



S-Enjoy Service Group Co., Limited
新城悅服務集團有限公司

(Incorporated under the laws of the Cayman Islands with limited liability)

Stock Code: 1755



2022

Environmental, Social and Governance Report

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About the Report

S-Enjoy Service Group Co., Limited (the “Company”, stock code: 1755) and its subsidiaries (collectively, the “Group”, “we”, “S-Enjoy” or “S-Enjoy Service”) are pleased to publish the Environmental, Social and Governance Report (the “ESG Report” or the “Report”), which aims to demonstrate to all stakeholders the practical concepts and performance of environmental, social and governance during the reporting period in a transparent and open manner.



Reporting Scope

The Report covers the period from 1 January 2022 to 31 December 2022 (the “Reporting Period” or the “Year”).

Unless otherwise stated, the Report covers the subsidiaries acquired and consolidated by the Group before January 2022.

Reporting Standards and Principles

The Report is prepared in compliance with the Appendix 27 *Environmental, Social and Governance Reporting Guide* (the “ESG Reporting Guide”) to the Rules Governing the Listing of Securities (the “Listing Rules”) on the Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The content index of the ESG Reporting Guide is set out in Appendix I to the Report. In addition, the Report mostly refers to the *Global Reporting Initiative Standards* (the “GRI Standards”) issued by the Global Sustainability Standards Board (GSSB). The content index of the GRI Standards is set out in Appendix II to the Report. Based on the ESG Reporting Guide and the GRI Standards, there are seven principles for the preparation of ESG reports.

“Materiality”: the Company determines material ESG issues by stakeholders engagement and materiality assessment as described in the “Better Governance and Sustainable Management” section for details;

“Quantitative”: information on the standards, methodologies and source of conversion factors used for the reporting of emission and energy consumption has been disclosed;

“Consistency”: the key performance indicators and the statistical method are consistent with those of 2021;

“Balance”: the Company’s performance shall be reviewed on an objective basis, and data disclosed shall cover both positive and negative information about the Company;

“Reliability”: the information reported shall be accurate, detailed and reliable, and the sources shall be traceable;

“Clarity”: the Report shall be presented with understandable language and in accessible ways; and

“Timeliness”: the Report shall be disclosed on a regular and timely basis.

Access to the Report

The Report is released in electronic form and available on the Company’s official website (<https://www.xinchengyue.com>) and the HKEX website (<http://www.hkexnews.hk>). If there is any inconsistency between the Chinese and English versions of the Report, the Chinese version shall prevail.

Comments and Feedback

Readers are welcomed to scan the QR code below to fill in concerns and suggestions on the Report:



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Chairman's Statement

On behalf of S-Enjoy Service, I am pleased to present the ESG Report for the year ended 31 December 2022 of the Group, reporting our commitments and progress in sustainable governance, quality services, employee care, environmental protection and social welfare. During the Year, we continued to adhere to our own high-quality growth, activate every aspect of corporate management with the concept of sustainable development, and build a responsible enterprise with high value.

S-Enjoy always adheres to the principle of people-oriented and business-oriented. Looking back to the past year, the external environment was complex and the pandemic in many places was repeated, which was full of challenges. The downward pressure on the economy increased. The overall situation of the real estate industry was still severe, and the property service industry was also affected by related factors, which was a huge challenge.

2022 is a year for S-Enjoy to overcome challenges and forge ahead. We implemented long-term values, worked hard to improve internal capabilities, proposed the strategic layout of "Grand Community + Grand Logistics", so as to actively seek new strategic growth points. Based on the consolidation of the foundation of happiness through responsibility management, we continuously enhanced the high-level property management and service system, proactively responded to the national goals of "carbon neutrality and carbon peak", leading the high-quality property services throughout the whole life cycle with the concept of sustainable development.

We create a warm community. In 2022, we maintained our property services in mind to meet people's livelihood needs. S-Enjoy adhered to the principle of customer-oriented. Starting from the service port of "Grand Community", we continued to improve the "Five-level Service System for All Age Groups in Four Seasons", by building a warm community humanistic living, creating a variety of community activities, improving the sense of happiness of owners, and promoting community participation and the organic coexistence of a better urban life.

We insist on improving sustainable management. In 2022, based on the three-year ESG strategy of S-Enjoy, we further deepened the long-term strategic goal of sustainable development, improved the construction of various sustainable development policies and systems, strictly and practically improved the level of compliance management, strengthened the overall risk management including ESG risks, promoted anti-corruption construction, protected intellectual property rights, and created a happy ecosystem. Meanwhile, we listened to the diverse voices from various stakeholders, built communication channels, and sincerely responded to the concerns of all parties.

We persist in creating excellent service. In 2022, we adopted sustainable companionship to continuously improve service quality and broaden service boundaries. It's clarified within S-Enjoy that "server's culture" is the long-term driving force for the development of S-Enjoy. Relying on basic property services, we continued to optimise the customer service system, protect customer rights and interests, actively respond to customer feedback, complaints and consulting, and protect community safety with a strict and thorough safety management system, so as to create an immersive and full-scenario happiness experience for every owner.

We cultivate a joyful workplace and comprehensive care. In 2022, we were well aware that every talent is

the fundamental power to lead the high-quality development of S-Enjoy. We are committed to becoming an outstanding employer that achieves mutual success with our employees. By improving the internal system, S-Enjoy respects the legitimate rights and interests of each employee, effectively protects the occupational health and safety of employees, provides diversified training systems and promotion and development opportunities, unblocks communication channels, listens to the voices of employees, and creates a more equal, inclusive, progressive and warm sunshine workplace with employees.

We adhere to low-carbon and joyful green operation. In 2022, we actively responded to the Guidance on Climate Disclosure of the Stock Exchange, and carried out the assessment and analysis of climate change risks and opportunities with reference to the framework of the *Task Force on Climate-related Financial Disclosures* ("TCFD") to further improve our climate risk management capabilities. On this basis, S-Enjoy has formulated long-term ESG strategic goals such as greenhouse gas emission density and water consumption density, and continued to strengthen environmental governance with responsible commitments and implement the three-year plan for environmental health and safety. Meanwhile, we enhanced the sustainable management of energy, water resources and waste, and realised green communities, green offices and green restaurants, cultivating sustainable development of the "Green S-Enjoy".

We keep contributing diverse forces and feedback to society. In 2022, we continued to contribute to a better society. By comprehensively improving brand building, S-Enjoy actively participated in industry activities, shared brand and business upgrading models to promote and empower the development of the property service industry. Meanwhile, we took the initiative to participate in rural revitalization and community public welfare activities, fulfilled corporate citizenship responsibilities, broadened the value boundaries, and injected the strength of S-Enjoy into every beauty.

S-Enjoy presents new opportunities to build a joyful society. We believe that where there's a will, there's a way. S-Enjoy will stay true to its original aspiration, continue to implement the strategic route of "Grand Community + Grand Logistics", strive for success in changes, and work together with investors, customers and owners, industry partners, employees, the public and other stakeholders to make happiness simple!

Qi Xiaoming
Chairman and Chief Executive Officer

About the Company

Incorporated in 1996 and listed on main board of the Stock Exchange in November 2018 (stock code: 1755.HK), S-Enjoy Service Group Co., Limited is a comprehensive property management service company with first-class qualification and nationwide presence, and boasts good reputation and high quality growth. The Company has been ranked as one of the top 100 property management service companies in China for consecutive years, and ranked 11th among the top 100 property management service companies in China in 2022.

Relying on the development model of “Grand Community + Grand Logistics”, S-Enjoy Service has become a diversified and innovative property service enterprise after years of development. The services rendered by the Company include basic property management services, community life and asset services, catering services, elevator services and smart community services, etc., targeting residential and commercial buildings, office buildings, parks, hospitals, schools, public buildings and other integrated urban complexes.

As at the end of 2022, S-Enjoy Service had a gross floor area (“GFA”) of over 198 million sq.m. under management and a contracted GFA of approximately 313 million sq.m., with an established presence in 192 core cities in China.



Our Business

Property Management Services

Focusing on our customers, we provide an extensive range of property management services to residents and tenants, including property and facilities maintenance, security services, cleaning services, gardening services, public areas repair and maintenance and other property management related services. We manage diverse property portfolios, including residential and non-residential properties. From past records, the majority of our revenue came from property management services.

Value-added Services

Our value-added services include three types of services: community value-added services, smart community services and developer-related value-added services.

- Community value-added services: we provide owners and customers with public resources management services, community engineering services, extensive decoration services, asset management services, catering services, facility and equipment management and various other home living services, which cover a variety of businesses and premises, thereby providing our owners and customers with a more comfortable and convenient living and working environment;
- Smart community services: we provide one-stop smart solutions for various projects, covering residential buildings, office buildings and complexes;
- Developer-related value-added services: S-Enjoy mainly provides three types of developer-related value-added services, namely on-site sale assistance services, consulting services and house inspection services.

Our Value Propositions



Vision: Share Happiness and Undertake Responsibilities



Mission: Happy Home, Happy Life



Server's Cultural Values: Equality between customers and ourselves, mutual achievement, unity of knowledge and action, and commitment



Corporate Spirit: Be honest and pragmatic



Corporate Gene: Camel spirit

Our Honours and Awards

Awards	Awarding Institution
Awards related to sustainable development	
2022 China TOP5 Leading Property Management Companies ESG Sustainable Development	Cric Property Management Shanghai E-House Real Estate Research Institute
2022 The Most ESG Performance Listed Company in Hong Kong and the US	Sina Finance
2022 Blue Chip Top 100 Property Management Sustainable Companies	Economic Observer
2022 Blue Chip Top 100 Property Management Companies ESG Model Enterprise	Economic Observer
Awards related to property services	
TOP11 of 2022 China Top 100 Property Management Companies	China Index Academy
TOP11 of 2022 Listed Property Management Companies	Cric Property Management Shanghai E-House Real Estate Research Institute
TOP11 of 2022 China Property Management Companies	EH Consulting
TOP10 of 2022 China Listed Property Enterprise	EH Consulting
2022 Blue Chip Top 100 Property Management Companies	Economic Observer
2022 China Top 100 Property Management Companies TOP12	Cric Property Management
2022 China Property Service Benchmark Project	Cric Property Management
2022 China Leading Property Management Companies in terms of Growth	China Index Academy
2022 Leading Property Management Companies in terms of Brand Value in China	EH Consulting
2022 China Property Service Customer Satisfaction Model Enterprise	EH Consulting
2022 Leading Property Management Company in Eastern China	EH Consulting
Top 10 of 2022 Property Management Companies in China	EH Consulting
2022 China Hospital Property Service Benchmark Project	EH Consulting
2022 China School Property Service Benchmark Project	EH Consulting
"Six Strength Evaluation" Good Life Service Provider	JRJ.com
Awards related to economic benefits	
TOP10 of 2022 China Top 100 Property Management Companies in terms of Business Performance	China Index Academy
Top 10 of 2022 Listed Property Management Companies in China in terms of Operational Capability	EH Consulting, Jiahe Jiaye
2022 Top 100 Blue Chip Property Management Companies with Excellent Investment Value	Economic Observer
TOP5 of 2022 Leading Property Management Companies in terms of Growth	Cric Property Management Shanghai E-House Real Estate Research Institute
022 Top 100 Listed Companies	XUEQIU.com
Awards related to smart services	
2022 China Property Service Smart Service Benchmark Enterprise	EH Consulting
2022 Top 100 Blue Chip Property Management Companies	The Economic Observer
2022 China Property Digital Power TOP10	Cric Property Management Shanghai E-House Real Estate Research Institute
2022 Intelligent Property Benchmark Project	Cric Property Management Shanghai E-House Real Estate Research Institute

Awards related to group catering services	
Top 10 of 2022 Listed Property Management Companies in China in terms of Development Characteristics (Group Catering Services)	EH Consulting
2022 Excellent Brand of Group Catering Services	Leju Finance
Awards related to human resources	
2022 Human Resources Management Excellence Award	Zhaopin.com
2022 China Property Service Employer Brand Influence Benchmark Enterprise	EH Consulting
2022 Outstanding Award for Human Resources Management	51job.com

Figure 2022

Economic Performance Summary

Revenue	RMB 5.18 billion
Gross profit margin	25.8%
GFA under management	198 million sq.m.
Contracted GFA	313 million sq.m.

Social Performance Summary

Total workforce	24,262
A gender-balanced workforce	Male: Female = 61%: 39%
Average learning hours of employee	21.76 hours
Law training for employees	4,200 + hours
Elevator training for employees	2,160 + hours
Integrity training for employees	28,000 + hours
Employee training coverage	100%
Lost days due to work injury	1870.5 hours
Number of lost days due to work-related injuries decreased, compared with 2021	45%
Number of community activities held throughout the year	15,500
Number of fire drills held throughout the year	24,000 person-times
Total trees planted throughout the year	4,550
Total greening area of shrubs and lawns throughout the year	257,400 sq.m.
Average time for butlers to accept requests and feedback	5 '57 "
Ratio of promptly feedback	92.49%
Favourable rate on requests solving	99.01%
Number of delivery boxes for owners in 2022	467 million person-times
Qualified suppliers	3,835
Coverage of supplier assessment	100%
Integrity training for suppliers	27,900 + hours

Feature: Creating a Warm Community

<p>United Nations Sustainable Development Goals (SDGs) responded in this section</p>	<p>Material issues addressed in this section:</p> <ul style="list-style-type: none"> Service quality Customer satisfaction Contribution to local communities
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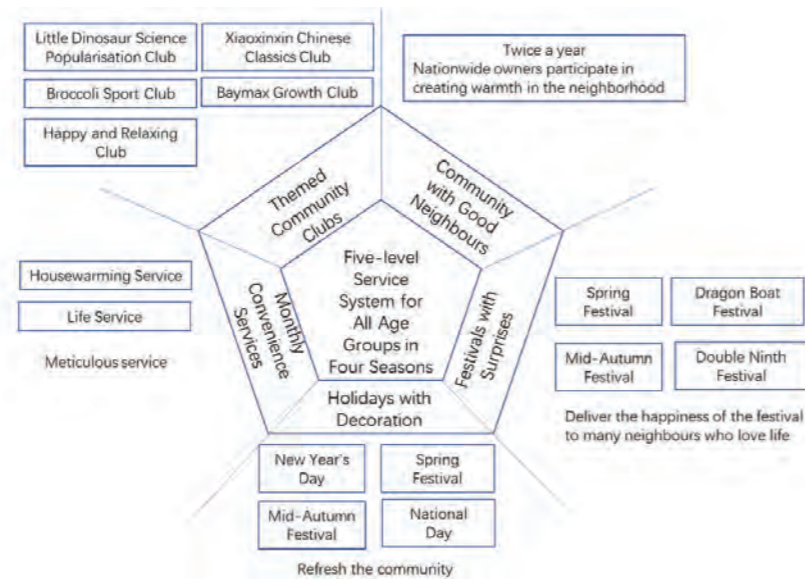
In 2022, S-Enjoy continued to deepen the construction of the “Five-level Service System for All Age Groups in Four Seasons” to provide diversified community activities and promote community participation and the organic coexistence of a better urban life.

The core of S-Enjoy’s characteristic activity system is guided by the theme of “Community with Good Neighbours”. “Themed Community Clubs” provides targeted community services for all ages. “Festivals with Surprises” and “Holidays with Decoration” are to create a special festive atmosphere around traditional and important festivals. “Monthly Convenience Services” integrates daily life convenience activities and other high-quality supplementary services to cover all aspects of customers daily life, creating a warm and wonderful characteristic community.

Key performance:

Various community activities organised by S-Enjoy in 2022

- Held 15,500 + sessions
- Covering nearly millions of owners



Five-level Service System for All Age Groups in Four Seasons

“Community with Good Neighbours”: Creating a Better Community Experience with owners

Key performance:

- “Community with Good Neighbours” is held twice a year
- Covering nearly millions of owners

As an important brand asset and large-scale brand activity of S-Enjoy, “Community with Good Neighbours” covers the community nationwide and has become a common festival for all the owners of S-Enjoy. With “community” as the link, “Community with Good Neighbours” is committed to building a happy platform that connects warm neighbours and creating a new community that “makes owners, neighbours and communities more harmonious” by creating a community cultural activity experience with more humanistic value, social value and education value.

Case: Autumn “Community with Good Neighbourhood”

“Good Neighbours • Little Reunion” was held in September and October. On the occasion of the festival, S-Enjoy launched the first “Little Poetry” original modern poetry competition with the theme of “Reunion” for small owners aged between 3 and 15 in China. The event covered more than 100 projects in 9 major regions across the country. Nearly a thousand of small owners participated in the event and eventually a total of 127 small owners were shortlisted for the final. The number of online votes exceeded 40,000, and all the entries were carefully listed in the “Little Poetry” exclusive poetry.



Exhibition of winning works in the “Little Poetry” competition

Collection of poems

“Themed Community Clubs”: Community Building for Owners of All Ages

Key performance:

- Various types of self-built projects in communities/urban-level special groups 1,200 + projects
- Held 2,500 + community activities
- Over 600,000 views of online topics

S-Enjoy creates community activities for owners of all ages to achieve exclusive social activity experience for different groups of people. In order to focus on the family characteristics of “one old and one small”, we understand the current status of education development and family education expectation, and incorporate the content of comprehensive quality-oriented education in themed community activities to contribute to the quality-oriented education of small owners in community services. At the same time, we deeply understood the current situation of ageing development, took the lead in paying attention to the life and activity needs of elderly owners, and launched themed activities and convenient activities suitable for elderly owners. S-Enjoy pays attention to the diversified pursuit of a better life by different groups of owners, continues to explore the development path of highly adaptive community activities, and supports the cultural education of local communities.

Case: Community Activities for All Ages

In order to meet the needs of small owners for infinite exploration of the world, we launched the “Little Dinosaur Science Popularisation Club” to create a series of summer interesting courses.

In order to meet the sports and social needs of young owners, we launched the “Broccoli Sport Club” to organise various sports activities and competitions, providing a short-distance and easy-to-reach sports social platform.

In order to meet the activity needs of elderly owners, we launched “Silver Ridge Life” and other elderly care activities to enrich the community life of elderly owners.

In 2022, S-Enjoy launched many exclusive activities and IPs, such as Pop Show and Star Film Festival, to expand community services in all dimensions, making the happiness of owners simple.



“Themed Community Clubs” activities

“Festive with Surprises”: Festive Sharing Cultural Activities

Key performance:

- Held 5,200 + community activities

S-Enjoy always pays attention to the inheritance of traditional festivals and culture. Taking traditional festivals as the starting point, S-Enjoy actively promotes the cultural factors contained in traditional festivals, organises special community activities on different festivals, encourages owners to participate in festival activities, cultivates the cultural identity of small owners, and creates a strong cultural atmosphere in the community.

Case: Featured Activities Sharing Traditional Festival

By creating a variety of traditional festive special activities, S-Enjoy provided owners with a relaxing and warm happiness scene, which was highly recognised by owners. During the Spring Festival, we organised owners to write the Spring Festival couplets and cut the window flowers to pre-heat the festive atmosphere. In the Dragon Boat Festival, we invited owners to join the rice dumpling making activity to learn how to make rice dumplings. In the Mid-Autumn Festival, we and owners jointly made mooncakes and flower lights to share the autumn reunion atmosphere. In the Double Ninth Festival, we provided home-based services to respect and love the elderly, and promoted the traditional virtues of the Chinese nation. On Women’s Day and Mother’s Day, we gave flowers to female owners and cheered for them. On Children’s Day, we invited owners to participate in parent-child hand-making activities to create a warm parent-child time.



Employees presented window flowers and spring couplets



S-Enjoy organised special festival activities



S-Enjoy organised the Dragon Boat Festival event

“Holidays with Decoration”: Decorating Community to Add Festive Atmosphere

Key performance:

· 2,000 + sessions per year

On the occasion of various important festivals, S-Enjoy planned in advance the “makeup” of various parks and communities, formed various creative theme points based on the atmosphere of modern festivals, completed the overall decoration before the festival, and set up community public spaces with creativity and in line with the festive atmosphere, thus adding vitality to the daily life of owners.



Employees decorated the community carefully,
Mid-Autumn Moon Landing XIN Universe Modeling Display

“Monthly Convenience Services”: Happy Experience in Multi-living Scenarios

Key performance:

· Held 7,800+ “life service” activities

In addition to various themed community activities, we also provide meticulous services to all aspects of owners’ daily life, and provide various convenient services, so that owners can experience more happiness. In 2022, we upgraded our convenience services to achieve a series of plans with high frequency and high perception. We focused on the living needs of vulnerable groups and launched targeted plans for convenience services, which were highly praised by owners. Currently, life services include seasonal cleaning, free health consultation, express door-to-door delivery, and convenient haircut. In the future, S-Enjoy will continue to meet the needs of owners, continue to improve service content and quality, and integrate convenient services into every scenario of life of owners.



Convenient services such as knife sharpening
hanging out the quilt and disinsection and household service

1. Better Governance and Sustainable Management

United Nations Sustainable Development Goals (SDGs) responded in this section



Material issues addressed in this section:

- Compliance governance
- Sustainable management
- Risk management
- Integrity culture and business ethics
- Intellectual property protection

The Group attaches great importance to the management of sustainable development. Through sustainable corporate governance, we maintain active communication with all stakeholders, improve internal management of compliance, continuously strengthen risk management, improve the construction of corporate integrity, and comprehensively enhance the protection of intellectual property rights, so as to create a happy S-Enjoy image with steady development.

1.1 Sustainability Management System

1.1.1 ESG Governance Framework and Board Statement

Key performance:

- The ESG Committee convened 2 meetings and approved 7 proposals
- The ESG working group held 2 company-level meetings, with 2 Directors and senior management and business departments participating

The Group actively promotes the implementation of ESG-related work, and establishes an ESG governance framework with Board of Directors as the highest decision-making body. Board of Directors is responsible for the overall sustainable development direction, supervision of various ESG matters of the Group, and in charge of the Company's ESG development, strategy and reporting. The Environmental, Social and Governance Committee (the "ESG Committee") and the ESG working group (the "ESG Working Group") under Board of Directors are responsible for promoting the implementation of the ESG strategies and key tasks decided by Board of Directors, coordinating the active cooperation of various business departments, formulating and implementing specific strategies, and ensuring the effective implementation of the Group's ESG work.

During the Reporting Period, Board of Directors, the ESG Committee and the ESG Working Group performed the following duties:

<p>Highest decision-making body: Board of Directors</p>	<ul style="list-style-type: none"> · Board of Directors reviews the results of the annual materiality assessment · Ensuring the establishment of appropriate and effective ESG risk management and internal control systems, and integrate ESG risks into the risk management system of S-Enjoy · Considering and approving the long-term strategic objectives of S-Enjoy, and regularly monitoring the process and progress of achieving the objectives to ensure the implementation of various objectives in the daily operation of S-Enjoy · The 2022 ESG Report was reviewed and approved by Board of Directors on 29 March 2023
<p>Supervisory and guidance Organisation: ESG Committee</p>	<ul style="list-style-type: none"> · Coordinating the materiality assessment process, supervising the Company's communication channels and methods with stakeholders, and reviewing the Company's ESG responsibilities, visions, strategies, frameworks, principles and policies to ensure and implement the continuous implementation of the ESG policies approved by Board of Directors · Formulating the long-term strategic objectives of S-Enjoy and submitting to Board of Directors for consideration and approval, supervising and regularly reviewing the achievement of ESG objectives, and reporting to Board of Directors · Reviewing major ESG trends and related risks and opportunities, updating ESG policies when necessary and ensuring that they keep pace with the times, and comply with applicable laws and regulations, regulatory requirements and international standards · Reviewing the Company's annual ESG report and recommending it to Board of Directors for approval, while recommending specific actions or decisions for Board of Directors consideration to maintain the integrity of the ESG report

<p>Coordination and communication organisation: ESG Working Group</p>	<ul style="list-style-type: none"> · For major issues or new issues planned to be carried out, the ESG Working Group will focus on discussing the internal ESG impact analysis at the annual ESG meeting · Discussing and formulating the ESG work plan for the next year according to the ESG meeting, coordinating and implementing specific ESG work, supervising and assisting various departments to complete ESG goals according to the plan · Identifying ESG-related risks and opportunities, regularly tracking the future development trend of ESG and changes in relevant laws and regulations, regulatory requirements and domestic and foreign standards, and reporting to the management · Coordinating the preparation of annual ESG report
<p>Executive body: Business Units</p>	<ul style="list-style-type: none"> · For general matters, the Office of Board of Directors, the Human Resources and Administration Department, the Customer Service Department, the Operation Management Department and the Brand Culture Line are responsible for the internal ESG impact analysis of five parts, namely corporate governance, human resources, customer service, environmental protection and social construction · Implementing various specific ESG strategies for the year, and carrying out the collection, statistics and analysis of ESG data and information · Continuously collecting various work suggestions and completing work records, and regularly reporting to the ESG Working Group to improve ESG work through cooperation at all levels

The Group attaches great importance to the understanding and mastery of ESG-related information by the members of Board of Directors. Board of Directors actively participate in ESG-related training to improve their knowledge reserve and keep up with the market trends. By participating in the TCFD climate change training, Board of Directors is fully aware of the risks and opportunities brought by climate change to business operations, and has integrated the TCFD framework into the Group's management process in response to climate risk changes.



Board of Directors participated in TCFD Climate Change training

1.1.3 Sustainability Strategy

The Group supports the United Nations Sustainable Development Goals (“SDGs”). By identifying SDGs that is most relevant to our business, we have formulated the three-year ESG strategy of S-Enjoy. During the Year, we further refined various ESG strategic objectives from short, medium and long-term dimensions, integrated the concept of sustainable development into corporate operations, and consolidated sustainable development management and various actions.

The Group's ESG strategy is “Concentric Governance, Customer First, People-oriented, Low-carbon Operation, Harmonious Co-construction”. Based on this strategy, the Group has deployed approximately 30 talents with rich knowledge reserves for the ESG Working Group. The Group will maintain and increase investment in relevant resources for customers and employees for a long time, and make talent base and external service quality as the guarantee for the development of S-Enjoy. The Group attaches great importance to its own green operation and green transformation of the community. Green planting has become the benchmark action of S-Enjoy every year. For public welfare contribution to the society, S-Enjoy always adheres to charity investment.

The Group's three-year strategic objectives are as follows:

Dimensions	United Nations Sustainable Development Goals (SDGs)	Long-term strategic goal of S-Enjoy				Report Section
		Specific objectives	Short-term goal: 2025	Medium-term target: 2030	Long-term goal: 2050	
Concentric Governance		Anti-commercial bribery and adhere to “zero tolerance” for corruption				Better Governance and Sustainable Management
		Carry out materiality assessment every year to understand stakeholders' concerns on various ESG issues in a timely and comprehensive manner and the importance to the Group's business development, and actively respond to them				
Customer First		Continue to deepen the development strategy of “Grand Community + Grand Logistics” and improve the construction of the “Five-level Service System for All Age Groups in Four Seasons” to protect the health and safety of owners and consumers				Feature: Creating a Warm Community

	 	Food safety accident rate	Maintain a food safety accident rate of 0% per year	Creating High-quality and Excellent Services
People-oriented	 	Injury rate per thousand employees	With 2022 as the baseline, the injury rate per thousand people decreased by more than 5% from the baseline With 2022 as the baseline, the injury rate per thousand people decreased by more than 15% from the baseline With 2022 as the baseline, the injury rate per thousand people decreased by more than 50% from the baseline	Providing Joyful Workplace and Comprehensive Care
		Employee training coverage	Maintain 100% employee training coverage every year	
Low-carbon Operation	 	Intensity of greenhouse gas emissions	With 2022 as the baseline, the GHG emission intensity has decreased by more than 5% from the baseline With 2022 as the baseline, the GHG emission intensity has decreased by more than 10% from the baseline With 2022 as the baseline, the GHG emission intensity has decreased by more than 50% from the baseline	Adhere to Low-carbon and Joyful Green Operation

		Water consumption intensity	Using 2022 as the baseline, the water intensity has decreased by more than 3% from the baseline	Using 2022 as the baseline, the water intensity has decreased by more than 8% from the baseline	Using 2022 as the baseline, the water intensity has decreased by more than 50% from the baseline	
Harmonious Co-construction	 	Number of free activities for vulnerable groups (elderly, children, etc.)	Maintain at over 2,000 times a year	Maintain at over 4,000 times a year	Maintain at over 10,000 times a year	Feature: Creating a Warm Community Contributing Diverse Forces and Feedback to Society

1.2 Stakeholder Engagement

1.2.1 Communication with Stakeholders

Key performance:

- 92 investor exchange activities of the Group were held in 2022
- Selected in the “2022 Top 100 Listed Companies” by XUEQIU.com

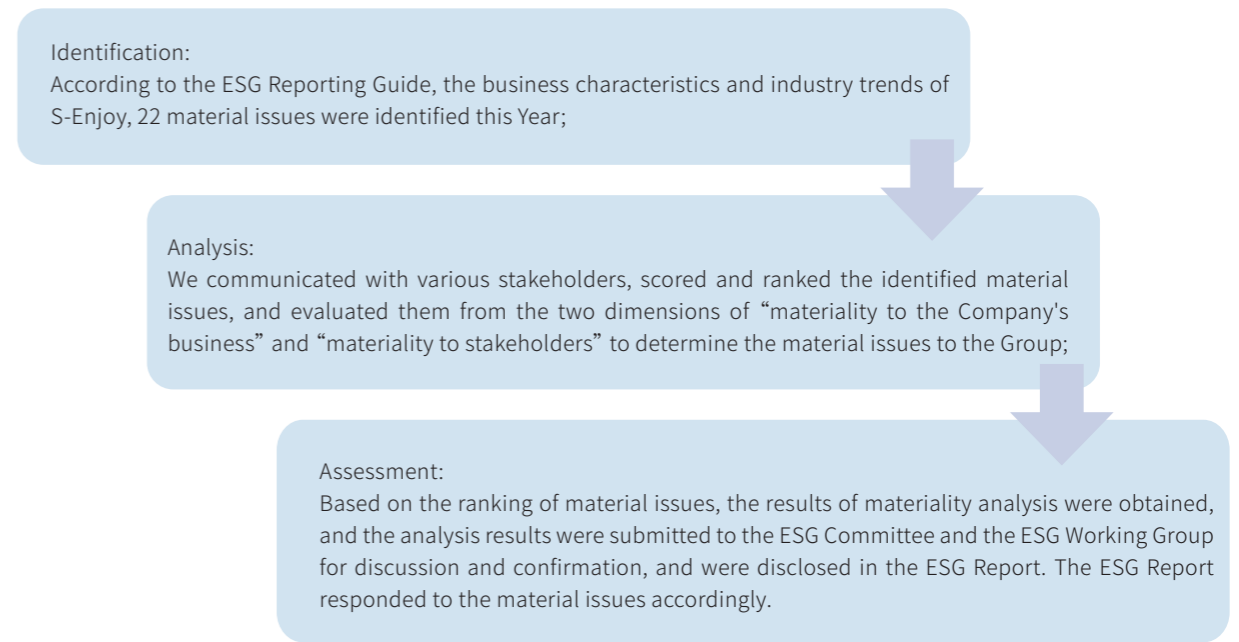
Through a sound and continuous stakeholder communication mechanism, the Group understands the expectations and demands of various stakeholders in a timely manner, and integrates the focus into the Group's ESG strategic planning and policy formulation process to achieve a win-win relationship for sustainable development of both parties. We categorise our stakeholders into direct and indirect stakeholders with reference to the stakeholder classification approach of Frederick. Meanwhile, the Group actively responds to the expectations and requirements of different stakeholders through different communication mechanisms, and provides timely feedback through multiple channels based on the Group's online and offline channels. For questions about corporate strategies, the Group invites stakeholders such as shareholders, customers and suppliers to communicate through regular public meetings and questionnaire surveys. For indirect stakeholders such as the government and the public, we actively publicise our contact information, actively participate in relevant exchanges, and participate in social co-construction and public welfare activities. In response to the above three types of issues, we also regularly discuss and optimise the communication mechanism through ESG group meetings:

Stakeholders	Expectations and Requirements	Communication and response
Government and regulatory authorities	<ul style="list-style-type: none"> · Compliance with laws · Paying taxes according to laws · Supporting regional and local development 	<ul style="list-style-type: none"> · Operation in compliance with laws and regulations · Active tax payment · Job creation · Actively implementing relevant policies · Active assumption of social responsibilities
Shareholders and investors	<ul style="list-style-type: none"> · Sustainable development to reward investors · Protection of interests · Corporate transparency · Investor relationship · Corporate governance 	<ul style="list-style-type: none"> · Improving the Company's sustainable profitability · The general meeting of stockholders, announcements and circulars · Activities promoting investor relations · Governance and risk control systems
Customers and owners	<ul style="list-style-type: none"> · Safe and quality services · Enjoyable community culture · Protecting customers' rights and interests 	<ul style="list-style-type: none"> · Complete service system · Implementing the requirements on online requests and complaint handling process and system · Divers community activities · Smart community
Employees	<ul style="list-style-type: none"> · Comprehensive wage and benefit protection · Healthy and safe working environment · Fair opportunity for promotion and development · Equal employee communication · Legal and compliant rights protection system 	<ul style="list-style-type: none"> · Perfect employee management system · Employee care and employee activities · Employee training system · Annual physical examination · Listening to employees through various communication channels

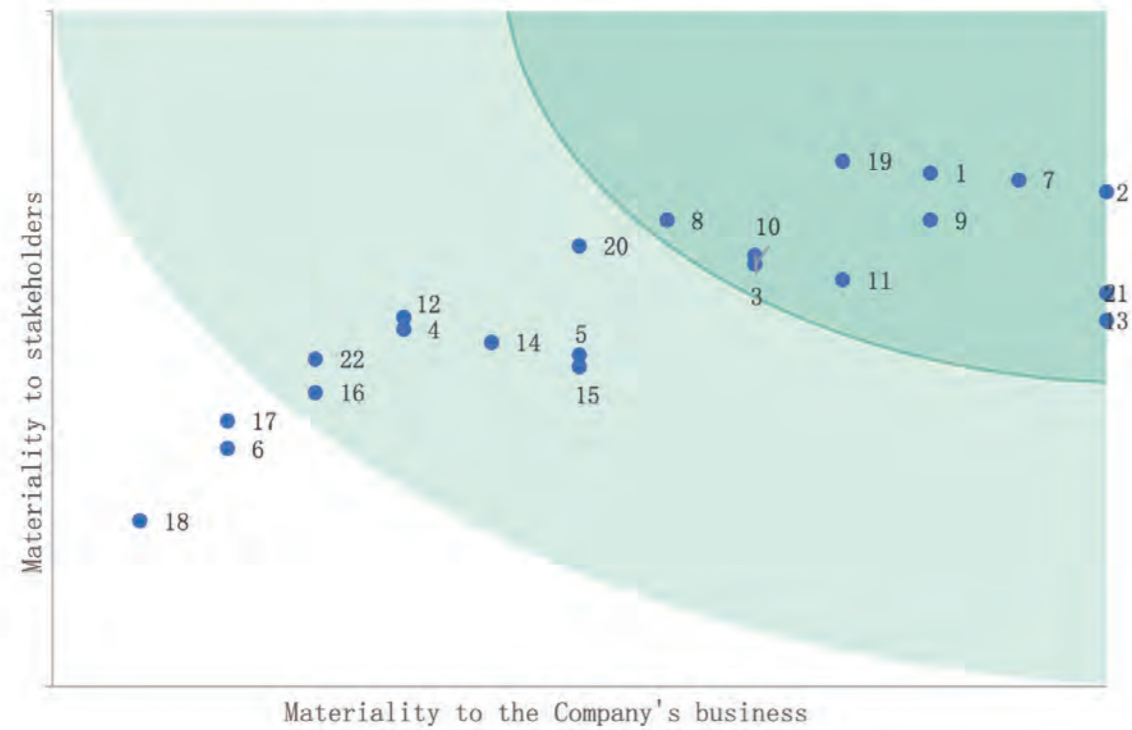
Suppliers and partners	<ul style="list-style-type: none"> · Business ethics and reputation · Equal, open and fair procurement · Win-win development · Resource sharing 	<ul style="list-style-type: none"> · Improving supplier management mechanism · Open and transparent bidding and tendering · Empowering assistance · Building an integrated bidding and procurement platform · Participation in industry exchanges
Society and the public	<ul style="list-style-type: none"> · Supporting public welfare · Care for vulnerable groups · Protecting natural Environment · Facilitating the harmonious development of the community 	<ul style="list-style-type: none"> · Organising public welfare activities · Energy conservation, emission reduction and green operation · Promoting community culture · Building the community safety defence line

1.2.2 Materiality Assessment

By conducting materiality assessment, the Group fully understands the importance of each issue to the Group's business development and the attention of stakeholders, adopts active response measures to promote the integration of each issue into the Group's operation and management, and improves the Group's ESG information disclosure. We conduct materiality assessment through the establishment of an ESG materiality analysis process. The specific process is as follows:



S-Enjoy's Materiality Matrices in 2022



Materiality	Environmental issues	Social issues	Governance issues
Highly important	1. Water management	7. Respecting human rights	19. Compliance governance
	2. Sustainable management of resources	8. Service quality	21. Risk management
	3. Emissions management	9. Fair and impartial labour standards	
		10. Health and safety	
		11. Customer satisfaction	
		1. Water management	
		13. Employee training and development	

Important	4. Climate change	12. Data security and privacy protection	20. Sustainability management
	5. Waste management	14. Contribution to local communities	22. Integrity culture and business ethics
		15. Empowering industry development	
		16. Smart services	
Normal	6. Biodiversity conservation	17. Charity	
		18. Protection of intellectual property rights	

1.3 Improving Compliance Governance

Key performance:

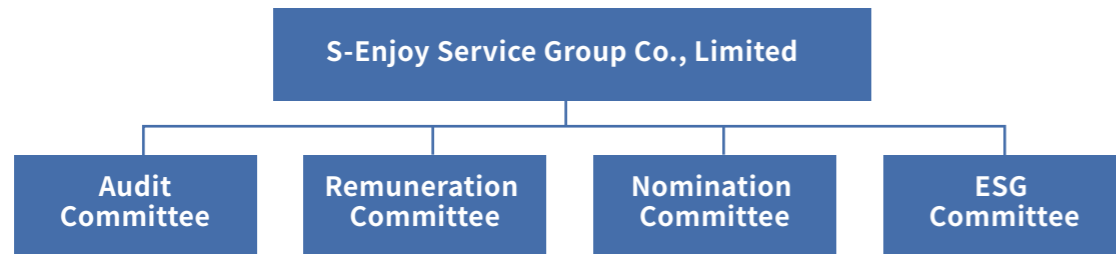
In 2022, 61 training sessions on law popularisation were carried out with approximately 2,800 participants, 4,200+ hours in total

The Group complies with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Corporate Governance Code*, the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited* and other laws, regulations and relevant provisions, and continuously improves the strict corporate governance system.

The Group has established a compliance review mechanism, which takes compliance review as a necessary procedure for the formulation of rules and regulations, decision-making on major issues, signing of major contracts, operation of major projects, large-scale procurement and sales and other operation and management behaviours as well as related financial, information technology and other professional matters. The Group's legal department conducts compliance inspections and assessments on a quarterly basis, and prepares and submits compliance reports.

Board of Directors has four committees, namely the Audit Committee, the Remuneration Committee, the Nomination Committee and the ESG Committee. Board of Directors has clearly defined the responsibilities of each committee. The Group recognises the importance of Board diversity and implements a diversity policy. All Board appointments and selection will be based on meritocracy, including but not limited to age, cultural and

educational background, professional experience, skills and knowledge. The performance criteria are based on operation standards, and candidates will be considered against objective criteria, having due regard for the benefits of diversity on Board of Directors. As at the end of the Reporting Period, Board of Directors consisted of nine directors, including three executive Directors, three non-executive Directors, and three independent non-executive Directors. Among them, seven Directors are male and two are female.



Board of Directors adheres to self-assessment. The Nomination Committee of the Group has formulated relevant policies in relation to the structure, size and composition of Board of Directors, and will review such policies and the progress of the implementation of the objectives set by them at least once a year, and make recommendations on any changes to Board of Directors to complement the Group’s strategies.

Directors of not less than one-third of Board of Directors are subject to retirement and re-election every year. Shareholders will make reference to the performance and evaluation results of Board of Directors and vote at the general meeting. During the Reporting Period, Board of Directors approved the amendments to the terms of reference of the Remuneration Committee, which clearly updated the composition of the members of the Remuneration Committee, the contents of disclosure of members, the number of meetings and proceedings of the committee, the reporting procedures, rights, annual general meeting, responsibilities and duties, etc.

The Group actively fulfils the obligation of fair and transparent information disclosure, disclosing information to shareholders, investors and the public, so that stakeholders who care about the development of S-Enjoy can timely and accurately grasp the latest information. We maintain smooth and good communication channels with various investors, standardise the management of investor relations, and ensure a win-win relationship with integrity and responsibility.

1.3.1 Strengthening Risk Management

The Group attaches great importance to internal control and risk management, with reference to the content of COSO Risk Management Integrated Framework issued by the US Anti-Fraud Transaction Committee, and also the content of business continuity management; at the same time, based on the actual situation in Mainland China and the comprehensive consideration of the industry in which the Company operates, we pay attention to the classification method of “Comprehensive Risk Management of Central Enterprises” by the SASAC. The review of risk management effectiveness includes both top-down and bottom-up:

- Top-down: The Group classifies the current risks into five categories. Each type of risks has corresponding responsible departments. The review channels include flight inspection, joint cross-inspection, policy comparison, review and analysis, etc.

- Bottom-up: The Group has established the “three lines of defence” for risk management, which clearly defines the risk control functions of regional branches and project frontline, headquarters functional departments and audit and supervision centres. When regional branches and project frontline identify potential risks in actual work, they will report to the headquarters in a timely manner, and the headquarters will respond to the actual situation and optimise risk management related systems and models.

S-Enjoy has identified five major types of core risk issues, focusing on tracking and management:

- Strategic risk: assess various business risks and form an analysis report on the business environment;
- Market risk: output bi-weekly reports on the market environment every two weeks to convey the front-line implementation of preventive measures;
- Operational risk: analyse project operation risk points on a weekly basis, form a list of risk projects, and follow up with key points in stages;
- Legal risk: formulate the Property Legal Risk and Response Measures, and prepare the annual report on property service risk and prevention;
- Financial risks: strictly implement the *Internal Control Management System of S-Enjoy Services*, conduct joint cross-checks on a quarterly basis and prepare a written report.

In combination with the established and improved risk management system, the Group has incorporated ESG risks into the scope of overall risk identification, assessment and management. As the core of the risk management system, the Audit and Supervision Centre carries out internal third-party audit and supervision on the Group on behalf of the shareholders and Board of Directors of the Group. It is responsible for identifying, preventing and controlling the risks involved in the operation and management and functional management departments of subsidiaries, collecting and handling various reports, and performing duties without restrictions to conduct direct investigation and supervision when necessary. During the Reporting Period, the Group has made regular updates on its internal systems, including the Code of Conduct, the Administrative Measures for the Handling of Gifts and Cash Gifts and the Code of Conduct for employees.

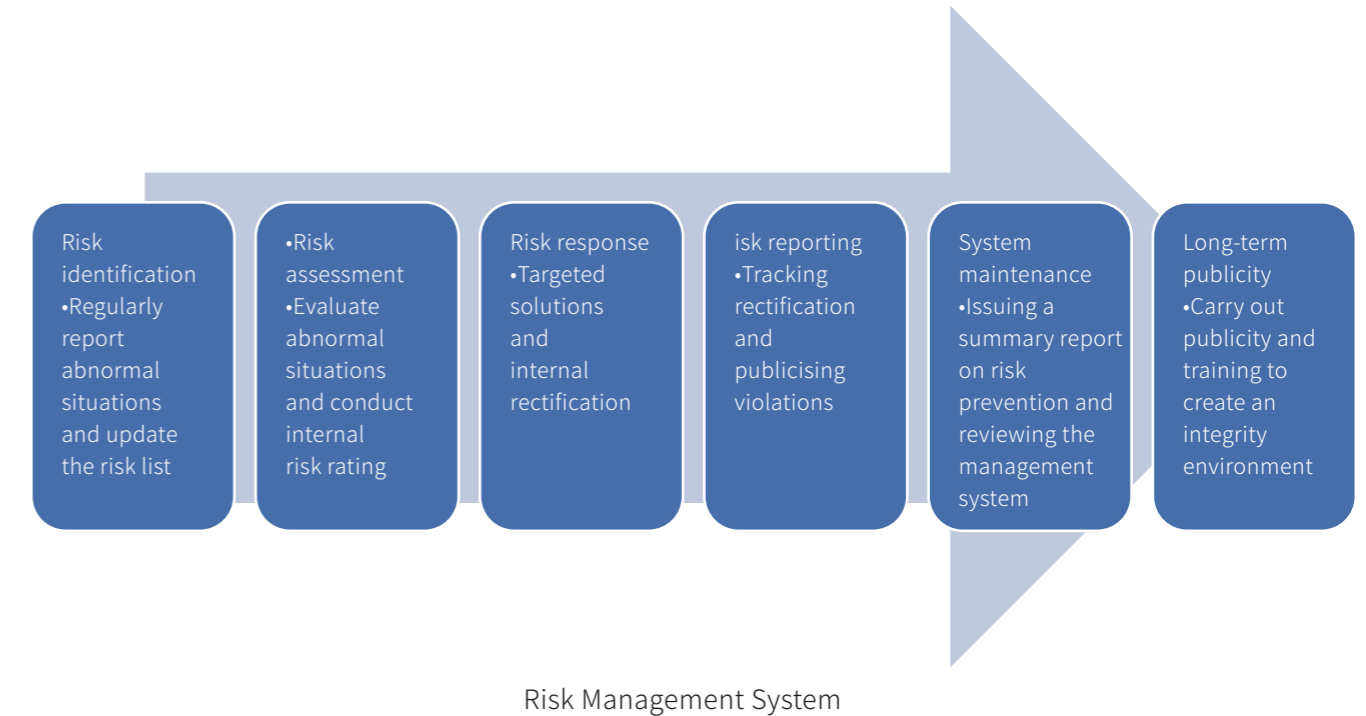


The Group adheres to the principle of timely disclosure and exchange of opinions for risk communication. In response to possible risk events, we take the initiative to communicate with internal employees or external stakeholders, and have channels for collecting feedback including internal communication system, messages on the official website, company mailbox and telephone. In response to the risks with relatively serious impact, the Group will organise relevant personnel to conduct special discussions, clarify the risk treatment methods, and adopt diversified and more active communication channels, such as household surveys and questionnaires.

In respect of the assessment of specific risk matters: the Group identifies risks according to the types of risks, and clarifies the responsible departments and personnel accordingly. The Group prioritises risks according to their actual situation, estimates the impact, loss and possibility of events, and determines the response level of risks accordingly².

The Group dynamically monitors various types of risks and realises the Group’s comprehensive risk identification process through risk identification, risk assessment, risk response, risk reporting, system maintenance and long-term publicity.

²Priority rating = severity * probability of occurrence * difficulty of discovery



1.3.2 Anti-corruption Construction

Key performance:

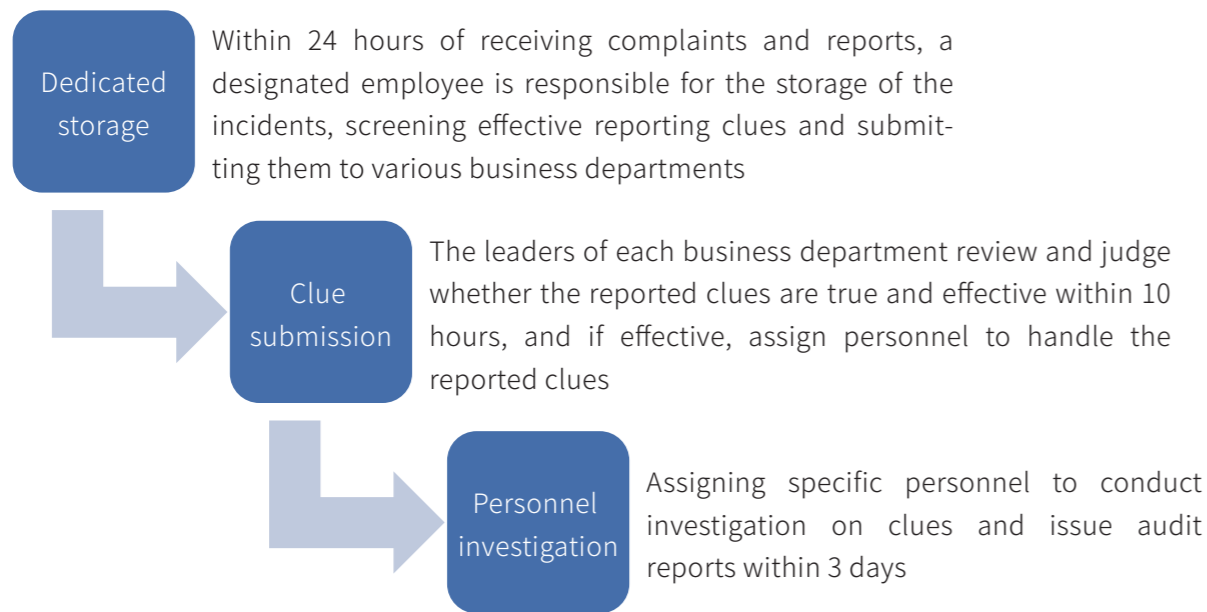
- In 2022, S-Enjoy held 55 integrity training sessions
- In 2022, S-Enjoy integrity training totaled approximately 28,000 hours
- In 2022, S-Enjoy integrity training covered 100% of employees
- In 2022, the coverage rate of S-Enjoy integrity training for directors was 100%

The Group strictly abides by the *Criminal Law of the People’s Republic of China*, the *Company Law of the People’s Republic of China*, the *Bidding Law of the People’s Republic of China*, the *Anti-Unfair Competition Law of the People’s Republic of China*, the *Anti-Money Laundering Law of the People’s Republic of China* and other laws and regulations, and has formulated policies and systems such as the *Management Measures for Gifts and Cash Gift of S-Enjoy Service*, the *Management Policy for Conflict of Interest*, the *Complaint Report Management Policy of S-Enjoy Service* and *the Code of Professional Conduct of Employees*.

The Group adheres to the concept of “punishing the former and treating the sick”. To create an environment that is not willing to corrupt, cannot corrupt and does not want to corrupt, S-Enjoy cooperates with all employees and their family members, suppliers, customers and external law enforcement and supervision institutions to carry out activities such as integrity promotion of suppliers, partner symposiums, issuance of integrity initiatives, and integrity reminders of exchange documents, so as to jointly create an integrity ecosystem. We adhere

to the corporate spirit of “be honest and pragmatic”, require employees to perform their work duties in compliance with laws and in good faith, and shall not violate the code of conduct for personal reasons, and strictly prevent bribery, extortion, fraud and money laundering.

As the core department of the Group’s management of corruption practises, the Audit and Supervision Department and the Human Resources and Administration Management Centre cooperate with each other to complete the sorting of violations and review the rewards and punishments of relevant responsible persons. As the main department of the Group for monitoring fraud and violations of regulations and disciplines, the Audit and Supervision Department proposes punishment opinions on relevant responsible persons and responsible units based on the nature and severity of the problems, which will be implemented by the Human Resources and Administration Centre after approval by the superior. The Human Resources and Administration Centre of the headquarters, branches and subsidiaries, regional branches and comprehensive departments of professional companies are responsible for implementing the punishment decisions and follow-up punishment measures for relevant responsible persons and responsible units.



Customer Complaint and Reporting Feedback Process

The Group has established systems such as the *Internal Control Management System*, the *Internal Audit Standards* and the *Audit Management Procedures* to ensure the legal compliance of various businesses. The Group’s internal control inspection includes joint inspection, monthly self-inspection, special inspection and audit supervision. The Audit and Supervision Department will follow up and investigate any violations of rules and regulations and fraud found in the internal control inspection. If the case is found to be true after investigation, it must be dealt with seriously and the corresponding personnel and business units will be punished and publicly announced. The Company regularly reviews and evaluates the rectification results, and fully communicates with the audit department to continuously upgrade the internal control management system.

At present, the Group has established a sound reporting and feedback process to ensure that the whole process

from reporting to handling and feedback is controllable. The reporting methods are as follows:

Reporting mailbox: 12th Floor, Seazen Tower B, No.5, Lane 388, Zhongjiang Road, Putuo District, Shanghai, PRC
 Reporting e-mail: whistleblower@xinchengyue.com
 Reporting tel. and fax: 021-32522898
 Acceptance department for face-to-face reporting: Audit and Supervision Department
 Email of Audit and Supervision Department for Reporting: sjjcwyh@xincheng.com

At the same time, to protect the personal privacy and security of whistleblowers, S-Enjoy has formulated the *Administrative Measures for Complaints and Reports*, which clearly stipulates:

(1) S-Enjoy has a strict confidentiality system, which strictly prohibits the disclosure of reported matters, investigations and information related to the whistle-blowers, and ensures the information security of the whistle-blowers and all personnel involved in anti-fraud investigations. The name, unit, family address, telephone number and other relevant information of the whistle-blower and the content of report must be kept strictly confidential, and report materials are listed as confidential management. The audit investigators are responsible for the proper maintenance and use of confidential information, and are strictly prohibited to contact persons unrelated to investigation. Confidential information is returned and copies are destroyed in a timely manner.

(2) In the audit and investigation work, strict confidentiality is the primary responsibility. Except for special investigators, other person shall not explore or discuss the work-related information, and the personnel participating in the special investigation shall not disclose the content of the special investigation work to any person. Trade secrets and personal privacy involved in the investigation process are kept strictly confidential.

(3) No institution or individual shall obstruct or suppress the whistle-blower’s report and retaliate against the whistle-blower with any cause. Once the retaliation is verified, it will be dealt with seriously in accordance with the relevant regulations of the Company. Where a crime is constituted, it will be transferred to the judicial authority for handling in accordance with the law.

(4) If there are doubts about the investigation process of complaints and reports, or if the investigators report violations of regulations and disciplines, the parties concerned can use a dedicated email address sjjcwyh@xincheng.com to report directly to the Company.

During the Reporting Period, the Group had a total of 0 corruption lawsuits.

S-Enjoy sets August of each year as the month of integrity culture, and organises a series of integrity culture activities. Through special training, group discussion and signing of the “Integrity Practise Statement”, employees are guided to put the oath of integrity practise into practise, and promise not to do illegal acts in their career.

Through the wall-building activities of integrity culture, we carry out anti-corruption education in the daily work of employees to form a clean working environment. Through the integrity knowledge competition, we make employees familiarise with the integrity system and understand the corporate culture in the competition. We improve employees' awareness of integrity through knowledge of integrity, together with historical stories and hot topics. Through strict integrity examinations, employees are required to give a full score as the standard for passing the examinations, and 100% of reporting scope and the Group's channel information are covered. The Group handled the personnel involved in corruption lawsuits according to regulations, and further optimised and improved the system and measures after reflecting the Group's anti-corruption management process.

August Seazen Integrity Culture Theme Activities



Employees sign the Integrity Commitment Letter Wall-building activities of integrity culture



Integrity knowledge competition activities Poster anti-corruption publicity activities



Integrity knowledge competition

Case: S-Enjoy Held a Special Work Meeting on Supervision and Risk Control Management

On 22 June, 2022, S-Enjoy held a special work meeting on supervision and risk control management to further improve the risk control management mechanism of S-Enjoy Service, enhance the awareness of integrity and risk control of managers at all levels, and promote the continuous implementation of integrity culture.



Mr. Qi Xiaoming, Chairman and Chief Executive Officer of S-Enjoy Service, delivered a speech

S-Enjoy requires employees to meet strict discipline and ethical standards, and organises employees to complete professional ethics review, integrity and emotional knowledge research, face-to-face meeting with leader and general manager mailbox at least once every two years, achieving 100% coverage of employees. Meanwhile, S-Enjoy uses the results of ethical review and integrity and emotional knowledge research to guide the daily audit work.

Through daily inspections, special investigations on reported clues and inspections of regional branches, the Audit and Supervision Department ensures that the audit work is completed every one to two years in areas prone to corruption, embezzlement, misappropriation and unfair competition, achieving 100% full coverage of front-line audit. In order to further accumulate audit results, the Audit and Supervision Department led the revision and improvement of the *Code of Professional Conduct of Employees*, the *Complaint Report Management Policy*, the *Measures for the Management of Gifts and Cash*, the *Management Policy for Conflict of Interest* and other systems every year to consolidate the system construction work. The system explicitly prohibits employees from engaging, participating, supporting, and connivance in acts that damage the interests of the Group (such as duty encroachment, fraud, bribery, leakage of customer and consumer privacy). Once discovered, the Group will strictly investigate and deal with such acts in accordance with the internal rules and regulations, and in serious cases, the case will be referred to the public security authority for handling in accordance with the law. In addition, the Group continued to consolidate the construction of the internal control assessment system, enhanced the risk management and control capabilities of regional branches, established a risk identification thinking, timely discovered and solved the weaknesses in risk management and control of various business modules, and helped form a clear, effective, comprehensive closed-loop mechanism of self-inspection, self-correction and rectification to reduce the risk of violations and fraud.

1.3.3 Intellectual Property Protection

Key performance:

- 67 invention patents
- 62 software copyrights

The Group strictly abides by the *Patent Law of the People's Republic of China*, the *Tort Liability Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China*, the *Advertising Law of the People's Republic of China*, the *Cybersecurity Law of the People's Republic of China* and other laws and regulations, and has formulated and implemented internal regulations such as the Intellectual Property Management Policy and the *Information Security Management Measures*, regularly reviews the effectiveness of the intellectual property management system, and continuously optimises the intellectual property risk prevention mechanism.

As the management department of intellectual property affairs, the Legal Affairs Department clearly requires the use and management process of patent rights, proprietary technologies and technical secrets, trademark rights, trade secrets and copyrights, establishes a sound intellectual property compliance management system and process, intellectual property compliance system, and implements intellectual property risk warning.

S-Enjoy carries out the publicity and popularisation of intellectual property rights through training, strengthens the management of intellectual property rights such as patents, trademarks and copyrights, encourages and protects fair competition, fully respects the intellectual property rights of partners, strictly uses the intellectual property rights of partners within the scope of authorization, and maintains and assists the acts of infringing the intellectual property rights of partners. Meanwhile, we strengthen the monitoring and investigation of infringement of the Group's intellectual property rights, so as to timely discover and deal with infringement and effectively protect the Group's interests. As at the end of the Reporting Period, Cloudbox Company, a subsidiary of S-Enjoy, was certified by the National Postal Industry Technology Research and Development Centre. During the Reporting Period, the Group did not violate any laws and regulations related to intellectual property rights.

1.3.4 Managing Conflicts of Interest

The Group continues to improve the management of internal interest relations, identifies and resolves the conflict of interest between employees and the Company through their own, employees' related parties, or related partners, so as to avoid potential unfair competition. The Group has formulated the *Management Policy for Conflict of Interest* to standardise the management process. The Group has formed the human resources and administration departments of the Group headquarters, regional and professional companies as the direct management departments for conflicts of interest, and the audit and supervision departments

as the structure of the supervision and management departments to coordinate the management of conflicts of interest of the Group.

The Group defines conflicts of interest as five categories, namely part-time, personal investment, related party transactions, organisation of personnel and operating activities. The *Management Policy for Conflict of Interest* specifies the self-judgement and consultation process for conflicts of interest. Employees may communicate with the Human Resources and Administration Department and the Audit and Supervision Department at any time for questions about conflicts of interest. The Human Resources and Administrative Department is responsible for the courtesy work of the relevant incidents, summarising the declaration, tracking the rectification of the declarant, and the Audit and Supervision Department continuously supervises the rectification results.

The Group conducts annual training on conflicts of interest, and employees are required to obtain a full score in the post-training assessment before they can continue to serve. S-Enjoy organises group-wide declaration of conflict of interest every year. For organisations or individuals who deliberately conceal conflicts of interest or hinder or obstruct the investigation of the Audit and Supervision Department, the responsible persons shall be dealt with in accordance with the *Code of Professional Conduct of Employees* and other relevant regulations.

2. Creating High-quality and Excellent Services

United Nations Sustainable Development Goals (SDGs) responded in this section



Material issues addressed in this section:

- Service quality
- Customer satisfaction
- Contribution to local communities
- Empowering industry development
- Smart services

S-Enjoy upgraded and optimised the two major business lines of “Grand Community + Grand Logistics”. At the “Grand Community” part, with “customer satisfaction” as the service foundation, it actively promoted the intelligent transformation of the service system, ensured community safety throughout the process, and actively communicated with owners and provided considerate services. At the “Grand Logistics” part, the Company continued to explore the diversity and possibility of “great logistics” services with the smart operation centre as the service centre. At the same time, the Group promoted a strict compliance supplier management system to achieve common progress with suppliers and promote the benign development of the upstream and downstream industrial chain of the industry.



Quality Management System Certification

2.1 Provision of High Quality Services

Key performance:

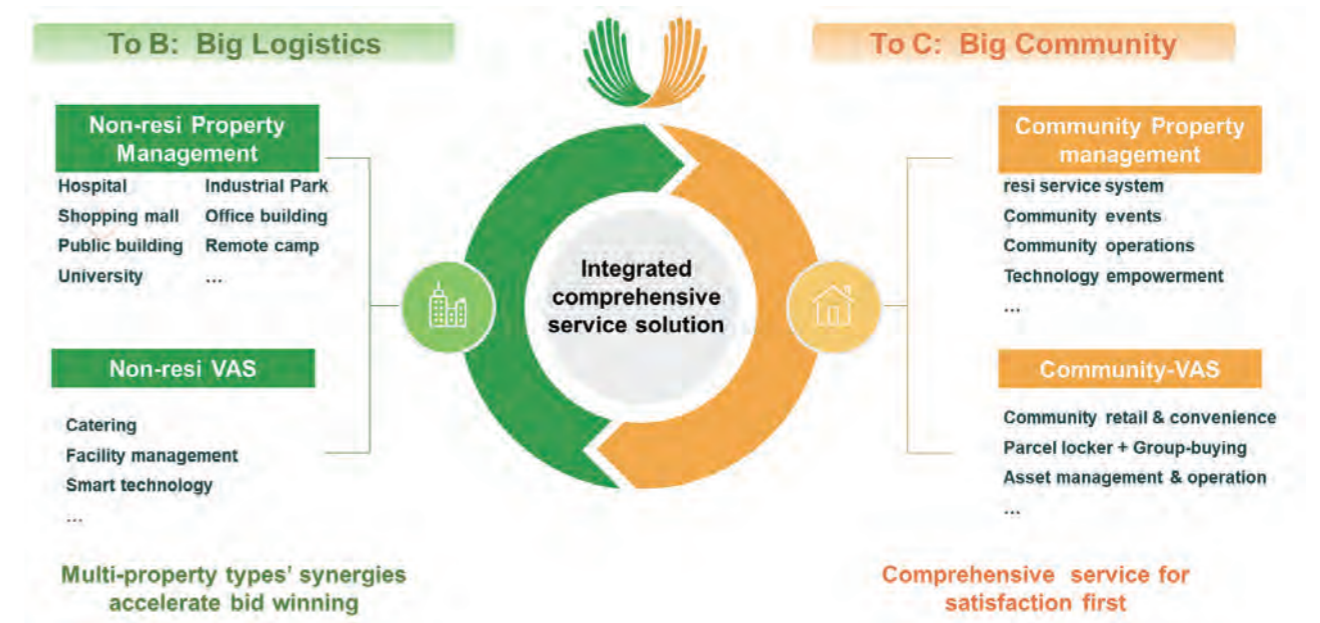
- Property management services covering millions of owners
- Approximately 80,000,000 users of express delivery cabinets, and 467,000,000 pieces of mail were delivered throughout the year
- Registered users of Orange Club totalling 3,926,343

S-Enjoy takes "super owner mindset" as the starting point and principle of brand positioning, providing customers with good products and services, adhering to the spirit of long-term orientation and forging ahead, and creating industry-leading quality through innovation.

2.1.1 Customer Service System

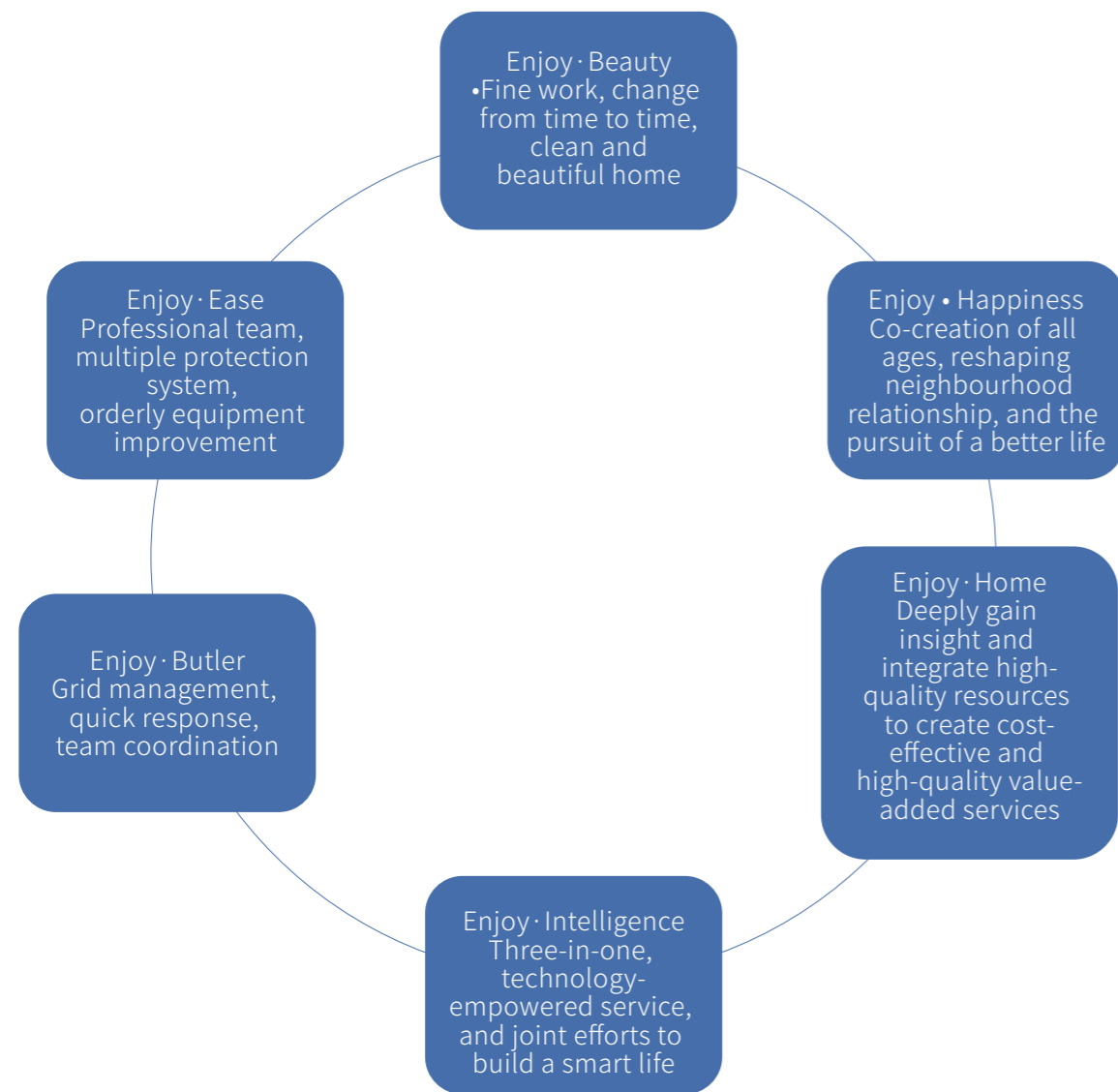
S-Enjoy Brand Building

We define the “Happiness DNA Dual Chain Business Line” as the logistics service chain for government and enterprise customers at the B-side and the community service chain for end customers at the C-side. Through in-depth integration of the “Happiness DNA Dual Chain Business Line”, we have achieved all-dimensional growth, realised the “S-Enjoy Happiness Evolutionism”, and formed the upgraded “S-Enjoy Business Brand System”.



S-Enjoy Business Brand System

With “Enjoy•Butler” as the core, the Company piloted grid-based fine management, connected all services of various professional lines, guaranteed the basic living guarantee of owners, and solved the problems of owners as soon as possible; the management requirements of the “six fold security system” and the “three-good, four-fine, five-fixed and eight-series” management requirements facilities and equipment ensure the safety of the community’s equipment and order at all times, so that the owners can “Enjoy•Ease”; “Enjoy•Beauty” maintains the community environment and creates quality for all seasons; “Enjoy•Happiness” has established diversified community activities to fully consider the hobbies and needs of all age groups; integrating the rich commercial, cultural and sports resources of S-Enjoy to provide full-cycle “Enjoy•Home” quality services; “Enjoy•Intelligence” relies on technological innovation to create intelligent services combining online and offline with “one centre, three platforms” as the carrier.



"Supreme Six Enjoy" Service System

Case: S-Enjoy Conducts Quality Improvement Training

S-Enjoy focuses on the practical operation, demonstration and empowerment of the professional skills sector of front-line service personnel, and develops a total of 26 “escort training courses” for the improvement of project service quality nationwide to promote the continuous improvement of the talents and project quality of S-Enjoy.



Employees of S-Enjoy participated in special training

Building Server’s Cultural

S-Enjoy understands that property is an industry characterised by long-term service, and high-quality first-line service providers determine high-quality customer experience. S-Enjoy has formulated the *Measures for the Administration of Honours and Incentives* to clarify the incentive orientation for service providers, refine and solidify the evaluation standards and awards, and provide a variety of incentives. During the Reporting Period, a total of 55 outstanding people were promoted in the cultural co-construction activities.

Case: Cultural workshop

Through the establishment of a cultural workshop, S-Enjoy completed the co-creation and co-construction of the “Server’s cultural” by the middle and senior management representatives of the headquarters, the team leader and the front-line employee representatives, so that participants can better understand the service culture concept of S-Enjoy and jointly create the key behaviour requirements of the service culture.



Cultural workshop

Case: Creating Cultural Atmosphere

November is defined as the “Service Culture Month” of S-Enjoy, which represents the belief and determination of all S-Enjoy employees to adhere to the customer service culture and firmly uphold the quality service. In the Service Culture Month, the goal of all employees is to perceive the service culture concept and practise the service behaviour requirements.



Cultural poster wall



Cultural and spiritual publicity and learning activities

2.1.2 Listening to Customers

Key performance:

Responded to owners’ 443,412 service requests

Average duration of requests acceptance by butlers: 5 minutes 57 seconds

Ratio of accepting complaint requests promptly: 92.49%

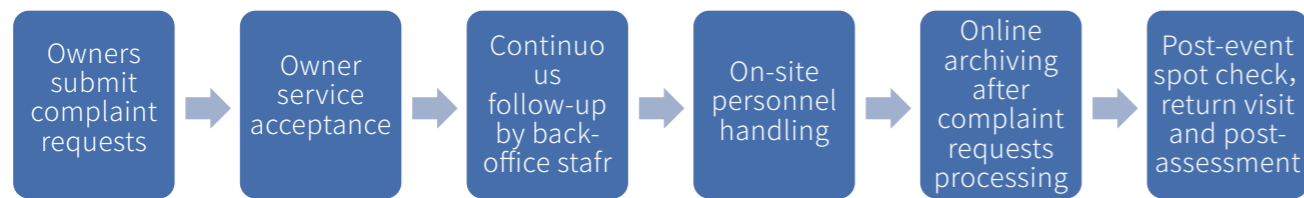
Favourable rate on repair requests through Orange APP: 99.01%

S-Enjoy attaches great importance to communication with owners. We provide employees with customer relationship maintenance training courses, and formulate the “Love-Four-Step” process to clarify the “first knowledge” to “go both ways” with owners; all butlers are encouraged to actively communicate with customers and provide considerate services to discover and solve problems in a timely manner from the perspective of customers. In addition, we actively carried out a series of active communication activities, including organising regular interactive activities such as “Property Owners’ Forum” and “Reception Day by Project Manager”, and conducted face-to-face communication with owners to understand the real and urgent problems of owners.



Project owners exchange day in each region

Meanwhile, we have formulated the *Guidelines for Customer Reception*, the *Operation Guidelines for Orange APP Butler Work Orders*, the *4008 Customer Service System Operation Management Measures* and other systems to actively respond to customer complaints and feedback. Through various channels such as on-site reception of the property centre, butler enterprise WeChat, service hotline, Orange APP, mailbox, etc., we timely respond to the needs of customers and owners for repair reporting, complaints and consulting, and continuously improve customer service level.



Customer complaint response process

2.1.3 Upgrade of Intelligent Services

Following the pace of the times, S-Enjoy increased its investment in intelligence at the “Grand Community” port and created a smart community business cluster. It has developed smart express cabinet business and community retail services.

With the acceleration of the intelligent development of property services by S-Enjoy, S-Enjoy attaches great importance to the privacy and security protection of owners in the operation of information systems, and has formulated and implemented internal policies and systems such as the *Information Security Management Measures* to clarify the overall policy of information security management of “comprehensive protection, dynamic management, prevention-oriented and continuous promotion”, and identify and assess information security risks by category. The system clarifies the responsibilities of the information management centre, and is responsible for the safe operation and information security protection of all systems, networks and equipment. The audit and supervision centre, the organisation and the human development centre and other departments work together to jointly assume the information security responsibilities of S-Enjoy. S-Enjoy has obtained the certification of information technology management system and provides continuous training for employees in relation to the *Management Measures for Information Security* of S-Enjoy.



Information Technology Service Management System Certification

To continuously cooperate with the construction of online platforms, S-Enjoy has also formulated the *Brand Communication Work Management System*, the *Management Measures of WeChat Official Account* and other systems to standardise online publicity. Starting from the whole process of selection, approval and official publicity of brand materials, we strictly controlled the authenticity and reliability of brand publicity materials, and resolutely eliminated false information publicity.

Online Information Service Platform: Orange APP

The Orange APP is an online information service platform provided by S-Enjoy to owners. The platform provides online property services and community preferential goods purchase services, realising a multi-service scenario of online and offline integration.

In order to protect the security of customer privacy data, S-Enjoy has formulated the *Orange APP Privacy Policy*, which clarifies the purpose of collecting and using customer personal information in the Orange Club mini programme, sets fine authority control for the front-end application of owners, strictly limits the access to owner personal information, and effectively protects owner privacy and data security.



Orange Mall matrix

2.2 Ensuring Community Safety

Key performance:

- Approximately 1,200 fire drills were held, covering approximately 24,000 people;
- 2,000 + safety inspections before major festivals;
- The Group held 108 elevator training sessions, with a total of approximately 2,160 training hours;
- The on-site punctuality rate of maintenance workers in elevator malfunctions was 97.3%.

The Group strictly abides by the *Production Safety Law of the People's Republic of China*, the *Fire Protection Law of the People's Republic of China* and other laws and regulations, and has formulated and implemented internal systems such as the Management Rules on safety, the *Management Rules on Fire Protection System*, and the *Elevator Emergency Rescue Plan*. Through the investigation and inspection of potential safety hazards, the establishment of employee safety production education training and drills, and the implementation of strict epidemic prevention measures, the Group protects the safety and health of owners and employees, and creates a harmonious and safe community environment.

Safety Management System

The Group has established a three-level safety management system structure of "Group-Region-Project". Based on the actual situation and specific situation of the region, the Group has standardised the safety management order based on specific projects, clarified the safety work responsibility of responsible persons at all levels, effectively prevented potential safety risks, ensured the safety of owners, and effectively maintained the normal order of the community.

Framework of S-Enjoy's Three-level Safety Management System	
First level: Safety and Security Unit of the Group	Establishment, review and amendment of safety management system, formulation of work standards, supervision and check of the operation of regional safety system, and collection and correction of the implementation results
Second level: Safety and Security Unit of the Regional Branch	Implement an order management system based on the regional characteristics, including the development of work standards, execution plans, and management measures, as well as the implementation of management projects
Third level: Project Manager	Implement regional order management plan

To avoid the occurrence of accidents and cultivate the ability to respond to emergencies, the Group has set up three-level safety education and training at company level, department level and position level. Meanwhile, the Group conducts training on temporary emergency measures for safety personnel to ensure that appropriate measures can be taken immediately when emergencies occur and to minimise personal injuries.

Case: Warm-heart Rescue Railway Wall Security

On the evening of March 15, 2022, a child from a owner home of Suzhou Future Garden's quarrelled with her mother over study problems, and the little girl was so emotional that she wanted to jump off the building from the air conditioner on the 12th floor. In times of crisis, Li Nannan, an employee of S-Enjoy, immediately leaned out of the window to catch the child without considering his personal safety crisis. In the process of waiting for rescue, Li Nannan held the belt in one hand and held the child in the other hand, waiting for the arrival of fire rescue. After a continuous guidance of up to 30 minutes, with the cooperation of firefighters, the child was successfully rescued from the window.

After the incident, it received attention from all walks of life. Suzhou TV conducted timely interviews and reports on Li Nannan, which fully affirmed the courage of Li Nannan. Li Nannan's self-determination in the face of emergencies fully demonstrated the sense of willingness and responsibility of S-Enjoy.



Li Nannan was interviewed

Fire Safety

To ensure the good performance of the fire system equipment, the Group has appointed responsible persons in branches and project construction respectively, who are responsible for regular inspection, testing and maintenance of the fire system to ensure that safety measures can be implemented at emergency times to protect the safety of owners and employees. The Group conducts fire drills and safety training in various areas to improve employees' fire safety awareness, emergency evacuation and escape ability, and to ensure community safety to the greatest extent.

Case: Fire drill

To improve the fire safety awareness of front-line employees and the ability to evacuate and escape in case of fire, reduce the loss caused by accidents, and improve skilful firefighting and rescue skills, the Company's projects regularly hold fire drills.



Staff fire drill

Elevator Safety

In accordance with the *Special Equipment Safety Law of the People's Republic of China*, the Group has formulated internal systems such as the Safety Management *System and Elevator Emergency Rescue Plan* to reduce elevator safety risks through emergency drills, in-depth investigation and training. The Group organises regular skill assessments for technical employees, and classifies the assessment results into six levels of T1 to T6, continuously inspecting the skill level of employees, thereby improving the service capabilities of S-Enjoy employees and effectively ensuring the safety of owners' elevators.



Staff fire drill

Case: S-Enjoy Installed Light-screen Electric Vehicle Resistors

In order to expand the scope of fire safety control in the community, S-Enjoy increased the investigation of hidden dangers in the communities where the electric vehicles are brought to home by taking elevators, and installed light-screen electric vehicle blockers in a number of qualified communities to eliminate the situation of electric vehicles in the communities from the root and avoid the occurrence of spontaneous combustion accidents in the elevator and owner's home.



Installation of light-screen electric vehicle resistors

Case: S-Enjoy Develops Elevator IoT Platform

To meet the needs of an intelligent elevator management platform, S-Enjoy has adopted the Internet of Things technology to monitor the operation of elevators. For example, it has implemented functions such as monitoring operating statistics, promoting information monitoring and early warning of elevator failure at the back office, which greatly improved the efficiency and timeliness of elevator management and implemented an intelligent elevator management mechanism.



Post-IoT demonstration screenshot of elevators

2.3 Responsible Catering Services

Key performance:

- 129 catering service projects;
- 67,200 hours of special training on catering in 2022;
- 100% catering training coverage;

S-Enjoy catering service has covered diversified service formats such as schools, government agencies, industrial parks and office buildings, forming a nationwide network development situation with “Shanghai, Jiangsu and Zhejiang Yangtze River Delta as the core of development, and Shandong, Anhui, Hunan, Hubei and other regions as the focus”.



S-Enjoy hosts Southeast Asia Food Festival and Sugar Painting Activity

The Group engages in production and operation activities in accordance with the law, provides food that is responsible to the society and the public, and actively discloses relevant information to undertake social supervision. The Group has established and improved systems such as *Restaurant Food Safety Management, Food Safety Management System, Restaurant Hygiene Management System, Food Material Purchase, Storage Management System, Warehouse Management System, Employee Etiquette Service Standards and Emergency Response Plan System*. The Group has established a food safety management organisation, equipped with trained food safety administrators, to inspect the entire process of food production and operation, ensure that the responsibility is assigned to person, and implement the employee reward and punishment system management, effectively preventing and controlling food safety incidents.

Food hygiene and safety are the priority of catering services. S-Enjoy strictly implements food safety regulations, adheres to the management principles of preventing pollution, controlling temperature, controlling time, cleaning and disinfection, and controlling processing volume, and standardises the whole management process. S-Enjoy standardises the acceptance and storage work to ensure that all ingredients are traceable and the storage of food is checked regularly; Improve the production and processing procedures, clarify the

specifications such as the separate use of raw and cooked tools and the temperature measurement of the dish centre; Dedicated personnel are responsible for keeping samples of food and standardising the inspection of food safety.

During the Reporting Period, the Group’s catering subsidiary “Shanghai Xuefu” obtained the Corporate Social Responsibility Management System Certification and Green Supply Chain Certification.



Corporate Social Responsibility Management System Certification
Green Supply Chain Certification

Case: Combating COVID-19 and Ensuring Meal Supply

In mid-March 2022, there was a new round of COVID-19 outbreak in Shanghai. Shanghai Xuefu, a subsidiary of S-Enjoy, formulated a closed service plan for employees in March. Under the impact of the COVID-19 pandemic, 1,000 employees of 36 projects stayed on the front line and provided quality catering services under closed conditions. During the period, they served more than 4,500,000 people in total, receiving more than 50 commendations from CPIC, Huazheng, Shanghai Polytechnic, China Eastern and other customers, laying a solid foundation for the resumption of work and production and business development after the pandemic.



“Shanghai Xuefu” guarantee the supply of group meals

2.4 Standardising Supplier Management

Key performance:

- As at the end of 2022, the Group had a total of 3,835 qualified suppliers;
- S-Enjoy holds at least one supplier evaluation every year, with supplier coverage rate of 100%;
- In 2022, the supplier activity rate³ was 7.1%;
- In 2022, S-Enjoy provided a total of 124 integrity training sessions to suppliers and procurement personnel, covering 18,600 person-times, with a total duration of approximately 27,900 hours.

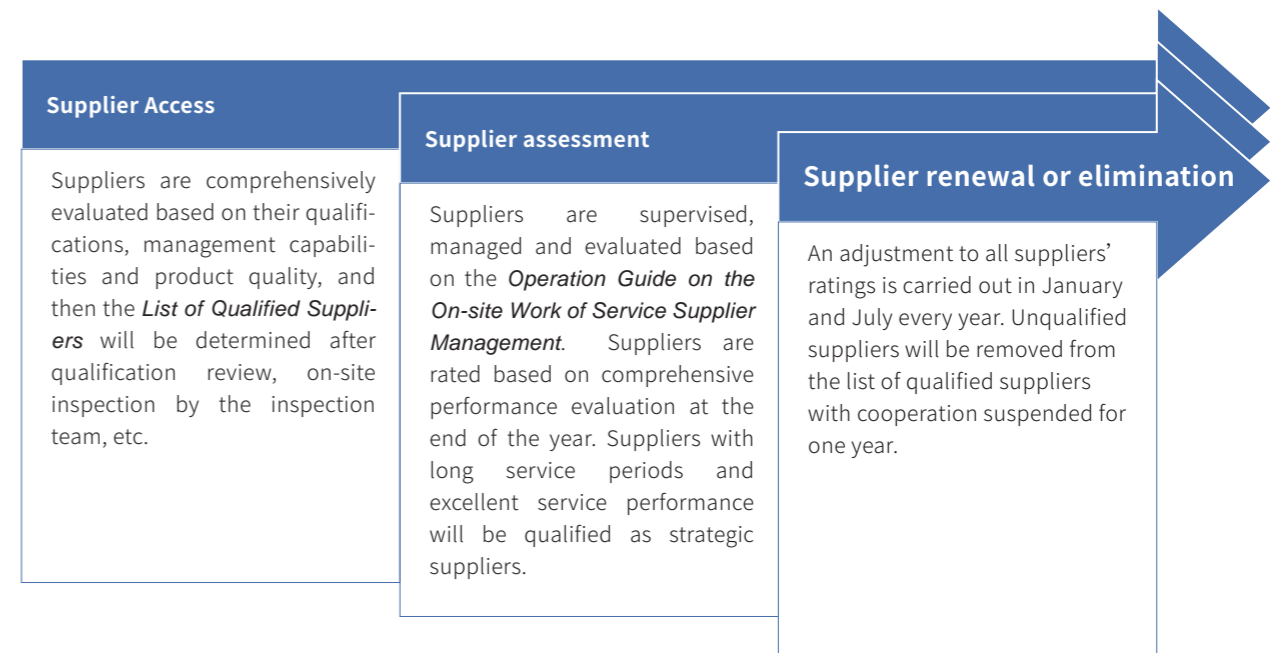
The Group attaches great importance to the standardisation and effectiveness of supplier management, strictly abides by the *Bidding Law of the People's Republic of China*, the *Government Procurement Law of the People's Republic of China* and other relevant laws and regulations, and has formulated and implemented internal policies and systems such as the *Procurement Management Policy* and the *Supplier Management Policy*, which clarify the responsibilities, division of labour and mode of procurement management, determines the management principles and requirements of various links such as supplier registration, certification, inspection, warehousing, shortlisting and evaluation, establishes the standard management actions of each link, and provides relevant system training for employees to ensure the comprehensive, effective, fair and just procurement and supplier management process.

Three principles of bidding		
Customer-centred	Adhering to integrity	Improving quality constantly
Provide customer-centred services and evaluate products from the perspective of customers	Adhere to legality, compliance, integrity and fairness to create a sound cooperation environment for suppliers	Adhere to the constant improvement of quality, and continuously improve the quality of the suppliers pool by the principle of poor-out and good-in

³Supplier activity rate= (suppliers eliminated in the current year + suppliers newly admitted in the current year)/qualified suppliers in the current year * 100%

The Group has established strict supplier access standards and strictly followed the *Supplier Qualification Comparison Table* for supplier management. The Group has signed a *Letter of Commitment on Integrity Cooperation* with employees of the procurement department, strictly requiring employees of the Group to purchase according to regulations, and eliminating the occurrence of corruption.

In 2022, the Group released 100% integrity risk warning letters to all partners through official accounts, partner service platforms, and SMS, encouraging partners to report dishonest behaviours to the Group's audit department, clarifying partners with integrity and pragmatism to help the Company resist fraud problems, and giving priority to cooperation and long-term cooperation, so as to create a transparent, healthy, honest and transparent cooperative relationship.



Supplier admission and management process

The assessment methods for suppliers to fulfil environmental and social responsibilities are as follows:

Clean Procurement	<ul style="list-style-type: none"> · The procurement department is responsible for clarifying the Supplier Management Policy for the senior management of all selected suppliers, emphasising the processes and standards of red, yellow and blacklist management; · Sign the Clean Cooperation Agreement and Integrity Cooperation Agreement with suppliers in business cooperation to prevent improper violations of laws and disciplines in supplier management; · Organise integrity training for procurement personnel and suppliers to increase the accumulation of knowledge on integrity and business ethics; · Open and publicise reporting channels for suppliers, and punish and publicise violations of discipline.
Green Procurement	<ul style="list-style-type: none"> · Take factors such as the suppliers' environmental requirements for their products and compliance with environmental protection policies into consideration for the admission to suppliers pool; · Encourage suppliers to use more sustainable and environmentally friendly products in daily cooperation with suppliers; · Conduct regular supervision and inspection on key suppliers.

The Group has launched an intelligent system for supplier management and formulated strict requirements for the entry of customers and suppliers to standardise the online management of suppliers throughout the process.

During the Reporting Period, the number of suppliers of the Group by geographical region is as follows:

Region	2022
Jiangsu	311
Shanghai	586
Zhejiang	410
Anhui	431
Shandong	339
Others	1,758

3. Providing Joyful Workplace and Comprehensive Care

United Nations Sustainable Development Goals (SDGs) responded in this section



Material issues addressed in this section:

- Respecting human rights
- Fair and impartial labour standards
- Health and safety
- Staff training and development

S-Enjoy understands that talents are the foundation of enterprise development, and strives to become an outstanding employer with mutual success with employees. S-Enjoy continuously improves the internal system, respects and protects the legitimate rights and interests of employees, attaches great importance to the physical and mental health and safety of employees, provides employees with more diversified career development assistance, establishes smooth communication channels to listen to employees' voices, and creates an equal, inclusive, progressive and caring sunshine workplace.

3.1 Equal and Standardised Employment

Key performance:

- Total number of employees is 24,262
- Distribution of male and female employees: 61% and 39% respectively
- Employees by age accounted for 26%, 46% and 28% respectively
- Employees by region accounted for 4%, 27%, 11% and 58% respectively
- Human rights policies are included in the Employee Handbook to ensure 100% awareness

The Group attaches great importance to the standardisation and efficiency of the employment mechanism. With reference to the international labour standards promulgated by the United Nations International Labour Organisation, the Group strictly abides by the *Labour Law of the People's Republic of China*, the *Contract Law of the People's Republic of China*, the *Law of the People's Republic of China on Promoting Employment*, the *Law of the People's Republic*

of China on the Protection of Minors, the Special Protection Law of the People's Republic of China on Juvenile Workers, the Provisions on the Prohibition of Using Child Labour and other relevant laws and regulations, and has formulated internal systems such as the *Employee Recruitment Management Policy* to ensure the orderly management of employees, protect the basic rights and interests of employees, and promote the high-quality development of S-Enjoy. The Group regularly tracks the updates of international labour standards and regularly collects statistics on the operation of the internal system. The Group conducts at least one review and update of the systems every year. Based on the feedback from employees through multiple channels, the Group will sort out the direction of system optimisation in a timely manner.

The age of employees is classified into three categories: under 30 years old, 30-50 years old, 50 years old and above;

The geographical distribution of employees is divided into four categories: Shanghai, Jiangsu, Zhejiang and others;

Employment	Relevant policies and measures
Employee selection	<ul style="list-style-type: none"> · Adhere to the principle of “determining positions based on staffing, prioritising internal recruitment before external recruitment, selecting the best candidates and conducting risk prevention and control” · Focus on diversity and introduce various talents through campus recruitment, internal recommendation, online recruitment and targeted recruitment · We allow no discrimination with regard to race, gender, colour, age, family background, ethnic tradition, religion, physical condition and original nationality to ensure that all employees enjoy equal opportunities in recruitment, promotion, dismissal, compensation, working hours, and other benefits and welfare · The Group strictly prohibits the recruitment of child labour and forced labour. During the Reporting Period, the Group did not employ any child labour or forced labour that violated laws and regulations. In case of child labour, the Company will: <ul style="list-style-type: none"> · Stop child labour from work and send them to hospital for medical examination to ensure that their health is not affected by work, and send him/her to home and pass to the guardian. The costs of medical examination and travel shall be borne by the Group; · To safeguard its right to receive compulsory education, the Group will keep track of the completion of compulsory education;

	<ul style="list-style-type: none"> · Identify the corresponding mis-operation employees according to the system records, and handle them on a standby basis, and consider re-employment after they have passed the strict internal training and examination; · Internal staff is held accountable for child labour. · We provide the disabled with equal employment opportunities by arranging appropriate posts for them and encouraging them to work hard in their respective positions and give full play to their own values · Provide employment support for veterans. Currently, there are 81 veterans joining S-Enjoy for a new life · Sign the <i>Labour Contract</i> with all formal employees to clarify the rights and obligations of both parties in the labour contract
<p>Employee rights protection</p>	<ul style="list-style-type: none"> · Strictly abide by laws and regulations such as the <i>Social Insurance Law of the People's Republic of China</i> and the <i>Provisions on the Minimum Wage of Enterprises</i>, formulate and implement internal policies such as the <i>Employees Leave Management Policy</i>, and the <i>Employee Handbook</i>, and implement standardised attendance and leave management according to the characteristics of the property service industry · Employees are entitled to rest days, public holidays, personal leave, sick leave, work injury leave, marriage leave, maternity leave and breastfeeding leave, paternity leave, bereavement leave, annual leave as well as other statutory holidays in China · We strictly abide by legal working hours and implement clear attendance management systems in accordance with national regulations. We set working hours for headquarters, regional companies, and professional companies based on the nature of the work. Irregular working hours and integrated working hours are implemented in special posts in accordance with local policies, taking into account the work nature of the posts · Employees are required to make attendance record in accordance with the Company's regulations, and have developed a sound management process for the occurrence and handling of abnormal attendance

<p>Career development and performance management</p>	<ul style="list-style-type: none"> · Formulate the <i>Performance Management Measures</i> according to the characteristics of the property service industry, adhere to the performance management principle of “strategic focus, consistent responsibility and power, transparency and fairness, and taking into account fairness”, and implement standardised employee salary management, assessment, rewards and punishments · The Company regularly adjusts and improves the employee remuneration system based on the development of the Company and the overall remuneration level in the industry, taking into account factors such as employees' work performance, attitude and development potential · Promote the principle of fairness and justice and promote standardised rewards and punishments, and regularly conduct monthly, quarterly, semi-quarterly and annual assessments, with a coverage rate of 100%. Public rewards and punishments based on employees' specific behaviours and seeking truth from facts
<p>Employee benefits</p>	<ul style="list-style-type: none"> · Formulate internal systems such as the <i>Employee Handbook</i> and the <i>Welfare Management Policy</i> · Pay relevant insurance and various statutory benefits for employees in accordance with relevant national regulations · Provide employees with communication subsidies, meal subsidies, holiday benefits, high-temperature subsidies, heating subsidies, seniority subsidies, transportation subsidies, consolation funds and other benefits to care for employees

3.2 Caring for Employee Health

The Group always regards the health and safety of employees as an important issue, and complies with laws and regulations such as the *Production Safety Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, the *Fire Protection Law of the People's Republic of China*, the *Regulation on Work-Related Injury Insurances*, the *Law of the People's Republic of China on the Protection of Rights and Interests of Women*, and the *Special Provisions on the Labour Protection of Female Employees*. The Group has also formulated and updated internal policies and systems such as the *Employee Health and Safety Management Measures*, the *Safety Management Policy*, and the *Fire Protection System Management Policy* to regulate and implement the safety management of employees' working environment and effectively protect the legitimate rights and interests of

employees.

The Group has established a Safety Management Committee to assess the health and safety risks of employees. Safety work meetings are held at least once a quarter. In case of emergency safety accidents, extraordinary meetings will be held to study and solve problems in a timely manner. The Committee is headed by the Chief Operating Officer who is the first responsible person for safety work and is fully responsible for the safety work of the Group. The functional departments of the headquarters are responsible for the safety and quality line of the customer service centre, the human resources department of the human resources and administrative management centre, and the budget management line of the financial management centre. The functional departments of each region participate in the implementation and implementation of work.

The Group has set up various forms of safety inspection to inspect dangerous and hazardous factors and strengthen safety protection measures, and has established a sound safety control management process before, during and after the event:



Safety pre-event control

- Examine and review the safe operation measures in various operation plans;
- Inspecting operators must undergo three-level education, and the operators must hold relevant certificates;
- Check the working equipment and data are in good condition;
- Inspection of work site safety

Conducting in-depth operation to ensure safe operation;

- Take timely corrective measures for existing problems;
- Conduct regular safety and civilization inspection and evaluation

Safety post-event control:

Save the victims of accidents and minimise the losses of accidents; Protecting the scene of the accident to provide a basis for analysing and studying the occurrence of the accident; To stabilise the public sentiment and do a good job in the aftermath; thoroughly investigate the true causes of the accident; Carry out safety education in a timely manner; Organise safety inspections to prevent the recurrence of similar accidents.

In daily operations, the Group continued to carry out three-level health and safety training for employees, namely company-level safety education, project-level safety education and departmental-level safety education. Meanwhile, the Group provided many safety and health special trainings, achieving 100% training coverage for new employees. The Group reduced the potential risk of work-related injuries by adding safety warning slogans in front-line project sites, strengthening the equipment configuration and use control of front-line employees and other measures. The Group provides employees with physical examination benefits to demonstrate the corporate spirit of “caring for employees and healthy life”. Through the implementation of

a series of measures, the occupational health and safety awareness of employees was improved, and the health and life safety rights of employees were protected. During the Reporting Period, the number of lost days due to work injury of the Group was 1, 870.5, representing a decrease of 45% as compared with 2021. The Group conducts annual review and update of the occupational health and safety management system every year.

Lost days due to work injury during the Reporting Period (days)		1, 870.5	
Number of work-related fatalities in 2022	0	Ratio of work-related fatalities in 2022	0
Number of work-related fatalities in 2021	0	Ratio of work-related fatalities in 2021	0
Number of work-related fatalities in 2020	1	Ratio of work-related fatalities in 2020	0.013%



Occupational Health and Safety Management System Certification

3.3 Encouraging Talent Development

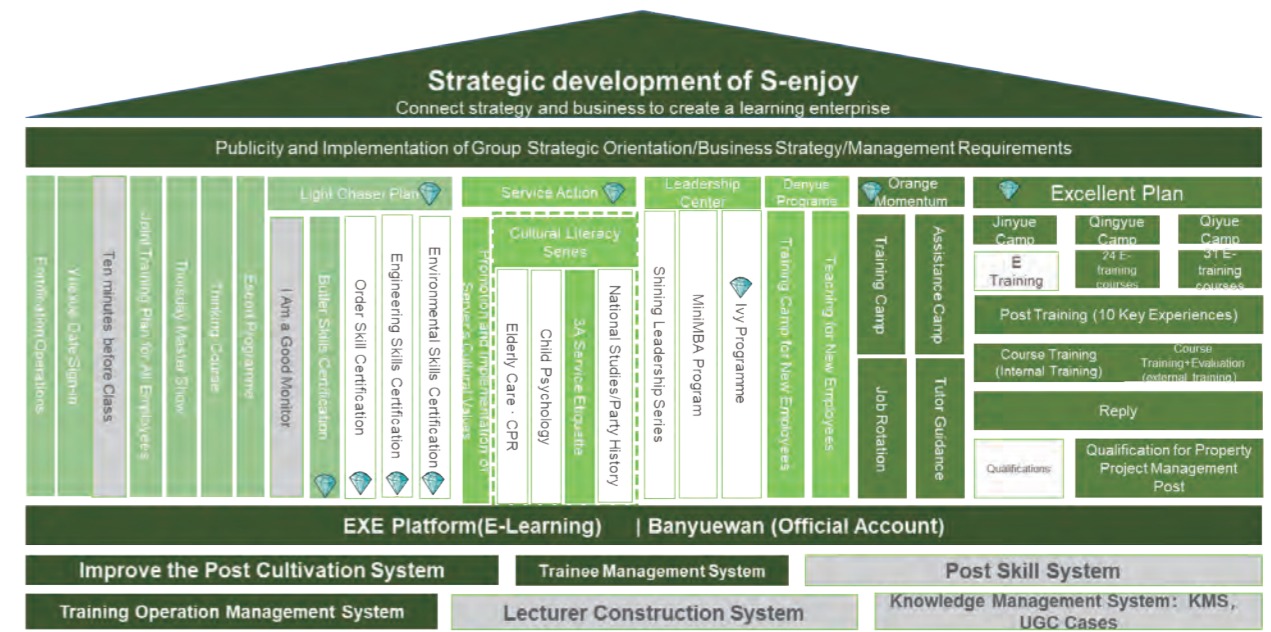
Key performance:

- 4,914 employee training were held in 2022
- 527,941 training hours in 2022
- Per capita learning time of 21.76 hours

With the educational concept of making learning a way of work, S-Enjoy relies on professional empowerment and offline “apprenticeship” mechanism to realise the all-round attention and training of every employee from induction, competence to promotion and development.

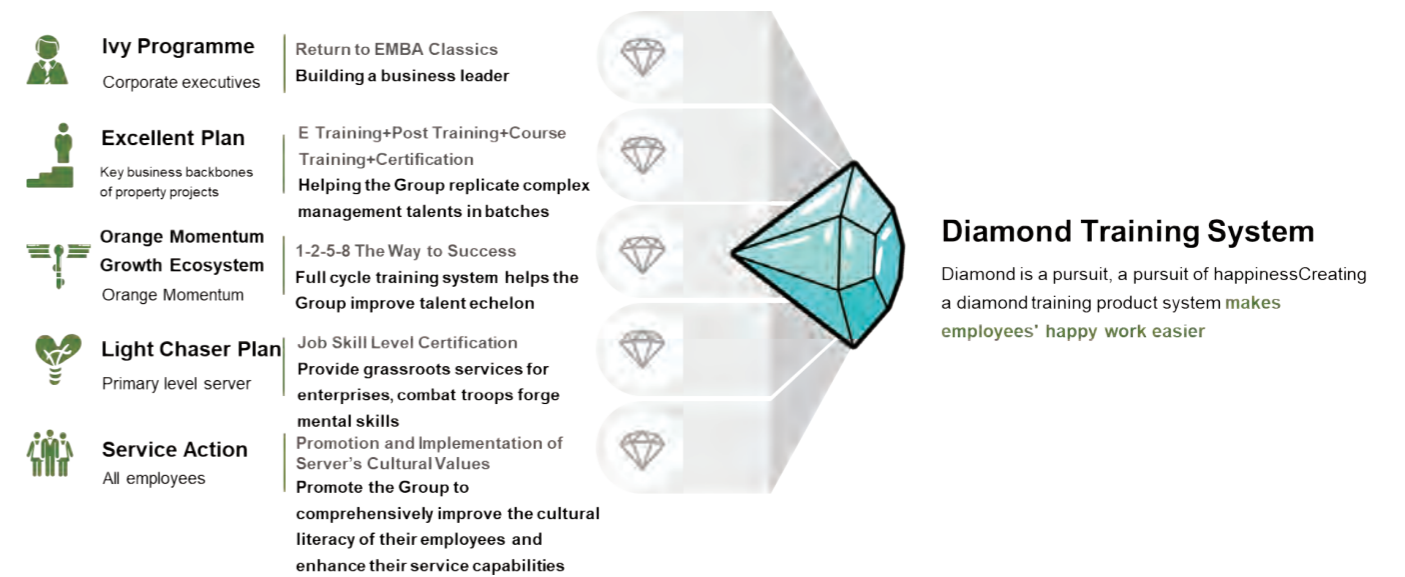
- Building a multi-dimensional talent force: The three major campus recruitment brands, namely, "Xinyi", "Orange momentum" and "Yue Xinsheng", were improved and constructed;
- A perfect career development system: We review talent and promotion opportunities twice a year, and provide smooth promotion channels for outstanding talents;
- Integration of new employees: Dengyue Programme helps new employees quickly integrate into the Company;
- Competency training: a comprehensive job competency training system helps improve performance;
- Learning and development empowerment: mature learning platforms, such as E-learning and Thursday Master Show, to empower employees in advance;
- Vision expansion: provide diverse learning opportunities and resources both internally and externally.

To standardise training management and talent development, the Group has formulated and implemented the *Training and Development Management Policy* to provide employees with a sound talent development system. There are different promotion channels for employees in different positions. Functional personnel of property service and professional companies, various positions in projects and sales venues, development targets of "Xinyi" and "Orange momentum" are promoted according to the corresponding promotion channels to achieve vertical career development. Talent review, internal competition, butler certification and resolution appointment and removal are the promotion methods for employee development channels.



Panorama of S-Enjoy Training System

The Group has established a sound training management system, which undertakes corporate development strategies and connects various business lines. We created Diamond Training System for all levels of the Group, and set up Ivy Programme for executives to create an excellent corporate leadership image; Set up Excellent Plan for key business backbones of property projects, and upgrade the four-level path to help build compound management talents; Set up a Orange Momentum Growth Ecosystem for campus recruitment and cultivate talent echelon throughout the cycle; Set up a Light Chaser Plan for grassroots service operators to provide job skill certification for primary level server to help them achieve career growth; The Company provided service-oriented actions for all employees, and organised a series of cultural courses to improve the cultural quality of all employees.



S-Enjoy Diamond Training Product System



Poster of various training camps of S-Enjoy

S-Enjoy attaches great importance to the improvement of employees' academic qualifications and professional level, insists on standardising and encouraging employees to participate in on-the-job academic education, improves professional knowledge and comprehensive capabilities, and helps employees grow personally and professionally.

Case: S-Enjoy "Xinyi" and "Orange momentum" Training Activity

Through the smelting camp and pre-employment training, S-Enjoy enabled the new wing trainees in 22nd session to quickly complete the job transformation, so that they can clarify the future development path and learning path, quickly adapt to the working environment, and achieve their own rapid growth.



Training Class LOGO

3.4 Employee Communication and Care

Key performance:

- In 2022, the General Manager's mailbox received 152 letters from employees
- "Banyuewan One-click Consultation" online channel received 45 comments and suggestions, and 48H gave a closed-loop feedback rate of 96%

S-Enjoy is committed to listening to employees' most authentic views and expectations of the company and creating a transparent and barrier-free internal communication environment. The Company always regards employee communication and care as the focus of daily operation. The Company constantly improves the employee communication mechanism, listens to employees' opinions, solves employees' difficulties, and opens up vertical communication channels for employees through employee symposiums, department meetings, "General Manager Mailbox", "Face-to-Face Communication with General Manager" and "Let's Hear Your Voice". During the Year, S-Enjoy launched the exclusive "Shudong" for employees on the WeChat official account Banyuewan, which was open for 24 hours online for employees to express their opinions and provide consultation.

"Only satisfied employees can create satisfied customers". S-Enjoy gives employees care like home, cares for all aspects of employees in work and life, and makes every day they work here feel the warmth of the family of S-Enjoy. To create a more comfortable and caring working atmosphere, we have carried out various welfare activities for employees, such as the "renewal of work clothes" and "Renovation of Dormitory" action, to deliver care and warmth to employees, so that employees can work together with us better.

The Group attaches great importance to the voices and suggestions of employees, and has published various channels for employees' complaint on the WeChat official account, so that all employees can clearly understand the reported consequences if they infringe the rights and interests of others, and prevent internal rights and interests infringement in advance.

In 2022, we carried out a series of colourful and unique activities for employees, which enhanced their sense of identity towards the Company's culture and created a positive corporate culture atmosphere.

Case: Renewal of Work Clothes and Providing Better Service

To improve the wearing comfort of work clothes and improve the satisfaction of front-line employees, S-Enjoy conducted a satisfaction survey of 2022 new summer and spring and autumn

outfits. Meanwhile, the Company carried out the 2022 “Fashion Show” competition. Among them, 9 employees and 3 teams stood out by virtue of the professional image and spirit displayed in the tooling.



Photos of the “Fashion Show” Competition

Case: Special Promotion Activities for Employee Care

S-Enjoy launched a special action for staff canteen in April 2022. Through the assessment of the standardised construction of canteens, environmental sanitation, canteen safety, daily management, employee satisfaction and other dimensions, the project manager is encouraged to take a meal for employees in person. This canteen improvement action improved employee satisfaction and increased employees’ sense of belonging to the Company.

In September 2022, S-Enjoy carried out a special action for staff dormitory. Based on building benchmark dormitories, it encouraged employees to actively participate in the dormitory renovation design. Through evaluating the standardised construction of dormitories, hardware equipment, environmental sanitation, daily management, and employee satisfaction, S-Enjoy provided construction funds for some projects, which were used to provide logistics supplies, and implemented care for every employee with every detail.

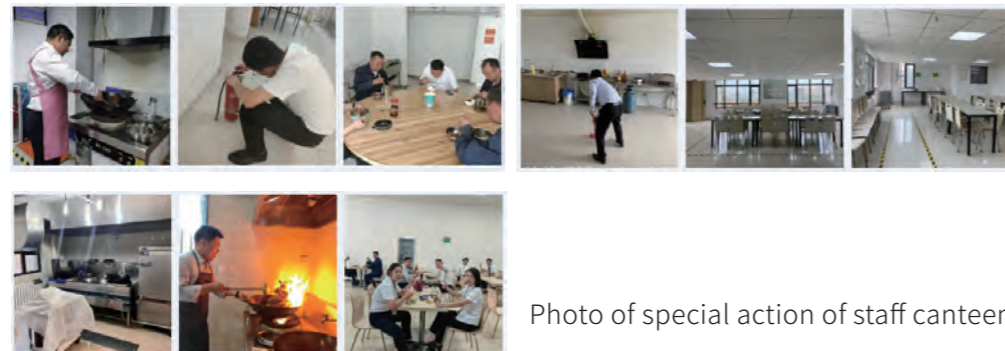


Photo of special action of staff canteen

4. Adhere to Low-carbon and Joyful Green Operation

United Nations Sustainable Development Goals (SDGs) responded in this section



Material issues addressed in this section:

- Water resources management
- Sustainable management of resources
- Emission management
- Responding to climate change
- Waste management
- Protection of biodiversity

The Group closely follows the national green development strategy, is committed to continuously practising the path of green and low-carbon development, actively responds to climate change risks, continuously improves environmental management measures, and strives to reduce the negative impact of its business operations on the ecological environment and natural resources by optimising the sustainable management of energy, water resources and waste, so as to achieve the harmonious coexistence of human and nature.



Environmental Management System Certificate

4.1 Response to Climate Change

The Group is deeply aware of the impact of climate change on business operations. During the Reporting Period, with reference to the TCFD framework, we identified the climate-related risks and opportunities that may be faced during business operations from the four aspects of Governance, Strategy, Risk Management, Metrics and Targets, and actively formulated relevant policies and systems on this basis to cope with the impact of climate change.



Governance

The Board of directors is the highest decision-making body of the ESG management, and attaches great importance to and actively participates in major climate-related issues. ESG Committee and ESG Working Group are responsible for carrying out the potential risks and impacts of climate change on the Group’s business operations, formulating the Group’s climate change policies, risks and objectives, and submitting them to Board of Directors for review, regularly reviewing the progress of achieving the objectives, and timely tracking the updates of various relevant regulatory requirements and international standards. ESG Working Group is responsible for implementing climate-related policies to all business departments, tracking the implementation and operation of policies and goals, and providing the completion of goals to ESG Committee.

Strategy and Risk Management

During the Reporting Period, in accordance with the TCFD framework, we followed the risk assessment process of “identify – assess – analyse – prioritise”, evaluated the potential climate change risks in the operation of S-Enjoy, and formulated targeted countermeasures.

Risk categories	Risk description	Response measures
Physical risks	Climate change such as typhoon and extreme weather (high temperature and extreme cold weather) during flood season will cause damage to the Group’s buildings and public facilities, and pose a risk to the health and safety of employees and customers.	Special work on prevention of typhoons and floods: We formulated internal systems such as the <i>Operation Instruction for Typhoon and Flood Prevention and the Emergency Plan for Typhoon and Flood</i> . Each region has established an emergency working group to implement the project duty, prepare for typhoon and flood prevention, and prepare materials for guarantee when necessary; Implement the on-duty system during the typhoon, the head of the team/project manager ensures that the phone is available 24 hours a day, and there are management personnel on duty every day; Adhering to the safety inspection of buildings and facilities to ensure personal safety. Cold-proof, frost-proof and heating work: We have formulated internal systems such as the <i>Instruction for Cold-proof and Frost-proof Operations</i> . From September of each year to April of the following year, the Group sets up seven working stages, namely, the publicity and implementation of standards, materials and basic information, defect investigation, material procure-

		ment, heat supply pressure test follow-up, material arrival, early stage of heat supply, defect transformation, and formal heating. In these seven stages, there are different targeted response measures at different dates.
Transition risk	As the government and various regulatory authorities may impose stricter climate policies on enterprises and consumers are more inclined to green consumption, the Group is exposed to the risk of cost investment in market share changes and green transformation of enterprises.	Incorporating climate change transition risks into the overall risk management process, regularly tracking and identifying climate risks related to laws and policies, technologies, markets and reputation, and actively formulating various measures to respond to them. Meanwhile, the Group actively responds to the disclosure requirements of regulatory authorities, laws and regulations and investment institutions on carbon emissions and climate-related information to ensure compliance. The Group has set short, medium and long-term greenhouse gas emission intensity targets, and will use a combination of various carbon reduction paths to ensure the achievement of the final carbon targets.

Metrics and Targets

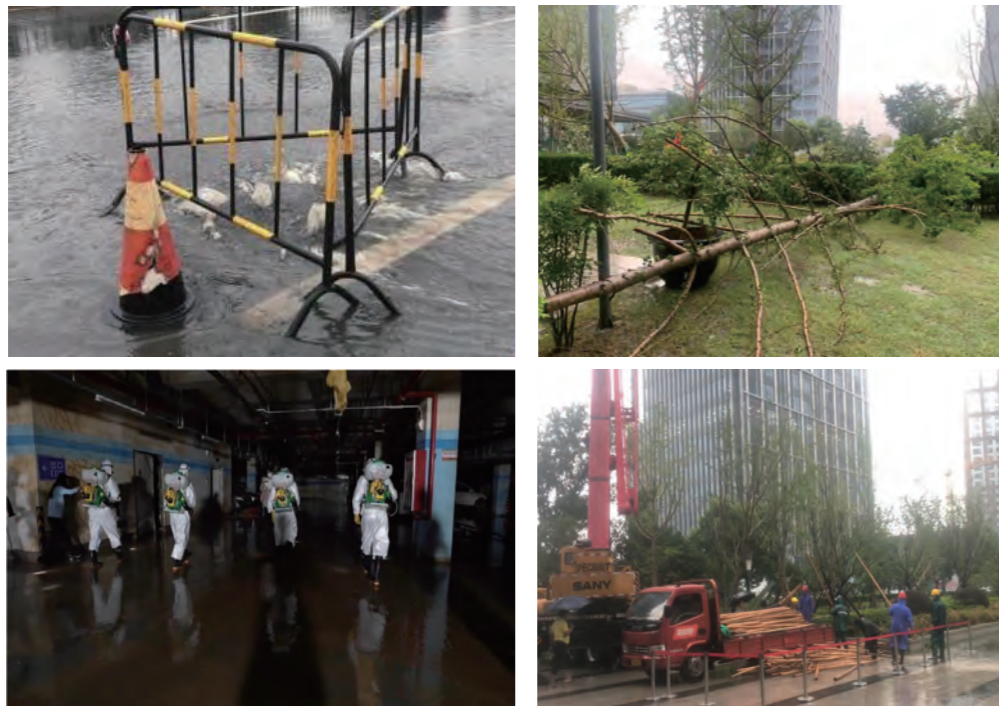
Based on the assessment results of climate change risks and opportunities, the Group has set green development goals such as greenhouse gas emission intensity and water consumption intensity, and formulated corresponding measures and action plans to achieve the goals; At the same time, we regularly disclose the progress of the implementation of relevant goals to ensure the transparency of information disclosure.

Indicators	Short-term target:2025	Short-term target:2030	Long-term target:2050
Intensity of GHG emissions	With 2022 as the baseline, the GHG emission intensity has decreased by more than 5% from the baseline	With 2022 as the baseline, the GHG emission intensity has decreased by more than 10% from the baseline	With 2022 as the baseline, the GHG emission intensity has decreased by more than 50% from the baseline

Case: Typhoon and Flood Prevention Site and Aftercare

In the event of a typhoon, S-Enjoy actively implemented various countermeasures to solve the problem as soon as possible while ensuring the safety of employees.

- Make sure the traffic flow smooth, and arrange employees to cut unveiled trees and remove them in stages when they are unable to relocate;
- The presence of skewed trees requires judgement on the degree of strength and is reinforced or temporarily fell;
- Pay attention to the parking of vehicles near trees to avoid the impact of secondary damage;
- When trees are planted or re-planted, timely coordination of re-planting of green organisations is carried out when the trees are discarded;
- The pipes that can be extracted from outdoor temporary water collection wells to slow down the water inflow due to the accumulation of water in the depression of the area and the failure of water return in the building;
- Grasp the accumulated water to restore the road surface and disinfect it in a timely manner, give priority to power supply and water supply, and ensure the normal life of owners;
- Promptly publicise the actions and progress of the S-Enjoy among the owners to ensure the exchange of information.



Flood control work site

4.2 Energy Sustainability Management

In accordance with the requirements of the *Management Measures for Energy Consumption*, the Group supervises, reviews and guides the energy consumption of each regional project to reduce the resources and energy consumption generated from operations and improve the efficiency of energy consumption. In order to strengthen the environmental management level of the Company, coordinate and manage the EHS performance of the Company, the Company has established an EHS system, set up an EHS committee and set a Three-year Plan. Led by the chairman and chief executive officer of S-Enjoy, EHS committee has set up multiple functions such as customer service operation, finance and human resources, and established an energy consumption control team with full participation from regional branches to the headquarters of the Group. Various data in the life cycle of Energy consumption control have been managed on a platform basis, and specific energy consumption control requirements and standards have been formulated in each stage. The Group has obtained the energy management system certification.



Energy Management System Certificate

Starting from seven aspects, the Group carried out comprehensive energy-saving transformation projects to reduce the energy consumption caused by the Group's daily operations. In the future, the Group will gradually reduce the total energy consumption and carbon emissions.

- Motor vehicle warehouse: flexibly adjusting the number of lamps which required to ensure that the lighting effect remains unchanged, so as to reduce energy consumption;
- Non-motor vehicle warehouse: set up light-control lamps and time-controlled lamps in ramp and garage to reduce unnecessary lighting power consumption;
- In the office area of the building: use lamps controlled by human sensing, post energy-saving signs on the wall of lamps, and encourage to turn off the lights when needed;
- Park and buildings: set effective and regular time control according to the lighting needs of different scenarios in the park;
- Tower project: clarify the energy consumption interface and instal timers for public lighting on office floors except for emergency lighting;

- Energy-saving equipment: adopt low-energy equipment, including energy-saving and consumption-reducing air conditioners;

- Operation standards: refine energy consumption management, and set the opening hours for facilities and equipment such as lighting, water systems, elevators, air conditioners and heaters in public areas and property buildings.

For new projects, the Group will establish a metering account “Public Instrument Archive Book” within one month of project acceptance, and designate energy consumption statistical plans to conduct independent and accurate statistics and analysis on customer energy consumption, public energy consumption, business cooperation energy consumption and municipal public energy consumption, and carry out relevant energy-saving transformation projects.

Case: “Green Seed Plan” Park Cultural Activities

In October 2022, S-Enjoy started to build the environmental protection theme IP— “Green Seed Plan”, paying visits to property management associations, street communities and owners in pilot cities, and promoting green living channels to all communities and customers through various activities, so as to encourage more people to participate in the co-governance of green parks.

- Prior to the official launch of the theme activity, created an atmosphere of activity through the promotional posters, science popularisation posters on energy saving, gas saving, water saving and recycling environmental protection, and guided owners to participate in a number of environmental protection discussions;

- Launched the DIY hand-work contest for the recycling of old materials with the theme of “Hand-in-hand ‘Back to Spring’ and turning waste into treasure”. A total of nearly 100 small owners participated in the online submission, and nearly a thousand online votes were cast;

- Carried out a special green theme activity of “Green activist” to portray green life with paint brushes in the underground garage of the project through “Parent-child hand-painting”; The “Environmental Protection Running” was carried out. The owners picked up the garbage on the road side along the established route during the jogging process, and experienced the environmental protection while doing fitness.



Classified placement and scientific water use posters



Outstanding works in DIY Hand Work Competition



Poster of popular science

4.3 Water Management

In terms of water resources utilisation and wastewater discharge, the Group complies with *the Law of the People's Republic of China on the Prevention and Control of Water Pollution*, the *Management Regulations for Urban Water Conservation* and other policies of the places where the projects operate to ensure 100% and compliant discharge of sewage, and maximise water efficiency. In the future, the Group will further improve water use measures and facilities to reduce the waste of water resources.

The Group's water resources mainly come from municipal pipe network water, and the main wastewater comes from daily office, greening and canteen water. At present, there is no problem and difficulty in obtaining suitable water sources. In response to the domestic sewage generated by the above means, the Group has formulated targeted water-saving measures:

- Daily office water consumption:
- Conduct back-end monitoring of water consumption in the community, set up a master list at the main entrance of the municipal administration in the community, set up sub-metres according to the area, carry out water consumption analysis, and the data are consolidated into the headquarters of the Group on a monthly basis. The headquarters dynamically adjusts energy-saving strategies based on energy consumption;
- Promote the use of water-saving equipment such as driving cab sweepers;
- Maintain water equipment regularly to prevent water leakage;

- Raise the awareness of water conservation among all employees, turn off water taps after use and carry out relevant assessments;
- Water for greening:
- Promote the use of water-saving equipment such as driving cab sweepers to reduce water consumption;
- Canteen water consumption:
- Water saving signs are posted in the pool to clarify the use of the pool;
- Promote all employees to build awareness of water conservation, carry out comprehensive assessment, and eliminate waste of water resources;
- Water level lines are measured inside the pool, and meat defrosting and fruit and vegetable soaking shall not exceed the water level line.

In addition, the Group conducts water consumption analysis in different areas to further promote the formulation and implementation of water conservation measures.

4.4 Waste Management

The waste generated by the Group is mainly divided into non-hazardous waste and hazardous waste. Non-hazardous waste includes office and household waste, and kitchen waste, etc from daily operation and management. Hazardous waste mainly includes a small amount of used toner cartridges, used waste ink cartridges, etc. The Group strictly abides by *the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, the Administrative Measures for Municipal Solid Waste and other relevant laws and regulations, and adopts the principle of “reduction, reuse and recycling” in all communities, and strives to reduce waste generation and improve waste utilisation in daily operations and future development.

- For non-hazardous waste, the Group has formulated a series of internal systems such as the Office Management Measures to standardise the waste scrapping and recycling process, promote green office, and strive to reduce the amount of non-hazardous waste generated. In order to reduce the generation of kitchen waste, the catering service has formulated a procurement plan to reduce waste generation from the source through quantitative procurement. At the same time, we strictly control the quality rate of food ingredients, adopt methods such as batch burning and quantity processing to reduce the loss rate of food ingredients and reduce the waste of food ingredients. By offering small dishes, we also encourage our customers to pick up themselves on an as-needed basis to avoid wastage. In addition, we promote the anti-waste culture among employees and advocate the campaign.

- In order to avoid the impact of hazardous waste on the community, we will collect these hazardous wastes in a collective manner and deliver them to qualified recyclers for collective recycling.

4.5 Green Operation

Key performance:

- 4,550 trees were planted throughout the year
- Total replanting area of shrubs and lawns 257,400 sq.m.

In order to actively respond to the “dual-carbon” strategy proposed by the Chinese government, the Group has formulated rules and regulations such as the *Management Measures for Electricity Conservation*, the *Management Requirements for the Energy Consumption of S-Enjoy* and the Energy Consumption Control Manual to supervise and review the use of energy consumption of equipment in each regional project, and put forward suggestions for improvement to minimise the waste of energy use and achieve the Group’s energy conservation and emission reduction goals. The Group has established the Wuxingyuechong Company, which will successively instal charging piles for communities that meet the conditions, continue to provide infrastructure for low-carbon travel needs of communities, and encourage owners to adopt green transportation methods. As at the end of the Reporting Period, Wuxingyuechong had built a total of 19,796 electric bicycle charging piles in the communities.

Green community:

- Optimise the lighting system, including the use of LED lamps, voice-controlled lamps, human-body sensor lamps, etc., and control the switch by time;
- Formulated the *Management of Closed and Cleared Waste Houses and Waste Bagging Collection*, cleaned and transported garbage bags in the renovated garbage room, and designated special construction garbage dumps to manage construction waste in a unified manner;
- Promote waste classification, hold meetings with owners’ representatives, and respond to the national waste classification call through on-site publicity, community activities, waste classification brochures, WeChat publicity and other methods;
- Instal charging piles for qualified communities and encourage low-carbon travel in the community.

Green office:

- Advocate all employees to save electricity, turn off office equipment in a timely manner after work, and turn off the equipment when leaving;
- Promote double-sided printing and double-sided copying to save paper and ink and reduce waste generation;
- Extend the service life of office appliances and office facilities to reduce the use of consumables;
- Turn off the faucet timely, and notify the relevant department for repair if leakage is found;

· We provide online and offline environmental training for all employees to improve their environmental awareness.

Green dining space:

- Colour block separation and number of all light switches and sockets in the restaurant to specify the time of use;
- Unified control of the lighting equipment system in the dining area of restaurants, implementation of the project manager responsibility system, and clear allocation of work and responsibilities;
- Record and inspect the energy consumption and vacancy of the canteen on a regular basis, and manage daily energy consumption properly;
- Control the air-conditioning temperature in the canteen and strictly implement the required air-conditioning temperature and usage time.

As a responsible property service enterprise, S-Enjoy’s business operation does not involve significant negative impact on the environment and natural resources. We incorporate environmental protection elements into community activities, calling on owners to participate in actions to protect the environment and biodiversity, and promote the sustainable coexistence of human and nature.

In spring, the Group carried out an environmental special action, and carried out greening maintenance work such as greening and pruning, planting and replanting, recycling and irrigation, and fertilising and feeding in the park where each project is located, and cleaned up the withered twig in winter and weeds in the green-sward. In the process of vegetation maintenance and pest control, the Group has formulated and implemented internal systems such as the Guideline for Spring Greening Management, and provided relevant training courses for employees to explain the measures of tree planting and pest control, so as to enhance employees’ awareness of biodiversity protection and continuously create an environmentally friendly community.

Case: Low-carbon Office Activity

The Group is committed to reducing the impact of corporate activities on the environment and adheres to green operation. Since September 2022, S-Enjoy has launched the gold ideas collection activity of “Low-carbon Office Action” and promoted low-carbon office measures.



Poster of “Low-carbon Office Activity”

5. Contributing Diverse Forces and Feedback to Society

United Nations Sustainable Development Goals (SDGs) responded in this section



Material issues addressed in this section:

- Contribution to local communities
- Empowering industry development

S-Enjoy actively participates in building a better social environment, deeply participates in industry activities, promotes the sustainable development concept and development strategy of S-Enjoy, and empowers the development of the property service industry with higher efficiency. During the Reporting Period, we took the initiative to undertake social responsibilities, actively participated in rural revitalization and community public welfare activities, and contributed a variety of S-Enjoy forces.

5.1 Promote Industry Development

Active Participation in Industry Events

During the Reporting Period, we actively participated in various industry activities to help the development of the industry. Other specific activities are as follows:

No.	Industry activities participated
1	Strategic Management Centre Deputy General Manager of S-Enjoy delivered a keynote speech at “2022 Property Management Industry Monthly Business Analysis Conference · Strategy-Shanghai Station” held by the All-China Real Estate Federation
2	Chief strategy officer of S-Enjoy gave a speech on capital strength at “Brand Awakening-2022 Leju Financial Property Forum” held by Leju Finance
3	The China Property Management Research Institute and Cric Property Management held a special forum on anti-epidemic themed “Exploring Materials during the Epidemic, Thinking and Changing the Property Management Industry”, and S-Enjoy gave a speech on “Service Way under the Epidemic Prevention and Control”
4	On the summit forum guided by the China Real Estate Chamber of Commerce and held by EH Consulting, the chief strategy officer of S-Enjoy shared the topic of “practising ESG in property management, promoting mutual benefit and symbiosis between livelihood services and sustainable development”

5	On 2022 China Industrial Resources Strategic Summit guided by China Real Estate Chamber of Commerce and EH Consulting, chief strategy office shared the topic of “How to maintain the development focus of property management in the face of significant changes in the market environment”
6	China Index Academy held 2022 National Property Management Service IFM Salon , strategy management centre deputy general manager of S-Enjoy gave a keynote speech on “S-Enjoy Service Strategic Thinking and Business Layout in the IFM Field”
7	The chief strategy officer of S-Enjoy held a round table forum at 21st Century Economic Journal’ s “Real Estate Six-Party Talks”
8	Chief strategy officer of S-Enjoy delivered a speech on "The Road to Property" Property Conference held by View

Participate in the Formulation of Industry Standards

In 2022, S-Enjoy, as a researcher, participated in the formation of a research group jointly established by the China Property Management Magazine Association and professional research institutions, local associations, leading enterprises and technology Internet enterprises, and participated in the compilation of the 2022 Smart Property Management Research Report to promote the development of the property management industry in the direction of intelligence and technology.

The Group helped Changzhou Market Supervision and Administration Bureau to participate in the drafting of the “General Safety Code for Home Lifts” (DB3204/T 1207-2022) for the management of power elevator equipment, and continued to promote the improvement of urban community management services, so as to facilitate the continuous implementation of the project of happy and beautiful life of the country.

5.2 Practising Social Welfare

Key performance:



- Held 2,300 + free community public welfare activities for disadvantaged groups (elderly, children, etc.)
- Recycled clothes in 285 kg
- During the Reporting Period, the Group contracted to instal 36 elevators in old communities

As a responsible property service enterprise, S-Enjoy resolutely implements the national epidemic prevention policies, and takes the efforts of all employees to help owners tide over the difficult times and promote the construction of safe and guaranteed communities. On 14 October 2022, Seazen Tower Property Service Centre was awarded the honorary title of “Model Collective of Putuo District, Shanghai” by the People’s Government of Putuo District, Shanghai for its outstanding performance in fighting against the pandemic.

Case: S-Enjoy’s Contribution to Epidemic Prevention Was Recognised — Community Anti-epidemic

In the face of the recurrence of the pandemic, S-Enjoy quickly formulated the “Guidelines for the Management of COVID-19 Pandemic Prevention” to accurately carry out pandemic prevention work in a scientific way and protect the personal health of millions of owners. Employees of S-Enjoy completed the task of grassroots governance with excellent performance, and had good interaction with the residential committee and the owners’ association. They were commended and recognised by the municipal government of Xiaodian Town, Beichen District, Tianjin and the Xinobao Street Committee of Baotou.



S-Enjoy community protests service received good reviews

Case: S-Enjoy’s Contribution to Epidemic Prevention was Recognised — Express Delivery Platform Anti-Epidemic

During the COVID-19 pandemic, the cloudbox service of S-Enjoy effectively avoided direct contact between couriers and owners through contactless delivery, which greatly blocked the spread of the pandemic. In order to cut off transmission channels more effectively, Cloudbox Company provided professional disinfection and sterilisation tools for each front-line employee, and organised employees to fully disinfect the cabinets in the project. For contactless delivery services, S-Enjoy has adopted a self-pickup business model of freezers. Compared with the traditional closed self-pickup lockers, it can solve the storage problem of “the last 100 metres” of community fresh product delivery with high cost-performance ratio. This service model has been praised by various media including People’s Daily (overseas version).



The anti-epidemic work of Cloudbox Company was reported by the People's Daily



Anti-epidemic Action of Cloudbox Company

Case: S-Enjoy's Contribution to Epidemic Prevention was Recognised — Elevator Company Anti-Epidemic

Under the severe and complex situation of epidemic prevention and control, Elevator Company of the Group strictly implemented the epidemic prevention and control requirements, launched emergency plans, and quickly cancelled elevators on the sealed control floors. The scientific and technological personnel in each region implement off-peak maintenance, and disinfect the operation site and rest room to ensure the normal operation of elevators and the safety of owners.



Anti-epidemic actions of Elevator Company

S-Enjoy actively responds to the national “dual-carbon” development strategy and the advocacy of “energy conservation and emission reduction”, and injects the concept of environmental protection into community activities in the form of public welfare to increase the green living atmosphere of the community.

Case: S-Enjoy Promoted Green Public Welfare Activities

In March 2022, with the opening of the Earth Hour event, S-Enjoy carried out the “Happiness for the Future” green public welfare theme activity for all service projects nationwide. The activity covered more than 180 cities across the country, and totally planned 634 “online + offline” activities such as the “First S-Enjoy Cup Drawing Competition”. S-Enjoy and Environmental Protection Public Welfare Recycling Platform – Turn Waste into Wonder jointly held the “Old Goods New Life” old goods recycling public welfare action, recycling a total of 285 kg of clothes, promoting green public welfare and promoting positive interaction in the community, writing a green and low-carbon chapter.



Outstanding work in the First S-Enjoy Joy Cup Drawing Competition of “Drawing the Earth with You in the Future”

Following the pace of national policies, S-Enjoy sells agricultural products from key supporting counties to the hands of community owners through targeted poverty alleviation projects, promotes the organic combination of “rural revitalization” and community activities, and explores a new model to promote economic development.

Case: S-Enjoy Supported Beidahuang Poverty Alleviation Project

Since 2021, S-Enjoy has continued to sign cooperation plans with Beidahuang Group. S-Enjoy provides targeted assistance to a key supporting county – Yanshou County, Heilongjiang Province to broaden the sales channels of local agricultural products. It is now set to achieve a poverty alleviation action plan of RMB 30,000,000 within 3 years. Through the interactive live broadcast of rural

revitalization, S-Enjoy retained the traditional characteristic link of the Blessing Neighbourhood Festival, i.e. the “Benefit Home” section, and set up the “Blessing Neighbourhood Department” to give back to the owners with 10 types of preferential products, which not only provided owners with high-quality agricultural products, but also helped the economic development and construction of Beidahuang area.



Closed-screen live broadcast of S-Enjoy Neighbour’ s Day-Beidahuang agricultural product

Case: Elevator Installation Project of S-Enjoy Old Community

S-Enjoy promotes the improvement of urban old community management services, actively responds to national policies and calls, and provides convenient elevator services for more communities by trying to install elevators in old communities and reconstruction of old elevators, which improves the convenience of community life. During the Reporting Period, the Group has signed contracts for 36 elevator installation projects in old communities.



Launch Ceremony of Elevator Installation Project at the Old Building of Common Elevators under S-Enjoy

Appendix

Appendix I: HKEX ESG Reporting Guidance Index

Aspects	Disclosure Requirements	Index
A1 Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	4.4 Waste Management
A1.1	The types of emissions and respective emissions data.	Appendix III: Index of Key Performance Indicators
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix III: Index of Key Performance Indicators
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix III: Index of Key Performance Indicators
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix III: Index of Key Performance Indicators
A1.5	Description of emissions target(s) set and steps taken to achieve them.	4.4 Waste Management
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	4.4 Waste Management

A2 Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	4.2 Energy Sustainability Management
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Appendix III: Index of Key Performance Indicators
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Appendix III: Index of Key Performance Indicators
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	4.2 Energy Sustainability Management
A2.4	Description of whether there is any issue in sourcing water that is critical for purpose, water efficiency target (s) set and steps taken to achieve them.	4.3 Water Management
A2.5	Total packaging material used furnished products (in tonnes) and, if applicable, with reference to per unit produced.	Not Applicable
A3 Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources.	4.5 Green Operation
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	4.5 Green Operation
A4 Climate change	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	4.1 Response to Climate Change

A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	4.1 Response to Climate Change
B1 Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	3.1 Equal and Standardised Employment
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Appendix III: Index of Key Performance Indicators
B1.2	Employee turnover rate by gender, age group and geographical region.	Appendix III: Index of Key Performance Indicators
B2 Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	3.2 Caring for Employee Health
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	3.2 Caring for Employee Health
B2.2	Lost days due to work injury.	3.2 Caring for Employee Health

B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	3.2 Caring for Employee Health
B3 Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	3.3 Encouraging Talent Development
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Appendix III: Index of Key Performance Indicators
B3.2	The average training hours completed per employee by gender and employee category.	Appendix III: Index of Key Performance Indicators
B4 Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	3.1 Equal and Standardised Employment
B4.1	Description of measures to review employment practises to avoid child and forced labour.	3.1 Equal and Standardised Employment
B4.2	Description of steps taken to eliminate such practises when discovered.	3.1 Equal and Standardised Employment
B5 Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	2.4 Standardising Supplier management
B5.1	Number of suppliers by geographical region.	2.4 Standardising Supplier management
B5.2	Description of practises relating to engaging suppliers, number of suppliers where the practises are being implemented, how they are implemented and monitored.	2.4 Standardising Supplier management

B5.3	Description of practises used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	2.4 Standardising Supplier management
B5.4	Description of practises used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	2.4 Standardising Supplier management
B6 Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	2.1 Provision of High Quality Services
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable
B6.2	Number of products and service related complaints received and how they are dealt with.	2.1 Provision of High Quality Services
B6.3	Description of practices relating to observing and protecting intellectual property rights.	1.3 Improving Compliance Governance
B6.4	Description of quality assurance process and recall procedures.	Not applicable
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	2.1 Provision of High Quality Services

B7 Anti- corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	1.3 Improving Compliance Governance
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	1.3 Improving Compliance Governance
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	1.3 Improving Compliance Governance
B7.3	Description of anti-corruption training provided to directors and sta	1.3 Improving Compliance Governance
B8 Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Feature: Creating a Warm Community 5.2 Practising Social Welfare
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Feature: Creating a Warm Community 5.2 Practising Social Welfare
B8.2	Resources contributed (e.g. money or time) to the focus area.	Feature: Creating a Warm Community 5.2 Practising Social Welfare

Appendix II: GRI Index

GRI Standards	Disclosures	Index
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	2-2 Entities included in the organization's sustainability reporting	About the Company
	2-3 Reporting period, frequency and contact point	About the Company
	2-4 Restatements of information	About the Company
	2-5 External assurance	Not applicable
Activities and workers	2-6 Activities, value chain and other business relationships	About the Company
	2-7 Employees	Appendix III: Index of Key Performance Indicators
	2-8 Workers who are not employees	2.4 Standardising Supplier Management
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	2-10 Nominating and selecting the highest governance body	1.1 Sustainability Management System
	2-11 Chair of the highest governance body	1.1 Sustainability Management System
	2-12 Role of the highest governance body in overseeing the management of impacts	1.1 Sustainability Management System
	2-13 Delegation of responsibility for managing impacts	1.1 Sustainability Management System

	2-14 Role of highest governance body in sustainability reporting	1.1 Sustainability Management System
	2-15 Conflicts of interest	1.3 Improving Compliance Governance
	2-16 Communication of critical concerns	1.1 Sustainability Management System
	2-17 Collective knowledge of the highest governance body	1.1 Sustainability Management System
	2-18 Evaluation of the performance of the highest governance body	1.3 Improving Compliance Governance
	2-19 Remuneration policies	1.3 Improving Compliance Governance
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Stakeholder engagement	2-29 Approach to stakeholder engagement	1.2 Stakeholder Engagement
	2-30 Collective bargaining agreements	3.1 Equal and Standardised Employment
Material Issues	3-1 Process to determine material topics	1.2 Stakeholder Engagement
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	205-2 Communication and training about anti-corruption policies and procedures	1.3 Improving Compliance Governance
	205-3 Confirmed incidents of corruption and actions taken	1.3 Improving Compliance Governance
GRI 206: Anti-competitive Behaviour	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	1.3 Improving Compliance Governance
Material Issues	Sustainable management of resources	

GRI 302: Energy	302-1 Energy consumption within the organization	Appendix III: Index of Key Performance Indicators
	302-2 Energy consumption outside of the organization	Not applicable
	302-3 Energy intensity	Appendix III: Index of Key Performance Indicators
	302-4 Reduction of energy consumption	4.2 Energy Sustainability Management
	302-5 Reductions in energy requirements of products and services	4.2 Energy Sustainability Management
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	303-2 Management of water discharge-related impacts	4.3 Water Management
	303-3 Water withdrawal	4.3 Water Management
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	303-5 Water consumption	4.3 Water Management
Material Issues	Emission management	
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	Appendix III: Index of Key Performance Indicators
	305-2 Energy indirect (Scope 2) GHG emissions	Appendix III: Index of Key Performance Indicators
	305-3 Other indirect (Scope 3) GHG emissions	Not applicable
	305-4 GHG emissions intensity	Appendix III: Index of Key Performance Indicators

GRI 305: Emissions	305-5 Reduction of GHG emissions	Appendix III: Index of Key Performance Indicators
	305-6 Emissions of ozone-depleting substances (ODS)	Not applicable
	305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	Not applicable
GRI 306 Waste	306-1 Waste generation and significant waste-related impacts	Not applicable
	306-2 Management of significant waste-related impacts	Appendix III: Index of Key Performance Indicators
	306-3 Waste generated	Not applicable
	306-4 Waste diverted from disposal	Not applicable
	306-5 Waste directed to disposal	Not applicable
Material Issues	Fair and impartial labour standards	
GRI 401: Employment	401-1 New employee hires and employee turnover	Appendix III: Index of Key Performance Indicators
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	3.1 Equal and Standardised Employment
	401-3 Parental leave	3.1 Equal and Standardised Employment
GRI 402: Labor/Management relations	402-1 Minimum notice periods regarding operational changes	3.1 Equal and Standardised Employment
Material Issues	Health and safety	

GRI 403: Occupational Health and Safety	403-1 Occupational health and safety management system	3.2 Caring for Employee Health
	403-2 Hazard identification, risk assessment, and incident investigation	3.2 Caring for Employee Health
	403-3 Occupational health services	3.2 Caring for Employee Health
	403-4 Worker participation, consultation, and communication on occupational health and safety	3.2 Caring for Employee Health
	403-5 Worker training on occupational health and safety	3.2 Caring for Employee Health
	403-6 Promotion of worker health	3.2 Caring for Employee Health
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	3.2 Caring for Employee Health
	403-8 Workers covered by an occupational health and safety management system	3.2 Caring for Employee Health
	403-9 Work-related injuries	3.2 Caring for Employee Health
	403-10 Work-related ill health	3.2 Caring for Employee Health
Material Issues	Employee training and development	
GRI 404: Training and education	404-1 Average hours of training per year per employee	3.3 Encouraging Talent Development
	404-2 Programs for upgrading employee skills and transition assistance programs	3.3 Encouraging Talent Development

GRI 404: Training and education	404-3 Percentage of employees receiving regular performance and career development reviews	Not applicable
Material Issues	Respecting human rights	
GRI 405: Diversity and equal opportunities	405-1 Diversity of governance bodies and employees	1.1 Sustainability Management System 3.1 Equal and Standardised Employment
	405-2 Ratio of basic salary and remuneration of women to men	3.1 Equal and Standardised Employment
GRI 406: No-discrimination	406-1 Incidents of discrimination and corrective actions taken	3.1 Equal and Standardised Employment
Material Issues	Service quality Health and safety	
GRI 416: Customer health and safety	416-1 Assessment of the health and safety impacts of product and service categories	2.2 Ensuring community safety
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable
Material Issues	Customer satisfaction	
GRI 417: Marketing and labelling	417-1 Requirements for product and service information and labelling	Not applicable
	417-2 Incidents of non-compliance concerning product and service information and labelling	Not applicable
	417-3 Incidents of non-compliance concerning marketing communications	Not applicable

GRI 418: Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	2.1 Provision of High Quality Services
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Appendix III: Index of Key Performance Indicators

Environmental KPIs	2022	2021	2020
Emissions			
Scope1: Direct greenhouse gas emissions (tCO ₂ e)	1,003	91	34
Scope2: Energy indirect greenhouse gas emissions (tCO ₂ e)	162,370	129,295	94,204
Total greenhouse gas emissions (tCO ₂ e) 2	163,373	129,386	94,238
Intensity of greenhouse gas emission (tCO ₂ e /million RMB revenue)	31.54	29.74	34.81
Total non-hazardous waste (tonnes)	3,520.27	2,762.5	1,712.89
Intensity of non-hazardous wastes (tonnes/million RMB revenue)	0.68	0.63	0.63
Total hazardous waste (tonnes)	0.57	/	/
Intensity of hazardous waste (tonnes/million RMB revenue)	0.0001	/	/
Use of Resources			
Direct energy consumption (MWh)	5,019	454	170
Indirect energy consumption (MWh)	284,919	222,569	136,066
Total energy consumption (MWh)	289,938	223,023	136,236
Intensity of energy consumption (in MWh/million RMB revenue)	55.97	51.26	50.33
Total water consumption (tonnes)	6,251,371	4,537,672	3,015,820
Intensity of water consumption (tonnes/million RMB revenue)	1,206.83	1,043.14	1,114.07

Social KPIs	2022
Employment	
Total workforce	24,262
By age	
<30	6,351
30-50	11,149
>50	6,762
By gender	
Male	14,685
Female	9,577
By type	
Full-time	24,262
Part-time	0
By region	
Shanghai	912
Jiangsu	6,597
Zhejiang	2,760
Others	13,993
Employee turnover rate	38%
By age	
<30	52%
30-50	34%
>50	25%
By gender	
Male	38%
Female	39%

By region	
Shanghai	33%
Jiangsu	37%
Zhejiang	42%
Others	38%
Development and Training	
Total number of participants in the trainings	24,262
Percentage by rank and gender	
Senior management (male)	0.02%
Senior management (female)	0.01%
General sta (male)	59.95%
General sta (female)	40.02%
Average training hours	
By gender	
Total average training hours of male employees	21.58
Total average training hours of female employees	22.04
By rank and gender	
Senior management (male)	16.23
Senior management (female)	16.23
General sta (male)	21.56
General sta (female)	22.07

Appendix IV: List of Laws and Regulations

Laws and regulations applicable	Internal policies
A-Environmental aspects	
Aspect A1: Emissions	
Environmental Protection Law of the People's Republic of China	Office Management Guidelines
Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise	Management Requirements for Closed, Removed and Bag-out of Decoration Garbage House
Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution	
Law of the People's Republic of China on the Prevention and Control of Water Pollution	
Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste	
Regulations of the People's Republic of China on the Prevention of Pollution and Damage to the Marine Environment Caused by Pollutant from Land	
Energy Conservation Law of the People's Republic of China	
Directory of National Hazardous Wastes	
14th Five-Year Comprehensive Work Plan for Energy Conservation and Emission Reduction	
Management Measures for Urban Household Waste	
Aspect A2: Use of Resources	
Energy Conservation Law of the People's Republic of China	Management Requirements for the Energy Consumption of S-Enjoy

Management Regulations for Urban Water Conservation	Energy Consumption Control Manual
Management Measures for Electricity Conservation	Management Measures for Electricity Conservation
	Energy Consumption Management Policy
Aspect A3: The Environment and Natural Resources	
/	Management Requirements for Closed, Removed and Bag-out of Decoration Garbage House
	Spring Greening Management Measures
Aspect A4: Climate Change	
/	Operation Instructions for Typhoon and Flood Prevention
	Emergency Plan for Flood
	Operation Instructions for Cold and Frost Protection
B-Social aspects	
Aspect B1: Employment	
Labour Law of the People's Republic of China	Welfare Management System of S-Enjoy
Labour Contract Law of the People's Republic of China	Administrative Measures for Welfare Subsidies
Employment Promotion Law of the Peoples Republic of China	Measures for the Administration of Welfare Subsidies
Social Insurance Law of the People's Republic of China	Talent Referral Management Measures
Law of the People's Republic of China on the Prevention and Control of Occupational Diseases	Performance Management Measures
Provisions of the People's Republic of China on Special Protection of Juvenile Labour	Remuneration Management Policy

Provision on the Minimum Wage	Employee Handbook
Provisions on the Prohibition of Using Child Labour	Employee Recruitment Management Policy
Aspect B2: Health and Safety	
Work Safety Law of the People's Republic of China	Safety Management System
Fire Protection Law of the People's Republic of China	Employee Health and Safety Management Measures
Emergency Response Law of the People's Republic of China	Fire Protection System Management Policy
Regulations on Fire Safety Management of Government Bodies, Organisations, Enterprises and Public Institutions	Fire Protection System Emergency Plan
Regulations on the Control over Safety of Dangerous Chemicals	Operation Instructions on Management of Fire Water Supply Equipment
	Operation Instructions on Management of Automatic Fire Alarm System
	Operation Instructions on Management of Fire Prevention and Smoke Control System
	Operation Instructions on Management of Gas Fire-extinguishing System
	Operation Instruction for Epidemic Prevention Management of COVID-19
Aspect B3: Development and Training	
Law of the People's Republic of China on the Protection of Women's Rights and Interests	Training and Development Management System
Regulations on Reporting, Investigation and Handling of Work Safety Accidents	Lecturer Management System
Interim Provisions on the Troubleshooting and Governance of Work Safety Accidents	Employee Coaching Management Policy

Regulation on Work-Related Injury Insurance	Administrative Measures for Employee Certificates
Special Rules on the Labour Protection of Female Employees	Operating Guidelines on Competition for Management Positions
Aspect B4: Labour Standards	
Trade Union Law of the People's Republic of China	Employee Recruitment Management Policy
Aspect B5: Supply Chain Management	
The Bidding Law of the People's Republic of China	Procurement Management Policy
The Government Procurement Law of People's Republic of China	Supplier Management Policy
Aspect B6: Product Responsibility	
Regulations of the People's Republic of China on Property Management	Information Security Management Measures
Product Quality Law of the People's Republic of China	Privacy Policy
Law of the People's Republic of China on the Protection of Consumer Rights and Interests	Intellectual Property Management Policy
Cybersecurity Law of the People's Republic of China	Guidelines for Customer Reception
Patent Law of the People's Republic of China	Operation Guidelines for Orange APP Butler Work Orders
Trademark Law of the People's Republic of China	4008 Customer Service System Operation Management Measures
Tort Liability Law of the People's Republic of China	Communication Management Policy
Advertising Law of the People's Republic of China	Management Measures for WeChat Official Account
Copyright Law of the People's Republic of China	Orange APP Privacy Policy
Special Equipment Safety Law of the People's Republic of China	Safety Management Policy

	Elevator Emergency Rescue Plan
	Six T Standard Sorting
	Food Safety Management of Restaurants
	Food Safety Management Policy
	Restaurant Hygiene Management Policy
	Food Material Purchase and Storage Management Policy
	Warehouse Management Policy
	Employee Etiquette Service Standard
	Emergency Response Plan Policy
Aspect B7: Anti-corruption	
Anti-Unfair Competition Law of the People's Republic of China	Code of Professional Conduct of Employees
Anti-Monopoly Law of the People's Republic of China	Complaint Report Management Policy
Anti-Corruption and Bribery Law of the People's Republic of China	Management Measures for Gifts and Cash Gift
Interim Provisions on Banning Commercial Bribery	Code of Conduct
Criminal Law of the People's Republic of China	Internal Control Management Policy
	Internal Audit Standards
	Audit Management Process
	Property Legal Risks and Countermeasures
	Management Policy for Conflict of Interest
Aspect B8: Community Investment	
Charity Law of the People's Republic of China	Methods on Management of Charity and Public Benefit Activities

Regulation for the Safety Management of Large-scale Group Activities	
Compliance Governance and Stakeholders	
Company Law of the People's Republic of China	/
Securities Law of the People's Republic of China	
Corporate Governance Code	
Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited	