dual Carbon" into the development strategy of the Company, completing the major task of "Dual Carbon" with high quality, taking the lead in completing the "Dual Carbon" goal among peers, and accelerating the construction of the "Dual Carbon" standard system at corporate level to promote green development and high-quality development. COPL has formed an institutional system and technical system with significant advantages in the field of "Dual Carbon" in the property industry, and has become the leader and demonstrator of "Dual Carbon" in the property industry.

In terms of the environmental risk assessment process and management measures at the project design and construction stages, COPL conducts environmental assessments of projects during the development stage before taking over the property. COPL has established a developer service team, which will review and make recommendations on environmental risk issues in the design drawings in accordance with relevant national regulations and standards during the pre-development review process, including but not limited to the nationality and regularity of the design of the flue outlets, underground parking lot exhaust, septic tank and grease trap, garbage transfer station and other facilities and equipment. In addition, in the daily management of the property after the delivery of the project, waste sorting and handling, as well as promotion are also important property management tasks.

### Continue to Strengthen Eco-environmental Protection

COPL strictly fulfils its main responsibilities for environmental protection under a sound management system, implements the requirements for collaborative promotion of pollution and carbon reduction, regulates corporate environmental and energy conservation and emission reduction management behaviours, strengthens risk prevention and control, ensures legal and compliant corporate operation, and strives to promote green development and high-quality development.

Management Work:

#### 1. Goal Management

Formulate annual work targets, work plans or key points for ecological environment protection.

#### 2. Compliance Management

Establish a robust environmental protection compliance management system, improve the management system and process according to the compliance requirements, and incorporate environmental protection compliance into the overall compliance management system of the enterprise.



**Green-oriented (Continued)**

<b>3. Risk Management</b>	Conduct ecological environment protection work planning in response to environmental impact assessment requirements, carry out identification of environment factors and evaluation work, and clarify response measures.
<b>4. Pollution Prevention Management</b>	We take effective measures in projects' production and operation to prevent pollution.
<b>5. Energy Saving and Emission Reduction and Clean Production Management</b>	Establish a comprehensive energy conservation and emission reduction, clean production indicator system, deploy and promote energy conservation and emission reduction, clean production as an important part of the ecological environment protection work.
<b>6. Green Innovation Management</b>	Incorporate key technologies of green environmental protection into the overall planning of enterprise science and technological development, increase investment in science and technology in the field of green environmental protection, and actively carry out R&D of major key technologies and products of green environmental protection.
<b>7. Biodiversity Conservation</b>	Strictly implement projects involving ecological protection and biodiversity protection in accordance with the service standards required and relevant laws and regulations.
<b>8. Education and Training Management</b>	Prepare annual ecological environment protection publicity education and training work plans.
<b>9. Statistical Monitoring Management</b>	Establish a comprehensive bottom-up, level-by-level review system of the ecological environment protection information statistics and monitoring, and carry out statistical monitoring of energy and resources consumption and emissions of pollutants in the process of production and operation.
<b>10. Emergency Management</b>	Make outstanding efforts in implementing risk control, emergency preparedness, emergency disposal and resumption after environmental incidents and other contingent events.
<b>11. Information Disclosure and Reporting Management</b>	Establish a comprehensive environmental information disclosure management system, standardize work procedures, clarify work responsibilities, and ensure timely, true, accurate and complete disclosure of environmental information.

COPL places great importance on the environment, and will systematically manage and coordinate environmental initiatives at each operational location. We will also learn about the effectiveness of different environmental initiatives and share experience through the platform companies in each city, and coordinate resources with the industry and upstream and downstream companies to expand feasible initiatives to different operational locations, which will facilitate the achievement of sustainable development goals for COPL. In the future, COPL will gradually incorporate environmental and social objectives into our performance evaluation.

### 3) Environmental Initiatives Highlights of the Year

COPL continues to implement various initiatives to reduce energy consumption and emissions in order to maintain the efficient operation of the buildings under management. The Group has hundreds of projects under management that are of Two-Stars or above Green Building Evaluation Label or have been awarded international certifications such as WELL and LEED:

#### Managing Asia's First LEED v4.1 Existing Community

COPL manages the Huilong New Town community in Shanghai, which is the first community in Asia to be LEED v4.1 Gold certified, and the second batch of Shanghai's exemplary low-carbon communities. The LEED-certified Huilong New Town project has achieved sustainable development in terms of energy saving, water conservation and ecological protection, as evidenced by its data performance and strategic leadership, and has scored highly in three key categories: "Natural Ecological Protection", "Transportation and Land Use", and "Energy and Greenhouse Gas Emissions".

For a project that has been running for 20 years, it reflects COPL's commitment and dedication to the low-carbon upgrading of old communities. In addition, COPL's also includes interaction with the public and the community in this project to build a low-carbon, environmentally sustainable concept.

The Huilong New Town community has the following low-carbon conceptual breakthroughs that have enabled the community to "Grow against the Grain":

##### Space for natural ecology

- A green space ratio of up to 36% within the community.
- Close to parks, with an area of 11.25 square metres of green space per person.

##### Protecting the community's natural resources

- Greening of green spaces in the community.
- Renovating soil and enriching nutrient to improve and restore the soil quality of the community green belt and make it more conducive to greenery growth.

##### Enhancing community resilience

- Taking measures such as the installation of surface rainwater harvesting tanks, conversion to permeable paving and regular cleaning of drains in the community to control rainwater runoff and prevent rainwater flooding in the community.

##### Active in energy saving and emission reduction

- Retrofitting the water pumps in the common areas to inverter pumps.
- Upgrading traditional garden lights to solar garden lights and installing solar guide signs.
- Upgrading over 7,000 lighting devices and replacing conventional lighting with energy-efficient and energy-saving LED lamps.



**Green-oriented (Continued)****Residents' Green Life****Promoting community water conservation and rainwater management**

- Distributing free water saving devices, and installing for residents door-to-door, promoting water conservation, promoting the overall water saving project and raising awareness of residents.
- Collecting and reusing rainwater, interconnecting with open rainwater harvesting tanks and using the water from the rainwater harvesting tanks as fish ponds and for watering the surrounding greenery.

**Waste sorting and recycling of used goods**

- Retrofitting the garbage chamber: install smart compressed waste sorting and smart recycling stations to improve the efficiency of waste disposal.
- Calculating the collection rate of segregated domestic waste and promoting projects such as waste recycling and kitchen waste resource utilization.
- Establishing a used goods exchange and recycling platform, setting up a used goods recycling service in the community, organizing the donation and recycling of household used goods and the exchange of used goods in the community second-hand market in order to achieve a circular economy.

**Working with residents to build a green community**

- Using bulletin boards, electronic displays and community official accounts to enhance the promotion of low-carbon concepts.
- Regularly organizing low-carbon seminars, promoting low-carbon products and organizing low-carbon DIY activities, etc.

Huilong New Town will continue to integrate all parties around the two "core" elements of community green environment and residents' green life to build a "Low-carbon and Green with Ecological" community in Huilong New Town and realize the goal of "Dual Carbon" in the community.

# "Green Future" of COPL



"Green Future", a campaign to penetrate low-carbon environmental protection into the communities under management, was launched by the Guangzhou company in collaboration with the Technology Innovation Team of South China University of Technology. COPL made outstanding efforts in waste management by introducing AI robots, a drone sensing system and other technologies; meanwhile, it also worked with small owners to develop a waste sorting process game under COPL's name. At the "Green Future", the following series of environmental activities were organized to build a green living circle together:



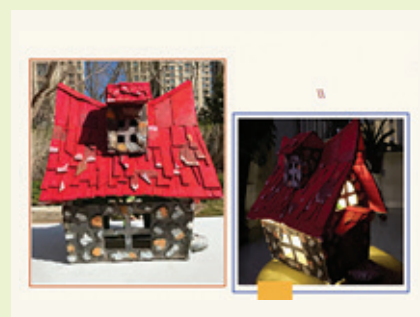
Low-carbon environmental "Bag" to Home: a tote bag design activity for child participants.



Build our Green Home in the New Fashion of Waste Sorting: a cleaning operation and garbage collection being conducted in the green belts, piled objects and hygiene black spots throughout the community, and game booths were set up in the projects under management with volunteers in charge patiently guiding children to do proper waste sorting.



I Grow up with Plants: allow participants to hang a name tag on the trees they planted and witness the beautiful moment of plant growth.



Waste Sorting Science Hall: a hall with three main theme areas, namely "The Spirit of the Times, Environmental Crisis and Tips for Waste Sorting", displaying handicrafts produced by community owners using recyclable waste.



**Green-oriented (Continued)****4) Response to Climate Change**

COPL recognizes the need to plan ahead for climate change issues, and has commenced work on climate change in 2021, including the formulation of our "Climate Change Policy" and disclosures as recommended by the TCFD to address the concerns of stakeholders in this regard. During the Year, COPL has strengthened its response to the TCFD framework and demonstrated how to mitigate the impact of climate change in its operations. The Board and management have also continued to monitor the latest trends in climate-related issues and committed to integrating climate change elements into the long-term operation approach, financial performance and development strategy.

**Report of TCFD****Governance**

COPL has continuously strengthened its sustainability governance structure and has gradually incorporated the climate change issues into its monitoring, with the discussion results being reported to the Board on a regular basis. With the support of the Board and management, COPL has actively maintained its investment in environmental technology and energy-saving renovation.

The Committee mandated by the Board has overall responsibility for the formulation of sustainable development strategies and approaches as well as holds two meetings every year, during which it would discuss climate change-related issues. Through its reporting process, the Committee allows the Board to integrate climate change considerations into strategic planning, business models and other decision-making processes for effective planning.

Our management plays the role of communicating and coordinating with the Committee and different departments. In compliance with sustainability strategies and approaches, our management coordinates with different departments in the implementation and promotion of effective responses to climate change, including identifying major risks and opportunities of climate change and implementing key countermeasures. Our management is aware of the varying impacts of each operating region on climate change and is responsible for stepping up communication with various operating regions to identify and manage the costs and resources (such as staffing and technology requirements) that are used to identify, mitigate, manage and monitor climate-related issues. Our management also regularly summarizes and reports to the Committee on the progress of its climate change efforts in various operating regions.



## Strategy

COPL has developed a "Climate Change Policy" to contribute to the mitigation of climate change. The Committee and the Board have approved the policy and would regularly review and revise the policy and measures to facilitate the transition to low-carbon operations in line with market trends and operational needs. In formulating the policy, COPL understands the importance of engaging tenants, customers and suppliers to take actions on climate change together, and is committed to bringing the property industry's attention to climate change issues and managing them appropriately by exploring feasible practices in the dimensions of mitigation, adaptation, resilience and disclosure.

The short-term strategy for the Year is to identify the risks and opportunities arising from climate change and to plan the future work of relevant issues of eco-environmental protection. The medium-term strategy is to actively conduct energy conservation and eco-environmental protection assessments and evaluations in order to set and achieve future targets on various environmental indicators. The long-term strategy is to strive to integrate climate change considerations into its operations and link them to financial planning, which includes managing more projects that are certified to green standards in the future, ongoing and proactive retrofit of old communities, and evaluating properties based on climate scenario analysis to ensure that they are resilient to extreme weather events caused by climate change.



## Risk Management

During the Year, COPL initiated a process to identify climate risks and opportunities as follows:

- Listing the transition risks and opportunities associated with the low-carbon economy as summarized in the TCFD framework together with physical risks associated with the impacts of climate change; and to increase understanding of different types of risks and opportunities through guidance.
- The Sustainability Coordination Group is responsible for collecting from the Sustainability Working Group the extent of impacts and describing the current responses and responses to different climate risks and opportunities across departments.
- Assessing climate risks and opportunities according to the criteria of likelihood, impact, resilience and recovery.
- Incorporating consideration of climate related risks in the risk management system.

## Green-oriented (Continued)



## Metrics and Targets

Measurable indicators of carbon emissions and energy consumption are available to assess the impact of climate on COPL's business. COPL has taken a consistent methodology to collect, calculate and analyze data to allow a meaningful comparison of metrics, and used the international standard ISO14064-1 to calculate carbon emissions. COPL has disclosed its carbon emissions and energy consumption performance for a total of three years and is in the process of setting emission reduction targets, which will be broken into different management levels and projects, and we will evaluate them on a regular basis.

In the future, we will endeavour to achieve the following four energy conservation targets:

<b>Energy</b> 1	<b>Waste</b> 2	<b>Water</b> 3	<b>Carbon Emissions</b> 4
<p>The energy consumption intensity of common areas from the managed projects will be reduced year by year based on the data in 2022.</p>	<p>Waste related work is carrying out in <b>62</b> cities such as Suzhou, Guangzhou, and Shanghai for waste sorting with more cities to be covered.</p>	<p>Leakage rate of the pipe network is kept within <b>5%</b>.</p>	<p>It is planned that carbon emissions intensity will be gradually reduced year by year based on the data in 2021.</p>

COPL has identified the following physical risks, transition risks and opportunities in its daily operations, and analyzed management methods and countermeasures as follows:

Risk Category	Risk Definition	Current Response and Countermeasures
<b>1. Physical Risk</b>		
Acute risks	Primarily single events, including increasingly severe extreme weather events such as tornadoes, hurricanes or floods	Identify that the impacts of acute risks are less than the chronic risks <ul style="list-style-type: none"> <li>Acknowledge that severe weather such as extreme typhoons and floods will cause serious damage on the community environment, basement waterproofing, and the safety of residents' property, so we have provided guidelines for work accordingly.</li> <li>Hold safety drills every year and prepare emergency plans to prevent personal safety and property loss.</li> </ul>
Chronic risks	Long-term changes in weather patterns (e.g., persistent high temperatures) that may cause sea level rise or prolonged heat waves	Identify that the impact on property services operations is limited <ul style="list-style-type: none"> <li>Endeavor to enhance our assessment of projects under management that are subject to long-term physical risk.</li> </ul>

## Green-oriented (Continued)

Risk Category	Risk Definition	Current Response and Countermeasures
<b>2. Transition Risk</b>		
Policy and Regulatory Risk	<ul style="list-style-type: none"> <li>Strategic actions to help mitigate climate change and its impacts.</li> <li>Risk of litigation or regulation related to climate change.</li> </ul>	<p>Identify that the impact on the short-term operation of property services is relatively low</p> <ul style="list-style-type: none"> <li>According to the "Interim Measures for the Management of Voluntary Greenhouse Gas Emission Reduction Trading" of the PRC, COPL is currently a central enterprise that can file emission reduction projects on a voluntary basis.</li> <li>According to the Ministry of Ecology and Environment's "Notice on the key tasks related to the management of enterprise GHG emission reports in 2022", COPL is not among the enterprises required to report carbon emission obligations for the time being.</li> <li>The existing policy does not provide for qualitative pricing for trading, and will expect to select pilot cities for pilot trading, so there is a certain impact on operations.</li> <li>COPL's existing products and services are not affected by climate change and are therefore subject to lower requirements and regulation.</li> <li>COPL has not faced any litigation in relation to climate change factors during the Year.</li> </ul>
Technology Risk	Support the transitional to low-carbon economy through improving the technologies with high energy efficiency or innovation.	<p>Identify that there is a medium to low impact on property service operations</p> <ul style="list-style-type: none"> <li>COPL currently uses only small quantities of low-carbon products, and are carrying out projects such as energy-efficient lighting and solar power generation on a pilot basis.</li> <li>There are risks associated with investing in new technologies, and we will carefully evaluate the results and roll them out gradually.</li> <li>The gradual adoption of new technologies will not have a significant impact on costs.</li> </ul>
Reputation Risk	The perception of being committed to low-carbon transitions.	<p>Identify that the impact on the operation of property services is relatively low</p> <ul style="list-style-type: none"> <li>The increased attention to climate change in the society will increase the requirements for property services to mitigate climate change.</li> <li>COPL is aware that increased climate change-related management will enhance its reputation in the property industry.</li> </ul>



**Green-oriented (Continued)**

Opportunity Category	Opportunity Definition	Current Response and Countermeasures
Resource efficiency	Improve the efficiency of water resources and waste management, reduce resource waste, and contribute to global carbon reduction efforts.	Identify that there are medium opportunities for property service operation <ul style="list-style-type: none"> <li>• Sensor faucets are installed in public areas such as office areas, staff dormitories, toilets, and canteens to reduce water consumption.</li> <li>• Waste water generated from the park's automatic water dispensers is used to irrigate the greenery and provide water and solutions.</li> <li>• Waste sorting is actively implemented in 48% of our managed properties by cooperating with owners and tenants to address waste problem.</li> </ul>
Energy sources	Shift to organization using low-carbon energy sources and save annual energy costs.	Identify that there are medium opportunities for property service operation <ul style="list-style-type: none"> <li>• Public lighting in some parks is powered by solar power.</li> </ul>

**Assess and Manage Climate-related Risk Register and Response Measures**

Since 2022, COPL has established emergency plans for acute physical risks (such as typhoons, flood and rainstorms), namely the "Guidelines for Typhoon Disaster Prevention and Handling of COPL Group" and the "Flood Prevention and Emergency Plan of COPL Group", aiming to reduce impacts with standard handling procedures and raise the prevention awareness for the safety of life and property of customers. The plans:

- Define extreme weather conditions with different intensity levels to formulate emergency response mechanism, and formulate different emergency measures according to response levels.
- Set up a leading group for emergency work and standardize the responsibilities of different members for better coordination, direction, reporting and processing.
- Classify property service areas and facility and equipment to prioritize the disaster relief work.
- Provide guidelines for alerting owners and conducting safety checks.

COPL grasps the trend, manages and regulates daily behaviours to take the challenges and opportunities brought about by the uncertain environment.

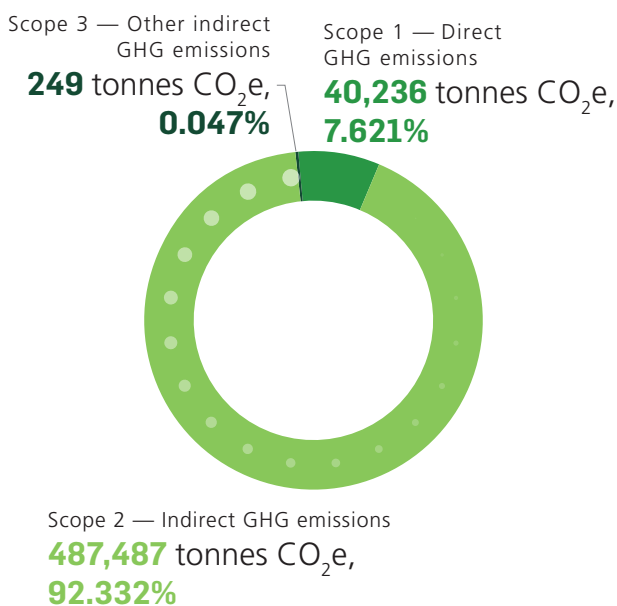
Looking ahead, COPL is eagerly looking forward to the development project of the first grade 5A nearly zero energy high-rise office building in China. This "Breathing Office" incorporates various green building elements such as renewable energy, ventilation, energy efficient curtain wall and shading system and energy efficient air-conditioning system. This project will serve as a role model for the industry and is in line with COPL's long-term strategy in respect of environment.

### 5) Emission Management

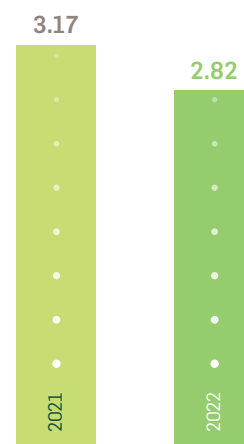
COPL continues to improve the disclosure of carbon emissions through the sustainable development and governance system. In order to ensure a reliable and accurate data collection, the consultant arranged data collection training and prepared internal guidance materials for responsible staff who fill in the data during the Year. The training included providing definitions of GHG emissions scope 1, 2 and 3, data required for filling in consumption data and answering questions. COPL will document internal guidance materials to ensure that other data collectors can subsequently fill in data in a consistent manner based on the materials. For scope 1, 2 and 3 emissions, COPL has implemented the following emission reduction measures:

Scope of GHG Emissions	Main Sources	Reduction Measures
Scope 1	Mobile sources	<ul style="list-style-type: none"> <li>Reducing daily use of official vehicles to promote green travel.</li> <li>Pre-planning travel routes to reduce fuel consumption due to detours.</li> </ul>
Scope 2	Energy consumption	<ul style="list-style-type: none"> <li>Relevant policy initiatives are detailed in the section headed "Energy Management".</li> </ul>
Scope 3	Business travel	<ul style="list-style-type: none"> <li>Increasing the use of video conferencing.</li> <li>Reviewing the need for business travel by air and considering the alternatives such as rail transport.</li> <li>Giving priority to direct flights for unavoidable business travel.</li> </ul>

#### Carbon Emissions Performance



#### GHG Emissions Intensity (Scope 1, 2 and 3) (tonnes CO<sub>2</sub>e/'000 sqm)



## Green-oriented (Continued)

Scope 2 – Indirect GHG Emissions (mainly energy consumption) remains the main source of GHG emissions generated from COPL's operation, so it is necessary to link with energy management in achieving emissions reduction. COPL also compares environmental indicators with previous years to understand consumption and review performance. COPL plans to sort out and analyze the carbon emissions throughout the property management cycle, identify and calculate carbon emissions at each stage of operation, and establish a green carbon operation monitoring system to create a green and low-carbon community.

### Emissions Target

In line with achieving carbon neutrality by 2060 as the target set by China in 2020, and in response to the relevant policies that Shenzhen is formulating to include property companies with direct and indirect emissions of 5,000 tons or more of carbon dioxide into the supervision of key emission units, the Group has also set an emission reduction target during the Year in anticipation to comprehensively carry out energy-saving and consumption reduction through measures such as rules, systems, personnel, costs, technical measures, and behavioural guidance. COPL plans to enhance the use of renewable energy and improve the efficiency of boilers, such as regular cleaning of the furnace chamber and the addition of a closed condensate recovery system. Meanwhile, the Group also advocates the use of fuel additives to improve the combustion efficiency of generators, thereby reducing the use of diesel fuel. The Group encourages the use of refrigerants with lower global warming potential to reduce GHG emissions and mitigate global warming.



### Emission Reduction Targets

The majority of the Group's air pollutant emissions originated from stationary sources, such as the use of fossil fuel in its kitchen equipment of the property projects. To act in concert with the national clean energy policies, the Group will gradually rule out stationary sources that use fossil fuel in its electrical facilities. The Group expects that air pollutant emissions will decrease as the nation increases the proportion of clean electricity in power generation.

## Green-oriented (Continued)

### Waste Management

In line with the Mainland government's waste sorting system, COPL adheres to the concept of "collaboration, participation and shares benefits" and practises the "New Fashion" of waste sorting. COPL recognizes that property management industry plays an important role in handling and managing wastes produced from public areas and tenants, residents and customers. The Group is progressively carrying out waste related work in 62 cities such as Beijing, Shanghai, Guangzhou, Shenzhen, Foshan, Chengdu and Suzhou, of which the coverage rate of waste sorting in the managed cities exceeds 43%, and the retrofit rate of waste sorting stations exceeds 80%. During the Year, COPL organized activities on waste-related topics in over 25% of our projects with high recognition and 68 managed projects were awarded the title of "Excellent Exemplary Project of Waste sorting".

Highlights of the Year and major honours are as follows:

#### Guangzhou

- Zhonghai Yunlu Mansion, COPL with its local streets, Guangdong Finance Channel and Guangdong Economic Science and Education Channel to hold the first live broadcast of comprehensive law enforcement on waste sorting in Guangdong to share and publicize the importance and necessity of waste sorting, promote the implementation of waste sorting and contribute to green environmental protection.

#### Foshan

- Wanjin Mansion, Glory Mansion and Jinxi Mansion projects have taken the lead in implementing waste sorting and have started the process of "Remove Trash Bins from Residential Floors" one after another. The property projects have been actively liaising with government departments and community committees on the selection of waste sorting points in a convenient, scientific and reasonable manner, as well as improving the collection and transportation procedures of various wastes to ensure the hardware conditions for the "Remove Trash Bins from Floor" and separation. Jinxi Mansion was awarded the honorary title of "Model Unit for Waste sorting" by the Government this Year, Wanjin Mansion was awarded the "Benchmark Unit for Waste sorting" by the Denghu Community.



#### Chengdu

- China Overseas International Community was selected as a pilot site for kitchen waste collection, creating a new household mode of waste sorting. We have introduced a new mode of waste sorting "One Bag, One Bucket, One System" and dedicated staff would collect kitchen waste from household and ferment it with organic treatment and send it to farmers for soil improvement.

#### Suzhou

- COPL won the title of "National Waste Sorting Exemplary Community" in the area of waste sorting, and was praised by Xinhua Daily, Suzhou Municipal People's Government website and China Construction News website, etc.

**Green-oriented (Continued)**

COPL has established a sound waste sorting system and standardized collection and disposal procedures to ensure that we properly dispose of the waste in accordance with local disposal regulations.

Types of wastes	Means of disposal
General domestic waste and recyclable waste	<ul style="list-style-type: none"> <li>All waste collection facilities adopt pollution prevention and control measures such as airtight, energy-saving, anti-odour, anti-permeation, dustproof and anti-noise, etc.</li> <li>The waste is collected, transferred and disposed of by waste disposal companies on a centralized basis.</li> <li>Set up different types of recycling facilities to recover as much waste as possible to facilitate recovery and recycling.</li> </ul>
Construction waste	<ul style="list-style-type: none"> <li>Construction waste is handled separately from domestic waste.</li> <li>Construction waste generated from the construction process is removed in a timely manner.</li> </ul>
Electronic waste	<ul style="list-style-type: none"> <li>Electronic waste is recycled by the manufacturers of electrical and electronic products, maintenance agencies, after-sales service agencies or recyclers.</li> </ul>
Hazardous waste	<ul style="list-style-type: none"> <li>Its contents should be clearly indicated and safety labels should be affixed for disposal to remind the recycler of precautions.</li> <li>Appoint a qualified contractor to ensure that the waste is disposed of properly in an environmentally friendly manner.</li> </ul>

**Ongoing Waste Reduction Measures**

- To distribute anti-bacterial, recyclable and portable lunch boxes to staff to significantly reduce the use of disposable lunch boxes and cutleries, as well as to promote the "Clear Your Plate" campaign.
- To promote paperless offices and hold online meetings to reduce paper waste.
- To promote the "Enhanced Safety Performance and Environmental Protection Programme" award scheme to honor contractors who have demonstrated excellence in waste management.
- To strengthen the monitoring of contractors' waste disposal practices and make recommendations for rectification and improvement.
- To communicate with landlords and tenants on an ongoing basis to identify feasible and convenient ways for both parties to handle waste.
- To arrange regular training, provide updates on relevant policies and sorting practices, and promote proper waste disposal practices among staff, and disseminate information to landlords and tenants.

**Green-oriented (Continued)****Waste Performance****Hazardous Waste Overview**

Total hazardous waste:

**196.8** tonnes

Intensity of hazardous waste:

**1.06** tonnes/million sqm**Non-Hazardous Waste Overview**

Total non-hazardous waste:

**154,879** tonnes

Intensity of non-hazardous waste:

**0.84** tonnes/thousand sqm**Waste Reduction Target**

The Group will establish an online environmental management system to regularly review and set waste recovery targets by recording the recyclables collected. In addition, we will also conduct pilot waste audits at selected properties to continuously raise awareness of waste management among stakeholders.

**Waste Reduction Target**

The Group's property projects are mainly residential sites. To promote daily waste reduction among residents, COPL will continue to raise the awareness of residents through various means, such as posters and workshops. In addition, the Group will explore ways to increase the waste recycling rate in its projects and implement pilot schemes in cities with better domestic waste management.

**Green-oriented (Continued)****6) Resource Management**

The senior management of COPL supports the investment in environmental aspects and continues to explore the application of environmental technology to property projects. COPL's all-round maintenance of buildings throughout their life cycle protects and extends the ideal condition of buildings. With the advancement of environmental protection technologies, we have introduced technologies in a timely manner to help standardize and improve the efficiency of our property management services.

We continue to reduce energy consumption through regular maintenance and retrofit of buildings, engineering equipment and electrical and mechanical equipment.



COPL's internal operations actively promotes the implementation of various initiatives and special events through the special initiative of "Prudent Spending and Frugal Operation". During the period, 50,000 people participated in six thematic activities: "Comprehensive Promotion and Mobilization", "Carry the Initiative together", "All Staff Survey", "Online and Offline Painting", "Strengthen Awareness through Activities" and "Promote Implementation through Competitions". During the Year, we have 33 benchmark feature projects that have contributed to the development of a harmonious, ecological, low-carbon and green sustainable community.

**Energy Management**

COPL has identified the main areas of energy consumption, such as elevators, pumps, lighting, central air conditioning systems, etc., and carried out targeted retrofit projects. During the Year, the key initiatives were to strengthen discussions with the following stakeholders in the area of environmental technology:

- Collaborating with Mepork Engineering to obtain comprehensive solutions that can enhance environmental performance from such professional engineering services firm.
- Working with China State Construction International to explore the application of solar power technologies and materials (including solar panels and solar auto-tracking system) to the pilot project in Zhuhai.
- Improving internal coordination and conducting inter-departmental meetings with IT department or other related departments to jointly develop technologies that can be applied to retrofit projects.

## Effective Control of the Maximum Demand for Electricity in our Projects to Achieve Energy Saving and Consumption Reduction

The Shanghai China Overseas International Center project managed by COPL — Huina Wanshang effectively maintained energy consumption without compromising service standards for tenants through the following measures:

- Advising tenants to close large windows when the air conditioning is running.
- Closing office lobby sliding doors and opening swinging doors instead.
- Strictly controlling the on/off time of the floodlighting, landscape lighting, and common area lighting by the engineering staff, with the lighting system being turned on or off according to the actual sunlight conditions of the day.
- Regulating the central air-conditioning system according to the apparent temperature indoor.






**Green-oriented (Continued)**

With regard to sustainable energy management initiatives, COPL has taken the following measures:

- Formulate an energy management system on "Itemized Measurement" basis, dividing different energy consumption sources in the properties into various sub-systems and counting their respective consumptions.
- Formulate the "Energy Conservation Assessment Measures", which adopts scientific management, technological improvement and behavioural guidance as the energy management guidelines, providing guidance for each property project in respect of energy consumption reduction.
- Adopt an online energy consumption management system to ensure data accuracy by adding various functions, such as online meter reading, data analysis, and interconnection with financial billing system, etc., which has now been implemented in 47 commercial property projects of COPL.
- Conduct energy audits in key property management areas to identify energy-intensive systems, understand energy usage, and provide feasible energy-saving retrofit solutions and recommendations.
- Arrange regular environmental awareness trainings to promote the concept of "Practising Low-carbon Living and Going Green".

**Energy Performance**


<b>Direct energy consumption (mWh)</b>	Diesel	1,194
	Gasoline	2,001
	Liquefied Petroleum Gas	1,184
	Liquefied Natural Gas	525
	Natural Gas	179,027
<b>Indirect energy consumption (mWh)</b>	Electricity consumption	842,127

### Energy Efficiency Target



#### Energy conservation target

COPL's goal is to continue to incorporate these energy efficiency initiatives into existing and newly managed properties and to increase the proportion of renewable energy in energy use to help reduce GHG emissions across the Group.

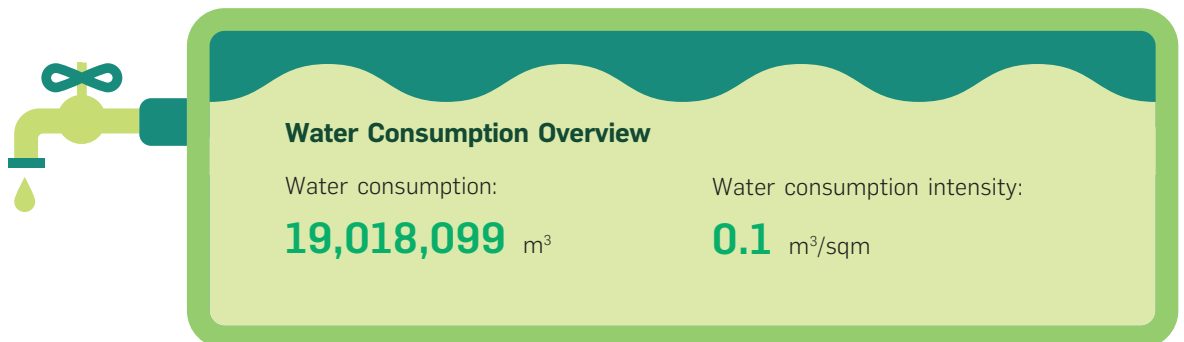
### Managing Water Resources

The types of water resources involved in COPL's operations are water usage for daily services, properties and office and water consumption for greening, etc. These water resources are supplied by the government, so there were no issues in sourcing water that is fit for purpose. The main water resources initiatives for the Year were:

- Developing an alarm system for sewer overflows, for which a patent application has been filed.
- Introducing robots to inspect water pipes leakage for comprehensive and detailed inspections.
- Formulating a "Technical Regulations for Water Saving Operations in Residential Community Buildings" standard to regulate and guide property management in the management of water consumption and water conservation, etc.

In terms of ongoing water consumption management, COPL ensures proper sewage treatment by discharging sewage to the municipal wastewater pipe networks before the sewage enters the sewage processing factories. In addition, COPL requires properties to be regularly checked for leaks with professional equipment so that we can identify and address leaks in a timely manner. Project staff need to be aware of the normal water usage in their properties so that they can effectively identify any water leakage, measurement error of water meters, water theft, meter reading violations and statistical error. The Group will continue to implement various water conservation measures to provide continuous water saving benefits.

### Water Consumption Performance



**Green-oriented (Continued)****Water Efficiency Target****Water conservation target**

COPL has achieved a 5% or less leakage rate for the Year, and will continue to set it as its ongoing water conservation target.

**Biodiversity Conservation Case Study: Shenzhen Bay Park**

Shenzhen Bay Park, with an area of approximately 128 hectares, is an important ecological region in Shenzhen and an important part of the international mangrove centre in Shenzhen. Last October, wild leopard cats appeared in Shenzhen Bay Park for the first time, which also indicates that the ecological environment of Shenzhen Bay is continuously improving. A large number of migratory birds would come to the mangrove area of Shenzhen Bay Park to spend the winter, which makes bird watching a very popular recreational activity among the public.

COPL is responsible for the integrated property management service of Shenzhen Bay Park, providing security engineering, greening and cleaning services and other operational services to the park. The ecological or biodiversity risks in the operation process are mainly concerned with behaviours of visitors, vegetation maintenance, and waste disposal. The relevant work strategies mainly are: firstly, in the security aspect, to dissuade some uncivilized behaviours and ecological damage of tourists in a timely manner, to dissuade tourists from going into the sea, feeding food, making fire, fishing and littering; secondly, in the gardening aspect, to plant plants that suit the climate of Shenzhen Bay area, to continuously improve the ecological environment of the park and wetland area; thirdly, in the waste aspect, to carry out garbage separation and disposal to protect the marine and wetland ecological environment; fourthly, in terms of engineering, to repair and upgrade the old facilities in the park in a timely manner, use environmentally friendly materials and choose the construction plan with the minimal impact on the environment.



## Future Plan

Year 2022, is the last year of the Three-year Sustainability Roadmap and the first year of the stakeholder engagement plan, COPL has achieved the following results:

- In the Three-year Sustainability Roadmap, COPL strengthened the construction of a sustainable development framework to supervise sustainable development issues. It identified five UNSDGs and linked them to daily operations. At the same time, the TCFD work was carried out, including formulating climate change policies, disclosing climate change response plans, and strengthening the identification of climate risks and opportunities.
- As the first year of implementing the stakeholder engagement plan, in-depth interviews with the CEO and key members from operational team that promote sustainable development were organized during the Year. During the interviews, it confirms that COPL will continue the works on promoting energy reduction and increasing energy efficiency. Going forward, the stakeholder engagement plan will also be extended by covering stakeholder groups such as tenants and customers.

Going forward, we will continue to strengthen the coordination and management of environmental protection measures applicable at each operating region. The management work includes planning targets, compliance, risks, pollution prevention and control, energy conservation and emission reduction and cleaner production, green innovation, education and training, statistics monitoring, emergency and information disclosure and reporting.

# Appendix

## 1) Performance Data Summary

### Environmental Performance<sup>1</sup>

#### Air Pollutant Emissions

Statistical Data	2022	2021	2020 <sup>2</sup>	Unit
Nitrogen Oxides	15,181	31,473	32,695	kg
Sulfur Oxides	1,221	755	785	kg
Respirable Suspended Particulates (RSP)	210	485	556	kg

#### GHG Emissions<sup>3</sup>

Statistical Data	2022	2021	2020	Unit
Direct GHG Emissions (Scope 1) <sup>4</sup>	40,236	33,034	63,051	tCO <sub>2</sub> -e
Energy Indirect GHG Emissions (Scope 2) <sup>5</sup>	487,487	536,397	567,226	tCO <sub>2</sub> -e
Total GHG Emissions (Scope 1 and 2)	527,723	569,431	630,277	tCO <sub>2</sub> -e
Total GHG Emissions Intensity (Scope 1 and 2)	2.94	3.17	3.42	tCO <sub>2</sub> -e/000 sqm
Other Indirect GHG Emissions (Scope 3) <sup>6</sup>	249 <sup>7</sup>	426 <sup>8</sup>	116	tCO <sub>2</sub> -e
Total GHG Emissions (Scope 1, 2 and 3)	527,972	569,857	630,393	tCO <sub>2</sub> -e
Total GHG Emissions Intensity (Scope 1, 2 and 3)	2.82	3.17	3.42	tCO <sub>2</sub> -e/000 sqm

<sup>1</sup> Since 2021, the data on the regional company in Hong Kong and Macau were added to the environmental data to more comprehensively reflect the environmental performance of the Group's operation.

<sup>2</sup> Since 2020, sources of air pollutant emissions included kitchen equipment, power generators and use of business vehicles, and the same statistical method will be adopted for future years.

<sup>3</sup> The GHG assessment covers the six GHGs and hydrochlorofluorocarbons (HCFCs) regulated by the Kyoto Protocol to provide true and fair GHG-related information. The quantification process and the emission factors were based on the Greenhouse Gas Emissions Auditing and Reporting Guidance for Public Construction Operation Corporation (Trial) and the international standards of ISO14064-1; while the average emission factors of the national grid and the global warming potential values stated in the fifth assessment report of the IPCC were applied in the quantification of emissions.

<sup>4</sup> Direct GHG emissions (Scope 1) were generated from sources including: emissions from combustion of fuels in stationary sources (excluding electrical installations) to generate electricity, heat or steam, such as gas stoves and boilers in non-outsourced employees' canteens; fuel combustion of business vehicles; and hydrofluorocarbons, perfluorocarbons and other fugitive emissions from the use of refrigeration and air conditioning equipment and fire suppression systems.

<sup>5</sup> Energy Indirect GHG emissions (Scope 2) were generated from sources including: For the calculation of energy indirect GHG emissions from purchased electricity, the average emission factors of the national grid in Mainland China were adopted.

<sup>6</sup> Other indirect GHG emissions (Scope 3) were generated from sources including: business trips by staff. The quantification process and emission factors are based on the International Civil Aviation Organization (ICAO) carbon emission calculator.

<sup>7</sup> The decrease in Scope 3 in 2022 compared to the prior year was mainly due to a significant reduction in business trips to the operating sites in China, achieving the emission reduction target for business trips in the prior year.

<sup>8</sup> As the outbreak gradually came under control in 2021, the Group's business travels returned to normal, resulting in a significant increase in Scope 3 GHG emissions for that year compared to 2020.

## Appendix (Continued)

**Waste Generated at Properties under Management<sup>9</sup>**

Statistical Data	2022	2021	2020	Unit
Hazardous Waste Generated <sup>10</sup>	196.8	168.6	1.5	tonnes
Hazardous Waste Intensity	1.06	0.957	0.082	tonnes/million sqm
Non-hazardous Waste Generated <sup>11</sup>	154,879	212,322	363,933	tonnes
Non-hazardous Waste Intensity	0.84	1.21	1.97	tonnes/'000 sqm

**Energy Consumption**

Statistical Data		2022	2021	2020	Unit
Direct Energy Consumption	Diesel	1,194	1,275	1,242	mWh
	Gasoline	2,001	2,293	1,879	
	Liquefied Petroleum Gas	1,184	1,580	2,354	
	Liquefied Natural Gas	525 <sup>12</sup>	1,217 <sup>13</sup>	100,471	
	Natural Gas	179,027	134,599 <sup>14</sup>	39,061	
	Renewable Energy	—	3,720	5,103	
	Total Direct Energy Consumption	183,931	144,535	150,110	
Indirect Energy Consumption	Electricity Consumption	842,127	884,538	900,664	mWh
	Heating	—	—	44,776	
	Total Indirect Energy Consumption	842,127	884,538	945,440	
Total Energy Consumption	Total Energy Consumption <sup>15</sup>	1,026,058	1,029,073	1,095,550	mWh
	Energy Consumption Intensity <sup>16</sup>	5.5	5.7	5.9	mWh/'000 sqm

**Water Consumption at Properties under Management**

Statistical Data	2022	2021	2020	Unit
Total Water Consumption	19,018,099 <sup>17</sup>	35,734,920	26,381,149	m <sup>3</sup>
Water Consumption Intensity	0.10	0.20	0.14	m <sup>3</sup> /sqm

<sup>9</sup> Disposal of hazardous and non-hazardous waste generated from properties under management is determined by information provided by qualified contractors/collectors. Neither Hong Kong nor Macau collected data on hazardous waste and non-hazardous waste during the Year.

<sup>10</sup> This includes waste batteries and toner cartridges collected by qualified contractors.

<sup>11</sup> General waste in common area from all properties under management was included in 2021 and 2020, and the same statistical method will be adopted for future years.

<sup>12</sup> The consumption of Liquefied Natural Gas in Changsha, Changchun and Guangzhou operations decreased significantly in 2022 compared to 2021.

<sup>13</sup> The significant decrease in LNG usage in 2021 was due to the conversion from LNG to other energy sources, such as electricity and natural gas, at some project facilities.

<sup>14</sup> The significant increase in natural gas consumption in 2021 was due to the conversion from other energy sources to natural gas at some project facilities, as well as the addition of natural gas facilities in some projects, resulting in increased consumption.

<sup>15</sup> The quantification process and emission factors are based on the Energy Statistics Manual published by the International Energy Agency and the Guidelines for Accounting and Reporting Greenhouse Gas Emissions — China Public Building Operation Units (Enterprises) (Trial).  
<sup>16</sup> Energy consumption intensity covers the consumption of fuels (diesel, gasoline, LPG, LNG and natural gas), renewable energy, electricity and heat within the scope of the report.

<sup>17</sup> The overall water consumption of the Group decreased as compared with 2021 although there is an increase of water consumption in Hong Kong operations in 2022.

## Appendix (Continued)

## Social Performance

## Employment

Statistical Data			2022	2021	2020	Unit
Number of Employees <sup>18</sup>	By Employment Type	Full-time	56,768	51,680	No data was disclosed	
		Part-time	657	540		
	By Type of Contract	Indefinite or Permanent	19,143	12,713	8,482	Person(s)
		Fixed-term or Temporary	38,282	39,507	36,916	
	By Gender	Male	36,745	35,574	31,378	
		Female	20,680	16,646	14,020	
	By Employment Category <sup>19</sup>	Senior Management	38	27	29	
		Middle Management	143	207	120	
		Foundation Management	1,972	1,897	1,328	
		General Employees	55,272	50,089	43,921	
By Age Group	Aged below 30	14,474	14,581	14,132		
	Aged 30-50	30,419	27,641	23,838		
	Aged 50 above	12,532	9,998	7,428		
By Region	Mainland China	46,095	46,362	40,636		
	Hong Kong	10,906	5,479	4,350		
	Macau	424	379	412		

<sup>18</sup> During the Year, the number of employees include all full-time employees and part-time employees.

<sup>19</sup> The criteria for classification of employment category are as follows:

**Senior management:** assistant presidents and above, general managers of city companies.

**Middle management:** general managers/deputy general managers of departments, deputy general managers/assistant general managers of city companies, directors/deputy directors of regional management centres, directors/deputy directors of units directly under the management of the headquarters.

**Foundation management:** assistant general managers/managers/assistant managers of departments, senior managers/managers/assistant managers of city companies/regional management centres/units directly under the management of the headquarters.

**General employees:** other staff which are not mentioned above.

## Appendix (Continued)

Statistical Data			2022 <sup>21</sup>	2021	2020	Unit
Number of New Employees	By Gender	Male	12,870	13,116	14,819	Person(s)
		Female	7,870	8,221	7,464	
	By Age	Aged below 30	7,249	8,188	10,618	
		Aged 30-50	7,425	8,977	8,929	
		Aged 50 above	6,066	4,172	2,736	
	By Region	Mainland China	13,638	16,621	19,367	
		Hong Kong	6,943	4,593	2,815	
		Macau	159	123	101	
	Percentage of New Employees <sup>20</sup>	By Gender	Male	35.0	36.9	
Female			38.1	49.4	53.2	
By Age		Aged below 30	50.1	56.2	75.1	
		Aged 30-50	24.4	32.5	37.5	
		Aged 50 above	48.4	41.7	36.8	
By Region		Mainland China	29.6	35.9	47.7	
		Hong Kong	63.7	83.8	64.7	
		Macau	37.5	32.5	24.5	

Statistical Data			2022 <sup>23</sup>	2021	2020	Unit
Number of Employees Turnover	By Gender	Male	11,042	9,165	12,528	Person(s)
		Female	6,731	5,350	5,601	
	By Age	Aged below 30	5,542	5,436	8,596	
		Aged 30-50	7,926	5,673	7,346	
		Aged 50 above	4,305	3,406	2,187	
	By Region	Mainland China	12,449	10,283	16,204	
		Hong Kong	5,205	4,002	1,820	
		Macau	119	230	105	
	Employee Turnover Rate <sup>22</sup>	By Gender	Male	30.1	25.8	
Female			32.5	32.1	40.0	
By Age		Aged below 30	38.3	37.3	60.8	
		Aged 30-50	26.1	20.5	30.8	
		Aged 50 above	34.4	34.1	29.4	
By Region		Mainland China	27.0	22.2	39.9	
		Hong Kong	47.7	73.0	41.8	
		Macau	28.1	60.7	25.5	

<sup>20</sup> Percentage of new employees = (Number of new employees for the year 2022/Number of employees as at 31 December 2022) × 100%.

<sup>21</sup> The number of newly recruited employees in 2022 does not include the additional temporary workers hired to work in Hong Kong's community isolation facilities due to the epidemic, of which the number is 11,980.

<sup>22</sup> Employee turnover rate = (Number of new employees turnover for the year 2022/Number of employees as at 31 December 2022) × 100%.

<sup>23</sup> The number of resigned employees in 2022 does not include the additional temporary workers hired to work in Hong Kong's community isolation facilities due to the epidemic, of which the number is 5,741.



## Appendix (Continued)

## Health and Safety

Statistical Data		2022	2021	2020	Unit
Employees	Number of Work-related Injuries <sup>24</sup>	152	133	111	Person(s)
	Work-related Injury Rate per 1,000 Workers	2.6	2.5	2.5	%
	Work-related Injury Rate <sup>25</sup>	0.33	0.29 <sup>26</sup>	No data was disclosed	—
	Number of Serious Work-related Injuries <sup>27</sup>	9	3	9	Person(s)
	Serious Work-related Injury Rate <sup>28</sup>	0.02	0.01	No data was disclosed	—
	Number of Work-related Fatalities	7 <sup>29</sup>	2 <sup>30</sup>	0	Person(s)
	Fatality Rate	0.01	0.004	0.0	—
	Number of Lost Days due to Work-related Injuries or Occupational Diseases	5,472	7,085	6,136	Day(s)
	Lost Day Rate <sup>31</sup>	11.8	15.7	No data was disclosed	—
	Working Hours <sup>32</sup>	92,558,760	90,171,248		Hour(s)

<sup>24</sup> Includes severe work-related injury due to human error. Causes include slips, collision and falls.

<sup>25</sup> Work-related injury rate = (Number of injuries/Original number of total working hours) × 200,000. Total number of working hours is estimated based on 8 hours per working day.

<sup>26</sup> Updated data for 2021.

<sup>27</sup> Serious work-related injuries refer to an injury that cannot or is not expected to recover to the pre-injury health condition within six months.

<sup>28</sup> Severe work-related injury rate = (Number of severe injuries/Original number of total working hours) × 200,000. Total number of working hours is estimated based on 8 hours per working day.

<sup>29</sup> The seven cases of work-related fatalities that occurred in Beijing, Shanghai, Suzhou, Jinan and Guangzhou companies during the Year were all caused by sudden illnesses (e.g. headache, fainting, loss of consciousness, etc.) or onset of own diseases. The Group is committed to rationalizing working hours, strengthening employee health care, organizing regular health checks and carrying out staff care activities; in-depth understanding of individual cases for future prevention.

<sup>30</sup> There were two fatalities at work during the Year, one of which encountered a traffic accident during work and one of which passed away due to acute disease during a business trip. The Group has always actively provided employees with a safe and healthy working environment, and continued to pay attention to the health of employees. The Group is highly concerned about this incident and conducts safety education for employees to prevent occurrence of similar incidents.

<sup>31</sup> Lost day rate = (Total number of lost days/Original number of total working hours) × 200,000. Total number of working hours is estimated based on 8 hours per working day.

<sup>32</sup> Calculated based on 8 hours per working day for each employee.

## Appendix (Continued)

## Training and Development

Statistical Data			2022	2021	2020	Unit
Number of Employees Trained <sup>33</sup>	By Gender	Male	36,731	31,428	31,344	Person(s)
		Female	20,680	17,783	13,831	
	By Employment Category	Senior Management	34	27	27	
		Middle Management	137	207	120	
		Foundation Management	1,972	1,817	1,321	
General Employees		55,268	47,160	43,707		
Percentage of Employees Trained <sup>34</sup>	By Gender	Male	99.96	88.3	99.9	%
		Female	100.0	100.0	98.7	
	By Employment Category	Senior Management	89.5	100.0	93.1	
		Middle Management	95.8	100.0	100.0	
		Foundation Management	100.0	95.8	99.5	
General Employees		99.99	94.2	99.5		
Average Training Hours of Employees <sup>35</sup>	By Gender	Male	32.3	40.0	3.6	Hour(s)
		Female	25.4	47.0	3.7	
	By Employment Category	Senior Management	81.8	20.7	21.7	
		Middle Management	98.3	45.0	9.6	
		Foundation Management	24.7	35.6	31.2	
General Employees		29.8	42.5	2.8		

Statistical Data			2022	2021	2020	Unit
Percentage of Employees Receiving Regular Performance Reviews	By Gender	Male	90.8	92.0	96.1	%
		Female	77.6	92.9	93.1	
	By Employment Category	Senior Management	100.00	100.0	96.6	
		Middle Management	100.00	99.0	100.0	
		Foundation Management	100.00	95.6	100.0	
General Employees		85.5	92.1	95.0		

<sup>33</sup> Percentage of employees trained by gender: Male (99.96%) and Female (100.0%); Percentage of employees trained by employment category: Senior Management (89.5%), Middle Management (95.8%), Foundation Management (100.0%) and General Employees (99.99%).

<sup>34</sup> Average training percentage of employees of relevant category = Total number of employees trained in specific category/Number of employees in specific category.

<sup>35</sup> Average training hours of employees of relevant category = Total training hours of employees in specific category/Number of employees in specific category.

## Appendix (Continued)

*Supplier management*<sup>36</sup>

Statistical Data		2022		2021		2020		Unit
By Region	Mainland China	23,895	25,475	13,374	13,729	9,497	9,796	Supplier(s)
	Hong Kong	1,506		283		287		
	Macao	74		72		12		
By Supplier Type	Environment	4,321	25,475	2,667	13,729	1,865	9,796	Supplier(s)
	Engineering	9,431		4,508		3,216		
	Safety management	1,656		801		411		
	Others <sup>37</sup>	10,067		5,753		4,304		

*Anti-corruption*

Statistical Data			2022	2021	2020	Unit
Number of Participants in Anti-corruption Training	By Employment Category	Senior Management	12	23	No data was disclosed	Person(s)
		Middle Management	45	207		
Percentage of Participants in Anti-corruption Training	By Employment Category	Senior Management	31.6	85.2		No data was disclosed
		Middle Management	31.5	100.0		
Average Hours of Anti-corruption Training	By Employment Category	Senior Management	1	1.4	No data was disclosed	
		Middle Management	1	0.8		

Statistical Data		2022	2021	2020	Unit
Suppliers Participating in Anti-corruption Training	Number	0	5,031	No data was disclosed	Supplier(s)
	Percentage of all suppliers	0	24.2		%
	Total training hours	0	7,849		Hour(s)

<sup>36</sup> All suppliers are subject to the Group's established inspection practices, including annual supplier inspections, access inspections, etc.

<sup>37</sup> Other suppliers include those who provide administrative, policy, legal and information services to COPL.

## 2) HKEX ESG Guide Content Index

Material Aspect	Description	Relevant sections (page number)	Remarks
<b>Mandatory Disclosure Requirements</b>			
<b>Governance Structure</b>	<p>(i) a disclosure of the board's oversight of ESG issues.</p> <p>(ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritize and manage material ESG-related issues (including risks to the issuer's businesses).</p> <p>(iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.</p>	Board Statement (7); Message from Management (8); Governance Navigation (14-19)	
<b>Reporting Principles</b>	<p>Materiality: the ESG Report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</p> <p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p> <p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p>	About the Report (4-6)	
<b>Reporting Boundary</b>	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is any change in the scope, the issuer should explain the difference and the reason for the change.	About the Report (4-6)	

## Appendix (Continued)

Material Aspect	Description	Relevant sections (page number)	Remarks
<b>“Comply or Explain” Provision</b>			
<b>A. Environmental</b>			
<b>Aspect A1: Emissions</b>			
<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Governance Navigation (26); Green-oriented (81–85)	The Group confirmed that there were no incidents in violation of laws and regulations related to emissions for the Year.
<b>A1.1</b>	The types of emissions and respective emissions data.	Performance Data Summary (92)	
<b>A1.2</b>	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity.	Green-oriented (81–82); Performance Data Summary (92)	
<b>A1.3</b>	Total hazardous waste produced and, where appropriate, intensity.	Green-oriented (81–82); Performance Data Summary (93)	
<b>A1.4</b>	Total non-hazardous waste produced and, where appropriate, intensity.	Green-oriented (83–85); Performance Data Summary (93)	
<b>A1.5</b>	Description of emission target(s) set and steps taken to achieve them.	Green-oriented (81–82)	
<b>A1.6</b>	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Green-oriented (83–85)	

## Appendix (Continued)

Material Aspect	Description	Relevant sections (page number)	Remarks
<b>Aspect A2: Use of Resources</b>			
<b>General Disclosure</b>	Policies on the efficient use of resources, including energy, water and other raw materials.	Green-oriented (86–90)	
<b>A2.1</b>	Direct and/or indirect energy consumption by type in total and intensity.	Green-oriented (88); Performance Data Summary 93	
<b>A2.2</b>	Water consumption in total and intensity.	Green-oriented (89–90); Performance Data Summary (93)	
<b>A2.3</b>	Description of energy use efficiency target(s) set and steps taken to achieve them.	Green-oriented (70, 86–89)	
<b>A2.4</b>	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Green-oriented (89–90)	There is no issue in sourcing water for the Group's business that is fit for purpose
<b>A2.5</b>	Total packaging material used for finished products and, if applicable, with reference to per unit produced.		The Group's business does not involve packaging material
<b>Aspect A3: The Environment and Natural Resources</b>			
<b>General Disclosure</b>	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Green-oriented (73–75, 90)	
<b>A3.1</b>	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green-oriented (73–75, 90)	

**Appendix (Continued)**

Material Aspect	Description	Relevant sections (page number)	Remarks
<b>Aspect A4: Climate Change</b>			
<b>General Disclosure</b>	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Green-oriented (76–80)	
<b>A4.1</b>	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Green-oriented (76–80)	
<b>B. Social</b>			
<b>Aspect B1: Employment</b>			
<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Governance Navigation (26); Talent-focused (33, 38–42)	The Group confirmed that there were no incidents in violation of laws and regulations related to employment for the Year.
<b>B1.1</b>	Total workforce by gender, employment type, age group and geographical region.	Talent-focused (38); Performance Data Summary (94–95)	
<b>B1.2</b>	Employee turnover rate by gender, age group and geographical region.	Performance Data Summary (95)	

## Appendix (Continued)

Material Aspect	Description	Relevant sections (page number)	Remarks
<b>Aspect B2: Health and Safety</b>			
<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Governance Navigation (26); Talent-focused (33–37)	The Group confirmed that there were no incidents in violation of laws and regulations related to health and safety for the Year.
<b>B2.1</b>	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Talent-focused (33); Performance Data Summary (96)	
<b>B2.2</b>	Lost days due to work injury.	Talent-focused (33); Performance Data Summary (96)	
<b>B2.3</b>	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Talent-focused (33–37)	
<b>Aspect B3: Development and Training</b>			
<b>General Disclosure</b>	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Talent-focused (33, 42–45)	
<b>B3.1</b>	The percentage of employees trained by gender and employee category.	Talent-focused (45); Performance Data Summary (97)	
<b>B3.2</b>	The average training hours completed per employee by gender and employee category.	Talent-focused (45); Performance Data Summary (97)	



## Appendix (Continued)

Material Aspect	Description	Relevant sections (page number)	Remarks
<b>Aspect B4: Labour Standards</b>			
<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Governance Navigation (26); Talent-focused (41)	The Group confirmed that there were no incidents in violation of laws and regulations related to labour standards for the Year.
<b>B4.1</b>	Description of measures to review employment practices to avoid child and forced labour.	Talent-focused (41)	
<b>B4.2</b>	Description of steps taken to eliminate such practices when discovered.	Talent-focused (41)	
<b>Aspect B5: Supply Chain Management</b>			
<b>General Disclosure</b>	Policies on managing environmental and social risks of the supply chain.	Sincere Service (65)	
<b>B5.1</b>	Number of suppliers by geographical region.	Performance Data Summary (98)	
<b>B5.2</b>	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Sincere Service (65)	
<b>B5.3</b>	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Sincere Service (65)	
<b>B5.4</b>	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Sincere Service (65)	

## Appendix (Continued)

Material Aspect	Description	Relevant sections (page number)	Remarks
<b>Aspect B6: Product Responsibility</b>			
<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Governance Navigation (26); Integrity in Business (28–31); Sincere Service (47–68)	The Group confirmed that there were no incidents in violation of laws and regulations related to product responsibility for the Year.
<b>B6.1</b>	Percentage of total products sold or shipped subject to recalls for safety and health reasons.		The Group's business does not involve product recalls
<b>B6.2</b>	Number of products and service related complaints received and how they are dealt with.	Sincere Service (53–55)	
<b>B6.3</b>	Description of practices relating to observing and protecting intellectual property rights.	Integrity in Business (28, 30); Sincere Service (51–52)	
<b>B6.4</b>	Description of quality assurance process and recall procedures.	Sincere Service (56–57)	
<b>B6.5</b>	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Integrity in Business (28, 31)	

**Appendix (Continued)**

Material Aspect	Description	Relevant sections (page number)	Remarks
<b>Aspect B7: Anti-corruption</b>			
<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Governance Navigation (26); Integrity in Business (28-30)	The Group confirmed that there were no incidents in violation of laws and regulations relating to corruption during the Year.
<b>B7.1</b>	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Integrity in Business (28)	The Group has no concluded corruption litigation cases during the Year.
<b>B7.2</b>	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Integrity in Business (29)	
<b>B7.3</b>	Description of anti-corruption training provided to directors and staff.	Integrity in Business (29-30)	
<b>Aspect B8: Community Investment</b>			
<b>General Disclosure</b>	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Sincere Service (66-68)	
<b>B8.1</b>	Focus areas of contribution.	Sincere Service (66-68)	
<b>B8.2</b>	Resources contributed to the focus area.	Sincere Service (66-68)	

## Appendix (Continued)

## 3) Global Reporting Initiative Standards Content Index

GRI Standards	Content	Relevant sections (page number)	Remarks
<b>GRI 1: 2021 Foundation (not any disclosure included)</b>			
<b>GRI 2: General Disclosure 2021</b>			
<b>Organization and its Preparation of Report</b>			
2-1	Organizational details	About COPL (9-12)	
2-2	Entities included in the organization's sustainability reporting	About COPL (9-12)	
2-3	Reporting period, frequency and contact point	About COPL (9-12)	
2-4	Restatements of information	About COPL (9-12)	
2-5	External assurance		The Group did not arrange external assurance for this Report.
<b>Activities and workers</b>			
2-6	Activities, value chain and other business relationships	About COPL (9-12)	There were not any product or service of COPL being prohibited in any market for the Year.
2-7	Employees	Talent-focused (38) ; Performance Data Summary (94-95)	
<b>Governance</b>			
2-9	Governance structure and composition	Governance Navigation (14-15)	Please refer to COPL's 2022 Annual Report for details.
2-10	Nomination and selection of the highest governance body		
2-11	Chair of the highest governance body		
2-12	Role of the highest governance body in overseeing the management of impacts	Governance Navigation (20-21)	
2-13	Delegation of responsibility for managing impacts		

**Appendix (Continued)**

GRI Standards	Content	Relevant sections (page number)	Remarks
2-14	Role of the highest governance body in sustainability reporting	Governance Navigation (14-21)	
2-15	Conflicts of interest		
2-16	Communication of critical concerns	Governance Navigation (22-25)	
2-17	Collective knowledge of the highest governance body		
2-18	Evaluation of the performance of the highest governance body		
2-19	Remuneration policies		
2-20	Process to determine remuneration		
2-21	Annual total compensation ratio		
<b>Strategies, Policies and Practice</b>			
2-22	Statement on sustainable development strategy	Governance Navigation (16-19)	
2-23	Policy commitments	Governance Navigation (16-19)	
2-24	Embedding policy commitments	Governance Navigation (16-19)	
2-25	Processes to remediate negative impacts	Governance Navigation (16-19)	
2-26	Mechanisms for seeking advice and raising concerns	Governance Navigation (22-25)	
2-27	Compliance with laws and regulations	Governance Navigation (26)	
2-28	Membership associations	About COPL (12)	
<b>Stakeholder Engagement</b>			
2-29	Approach to stakeholder engagement	Governance Navigation (22-25)	
2-30	Collective bargaining agreements	The Group did not have collective bargaining agreements for the Year.	

## Appendix (Continued)

GRI Standards	Content	Relevant sections (page number)	Remarks
<b>GRI 3 : Material Topics 2021</b>			
3-1	Process to determine material topics	Governance Navigation (22-25)	
3-2	List of material topics	Governance Navigation (22-25)	
3-3	Management of material topics	Governance Navigation (22-25)	
<b>Material Topics</b>			
<b>Anti-corruption</b>			
<b>GRI 205 : Anti-corruption 2016</b>			
3-3	Management approach disclosures	Governance Navigation (26); Integrity in Business (28-30)	
205-2	Communication and training about anti-corruption policies and procedures	Integrity in Business (28-30)	
205-3	Confirmed incidents of corruption and actions taken	Integrity in Business (28)	The Group confirmed that there were no corruption incidents for the Year.
<b>Management of GHG emissions</b>			
<b>GRI 305: Emissions 2016</b>			
3-3	Management approach disclosures	Governance Navigation (26) ; Green-oriented (81-82)	
305-1	Direct (Scope 1) GHG emissions	Green-oriented (81); Performance Data Summary (92)	

**Appendix (Continued)**

GRI Standards	Content	Relevant sections (page number)	Remarks
305-2	Energy indirect (Scope 2) GHG emissions	Green-oriented (81); Performance Data Summary (92)	
305-3	Other indirect (Scope 3) GHG emissions	Green-oriented (81); Performance Data Summary (92)	
305-4	GHG emissions intensity	Green-oriented (81); Performance Data Summary (92)	
305-5	Reduction of GHG emissions	Green-oriented (81); Performance Data Summary (92)	
305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	Performance Data Summary (92)	
<b>Establishment of a Comprehensive Employment System</b>			
<b>Employee Benefit</b>			
<b>GRI 401: Employment 2016</b>			
3-3	Management approach disclosures	Governance Navigation (26); Talent-focused (33)	
401-1	New employee hires and employee turnover	Performance Data Summary (95)	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Talent-focused (42)	

## Appendix (Continued)

GRI Standards	Content	Relevant sections (page number)	Remarks
<b>Occupational Safety and Health</b>			
<b>GRI 403: Occupational Health and Safety 2018</b>			
<b>GRI 103: Management approach 2016</b>			
3-3	Management approach disclosures	Governance Navigation(26); Talent-focused (33)	
403-1	Occupational health and safety management system	Talent-focused (33-37); Sincere Service (53)	
403-2	Hazard identification, risk assessment, and incident investigation	Talent-focused (33-37)	
403-3	Occupational health services	Talent-focused (37); Sincere Service (64)	
403-4	Worker participation, consultation, and communication on occupational health and safety	Sincere Service (64)	
403-5	Worker training on occupational health and safety	Talent-focused (37)	
403-6	Promotion of worker health	Talent-focused (37); Sincere Service (64)	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Talent-focused (33-37); Sincere Service (53, 64)	
403-9	Work-related injuries	Talent-focused (33); Performance Data Summary (96)	
<b>Employee Training and Development</b>			
<b>GRI 404: Training and Education 2016</b>			
3-3	Management approach disclosures	Talent-focused (33, 42-45)	
404-1	Average hours of training per year per employee	Talent-focused (45); Performance Data Summary (97)	
404-3	Percentage of employees receiving regular performance and career development reviews	Performance Data Summary (97)	



**Appendix (Continued)**

GRI Standards	Content	Relevant sections (page number)	Remarks
<b>Diversity and Equal Opportunity</b>			
<b>GRI 405: Employees Diversity and Equal Opportunity 2016</b>			
3-3	Management approach disclosures	Governance Navigation (26); Talent-focused (33, 38-42)	
405-1	Diversity of governance bodies and employees	Please refer to COPL's 2022 Annual Report for details.	
405-2	Ratio of basic salary and remuneration of women to men	This is the prohibited disclosure project subject to confidential regulations.	
<b>Prevention of Child or Forced Labour</b>			
<b>GRI 408: Child Labour 2016</b>			
<b>GRI 409: Forced or Compulsory Labour 2016</b>			
3-3	Management approach disclosures	Governance Navigation (26); Talent-focused (41)	
408-1	Operations and suppliers at significant risk for incidents of child labour	There were no identified material risks of the use of child labour by operating sites and suppliers of the Group for the Year.	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	There were no identified operating sites and suppliers with material risks of forced or compulsory labour incidents of the Group for the Year.	

## Appendix (Continued)

GRI Standards	Content	Relevant sections (page number)	Remarks
<b>Customer Health and Safety</b>			
<b>GRI 416: Customer Health and Safety 2016</b>			
3-3	Management approach disclosures	Governance Navigation (26); Sincere Service (56-57)	
416-1	Assessment of the health and safety impacts of product and service categories	There were no health and safety impacts of product and service of the Group for the Year.	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There were no incidents in violation of regulations related to the health and safety of products and services of the Group for the Year.	
<b>Business Ethics</b>			
<b>GRI 418: Customer Privacy 2016</b>			
3-3	Management approach disclosures	Governance Navigation (26); Integrity in Business (28, 31)	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no substantiated complaints concerning breaches of customer privacy and losses of customer data of the Group for the Year.	

**Appendix (Continued)**

GRI Standards	Content	Relevant sections (page number)	Remarks
<b>Respect for Human Rights</b>			
<b>GRI 412: Human Rights Assessment 2016</b>			
<b>GRI 103: Management approach 2016</b>			
3-3	Management approach disclosures	Governance Navigation (26); Talent-focused (33, 38-42)	
412-1	Operations that have been subject to human rights reviews or impact assessments	The Group plans to collect and disclose content in the future.	
412-2	Employee training on human rights policies or procedures	The Group plans to collect and disclose content in the future.	
<b>Development of the Property Management Industry</b>			
3-3	Management approach disclosures	Sincere Service (47-68)	
<b>Service Quality Management</b>			
3-3	Management approach disclosures	Sincere Service (53-55)	

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