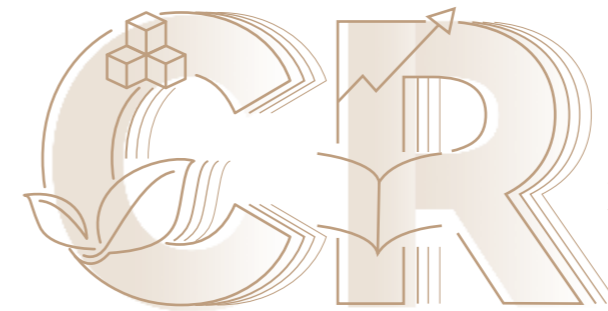




China Resources Mixc Lifestyle Services Limited



Extraordinary Innovation Enables Us to
Grow into a World-class Enterprise



Sustainability Report

Sustainability Report 2022

Statement



Li Xin

Chairman of the Board of Directors of China Resources Mixc Lifestyle Services Limited

Chairman of the Sustainability Committee

Extraordinary Innovation Enables Us to Grow into a World-class Enterprise

In 2022, China was braced for regular pandemic prevention and control, with economic and social development under pressure. At the same time, worsening climate change and frequent extreme weather events had a profound impact on food security, water resources security and ecological security. At a time when the economy, society and the natural environment are facing many challenges, ESG, as a value concept focusing on environment, society and corporate governance performance, has attracted unprecedented attention from all walks of life because of its important role in promoting responsible management and improving sustainable development performance of enterprises.

CR Mixc Lifestyle regards sustainable development as the important content and a leverage to promote its high-quality development, and continuously promote the systematic and standardized development of ESG work. In 2022, the Company was selected as a "constituent stock of Hang Seng Index" (HSI), "HSI ESG Enhanced Index" and "HSI ESG Enhanced Select Index". Our scores on a number of issues in MSCI ESG rating improved and the rating was maintained at BBB. The Company was rated "low-risk" by Morningstar Sustainalytics and awarded "ESG Regional Top Rated". Our 2021 Sustainability Report was rated as a "leading" social responsibility report by the Chinese Academy of Social Sciences. This result comes from the overall planning and systematic promotion of ESG work by CR Mixc Lifestyle.

In terms of corporate governance, CR Mixc Lifestyle adheres to the high-quality development and vigorously build itself into a world-class enterprise featuring "product and brand excellence, innovation leadership and governance modernization". The Company released the ESG "153" strategic system, which defines the sustainable development strategies including 1 objective, 5 fields and 8 actions. The Sustainability Committee was established to strengthen leadership and coordination on sustainable development efforts, make efforts to reform corporate governance, build an agile organization and management system that meet the needs of asset-light management and high-quality development, and modernize corporate governance systems and capabilities. In 2022, CR Mixc Lifestyle highlighted a "2+1" integrated business model, comprehensively promoted digitalization, based itself on high-quality services, forged corporate brand force, and exceeded the annual performance targets throughout the year, to continuously create value for shareholders.

In terms of green development, in response to the national "carbon peak and carbon neutrality" goals, CR Mixc Lifestyle has set the strategy of "achieving carbon peak by 2030 and carbon neutrality by 2050", and established seven measures including green commercial management, green property management and green supply chain to build a long-term mechanism for implementation of the "carbon peak and carbon neutrality" strategy. The Company continues to promote green and low-carbon operations, and constantly strengthen the standardization of environmental management. Property management business and related activities got certified to ISO14001 Environmental Management System. The Company has built 14 new green shopping malls for its commercial management business, bring the cumulative number of green shopping malls to 27, with a total area of 3,244,100 square meters. We leveraged the strength of the platform, and held the first "Sustainable Consumption Week" activity to join hands with consumers, brands, customers, the public and other relevant parties to practice the concept of sustainability. We actively carried out environmental protection publicity, advocated a green lifestyle and reached out to 200,000 people throughout the year.

In terms of social responsibility, CR Mixc Lifestyle, based on the positioning of "urban quality lifestyle service platform", continuously improves service capability, product capability, innovation capability and organizational capability, and has been active in promoting regional economic prosperity, upgrading consumption, promoting social employment, and enhancing community resilience, etc. A number of projects under our management have won the honors of "Provincial Demonstration Characteristic Business Area" and "National Night Culture and Tourism consumption Cluster". Meanwhile, the Company plays a responsible role in easing difficulties of enterprises, pandemic prevention and control, rural revitalization and voluntary services, etc. In 2022, we worked together with merchants to overcome difficulties, with the rent of the shopping center reduced by 2.3 billion yuan. "Red administrator service" has been comprehensively promoted in eight CR Hope Towns cumulatively, promoting the integration of modern property management into rural governance. Moreover, the spearhead team and youth commando team composed of our employees have made outstanding performances in pandemic response, emergency response, disaster relief and other major tasks, winning high praise from all sides.

What's past is prologue. 2023 is a key year for the implementation of the "14th Five-Year Plan" strategy. It is also the first year for CR Mixc Lifestyle to build a world-class enterprise. Standing at a new historical starting point, CR Mixc Lifestyle will adhere to the sustainable development value path of "leading business advancement, empowering city development and building a better life", firmly fulfill its corporate social responsibility, accelerate the creation of a world-class enterprise, and work together with all sectors of society to create an extraordinary life and a better future of sustainable development.

About Us

Corporate Profile

CR Mixc Lifestyle (Stock code: 01209.HK) is a leading property management and commercial operation service provider in China. By sticking to the corporate vision of becoming an "urban quality life service provider trusted and loved by customers", it is committed to building an urban quality lifestyle service platform covering "all businesses, all customers, all products and all services" by virtue of its excellent operational service capacity, extensive ecological resources and strong integrated membership system.

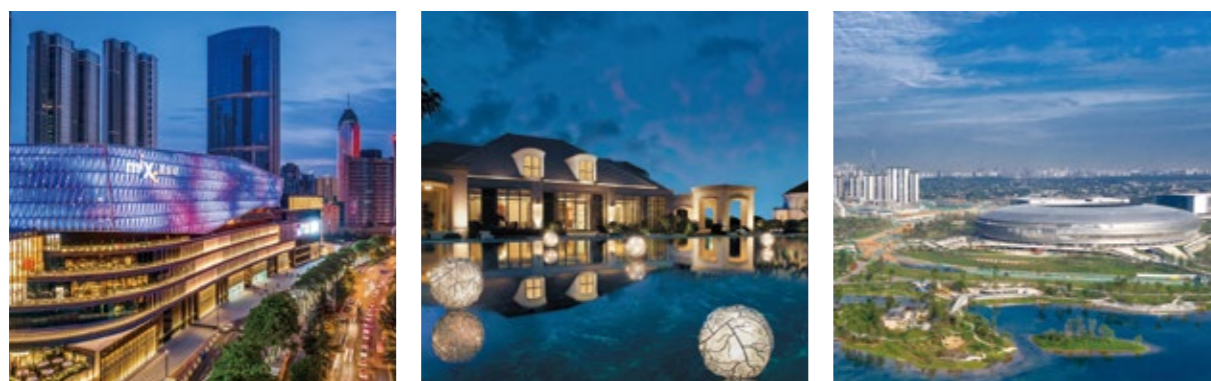
Taking "MAGIC MIXC" as brand concept, holding the value proposition of "guiding urban quality life with smart service while improving space asset value", CR Mixc Lifestyle endows the city and the city life with magic qualities by means of magic humanity, magic technology, magic space and magic ecology, creating a magic MIXC with quality.

Total Revenue of RMB 12.016 billion in 2022

86 shopping malls under commercial operational services (including subleasing projects)

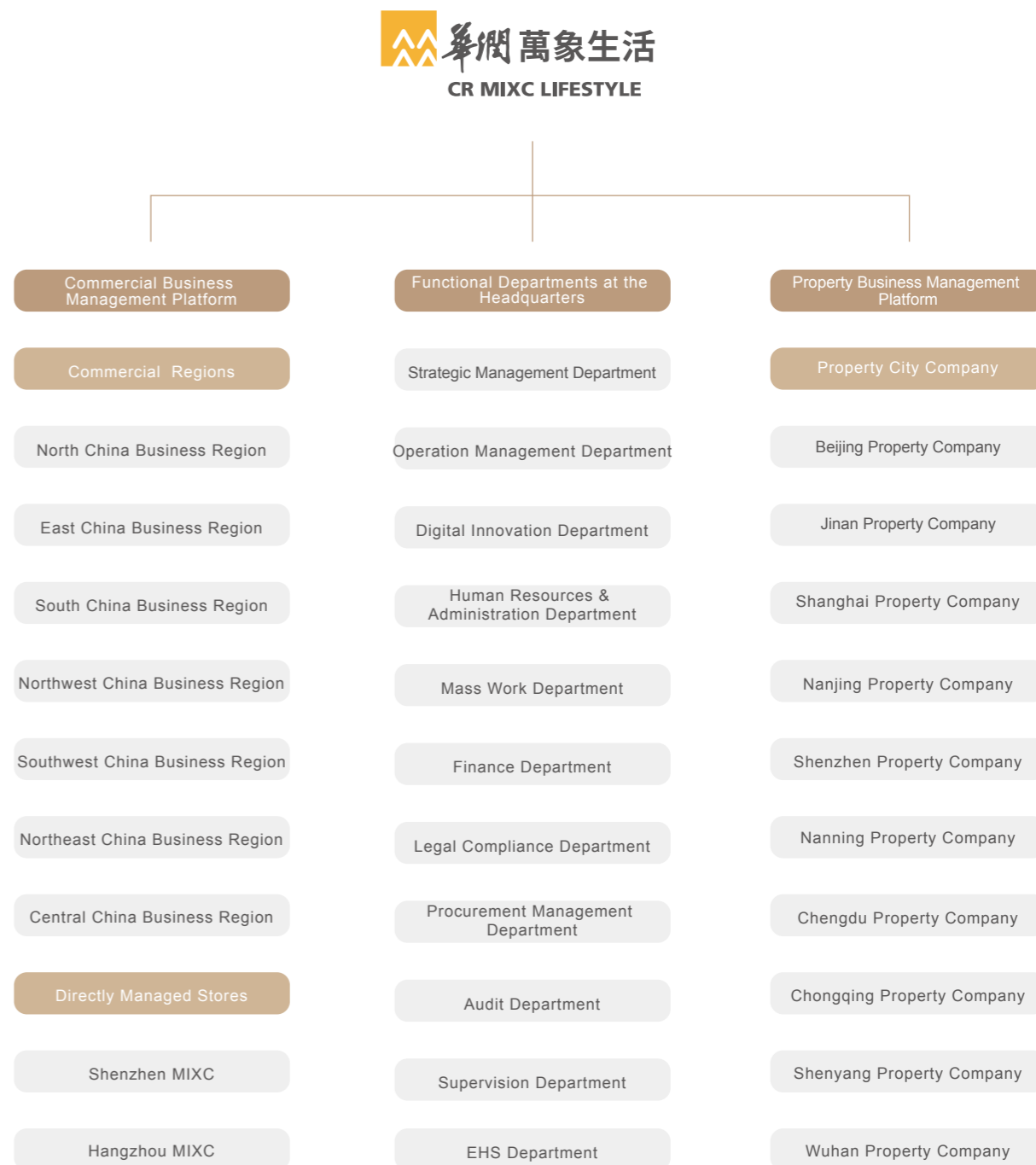
145 office buildings under property management services

349 million square meters of contracted area of property management



Organizational Structure

CR Mixc Lifestyle implements a three-tier architecture of "headquarters - Commercial regions/ Property companies - malls/projects" and promotes the flat management model.



Brand Culture

CR's corporate culture system under the "14th Five-Year Plan"



DNA

Determined to realize the great rejuvenation of the Chinese nation
Pursue to create a happy life for the people
Strive for the economic prosperity for the country



Value

Integrity, Performance-oriented, People-oriented,
Win-win Collaboration



Mission

Lead the business progress and build a better life together



Spirit

Dedicated oneself to the cause of the country; Be the pioneer to be innovative; To forge ahead with perservance; Exert constantly for the betterment



Vision

To be a world-class enterprise that is trusted and preferred by the people



Atmosphere

Sincerity, Solidarity, Open-mindedness,
Proactivity

Brand Philosophy



Urban Quality Lifestyle Service Platform



Urban Quality Lifestyle Service Provider Trusted
And Loved By Customers



Smart Services Lead Urban Quality Lifestyle and
Enhance the Value of Space Assets



Quality Achieves Extraordinary Life



MAGIC MIXC:
Magic Humanity
Magic Technology
Magic Space
Magic Ecology

2022 Highlights

| Top Ten Events

01

CR Mixc Lifestyle outperformed the capital market, and was selected as a constituent stock of Hang Seng Index (HSI), becoming one of the three outstanding blue-chip firms under China Resources Group.

02

In terms of property management, CR Mixc Lifestyle made outstanding achievements in mergers and acquisitions (M&A), and grasped the favorable opportunities to acquire Yuzhou Property Service Co., Ltd., Jiangsu Zhongnan Property Services Co., Ltd. and Sichuan Jiuzhou Qiancheng Property Service Co., Ltd., resulting in a substantial increase in GFA under management.

06

CR Mixc Lifestyle performed well in authoritative rankings and continued to lead the development of the industry. In terms of commercial management and property management, CR Mixc Lifestyle was included in several blockbuster lists from authoritative institutions such as Guardian Index Academy, CRIC Property Management and China Property Management Research Institution.

07

CR Mixc Lifestyle upgraded the "Care by MIXC" featured service system in an all-round way and extended it from mother-child services to several exclusive customer groups such as children, ladies and pet owners, which was implemented in more than 40 shopping malls nationwide.

08

CR Mixc Lifestyle emphasized on urban space operation to boost urban renewal and upgrading, and implemented key "property management city" service projects at Dongan Lake in Chengdu, Nanhu Street and Sungang Street in Luohu District, Shenzhen, so as to achieve win-win results.

华润万象生活
获纳入香港
恒生指数成份股

MIXC POINT
万象星

禹洲
物业

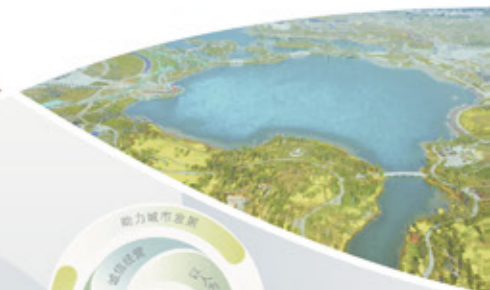
九洲
物业

中南
服务

100
表现力指数·商业地产表现

2022年度商业地产企业表现

MIXC 万象城



03

In terms of commercial management, CR Mixc Lifestyle expanded the business and achieved excellence in quality and quantity. In addition, adhering to its strategy to penetrate key cities, CR Mixc Lifestyle obtained 13 high-quality asset-light management projects in Shenzhen, Shanghai, Chongqing and Taiyuan, etc.

04

In terms of membership, CR Mixc Lifestyle launched its "MIXC Star" bonus point brand and has already activated the identities, bonus points and interests of over 34 million cross-segment customers, laying a solid foundation for further expansion of segmental coverage, further understanding of customers' needs, and enjoyment of customer interests across different segments.

05

In terms of number of luxury shopping malls, CR Mixc Lifestyle led the industry. In addition, it boasts 16 new shopping malls, 86 shopping malls in operation, and 11 luxury shopping malls under management.

09

CR Mixc guards extraordinary cities. Our front-line workers have been protecting the city with firm belief. In the case of COVID-19 prevention and control and emergency handling, CR Mixc Lifestyle fulfilled CSR as a CSOE, which received widespread praise.

10

Keeping up with the CSR, CR Mixc Lifestyle systematically promoted the sustainable development, and released an ESG strategy system that defines sustainable development strategies. CR Mixc Lifestyle was included in HSI ESG Enhanced Index and HSI ESG Enhanced Select Index.

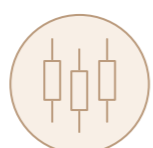
Operating Performance



The total revenue stood at RMB **12.016** billion
up **35.4%** year-on-year



The core net profit was RMB **2.225** billion
up by **30.7%** year-on-year.



The annual dividend per share (DPS) was RMB **0.439**
up **59.1%** year-on-year



The annual dividend payout ratio was **45%**
up **8ppt** year-on-year



The earnings per share (EPS) was RMB **0.967**
up **27.9%** year-on-year

Honors and Rankings

Ranking	
Name	Issuer
Ranked Number One among Commercial Real Estate Enterprises in Terms of Performance	Guandian Index Academy
Ranked Number One among Commercial Real Estate Enterprises in Terms of Brand Value Performance	
Ranked Number One among Most Influential Commercial Real Estate Enterprises	Van Sound Club
TOP 5 Listed Property Management Companies in Terms of Market Value Recognition	CRIC Property Management E-house China R&D Institute
TOP 5 Listed Property Management Companies in Terms of Profitability	
Top 10 Listed Property Service Companies	

Honor		
Name	Awarding Institution	Issuer
Enterprise with Integrated Sustainable Value	CR Mixc Lifestyle	The Economic Observer
Enterprise with Outstanding Investment Value		China Commercial Real Estate Association under China Real Estate Chamber of Commerce
Star Award for Excellence in Shopping Mall Operation and Management		Keyan Think Tank Yihan Think Tank
China Best Property Management Companies to Work For 2022		
National Night Culture and Tourism Consumption Cluster	Zhonglou Street in Taiyuan	Ministry of Culture and Tourism
National 119 Advanced Fire Protection Collective	Taiyuan MIXC	Ministry of Emergency Management
Guangdong Provincial Demonstration Characteristic Pedestrian Street (Business Area)	Shenzhen Bay MIXC	Department of Commerce of Guangdong Province
National Safety Culture Construction Demonstration Enterprise	Nanning MIXC	China Association of Work Safety
Most Beautiful Anti-Drug-Themed Commercial Complex in Shandong Province	Qingdao MIXC	Shandong Province Narcotics Control Committee
Gold Stevie IBA Award for Best Marketing Campaign of the Year	Shenzhen MIXC World	Stevie IBA Award Organizing Committee
Excellent Public Service Partner of the Year	Xingsha MIXONE	Hunan Charity Federation
Provincial Worry-free Consumption Demonstration Block	Luyang MIXONE	Administration for Market Regulation of Anhui Province
National Demonstration Site for Municipal Social Modernization	Red Administrator Service Center in Chongqing Twenty-four City Commercial Property	Political and Legal Affairs Commission of Chongqing Municipal Committee of the Communist Party of China
Outstanding Contribution Award for Property Service Enterprises "Taking Social Responsibility to Promote Social Employment" in Guangdong Province	Shenzhen Property Company	Guangdong Property Management Industry Institute
Excellent Property Management Project in China	"Property Management City" Service Project at Nanhu Street in Shenzhen	CRIC Property Management and China Property Management Research Institution
Four-Star Green Construction Organization	Beijing Property Company	Beijing Association for Quality
Green Community in Shandong Province	Weihai Bay Jiuli of Jinan Property Company	Housing and Urban-Rural Development Department of Shandong Province

Topic: Focus on High Quality and Improve Sustainability Management

Aspiring to be a world-class enterprise, CR Mixc Lifestyle organized and formulated a "153" ESG strategy system in 2022, laying a solid foundation for improving its sustainable development and realizing all-round high-quality development.

Build Consensus and Formulate ESG Strategy

According to the "153" ESG strategic plan, CR Mixc Lifestyle has established sustainable development strategies centered on MIXCLIFESTYLE ECOSYSTEM, covering four key areas such as People Centricity, Mutual-Winning Partnership, Green Development and Business Integrity. Aspiring to be "a world-leading sustainable enterprise", CR Mixc Lifestyle accelerated the fulfillment of three goals: leading business advancement, empowering city development, and building a better life.



1
VISION
A world-leading sustainable enterprise

5
AREAS
MIXCLIFESTYLE ECOSYSTEM
PEOPLE CENTRICITY
GREEN DEVELOPMENT
MUTUAL-WINNING PARTNERSHIP
BUSINESS INTEGRITY

3
GOALS

- Lead Business Advancement
- Empower City Development
- Build a Better Life



△ CR Mixc Lifestyle ESG Strategy System

MIXCLIFESTYLE ECOSYSTEM

Based on the ecosystem business model, we aim to provide high-quality services for all customers, to empower urban economic growth and vitality, and to shape the city's humanistic and artistic environment through the integration of quality resources and the operation of full-format urban space.

PEOPLE CENTRICITY

Adhering to the objective of "respecting the human value, developing the human potential, and enhancing the human spirit", we aim to innovate talent acquisition strategies, to build a well-rounded talent development system, to enhance employees' sense of fulfillment and happiness, and eventually to share the benefits of development with all employees.

MUTUAL-WINNING PARTNERSHIP

Committed to building a partnership of "mutual benefits, growths, and achievements", we aim to implement sustainable programs and to improve sustainable performance with all partners.

GREEN DEVELOPMENT

Applying green concepts to all business; applying green goals to all projects; applying green management to all processes. We aim to minimize the adverse impact on the environment and climate, and to ensure green, low-carbon, harmonious coexistence between mankind and nature.

BUSINESS INTEGRITY

Strictly following the corporate value of "Integrity", through continuous improvement of the modern governance system and commitment to business ethical standards, we aim to accelerate our long-term stable operation and sustainable development in the future.

We promote the building of in-house consensus on ESG affairs, and organize action learning, stakeholder interview and interim reports to hear all sides at the planning stage of an ESG strategy. After the establishment of the ESG strategy, we share the results with headquarters departments, Commercial regions, city property centres and projects, and develop an annual plan for ESG priorities according to the standards defining work objectives and responsibility boundaries.

ESG interviews	ESG seminars	ESG strategy presentations
50 field	2 field	3 field

Strengthen Organizational Building and Consolidate Working Mechanisms

CR Mixc Lifestyle promoted the improvement of the sustainable development management framework and formed an ESG management system led by the Sustainability Committee and implemented by the coordination and execution layer. In March 2023, the Board of the Company established the Sustainability Committee to oversee the company's environmental, social and governance (ESG) policies, measures and performance, evaluate the company's sustainability and risk related issues, and give advice to the Board. The headquarters identified the department in charge of ESG work, and set up a special working group composed of all departments and subordinate units to coordinate and advance all kinds of work.



Board's ESG Statement

The Board of the Company, as the highest responsible and decision-making body for ESG, takes full responsibility for corporate environmental, social and governance (ESG) strategy and reporting. Since the establishment of the Sustainability Committee, the Board of Directors has authorized the Sustainability Committee to supervise and manage the ESG policies, measures and performance. The Sustainability Committee provides daily oversight and management of ESG matters through the ESG Working Group.

The Board of Directors participates in the evaluation and judgment of the importance and priority of ESG issues, and puts forward views and suggestions on issues that may affect the long-term sustainable development of the Company. In addition, the Company has integrated key ESG risks into its overall risk management system, and the management is involved in assessing key business related risks and developing risk response measures.

During the reporting period, the Board of Directors had a clearer understanding of the evolving global ESG landscape and stakeholders' feedback on the company's ESG performance through special presentations by the ESG working group, board training and daily inquiries, and reviewed the sustainability report and ESG issues that have significant impact on the Company, including but not limited to: (i) ESG strategy and target progress; (ii) the carbon peak and carbon neutrality action plan and its progress; (iii) the differences in the company's ESG performance at the domestic and international levels; (iv) sustainability reporting boundaries and other ESG matters.

Mixc Lifestyle Ecosystem Empowers a Sustainable Future

Response to SDGs



Response to HKEX ESG indicators

B2.3/B6.2/B6.5/B8

Response to CASS-ESG5.0 indicators

S3.1-S3.12/S4.1/S4.3/S4.5-S4.9/V1.1-V1.4/V2.1-V2.3/V3.4-V3.7

Concept and actions

Based on the ecosystem business model, we aim to provide high-quality services for all customers, to empower urban economic growth and vitality, and to shape the city's humanistic and artistic environment through the integration of quality resources and the operation of full-format urban space.

Target progress

Goal setting	Progress review
Adhere to the principle of serving people's livelihood and customer centricity, and improve the customer service system to deliver high-quality services.	Make steady progress in commercial and property customer satisfaction, and further enrich the "Care by MIXC" service system; launch the "MIXC Star" membership platform to activate the identities, bonus points and interests of customers.
Based on the urban quality lifestyle service platform, emphasize on space operation, integrate high-quality resources, and make new ground in benefiting cities, communities and other interested parties.	Advance urban space operation, and explore and build commercial management and property management projects that help cities thrive.
Fulfill CSR as a CSOE, and carry out voluntary service and social welfare activities to enhance community resilience.	Incorporate red administrator services into eight CR Hope Towns to integrate modern urban property management into rural governance.

Story on responsibility

Innovative space operation empowers city development

“ Readable buildings, walkable streets, relaxing parks, and always warm cities. The evolution of a city as a multi-space complex is intertwined with the interaction and integration of different forms of space. While growing together with the city, CR Mixc Lifestyle has formed a model of empowering city development with space operation.

”

Eliminate Boundaries and Redefine Space

On the eve of the 2022 Spring Festival, Shenzhen MIXC World once again put on "new clothes", and there were flowery stalls and extremely busy "high street" outdoors decorated in red. This is a Spring Festival themed warm-up event launched by the mall every year. Unlike the traditional practice which is limited to interior spaces, the event took full advantage of outdoor spaces to deliver an integrated immersive consumer experience.

"At the very beginning, we want to use the outdoor space of Shenzhen MIXC World to do market at the High Street, or held exhibitions in conjunction with well-known IPs. To create an innovative scene and atmosphere" The South China Business Region General Manager reviewed the original purpose of exploring space operation in the early days. Since then, there have been more diverse modes - cross-border cooperation, participation in content production, and scene creation, etc.

In 2021, Shenzhen MIXC World cooperated with Tencent to

build China's first League of Legends Urban Canyon. This "Urban Canyon Carnival" themed event caused a sensation on the Internet. It can be seen from the project summary that there are three cooperation highlights: "breaking spatial boundaries, redefining space, and providing diversified experience".

Similar cooperation patterns have also been carried out in public spaces in Chengdu, Shenzhen and other cities. In Dongan Lake Park and Yimahe Park in Chengdu, CR Mixc Lifestyle provides tailor-made services such as investment promotion, operation and planning, and uses intelligent property management tools to create a one-stop experience space for citizens of all ages, helping build Chengdu into a park city.



^ Unlike the traditional practice which is limited to interior spaces, outdoor spaces are also fully utilized to deliver an integrated immersive consumer experience

^ Provide tailor-made services such as investment promotion, operation and planning for Dongan Lake Park and Yimahe Park in Chengdu to create a one-stop experience space for citizens of all ages, helping build Chengdu into a park city.



^ Shenzhen MIXC World cooperated with Tencent to build China's first League of Legends Urban Canyon. This "Urban Canyon Carnival" themed event caused a sensation on the Internet.

Participate in Urban Cultural Development and Lead the New Fashion

According to the 14th Five-Year Plan, it is imperative to bring forth new ideas in and develop urban public cultural spaces, encourage social forces' participation, and create new public cultural spaces with distinctive characteristics and humanistic quality. Urban commercial complex has been given more expectations as to urban cultural development because it can radiate out across shopping malls, residential buildings and office buildings. By leveraging its professional advantages, CR Mixc Lifestyle contributes to the construction of urban culture.

In 2022, CR Mixc Lifestyle opened 16 new shopping malls, which are distributed in Beijing, Shanghai, Shenzhen, Nanjing and other cities. These projects are different in orientation and volume, but they follow the same idea of combining local cultures: at the design stage, the architectural form and spatial planning reflect local historical and cultural elements; at the operation stage, they focus on digging into the cultural symbols of the city and telling stories of the city by modern means of communication.

Around Shenzhen Houhai, there are two high-level shopping malls: Shenzhen Bay MIXC and Shenzhen MIXC World, which face each other from north to south and create an urban cultural prosperity model based on resource endowment.

Shenzhen MIXC World continued to deepen content produc-

tion, and launched the brand "MIXTURE" in 2022. The "pop culture" centered space operation pattern has taken initial shape. The project also represents the pop culture in Shenzhen.

Shenzhen Bay MIXC is the second luxury shopping mall in Shenzhen, surrounded by three core economic circles: Houhai Financial Headquarters Base, Shenzhen Bay Super Headquarters Base and High-tech Industrial Park Headquarters Base. Combined with government and international brand resources, the project broke through single-space limitations by effectively connecting internal and external spaces of the Talent Park and the mall, and successfully introduced several international fashion shows. Among them, the Louis Vuitton Fashion Art Show tallied over 1.5 billion views on the Internet and attracted 180,000 audiences, over 60% of whom are nonlocal, creating a city-level fashion event that everyone can participate in.

To contribute to park city construction or to participate in pop culture production or introduce urban fashion events, CR Mixc Lifestyle will, by leveraging its professional advantages, create new space operation patterns and make positive contributions to urban development.

^ Shanghai Suhewan MIXC World, located on Suzhou River, has two excellent historical buildings, whose design reflects "a dialogue between old and new", and combines ancient architecture relics with modern commerce



^ The Louis Vuitton Fashion Art Show tallied over 1.5 billion views on the Internet and attracted 180,000 offline audiences, over 60% of whom are nonlocal

^ The Louis Vuitton Fashion Art Show tallied over 1.5 billion views on the Internet and attracted 180,000 offline audiences, over 60% of whom are nonlocal



^ Nanjing MIXC World internally preserves historical street and lane textures and is centered on "Yunzhang Gongsuo", an ancient building repaired in place, thus forming a physical space integrating ancient streets and lanes



Serve People's Livelihood

Protect customer health and safety

Putting customer health and safety front and center, CR Mixc Lifestyle strictly abides by the laws and regulations such as Work Safety Law of the People's Republic of China and the Law of the People's Republic of China on Protection of Consumer Rights and Interests, and continuously strengthens

health and safety protection. In 2022, CR Mixc Lifestyle had zero work safety accidents and zero lost working days due to any work-related injury.

Consolidate Management Foundation

We established a complete safety and emergency management system, compiled and issued internal policies such as EHS Emergency Management Regulations and Annual EHS Management Assessment Regulations, established a work safety performance management mechanism, implemented safety supervision and inspection, hazard investigation and special rectification in an all-round way, and applied the EHS information platform and the intelligent centralized fire control

platform so as to continuously improve work safety and emergency management, reduce operational safety risks and build a solid red line of safety. In 2022, CR Mixc Lifestyle invested RMB 40.9229 million in work safety, and had 294 full-time work safety personnel.



Improve Emergency Response Capability

In order to enhance the capacity of employees, tenants and customers to respond to emergencies, we constantly improve the emergency response plan and emergency drill plan, strengthen emergency capacity building, carry out targeted emergency safety drills such as elevator emergency, riot prevention and fire control around different business scenarios, provide AED first-aid kits and/or medical emergency kits,

carry out emergency rescue training, improve the service team's ability to deal with crisis events, and further enhance the safety quality and capacity of all staff. In 2022, CR Mixc Lifestyle performed 8,213 emergency drills with 163,000 participants.

Organize "Emergency Capacity Enhancement Month"

In September 2022, CR Mixc Lifestyle organized the "Emergency Capacity Enhancement Month" launch ceremony and the coordinated multi-city emergency plan and scheduling drills. For the first time, we live-streamed the centralized scheduling drills involving multiple projects, businesses and subjects. As for the drills, we set up a main venue and five branch venues, and conducted drills on subjects such as fire, gas leakage, people trapped in elevators, falling objects from high altitude, riot prevention, and emergency medical care. More than 7,000 people watched the drills online. The drills were successfully completed, and effectively improved our staff's coordination, linkage and quick reaction capabilities to deal with emergencies.



^ Safety Consulting Day

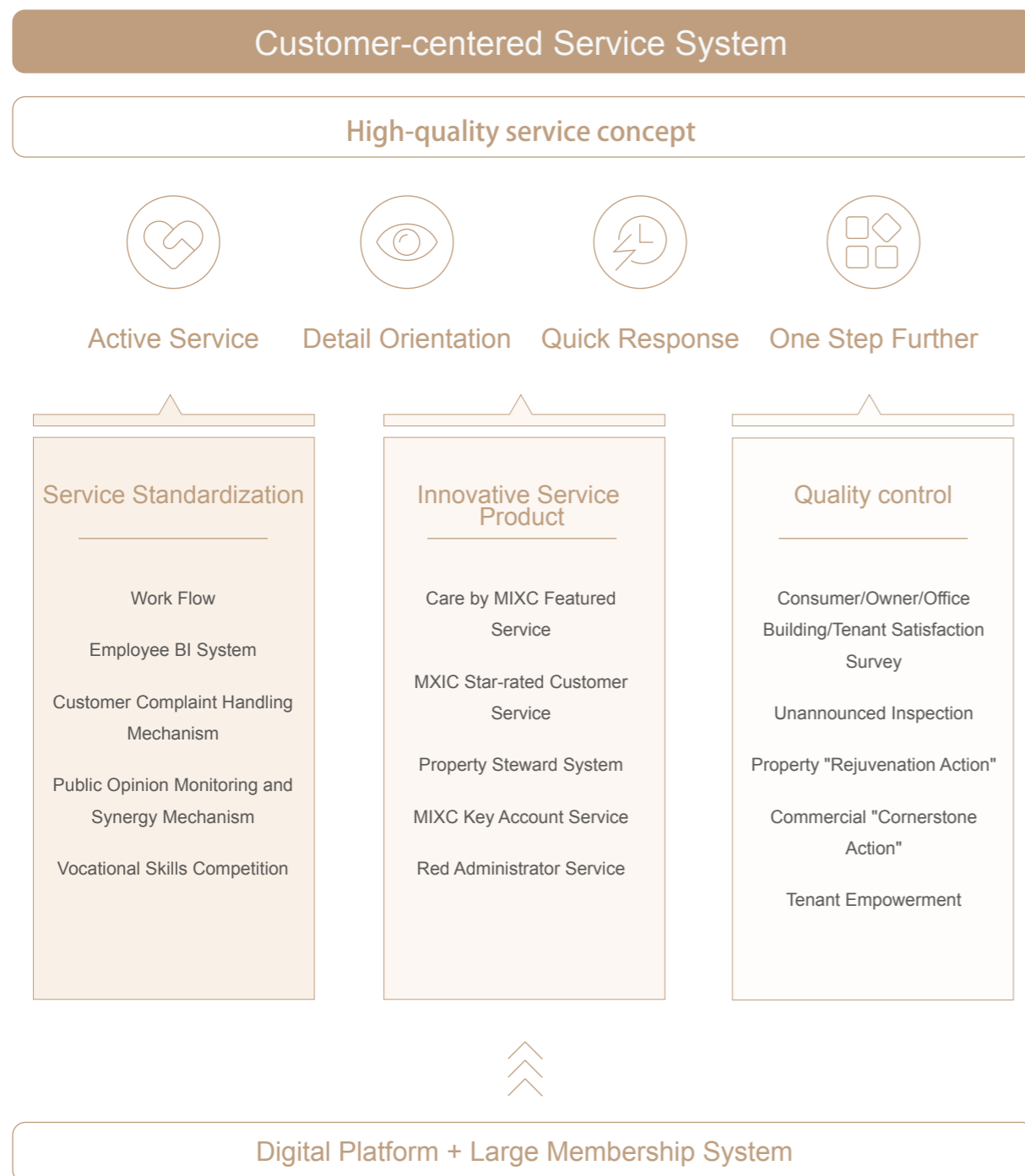
Create Health and Safety Culture

We formulated a special system that requires that stores in the mall should be decorated with environmentally friendly materials and perform formaldehyde removal and air purification, and also regularly carry out air quality monitoring every year, thus creating a comfortable and healthy shopping environment. In terms of safety education and training, we carry out

safety publicity, training and risk warning activities for tenants, consumers and other groups regularly, and strengthen safety inspection and video surveillance to fully protect customers' health and personal and property safety.

Improve customer service system

CR Mixc Lifestyle constantly improves its customer-centered service system, pays attention to and protects customers' rights and interests, and strengthens service quality and customer relation management to deliver a satisfactory and amazing service experience to customers.



Improve Service Management System

We implement "Customer-Perceived Warm Service" throughout customer service, and constantly improve the service management system. Commerce is based on consumer service touch points. The "star-rated customer service" certification system was built for shopping malls. By 2022, the "star-rated customer service" accounts for 78% of first-line jobs, covering 73 projects nationwide. The Face-to-face Customer Service standard operating procedure covering 10 property types was formed for tenants to specify face-to-face customer service standards and operation procedures for front-line clerks and comprehensively enhance customer shopping experience.

The MIXC Service operation system was improved from three aspects of property service standardization, normalization and specialization. In 2022, we formulated internal policy documents such as role SOP manual and standard guidelines for residential properties, revised and improved all service standards and evaluation rules, and carried out special



improvement projects such as property benchmarking project construction and basic property service quality improvement activity "Rejuvenation Action", so as to increase property customer satisfaction on an ongoing basis.



Protect Customer Rights and Interests

Adhering to the "all-customers" principle, we provide customer services for residential properties, shopping malls and office buildings, and strive to protect customers' legitimate rights and interests.

Responsible Marketing

We fully protect customers' rights to know, and require merchants to publish price information in accordance with the law, so as to ensure authenticity and accuracy, product-label alignment, and clear identification; regularly issue announcements on potential risk warning to ensure informational justice and transparency. In addition, we provide consumers with an honest, reliable and safe shopping environment through special inspection, publicity and education. Based on consumers' concerns, we sorted out 41 management issues and compiled the List of Eight Items in Tenant Management Red Line to define consumers' sensitivity points and operational red lines.



△ Qingdao MIXC Builds "Worry-free Consumption" Business Card

Response to Customer Demands

We attach great importance to protecting consumers' legitimate rights and interests, and strictly abide by the Law of the People's Republic of China on Protection of Consumer Rights and Interests. We compiled standard documents such as Complaint Handling Guidelines for Residential Property Customers, Guidelines for Customer Relationship Management in Malls and Complaint Handling Guidelines for Office Building Customers, and set up three-dimensional feedback channels including service call, online APP and on-site consumer rights protection service stations. In addition, we enhance customer experience ranging from pre-sales maintenance to after-sales service, complaint handling and result evaluation, and treat and handle consumer complaints seriously to deliver a good experience throughout customer service.



Actively Handle Customer Complaints and Optimize Member Service Experience

Adhering to customer centricity, we attach importance to the acceptance and feedback of customer complaints, and realize cross-departmental collaboration based on efficient and standardized processes including receiving customer complaints, response and handling, result feedback and customer evaluation, to jointly trace problems and deficiencies in management and service to their origin and to promote management improvement, process optimization and service upgrade.

Details of complaints: Many customers reported to the service desk that parking payment via "E-MIXC" APP could not be associated with member benefits, so they cannot use bonus points to offset parking fees.

Handling process: The Customer Service Agent patiently guided the complainant to follow step-by-step instructions and verify the specifics. It was confirmed that there were two parking payment entry points on the APP for the convenience of customers, but at present, one of them failed, so the complainant could not invoke any member benefits. After verifying the reason, the Customer Service Agent patiently guided the customer to visit another page where member benefits can be invoked, so as to ensure parking fee deduction from member benefits, and carefully recorded and reported the problem to the IT Department as soon as possible. For other customers who report the same problem, the Customer Service Agent explained patiently and asked them to follow instructions.

Subsequent improvement: After receiving the feedback from the Customer Service Agent, the IT Department assigned personnel to handle the relevant work and give feedback. After confirming the specific reasons on the system end, the IT Department quickly adjusted and optimized the corresponding function to ensure that member parking benefits can be used conveniently and smoothly. In addition, other features of the APP were tested and adjusted to avoid similar problems that would affect the member experience.

Protect Customer Privacy

We implement customer information protection in the entire business process, and further institutionalize and systematize the information protection. In addition, we formulated internal policies such as Guidelines for Customer Relationship Management in Malls and Guidelines for Personal Information Protection in CR Mixc Lifestyle in accordance with the Cybersecurity Law of the People's Republic of China, Personal Information Protection Law of the People's Republic of China, Provisions on Protecting the Personal Information of Telecommunications and Internet Users and other laws and regulations, so as to uphold information security.

Measures to Protect Customer Privacy:

1. Publish personal information processing rules as required, and update product privacy policy in time. In accordance with the requirements of the MIIT to improve service perception, the "double lists" of collecting personal information and sharing personal information with third parties are published.
2. To protect user data, adjust the user privacy protocol in a timely manner and test it in the open application market. Use HTTPS certificates to encrypt data transmission, and perform strict encryption and desensitization on key user information.
3. By performing assessment on information security risk and cybersecurity attack and defense drills, implement network information security normalization to realize early warning of security risks, timely response to and monitoring of security incidents, tracing and tracking of security incidents, so as to ensure continuous effectiveness of information security.

Improve customer experience

We constantly improve customer touch points to deliver a more convenient and efficient customer service experience.



^ MIXC Star: activate the identities, bonus points and interests of customers across eight segments

Large Membership System

In 2022, our own "MIXC Star" bonus point brand was launched by integrating resources to open up the membership system covering eight segments, including marketing, health care, long-term rental apartment, hotel, cultural sports, cinema, commerce and property. Through cross-segment bonus point and interest operations, we connected users with products and scenarios, and activated the identities, bonus points and interests of cross-segment customers to increase member satisfaction and contribution to the consumer market, which paved a solid foundation for further understanding of members' needs and deepening of cross-segment bonus point and interest operations. By the end of 2022, we had over 34 million MIXC Star members.

Provide Diversified Services

We established a three-dimensional service system covering basic services, special services and high-end services. In addition, we focus on and encourage service innovation, and pay attention to special groups such as the elderly, children, mothers and infants by keeping upgrading infrastructure such as baby care room and barrier-free access and digging deeper into personalized service needs to meet diversified customer demands.

Care by MIXC Featured Service

Based on differentiated consumer needs, CR Mixc Lifestyle brought forth new ideas in and upgraded customer services, enriched service initiatives and enhanced customer experience. In 2019, the "mama care by MIXC" featured service system was launched, which focuses on mothers and infants, to provide diversified scenario experiences for consumers and promote the systematization, standardization and IP-based development of the featured service. In 2022, Care by MIXC featured service was further enriched in contents, extending from mothers and infants to children, ladies and pets. By promoting space hardware upgrades and integrating soft services and brand resources, CR Mixc Lifestyle established service standards such as kids care, lady care and pets care. By the end of 2022, the "Care by MIXC" featured service system has been implemented in over 40 shopping malls nationwide.



^ By setting up "MIXC Service Day", the project management personnel sank down into frontline services to listen to customers' voice

Pursue Customer Satisfaction

It is our unremitting pursuit to provide customers with excellent products and services. In order to listen to customers' voice, CR Mixc Lifestyle established a customer satisfaction survey mechanism covering all shopping malls and property projects nationwide, and scientifically formulated a satisfaction monitoring system on three dimensions: consumers, tenants and property owners in shopping malls. Our management team supervises the survey results and guides business departments to improve services based on customer feedback.

Satisfaction Survey Dimensions:

- Shopping Mall Consumers: business format and brand, marketing and promotion, services and interests, hardware and property, information service
- Property Owners: property management, safety management, decoration management, informational announcement, sanitation, greening and maintenance, facility operation and maintenance

Commercial service satisfaction is better than the industry



Commerce: The consumer satisfaction and tenant satisfaction were 99.2 and 99.3 respectively

Property service satisfaction ranks among the top of the industry



Property: The satisfaction with property service was 89.7 points, up by 3.4 points from 2021

Innovation and intelligent empowerment

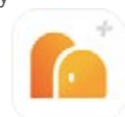
To deepen digital transformation in all respects, we built a digital transformation team integrating production and research to improve digital commercial operations, empower merchants and enhance user experience. By the end of 2022, 217 high-quality digital talents were introduced, 65% of whom were R&D staff.

Empower Operation and Management

We built new tools for merchants to settle in and trade online, to improve their operational efficiency. After full upgrade, "E-MIXC" APP has 28.23 million registered users, including 8.06 million new ones, and has 743,000 daily active users. Targeted at property owners and employees, "Zhaoxi" APP was launched to realize digital property management covering basic scenarios.

Zhaoxi APP Launch Empowers Property Management and Services

In October 2022, CR Mixc Lifestyle released a digital product for residential properties - Zhaoxi, which regards "people" as the foundation of service and creates a complete set of systems including owner end, employee end and applet operations management platform, realizing convenience features such as multi-channel collection and payment of property management fees, MIXC Star-based property management fee deduction, online monthly membership renewal. This enables frontline property service employees to improve quality and benefits, and also provides owners with convenient, efficient and high-quality services.



Build Smart Communities

In accordance with smart city and modern community building requirements, we use technologies such as IoT, big data, cloud computing and AI to drive the implementation of facilities such as energy consumption monitoring, environmental sensor, intelligent waste sorting and intelligent irrigation, in order to build a servicecircle that benefits the people. By the end of 2022, 58 smart communities have been built.

Build Smart Cities

We actively participate in the construction of smart cities, and promote the high-quality development of urban and regional economy, making cities smarter and governance more efficient. We accelerate the construction of a new smart city in Nanshan District, Shenzhen, and improve the overall operational efficiency by upgrading existing blocks to smart blocks. In addition, Houhai Smart City Operations Service Platform was built to boost the construction of the first smart application demonstration city in the Greater Bay Area.

Invigorate Cities

Revitalize urban spaces

Urban development trend and consumer demand are always our key areas of focus. We introduce new functions into a traditional single commercial space and urban public space through refined operations, and create new consumption scenarios featuring "scenarios + retails + experience", which provides a platform for restoring market confidence and unleashing consumption vitality in the post-COVID-19 era.

In the post-COVID-19 era, the public's demand for natural leisure and outdoor element is rising. The shopping malls and urban public spaces under management of CR Mixc Lifestyle carried out thematic events in a diversified way:



△ Longgang District's First Camping Festival in Shenzhen



△ BAY GARDEN Cross Dressing Spring in Shenzhen Bay MIXC

Boost economic development

By the end of 2022, the Company had 86 shopping malls in operation with annual retail sales of RMB 126.4 billion, of which 69 malls ranked among the top three locally according to sales, accounting for 80.2%. In addition, by building positive relationships with local government authorities, we made good use of consumption coupon policies to drive local consumption.

Build a New Landmark for Nighttime Economy

"Xihong City Summer Night Market" is a market fair themed event launched by Shenyang Tiexi MIXONE, which integrates culture, entertainment, art and fashion elements and redefines the concept of scene-based market. Because of its outstanding performance in promoting the nighttime economy, Tiexi MIXONE won the title of "Shenyang Economic Demonstration Block", and it is the only organization in Northeast China that won the "Nightingale Award" among 51 finalists from 10 cities across the country.



In June 2022, "Xihong City Summer Night Market" was fully upgraded by introducing well-known restaurant brands, local snacks and Internet-famous food to deliver an all-round and multi-dimension life experience to citizens. By leveraging its platform advantages in empowering brands, Tiexi MIXONE built a "Forever Young" pop-up shop to support brand-name product upgrades and expose brand rejuvenation achievements, yielding more commercial possibilities to time-honored brands.



Scan the QR code to learn more

A city boasts its unique culture. Let the city's nighttime economy show its unique characteristics and enhance its taste. More importantly, it is necessary to create a distinctive nighttime cultural IP so as to inject core value into the sustainable development of the nighttime economy.

——《Shenyang Daily》

Lead the city ethos

We actively promote the deep integration of enterprise development and cities. At the design stage, local cultural elements are integrated into architectural design language to add a unique personality to the buildings. At the operation stage, we should focus on exploring hot topics based on city characteristics, aiming to witness and participate in urban humanities.



△ Guiyang MIXONE: Build "Guiyang Super Lab" as a New Scene of Social Life for Local Trendy Teens



△ Shenzhen MIXC World: Launch a Skate Park Integrating Track and Field Sports into Skating Challenges, and Reshape Multi-dimensional Street Sports Experience



△ Nanjing MIXC World: The Spatial Layout Reflecting "a Dialogue between Old and New" Transfers Unique Business Culture Memory

Enhance Social Well-being

Enhance community resilience

Community resilience refers to the ability of communities to limit and recover from sudden disasters any time soon. Adhering to the philosophy of "sharing and co-governance", we

actively participate in community construction to enhance the ability of communities and special groups to deal with risks.

Normalized COVID-19 Prevention and Control

In 2022, we actively cooperated on normalized COVID-19 prevention and control, participated in community-based prevention and control of COVID-19 through the service network consisting of shopping malls and property projects, and set up volunteer service teams to support frontline epidemic prevention. While ensuring safety, our employees have kept their commitment to corporate social responsibilities by participating in nucleic acid testing, providing voluntary services, and assisting with vaccination information collection.



△ Shenzhen Property Company receives a banner from Fumin Community in Shenzhen



△ Chongqing Property Company participated in the community pandemic prevention

Employee Volunteering

We care about special populations in the community, encourage and drive our employees to participate in volunteering service, and carry out activities such as accompanying left-behind children, visiting the elderly, and building a conve-

nientplatform for the public, so as to enhance community life quality and experience. In 2022, CR Mixc Lifestyle had 5,241 volunteers, who provided 59,000 hours of volunteering service.

Care for Left-behind Children in Communities

Ganzhou MIXC built a long-term partnership with the Communist Youth League Committee of Zhanggong District to provide various voluntary services for left-behind children in local communities. The volunteers were mobilized to engage with communities and organize "Blue Flame Guard" themed fire prevention campaigns and education. At the same time, they took traditional festivals as an opportunity to provide more than 100 left-behind children with care and companionship.



Support rural revitalization

Create a New Assistance Model

Since 2021, we have been exploring a new model of deep integration of property service and rural revitalization. Through red administrator service, we brought our mature property management experience to CR Hope Towns, fully undertook the property management of Hope Towns, employed local villagers, and fostered local red administrator service teams.

While helping solve the problem of employment in the villages, we enriched towns' cultural life and improved town environment and villagers' mental outlook. In 2022, we donated RMB 1.2 million to CR Charitable Fund as start-up and operation expenses for Hope Towns under our management.

Extension: Red Administrator Service

"Red administrator service" is rooted in urban community property management, and acts as a platform for CR Mixc Lifestyle to participate deeply in and integrate effectively into community governance. Based on its resource advantage in high-quality property management and rich experience in urban community service, CR Mixc Lifestyle introduced "red administrator service" to CR Hope Towns for the first time in 2021, and proposed an operation mechanism featuring "Three Joins and Five Shares" (i.e. joint organization construction, joint security protection and joint development promotion; shared environmental governance, shared cultural education, shared business consultation, information sharing, shared benefits) to improve the environmental governance of Hope Towns, employ villagers, enhance integrated management, and refresh the towns and villagers' mind. By the end of 2022, the "red administrator service" had entered eight CR Hope Towns.



△ 2022 marks the first anniversary of the red administrator service's presence in Yan'an CR Hope Town



△ By combining its businesses with Hope Towns' resources, CR Mixc Lifestyle carried out cooperation in two aspects: development of tourism routes and sales of featured products, and conducted sales promotions through Runwu Walk-in Store.



△ The red administrator of Jianhe CR Hope Town provides interpretation services

“

Build a small town, beautify landscapes, reinvigorate local industries, and enrich local people. Combine Hope Town operations with industrial assistance. We cooperate with each other and believe that life will keep getting better in the future.

”

Rotating Mayor of Yan'an CR Hope Town

“

In the past, there were few jobs in Mafang Village as it's off the map. So, young people couldn't stay here, and only the elderly and children were left behind. However, it's different now. There are grand hotels, vegetable greenhouses, villas under construction, and property management companies that were originally unique to cities. In addition, young people can find jobs and earn money in their hometown. As a result, there's someone to accompany and take care of the elderly and children.

”

A villager and red administrator in Yan'an CR Hope Town

Diversified Support

We provide diversified support and produce public welfare brand campaigns such as agricultural assistance and student assistance. In addition, we actively connect ourselves to the market and resources, and build online product sales channels and platforms to open up channels for marketing agricultural products.



△ Luzhou MIXONE's Public Welfare Student Aid Activity under the Theme of "MIXC's Love Lights Up Yi Ethnic Town"



△ Hold a trade fair under the theme of "East-West Cooperation across Mountains and Seas", as a product sales platform

Help Fruit Farmers Sell Their Produce, and Warm Their Heart with Good Faith

By building positive relationships with government authorities, Ganzhou MIXC led the sales of Gannan navel oranges involving five cities and eight projects in Central China Business Region, to broaden marketing channels and paths and help fruit farmers sell their produce via online distribution channels such as "E-MIXC" APP and offline promotional activities. The event attracted 16,000 people to participate in the sales, covering 28 provinces and cities.



Build "LOVE FOR ALL" Public Welfare Brand

Chengdu MIXC has launched "LOVE FOR ALL" themed public welfare brand campaigns for three consecutive years. In May 2022, together with several caring enterprises, Chengdu MIXC held the "Believe in Possibility" themed public welfare art exhibition supporting rural education to publicize volunteer teaching in rural schools. In December 2022, the "Love for All and Keep Going" themed event was launched at Badi Town Primary School, Danba County, Ganzi Tibetan Autonomous Prefecture, including cartoon book donation, music education empowerment, material donation, financial aid for needy students, etc. More than 3,000 books were collected, 150 blankets were donated, and 21 poor students were aid financially.



Put People First and Build a Platform for Growth Together

Response to SDGs



Response to HKEX ESG indicators

B1/ B3.1/B4

Response to CASS-ESG5.0 indicators

S1.1-S1.10/S2.1-S2.4/V3.1-V3.2

Concept and actions

Adhering to the objective of “respecting the human value, developing the human potential, and enhancing the human spirit”, we aim to innovate talent acquisition strategies, to build a well-rounded talent development system, to constantly enhance employees' sense of fulfillment and happiness, and eventually to share the benefits of development with all employees.

Target progress

Goal setting

Progress review

Ensure compliance and fair employment, implement the employment policy of equality and diversity, protect the legitimate rights and interests of employees, and create a diverse and inclusive workplace atmosphere.

We strictly abide by national laws and regulations. In 2022, there were no violations of laws and regulations such as child labor or forced labor, and the labor contract signing rate was 100%.

Improve the construction of talent echelon and talent training system, maintain unimpeded channels for employee career development.

We optimized job and rank systems, and launched a number of internal talent exchange programs, to promote cross-business and cross-organizational exchanges of tal-

Continuously optimize the compensation and benefits system, and improve the incentive mechanism; strengthen corporate culture advancement, and improve employee satisfaction.

We organized a number of cultural integration and employee communication activities, to listen to employee demands, promote employee communication, and build a harmonious workplace.

Story on responsibility Fostering skilled talent team with ingenuity and original aspiration

“

Based on the new development stage, CR Mixc Lifestyle puts forward the goal of building a world-class enterprise, and achieving comprehensive and high-quality development. CR Mixc Lifestyle insists on putting people first, advocates the talent concept of "respecting the human value, developing the human potential, and enhancing the human spirit", strengthens the construction of skilled personnel team, and helps the Company achieve high-quality development.

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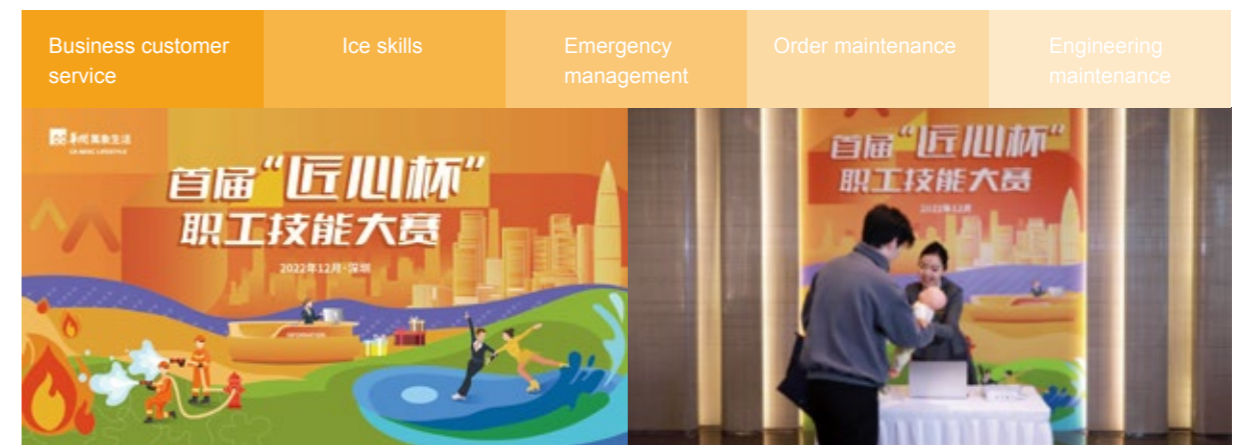
Hold the First Employee Skills Competition

On December 27, 2022, after a tight two-month competition, the first "Ingenuity Cup" Employee Skills Competition of CR Mixc Lifestyle ushered in the final. During the two-day final, 136 employees who made it to the final and 18 professional judges witnessed the ownership of various awards.

The "Ingenuity Cup" Employee Skills Competition is a new measure launched by CR Mixc Lifestyle to strengthen the construction of skilled talent team and build "3+1 talent teams". According to the chairman of the labor union of CR Mixc Lifestyle, the first competition set up five categories of competition items, including business customer service, ice rink skills, emergency management, order maintenance and engineering maintenance, which are closely related to front-line positions, covering more than 90% of business and property employees.

competition impressed the participating employees deeply. A contestant who signed up for the business customer service competition said that the Ingenuity Cup system emphasizes the details of customer service, helps broaden the employees' vision, and "creates a great atmosphere of emulating, learning from, catching up with and in turn surpassing each other". In order to encourage employees to sign up, the labor union planned ahead for the application of competition results. According to the chairman of the labor union, in addition to "growing" in skills, employees who participated in the competition would have a chance to get promoted. The competition results would be considered as a reference during employee evaluation, and participants would get extra points for promotion.

The positioning of promoting training and learning through



△ The First "Ingenuity Cup"

Systematically strengthen the development of skilled personnel

The positioning of promoting training and learning through competition impressed the participating employees deeply. A contestant who signed up for the business customer service competition said that the Ingenuity Cup system emphasizes the details of customer service, helps broaden the employees' vision, and "creates a great atmosphere of emulating, learning from, catching up with and in turn surpassing each other". According to the chairman of the labor union, in addition to "growing" in skills, employees who participated in the competition would have a chance to get promoted. The competition results would be considered as a reference during employee evaluation, and participants would get extra points for promotion.

Based on the new development stage, CR Mixc Lifestyle continues to improve the systematic level of skilled talent training, and has launched a number of measures to empow-

ering front-line employees, including building a unified learning platform, holding star customer service certification training, organizing skill evaluation and business training. In 2022, the Company also added the honor of "Service Model" in the annual excellence selection activity, which was mainly for highly recognized employees with rich customer service experience, and actively practicing the concept of high-quality service. 34 front-line employees from business and property service received this honor.

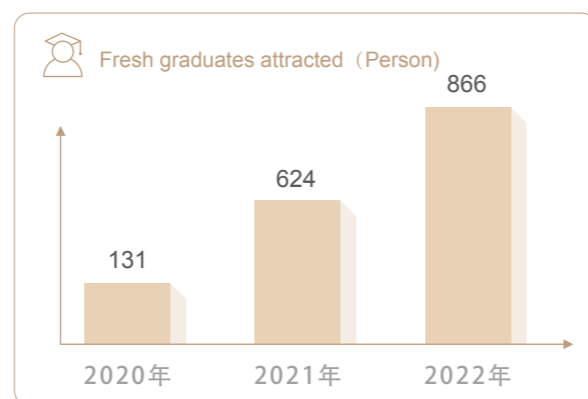
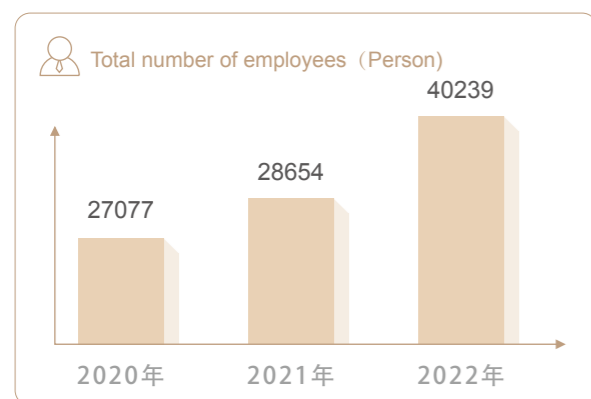
Hu Xiaoyan is also the "Service Model" of the Year. In her opinion, the special honors for front-line employees reflects the company's emphasis on front-line employees and strengthens her confidence in constantly practicing her skills, improving her business skills and realizing her life value.

Cultivate Talents

Attract talents extensively

We continue to deepen the people-oriented values, optimize the talent introduction mechanism, expand talent attraction channels, create the school recruitment brand such as "Wan Yue Sheng" for property, and "Wan Xiang Sheng" for business, and deepen our cooperation with universities. We

organized and participated in such talent exchange programs as "Talent Selection (Chunsun) Program" and "Sailing Program". In 2022, the Company attracted 866 fresh graduates, including 12 Hong Kong graduates.

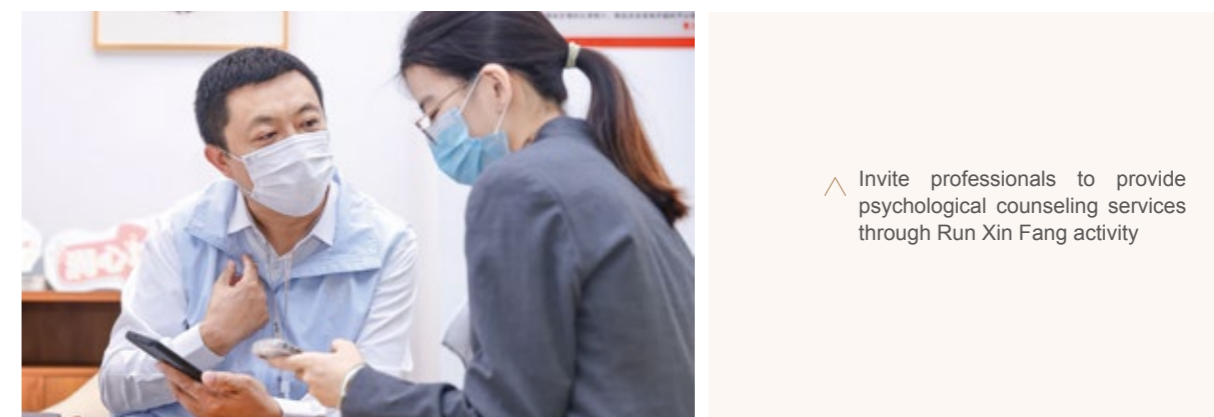
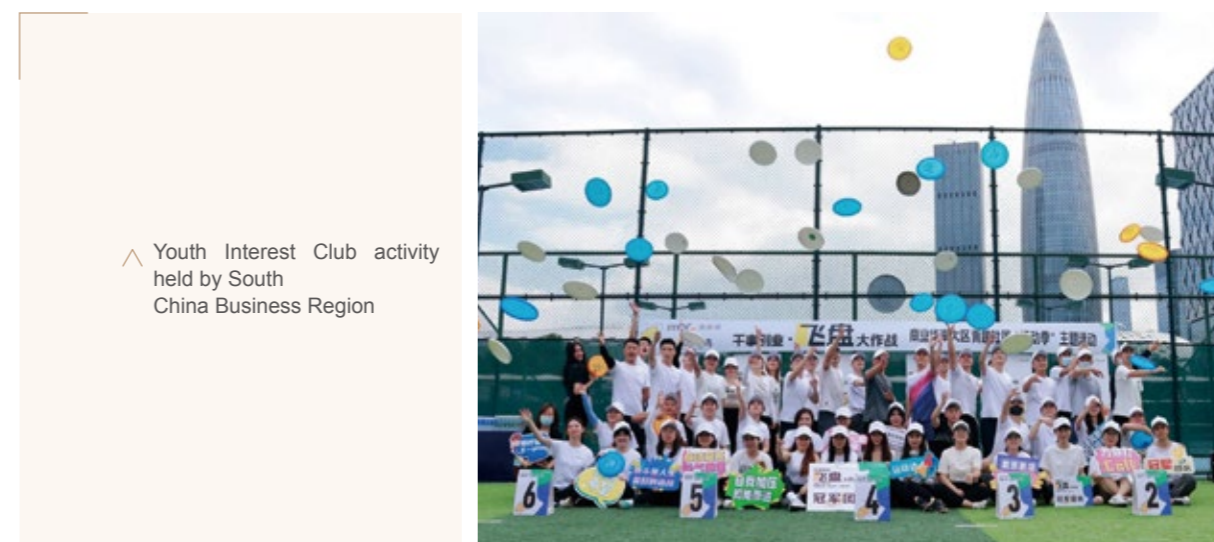


Protect the rights and interests of employees

CR Mixc Lifestyle respects and follows all internationally recognized human rights policies set forth in the United Nations Universal Declaration of Human Rights, the International Convention on Human Rights and the core conventions of the International Labour Organization. We strictly observe the requirements of national laws and regulations, sign labor contracts with our employees according to law, prohibit the use of child labor and forced labor, oppose all acts of discrimination and harassment, and fully protect the legitimate rights and interests of employees in terms of entry, promotion, resignation, working hours, remuneration and benefits, privacy and so on. In 2022, the Company did not engage in any violations of laws and regulations such as child labor or forced labor, and the labor contract signing rate reached 100%.

The Company attaches great importance to the occupational health and safety of its employees. It has formulated the Occupational Disease Prevention System and Industrial Injury Insurance System, Regulations on the EHS Organization, Construction and Management of CR Mixc Lifestyle and other internal documents to constantly improve its occupational health management system and incorporate the objectives of occupational health management into the assessment indicators of managers. By setting up a psychological counseling hotline, providing employees with free labor protective equipment, employee health examination, occupational health training and other means, the Company protects the physical and mental health of employees, and create a safe, healthy and comfortable working environment.

The Company attaches great importance to the occupational

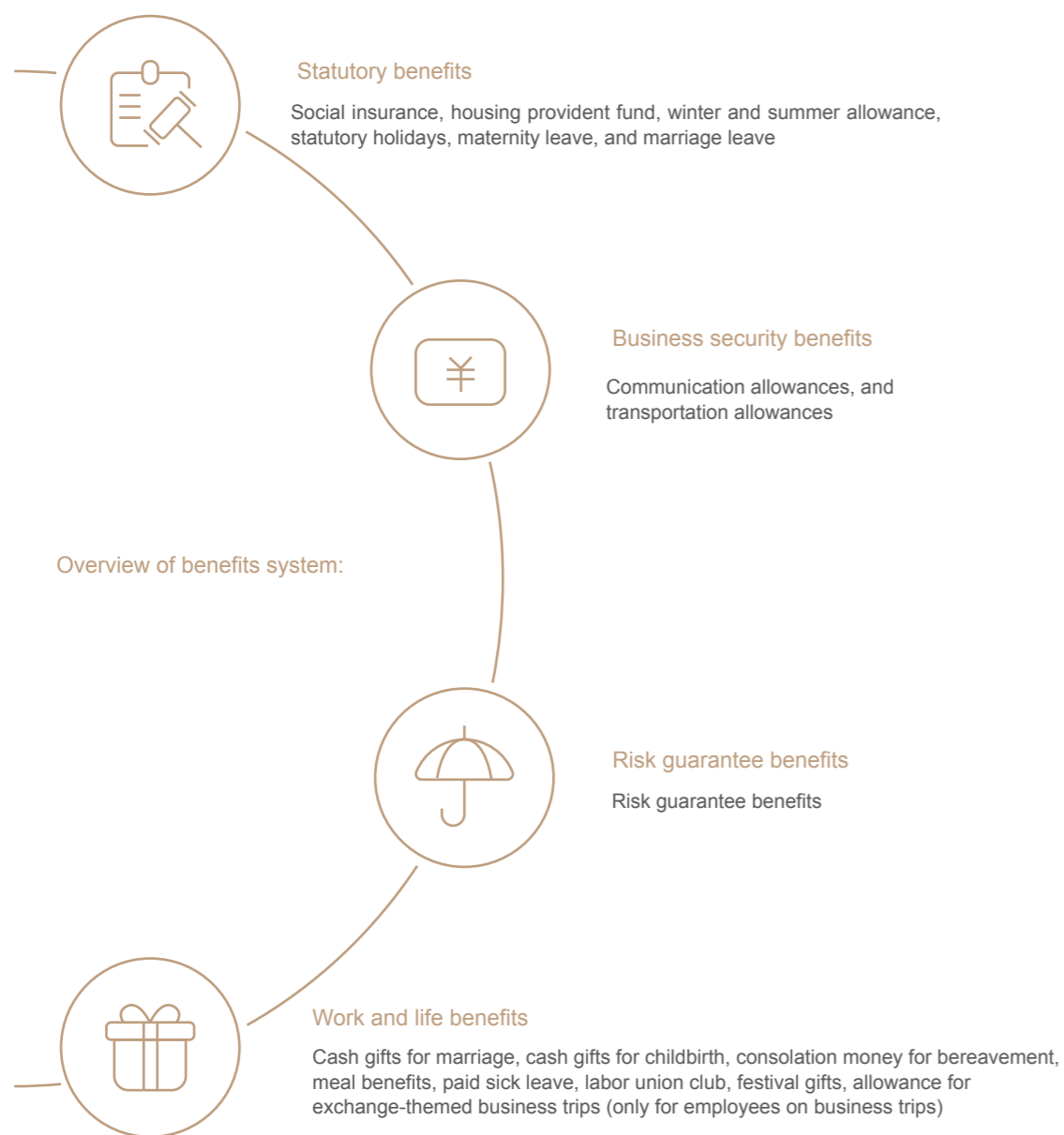


Improve the compensation and benefits system

Based on the characteristics of the industry, we fully compared with the external market, carried out salary incentive reform, linked salary incentive with performance, optimized the performance bonus distribution plan, and shared the development results with employees.

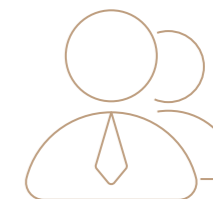
improve the benefits system, provide humanistic care, and praise excellent employees, to fully mobilize the enthusiasm and initiative of employees.

In the aspect of employee benefits, we constantly



Create a diverse and inclusive workplace

CR Mixc Lifestyle advocates a workplace environment of diversity, equality and inclusiveness, and follows the principle of diversity and equal opportunity. We do not discriminate against employees based on gender, age, race, ethnicity, religious belief, social status, status, physical health, sexual orientation and other factors. We firmly oppose any employment discrimination or harassment, and support the employment of people with disabilities, ethnic minorities, veterans and other groups.



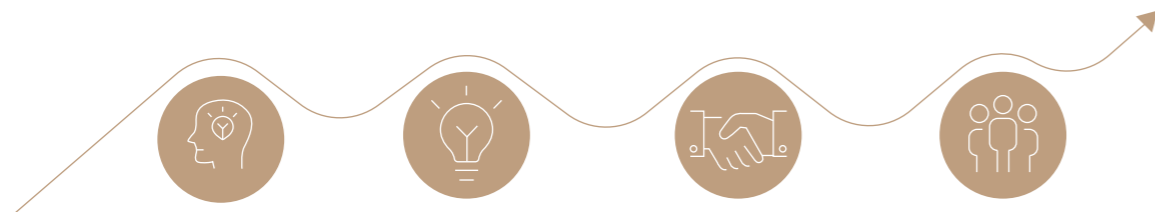
Dimension	Indicator	Unit	Quantity
Educational structure	Postgraduate and above	%	2.05
	Undergraduate	%	18.48
	Junior college	%	29.52
	High school and below	%	49.95
Gender structure	Male employees	%	65.64
	Female employees	%	34.36
Age structure	29 years old and below	%	30.41
	30 to 50 years old	%	60.09
	51 years old and above	%	9.5

Help Employees Grow

Improve the training system

CR Mixc Lifestyle has continuously improved its talent training system, established a talent training mechanism covering business and property, and established the "CR Mixc Lifestyle Learning and Innovation Center", which serves as a business empowerment platform, talent training platform and innovation-driven platform. Through such projects as Mixc open

class, "Mixc Torch" course development and lecturer training certification program, we provide all-round training for our staff. In 2022, the Company allocated RMB10,424,600 to its employee training, with the training coverage rate up to 100%, and the average training time up to 44.59 hours.



Comparative dimension	Indicator	Unit	2020	2021	2022
By sex	Average length of training for male employees	hour	42.64	43.27	44.15
	Average length of training for female employees	hour	41.1	43.56	45.02
By post	Average length of training for the management	hour	34.24	39.38	41.26
	Average length of training for grass-roots employees	hour	41.64	43.66	47.96

CR Mixc Elite:

It focuses on the cultivation of senior talents such as general managers of commercial shops and general managers of property project companies. In 2022, the senior talents cultivation project for shopping centers (Phase 3) was carried out for the business line, with a total of 46 trainees; the property line completed the talent portrait of managers of the project companies, and plans to draw up a training program in 2023.

CR Mixc Talents:

It focuses on the training of department heads of commercial stores and property project leaders, with "training and actual application combination" as the training idea. It mainly takes the form of practice and exchange, supplemented by course learning. In 2022, the training of the business line covered 355 people. The property line completed the talent portrait and standard training scheme design, which is planned to be launched and implemented in the first quarter of 2023.

CR Mixc Key Talents:

It focuses on the training of professional leaders of commercial stores and professional technical leaders of property projects. In 2022, business line organized the training of professional leaders and reserve of stores, covering 160 people; the property line completed the development of four learning maps of engineering, customer service, order and environment, completed the professional technical leaders training in the field of customer service covering more than 1,200 people and the engineering technical leaders training in the field of property covering more than 2,000 people.

Mixc Rising Talents:

It focuses on the training of on-campus recruitment groups. In 2022, 157 "Wan Xiang Sheng" people for business line and 304 "Wan Yue Sheng" people for property line participated in the training.

Construction of commercial management talent echelon construction

"CR Mixc Elite" manager reserve training program for stores

"CR Mixc Talents" store department head reserve training program

"CR Mixc Key Talents" professional team leader reserve training program for stores

"Mixc Rising Talents" business on-campus recruitment groups training program

Construction of property management talent echelon

"CR Mixc Elite" manager training program for property project companies

"CR Mixc Talents" property project leader training program

"CR Mixc Key Talents" professional technical leader training program for property projects

"Mixc Rising Talents" property on-campus recruitment groups training program

Staff professional capacity building

"Mixc Torch" course development and instructor training

Grass-root position learning map construction

The professional way of Mixc

Organizational learning capacity building

Leaders lecture hall

Management lecture hall

Expert lecture hall

Mixc open course

Build "3+1" talent teams

We actively responded to the requirements of China Resources Group to build "3+1" talent teams. Relying on talent training programs, we focus on the construction of key talent echelons of "shopping mall managers" and "managers of property project companies", cultivate and reserve key core leadership talents, and stimulate team effectiveness. At the same time, we build a basic learning platform and resource platform for employees of different levels, business lines and professional lines, establish and improve innovation mechanisms such as innovation competitions and start-up plans, continue to promote vocational training and skill competition, encourage employees to obtain professional certificates, support staff in improving their academic qualifications and skills, and create a good atmosphere that values talents and encourages innovation.

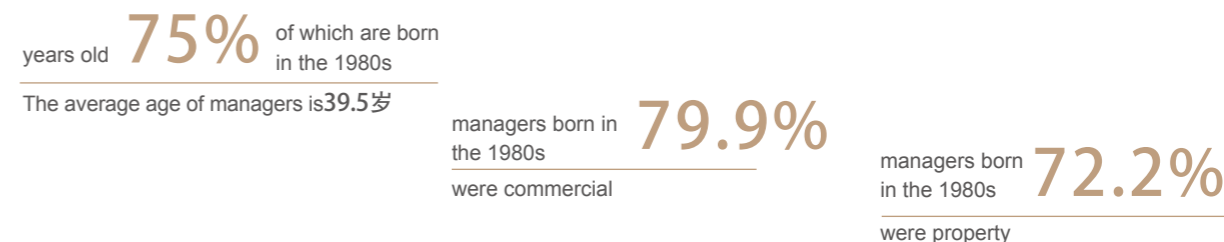
△ Firefighting skills competition



△ Practical drill of skills competition

Maintain unimpeded career development channels

We continue to improve the promotion system, set up a dual-track job and rank system for employees with management sequence and professional sequence, including management, professional and operational categories, review and clarify the talent portraits of core positions, and advance systematic and professional cadre management. At the same time, we build the internal "talent flow" mechanism, and utilize internal competition, job exchange, talent review and other ways to achieve horizontal and cross-business flow of outstanding talents, facilitate the construction and development of talent echelon, and cultivate a manager team with younger members. In 2022, the average age of managers is 39.5 years old, 75% of which are born in the 1980s. Among them, 79.9% were commercial managers and 72.2% were property managers born in the 1980s.



Create a Favorable Atmosphere

Build cultural consensus



The Company actively promotes the "spirit rebuilding", strengthens the advancement of corporate culture, establishes and improves the team of corporate culture lecturers, attaches importance to and actively promotes the practice of corporate culture by managers at all levels, and carries out the brand activity of "Leaders Talking about Culture", corporate culture month and other activities to promote culture among the staff. In 2022, the Company focused on the cultural integration of new employees and carried out cultural integration activities for the acquired enterprises. By exchange activities and the training of "China Resources' History and Culture", the Company helped new employees to understand the history and culture of the Company and enhance their corporate identity.

△ During the brand activity of "Leaders" Talking about Culture, the company's management team and leaders at all levels take the lead in publicized corporate culture



△ Organize meetings, cultural training and other integration activities for newly acquired enterprises



△ In December 2022, the company took the second anniversary of listing as an opportunity to jointly carry out the activities of Corporate Culture Month across the country

Care for employees

The Company takes the initiative to pay attention to employees' needs for life and work, provides a comfortable office environment for employees, and regularly carries out various forms of recreational and sports activities to stimulate employees' enthusiasm for work. The Company also protects the rights and interests of pregnant female employees and set up a maternity room in the office space, to effectively solve the worries of employees, and enhance the cohesion and solidarity of employees.

We continue to improve the support system for employees. The Company has set up the "Love Fund for Grass-roots Employees" to help employees suffering from serious diseases or accidents. In 2022, eight people were helped, with a total expenditure of RMB270,000. Through organizing sympathy activities and granting living allowances to employees infected with COVID-19, the Company conveyed its concern.



△ Luyang Mixc Family Open Day



▲ Hangzhou Mixc Employee Badminton Match



△ Employee outreach activity by Central China Business Region

Implement democratic management

The Company carefully listens to the voice of employees. It has revised and released the Employee Handbook of CR Mixc Lifestyle Headquarters and other rules and regulations, established diversified forms of employee communication such as email, questionnaire and hotline, and utilized the trade union, meetings of employee representatives and talks to listen to the voice of employees.



△ The president's talks with new employees



△ Special communication activities for headquarters departments



▲ Meeting of employee representatives of Shenzhen Property Company

III. Build a Sustainable Value Chain Through Win-win Partnership

Response to SDGs



Response to HKEX ESG indicators

B5.2-B5.4

Response to CASS-ESG5.0 indicators

S5.1-S5.7/V2.5/V2.7/V2.8

Concept and actions

Join hands with upstream and downstream partners to build a partnership of "mutual benefit, common growth and reinforcing each other", and jointly carry out sustainable actions to enhance sustainable performance.

Target progress

Goal setting

Progress review

To strengthen supply chain management and constantly deepen responsible procurement.

Revised the supplier management system, established a supplier performance evaluation mechanism, and improved supplier certification standards.

Carried out special projects to improve suppliers' service capabilities and improve suppliers' performance capabilities.

To expand industrial exchanges, promote industrial chain coordination, and strengthen industry-university-research cooperation.

Actively participated in the activities of industry associations, and participated in the preparation of industry standards such as Regulations on the Whole Process Adjustment of Public Building Mechanical and Electrical Engineering and the Calculation Standard of Energy Consumption and Carbon Emission of Shopping Malls.

Story on responsibility

Win-win partnership for a bright future

“

CR Mixc Lifestyle adheres to the concept of win-win partnership, actively creates a cooperative atmosphere of complementing each other's advantages and reinforcing each other, and achieves the unity of its own business growth and the development of partners.

”

Make Joint Efforts for Win-Win Results

A clean environment, soft lighting, baby-friendly facilities... This is the first impression of mama care Certified mother-and-baby rooms, a baby care room in the shopping mall. As the carrier of CR Mixc Lifestyle's characteristic customer service, it provides intimate service for mothers in need every day

Since 2019, the baby care rooms of 31 shopping malls across China have got certified to mama care by MIXC featured service system. In the past three years, they have not only recorded the tender moments of babies and their mothers but also written many stories of win-win cooperation with brands.

While continuously enriching service connotation and enhancing brand influence, mama care featured service system actively establishes friendly cooperation with brands. A well-known leading brand of maternal and infant products has been favored by overseas consumers with high-quality use experience. After active contact with the brand, the brand highly recognized the concept and services of mama care, and the two parties agreed to take the Women's Day as an opportunity to comprehensively upgrade the diapers, soft wipes and other supplies for mama care maternal and child rooms, free of charge to consumers. Through this cooperation, consumers got a better experience of maternal and infant products in maternal and child rooms, and the brand made the majority of Chinese maternal and infant consumers to deepen their understanding of its brand and products, achieving a

win-win situation.



Build Rules and systems for the Future

The case of mama care's cooperation with the leading brand is an epitome of CR Mixc Lifestyle's practice of win-win partnership. With the development of the business, the concept of "mutual benefit, common growth and reinforcing each other" is also deepening in the field of supplier management.

In 2022, CR Mixc Lifestyle focused on strengthening the development of supplier system, and organized resource conferences and supplier conferences to maintain unimpeded

communication channels and form a regular communication mechanism, so as to help the suppliers timely get insight into the changes in the company's systems and procurement needs.

There are more than 20,000 suppliers in the company's supplier database. In order to strengthen supplier management and empowerment, the Company has launched a reward plan for excellent suppliers, which are rated as Levels A, B, C and D through evaluation. Level A and Level B suppliers will get performance bonus, while Level D suppliers will be included in the list of unqualified suppliers and prohibited from participating in the bidding.

South China Business Region took the lead in the application of the incentive plan, evaluated 47 suppliers of 2022 key categories and collected by the region and issued unified certificates, and 33 suppliers were rated as excellent. For suppliers with relatively low evaluation and weak comprehensive strength, South China Business Region also organized performance counseling to help suppliers improve their comprehensive ability. Relevant head of the region said that the incentive program helps reduce supply risks and safety hazards, and has a positive impact on improving product quality and service capability.



△ Jinan Property Company holds an information meeting for decoration partners, to introduce the development direction of the decoration business and the investment plans, with more than 100 companies signing up.

Build a Responsible Supply Chain

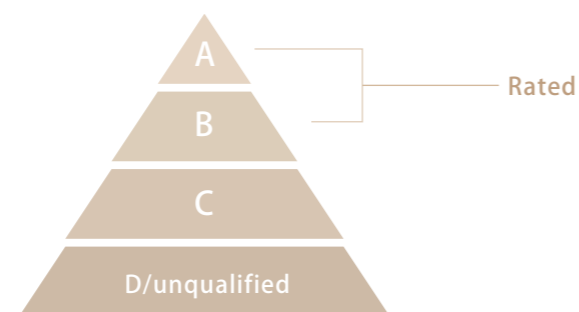
Optimize supply chain management

The Company revised the Detailed Rules for Implementation of Supplier Management of CR Mixc Lifestyle to further refine the supplier access and withdrawal mechanism; it has launched an excellent supplier reward program and offer

performance bonuses to suppliers with good performance, so as to build an open, transparent and efficient supply chain management system.

Supplier incentive Program:

By implementing the reward and punishment system, suppliers were stimulated to provide better quality products or services. Suppliers of important categories are rated as A, B, C and D, and suppliers of other categories are classified into three grades of excellent, qualified and unqualified. Level A/Level B suppliers are rewarded different percentages of performance incentives, while Level D/unqualified suppliers are prohibited from participating in bidding and landing contract signing.



Indicator	Unit	2020	2021	2022
Contract performance rate	%	99.7	100	100
Number of potential suppliers rejected due to non-compliance	Pcs	30	22	15
Number of suppliers reviewed during the reporting period	Pcs	1561	9780	6369
Number of suppliers suspended for cooperation due to non-compliance	Pcs	30	0	415
Number of social responsibility training to suppliers	Time	1430	339	186
Responsible procurement ratio	%	98.3	100	100
Percentage of suppliers passing quality, environment and occupational health and safety system certification	%	52	100	100
Localized procurement ratio	%	91.32	95.1	99.9

Carry out transparent procurement

CR Mixc Lifestyle has further deepened the concept of "transparent procurement", completed the revision of "Detailed Rules of Procurement Management of CR Mixc Lifestyle", added " Guidelines for Procurement Management of Specific Matters of CR Mixc Lifestyle " and other system and standard

documents, and built a strong compliance barrier through training activities such as discipline inspection and honesty class, audit risk control exchange meeting and monthly compliance publicity meeting.



Supplier communication meeting

Deepen supply chain cooperation

We strengthen communication and exchange with suppliers. On the one hand, we attach importance to the social responsibility training of suppliers to improve their ability to fulfill their social responsibilities. On the other hand, we build a supplier conference platform to promote the company's management policies and orientation, improve the stickiness of suppliers and improve business standards, and build a win-win cooperation and responsible supply chain.

Nanning Property Company holds a supplier conference

Nanning Property Company held the 2022 annual supplier conference, invited the local suppliers in Guangxi to attend the conference, and commended the suppliers and employees with good performance. Because of the conference, the Company maintained unimpeded communication and exchanges with its suppliers, consolidated its cooperation relationship with the suppliers and created a good cooperation environment.



Work Together for Common Development

Deepen government-enterprise cooperation

CR Mixc Lifestyle actively participates in key government projects, and explores new models of government-enterprise cooperation, so as to contribute to local economic and social development, and inject new vitality into enterprise development.



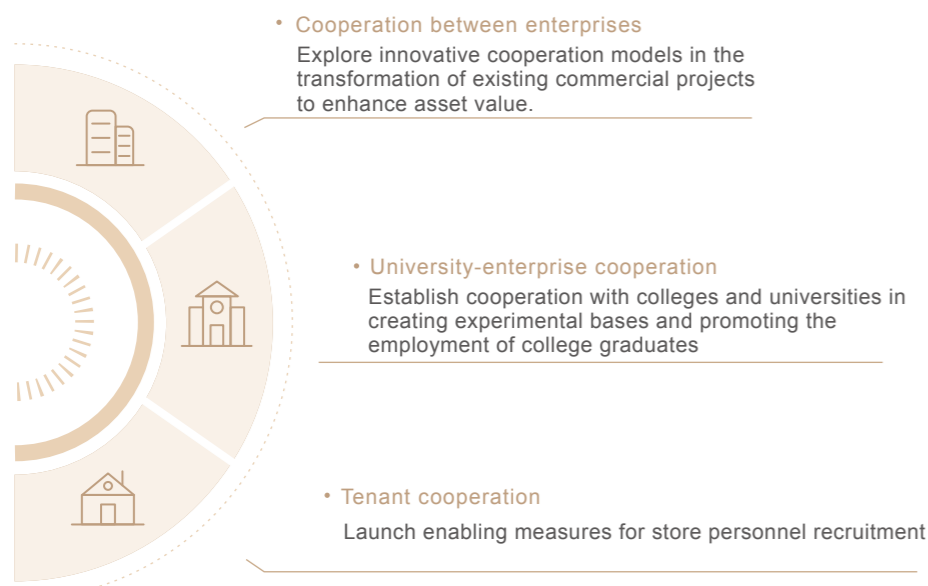
△ Help the development of urban parks: Based on area positioning, Chengdu Property Company provided investment attraction, operation and planning services for Dong'an Lake Park and Yimahe Park, forming one-stop experience space for citizens of all ages to help the development of the park city in Chengdu

△ Inject impetus into the old town: North China Business Region helped the renovation and upgrading of Taiyuan Bell Tower Street, injected "new impetus" into the development of Taiyuan old town business area. The project won honorary awards such as "National Tourism and Leisure Block" and "National Night Culture and Tourism Consumption Gathering Area", and became the iconic commercial pedestrian street in Taiyuan.



Build a sound ecology

The Company continues to broaden the circle of cooperation with relevant parties, strengthen resource sharing, complement each other's advantages, and promote the formation of a sound ecology.



Polish the city's business card

Renamed from Zhongshan Perfect Golden Eagle Square, Zhongshan Shiqi MIXONE was officially taken over by CR Mixc Lifestyle in December 2021. Faced with the unreasonable architecture and space structure of the original property, CR Mixc Lifestyle focused on the transformation and upgrading of the business moving line, facade and overall space. It only took nine months to realize the renovation and upgrade, and a number of indicators have been significantly improved. It won the Golden Tripod Award of "Outstanding Project of Annual Inventory Renovation" in China's commercial real estate industry and "Annual New Regional Business Benchmark Award" in China's Business Value List.



Organize tenant recruitment

East China Business Region has launched special measures to expand employment. In the preparatory stage, many stores have organized special job fairs for tenants to help them solve the recruitment problem by means of tenant incentives, tenant training and sales champion competition. Among them, Yuyao Hi5 organized a live-broadcast job fair for tenants to help tenants and third parties alleviate employment problems. The number of online viewers exceeded 8,000 and 267 people applied for jobs.



"Red Heart Aid Plan" social emergency project

On June 30, 2022, Shenzhen Bay Mixc jointly launched the "Red Heart Aid Plan" social emergency project with Tencent's Sustainable Social Value Business Division. The project improves the capability to respond to public health emergencies by connecting Tencent's emergency response system in the central control room of the shopping mall, and equipping with dispatchable AED equipment and volunteers, so as to ensure the life safety of citizens.



Help Industry Development

CR Mixc Lifestyle is committed to promoting industry development. It actively participates in industry exchange activities, plays a constructive role in industry organizations and associations, and serves as the honorary vice chairman of China Property Management Association with the president of the Company serving as the co-chairman of the second council of the Commercial Real Estate Working Committee of the All-China Federation of Real Estate Associations, to promote the high-quality development of the industry.

In 2022, the Company also participated in the compilation of Guangdong Provincial engineering construction standard "Regulations for the Adjustment of the Whole Process of Electromechanical Engineering in Public Buildings" and the project approval and compilation of China Association for Engineering Construction Standardization "Calculation Standards for Energy Consumption and Carbon Emissions of Shopping Mall Buildings", contributing to the sound development of the industry.



^ Attend the China Commercial real Estate Industry Development Forum

Fulfill the Commitment to Environmental Friendliness Through Green Development

Response to SDGs



Response to HKEX ESG indicators A1.1/A1.2/A1.5/A1.6/A2.1/A2.3/A2.4/A3/A4.1

Response to CASS-ESG5.0 indicators E1.1-E1.4/E1.6-E1.9/E2.1/E2.9/E2.14/E3.1/E3.3/E3.5/E3.10/E5.1-E5.6/V4.1-V4.4

Concept and actions

Integrate the green concept into the whole business, the green goal into the whole project, and the green management into the whole process, so as to minimize the impact on the environment and climate, and help create a green, low-carbon situation with harmonious coexistence between man and nature.

Target progress

Goal setting

Progress review

To respond to the national "carbon peak and carbon neutrality" goals, make clear green development path, and implement green development concept.

Formulated the "carbon peak and carbon neutrality" plan, and identified seven implementation paths such as green property management and green commercial management.

To promote green operations and minimize the impact of management on the environment.

Further improved green operation, with 14 new green shopping malls built throughout the year, and a total of 27 shopping malls awarded the title of green shopping mall.

To actively drive partners, customers and other stakeholders to practice green development.

Held more than 5,500 sessions of environmental protection training, attracting about 200,000 participants in total.

Story on responsibility

"Carbon peak and carbon neutrality" for a sustainable future

“

CR Mixc Lifestyle integrates green environmental protection into the whole business process, actively responds to the national "carbon peak and carbon neutrality" goals, and explores the establishment of the company's "carbon peak and carbon neutrality" implementation path, and has established the overall goal of "striving to achieve carbon peak by 2030 and carbon neutrality by 2050".

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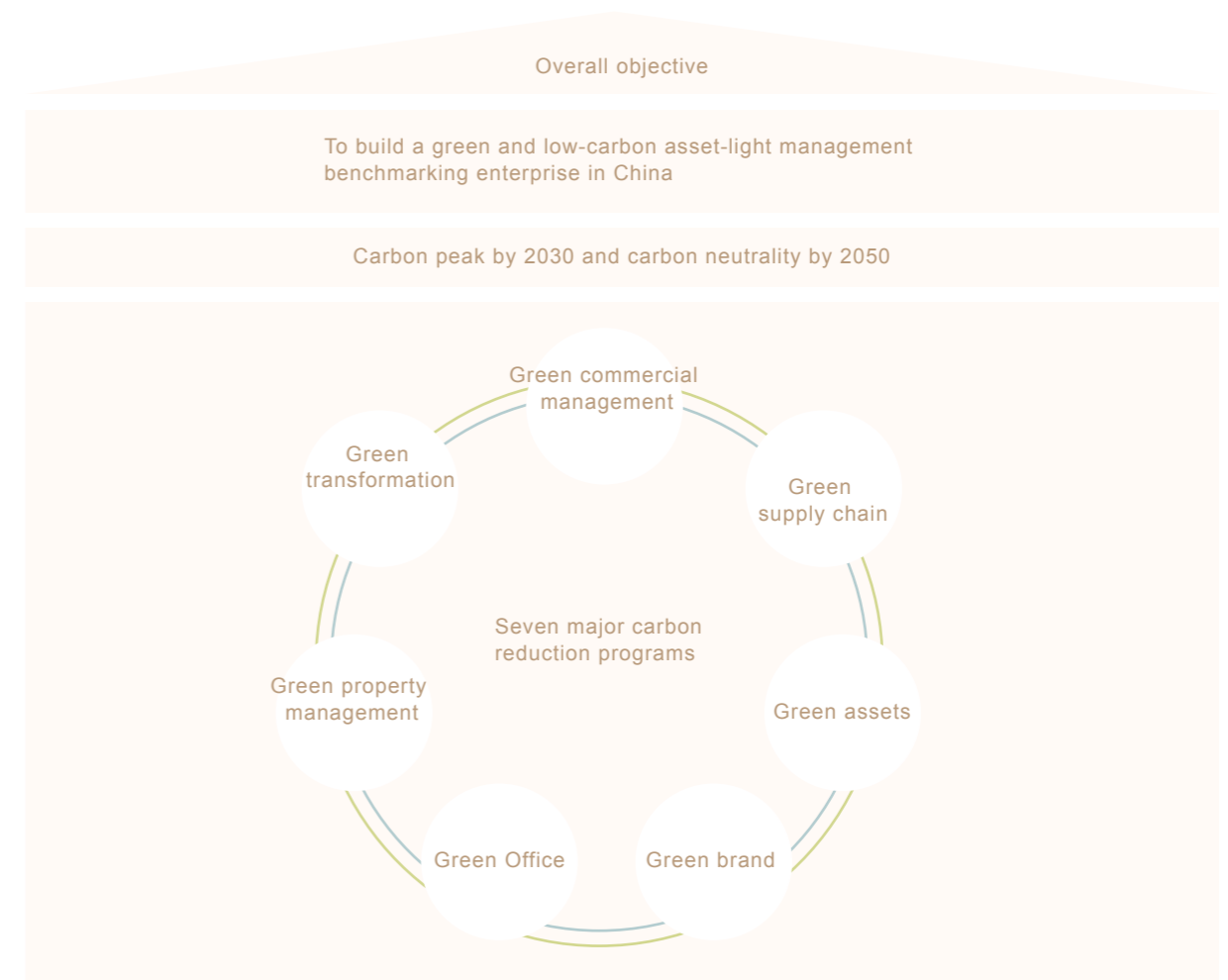
Set Sail to Explore the Carbon Peak and Carbon Neutrality Path

According to relevant studies, the carbon emission of the construction industry ranks first among all industries, and the carbon emission at the operation stage ranks first in terms of the carbon emission of the whole life cycle, which poses challenges to the "carbon peak and carbon neutrality" work of commercial management and property management enterprises. In May 2022, CR Mixc Lifestyle launched the "carbon peak and carbon neutrality" planning project, and clarified the implementation path of "carbon peak and carbon neutrality" in accordance with the steps of conducting investigation, clarifying carbon responsibility, setting targets and refining measures.

As an asset-light management company, CR Mixc Lifestyle has numerous related parties in the value chain. "Only at the customer level, we have shopping mall consumers, property owners, office tenants and other different groups," the general manager of EHS department introduced. An enterprise should first clarify the carbon responsibility, with the internal and external related parties considered before setting its carbon

peak and carbon neutrality goals. To this end, the project team visited shopping centers, office buildings, residential buildings and other projects, obtained a large number of first-hand data, and identified the main sources of carbon emissions, including six categories coal, gas, oil, purchased electricity, purchased heat and purchased cooling capacity.

According to the international rules, the carbon responsibility scope of CR Mixc Lifestyle mainly comes from carbon scope 1 and carbon scope 2, including the carbon emissions generated by the office area, the company's vehicles, and the carbon emissions generated by the common area of the charter shopping mall. Within this framework, the Company finally established the goals of "carbon peak by 2030 and carbon neutrality by 2050" and seven major carbon reduction programs, including green commercial management and green property management.



△ CR Mixc Lifestyle's "carbon peak and carbon neutrality" strategic plan

Work Together to Embrace a Green Future

Sustainable development is never a one-man show. CR Mixc Lifestyle has exerted its influence to promote green and low-carbon practices among related parties. Every year, the Company actively responds to the theme publicity activities of World Earth Day and World Environment Day in the shopping centers, office buildings and property projects, and organizes various themed activities in combination with the topics of

green life and garbage sorting to guide employees, tenants and customers to actively participate in the construction of an environment-friendly society, promote energy conservation and emission reduction, and promote the advancement of ecological civilization.

The corporate headquarters and various projects are also exploring new ways fully mobilize enthusiasm. Shenzhen Mixc worked with tenants to put forward the initiative of building a green shopping mall. Through holding energy-saving communication meetings with tenant store managers, carrying out guidance on tenant energy use, adding the energy-conservation section of the Tenant Management Manual and other measures, tenants inside and outside the site were encouraged to partici-

pate in energy conservation and emission reduction. In addition, the Company plans to explore the establishment of a dual-control assessment mechanism of "energy carbon" from two dimensions of overall energy consumption and carbon emissions, and further optimize the assessment criteria according to the principle of "distinguishing rewards and punishments".



△ Shenzhen Property Company carried out the publicity activity of "Waste Reduction Day", and set up public interaction links on site to encourage people to start from themselves and participate in the garbage sorting



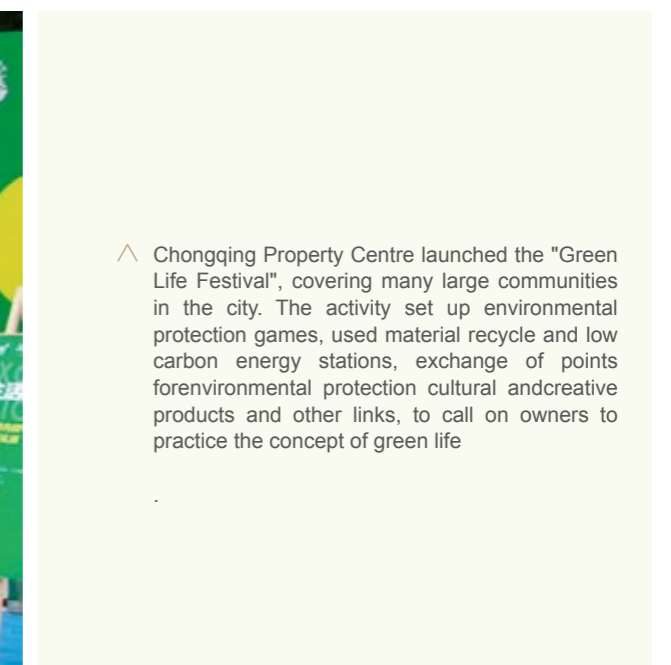
△ CR Mixc Lifestyle cooperated with the World Wildlife Fund (WWF) to carry out the "Earth Hour" activity. The activity lasted for 2 months and the Company participated in poster publicity, media publicity of "Earth Hour Initiative" and lights out display.



△ In 2022, CR Mixc Lifestyle launched "Sustainable Consumption Week" in 11 Mixc stores, the public was invited to practice a sustainable lifestyle



Chongqing Property Centre launched the "Green Life Festival", covering many large communities in the city. The activity set up environmental protection games, used material recycle and low carbon energy stations, exchange of points for environmental protection cultural and creative products and other links, to call on owners to practice the concept of green life



△ Chongqing Property Centre launched the "Green Life Festival", covering many large communities in the city. The activity set up environmental protection games, used material recycle and low carbon energy stations, exchange of points for environmental protection cultural and creative products and other links, to call on owners to practice the concept of green life

Response to the "Carbon Peak and Carbon Neutrality" Goals

Climate risk identification

We recognize the urgency of addressing climate change, proactively identify and address the impact of climate change on our business, practice the concept of green development, and take actions in both our operation and promoting environmental protection to mitigate climate change. We divide climate risks into entity risks and transition risks, and take preventive and management measures to respond to the national "carbon peak and carbon neutrality" goals.

Risk category	Potential risk	Coping strategy
Entity risk	Global warming has caused an increase in local extreme weather, such as typhoons and rainstorms, causing flooding, power outages and other conditions, and therefore affecting the operation of shopping malls and property management.	Pay close attention to extreme weather forecasts, timely report the latest information of extreme weather to tenants and owners, emphasize the relevant safety management precautions, and remind tenants and owners to take good safety protection. In 2022, 18 extreme weather warnings including those against typhoons, heavy rainfall and high temperatures were issued.
	Extreme weather causes damage to fixed assets. For example, high temperature increases the frequency of damage to air conditioners due to frequent use.	Formulated a series of guidelines such as the Emergency Rescue Plan for Severe Weather, and conducted response exercises. Strengthened inspections in extreme weather to eliminate potential safety risks.
Transition risk	The government has stricter regulations and guidelines for environmental protection and green shopping malls.	Developed "carbon peak and carbon neutrality" goals and action paths. Encouraged employees, suppliers, owners, tenants and consumers to reduce carbon emissions.
	The market has increased demand for environmentally friendly properties that can withstand the impact of climate change.	Adopted more detailed green operation measures, practiced energy conservation, emission reduction and consumption reduction, and improved energy efficiency. Promoted the use of renewable energy sources.

Environmental management system

The Company continues to optimize the working mechanism of environmental management, improve the top-level design, and consolidate the main responsibility for ecological and environmental protection. We strictly abide by the Environmental Protection Law of the People's Republic of China and other laws and regulations, and continue to promote the standardization of environmental management. The company's property management business and related activities were certified by the ISO14001 environmental management system. The operation business takes the establishment of green shopping malls as the fulcrum, to constantly consolidate the foundation of environmental management. In 2022, the company invested RMB3,881,900 in the field of environmental protection.

protection:RMB **3,881,900**
Total investment in environmental



深耕绿色运营

Energy conservation, emission reduction and consumption reduction



The Company has strictly implemented the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China, the Interim Measures for Supervision and Management of Energy Conservation and Emission Reduction in Central Enterprises and other laws and regulations, strengthened the management of greenhouse gases and energy consumption in operation, organized the screening of greenhouse gases, promoted the implementation of the energy conservation and emission reduction plan, utilized green materials and equipment and promoted the use of renewable energy sources, equipment upgrading for energy conservation and new energy-saving technologies to maximize energy conservation, reduce emissions and help achieve the "carbon peak and carbon neutrality" goals.

^ In 2022, in accordance with the Implementation Opinions of Chengdu Municipal People's Government on Building a "Carbon Friendly Chengdu" Mechanism, Chengdu Mixc actively responded to the national "carbon peak and carbon neutrality" goals, purchased Chengdu carbon emission Reduction (CDCER), and completed the annual "carbon peak and carbon neutrality" goals.

We have actively promoted the establishment of green shopping malls. By providing green services, guiding green consumption, and implementing energy conservation, emission reduction and resource recycling, we have promoted the concept of green consumption and promoted sustainable development. In 2022, 14 new "green shopping malls" were

added, with a gross floor area of 1.41 million square meters, and 27 green shopping malls were established in total, with a gross floor area of 3.24 million square meters.

☒ New shopping malls in 2022

Project Name	Gross Floor Area (m ²)
Hefei Mixc	181,000
Xiamen Mixc	142,877
Haikou Mixc	115,325
Hangzhou Xiaoshan MIXONE	92,389
Wujiang MIXONE	94,790
Yuyao Hi5	83,036
Taizhou Mixc	99,723
Anshan MIXONE	84,033
Harbin MIXONE	89,280
Luzhou MIXONE	107,253
Luyang MIXONE	79,060
Hefei FUN2	54,600
Shushan MIXONE	48,660
Ganzhou Mixc	139,913



Use clean energy

- Beijing Qinghe MIXONE used the roof area to build a distributed PV power plant with a capacity of about 1MW, achieving an annual carbon reduction of about 735 tons, and the total carbon reduction is expected to be about 18,400 tons by 2025.
- Yantai MIXONE PV power generation project was officially put into operation in July 2022, which is expected to provide 1.09 million kWh clean energy and reduce carbon dioxide emissions by 740 tons per year.



Energy saving transformation of equipment

- In Taiyuan Mixc, part of the existing lamps were replaced with 6W ultra-energy-saving lamps, and 7,368 lamps were renovated. The lighting quality was not affected after the transformation, saving 70.3% of energy.



Certification examination

- According to the requirements of the local government, Beijing Property Company carried out energy conservation assessment and energy certification, and won the highest rating of four stars for green establishment in Beijing.

Strengthen resource management

The Company is well aware of the close relationship between resource management and environmental protection. In daily operations, it focuses on water resource conservation, the discharge of "three wastes" and other related work, and applies the green concept throughout the entire operation cycle, making due contributions to resource conservation and pollution prevention.

Water resources management

All the water used by CR Mixc Lifestyle in the operation process comes from municipal water, so there is no problem of obtaining water source. For commercial and property projects, we conduct regular inspection and maintenance of water equipment to eliminate the phenomenon of dripping and tube bursting caused by the aging of equipment and avoid unnecessary waste of water resources. Property projects adopt sprinkler irrigation measures to save water, and some shopping malls recycle rainwater through recycling system.

"Rainwater recycling" project in Taizhou Mixc

Taizhou Mixc recycles rainwater through the filtration system in the machine room. Rainwater is first stored in the collection box and then used for the landscaping of the outer square and the cleaning of ground pipes. In 2022, through the rainwater recycling project, the annual water consumption of the project was reduced by 19% yoy.

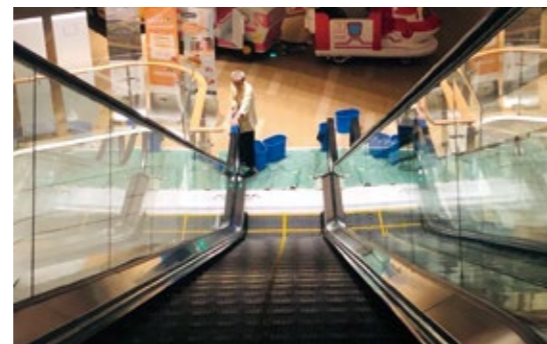


Emission management

We have strictly complied with laws and regulations such as the Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste and the Law of the People's Republic of China on Prevention and Control of Water Pollution, formulated guidance documents such as the Regulations on the Emission Control of Domestic Pollutants of CR Mixc Lifestyle and the Regulations on the Management of Domestic Solid Waste of CR Mixc Lifestyle to control operational discharge of solid waste, wastewater, exhaust gas, and other pollutants, and build a resource-saving and environmentally friendly enterprise.

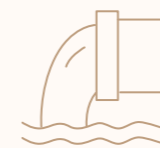
Chongqing Dadukou MIXONE certified as "Waste-free Business Area"

In 2022, Chongqing Dadukou MIXONE organized related parties to carry out garbage sorting training according to the new garbage sorting standards, strictly regulate the sorting and piling of construction waste and household waste, and realized daily household waste treatment and the regular disposal of construction waste, to keep the shopping mall clean and sanitary. It was therefore certified as the "Waste-free Business Area" by Chongqing Ecology and Environment Bureau.



Waste Management

Commercial and property projects strengthen the management of construction waste, household waste and kitchen garbage, and do a good job in garbage sorting, transport, treatment and recycling. Through extensive publicity, consumers and community residents are guided to participate in garbage sorting.



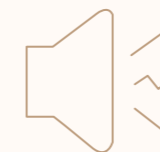
Wastewater Management

We carry out the management and inspection of up-to-standard wastewater discharge, check compliance procedures of wastewater discharge, check and rectify hidden dangers to prevent and control water pollution. By using the waste water recovery treatment device, the waste water was recycled for the irrigation of commercial and property projects, the replenishment of project water system or as toilet water.



Exhaust gas management

In commercial projects, control measures such as fume purification, air conditioning control, air supply and exhaust are taken for catering shops, owners' decoration, parking lots and other places, and fume discharge pipes are tested regularly. More than 95% of new catering tenants installed lampblack purifiers. The property projects are designed with special flue, garage vent and rooftop vent to avoid the impact of exhaust gas on residents in the community.



Noise Management

Noise emission control is carried out to reduce the impact of noise on the surrounding environment through personnel patrols, maintenance and replacement of old equipment, installation of soundproof equipment, and application of technical measures to prevent noise transmission, so as to reduce the impact of noise on the surrounding environment.

Adhere to green offices

We implement the concept of green offices, improve the green office system, regularly carry out environmental protection training for employees, advocate information office, carbon-reduction office and energy-saving office through setting up energy-saving tips and publicity signs in the office area, to jointly create an energy-saving and comfortable green office environment.

Energy-saving office



Carbon-reduction office



IT application in offices

Build Office automation system and implement video conference system



Energy-saving office

Standardize the application of office supplies, advocate reducing the supply of bottled water, turn off some LED screens, and use energy-saving lighting sources



Carbon-reduction office

Advocate the "double-sided use" of paper and the rational use of air conditioning equipment, reduce unnecessary business travel, reduce the load of public elevators, advocate the use of new energy vehicles



Promote Green Life

Environmental protection education is an important way to promote public awareness of environmental protection. We focus on environmental issues such as sustainable lifestyle and biodiversity, organize various forms of environmental publicity and practice, advocate green and sustainable consumption, and help realize the vision of harmonious coexistence between man and nature. In 2022, the Company organized more than 5,500 environmental protection themed activities, with 200,000 participants in total.

5500

environmental protection themed activities

200000

participants in total



Sustainable Consumption Week

In 2022, CR Mixc Lifestyle promoted the "Sustainable Consumption Week" in 11 Mixcs across China, inviting the public to practice sustainable consumption lifestyle, combine the concept of green environmental protection

with art and brand, create a green lifestyle in the new era, and practice the concept of sustainable development with practical actions.



Haikou Mixc launches a trans-boundary environmental themed art exhibition titled "Enviro-Trip", focusing on environmental issues such as food waste and plastic ban.

In conjunction with Guangxi "Love Birds Week", Nanning Mixc organizes "Nature Art Exhibition in the Forest" to convey the concept of harmonious coexistence between man and nature.



Tianjin Mixc sets up an exhibition titled "Design for Circularity" to draw the attention of the public to the topic of secondary pollution.

Shenyang Mixc works with the stores to carry out the green and low-carbon month, encouraging consumers to purchase low-carbon concept products in the form of Mixc Star reward.



Integrity-based Operation, Laying a Solid Foundation for Sustainable Development

Response to SDGs



Response to HKEX ESG indicators
B7.1/B7.2/B7.3

Response to CASS-ESG5.0 indicators
G1.1-G1.11

Concept and actions

Adhering to the value of "integrity first", continuously improving the modern governance system, adhering to business ethics, and promoting the company's long-term stable operation and sustainable development.

Target progress

Goal setting

Improve corporate governance and strengthen risk control, laying the foundation for the company's sustainable development.

Strengthen the construction of a compliance system and enhance employees' compliance awareness.

Continuously carry out supervision on bribery, corruption, and other behaviors, and strengthen the construction of the culture of integrity.

Progress review

Improved the information disclosure process and mechanism and updated internal system documents such as the Articles of Association, Powers of the Board of Directors, and CR Mixc Lifestyle Insider Information Compliance Management Guidelines.

Strengthened the three guarantee systems, namely, overall supervision, overall risk control, and overall compliance to solidify the working mechanism.

Established compliance training theme activities and formed a normalized compliance training mechanism.

Launched a special rectification action for the use of the "Mixc" trademark to create a good market environment.

Story on responsibility

Advancing with the sun and safeguarding the company's stable development.

“

CR Mixc Lifestyle has adhered to systematic thinking, focusing on key groups and key areas, creating a transparent, just, and fair enterprise environment, and safeguarding the company's sustainable development.

”

Carry out honest education to create a sunshine atmosphere

In December 2022, Zhang Yan, the political commissar of the Science and Information Support Division of Hexi Sub-Bureau of the Public Security Bureau and the winner of the "2022 National Excellent People's Police", came to Tianjin Mixc and held a lecture on integrity. Zhang Yan talked about her 24-year journey as a police officer and her understanding of integrity, using an example to warn everyone to always adhere to professional bottom lines, shoulder the responsibilities and missions of the new era, and maintain a positive work atmosphere.

This lecture was one of CR Mixc Lifestyle's theme activities to create a sunshine enterprise and promote integrity, which brought together the company's employees as well as the

employee representatives of the suppliers and stores. CR Mixc Lifestyle has continued to expand the scope of its integrity education, adhered to creating a transparent enterprise in a systematic way, and focused on key groups and key areas. The Company built an internal and external joint integrity risk prevention and control system by conducting proper employee integrity education internally to create a clean and positive workplace, and promoting integrity among suppliers, tenants, owners, and customers externally, silently and subtly expanding the influence of integrity education and continuously deepening the construction of the culture of integrity.

Improve the supervision system to safeguard the company's development

Through honest education, the ideological foundation of the relevant parties to resist corruption and prevent change has been firmly established, and the concept of honesty has been deeply rooted in the people's hearts, so that supervision is no longer just the responsibility of the discipline inspection department of enterprises, but inspires the sense of responsibility and mission of every employee, supplier, tenant and other relevant parties to participate in supervision.

CR Mixc Lifestyle fully mobilizes the supervision enthusiasm of relevant parties, and constantly expands the reporting channels, receives internal and external reporting materials from relevant parties through email, telephone and other channels, severely cracking down on any corruption. The Company insists on investigating every case, and accurately handles the problem clues.

While mobilizing relevant parties to actively participate in the supervision, the Company has also carried out self-inspection and self-correction activities, to continuously push forward the construction of the supervision system, and constructed the "horizontal and vertical" supervision network pattern, to implement the supervision effectively. In 2022, the Company continued to update the list of risk prevention and control and key supervision, actively carry out the construction of "supervision system" at the grass-roots level of secondary units and the supervision of recruitment and investment business, so as to effectively prevent and defuse business risks.

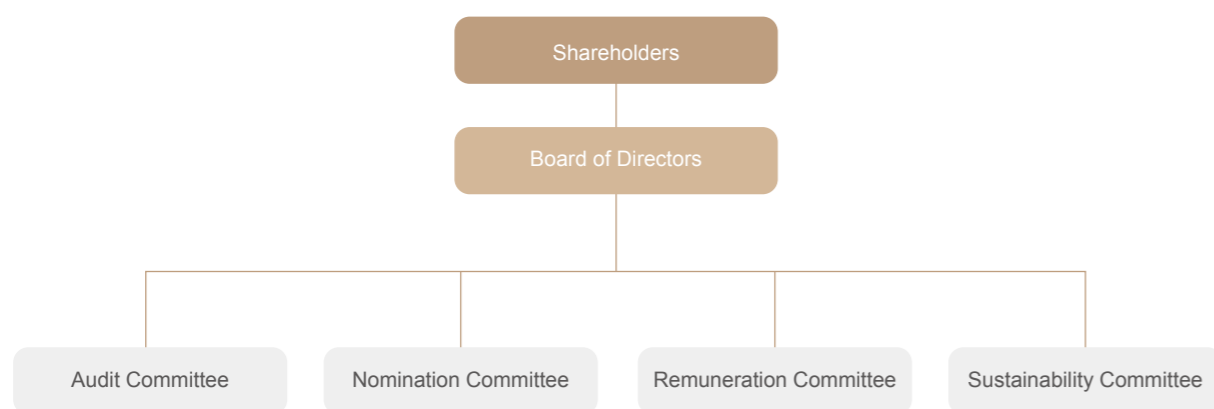


Improve Corporate Governance

Modern governance system

Good corporate governance is crucial for the company's long-term healthy and stable development. The Company has strictly complied with requirements of Appendix 14 Corporate Governance Code of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited, continuously improved its governance structure and management system, formulated the Diversification Policy of the Board of Directors, and followed a fair and transparent process when nominating new directors, taking into consideration factors including but not limited to professional experience, talent, skills, knowledge, cultural and educational back-

ground, gender, age, race, and length of service, to achieve a balance in skills, experience, and employee diversity. The company's Board of Directors currently consists of 4 executive directors, 2 non-executive directors, and 4 independent non-executive directors, with female directors accounting for 30%.



△ Governance Framework of CR MIXC LIFESTYLE

The Company has continuously improved its governance system, established Sustainability Committee, updated and improved internal system documents such as the Articles of Association, and Powers of the Board of Directors, and released Guidelines on Transaction Compliance Management Required to be Published by CR Mixc Lifestyle, CR Mixc Lifestyle Connected Transaction Compliance Management Guidelines and CR Mixc Lifestyle Insider Information Compliance Management Guidelines, and improve the

process and mechanism of information disclosure. Adhering to the principles of truthfulness and reliability, the Company has timely and accurately disclosed business performance to shareholders and investors through channels such as the website of the Stock Exchange of Hong Kong Limited and the company's official website, and by ways of organizing shareholders' meetings, performance conferences, etc. In 2022, the Company received no penalties for violation of information regulations.

Three major guarantee systems


CR Mixc Lifestyle has established three major guarantee systems, including overall supervision, overall risk control, and overall compliance, providing a foundation for the company's stable operation.

Overall Supervision	Daily supervision, special supervision, and anti-corruption
Overall Risk Control	Responsibility audit, special audit, audit result application, and risk identification
Overall Compliance	Legal resource-sharing platform guarantee, compliance management, and compliance training


In 2022, in terms of "overall supervision", the Company prioritized special supervision and inspection of investment and procurement, with an aim to establish a "full-coverage" internal supervision network pattern; in terms of "overall control", the Company started from audit supervision, identified eight

major risks, and promoted the formation of a joint force for risk control function management in various fields; in terms of "overall compliance", the Company focused on safeguarding its high-quality growth and providing legal protection for its investments and post-investments.


Risk control process

- 

Risk identification

Organize risk identification at the beginning of each year, screen relevant risks from the overall risk database of CR Group to form a risk database combined with the actual situation of the Company, evaluate significant risks through management scoring, and report to the Board of Directors.
- 

Risk response

Regularly track changes in significant risks at the company level, promote various business lines to sort out their own risk classification manuals in their respective fields, and form normalized work manuals to control business risks.
- 

Risk reporting

Summarize and report on the company's annual risk management to the Board of Directors in the form of an annual risk management report.

Legal and compliant operation

CR Mixc Lifestyle has strictly adhered to the Guidelines on Compliance Management of Central Enterprises (Trial), Provisions on Compliance Management of Central Enterprises, and other related regulations, continuously promoted the

construction of rule-of-law central enterprises, and deepened the integration of compliance management and business management, providing strong support for the company's stable operation.

Improve the compliance system

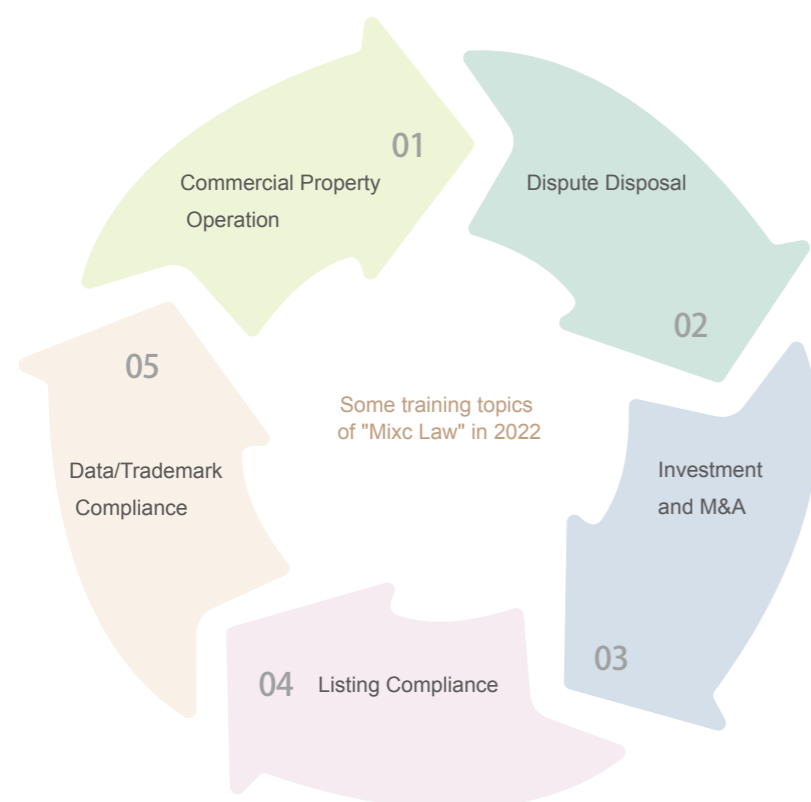
The company has continuously strengthened compliance management through the formulation of the Construction Scheme for the Overall Compliance System, establishment of a compliance committee, clarification of the mechanism for compliance management, issuance and implementation of eight internal compliance regulations such as the CR Mixc Lifestyle Connected Transaction Compliance Management

Guidelines and the Compliance Obligation Checklist for Investment and Post-investment of Property Rights Mergers and Acquisitions Projects, and compliance management evaluations and assessments, actively promoting the application of standardized contract templates for commercial and property lines and empowering the steady business development.

Create a culture of compliance

CR Mixc Lifestyle has continuously enhanced legal compliance education by promoting the establishment of a normalized compliance training mechanism to enhance employees' legal compliance awareness. In 2022, the Company held a total of 59 compliance training sessions involving areas such as commercial property operation, dispute disposal, investment and M&A, listing compliance, data/trademark compli-

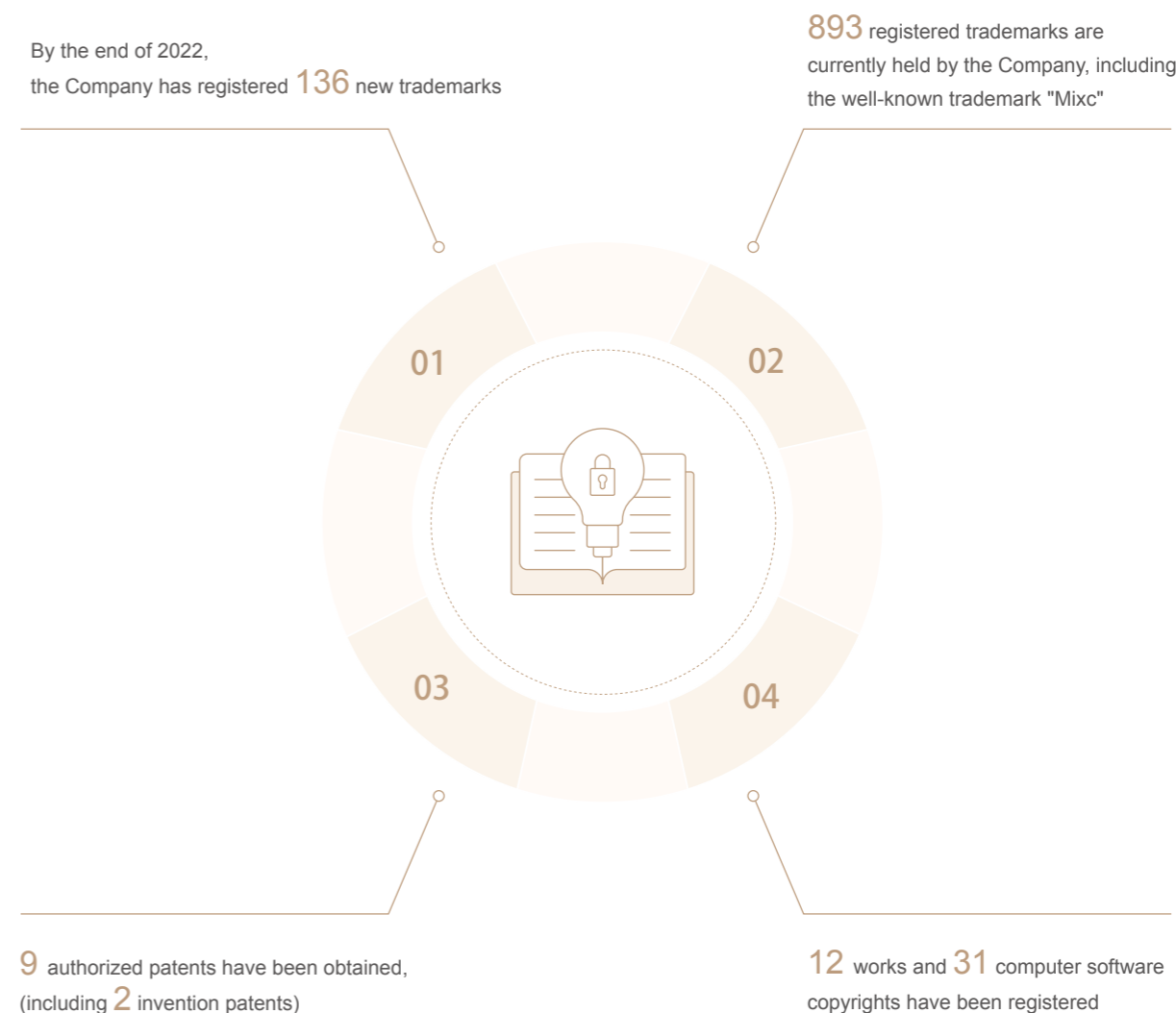
ance, and legal system applications, covering over 3,800 participants. Through legal analysis, industry benchmarking, and case sharing, employees' compliance management awareness was improved.



Intellectual property protection

The Company has strictly complied with laws and regulations such as the Trademark Law of the People's Republic of China, Patent Law of the People's Republic of China, and Copyright Law of the People's Republic of China, and issued and implemented internal regulations such as the CR Mixc Lifestyle Trademark Management Rules, strictly requiring all

levels of entities and third-party suppliers of the Company to prohibit unauthorized use of software, fonts, photos, videos, etc.



Business Ethics

Create a transparent company

CR Mixc Lifestyle has strictly adhered to laws and regulations such as the Company Law of the People's Republic of China and the Anti-Money Laundering Law of the People's Republic of China, established the CR Mixc Lifestyle Integrity Risk Prevention and Control System and other internal regulations, and built an internal and external joint integrity risk prevention and control system, forming an "overall supervision" pattern through joint supervision, internal inspections, audit supervision and other methods. The Company has advocated a culture of integrity business through integrity education, reminders during holidays, themed month activities, special research, and propaganda, creating a positive and clean workplace.

In 2022, the Company conducted 875 sessions of integrity education, covering 128,000 people, updated 29 anti-corruption records of cadres, completed 74 anti-corruption records of newly appointed managers and cadres, held 612 pre-appointment anti-corruption talks for newly appointed cadres, and responded to 853 anti-corruption opinions. In 2022, zero lawsuits involving corruption, bribery, extortion, fraud, and money laundering were lodged against the Company.

875 sessions of integrity education

education

12.8 Ten thousand people cover

cover



Reporting policy

The company has issued and implemented the Reporting Policy to expand channels, continuously improve the supervision and reporting mechanism, and public multiple reporting channels to society. Reports will be anonymous and personal information such as real name, address, and workplace will not be disclosed to protect the rights and interests of the reporter.

Online reporting

<https://www.crland.com.cn/ljjb/jbbd/nmjb/index.html>

Email reporting

crlid_wxshjb_zy@crland.com.cn



Scan the QR code to learn about the Reporting Policy

Maintain fair market competition

The Company has strictly complied with anti-monopoly and anti-unfair competition laws and regulations and formulated relevant policies to eliminate any monopoly, bribery, fraud, and other unfair competition behaviors. It has collaborated with regulatory authorities and relevant platforms to crack down on the illegal use of its well-known trademarks, maintain its brand

reputation, and create a good market environment. In 2022, the Company launched a crackdown action on the infringement of the trademark "Mixc", obtained the judicial recognition of well-known trademarks for three times and won compensation of RMB 2.7 million.

Sustainability Management

Capacity Building

The Company will enhance sustainability awareness as an important part of capacity building. In 2022, the Company organized a special training for the Board of Directors, inviting industry experts to conduct training on "Climate-related Financial Information Disclosure Practices". Moreover, the

Company took the opportunity of preparing sustainable development reports every year to conduct special training on report preparation for headquarters and all units.



△ Sustainable Development Report Training

Issue Analysis

To better respond to the expectations and requirements of stakeholders and clarify the focus of ESG practices and information disclosure, the Company invited internal and external stakeholders such as employees, owners, tenants, consumers, suppliers, government, industry, academy,

research institutions, media, partners, and shareholders to participate in environmental, social, and governance issues and conduct importance assessments through communication, interviews, and questionnaires, collecting a total of 7,062 questionnaires.

7062

questionnaires collected from stakeholders



Step 1: Issue Identification

Based on the company's strategic priorities, industry characteristics, standards and guidelines for domestic and international mainstream social responsibilities, ESG information disclosure policy guidelines, ESG rating requirements, etc., establish a database for sustainable development issues and build a sustainable development reporting indicator system.



Step 2: Screening and Evaluation

Invite stakeholders to evaluate the importance of issues through questionnaire surveys and identify the focus of stakeholders.



Step 3: Issue Analysis

Combining the company's development strategy and evaluation results of stakeholders, analyze and compare the impacts of different issues on stakeholders and company development, and form a material issue matrix for the company's 2022 sustainability report.



Step 4: Audit Confirmation

After the audit of the company's Sustainability Committee and experts, select key disclosure issues as an important reference for the annual sustainability report.



Material issue analysis matrix	
1. Operating performance	19. Health and safety of employees
2. Governance framework	20. Training and career development
3. Legal and compliant operation	21. Employee care
4. Risk management and internal control	22. Intellectual property protection
5. Struggle against corruption and bribery	23. Construction of intelligent service
6. Fair competition	24. Provision of value-added services
7. Sustainability development management	25. Customer information and privacy protection
8. Stakeholder communication and participation	26. Customer satisfaction
9. Carbon emission	27. Health and safety of customers
10. Climate change response	28. Provision of high-quality services
11. Green malls and green properties	29. Response to national and regional development requirements
12. Waste management	30. Community communication and integration
13. Management of energy resource utilization	31. Responsible supply chain management
14. Energy saving and consumption reduction	32. Industrial development
15. Green office	33. Strategic cooperation
16. Environmental education	34. Public charity
17. Utilization of green cleaning/renewable energy	35. Rural revitalization
18. Rights and interests of employees	

Stakeholder Communication

The support from stakeholders is the cornerstone of the company's stable development. CR Mixc Lifestyle has strengthened communication with stakeholders, built stable and effective communication mechanisms, and responded to the expectations and demands of stakeholders in a timely manner by releasing annual sustainability reports, the "Sustainable Development" column on the company's official website, and disclosing relevant performance information.

Category of stakeholders	Appeal and expectation	Communication and response of CR Mixc Lifestyle
Government and regulatory authorities	High-quality development Legal and compliant operation Support regional development Carry out national policies	Create a world-class enterprise Continuously strengthen law-based operation and compliance management Participate in government-related meetings and cooperation Respond to relevant national policies
Clients	Quality products and services Safeguard legal rights and interests Provide value-added services Intelligent services	Establish and improve the customer service system, strengthen public opinion management, and improve service quality Protect customer privacy and respond to customer demands in a timely manner Provide customers with innovative value-added services Utilize technological innovation or information technologies
Employees	Protect rights and interests of employees Promote development of employees Care for employees' health Participate in company management	Formulate a competitive salary system and welfare guarantee mechanism Organize staff training, improve the promotion mechanism and build a development platform. Improve working conditions and care for employees with difficulty Carry out employee activities and strengthen employee communication
Suppliers/Partners	Cooperation, mutual benefit, and win-win Achieve mutual growth Promote industry development	Implement transparent procurement, establish strategic cooperation and communication platform, and improve supply chain management mechanism Provide empowering training for suppliers and promote supply chain responsibility Participate in industry organizations and promote industry sustainability
Investors/Shareholders	Stable value creation Transparent and public information Safeguard rights and interests of shareholders	Achieve stable performance growth and improve sustained profitability Strengthen information disclosure Hold shareholders' meetings, performance meetings, etc.

Category of stakeholders	Appeal and expectation	Communication and response of CR Mixc Lifestyle
Industry associations/ Research institutions	Comply with industry norms Promote industry development Promote industrial innovation	Participate in industry evaluation and give suggestions on industry norms Strengthen industry-university-research cooperation and cultivate industry talents
General public	Support community public welfare Offer job opportunities Respond to climate changes Protect ecological environment	Actively participate in charitable donations and social welfare activities Carry out campus recruitment and social recruitment Identify climate change risks and opportunities and implement the "carbon peaking and carbon neutrality" strategy Fully implement green operations and green offices and implement energy conservation and emission and consumption reduction Strengthen environmental data disclosure and manage environmental-related risks Carry out theme activities about environment and sustainability and advocate green and sustainable lifestyles
Media	Transparent and public information	Establish a sound press spokesman system Maintain good communication with the media

Outlook in 2023

In the new year, we will always maintain strategic stability, adhere to the long-term and high-quality service philosophy, aim to create a world-class enterprise, take high-quality development as the theme, focus on our main responsibilities,

gradually build the pattern and ability for our responsibility of "national livelihood", and make every effort to promote the "stable growth" of performance, forge ahead with determination, and create extraordinary achievements.



Appendix

About this Report

This report is the third sustainability report released by CR Mixc Lifestyle, aiming to disclose the company's investment and performance in environmental, social, and corporate governance in a transparent and open manner, in response to the concerns and expectations of various stakeholders on the company's sustainable development.

Time Range

This report is an annual report, covering the period from January 1, 2022 to December 31, 2022. To enhance the comparability and prospectiveness of the report, some contents are moderately extended to the previous and subsequent years.

Organization Scope

The scope of this report covers the headquarters, commercial regions, property urban companies, and directly managed projects of CR Mixc Lifestyle.

Reporting Specification

For the sake of expression and convenience, "China Resources Mixc Lifestyle Services Limited" is also referred to as "CR Mixc Lifestyle" "the Company," "the Enterprise," and "we" in this report.

Reference Standards

This report is mainly prepared in accordance with the Environmental, Social and Governance Reporting Guide (ESG Reporting Guide) set out in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited, the Guidelines on Environmental, Social and Governance Reporting for Chinese Enterprises (CASS-ESG5.0) issued by the Chinese Academy of Social Sciences, the Guide for the Business Action on SDGs, the GRI Sustainability Reporting Standards (GRI Standards) and the CR Social Responsibility Management Measures.

Reporting Principles

This report discloses the company's ESG management performance in accordance with the importance, quantitative, balance, and consistency principles specified in the ESG Reporting Guide of the Stock Exchange of Hong Kong Limited.

Reporting Principles	Definition	Company Response
Importance	Issues covered in this report should reflect the company's significant impact on the economy, environment, and society, or the scope of stakeholder evaluation and decision-making.	The Company entrusts third-party professional organizations to conduct material issue investigations and identify key issues for this report, submits the results to the Board of Directors for approval, and ultimately determines and responds to important issues as the basis for this report.
Quantitative	The report should disclose key performance indicators in a measurable way.	The Company has established an ESG data collection and review mechanism to let stakeholders understand ESG quantified performance.
Balance	The report should disclose key performance indicators in a measurable way.	The Company discusses improvement opportunities and plans on relevant issues in this report to avoid omissions or inappropriate influence on stakeholder decisions or judgments.
Consistency	The Company should ensure the consistent disclosure in this report.	The quantitative information in this report has been disclosed in a manner consistent with previous reports, and changes and updates to the scope of some data have been explained for the reference of stakeholders.

Information Source

Data used in this report is from official company documents, statistical reports, third-party research or relevant public information, with financial data presented in Chinese yuan unless otherwise specified.

Access to this Report

This report is available in both Chinese and English versions. The electronic version can be downloaded from our website.

Reporting Assurance

The Company assures that the report contains no false records, misleading statements or material omission, and is responsible for the authenticity, accuracy, and completeness of this report.

ESG Policies and Regulations

ESG indicator	Laws and regulations complied with in 2022	Internal policies complied with in 2022
A1. Emissions	Environmental Protection Law of the People's Republic of China Energy Conservation Law of the People's Republic of China Solid Waste Pollution Prevention and Control Law of the People's Republic of China Law of the People's Republic of China on Prevention and Control of Water Pollution Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution Interim Measures for Supervision and Management of Energy Conservation and Emission Reduction in Central Enterprises Regulations on Solid Waste Pollution Prevention and Control of Guangdong Province Regulations on Management of Urban Construction Waste National Catalog of Hazardous Wastes	Regulations on the Emission Control of Domestic Pollutants of CR Mixc Lifestyle Regulations on the Management of Domestic Solid Waste of CR Mixc Lifestyle
A2. Use of Resources	Energy Conservation Law of the People's Republic of China	Regulations on the Management of Energy Conservation and Emission Reduction Guidelines for the Monitoring of Energy Conservation and Emission Reduction
A3. Environment and Natural Resources	Environmental Protection Law of the People's Republic of China	Workflow of Energy Conservation Reconstruction Projects Guidelines for the Management of Energy Conservation and Consumption Reduction
B1. Employment		Board Diversity Policy Employee Handbook
B2. Health and Safety	Civil Code of the People's Republic of China Labor Law of the People's Republic of China Social Security Law of the People's Republic of China Personal Income Tax Law of the People's Republic of China Contract Law of the People's Republic of China	Regulations on Administration of EHS Organizational Construction Regulations on Administration of EHS Education and Training Regulations on Administration of Employee Health Regulations on Administration of Investigation of Responsibility for EHS Accidents Regulations on Administration of EHS Evaluation and Assessment Regulations on Administration of Identification, Evaluation and Control of Hazard Sources and Environment Regulations on EHS Emergency Management System of Occupational Disease Prevention and Treatment and Work Injury Insurance

ESG indicator	Laws and regulations complied with in 2022	Internal policies complied with in 2022
B3. Development and training	Law of the People's Republic of China on the Prevention and Control of Occupational Diseases	Employee Handbook
B4. Labor Standards	Work Safety Law of the People's Republic of China	
B5. Supply Chain Management	Company Law of the People's Republic of China Contract Law of the People's Republic of China Anti-unfair Competition Law of the People's Republic of China	Detailed Rules for Implementation of Supplier Management Detailed Rules for Implementation of Procurement Management of CR Mixc Lifestyle Guidelines for Procurement Management of Specific Matters Guidelines for On-site Procurement Operations Criterion for Integrity Cooperation Honest Declaration CR Mixc Lifestyle Supplier Social Responsibility Initiative and CR Mixc Lifestyle Commercial Acceptance, Change and Settlement Guidelines Safety Commitment for Entry Work Guidelines for On-site Procurement Operations

ESG indicator	Laws and regulations complied with in 2022	Internal policies complied with in 2022
B6. Product Responsibility	<p>Product Quality Law of the People's Republic of China</p> <p>Law of the People's Republic of China on Protection of Consumer Rights and Interests</p> <p>The Advertisement Law of PRC</p> <p>Trademark Law of the People's Republic of China</p> <p>Patent Law of the People's Republic of China</p> <p>Copyright Law of the People's Republic of China</p> <p>Cybersecurity Law of the People's Republic of China</p> <p>Data Security Law of the People's Republic of China</p> <p>Personal Information Protection Law of the People's Republic of China</p>	<p>Regulations on Administration of Investigation of Responsibility for EHS Accidents</p> <p>Regulations on Administration of EHS Evaluation and Assessment</p> <p>Regulations on Administration of Identification, Evaluation and Control of Hazard Sources and Environment</p> <p>Regulations on EHS Emergency Management</p> <p>Provisions for Annual Assessment of EHS Management</p> <p>Detailed Rules for Trademark Administration of CR Mixc Lifestyle</p> <p>Handbook of Service Product Standard Inspection Tools</p> <p>Residential Property Service Grading Standards</p> <p>Benchmarking Mixc Rating System</p> <p>Customer Repair Report/Complaint Handling Guidelines</p> <p>Customer Information Management Guidelines</p> <p>Customer Property Management Guidelines</p> <p>SOP for Customer Service</p> <p>Eight Red Lines for Tenant Management</p> <p>Residential Customer Complaint Handling Guidelines</p> <p>Office Building Projects Customer Complaint Handling Guidelines</p> <p>Guidelines for Customer Relationship Management in Malls</p> <p>Guidelines for Personal Information Protection in CR Mixc Lifestyle</p> <p>Business Process Specifications for Commercial Operations of CR Mixc Lifestyle</p> <p>Guidelines for Handling Complaints from Residential Customers of CR Mixc Lifestyle</p> <p>Customer Comprehensive Service Data Guidelines</p> <p>Commercial Project Prepaid Card Tenant Management Standards</p>

ESG indicator	Laws and regulations complied with in 2022	Internal policies complied with in 2022
B7. Anti-corruption	<p>Company Law of the People's Republic of China</p> <p>Anti-Money Laundering Law of the People's Republic of China</p>	<p>CR Mixc Lifestyle Integrity Risk Prevention and Control System</p> <p>Reporting Policy for Listed Companies</p> <p>Guidelines on Integrity Talk</p> <p>Criterion for Integrity Cooperation</p> <p>Honest Declaration</p>
B8. Community Investment	<p>Charity Law of the People's Republic of China</p> <p>Welfare Donations Law of the People's Republic of China</p>	/

ESG Indicator Data List*

*Unless otherwise specified, all financial data in the table is in RMB

ESG indicator	Unit	2022	2021	2020
A. Environment				
A1. Emissions				
A1.2 Greenhouse gas emissions and density				
Carbon dioxide emissions	Ton	12379.62	13484.12	13268.17
Direct carbon dioxide emissions (scope I)	Ton	2344.88	2349.44	1977.04
Indirect carbon dioxide emissions (scope II)	Ton	10034.75	11134.68	11291.13
Carbon dioxide emissions per RMB 10,000 of revenue	Ton 10,000	0.01030	0.01519	0.01957
A1.3 Total amount and density of hazardous wastes generated				
Waste fluorescent tube	Pcs	32697	47745	109985
Waste diesel oil	Ton	3.47	4.44	8.36
Waste battery	Kg	287.50	23.38	184.82
Waste printer toner cartridge	Ton	1320	794	1066
Waste ink cartridge	Ton	1584	716	2119
Paint can	Ton	1527	1546	2056
A1.4 Total amount and density of harmless waste generated				
Total amount of harmless waste	Ton	471.27	465.75	1115.43
Construction waste	Ton	44.10	23.60	92.20
Horticultural waste	Ton	58.02	49.20	69.15
Kitchen waste	Ton	153.68	375.90	901.94
Wastepaper	Ton	215.47	17.05	52.14
A1.6 Measures and achievements in reducing the generation of harmful and harmless waste				
Recycled paper	Ton	13.69	6.90	13.47
Recycled battery	Kg	4.85	2.36	17.14
A2. Use of resources				

A2.1 Energy Consumption and Density					
Comprehensive energy consumption	Ten thousand tce	0.3472	0.3671	0.3381	
Total Electricity Consumption	Ten thousand kwh	1759.56	1916.47	1858.07	
Gasoline consumption	Ton	34.82	19.06	18.03	
Diesel oil consumption	Ton	0.57	0.56	0.35	
Natural gas consumption	Ten thousand standard cubic meters	103.75	106.01	89.94	
Comprehensive energy consumption involved with operating income of RMB 10,000	Tce 10,000	0.002889	0.004136	0.004988	
A2.2 Total water consumption and density					
Total water consumption	Ton	13842804	12644142	15687125	
Water consumption involved with operating income of RMB 10,000	Tce 10,000	7.17	6.78	23.14	
Discharge of wastewater	Square meter	11766383	10747521	13334056	
B. Society					
B1. Employment					
B1.1 Number of employees: by gender, employment type, age group and region					
Number of all employees	Person	40239	28654	27077	
Gender	Male	Person	26411	19410	18475
	Female	Person	13828	9244	8602
Employment type	Full-time	Person	40239	28654	27077
	Part-time	Person	0	0	0
Rank	Senior management	Person	8	6	6
	Middle-level management	Person	2880	1973	2166
	Entry level employee	Person	37351	26675	24905
Academic degree	Postgraduate and above	Person	826	653	662
	Undergraduate	Person	7437	4993	4489
	Junior college	Person	11876	8218	7562
	High school and below	Person	20100	14790	14364
Age	Under 30 years old	Person	12237	9572	9538

ESG indicator		Unit	2022	2021	2020
Age	30-50 years old	Person	24178	17379	16043
	Over 51 years old	Person	3824	1703	1496
Region	Mainland China	Person	40230	28649	27072
	Hong Kong, Macao and Taiwan	Person	7	5	5
	Overseas	Person	2	0	0
B1.2 Number and rate of employee turnover: by gender, age group, and region					
Total employee turnover rate		%	25.87	28.94	34.93
Gender	Male	%	25.97	29.02	34.94
	Female	%	25.68	28.76	34.91
Age	Under 30 years old	%	33.72	34.89	45.65
	30-50 years old	%	21.66	24.91	28.90
	Over 51 years old	%	14.97	23.39	21.79
Region	Mainland China	%	25.87	28.94	34.93
	Hong Kong, Macao and Taiwan	%	12.50	0	0
	Overseas	%	0	0	0
B2. Health and safety					
B2.1 Number and rate of deaths due to work-related reasons					
Number of deaths		Person	0	0	0
Mortality rate per thousand people		%	0	0	0
B2.2 Lost days due to work injury					
Number of work injuries		Time	0	0	0
Total lost days due to work injury		Day	0	0	0
B3. Development and training					
B3.1 Percentage of trained employees: by gender and employee category					
Gender	Male	%	100	100	100
	Female	%	100	100	100

Employee category	Senior management	%	100	100	100
	Entry level employee	%	100	100	100
B3.2 Average training hours of employees: by gender and employee category					
Gender	Male	Hour	44.15	43.27	42.64
	Female	Hour	45.02	43.56	41.1
Employee category	Senior management	Hour	41.26	39.38	34.24
	Entry level employee	Hour	47.96	43.66	41.64
B5. Supply chain management					
B5.1 Number of suppliers: by region					
Total number of suppliers		Pcs	20130	16299	10408
Number of suppliers in Mainland China		Pcs	20110	16295	10200
Number of suppliers in Hong Kong, Macao and Taiwan		Pcs	18	2	136
Number of overseas suppliers		Pcs	2	2	72
B6. Product responsibility					
B6.2 Number of products and service-related complaints received					
Number of complaints		Pcs	34700	30165	27070
B7. Anti-corruption					
B7.1 Number of corruption litigation cases					
Number of corruption litigation cases filed and concluded		Pcs	0	0	0
B7.3 Anti-corruption training provided to directors and employees					
Total hours of anti-corruption training for the Board of Directors		Hour	56	18	20
Total number of employees trained on anti-corruption		Person	127700	66162	57000
Total hours of anti-corruption training for employees		Hour	255400	101599	114000
B8: Community investment					
B8.2 Resources contributed to focus areas					
Number of volunteers		Person	5241	4557	2209
Total hours of volunteer service activities		Hour	58858	8900	7016

CASS-ESG 5.0 Indicator Data List*

*Unless otherwise specified, all financial data in the table is in RMB

CASS-ESG 5.0 Index	Unit	2022	2021	2020
Revenue	RMB 100 million	120.16	88.75	67.79
Total profit	RMB 100 million	29.06	23.37	11.35
Net Profit	RMB 100 million	22.13	17.26	8.18
Net profit attributable to owners of parent company	RMB 100 million	22.06	17.25	8.18
Total asset	RMB 100 million	258.38	215.92	190.76
Net asset	RMB 100 million	143.26	138.89	124.63
Return on equity	%	15.43	12.43	6.56
Rate of return on total assets	%	12.63	11.86	9.22
Preservation and appreciation ratio of state-owned assets	%	103.29	111.43	1208.15
Ratio of profits to cost	%	29.56	32.95	19.31
Total investment in fixed assets	RMB 100 million	5.69	5.27	2.6
Asset-liability ratio	%	44.56	35.67	34.67
Retail sales	RMB 100 million	1264	1189	827
Number of compliance training	Time	59	58	228
Total hours of anti-corruption training for the Board of Directors	Hour	56	18	20
Total number of employees trained on anti-corruption	Person	127700	66162	57000
Total hours of anti-corruption training for employees	Hour	255400	101599	114000
Number of ESG training	Time	3	2	/
Number of environmental protection training and education	Session	875	580	912
Total input in environmental protection	RMB 10,000	388.19	755.06	486.83
Carbon dioxide emissions	Ton	12379.62	13484.12	13268.17
Carbon intensity	Ton/RMB 10,000 operating income	0.01030	0.01519	0.01957
Non-fossil energy proportion	%	0.007	0.006	0.008

CASS-ESG 5.0 Index	Unit	2022	2021	2020
Total Green shopping mall certified area	10,000 square meters	324.41	132.78	76.05
Amount of green procurement expenditure	RMB 10,000	64.00	71.71	128.85
Comprehensive energy consumption	Ten thousand tce	0.3472	0.3671	0.3381
Comprehensive energy consumption involved with operating income of RMB 10,000 (comparable price)	tce	0.003304	0.004299	0.007060
Amount of solar energy usage	kwh	148797	30235	43553
Annual water consumption	Square meter	13842804	12644142	15687125
Water consumption density	Cubic meter/RMB 10,000 operating income	7.17	14.25	23.14
Sulfur dioxide emission	Ton	0	0	0
Ammonia nitrogen emission	Ton	0	0	0
Wastewater discharge	Ton	11766383	10747521	13334056
COD emission	Ton	0	0	0
Harmless waste emissions	Ton	262.30	195.30	275.35
Harmless waste emission intensity	Ton/RMB 10,000 operating income	0.00000353	/	/
Hazardous waste emission intensity	Ton/RMB 10,000 operating income	0.00013	/	/
Exhaust gas emissions	Square meter	4.13	/	/
Comprehensive energy consumption involved with added-value of RMB 10,000 (comparable price)	Ten thousand tce	0.0673	0.082	0.1388
Input in transformation of energy-saving technologies	RMB 10,000	630.09	899.68	467.96
Recycled paper	Ton	13.69	6.90	13.47
Packaging material recycling rate	%	0	0	0
Amount of packaging materials used	Ton	0	0	0
Energy saving amount	Ten thousand tce	0.2595	0.0766	0.0449
Technical energy saving amount	Ten thousand tce	0.2555	0.0716	0.2465
Energy saving amount from office	kwh	23110	9600	6369

CASS-ESG 5.0 Index	Unit	2022	2021	2020
Water saving amount	Ton	339966.16	/	/
Water recycling amount	Ton	206	/	/
Direct carbon dioxide emissions	Ton	2344.88	2,349.44	1,977.04
Indirect carbon dioxide emissions	Ton	10034.75	11134.68	11291.13
Carbon dioxide emissions per RMB 10,000 of revenue	Ton/RMB 10,000	0.01030	0.01519	0.01957
Fresh water consumption	Ton	13842804	12644142	15687125
Local employment ratio	%	47.16	51.24	43.82
Localized procurement ratio	%	99.90	95.10	91.32
Total number of employees	Person	40239	28654	27077
Labor contract signing rate	%	100	100	100
Proportion of female managers	%	44.67	37.07	36.90
Number of employees with disabilities	Person	63	33	24
Per capita paid vacation days	Day	8.20	7.80	5.52
Social insurance coverage rate	%	100	100	100
Physical examination coverage rate	%	100	100	100
Employee training coverage rate	%	100	100	100
Per capita training input	RMB/person	259.07	412.27	138.42
Per capita training time	Hour	44.59	43.37	42.14
Total input in employee training	RMB 10,000	1042.46	1205.98	374.80
Employee turnover rate	%	25.87	28.94	34.93
Employee satisfaction	%	92.7	92	92
Number of newly diagnosed occupational diseases	Case	0	/	/

CASS-ESG 5.0 Index	Unit	2022	2021	2020
Number of full-time safety management personnel	Person	294	235	229
Number of registered safety engineers	Person	107	97	90
Number of safety training attendees	Person	468962	406592	182663
Coverage rate of safety training	%	100	100	100
Number of safety emergency drills	Time	8213	4196	1507
Safe production input	RMB 10,000	4092.29	10040.60	4517.48
Number of general and above accidents	Time	0	0	0
Number of deaths in accidents	Person	0	0	0
Injury rate per thousand people	%	0	0	0
Fire death rate per thousand people	%	0	0	0
Economic loss rate involved with million turnover	%	0	0	0
Mortality rate involved with million turnover	%	0	0	0
Events occurring in the business premises causing trampling and serious injuries to personnel	Item	0	0	0
Satisfaction of residence customers	Point	89.7	86.3	88
Overall satisfaction of residence customer on complaint follow-up visits	%	70.65	66	65.34
Satisfaction of office building customers	Point	/	99.30	98.90
Satisfaction of mall tenants	Point	99.30	98.90	98.70
Satisfaction of mall customers	Point	99.20	98.70	97.30
Number of customer complaints	Pcs	34700	30165	27070
Customer complaint handling rate	%	99.9	100	99.94
Satisfaction of mall customers on complaint handling	%	97.9	97.1	96.1
Contract performance rate	%	100	100	99.7

CASS-ESG 5.0 Index	Unit	2022	2021	2020
Number of strategic cooperation agreement signed	copy	1	5	0
Responsible procurement ratio	%	100	100	98.3
Rate of suppliers passing quality, environment and occupation, health and safety system certification	%	100	100	52
Number of suppliers reviewed during the reporting period	Pcs	6369	9780	1561
Number of potential suppliers rejected due to non-compliance	Pcs	15	22	30
Number of suppliers whose cooperation was suspended due to non-compliance	Pcs	415	0	30
Number of social responsibility training to suppliers	Time	186	339	1430
R&D input	RMB 10,000	13108.8	10054.57	2275.05
Number of R&D personnel	Person	142	110	111
Pilot for smart communities	Pcs	58	46	43
Expenditure on industry-university-research cooperation	RMB 10,000	0	0	0
Major innovation awards	Pcs	0	0	0
Number of international, national, or industry standards participated in establishing	Pcs	0	3	0
New patent	Pcs	0	0	2
Total tax payment	RMB 100 million	10.8	6.1	5.03
Number of cities covered	Pcs	153	100	69
Total area of residential and commercial properties under property management	1,000,000 square meters	299.2	164.8	118.6
Total area of malls and office buildings providing commercial cloud supply services	1,000,000 square meters	10.7	17.2	7.6
Number of residential projects under management	Pcs	1362	754	553
Number of opened shopping malls for commercial operation and sublease	Pcs	86	71	59
Number of opened office buildings providing commercial operation service	Pcs	27	25	23
Number of new employees	Person	15511	8463	8553

CASS-ESG 5.0 Index	Unit	2022	2021	2020
Number of recent graduates recruited	Person	866	624	131
Number of volunteers	Person	5241	4557	2209
Total hours of volunteer service activities	Hour	58858	8900	7016
Total amount of public welfare donations	RMB 10,000	120	/	/

Note: During the reporting year, the Company clarified its carbon emissions, energy consumption and water consumption within its operational boundaries based on its asset-light business model, and recalculated historical data from 2020 to 2021 with reference to domestic and international standards such as GRI Standards sustainability reporting standards and GHG Protocol greenhouse gas accounting system.

Indicator Guide

Table of Contents		CASS-ESG 5.0	HKEX ESG indicator
Statement		P2	/
About Us		P4.1-P4.3	/
2022 Highlights		P3	/
Topic: Focus on High Quality and Improve Sustainability Management		G2.1-G2.4/G3.2/G3.11	/
Mixc Lifestyle Ecosystem Empowers a Sustainable Future	Story on responsibility: Innovative space operation empowers city development	/	/
	Serving people's Livelihood	S3.1-S3.12/S4.1S4.3/S4.5-S4.9/V2.1-V2.3	B2.3/B6.2/B6.5
	Invigorate cities	/	/
	Enhance Social Well-being	V1.1-V1.4/V3.4-V3.7	B8
Put People First and Build a Platform for Growth Together	Story on responsibility: Fostering skilled talent team with ingenuity and original aspiration	/	/
	Cultivate Talents	S1.1-S1.5/S1.7-S1.9/V3.1-V3.2	B1/B4
	Help Employees Grow	S2.1-S2.4	B3.1
	Create a Favorable Atmosphere	S1.6/S1.10	/
Build a Sustainable Value Chain Through Win-win Partnership	Story on responsibility: Win-win partnership for a bright future	/	/
	Build a Responsible Supply Chain	S5.1-S5.7	B5.2-B5.4
	Work Together for Common Development	V2.5/V2.8	/
	Help Industry Development	V2.7	/

Table of Contents		CASS-ESG 5.0	HKEX ESG indicator
Fulfill the Commitment to Environmental Friendliness Through Green Development	Story on responsibility: "Carbon peak and carbon neutrality" for a sustainable future	/	/
	Response to the "Carbon Peak and Carbon Neutrality" Goals	E1.1-E1.4/E1.6/E1.9/E5.1-E5.6/V4.1-V4.2	A1.1/A1.5/A1.6/A4
	Further Explore Green Operation	E1.8/E2.1/E2.9/E2.14/E3.1/E3.3/E3.5/E3.10	A2.3/A2.4/A3
	Remote Green Life	E1.7/E4.1/E4.2/V4.4	B8
Integrity-based Operation, Laying a Solid Foundation for Sustainable Development	Story on responsibility: Advancing with the sun and safeguarding the company's stable development.	/	/
	Improve Corporate Governance	G1.1-G1.4/G1.10-G1.11	B6.3
	Business Ethics	G1.5-G1.9	B7
Sustainability Management		G3.1/G3.5-G3.7/G3.9-G3.10	/
Outlook in 2023		A1	/
Appendix		P1/A2/A3/A4/A5	A1.2/A1.3/A1.4/A1.6/A2.1/A2.2/B1.1/B1.2/B2.1/B2.2/B3/B5.1/B6.2/B7.1/B7.3/B8.2

Report Rating

Rating Report on 2022 Sustainable Development Report of China Resources Mixc Lifestyle Services Limited

I. Rating Basis

China Corporate Social Responsibility Reporting Guidelines (CASS-ESG 5.0) of Chinese Academy of Social Sciences and Rating Standards for Chinese Corporate ESG Reports (2020) of China Expert Committee on CSR Report Rating.

II. Rating process

1. The rating team reviewed and confirmed the Confirmation of Procedural and Accessibility Evaluation Data of Corporate ESG Reports and relevant supporting materials submitted by the writing team of the Report;
2. The rating team evaluated the preparation process and content of the Report and formulated the rating report;
3. The Vice Chairman of China Expert Committee on CSR Report Rating, the leader of the rating team and the experts of the rating team jointly sign and review the rating report.

III. Rating conclusion

Process (★★★★☆)

The Company establishes a report preparation team consisting of the Board, Sustainability Committee, ESG working teams, and business units. As the highest responsible and decision-making body for the sustainable development of the Company, the Board participates in the evaluation and judgment of the significance of ESG issues, puts forward ESG management suggestions, and reviews the annual sustainability report; All information and data included in the report are objective, and the Company is responsible for the authenticity, accuracy, and completeness of the contents; The report is positioned as an important tool for disclosing performance information, improving ESG management level, strengthening stakeholder communication, and shaping a responsible brand image of the Company, with clear functional value positioning. The report is prepared according to national macro policies, domestic and foreign ESG standards, company development strategies, and stakeholder surveys, and has an excellent performance in process.

Substantiality (★★★★★)

The Report systematically discloses key issues in the industry, such as ESG management improvement, serving national strategy, product technology innovation, energy and resources conservation, reduction of "three wastes" emissions, response to climate change, service quality management, health and safety of employees, sustainable

supply chain, etc., which are fully described in detail. To sum up, the Report has an excellent performance in substantiality.

Integrity (★★★★☆)

The Report systematically discloses 89.55% of the core indicators in the industry from the perspectives of "Mixc Lifestyle Ecosystem Empowers a Sustainable Future", "Put People First and Build a Platform for Growth Together", "Build a Sustainable Value Chain Through Win-win Partnership", "Fulfill the Commitment to Environmental Friendliness Through Green Development", and "Integrity-based Operation, Laying a Solid Foundation for Sustainable Development". To sum up, the Report has an excellent performance in integrity.

Balance (★★★★★)

The Report discloses negative data such as "staff turnover rate", "number of deaths in accidents", "injury rate per thousand people", "number of general and above accidents", "fire death rate per thousand people", "economic loss rate involved with million turnover", "mortality rate involved with million turnover", "number of customer complaints", and "number of corruption litigation cases filed and concluded", and also details handling and improvement measures of CR Mixc Lifestyle for customer complaints about "E-MIXC" APP. To sum up, the Report has an excellent performance in balance.

Comparability (★★★★★)

The Report discloses the comparative data of 175 key indicators, such as "operating income", "total profit", "per capita training time", "total hours of volunteer service activities", "number of new employees", "total input in environmental protection", "comprehensive energy consumption", and "amount of green procurement expenditure" for three consecutive years. It also makes a horizontal comparison as the number one commercial real estate enterprise in terms of performance, the number one among commercial real estate enterprises in terms of brand value performance, and the number one among most influential commercial real estate enterprises. To sum up, the Report has an excellent performance in comparability.

Readability (★★★★★)

Responsibility stories are set up in each chapter of the Report to interpret and extend the contents of the report, which enhances the readability and interest of the report. At the same time, target progress links are set up to highlight the effectiveness of corporate performance through target setting and progress review. Key

topics are highlighted to respond to the expectations and demands of stakeholders. The chapters are designed with real pictures, fully integrated with the main business elements, and the style is simple and atmospheric; The effectiveness of corporate performance is presented in the form of stakeholder testimony, which strengthens the dissemination and credibility of the report. To sum up, the Report has an excellent performance in readability.

Accessibility (★★★★★)

The Report, released on the same day as the Annual Report, is the third sustainability report prepared and issued by CR Mixc Lifestyle. It is provided in both Chinese and English and will be issued on the official websites of the Company and the Stock Exchange, promoted through social channels such as official WeChat, and displayed in the Company's business area; the Report can be obtained through online search and download, mail, etc. To sum up, the Report has an excellent performance in accessibility.

Composite rating (★★★★★)

According to the evaluation of the rating team, the 2022 Sustainable Development Report of China Resources Mixc Lifestyle Services Limited is rated as "Five Star", which is an excellent ESG report.

The first five-star rate for China Resources Mixc Lifestyle's Sustainability Report

IV. Suggestions for improvement

1. Strengthen the depth of participation of internal and external stakeholders, and further improve the process management of the Report;
2. Increase the disclosure of industry core indicators and further improve the integrity of the Report.



The first five-star rate for China Resources Mixc Lifestyle's Sustainability Report

IV. Suggestions for improvement

1. Strengthen the depth of participation of internal and external stakeholders, and further improve the process management of the Report;
2. Increase the disclosure of industry core indicators and further improve the integrity of the Report.

Rating expert committee vice chairman

The rating team leader Experts rating group



Sweep the code to check the ratings records

Issued by time: on April 24, 2023

List of Compilation Personnel

Preparation Team of CR Mixc Lifestyle Sustainability Report:

Director: Yu Linkang

Vice directors: Lou Kewei, Yao Miao

Editors-in-chief: Wang Xirui, Huang Ningping

Group members: Lin Chao, Liu Haoran, Wang Yingying, Huang Xingyuan, Zhang Xinyue, Xie Chunping, Cai Wei, Zheng Lei, Pan Jialing, Wang Yuwen, Song Guohui, Li Chaoqun, Zhang Zhanfei, Zhang Renzhong, Zhou Qiang, Sun Man, Li Fangfang, Guo Hongguan, Yang Fan, Zhang Tianrong, Jiang Xue, Huo Nanxi, Hu Yuchen

Preparation Team of each units:

Li Chuang, Niu Jianing, Lin Jiaqing, Liu Li, Yang Jie, Wen Manyi, Ouyang Sike, Lyu Jiayue, Jin Xiaoyan, Wang Manyu, Li Jingting, Xu Feifei, Dai Kexin, Wang Dan, Zhang Rong, Mei Yingying, Yao Dandan, Liang Qiangbing, Wang Jifeng

Feedback

Dear readers:

Hello!

Thank you very much for taking the time to read this report. In order to improve the company's sustainable development management and report preparation, and enhance the responsibility performance of CR Mixc Lifestyle, we would like to hear your opinions and suggestions. Your feedback information will not be obtained by third parties, please feel free to give us your advice!

1.Which of the following stakeholders do you belong to ?

- Government officials Regulatory authorities Shareholders and investors Employees Clients
- Suppliers and partners Community residents CSR practitioners Similar enterprises Others

2.What is your overall opinion about this report?

- Excellent Good Average Poor Very Poor

3.Do you think this report reflects the company's significant impact on the economy, society, and environment?

- Yes No

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

- High Relatively high Average Relatively low Low

5.How do you think about the structure of this report?

- Very reasonable Relatively reasonable Average Poor Very poor

6.How do you think about the layout and design of this report?

- Very reasonable Relatively reasonable Average Poor Very poor

7. How do you think about the readability of this report?

- High Relatively high Average Relatively low Low

8.What are your opinions and suggestions on the company's sustainable development?



Scan the QR code to give your feedback and suggestions