



天津津燃公用事業股份有限公司
TIANJIN JINRAN PUBLIC UTILITIES COMPANY LIMITED

(a joint stock limited company incorporated in the People's Republic of China with limited liability)

Stock Code: 1265

**Environmental,
Social and
Governance Report
2022**

CONTENTS

ABOUT THIS REPORT	2
STATEMENT FROM THE BOARD	3
1. IMPROVING CORPORATE GOVERNANCE	4
1.1 ESG Governance	4
1.2 Integrity and Legal Compliance	10
1.3 Supply Chain Management	13
2. ADHERING TO OPERATIONAL EXCELLENCE	14
2.1 Stable Gas Supply	14
2.2 High-quality Service	18
2.3 Technology Upgrade	23
3. STRICTLY OBSERVING THE SAFETY RED LINE	24
3.1 Safety Management	24
3.2 Safety Culture	27
3.3 Gas Use Safety	29
4. PRACTICING GREEN DEVELOPMENT	31
4.1 Environmental Management	31
4.2 Response to Climate Change	33
4.3 Green Construction	36
4.4 Green Office	37
5. PROMOTING HARMONIOUS COEXISTENCE	40
5.1 Employment Management	40
5.2 Talent Development	41
5.3 Care for Employees	44
5.4 Social Empowerment	49
HKEx ESG REPORTING GUIDE INDICATORS INDEX	51

ABOUT THIS REPORT

This report is the environmental, social and governance (hereinafter referred to as “ESG”) report (hereinafter referred to as “this report”) published by Tianjin Jinran Public Utilities Company Limited. This report is prepared in accordance with the actual operational data of the Company, and responds to the important issues of concern to stakeholders in the main body of the report, which truly reflects Jinran Public’s performance of its economic, social and environmental responsibilities. The Board of the Company has reviewed this report and is responsible for the authenticity and validity of the information contained.

I. SCOPE OF THE REPORT

This report focuses on Tianjin Jinran Public Utilities Company Limited and its subsidiaries. This report covers the period from 1 January 2022 to 31 December 2022, and it may include information beyond the period in order to maintain the consistency of information.

II. GUIDANCE FOR THE REPORT

This report is prepared with reference to the Environmental, Social and Governance Reporting Guide in Appendix 27 of the Rules Governing the Listing of Securities issued by the Stock Exchange of Hong Kong Limited.

III. EXPLANATIONS ON DATA

The data and cases cited in this report are extracted from the statistical report and the internal communication documents of Jinran Public. In case of any discrepancies between financial data and the annual report, the latter shall prevail. Unless otherwise stated, Renminbi is used in this report as the functional currency.

IV. PUBLICATION FORM

This report is published in Chinese and English. Please log in to <http://www.jinrangongyong.com/> for the electronic version.

V. EXPLANATIONS ON SHORT NAMES

For ease of presentation, Tianjin Jinran Public Utilities Company Limited is expressed as “Jinran Public”, “Company”, “we” and “us”.

VI. CONTACT INFORMATION

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STATEMENT FROM THE BOARD

Jinran Public highly recognises the importance of environmental, social and governance (hereinafter referred to as “ESG”) to the long-term sound operation of the Company and has established an effective ESG management and governance mechanism. As the highest decision-making body on ESG matters, the Board of Directors is responsible for approving the Company’s sustainable development strategies, policies, objectives and risks, reviewing the progress of achieving ESG targets to achieve a more independent, efficient and professional ESG management by the Board of Directors, ensuring the integration of ESG concepts into the Company’s policies through the management of ESG conducted by the ESG Working Group, and implementing ESG management in the Company. We will also explore a new sustainable development model that integrates ESG into the Company’s business.

The Company attaches importance to the material impact that ESG risks may have on the Company. Based on external socio-economic macro environment and our development strategy, the Company conducts regular assessment of important ESG issues, and reports them to the Board for review. The Board discusses and identifies our ESG risks and opportunities, makes the management and enhancement of important issues an ESG priority and takes it in account of the Company’s overall strategy, overseeing issues management and performance. In 2022, Jinran Public has initially identified the risks brought by climate change, and has carried out measures to address the identified risks. Looking ahead, Jinran Public will continue to strengthen its capacity to manage climate risks and opportunities and develop response plans.

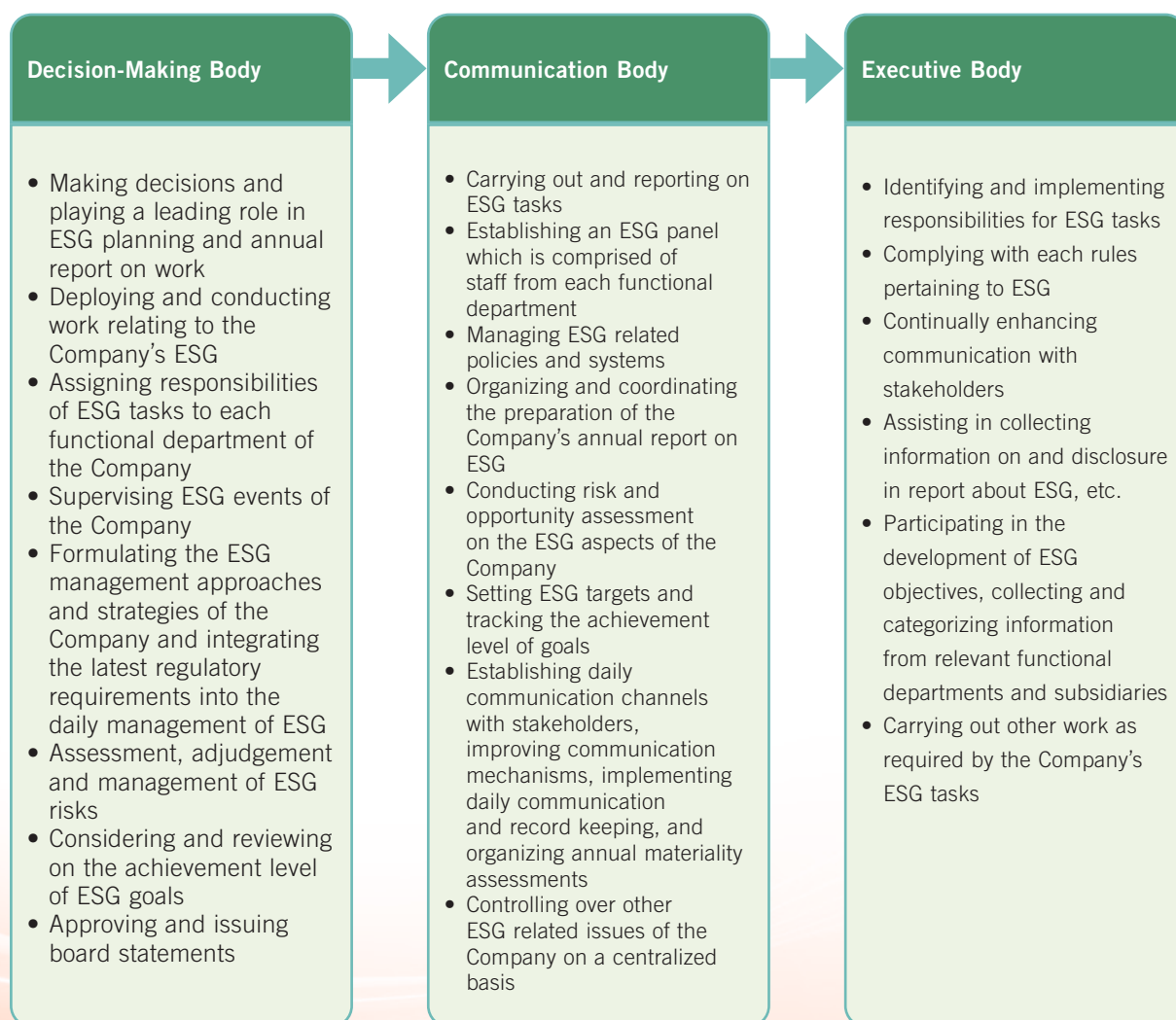
This report discloses the details of progress and effectiveness of ESG work of Jinran Public in 2022, which was submitted by the Board for consideration and approval on 28 March 2023. The Board of the Company and all directors thereof guarantee that the information contained in this Report does not contain any false representations, misleading statements or material omissions, and jointly and severally accept responsibility for the truthfulness, accuracy and completeness of the content of this Report.

1. IMPROVING CORPORATE GOVERNANCE

Jinran Public continues to establish a sound and modern corporate system with Chinese characteristics, and continuously optimized the corporate governance to build up a dynamic, lean and efficient system and mechanism with smooth operation. It upholds integrity operation, compliance management as well as clean and efficient administration, so as to effectively safeguard the rights and interests of investors, and continuously enhance the value of the Company.

1.1 ESG GOVERNANCE

In the course of its development and operation, Jinran Public has always been determined in strengthening its management on ESG issues. In accordance with the Administrative Measures for the Social Responsibility of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司社會責任管理辦法》), the Company is in charge of placing effective control over, inter alia, organisation and planning, index management and performance appraisal pertaining to ESG issues, in order to further regulate and improve the level of the Company's ESG management.



1. IMPROVING CORPORATE GOVERNANCE (continued)

Communication with Stakeholders

Jinran Public highly concerned about the demands of its stakeholders. Based on the characteristics of industry dynamics and the development of the Company, we identify internal and external stakeholders and proactively establish a communication mechanism with them. The Company actively communicates with stakeholders by convening annual results presentation and general meetings, participating in investment seminars, receiving visiting investors from the mainland and overseas, listening to their advice and responding in a timely manner.

In order to listen to the opinions of stakeholders, the Company provides direct communication channels for stakeholders around the country. Any interested party related to the local business and development of the Company can contact us directly at the company level by email: jinrangongyong@jinrangongyong.com. We value the concerns and suggestions of relevant parties and will respond in a timely manner and properly handle.

1. IMPROVING CORPORATE GOVERNANCE (continued)

Stakeholders	Issues of Concern	Response Channels	Effectiveness of communication
Government and regulatory agency	Lawful operation Tax compliance Increasing employment opportunities Promoting sustainable and healthy economic development	Daily report and communication Seminars and on-site meeting Forum and exchange programme	Developed strategic cooperation with local governments Created good external environment for enterprise development
Shareholder and investor	Satisfactory investment return Good market value	Annual reports and announcements Roadshows Investors meetings General meeting	Established good relationship with investors Improved the credibility of investors Obtained the support from investors and shareholders on material decisions
Client	Stable supply of products High-quality and safe products Considerate and convenient service Smooth communication channels	Customer forums Telephone service hot-line Customer satisfaction survey	Continuous improvement on business operation based on customers' feedback Efficient and timely solutions for customers' complaints Continuous improvement on customers service
Business partner	Fair procurement Sincerity and mutual benefit Long term and stable cooperation	Supplier conference Strategic cooperation	Enhanced suppliers management, improved effectiveness of supply chain Facilitated co-development of business partners

1. IMPROVING CORPORATE GOVERNANCE (continued)

Stakeholders	Issues of Concern	Response Channels	Effectiveness of communication
Employee	Comprehensive rights and interests protection Good platform for career development Work-life balance Occupational health	Employee congress Complaint mail box	Communication among staff Clarified career path Created a harmonious workplace Built a healthy and safe working environment
Communities and non-governmental organisations	Community development Establishment of a harmonious community	Community propaganda Participating in public welfare	Established good relationship with community Created a good external environment for the enterprise development
Media	Financial performance Corporate governance Information disclosure	Annual reports and announcements Press conference News releases and publications Media inquiries	Established a good relationship with media Maintained company image and obtained public recognition
Environment	Practice energy conservation and emission reduction Practice green operation	Annual reports and announcements Project and environmental impact survey Communication with environmental organizations	Implement energy conservation and emission reduction plans

1. IMPROVING CORPORATE GOVERNANCE (continued)

Significant Topics Screening

According to the requirements of the Environmental, Social and Governance Reporting Guidelines issued by Hong Kong Stock Exchange and with reference to the international general ESG initiatives and standards and the general concern of industry ESG topics, Jinran Public carries out the identification and screening of ESG topics through anonymous questionnaire surveys every 3 to 5 years. A matrix of material topics is created after the analysis and evaluation of questionnaire data, and alternative topics are identified to be submitted to the Board for review and approval.

Screening Process of Topics on Social Responsibility

Topic Sources

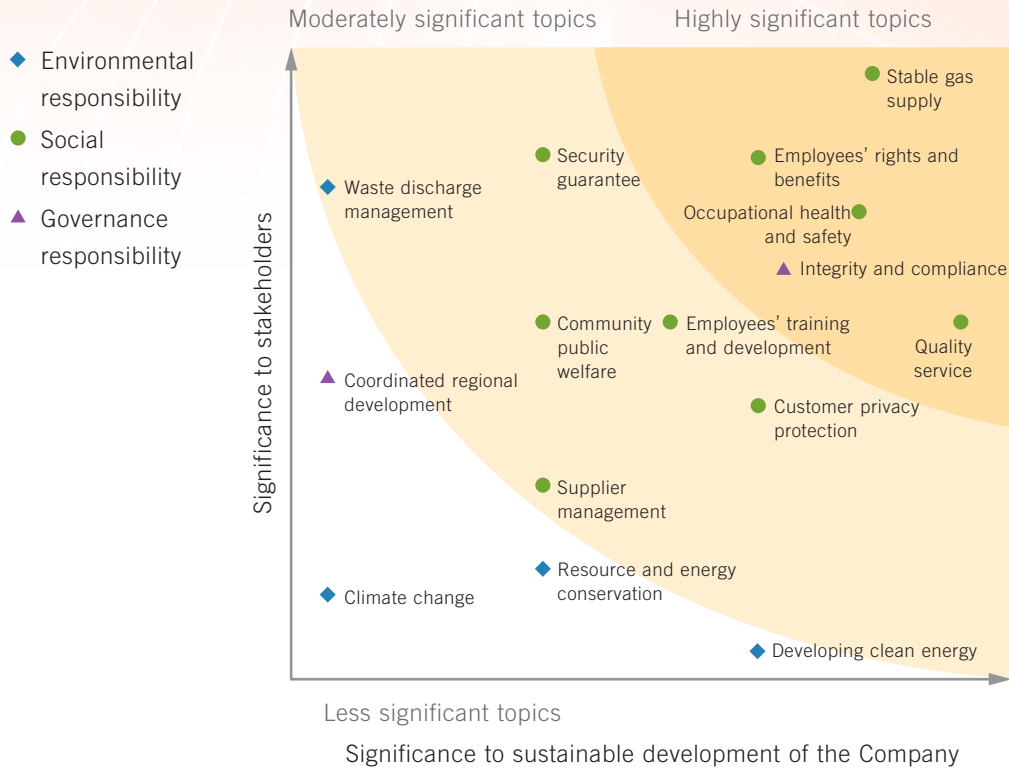
- Suggestions from the management of the Company
- Analysis and recommendations from internal and external experts
- Analysis on imedia information
- Benchmarking research on domestic and overseas players in the industry
- Guidance on social responsibility

Screening Criteria

- Contribution to sustainable development
- Common concerns of stakeholders
- Emphasis of guidance on social responsibility
- Satisfying demands arising from strategic development of the Company

In 2022, the Company identified and screened the sustainable development topics related to Jinran Public by means of seeking for the suggestions from the management of the Company, benchmarking research on domestic and overseas players in the industry, analysis on imedia information and on-site investigation, so as to understand the concerns of stakeholders, and screen out significant topics finally.

1. IMPROVING CORPORATE GOVERNANCE (continued)



Matrix of Significant Topics of Jinran Public in 2022

1. IMPROVING CORPORATE GOVERNANCE (continued)

1.2 INTEGRITY AND LEGAL COMPLIANCE

Adhered to the compliance culture concept of “operating business with integrity and ensuring gas safety by compliance” and the vision goal of “building an integrity and compliant enterprise and being an integrity and compliant gas person”, the Company continuously strengthens the construction of integrity and compliance management system. By establishing the Integrity and Compliance Committee and the Joint Committee, the Company carried out integrity and compliance management work and continuously improved the top-down integrity and compliance management organization system in line with the Integrity and Compliance Work Plan. In 2022, Jinran Public signed the Employee’s Integrity and Self-discipline Commitment and the Safety, Environmental Protection and Integrity Agreement with its employees to establish the concept of integrity and compliance, with a signing rate of 100%.

Table: Highlights of the List of Integrity and Compliance Obligations

- | | |
|--|-----------------------------------|
| • Trade transaction | • Contract management |
| • Safety and environmental protection | • Projects and operation |
| • Labour employment | • Overseas business risk |
| • Financial tax | • Brand maintenance |
| • Intellectual property and information security | • Social donation and sponsorship |
| • Product and service quality | • Legal and general |
| • Corporate governance | • Contract management |
| • Asset management and foreign investment | • Management of listed companies |

According to the Integrity and Legal Compliance Risk List and Diagnostic Report of Tianjin Jinran Public Utilities Company Limited, Jinran Public actively carried out integrity and compliance risk identification, evaluation and diagnosis, and analysed the identified risk to determine the risk level. The Company formulated risk response strategies and the corresponding measures for the identified risks in conjunction with the Company’s risk appetite and risk level. In 2022, the Company reviewed the new or revised management system, alerted the design flaws and risks of the system’s major content, workflow, etc. and audited more than 30 items of its system. The Company also participated in the research and discussion of its major issues, intervened in advance, and conducted risk alerting. As of 31 December 2022, the Company had no significant risk events.

In order to enhance the awareness of and competency education for all staff in the integrity and legal compliance, the Company has incorporated the assessment and evaluation of integrity and compliance into its overall performance assessment and evaluation system, and the integrity and legal compliance training into its annual training plan, respectively. The Company continuously strengthened the integrity and legal compliance publicity, launched special training for the management and all staff on the construction of an integrity and legal compliance system, and proactively cultivated its top-down culture of integrity and compliance.

1. IMPROVING CORPORATE GOVERNANCE (continued)

Internal Audit

Under the direction of the audit leading group, the Party organization and the internal audit mechanism led by the Board of Jinran Public has been improved steadily. The Company actively encouraged the development of the internal audit system in accordance with the Internal Audit System, and established systems, such as the Measures for the Announcement and Notification of Internal Audit Results, the Implementation Rules for Audit Rectification, and the Implementation Rules for Self-Evaluation of Investment Projects, to continuously improve the internal audit system. The Company focused on key risk areas and key business procedures, paid attention to important business, major matters and high-risk areas, and carried out internal audit projects as a whole to promote self-examination and self-correction as well as remediation by the Company.

In 2022, the Company continued to strengthen the Board' leadership in the internal audit and conducted internal audit projects on its annual key work. The Company arranged a special audit of its renewal and renovation projects to promote the optimization of the project management model; launched a “look-back” on the audit rectification with the focus on rectification, and established an improved long-term mechanism for rectification for promoting the application of audit results; focused on two key areas, namely monetary funds and investment projects, to carried a self-evaluation of internal control to facilitate the standardized operation of the internal control system; strengthened the audit of major issues and intervened in advance to provide risk alerts. The Company will gradually improve its internal control management by giving play to the function of internal audit supervision, in a bid to assist in achieving the Company's reform and development goals.

Anti-corruption and Integrity

Jinran Public promoted the building of anti-corruption and integrity culture in Party conduct and continued to carry out anti-corruption activities, in bid to cultivate a culture of integrity and create a standardised and rule-of-law operating environment by strictly complying with the Company Law of the People's Republic of China, the Criminal Law of the People's Republic of China, the Supervision Law of the People's Republic of China, the Constitution of the Communist Party of China, the Disciplinary Sanction Provisions of the Communist Party of China, the Supervision and Discipline Enforcement Rules for Discipline Inspection Authorities of the Communist Party of China, the Anti-corruption Provisions for Performance of Duties by Heads of State-owned Enterprises, the Main Board Listing Rules of the Hong Kong Stock Exchange – the Code of Corporate Governance and other laws and regulations. In 2022, there were no corruption litigation cases against Jinran Public.

1. IMPROVING CORPORATE GOVERNANCE (continued)

In 2022, Jinan Public strictly implemented the responsibility of full and rigorous Party self-governance, and strengthened efforts to improve Party conduct and uphold integrity. To strengthen the warning and deterrent effect, the Company arranged unified watch of integrity warning education videos for 8 times, online visit to integrity education bases for 2 times and the Party class of integrity for 2 times throughout the year. The Company actively carried out integrity culture construction and monthly integrity culture publicity activities. By developing activity plans, the Company arranged the Party Members to study and read the warning education records issued by the Commission for Discipline Inspection at higher level, organized a series of activities such as integrity culture knowledge quizzes, collection of integrity messages, collection of calligraphy on the theme of promoting integrity, special Party class on integrity education, handwritten newspapers under the theme of “integrity”, etc. Through various forms and the rich education content, the education function of integrity culture with unconscious influence has been given play amongst the Party Members and cadres, which has further enhanced their consciousness of integrity and self-discipline.



Picture: 2022 Anti-corruption Training for Directors and the Management

Every petition is taken carefully by Jinran Public as the Company firmly believe that “no petty matter is involved in a petition”. The Company strictly follow the requirements of Jinran China Resources to handle complaint or proposal timely, reports to the leaders in charge at the outset, and gets in touch with the relevant departments to actively communicate and negotiate with the petitioners, striving to fundamentally solve the problems at one time and preventing the occurrence of repeated petitions. The Company has promptly and appropriately addressed the petitions received throughout the year.

1. IMPROVING CORPORATE GOVERNANCE (continued)

1.3 SUPPLY CHAIN MANAGEMENT

Jinran Public attaches importance to supplier management. In accordance with the Law of the People's Republic of China on Bidding and Tendering, Regulations on the Implementation of the Law of the People's Republic of China on Bidding and Tendering and other laws and regulations, internal rules and regulations are formulated, such as the Implementation Rules on the Procurement Management of Tianjin Jinran Public Utilities Company Limited and the Administrative Measures for the Social Responsibility of Tianjin Jinran Public Utilities Company Limited, enabling a clearer and more effective procurement process through the online platform for procurement to further standardize the procurement of the entire electronic management process. The Company adheres the effective management of suppliers, so as to comprehensively construct a fair, transparent and sustainable supply chain.



Diagram: Bidding and procurement process of Jinran Public

To obtain stable supplier resources, the Company standardised the Supplier Access Rules and implemented management mechanisms for qualification review, access, audit and evaluation of suppliers. The Company established the Supplier Audit Form for record by setting up the access conditions according to supplier types and requiring suppliers to provide corresponding audit materials. In 2022, Jinran Public had cooperated with a total of 14 suppliers, all of which were registered suppliers in Mainland China.

Regions	Tianjin	Outside of Tianjin
Number	5	9

The Company continued to supervise and inspect the implementation of environmental protection measures at each construction site, and continued to provide training to construction units on various supervision matters of environmental protection, while signing environmental protection agreements with each construction party to prevent the occurrence of environmental protection incidents. The Company proactively promoted “Green Procurement” by prioritizing products featured with no or less harm to the environment in their whole life, higher utilization and lower energy consumption during procurement. In addition, we advocated the protection of workers’ interests and drove the entire supply chain to practice environmental protection and perform social responsibility. As of 31 December 2022, the contracting rate of environmental protection agreements for Jinran Public was 100%.

2. ADHERING TO OPERATIONAL EXCELLENCE

Jinran Public attaches great importance to the stable supply of natural gas and insists on providing customers with quality services and to continuously improving its service methods and standards, which better served urban development and people's well-being. We enhanced our innovation and intelligence, so as to promote the sustainable development of the Company and the industry.

2.1 STABLE GAS SUPPLY

Jinran Public guaranteed stable gas supply by complying with relevant systems such as the Administrative Measures for Gas Pipeline Network Patrols of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司燃氣管網巡線管理辦法》), Administrative Measures for Gas Operation of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司帶氣作業管理辦法》), Regulations on the Administration of Repair of External Networks of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司外網搶修管理規定》) and Maintenance System of Gas Pipeline Facilities of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司燃氣管道設施維護保養制度》). The Company ensured stable operation through engineering construction, gas facility maintenance, pipeline network operation, emergency repair and replacing old meters in aggregate. In 2022, Jinran Public sold pipeline natural gas of 552.58 million cubic meters with the length of gas pipeline network of 2,315.25 kilometers and the total number of gas users of 581,191.

In order to ensure the high quality operation of projects, Jinran Public strictly controlled the quality management during the construction stage through pre-control, in-process control and post-control, to continuously improve the quality of construction. During the early stage of project, the Company organized the parties responsible for construction, supervision, design and other areas to make thorough on-site disclosures, and require them to communicate and resolve any doubts encountered during the construction and any uncertainties about the drawings promptly, so as to make sure the implementation of the latest workflow of "1+3". During the project-in-process stage, the Company strictly controlled the progress of project, ensured quality and safety of the construction and conducted inspection and quality acceptance after completion, so that the expected quality shall be satisfied for each construction. In case of any problems and defects identified, we shall provide resolution thereof to relevant units in a timely manner and propose improvement measures. After the completion of the construction, Jinran Public makes sure the engineering quality be controlled upon the completion of construction and follows up step by step so as to conclude the pre-acceptance and completion smoothly. In 2022, Jinran Public organized a total of 6 disclosures and constructions for ancillaries of residential gas projects involving 4,937 households in total, 35 disclosures and constructions for industrial and commercial users and 1 business expansion of medium voltage project.

Jinran Public continuously strengthened the maintenance of gas facilities with regularly maintenance conducted to the additional valves, compensators, condensate tanks, water distributors and pressure regulating facilities of its gas pipelines, and strictly complies with the requirement of "5+1" for the ancillaries of gas pipelines, i.e. no structures forming an enclosed space, no leakage, no blockage, no loss and no debris in the well together with sensitive valve for opening and closing, so as to effectively prolong their service life and improved their function, as well as reduce the occurring frequency of hidden dangers.

2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

In terms of pipeline network operation, Jinran Public carried out reconstruction of the old pipeline network to ensure the safety and stability of the pipeline transportation. We have established a communication mechanism with relevant government departments, district departments and community committees to make scientific coordination and monitor project quality closely. By implementing the safety and environmental protection measures of six “one hundred percent” at the construction site, we control the quality from the very beginning of construction. We had completed the scheduled reconstruction plan for the old pipeline network in 2022. In 2022, Jinran Public has reconstructed a total of 62 old pipeline network projects, involving 81 km of old pipelines.

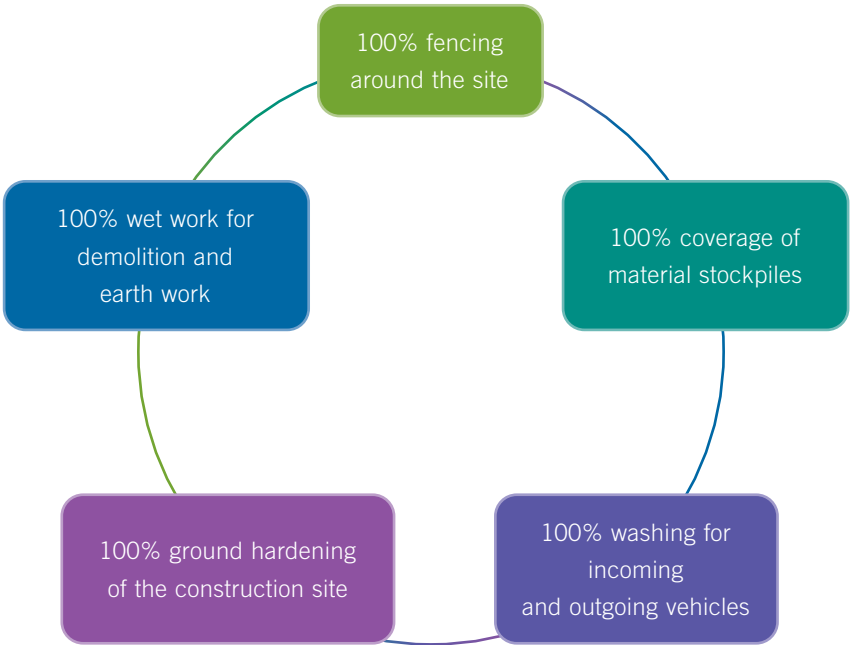


Diagram: six “one hundred percent” onsite construction requirements of Jinran Public

2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

Jinran Public strictly followed the repair workflow for emergency repair to ensure the emergency construction completed safely. We also commit to dispatch the repair vehicle within 5 minutes after receiving the emergency call for repair and arrive at the site of the pipe leak within 30 minutes to ensure the problem addressed timely. In 2022, the timely handling rate of gas emergency of Jinran Public reached 100%.

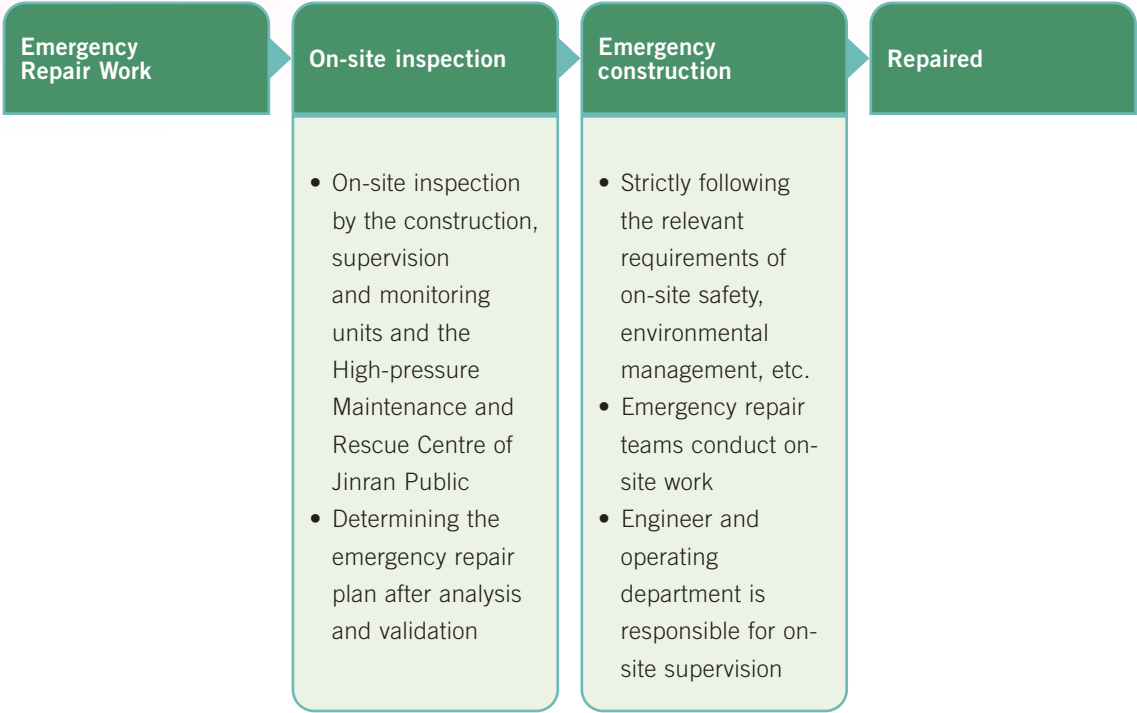


Chart: Jinran Public Gas Outdoor Emergency Repair Measures

2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

Case: Emergency Repair Drill for Courtyard

On 11 August 2022, the branches of the Company organized drill of the Courtyard Emergency Repair and Handling Plan (《庭院引入應急搶修處置方案》) to examine the experience and practice of the relevant emergency personnel of the branch with the emergency handling plan, specifically, the normalization and timeliness of the repair team personnel in terms of answering calls, recording and others, the emergency handling capabilities of relevant teams and the maintenance and emergency repair teams, and the readiness of emergency materials, tools and other related spare parts. The drill effectively guaranteed that emergencies will be handle under unified command and coordinated responsibility among different levels in an orderly manner, which lays a good foundation for conducting timely and effective emergency rescue during production safety accidents, minimizing fatalities and property losses of the Company and protecting the life of staff and the Company's property. The emergency response ability and safety awareness of all staff was thus enhanced.



Photo: The Emergency Repair Drill Site

The Company kept promoting the upgrade of Internet of Things meter among residential users on one hand, and strived to expand its applications among non-residential on the other, so as to advance the upgrade and reconstruction among residential users and industrial and commercial users, respectively, and ultimately to realize a wider application of intelligent techniques in public service areas and head into smart gas pipeline construction era. As of 31 December 2022, we had upgraded 26,825 Internet of Things meters for civil users and exchanged such meters for 52 industrial and commercial users. Besides, the Company also adjusted the maximum flow limit of 56,658 Internet of Things meters from the existing 4 cubic meters per hour to 2.4 cubic meters per hour.

2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

2.2 HIGH-QUALITY SERVICE

Jinran Public attaches great importance on the optimisation of users' experience in gas use. It has strictly implemented management measures such as Management Regulations on Indoor Maintenance for Residential Users (《居民用戶戶內維修管理規定》), Management Regulations on Customer Service (《客服管理規定》), Job Description for Internal Office (《內勤崗位職責》) and Ten Service Commitments (《十項服務承諾》) to comprehensively improve service, strengthen service awareness of employees, quickly respond to customer demands and protect customer privacy.

Optimising Gas Use Experience

Jinran Public has always adhered to the concept of “user-centered” and continuously improves their experience of safety gas. In 2022, by strengthening the connection between communities and enterprises, visiting kindergartens and senior houses and helping households without young people around, we carried out the construction of “file establishment on each household basis” for non-resident users and special safety inspections of gas pipeline facilities with enterprise property rights of non-resident users. We strengthen non-resident users' awareness of safe gas use and implement long-term mechanisms, which built a situation of dynamic control, information unification, standardized contract and joint management.

Online service	<ul style="list-style-type: none">• Expand the online payment channels of “Jinxin Office” (津心辦) and “Mengsu Office” (蒙速辦)• Realize online gas connection application through “Tianjin online service hall” and WeChat official account
Gas connection	<ul style="list-style-type: none">• Reduce the handling time to 1 working day• Optimise the workflow of gas connection• In strict compliance with acceptance process, completion of acceptance takes an half working day
Replacement of old meters	<ul style="list-style-type: none">• Replace 26,825 Internet of Things meters for resident users• Replace Internet of Things meter for 52 industrial and commercial users
Service during the epidemic	<ul style="list-style-type: none">• Refine the epidemic prevention and control plan and emergency plan of the branches• Drive to the boundary of the closed area of the epidemic and purchase gas for user by using “online payment (網充竇)”• Connect with the grid administrator and remotely guide residents to make online payment by using “online payment (網充竇)” and WeChat official account
Indoor safety inspection	<ul style="list-style-type: none">• Refine management measures of safety inspection outsource and visualisation and safety inspection process and conduct trace management of safety inspection in a strict and minute manner• A total of 33,775 households was inspected indoor, 193 hidden dangers were found with a total of 193 were rectified

Chart: Jinran Public's highlight measures for user service 2022

2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

In 2022, Jinran Public initiated the “Six One Hundred Percent” project, optimizing installation and reconstruction process of indoor gas facility and improving service quality. Such project covered 19,298 of residential users with gas connection over 20 years in Hexi District and Jinan District. In 2022, the Company completed installation of approximately 15,934 self-closing valves in 15,951 household (including 17 out-of-service household); replacement of Internet of Things meters and parts of valves in front of the meter and branches behind the meter in 1,918 household; replacement of metal hoses with screwed connection in 15,570 household; replacement of gas risers for certain users.

Internet of Things meters	100% use of Internet of Things meters With functions including data upload, remote control, provision of convenience for users to purchase gas, gas supply cut-off and alarm in abnormal conditions	Flame failure stove	100% use of flame failure stove With function of automatic close of burner in conditions where the burner fails to ignite, accidental flameout or flame detector fails
Gas self-closing valves	100% installation of gas self-closing valves With manual reset mechanism, which can be reset after cut-off -10 – 40°C design working temperature	Gas warning device	100% installation of gas warning device
Stove connecting pipes	100% use of metal hoses with screwed connection in both ends	Product quality	100% qualification of all product

Chart: Jinran Public’s “Six One Hundred Percent” Project 2022

2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

Jinran Public continued to optimize its internal management, promote reconstruction of business process, standardize daily management of service item and provide convenient services for users, achieving “No Visit at All” for 28 gas business items. A total of 237,499 various business were handled throughout 2022. In addition, the Company promoted the full incorporation of service item into “Jinxin Office (津心辦)” APP, perfecting the construction of integrated government service platform. IoT users can make online payment through software such as WeChat official account, Alipay, Agricultural Bank of China APP, China Merchants Bank APP, China Everbright Bank APP and “Mengsu Office (蒙速辦)”, while users using IC card natural gas meters can purchase gas remotely through self-service terminals of Agricultural Bank of China and “online payment (網充賣)” equipment.

Jinran Public further optimized its procedures of gas connection application and communicated closely with design department to standardize the requirements of design drawings and material sheet content and minimize time for the entire gas connection application procedures, therefore enhance its overall level of application service. The Company enhanced online business capacities of gas connection application, to maximize the convenience of users by publicizing multi-channels to apply for installation business, guiding users to apply and providing door-to-door services.

In 2022, Jinran Public continued to be driven by innovation, optimize the analysis and management of user data and promote digital transformation to achieve the goal of smart gas. The Company regularly fed public service information such as safe gas use, regulations to use and manage and convenient tips for gas users by improving the use of WeChat official account, and meanwhile, proactively explored interactive application practice, the intelligent reply function, through which we can expand our impact, close the gap with users constantly and improve users’ service experience due to the good users’ experience. A total of 44 convenience information has been published, which further enhanced the efficiency of corporate operation and customers’ satisfaction.

Case: The Gas Use of Kindergartens Visit of Jinran Public

As at July 14, 2022, staff from Jinran Public came to help solve the problem of gas use in Aidi Kindergarten (愛迪幼兒園). Staff guided users to complete the Application Form for Gas Connection (《燃氣用氣報裝受理申請表》) on site and detailed the whole gas connection application procedures for users. Combined with direction of gas pipeline confirmed by the duly on-site survey, designers began to design construction drawings. Finally, the project was successfully completed with a series of work such as gas connection, ignition, card activation and gas sale, completely eliminating the food problem of children, faculty and staff after the official opening.

Standardizing Customer Service Processes

In order to optimize the quality of customer services, Jinran Public strictly complied with “Management Regulations on Customer Service” and other related management system and strengthened the study of political documents such as the new “Production Safety Law” and the “Regulation on Gas Management of Tianjin City” by departmental staff. In 2022, Jinran Public will continue to improve its internal control and appraisal system, strengthen staff management and enhance staff service awareness.

Meanwhile, the Company deepened the implementation of the performance assessment mechanism. For the purpose of window staff, the Company put forward detailed business processing requirements and strictly implemented first responsible system, meaning that all information including processing section, acceptance conditions, application materials and processing time limit shall be accurately and comprehensively informed to applicant in one time. In addition, customer service staff shall fill out whole acceptance process of application of installation on relevant contracting form to achieve traceable process. Jinran Public continued to improve requirement on and process of customer service staff and enhance motivation and activity of the department to work, so as to provide more transparent and convenient high-quality service for customers.

2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

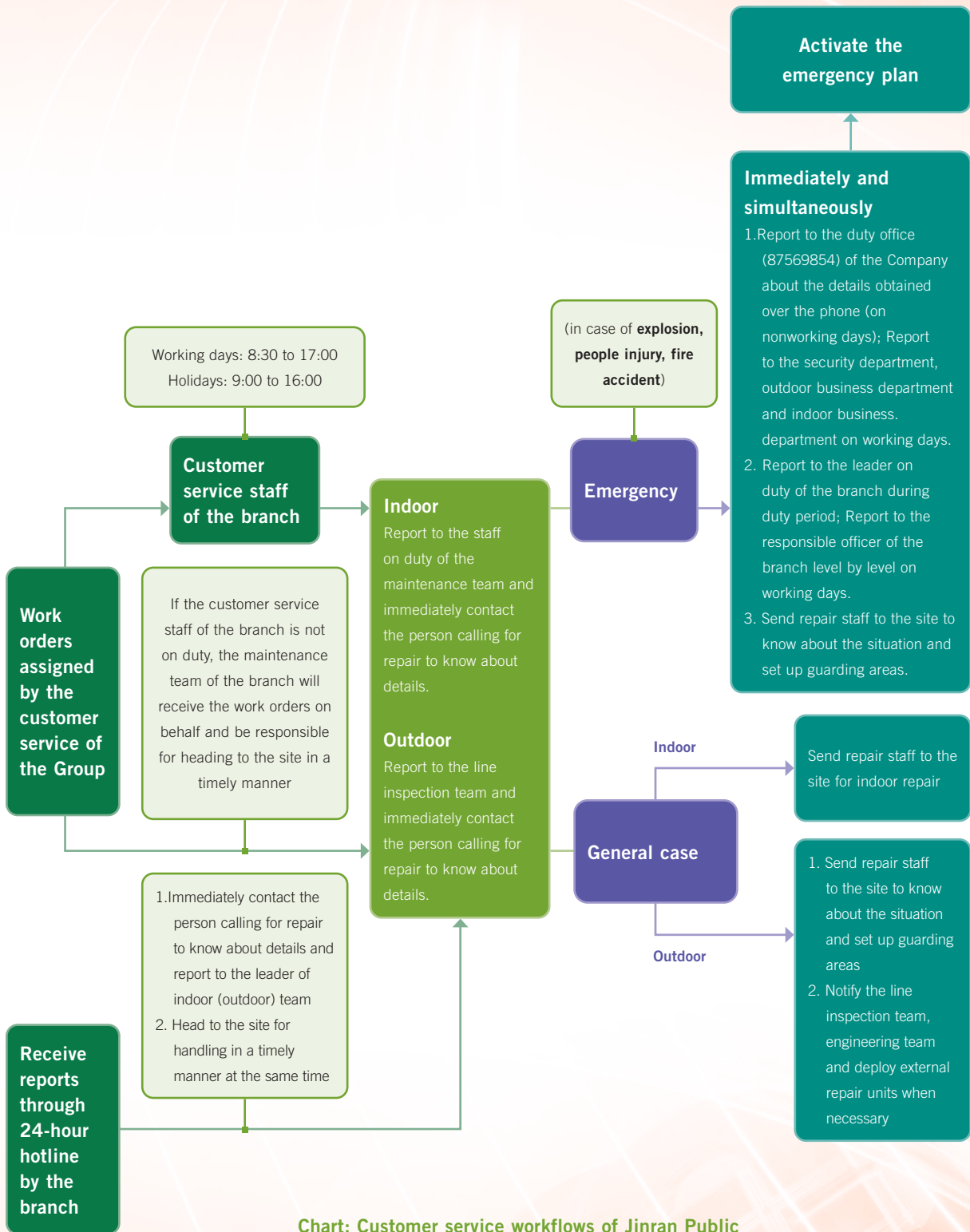


Chart: Customer service workflows of Jinran Public

2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

Protecting the Rights and Interests of Customers

Being committed to protecting the rights and interest of customers, Jinran Public constantly deepened the construction of service standardization and optimized the complaint handling mechanism. Meanwhile, the Company attaches great importance to protecting the privacy of customers by complying with various relevant systems and strictly review the authority in accordance with standards, so as to provide an efficient and safe experience environment for customers.

In 2022, Jinran Public proactively promoted the pilot to fully promote works in terms of the construction of the “Three Reports” service system led by the Company’s party by combining with the “Positive or Negative Feedback” work and promoting conduct rectification, special action to improve service quality and the practice themed at “Take practical actions in the interests of the masses”, so as to enhance the people’s sense of well-being and security. At the same time, the Company promoted the application of service appraisal system for window staff which involves users in the supervision and management of services. The Company gradually formed the one-stop “Internet +” service system integrated with online and offline by implementing the promotion training on the Group’s high-quality service guarantee system and special training for window staff and enhancing the upgrade and reconstruction of software and hardware facilities.

According to the Implementation Plan for “Positive or Negative Feedback” Evaluation on Services of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司服務「好差評」評價工作實施方案》), we evaluate services provided to customers through service windows, consultation hotlines and other forms, we will respond to customer inquiries and feedback in a timely manner, evaluate and analyse customer service feedback on a timely and regular basis, so as to provide our customers with quality products and services. In addition, the Company conducts a survey on user satisfaction through window evaluation and security work, and recorded a good user satisfaction in 2022.

The process of handling customer complaints of Jinran Public strictly follows a series of processes including customer service terminals receiving complaints, verifying internally, contacting users by phone to know their concerns, appointing time and resolving, to ensure that the problems of customer are solved in a timely and effective manner. After receiving the complaints, we will immediately contact the responsible department and the team leader to negotiate a solution with relevant users.

From January 1, 2022 to December 31, 2022, Jinran Public received a total of 88,582 customer hotlines with a timely handling rate of 100%.

In order to protect the information security of users, Jinran Public has formulated the Administrative Measures for Authority to Use Gas Management Informationisation Integrated Platform System of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司燃氣管理信息化綜合平台系統管理辦法》), which further standardizes the management work on Gas Management Informationisation Integrated Platform System, strengthen the authority control and makes sure the safety of operating system. In 2022, there was no privacy leakage incident in Jinran Public.

2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

2.3 TECHNOLOGY UPGRADE

Pursuant to the relevant provisions of the People's Republic of China on Scientific and Technological Progress, the Regulations on State Science and Technology Awards, the Regulations of Tianjin Municipality on the Promotion of Scientific and Technological Progress, and Science and Technology Awards Measures of Tianjin Energy Group, Jinran Public encourages efficient allocation of innovation resources and system integration, as well as unity and collaboration, joint research and independent innovation. With the continuous improvement of technology, we strive to better serve the country and its people.

In order to better promote the enthusiasm of scientific and technological innovation, we have set up five awards for scientific and technological. Moreover, we have established a Review Team, headed by the competent leader of the Company, with each of the Company's leaders in charge as deputy leaders and the responsible persons of the Company's departments as members, scientific and technological development and technical research, and give rewards to the projects with high ratings.



Diagram: Awards for Scientific and Technological Innovation set by Jinran Public

In 2022, Jinran Public continued to enhance the intelligence level, strengthen the construction of information technology, and improve the technological level of management of the pipeline network. The Company consistently carried out inspections of the anti-corrosion layer and geographical information on high and medium pressure gas pipeline network facilities belonging to the Company, and the intelligent patrol system was launched to provide a scientific basis for the maintenance, renovation, renewal and safe operation of pipelines and to enhance the Company's management and control of pipeline network operation.

3. STRICTLY OBSERVING THE SAFETY RED LINE

Throughout the year, Jinran Public adhered to the concept of people first and safe development, and closely followed the decision and deployment of safety work of the municipal government, comprehensively and thoroughly carried out the Three-Year Action for safety improvement, the Hundred-Day Action for gas safety and centralised investigation and rectification actions. To ensure a safe and stable supply of gas throughout the year, we did a solid job of managing the safety infrastructure, and the whole team worked together to ensure that our safety work progressed to a new stage.

3.1 SAFETY MANAGEMENT

Strictly abiding by the relevant laws and regulations such as the Production Safety Law of the People's Republic of China, the Fire Protection Law of the People's Republic of China, the Production Safety Regulations of Tianjin City and Regulation on the Administration of Natural Gas of Tianjin City, Jinran Public has strengthened the standardisation of safety management. In 2022, Jinan Public continued to improve the safety responsibility system, enhance the implementation of the main responsibility, improve the emergency response mechanism, strengthen emergency planning drills, conduct several gas safety inspections throughout the year, strengthen the implementation of the fire safety responsibility system, and comprehensively implement fire safety work. The Company accomplished the safety and environmental protection assessment indicators and the annual safety and security tasks without any safety responsibility incidents throughout the year.

Safety Risk Management and Control

Jinran Public adhered strictly to the regulations of the new safety law and the "Regulations on the Principal Responsibility for Safety in Production and Operation Units in Tianjin". We reviewed the safety system responsibility of the Company's leaders, functional departments, and frontline personnel of each post, and supplemented and improved the safety responsibilities of outsourced unit supervisory posts such as safety inspection and pipeline inspection with full coverage of all staff. In 2022, the Company formulated and improved the safety responsibility list and work list for all staff positions, 695 safety responsibility letters and 695 safety commitment letters were signed by all staff. The Group has enforced the "three controls and three musts" and "joint responsibility of the party and the government, one position and two responsibilities" policies, implemented five of the "15 strict measures" for corporate main responsibility, enhanced the evaluation checklist, and established an assessment mechanism that covers all levels and positions. This mechanism ensures that everyone is evaluated and that implementation is carried out at all levels. As a result, the Company's safety management system has been further strengthened with a "zero tolerance" to major safety risks and hidden dangers, improving the ability to prevent potential hazards.

3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

Emergency Management

Jinran Public continues to improve emergency management system. It has improved the Production Safety Accident Emergency Plan (《生產安全事故應急預案》), Flood Control Emergency Plan (《防汛應急預案》), Earthquake Prevention and Disaster Mitigation Plan (《防震減災預案》), and Special Emergency Plan (《專項應急預案方案》) in accordance with the relevant laws and regulations such as the Production Safety Law of the People’s Republic of China to enhance the practicality of emergency drills and oversee the implementation of the plan drills. In 2022, the Company carried out 9 drills of various types, with 174 participants, which further strengthened the decision-making and coordination capabilities of emergency management personnel at all levels, as well as the ability to pre-emptively dispose of emergencies and identify and control risks and hazards, so as to fully protect the safety and stability of the people’s livelihoods and supply gas.

Table: Emergency Management Drills of Jinran Public in 2022

Type	Frequency
Earthquake disaster emergency planning drill	1
Hazardous weather emergency planning drill	1
Comprehensive emergency plan drill and gas network preventing external damage emergency disposal plan drill	2
Fire incident handling and evacuation drill	2
Flood control emergency planning drill	1
Anti-terrorism and anti-riot drills	1
Gas leak repair emergency planning drill for residential households	1

Case: A practical drill on gas safety emergency plans in response to a severe rainstorm by Jinran Public

On 10 June 2022, the pipeline inspection team of the branch company of Jinran Public conducted a flood prevention drill at the regulator station. As a member of the Emergency Command, Jinran Public organises emergency response at all levels, formulates corresponding response plans in a timely manner based on the specific situation on site, and reports in real time on the flood control and electricity and gas supply and operation situation at all locations. With no gas leaks, the drillers used pumps to drain the water from the regulator station and reported the operation of equipment and facilities, the use of emergency supplies and the preparation of emergency supplies in a timely manner. After the drill, conclusions and evaluations were made on the drill to strengthen the awareness of “major” and “fierce” and “sudden” prevention, to fully understand the importance and necessity of preventing extreme heavy rainfall, and to effectively improve the emergency disposal ability of the relevant staff of the Company in dealing with flooding situations.

3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

Safety Management Information Construction

In 2022, Jinran Public has fully optimised the application of the safety and environmental management information system across the whole area, coordinated with higher-level units to achieve the integration and unification of safety and environmental management, created a flat management structure, centralised control, resource sharing and co-ordinated safety and environmental management information platform. The platform helps to realise online enquiry, statistics and analysis of gas production safety activities, strengthen the real-time tracking and supervision on defects and potential hazards until they are completely resolved, ensure closed-loop management and realise a significant improvement in safety and environmental management. In addition, the Company has built and applied a gas safety monitoring system to realise real-time monitoring of key site areas and crowded areas through flammable gas monitoring devices deployed in gas wells and other municipal facilities wells. If a gas leak is detected, an immediate pre-alarm is provided, enabling intelligent assistance to support efficient emergency repair and emergency disposal.

Safety Inspection and Remediation

Jinran Public adheres to safety bottom line, throughout the year, a series of gas safety investigations and rectification actions were organised, such as a major gas industry inspection, “prevention, removal and protection” special action, gas safety centralised inspection and rectification, and gas safety “100-day action”, and a work group was set up. As at 31 December 2022, the Company’s leaders conducted 40 inspections with teams at the grassroots level and 150 inspections by business departments, with 159 potential hazards identified and 159 rectified.

During the “Production Safety Month” in 2022, Jinran Public organised relevant departments and branches to carry out special rectification on gas safety, prevention of risks, elimination of potential hazards, safety assurance, investigation and rectification, and housing safety potential hazards investigation and rectification, etc.. In accordance with the special work plan, Jinran Public carried out various special rectification work, identified and addressed problems in a timely manner, organised 12 safety hazard inspections, with 9 safety hazards identified and 9 hazards rectified.

Case: Comprehensive inspection of industrial and commercial households

In 2022, Jinran Public organised a comprehensive inspection of commercial and industrial households, which included 3,442 households, with a focus on 83 catering households and 137 street-level small businesses, ensuring the safety of gas consumption by commercial and industrial households.

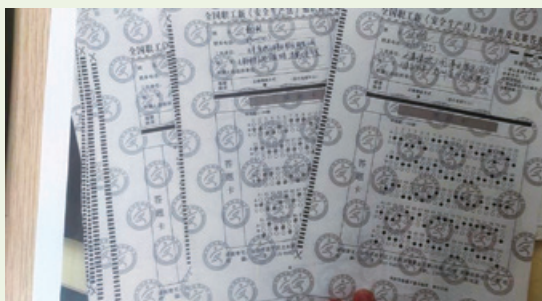
3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

3.2 SAFETY CULTURE

In accordance with the “Work Safety Law of the People’s Republic of China” (《中華人民共和國安全生產法》), the Production Safety Regulations of Tianjin City (《天津市安全生產條例》), the Regulations on the Obligations of the Safety Production Main Body of Production and Operation Entities in Tianjin City (《天津市生產經營單位安全生產主體責任規定》), the Regulation on the Administration of Natural Gas of Tianjin City (《天津市燃氣管理條例》), the Regulations on Natural Gas Engineering Project (《燃氣工程項目規範》) and other regulations and systems, Jinran Public deepens safety education and training work for all employees and builds a modern safety training mechanism. The safety education and trainings cover various aspects such as systems and procedures, engineering construction safety, pipeline network inspection, indoor safety inspection, emergency maintenance and repair, fire safety, electrical safety, anti-terrorism, environmental protection, flood control, emergency response, occupational health and earthquake disasters mitigation. As of 31 December 2022, Jinran Public organised 43 safety trainings involving 2,698 participants accumulated and 276.5 training hours in total with a safety training coverage rate of 100%.

Case: Work safety education and training activities organised by Jinran Public

Jinran Public strictly performs the 7 responsibilities stipulated in the Work Safety Law, drives all employees of the unit to respect, study and abide by the law, and organizes employees at all levels of the unit to study the “Safe Production Warning Reminder” (《安全生產警示提醒》) issued by the Office of Safe Production Commission of Tianjin City. In May 2022, Jinran Public organised all employees to participate in the knowledge popularization competition about the new “Work Safety Law” (《安全生產法》), and 145 people participated in the knowledge competition, and the learning situation was good. Such practical exercises has further improved the emergency response capability of employees, clarified the emergency disposal process, promoted the early warning, disposal, self-rescue and mutual rescue capabilities, strengthened the knowledge of job responsibilities, and further enhanced the safety awareness of employees.



Photos: Safety knowledge competition answer sheet of Jinran Public

3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

Table: Employee safety training in 2022

Trainings for certified personnel	Training times	2
	Trainees	43
Trainings for technical and special operation personnel	Training times	3
	Trainees	21
Fire prevention and security trainings	Training times	5
	Trainees	211
Safety education	Training times	16
	Trainees	2,324

3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

3.3 GAS USE SAFETY

Jinran Public ensures the gas use safety of users through various channels such as door-to-door inspections, safety publicity and signing of security agreements, so as to improve users' safety awareness while improving the efficiency of indoor safety hazards rectification. In 2022, in order to thoroughly implement the deployment requirements of the Tianjin Municipal Committee and the Tianjin Municipal Government, enhance the users' awareness to use gas safely, and eliminate gas safety hazards, Jinran Public strictly complied with the requirements of the superiors to conduct indoor safety publicity and safety hazards investigation work, and completed the safety inspection work of 169,845 households, among which 140,344 households were checked normally, and the safety inspection rate reached 82.63%.



Photo: Door-to-door safety inspections of Jinran Public

3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

The Company held safety publicity activities offline, and jointly organised safety publicity with the street, which achieved full coverage of the street and the community. Leveraging posters, banners, publicity coloring pages, audio and video materials and other diversified publicity methods, the Company explained the correct use of gas to community residents, improved the users' awareness of gas use safety as well as the capability to deal with gas emergencies. As for online, the Company's official WeChat account was extensively posted with articles and videos on safe use of gas in winter so as to enhance the users use gas scientifically and their awareness of dangerous situation prevention and response abilities. The Company uses the WeChat public account to publish articles and videos on safe gas use on the Internet to strengthen the user's scientific gas use level and the ability to deal with dangerous situations. As of 31 December 2022, the Jinran Public has conducted a total of 14 gas safety publicity activities and distributed more than 300,000 copies of promotional materials.



Photo: Safety publicity activities of Jinran Public



Photo: One-hundred-day safety publicity campaign of Jinran Public

4. PRACTICING GREEN DEVELOPMENT

Jinran Public has constantly adhering to the path of green development, continuously strengthened the construction and management of environmental systems, actively responded to the challenges of climate change, and strived to reduce the impact of its operations on the environment. Therefore, we have implemented green construction and promoted the in-depth practice of green office to help modernization construction of the harmonious coexistence between man and nature.

4.1 ENVIRONMENTAL MANAGEMENT

Jinran Public strictly abided by the laws and regulations including the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Soil Pollution Prevention Law of the People's Republic of China (《中華人民共和國土壤污染防治法》), the Water Pollution Prevention Law of the People's Republic of China (《中華人民共和國水污染防治法》) and the Ordinance for the Administration of Pollutant Discharge Licenses (《排污許可管理條例》), and formulated system such as the Safety and Environmental Protection Responsibility System of Affiliated Institutions of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司所屬機構安全環保責任制》) and the Management Measures for Reward and Punishment of Safety and Environmental Protection of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司安全環保獎懲兌現管理辦法》) to continuously improve the normalized, standardized and refined environmental management mechanism and strictly enforce environmental protection responsibilities at all levels. In 2022, there was no environmental pollution incident occurred in the Company.

In 2022, we further launched a hazardous waste inspection work in accordance with the National Hazardous Waste List (《國家危險廢物目錄》) in order to improve the Company's environmental protection construction and waste management mechanism. After the inspection, the Company did not involve in the discharge of hazardous waste, and were timely organized construction units to transport the waste residues arising from the general construction away and legally handled them in compliance with the local environmental protection requirements.

In terms of environmental target responsibility management, in 2022, the Company's subordinate departments signed the "Safety and Environmental Protection Objectives" (《安全環保目標責任書》) consisting of veto indicators and work indicators, established a full-staff, whole-process energy-saving and environmental protection responsibility guarantee system, and strictly followed the various energy-saving and environmental protection targets issued by the Company.

4. PRACTICING GREEN DEVELOPMENT (continued)

Safety and Environmental Protection Objectives

Veto indicators of environmental protection:

- General environmental emergencies caused by the Company during the year (according to the National Emergency Plan for Environmental Emergencies (《國家突發環境事件應急預案》));
- There are more than two (including two) environmental incidents by the Company investigated and dealt with by law enforcement or notified by the media during the year.

Work indicators of environmental protection:

- There is zero environmental incident by the Company investigated and dealt with by law enforcement during the year;
- There is zero environmental incident by the Company notified by the media during the year;
- The synchronous operation of environmental protection facilities shall be realized, and the uploaded data of pollutant discharge up to standard shall be continuously accurate, i.e., 100%, (if involved) during the year.
- The Company is scored 100 points in the assessment of basic environmental management during the year.

4. PRACTICING GREEN DEVELOPMENT (continued)

4.2 RESPONSE TO CLIMATE CHANGE

RISK IDENTIFICATION OF CLIMATE CHANGE

Climate change is a severe challenge for mankind in the 21st century. The impact of climate change on the social and economic environment continues to emerge. Responding to climate change and practicing low-carbon development have become the consensus for many countries around the world. Against the backdrop of China's proposal to "strive to peak carbon dioxide emissions by 2030 and achieve carbon neutrality by 2060", Jinran Public attaches great importance to the impact of climate change and is actively exploring green operation methods to identify the potential climate risks to Jinran Public and adopt relevant measures.

Jinran Public has been working on climate change with reference to the disclosure framework of Task Force on Climate-related Finance Disclosures (TCFD), identifying and analysing the existing or potential climate change risks and opportunities in its operations, formulating plans and actions to address climate risks in a timely manner, enhancing the Company's climate change resilience and minimising the impact of climate change risks.

Table: Climate Change Risk of Jinran Public

Risk Types	Risk Description	Response Measures
Physical risk	Acute physical risk Power supply interruption, urban water logging and other ripple effects caused by extreme weather events such as blizzard, typhoons, heavy rains and gale may interrupt the normal gas supply by pipelines or cause damage to corporate assets	<ul style="list-style-type: none">• Monitoring catastrophic weather closely and improving emergency response measures and trainings for extreme weather• Strengthening the management of operating facilities, and carrying out reinforcement and maintenance according to weather conditions, such as preventing pipeline blockage in winter, inspecting pipelines in extreme weather and seasonal peak shaving
	Chronic physical risk Risks from long-term changes in climate factors, including temperature changes, droughts, etc., which increase the repair and maintenance cost of gas supply facilities	<ul style="list-style-type: none">• Formulating emergency plans for extreme environments and emergency rescue plans for high temperatures or others

4. PRACTICING GREEN DEVELOPMENT (continued)

Risk Types	Risk Description	Response Measures	
Transition risks	Policy and regulation risk	<ul style="list-style-type: none"> Monitoring the national environmental protection and energy policies and laws and regulations closely Actively identifying emission sources and reducing our carbon emissions 	
	Technology risk	<p>To response to the “dual-carbon” goal and climate change, Jinran requires additional investment for research and development and introduction of more advanced technology to reduce the carbon emission of the Company</p>	<ul style="list-style-type: none"> Adopting low-carbon operation technologies to reduce carbon emissions in corporate operating and maintenance
	Reputation risk	<p>As climate change and the low-carbon economy are becoming a wide concern, each of the stakeholders expects the Company to take active actions to manage climate-related issues and increase transparency in information disclosure. The Company’s reputation will be affected if it is unable to satisfy such demand</p>	<ul style="list-style-type: none"> Actively responding to the national call of “dual-carbon” and communicating with stakeholders to formulate and disclose reduction target

4. PRACTICING GREEN DEVELOPMENT (continued)

Response to Climate Change Risk

We recognize the important role of natural gas in achieving the country's "dual-carbon" goal. As an urban gas supplier, we vigorously promote the use of clean energy and strive to expand the natural gas market. In 2022, the Company accepted a total of 56 new industrial and commercial users and "coal-to-gas" projects, and 9 new residential projects involving a total of 5,879 households, promoting the development and use of clean energy.

While promoting the use of clean energy, we actively respond to the impact of sudden climate change. For physical and transition risks of climate change identified, the Company has developed targeted response measures and continuously improved relevant systems or management processes to ensure the stability and sustainability of the business environment. We actively implement measures to address climate change risk and continuously explore ways to incorporate climate change into the Company's overall strategic planning and daily activities. To cope with sudden climate change, Jinran Public formulated the "Jinran Public Emergency Plan for Flood", "Jinran Public Emergency Plan for Extreme Heavy Rainfall (Trial)" and other emergency plans, and conducted relevant climate plan drills to improve employees' emergency response capability and personal health.

In 2022, we conducted 16 safety inspections for flood control and 1 special inspection for labor protection in high-temperature weather. We also conducted emergency drills for flood prevention and emergency plan drills for heavily polluted weather, clarifying safety measures in advance for seasonal climate change or sudden climate change, and mitigating the impact of extreme weather on gas use safety of users, employee, and the Company.

Case: Flood prevention emergency drill conducted by a branch of Jinran Public

On 10 June 2022, a branch of the Company conducted a flood control drill at the pressure regulating station to strengthen emergency response capability of relevant staff in flood situation, with a total of 33 participants. During the drill, the patrol personnel and the flood prevention leading group cooperated in a timely manner to ensure that there were no gas leaks. At the same time, the branch company developed different response strategies to protect the safety of the public, staff, and gas transmission as much as possible under different situations concerning personal safety and public safety.

4. PRACTICING GREEN DEVELOPMENT (continued)



Photo: Summary of Flood Control Emergency Drill of the Branch

4.3 GREEN CONSTRUCTION

Jinran Public strictly abides by the Project Management System of Tianjin Jinran Public Utilities Company Limited. Subject to the requirements of ensuring quality and safety, Jinran Public has maximized conservation of resources and reduced negative impact caused by the construction activities on the environment, so as to realize the goals of energy conservation, land conservation, water conservation, materials conservation and environmental protection.

We attach great importance to and protect the living environment of surrounding residents, and carefully manage environmental pollution issues such as dust and noise during the construction. We also require subcontracting units to follow the principle of six “one hundred percent” at the construction site, and strictly supervise whether the pollutant discharge is up to standard. Waste water, exhaust gas, and waste residue generated during the construction are reasonably collected by us and then handed over to a third party for disposal. In 2022, we conducted inspections on key construction projects according to the principle of “six hundred percent” to ensure that they meet the operating standards and strengthen the implementation of corresponding environmental protection measures.

4. PRACTICING GREEN DEVELOPMENT (continued)

4.4 GREEN OFFICE

Jinran Public incorporates the green concept into its daily operations, and comprehensively promotes green office through water and electricity conservation advocacy, optimizing daily office processes, and actively organizing environmental themed activities. In 2022, we continued to improve information management and construction, enhance the electronic capability of daily office work, thereby reducing the consumption of office supplies such as paper while ensuring reasonable and efficient operation. In addition, we continued to optimize the management of official vehicles through the application of a smart management system.

- | | |
|------------------------|--|
| Water saving | <ul style="list-style-type: none">• Enhance daily maintenance and management of water-consuming equipment and deal with drips and leaks in a timely manner• Post warm tips on water saving to remind employees to consciously develop good habits of water saving• Replace the bottled drinking water with direct water dispensers and conduct maintenance for water-consuming equipment |
| Electricity saving | <ul style="list-style-type: none">• Strengthen energy-saving management of lighting, and adopt a voice-controlled and infrared mode for corridor lighting, ensuring that lights are switched off when no one is attended• Replace and use energy-efficient LED lamps as far as possible to eliminate ordinary incandescent lamps• Stipulate that the air-conditioner's temperature shall be set to not lower than 26°C in summer |
| Fossil energy saving | <ul style="list-style-type: none">• Build and use a smart official vehicle management system to strictly manage the application and approval of official vehicles• Strictly implement the management system of one fuel card for one vehicle, so that the refueling situation of official vehicles can be traced• Calculate the consumption of gasoline and diesel and establish a ledger to strengthen the use and recording of official vehicles• Advocate the use of public transportation for trips within 3 kilometers |
| Other resources saving | <ul style="list-style-type: none">• Implement a paperless office and try to conduct office processes online through OA system as much as possible, realizing online approval of branch reimbursement process at the end of 2022• Adopt an office supplies requisition system and strengthen management of daily office supplies |

4. PRACTICING GREEN DEVELOPMENT (continued)

Table: Environmental Data of Jinran Public for 2020-2022

Index	Unit	2022	2021	2020
Total power consumption	kWh	1,098,618.00	1,167,050.24	1,185,253.84
Purchased thermal power consumption	GJ	13,813.44	13,813.44	9,352.00
Gasoline	litre	40,780.82	59,369.41	70,612.69
Diesel	litre	1,998.64	2,748.72	4,274.65
Fresh water usage	ton(s)	14,286.00	18,190.00	21,161.14
Integrated energy consumption ¹	10,000 tons of standard coal	0.0652270	0.0681484	0.054709947
Integrated energy consumption per RMB10,000 in output value	ton(s) of standard coal/RMB10,000	0.00366370	0.00431382	0.004068756
Greenhouse gas emissions (Scope 1) ²	ton(s) of carbon dioxide equivalent	95.21	138.31	168.13
Greenhouse gas emissions (Scope 2) ³	ton(s) of carbon dioxide equivalent	2,146.02	2,551.50	2,076.84
Total greenhouse gas emissions	ton(s) of carbon dioxide equivalent	2,241.23	2,689.81	2,244.97
Greenhouse gas emissions intensity	ton(s) of carbon dioxide equivalent/RMB1,000,000	1.26	1.70	1.67
General waste-Domestic garbage	ton(s)	0.37	0.37	0.40
General waste-Office garbage	ton(s)	14.55	14.65	15.00
Asset retirement	ton(s)	15	50.00	45.00

In order to further strengthen environmental protection publicity and education and advocate green civilization, on the World Environment Day 2022, Jinran Public and its branch companies actively held relevant education activities to enhance the environmental awareness and social responsibility of all employees.

¹ The total power consumption is calculated with reference to the General Rules for Calculation of the Comprehensive Energy Consumption (GBT2589-2020) (《GBT2589-2020 綜合能耗計算通則》).

² The calculation of greenhouse gas emissions (Scope 1) in 2022 is based on the Accounting Methods and Reporting Guidelines for the GHG Emissions of Other Industrial Enterprises (《其他工業企業溫室氣體排放核算方法與報告指南》), and is calculated by converting gasoline consumption;

³ The calculation of greenhouse gas emissions (Scope 2) in 2022 is based on the average emission factor of the national power grid for 2022 of 0.5703t CO₂/MWh as set out in the Notice on the Proper Management of Greenhouse Gas Emissions Reports for Enterprises in the Power Generation Industry from 2023 to 2025 (《關於做好 2023-2025 年發電行業企業溫室氣體排放報告管理有關工作的通知》), and the Accounting Methods and Reporting Guidelines for the GHG Emissions of Other Industrial Enterprises (《其他工業企業溫室氣體排放核算方法與報告指南》) issued by the National Development and Reform Commission of the State Council, and is calculated by converting purchased electricity and purchased heat.

4. PRACTICING GREEN DEVELOPMENT (continued)

Case: Jinran Public launched Education of Environment Day on 5 June

During the activity of Environment Day on 5 June 2022, Jinran Public issued the Activity Plan of the Environmental Education Publicity Week of Jinran Public (《津燃公用公司環境教育宣傳周活動方案》) with focusing on the themes of “protecting the environment starts from me” and “collaboratively construct a clean and beautiful world”. Through various environmental protection publicities such as posting three posters on our notice board, posting two environmental protection slogans on LED screens and distributing 37 copies of the environmental protection proposal to customers in the business hall. Such activity reinforced our staff to establish the concept of ecological civilisation, enhanced their awareness of ecological and environmental protection and encouraged them to practise green production and lifestyle.

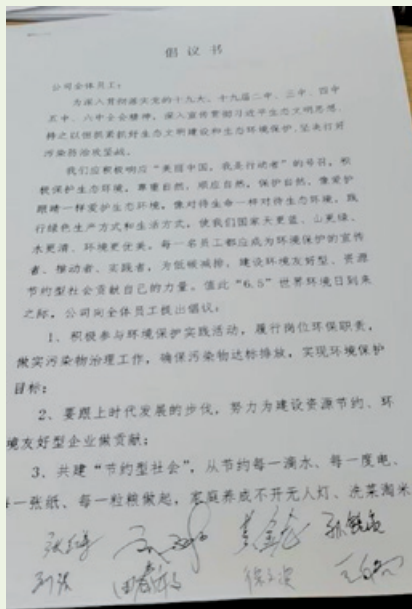


Photo: Environmental Protection Proposal for Employees of Jinran Public



Photo: Environmental Poster of Jinran Public

5. PROMOTING HARMONIOUS COEXISTENCE

Jinran Public, well acknowledging employee is the foundation of an enterprise, strives to foster an employment environment of fairness, justice and diversity. The Company is committed to protecting the basis rights and reasonable demands of employees in accordance with laws, supporting employees to realise their personal values and career goals and striving to build a community of common future for employees and enterprise. At the same time, Jinran Public encourages employees to actively undertake social responsibilities and give back to the society with love.

5.1 EMPLOYMENT MANAGEMENT

Jinran Public strictly abides by the relevant labour protection laws and regulations such as the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors, and the Law of the People's Republic of China on the Protection of Rights and Interests of Women and Children, and protects the legitimate rights and interests of all employees in accordance with the Human Resources Management System of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司人力資源管理制度》) and other internal systems. Jinran Public prohibits forced labour and child labour, eliminates any form of employee discrimination, and strives to create a working environment of fairness and justice with a diverse workforce. As of 31 December 2022, Jinran Public had no child labour or forced labour in the employee recruitment process. The labour contract signing rate of full-time employees was 100%, and labour dispatch complied with national regulations.

Table: Employment of Jinran Public

Indicators	Unit	2022	2021	2020
Total number of employees	person	695	738	751
Number of employees by employment type	Contract employees	695	/	/
	Labour dispatch personnel	19	/	/
	Others	2	/	/
Number of employees by gender	Male employees	446	481	493
	Female employees	249	257	258
Number of employees by age	30 years old and below	26	30	47
	31-50 years old	427	453	472
	Above 50 years old	242	255	242
Number of employees by geographical region	Tianjin	668	/	/
	Mainland China outside Tianjin	27	/	/
	Hong Kong, Macao, Taiwan and overseas	0	/	/
	Male employees	0.22%	1.03%	1.01%
Number of employee turnover by gender	Female employees	0.80%	0.39%	1.94%
	30 years old and below	0	0	0
Number of employee turnover by age	31-50 years old	0.47%	1.32%	1.48%
	Above 50 years old	0.41%	0	1.24%
	Tianjin	0.30%	/	/
	Mainland China outside Tianjin	3.70%	/	/
Number of employee turnover by geographical region	Hong Kong, Macao, Taiwan and overseas	0	/	/

5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Jinran Public has formulated the Regulations on the Middle Management of Tianjin Jinran Public Utilities Company Limited (Trial) (《天津津燃公用事業股份有限公司中層管理人員管理規定(試行)》) to further improve its selection and employment and daily management supervision mechanism, standardise the daily actions of middle management and clarify the setting of positions, qualifications, methods and procedures for selection and appointment, withdrawal channels and other related work of middle management. In addition, the Company has updated and revised the Regulations of Management on Labour Contract (《勞動合同管理規定》) to reduce related risks in labour contract management.

In 2022, the Company continuously optimised the human resources information system, comprehensively updated the information of the human resources information system, and completed the system account management, staff turnover, daily information maintenance and reporting on time, continuously improving the timeliness and accuracy of human resources information management. In addition, the Company actively carried out salary information management in the human resources information system to ensure time synchronization between online salary payment and the actual salary payment, thus achieving concurrent salary payment online and offline to employees.

5.2 TALENT DEVELOPMENT

Jinran Public, highly valuing the training and development of employees, has a well-established employee training system in place and is committed to building a sound workforce structure and standards. At the same time, Jinran Public sticks to fairness and efficiency to constantly improve the talent promotion mechanism and build clear employee promotion channels and performance incentive policies, thereby supporting the employees' career development in parallel with the enterprise development.

Employees' Training

Jinran Public, adhering to corporate strategy orientation with corporate demands as the core, provides multi-level and all-round diversified and pertinent trainings such as new employees' training, on-the-job training and backup talent training with due consideration to the self-development needs of employees.

In 2022, the Company provided the training files for the quality service guarantee system by stages and in groups and special training for window service personnel. In order to enable employees to manage the required job skills and build up safety awareness before work, the Company organised annual safety education and training and work license training for all employees. At the same time, the Company provided continuing education for managers, in a view to comprehensively improve management leadership and political literacy and improve the construction of the Company's core decision-making force.

5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Table: training types and contents in 2022

New Employees' Training	New employees are provided with training on corporate profile, corporate culture and core values, basic rules and regulations and code of conduct, basic business knowledge and work license, to promote new employees' compliance induction, to clarify their job duties, master basic work procedures and methods and promptly blend into the Company.	
On-the-job Training	Training for senior management	Senior management are provided with training on analysis of policies and industry trend, operating capability, modern corporate management techniques, enhancement of the personal ability and cultivation, and social responsibility, to facilitate them to adapt to the changes in external operating environment, understand the development trend of the industry, and improve their ability of insight, thinking, cognitive competence and leadership.
	Training for middle management	Middle management are provided with training on knowledge of management, business knowledge, communication skills and interpretation of internal and external policies to further promote their understanding of decisions from the senior management and enhance their management awareness and capability.
	Training for general employees	General employees are provided with training on office skills and business case to enhance their comprehensive competency and professional skills.
	Training for job-transfer	Job-transfer trainings will be provided for those who will engage in a job that is significantly different from their original job.
	On-the-job continuing education	The Company issues names of relevant qualification certificates and encourages serving staff to obtain such certificates and offers support to the management and political staff to pursue continuing education to update their knowledge.
The Cultivation of Backup Talents	The Company properly explores, develops and cultivates the talents, thereby providing talent guarantee for the sustainable development of the Company.	

5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Case: Jinran Public organised training courses for gas industry practitioners

In 2022, Jinran Public actively liaised with the gas work license management unit and organised all staff of the headquarter, branches and relevant third parties to participate in the gas work license training, covering a total of 474 attendances, in order to ensure all staff with work licenses before conducting indoor security inspection and indoor gas renovation.

Table: Information on training of Jinran Public for 2022

Total training attendances		643
Training coverage		100%
Percentage of employees trained by gender	Male	67%
	Female	33%
Percentage of employees trained by employee category	Senior	1%
	Mid-level	10%
	General	89%
Total training hours (hour)		15,876
Average training hours (hour)		24.69
Average training hours by gender (hour)	Male	24
	Female	26
Average training hours by employee category (hour)	Senior	38
	Mid-level	27
	General	24

Employee Promotion

In line with the principle of “openness, fairness and impartiality”, Jinran Public has established a clear promotion path for its employees. In order to effectively select talents and promote various business connections and development of the Company, an internal competitive recruitment system was established based on the Company’s development strategy planning and organizational restructuring, whereby employees can express their preferences and requirements according to their own characteristics and the requirements of their positions.

5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Case: Open recruitment for deputy manager in Jining Branch

In 2022, Jinran Public conducted an open recruitment for the position of deputy manager of Jining Branch in the system. By formulating an inspection plan and setting up an inspection team, the company conducted on-site inspections of candidates' units to fully examine candidates' morality, competence, diligence, performance, integrity and the adaptability of his or her political and business qualities to the openly recruited position, thereby ensuring a comprehensive understanding of candidates to the greatest extent possible.

In 2022, on the basis of summing up the employee assessment and recommendation in recent years, Jinran Public precisely captured the key points of policies, fully implemented the requirements of voluntary declaration, qualification review, public debriefing and democratic appraisal, and took the initiative to create an evaluation mechanism and environment of "democracy and openness, competition for the best". Upon passing the title assessment and recommendation, the list of selected candidates was announced according to the results of the democratic appraisal, and an explanation was given in a timely manner to applicants who were not appointed. As of 31 December, 2022, Jinran Public has recommended two senior engineers for accreditation, four engineers for accreditation and four employees for junior title recognition.

5.3 CARE FOR EMPLOYEES

Jinran Public firmly believes that care for employees is the key to building a harmonious enterprise. The Company attaches great importance to the physical and mental health and living conditions of its employees, and has established a "forward-looking, profound and warm" mechanism to care for employees' occupational health and safety in all aspects, so as to protect their democratic rights and enhance their sense of identity and belonging to Jinran Public.

Care with Benefits

Jinran Public is committed to bringing together its employees with warm-hearted actions and providing effective support to them. We continue to improve our remuneration and benefits system and increased our efforts to care for our employees. We helped them to solve their urgent problems and concerns, while caring for them in detail. We encourage our employees to seek a work-life balance, and have organised a wide range of activities to diversify their leisure time.

In 2022, we organized an essay competition on the theme of "Learning from 20th CPC National Congress, Following the Party Forever and Striving for a New Journey", and organised employees to participate in the online Q&A activity on "Tianjin Workers' Learning, Publicity and Implementation of the Spirit of the 20th National Congress of the Communist Party of China" via WeChat workgroups. We also organized an online sports game through social platforms to train employees and strengthen team cohesion. Through a series of activities, we have enriched the cultural life of our employees and enhanced their happiness.

5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Case: Online Sports Game

In May 2022, we set up the Tianjin Jinran Public Utilities Company Limited Sports Team through the WillGo Sports Sharing Community Platform APP, and organized a 20-day online sports game for employees of Tianjin Energy Group under the theme of “Healthy Energy Workers, Stepping Out for a New Journey”, which consisted of four mass sports events, namely rope skipping, brisk walking, running and cycling. We successfully organized employees’ sports and fitness activities under the regular epidemic prevention and control, which further promoted our corporate culture and enhanced the cohesion and centripetal force of our employees.

Jinran Public is committed to protecting the benefits of female employees. In 2022, the Company entered into the Collective Contract on the Rights and Interests of Female Employees of Jinran Public for 2022 with female employees, and included a special medical check-up for two cancers in the annual physical examination for employees. We also paid for the Female Employees’ Health Plan for all female employees, with over RMB6,000 contributed.

In 2022, we launched the “Celebrating Women’s Day” Fun Games and an online “Rose Book” recommended book reading activity for female workers.



Picture: Three-legged race of Fun Games for Female Workers



Picture: Brisk walking race of Fun Games for Female Workers

5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Jinran Public is committed to helping workers in difficulties and addressing their most direct and realistic issues that are of greatest concern to them. On the one hand, we implemented the mutual assistance scheme and purchased critical illness insurance for all employees, so as to meet the needs of the employees and solve their difficulties. On the other hand, we have been offering condolences to our employees on maternity, marriage and retirement from time to time. In addition, we have maintained a hospitalisation assistance system to keep abreast of the situation of sick employees and provide them with assistance in accordance with the relevant requirements. During the Reporting Period, a total of over RMB160,000 was paid out for hospitalisation and critical illness assistance.



Picture: Consolation to frontline workers and their families at the “Three Districts” branches during the epidemic



Picture: Our leadership team offered consolation to branches

5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Occupational Health and Safety

Jinran Public attaches great importance to the health and safety of its employees. In compliance with the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》) and the Regulations on Work-Related Injury Insurance (《工傷保險條例》), the Company strives to create a comfortable, healthy and safe working environment for its employees and reduce and prevent safety accidents. To keep our employees informed of their health status and carry out effective health interventions when necessary, we provide annual health check-up for our employees and additional targeted physical examinations for employees in special positions to reduce the incidence of occupational diseases in the workplace. In 2022, all employees of Jinran Public were included in the physical examination program, and there were no work-related fatalities, zero work-related fatalities for three consecutive years and 22 days lost due to work-related injuries.

Table: Measures Taken to Ensure Occupational Health and Safety in 2022

Safety management	12 safety management systems and 2 safety operating procedures were revised in accordance with the new regulations
Mental health	Online psychological counseling and caring activities were launched to keep an eye on the physical and mental health of employees
Knowledge on safety	<p>Trainings on laws and regulations such as the Production Safety Law, the Regulation on the Administration of Natural Gas of Tianjin City and the Regulations on the Production Safety Responsibility of Production and Operation Entities in Tianjin City were conducted</p> <p>Studies on the Law on Prevention and Control of Occupational Disease were held to raise employees' awareness of occupational health</p>
Safety protection	A full set of safety protection equipment were purchased and equipped with to protect employees from noise, dust, etc.
Safety protection	<p>Heatstroke protection supplies were disseminated as needed and high temperature warnings were sent in a timely manner</p> <p>All employees were organized to participate in the national "Ankang Cup" (安康杯) safety and emergency skills and knowledge quiz</p>
Safety skills	A "Rescue Skills Quiz" was organized

Jinran Public takes the dynamics of the epidemic very seriously. In the face of repeated challenges, we have taken a number of measures to strictly implement the government's epidemic prevention policy, worked together with our employees to overcome the difficulties and built a safety net for epidemic prevention and control with a scientific and efficient epidemic prevention system.

5. PROMOTING HARMONIOUS COEXISTENCE (continued)



Diagram: Anti-epidemic Measures of Jinran Public

Democratic Communication

Jinran Public is well aware of the importance of democratic management and conducts public affairs in a timely manner in accordance with internal systems, such as the Rules on Meetings for Employee Representatives (《職工代表大會制度》) and the Regulations on the Management of Meetings for Employee Representatives of the Company (《企業職工代表大會管理條例》), protects employee’s right to know, participate, express and supervise in accordance with the law, and further improve the democratic governance of the enterprise. While protecting the legitimate rights and interests of employees, Jinran Public also enhances the sense of ownership of the masses of employees, fully mobilizes their enthusiasm, motivation and creativity, maximize their wisdom and strength to continuously improve the level of enterprise management, and to effectively prevent business risks. In 2022, Jinran Public held 2 meetings for employee representatives.

5. PROMOTING HARMONIOUS COEXISTENCE (continued)

5.4 SOCIAL EMPOWERMENT

Jinran Public has been performing corporate social responsibilities and gives back to the society in various forms, such as participating in public welfare undertakings. In 2022, Jinran Public invested 80 hours in public welfare activities, with a total investment of RMB23,750.

Case: “Gas use safety promotion activities in communities” (燃氣安全宣傳進社區) activity

In 2022, the employees of Jinran Public went to Puya Garden Community and Honghuyuan Community in Jinnan District to promote gas use safety. We popularized gas use safety knowledge to raise residents’ concern and attention to gas use safety, so that gas users can have a deeper understanding the general knowledge of gas use safety and master the correct use of gas to eliminate potential safety hazards. At the same time, we volunteered to carry out safety checks, sincerely and intimately serve the masses, and solidly promote the implementation of gas use safety investigations.



Photo: Employees to carry out voluntary household security checks

5. PROMOTING HARMONIOUS COEXISTENCE (continued)

In 2022, Jinan Public carried out various volunteer services and safety promotion in the community for 17 times, with an accumulated service time of 100 hours and 613 participants, thus promoting Jinan Public to maintain a good situation of safety production.

Case: “Juneng Caring Education Action” (聚能愛心助學行動)

In 2022, Jinran Public organized the majority of party members, party activists and the masses to actively participate in the “Juneng Caring Education Action” (聚能愛心助學行動), created a good atmosphere of “responsibility and dedication”, and helped poor students in urban colleges to successfully complete their studies, raising a total of RMB3,900 in donations from party members, the masses and democrats.

HKEx ESG REPORTING GUIDE INDICATORS INDEX

ESG Indicators			Locations of Disclosure
Environment	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, generation of hazardous and non-hazardous wastes, etc.	4. Practicing Green Development
		A1.1 The types of emissions and respective emissions data	4. Practicing Green Development
		A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	4. Practicing Green Development
		A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
		A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
		A1.5 Description of emission target(s) set and steps taken to achieve them	4. Practicing Green Development
		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. Practicing Green Development

HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators	Locations of Disclosure	
A2 Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials	4. Practicing Green Development
	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)	4. Practicing Green Development
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them	4. Practicing Green Development
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, as well as water efficiency target(s) set by results and steps taken to achieve them	4. Practicing Green Development
	A2.5 Total packaging materials used for finished products (in tonnes) and, if applicable, with reference to per unit produced	4. Practicing Green Development

HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators		Locations of Disclosure	
A3 The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impact on the environment and natural resources	4. Practicing Green Development	
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	4. Practicing Green Development	
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. Practicing Green Development	
	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. Practicing Green Development	
Society	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	5. Promoting Harmonious Coexistence
		B1.1 Total workforce by gender, employment type, age group, and geographical region	5. Promoting Harmonious Coexistence
		B1.2 Employee turnover rate by gender, age group and geographical region	5. Promoting Harmonious Coexistence

HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators		Locations of Disclosure
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. Strictly Observing the Safety Red Line
	B2.1 Number and rate of work-related fatalities	5. Promoting Harmonious Coexistence
	B2.2 Lost days due to work injury	5. Promoting Harmonious Coexistence
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored	5. Promoting Harmonious Coexistence
B3 Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	3. Strictly Observing the Safety Red Line
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	5. Promoting Harmonious Coexistence
	B3.2 The average training hours completed per employee by gender and employee category	5. Promoting Harmonious Coexistence

HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators		Locations of Disclosure
B4 Labour Standard	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 or forced labour	5. Promoting Harmonious Coexistence
	B4.1 Description of measures to review employment practices to avoid child and forced labour	5. Promoting Harmonious Coexistence
	B4.2 Description of steps taken to eliminate such non-compliance when discovered	5. Promoting Harmonious Coexistence
B5 Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain	1. Improving Corporate Governance
	B5.1 Number of suppliers by geographical region	1. Improving Corporate Governance
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	1. Improving Corporate Governance
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	1. Improving Corporate Governance
B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	1. Improving Corporate Governance	

HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators	Locations of Disclosure
B6 Product Responsibility	<p>General Disclosure: Information on:</p> <p>(a) the policies; and (b) compliance with relevant laws and regulations that have significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress</p>
	2. Adhering to Operational Excellence
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons
	Not involved
	B6.2 Number of products and service related complaints received and how they are dealt with
	2. Adhering to Operational Excellence
	B6.3 Description of practices relating to observing and protecting intellectual property rights
	2. Adhering to Operational Excellence
	B6.4 Description of quality assurance process and recall procedures
	2. Adhering to Operational Excellence
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored
	2. Adhering to Operational Excellence

HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators		Locations of Disclosure
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. Improving Corporate 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. Improving Corporate Governance
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	1. Improving Corporate Governance
	B7.3 Description of anti-corruption training provided to directors and staff	1. Improving Corporate 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	5. Promoting Harmonious Coexistence
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	5. Promoting Harmonious Coexistence
	B8.2 Resources contributed (e.g. money or time) to the focus area	5. Promoting Harmonious Coexistence