



保利置業集團有限公司

POLY PROPERTY GROUP CO.,LTD.

Stock Code 股票代碼: 00119

2022

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



追求卓越 領創美好

STRIVE FOR EXCELLENCE
CREATE BRIGHTER FUTURE

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關於本報告

About This Report

概覽

Overview

本報告是保利置業集團有限公司發佈的第六份《環境、社會及管治報告》（以下簡稱「本報告」或「ESG報告」），面向公司各利益相關方，重點披露本公司在經濟、環境、社會及管治方面的管理、實踐與績效。

This is the sixth Environmental, Social and Governance Report (the "Report" or the "ESG Report") published by Poly Property Group Co., Limited to disclose the management, practices and performance of the Company in the economic, environmental, social and governance aspects for all stakeholders of the Company.

報告時間範圍

Reporting Period

本報告覆蓋的週期為 2022 年 1 月 1 日至 2022 年 12 月 31 日（即報告期內），部分內容追溯以往年份。

This report covers the period from January 1, 2022 to December 31, 2022 ("the reporting period"), with certain information pertaining to prior years.

報告範圍及邊界

Reporting Scope and Boundaries

本報告覆蓋保利置業集團有限公司（以下簡稱「本公司」或「保利置業」）及其子公司（以下簡稱「本集團」或「我們」），與年報範圍保持一致。

The disclosure scope of this Report covers Poly Property Group Co., Limited ("the Company" or "Poly Property") and its subsidiaries ("the Group" or "We") and is consistent with the Group's annual report.

編制依據

Basis and Reference

本報告編制參考香港聯合交易所有限公司（以下簡稱「聯交所」）上市規則附錄二十七《環境、社會及管治報告指引》進行編制。

The Report is compiled as required by the Environmental, Social and Governance (ESG) Reporting Guide, Appendix 27 of Rules Governing the Listing of Securities of the Stock Exchange of Hong Kong Limited ("HKEX").

本報告按照識別和排列重要的權益人，以及 ESG 相關重要議題、決定 ESG 報告的界限、收集相關材料和數據、根據資料編制報告和對報告中的資料進行檢視等步驟進行釐定，以確保報告內容的完整性、真實性、真實性和平衡性。

The reporting scope is determined, and relevant materials and data are collected in accordance with the identification and prioritization of material stakeholders and ESG-related material issues. The Report is based on this information, and the data in the Report are reviewed to ensure the completeness, materiality, truthfulness and balance of the reporting content.

資料來源及可靠性保證

Data Sources and Reliability Statement

本報告披露的信息和數據來源於本集團統計報告和正式文件，並通過相關部門審核。本集團承諾本報告不存在任何虛假記載或誤導性陳述，並對內容真實性、準確性和完整性負責。

The information and data disclosed in this Report are obtained from the Group's statistical reports and official documents that are reviewed and approved by the relevant departments. The Group guarantees that this Report is free from any false records or misleading statements, and hereby undertakes liabilities for the truthfulness, accuracy and completeness of the content.

報告編制流程

Report Preparation

本報告經過工作小組組建、資料收集、利益相關方訪談、利益相關方問卷調研、框架確定、報告編寫、報告設計、部門與高層審核等環節完成編制。

This Report is compiled following the process of working group formation, data collection, stakeholder interviews, stakeholder survey, outline determination, report writing, report design, and departmental and executive review.

確認及批准

Confirmation and Approval

本報告經管理層確認後，於 2023 年 4 月 28 日獲董事會通過。

This Report was confirmed by the management and approved by the Board of Directors on April 28, 2023.

聯絡與反饋

Contact and Feedback

保利置業重視閣下對我們可持續發展績效的意見及建議，請透過電郵方式表達閣下寶貴意見及建議：

ir@polyhongkong.com.hk。

閣下亦可透過本公司官網獲取保利置業更多社會責任信息：

<http://www.polyhongkong.com>。

Poly Property values your comments and suggestions on our sustainability performance. Please send your comments and suggestions by email to

ir@polyhongkong.com.hk

You can also access more information about Poly Property's social responsibility through our official website:

<http://www.polyhongkong.com>.

董事長致辭

Message from the Chairman

親愛的讀者，

感謝您對保利置業集團有限公司 2022 年《環境、社會及管治 (ESG) 報告》的關注。

2022 年，是機遇與挑戰並存的一年。站在新時代的起點，本集團始終牢记「保國利民，追求卓越」之初心使命，積極響應國家發展戰略，努力踐行央企社會責任，以卓越之心點亮世界美好。這一年，我們不畏行業局勢的重重挑戰，以新戰略、新目標、新趨勢開啟高質量發展新征程，全面升級「兩輪、雙翼、多元驅動」的卓越發展戰略，以「美好生活領創者」的全新姿態，致力為社會創造更多的價值，為中國經濟發展、民生改善貢獻保利力量，成為受人尊敬的卓越企業。

追求卓越、領創美好，是我們長遠的前進方向。砥礪前行三十載，我們在人居趨勢之路上不斷探索，致力於以產品力之卓越，為客戶打造更高品質的愉悅人居體驗。2022 年，我們完成產品體系的迭新，將人居產品線迭代升級為「譽、印、玥、園、城」五大產品線體系，不斷拓寬產品與服務品質的邊界，守護美好生活。我們積極把握時代趨勢，持續探索更智慧、更健康的居住體驗，在全國各個區域落地「幸福歸家」智能公共設施體系，以科技賦能智慧生活；我們將人性關懷融入產品設計的各個維度，優化「LIGHT 悅享社區」五大板塊，讓客戶的生活更加安心便利。

本集團積極響應國家綠色生態政策，將可持續發展理念融入公司戰略，以實際行動踐行「綠水青山就是金山銀山」的願景。我們將綠色理念貫穿業務全生命週期，積極探索綠色開發、綠色建築設計與綠色運營，為建設美麗中國添磚加瓦。我們始終不忘「保國土、利民生」的使命，利用自身技術優勢，推進城市更新、海岸治理、生態修復、海綿城市等項目，予自然以生機，還城市以綠意。我們積極探索綠色建築及節能低碳技術，不斷深化裝配式建築與 BIM (Building Information Modeling) 建築信息化模型技術的應用，緊跟行業綠色化趨勢，助力國家實現「碳达峰、碳中和」目標。截至 2022 年年末，本集團共有 113 個項目獲得綠色建築認證，綠色建築認證總面積達 1,663.36 萬平方米。

Dear readers,

It is with pride that I share this year's Environmental, Social and Governance (ESG) Report.

2022 is a year of opportunities and challenges. Standing at the starting point of a new era, we keep in mind the original mission of "Safeguarding the Country, Serving the People, Striving for Excellence", actively respond to the national development strategy, unremittingly fulfill the social responsibilities of state-owned enterprises (SOE), and strive for social good with excellence. This year, despite the challenging industry landscape, we embarked on a new journey of high-quality development guided by new strategies, new goals, and new trends. Our "Two-wheel, Two-wing and Multi-driver" development strategy has been fully upgraded. Repositioned as the "Leading Creator of a Brighter Future", we have been committed to creating more value for society, contributing to China's economic development and people's livelihood improvement, and transforming ourselves into an inspiring and excellent enterprise.

Striving for excellence and creating a brighter future is our long-term target. Over the past thirty years, with commitment to excellent products, we spared no effort in exploring the trends of human living and creating a higher quality and more pleasant living experience for our customers. In 2022, we completed the iteration of our product portfolio and introduced five upgraded housing product lines, i.e., Yu, Yin, Yue, Yuan and Cheng, to continuously push the frontier in product and service quality, safeguarding customers' beautiful life. We stayed on top of changes and continued to explore a smarter and healthier living experience. For example, we deployed the intelligent public facility system across China for technology-empowered smart living. By embedding humanistic care into all dimensions of product design, we optimized the five segments of "LIGHT Joyful Community" and made our customers' lives more secure and convenient.

Following the national green ecological policy, we integrated sustainability into our corporate strategy, and pursued the vision of "lucid waters and lush mountains are invaluable assets" with actions. Environmental considerations are an integral part of our business lifecycle, and we have been actively exploring green development, green building design and green operation, making our own contributions to the Beautiful China Initiative. Bearing the mission of Safeguarding the National Land and Serving the People in mind, we have launched a variety of projects in urban renewal, coastal eco-system management, ecological restoration, and sponge city by leveraging our technological edge to revitalize the nature and beautify cities. Green building and energy-saving low-carbon technologies are also high on our agenda. To this end, we scaled up the application of pre-fabricated buildings and Building Information Modeling (BIM) technology. We maintained a close watch on the green industry trends and joined the nationwide endeavor to realize the goal of "carbon peaking and carbon neutrality". By the end of 2022, the Group had 113 projects certified as green buildings, with a gross floor area (GFA) of 16,633,600 square meters.

優秀的人才隊伍是企業高質量、可持續發展的不竭動力。本集團深入實施新時代人才強國戰略，堅持「以人為本」的人才理念，與員工共享「忠誠、擔當、務實、奮鬥」的企業精神，打造有活力、敢擔當的人才隊伍。我們致力於為員工創造一個健康、公平、多元共融的工作環境，切實保障員工權益，強調人文關懷，增強員工的獲得感、成就感和幸福感。我們亦注重對員工各方面能力的培養，不斷完善內部人才管理體系，優化員工晉升通道、績效與激勵管理模式，與每一位保利人攜手並進，共築未來。

知責於心，履責於行。在專註自身高質量發展的同時，本集團不忘懷揣家國情懷，躬行社會責任，馳而不息地增進民生福祉。我們關注人民需求，推出以剛需、剛改為主的住宅產品，積極配合各地政府實施棚戶區改造、舊城改造、城市更新，累計落實和正在推進保障性住房項目 30 餘個，覆蓋 10 個省份 14 個城市，總建築面積超過 185 萬平方米，為 1.36 萬戶中低收入家庭改善了居住條件。與此同時，我們持續在鄉村振興、疫情防控、公益平台創新、文化資源共享等領域踐行央企責任與擔當，通過「保利是吾鄉」和「保利少年志」等項目積極投身鄉村振興和社會公益，傳遞家國大愛，點亮社會溫暖。2022 年，本集團累計對外捐贈約 700.4 萬元，其中社會捐贈 20.4 萬元，定點幫扶資金撥付 680 萬元。

一路走來，我們始終堅持以紅色基因鑄魂、藍色基因立身，通過紮實業績、踏實幹勁、真實付出，致力行穩致遠，守護人民對美好生活的嚮往，繪就企業高質量發展的美好藍圖。展望新征程，本集團將永葆初心使命，貫徹新發展理念，提升精益管理水平，在發展中保障和改善民生，積極承擔新時代賦予的產業責任和社會責任，不斷深化可持續發展理念，為城市建設發展和人民美好生活做出更大貢獻。

An excellent talent pipeline provides inexhaustible power for a company's high-quality and sustainable development. Adhering to the talent-driven development strategy and people-centric talent growth approach, we have fostered a dynamic and courageous talent pipeline who identify with the corporate spirit of "loyalty, responsibility, pragmatism and perseverance". We are devoted to creating a healthy, fair and inclusive working environment for our employees and make them feel achieved, fulfilled and happy. For this purpose, we have in place solid protection of employee's rights and interests, and strong employee care programs. We also attach great importance to well-rounded employee growth. Therefore, we keep improving the internal talent management system, optimizing the promotion channel, and enhancing the performance and incentive management model. We hope to work hand in hand with every employee to build a bright future at Poly Property.

We keep our responsibilities in mind and fulfill them in our actions. While seeking our own high-quality development, we never forget our duties to the country and responsibilities to society. We have made relentless efforts to improve people's well-being. Focusing on people's needs, we have launched residential products that address rigid demands for house buying and renovation, and actively co-operated with local governments in shantytown renovation, old city renovation and urban renewal. Up till today, we have rolled out over 30 completed and in-progress subsidized housing projects, covering 14 cities in 10 provinces with a total GFA of over 1.85 million square meters. These projects have improved the living conditions of 13,600 low and middle-income families. In addition, we continued to fulfill our responsibilities as a SOE in rural revitalization, pandemic prevention and control, charity platform innovation, and cultural resource sharing. As active contributors in rural revitalization and social welfare, we have launched a range of projects such as "Poly, My Hometown" and "Poly Youth Ambition" to share our selfless love for the country and spread kindness. In 2022, the Group donated RMB 7,004 million in total, including RMB 204,000 in social donations and RMB 6.8 million in targeted assistance funds.

Throughout the years, we have embedded red genes in forging the soul and blue genes in creating success. With solid performance, unflinching efforts, and earnest dedication, we dedicate consistent and long-term efforts to safeguarding people's aspirations for a better life and achieving high-quality corporate development. Going forward, we will continue to pursue our original aspiration, that is to protect and improve people's livelihood while seeking our own growth, by putting the new development mindset into practice, improving lean management, and assuming the industrial and social responsibilities in the new era. We will keep driving the sustainability agenda to make greater contributions to urban development and people's wellbeing.

關於保利置業

About Poly Property

公司簡介

保利置業集團有限公司（股票代碼：00119.HK），簡稱保利置業，總部設在香港和上海，於香港聯交所主板上市，公司控股股東為保利（香港）控股有限公司，前身為成立於1985年的嶸高貿易有限公司。作為中國保利集團地產業的重要柱石、資本市場的重要平台和海外佈局的重要窗口，保利置業已形成以境內外高端房地產開發、城市綜合投資營運、城市美好生活服務、科技創新為主要業務板塊，以保利集團優質產業資源融合為支撐的「兩輪、雙翼、多元驅動」發展戰略，以「美好生活領創者」的全新姿態，探索品牌建設與社會責任深度融合，打造卓越品牌力，為促進經濟與社會可持續發展而不懈奮鬥。

Group Profile

Poly Property Group Co., Ltd. (stock code: 00119.HK), in short Poly Property, is headquartered in Hong Kong and Shanghai, and listed on the Main Board of HKEX. Its controlling shareholder is Poly (Hong Kong) Holdings Limited formerly incorporated as Ringo Trading Limited in 1985. As an important pillar of Poly Group's real estate business, a major capital market platform and channel for international cooperation, Poly Property has formed a business matrix of domestic and international high-end property development, comprehensive city investment & operations, property management & services, and technology innovation. It integrates high-quality industrial resources within Poly Group, forming a "Two-Wheel, Two-Wing, Multi-Driver" development strategy. With the new brand positioning of "Leading Creator of a Brighter Future", Poly Property is exploring the deep integration of building excellent brand and fulfilling social responsibility as a part of its unswerving effort to promote sustainable economic and social development.



品牌定位 Brand Positioning

美好生活領創者

Leading Creator of A Brighter Future

品牌口號 Brand Slogan

追求卓越，領創美好

Strive for Excellence, Create Brighter Future

品牌核心價值 Brand Core Values

實力非凡
Powerful

開放多元
Open

卓越引領
Leading

活力進取
Youthful

外塑品牌 Corporate Brand Image

企業基因 Corporate DNA

紅色基因鑄魂，藍色基因立身

Red Genes to Forge the Soul, Blue Genes to Create Success

內塑文化 Corporate Brand Culture

企業使命
Mission

保國利民 追求卓越

Safeguarding the Country, Serving the People, Striving for Excellence

企業願景
Vision

成為受人尊敬的卓越企業

To Become An Inspiring and Excellent Enterprise

核心價值觀
Core Value

責任為本 發展至上

Responsibility First, Development Foremost

企業精神
Company Spirit

忠誠 擔當 務實 奮鬥

Loyalty, Responsibility, Pragmatism, Perseverance

2022 年 ESG 亮點績效

2022 ESG Performance Highlights

管治亮點績效

Governance Performance
Highlights



商業道德培訓受訓人次
Trained in business ethics training

1,542 人 people

商業道德培訓總時長
Total training

8,724 小時 hours

4 大信息化建設專項

4 special projects of informatization construction:

大營運升級
General Operational Upgrade

數字化營銷
Digital Marketing

業財一體化
Business and Finance Integration

管理適配與智慧辦公
Management Adaptation and
Intelligent Office

環境亮點績效

Environmental Performance
Highlights



新增綠色建築認證面積
Increase in certificated green building area

2,242,300
平方米 square meters

綠色建築認證總面積
Total green building certification area

16,633,600
平方米 square meters

新增項目綠色建築標準應用率
Application rate of green building standards
for new projects

100%

新增裝配式建造面積
New floor area of prefabricated buildings

1,733,500
平方米 square meters

社會亮點績效

Social Performance Highlights



截至報告期末，累計落實保障性住房項目
By the end of the reporting period, the number of
indemnificatory housing projects

30+

2020 年至 2022 年間，累計落地「幸福歸家」
智能公共設施體系項目
From 2020 to 2022, the number of intelligent public
facilities system projects of "Happy Homecoming"

40+

客戶滿意度同比上升
Customer satisfaction rose by 12% year-on-year

12%

開展核心人才盤點專項工作
Carry out the special work of conducting
core talent inventory

員工培訓總時長達
The total staff training time is

533,929 小時 hours

對供應商開展履約評估
Supplier fulfillment evaluation covers

1,693 家 suppliers

對外捐贈資金
Donations

7,004,000 元 RMB

獎項榮譽

Awards & Honors

本集團始終將客戶置於首位，不斷提升產品與服務質量，持續夯實核心競爭力與可持續發展能力。2022年，我們以過硬的開發實力、真誠的服務態度與對社區發展的積極投入，獲得來自市場和業界的認可和獎項。

報告期內，本集團榮獲上海聯合產權交易所頒發的2022年度融資策劃獎。作為本集團兩大品牌IP，「保利是吾鄉」攬獲「2022年度企業社會責任優秀案例」及「2022年中國地產年度品牌公益優秀案例」等多個獎項，「保利少年志」榮膺國資委「中央企業優秀故事」一等獎及「國企好新聞」三等獎等諸多榮譽。與此同時，我們在產品研發方面獲得各類獎項，彰顯社會各界對本集團產品創新及卓越品質的高度認可。

獎項名稱	獲獎項目
金盤獎 -2022 最佳預售樓盤獎	寧波保利錦上印
GHDA 環球人居設計大獎：景觀設計優秀獎	濟南保利盛景台
2022 上半年克而瑞全國十大輕奢作品	蘇州濱河灣花園
2022 年第十七屆金盤獎	崑山東望環園
2022 年第七屆 REARD 全球地產設計大獎居住類銀獎	崑山東望環園
克爾瑞 2022 年上半年產品測評上海站 30 強	上海保利明玥潮升
克爾瑞 2022 年產品測評上海站 30 強	上海保利瓏譽
2022 年 IPA 國際房地產大獎住宅建築大獎	上海保利瓏譽
2022 年 REARD 評審會榮譽獎	上海保利瓏譽
2022 年 IPA 國際房地產大獎住宅建築大獎	常州保利景玥府
金盤獎 - 西南、西北賽區·最佳售樓空間	貴陽保利明玥半山售樓處
美國繆斯設計大獎 - 鉑金奖	貴陽保利明玥半山售樓處
金盤獎 - 西南區·最佳預售樓盤獎	貴陽保利明玥半山
金盤獎 - 西南、西北賽區·最佳別墅空間	貴陽保利公園 2010 樣板房
金盤獎 - 廣東區域最佳預售樓盤獎	深圳保利明玥瀾岸花園展示區
IPA 國際房地產大獎中國廣東省最佳高層住宅建築五星大獎	廣州保利明玥晨光
克爾瑞年度十大品質作品全國 20 強候選名單	廣州保利明玥湖光
韓國 K-DESIGN AWARD 設計大賽 - 優勝獎	廣州保利瓏悅售樓處
繆斯設計獎 - 金奖	廣州保利瓏悅售樓處
Home Journal Awards 金奖	廣州保利瓏悅售樓處
DRIVEN x DESIGN- 倫敦設計獎項	廣州保利瓏悅
2022 金盤獎綜合類閩桂瓊地區 - 年度最佳預售樓盤	南寧保利明玥江山
2022 金盤獎華南賽區 - 最佳商業配套空間	南寧保利明玥里商業街
2022 金盤獎綜合類閩桂瓊地區 - 年度最佳預售樓盤	南寧保利冠江墅 II 期
2022 年十大交付力安居作品	昆明保利城
2022 寧波房地產優質紅盤獎	寧波保利朗玥旭章

The Group always puts customers first and continues to enhance the quality of our products and services, as our unremitting efforts to strengthen our core competitiveness and sustainability. 2022 has witnessed us win recognition and awards from the market and the industry for our solid strength in development, sincere service and active commitment to community.

During the reporting period, the Group was awarded with the 2022 Financing Planning Award by Shanghai United Assets and Equity Exchange. As two major branding IPs, our "Poly, My Hometown" program was awarded with the 2022 Outstanding CSR Case and the 2022 Excellent Public Welfare Case in the Chinese Rural Estate Sector, and our "Poly Youth Ambition" won the 1st prize of Excellent Story of State-owned Enterprises and the 3rd prize of Good News in National Enterprises issued by SASAC (State-owned Assets Supervision and Administration Commission). At the same time, we have received various awards for product R&D, which reflected the high-level recognition of our product innovation and excellent quality from all sectors of society.

Awards	Projects
2022 Kinpan Awards - Best Pre-sale Residential Project Award	Ningbo Poly Brocade Scroll
Global Habitat Design Awards (GHDA): Excellence Award for Landscape Design	Jinan Poly Sheng Jing Tai
Cric China's Top 10 Affordable Luxury Works in the first half of 2022	Suzhou Riverside Time Zone
17 th Kinpan Awards in 2022	Kunshan East City
Silver Award in the Residential Category of the 7 th REARD Global Design Award in 2022	Kunshan East City
Cric Top 30 Products in Shanghai in the first half of 2022	Shanghai Poly Moonrise Mansion
2022 Cric Top 30 Products in Shanghai	Shanghai Poly Vibe Centro
Residential Building Award of IPA (International Property Awards) 2022	Shanghai Poly Vibe Centro
Honorary Award of the REARD Global Design Award 2022 Committee	Shanghai Poly Vibe Centro
Residential Building Award of IPA (International Property Awards) 2022	Changzhou Poly Jingyue Palace
Kinpan Awards - Southwest and Northwest Division - Best Sales Space	Sales Office of Guiyang Poly Bright Moon On Top
MUSE Design Awards - Platinum Award (the United States)	Sales Office of Guiyang Poly Bright Moon On Top
Kinpan Awards - Southwest Division·Best Pre-sale Residential Project Award	Guiyang Poly Bright Moon On Top
Kinpan Awards - Southwest and Northwest Division - Best Villa Space	Model house of Guiyang Poly Park 2010
Kinpan Awards - Best Pre-Sale Residential Project Award in Guangdong	Demonstration area of Shenzhen Poly Urban Cultural Bay
IPA Five-Star Award for Best High-rise Residential Building in Guangdong Province	Guangzhou Poly Glory
Shortlisted in Cric China's Top 10 Quality Works of the Year	Guangzhou Poly Moonlight Lake
K-DESIGN Award - Winner (Korea)	Sales office of Guangzhou Poly Longyue
MUSE Design Awards - Gold Award	Sales office of Guangzhou Poly Longyue
Home Journal Awards - Gold Award	Sales office of Guangzhou Poly Longyue
DRIVEN x DESIGN - London Design Awards	Guangzhou Poly Longyue
2022 Kinpan Awards General Category - Best Pre-sale Residential Project of the Year in Fujian, Guangxi, and Hainan	Nanning Poly Moon Bay
2022 Kinpan Awards Southern China Division -Best Commercial Supporting Facilities	High Street of Nanning Poly Moon Bay
2022 Kinpan Awards General Category - Best Pre-sale Residential Project of the Year in Fujian, Guangxi, and Hainan	Nanning Poly Guanjiang Villa Phase II
China's Top 10 Settlement Works of Deliverability of 2022	Kunming Poly City
2022 High-Quality Residential Project in Ningbo Real Estate Industry	Ningbo Poly Rising

可持續發展管治 SUSTAINABLE DEVELOPMENT GOVERNANCE

本集團始終踐行可持續發展理念，在保障集團穩定經營的同時充分考慮 ESG 管理。我們專注完善 ESG 管理架構，聆聽各方對本集團 ESG 方面的建議與期望，堅定不移走可持續發展道路，與社會各界攜手，共同打造更美好的社會。

The Group has always practiced the concept of sustainable development and has given due consideration to ESG management while ensuring the stability of the Group's operations. We focus on improving the ESG management framework, listening to the suggestions and expectations of all parties on the ESG aspects of the Group, and sticking to the notion of sustainable development to build a better society together with all sectors of the community.

ESG 管治體系 ESG Governance System

我們堅持貫徹公開透明的信息披露原則，建立並不斷完善企業 ESG 管治架構，依據企業內部實際營運情況制定 ESG 戰略規劃，並將其科學有效地融入至企業營運的各個領域，為持份者創造長遠價值，提高業務可持續性與競爭力。

We adhere to the principle of open and transparent information disclosure. We establish and continuously improve our corporate ESG governance structure, develop ESG strategic plans based on our internal operations, and integrate these plans into all areas of corporate operation in a sensible and effective manner to create long-term value for the stakeholders and improve business sustainability and competitiveness.



ESG 治理架構

ESG Governance Structure

ESG 管理工作對企業長久穩定發展起著重要作用。2022 年，本集團持續完善 ESG 管理體系，已建立自上而下、權責分明的 ESG 管治架構，有效推動各部門參與 ESG 工作。董事會是我們 ESG 工作的最高決策機構，總體領導決策 ESG 管理工作。品牌文化管理委員會作為監督協調層，統籌落實董事會決策，負責溝通協調 ESG 相關事務。下屬 ESG 工作小組負責落實執行相關工作，通過規範化、系統化、科學化的管理方式，實現 ESG 工作的有效實施。

ESG management plays an important role in the long-term stability of a company. In 2022, the Group continued to improve its ESG management system and established a top-down ESG governance structure with clear lines of authority and responsibility to effectively engage all departments in ESG initiatives. The Board of Directors is the highest decision-making body for our ESG affairs and provides overall leadership in ESG decision-making. The Brand and Culture Management Committee, as the supervisor and coordinator, coordinates the implementation of the Board's decisions and is responsible for communicating and coordinating ESG matters. The ESG Working Group under the Committee is tasked with the effective execution of ESG work through a standard, systematic and sensible management approach.



ESG 管理架構
ESG Governance Structure

董事會聲明

Board Statement

本集團深諳良好的企業管治對企業發展的重要性。我們不斷完善 ESG 管理體系與架構，致力於將 ESG 理念融入至日常工作生活中，以此營造環境與社會的共融，助力我們在環境、社會與管治方面實現自身價值，推動社會發展。

董事會作為 ESG 工作最高決策機構，始終肩負著集團 ESG 發展方向把控的重任。董事會承擔 ESG 責任，領導並監督本集團 ESG 發展策略，監察可能影響集團營運、股東及其他利益相關方的 ESG 相關事宜，檢討 ESG 目標達成情況，並對本集團的 ESG 表現肩負最終責任。

2022 年是集團穩步發展的一年，我們深入剖析 ESG 相關議題，不斷優化內部 ESG 管理機制，致力於打造全面可持續發展的企業形象。董事會每年參與到對重大性議題的評估、優先級排序及最終確認的過程中，定期對 ESG 風險進行回顧與管理，並結合對於利益相關方的重要性，對識別的風險進行重大性分析。報告期內，我們持續追蹤和評估氣候變化相關風險，回顧和優化氣候變化應對措施，制定及更新我們的碳減排舉措，並由品牌文化管理委員會和董事會匯報並獲得批准。同時，董事會對 2022 年 ESG 目標的進度進行回顧檢討並基於完成情況提出了未來發展策略。在董事會的監督和委員會的統籌下，ESG 工作小組負責相關方案的落地執行。

The Group is well aware of the importance of good corporate governance to corporate development. We continue to improve our ESG management system and structure and strive to integrate ESG concepts into daily work and life, so as to support social inclusion and environmental sustainability, help us realize our values in environmental, social and governance aspects, and promote social development.

As the highest decision-making body for ESG work, the Board has always been shouldering the responsibility of directing the Group's ESG development. The Board assumes ESG responsibilities, leads and oversees the Group's ESG strategies, monitors ESG issues that may affect the Group's operations, shareholders and other stakeholders, reviews the achievement of ESG goals and is ultimately accountable for the Group's ESG performance.

The year 2022 saw a steady growth of the Group. We are committed to building a green corporate image through in-depth analysis of ESG issues and continuous optimization of internal ESG management mechanisms. The Board is involved in the process of assessing, prioritizing and finalizing material ESG issues each year. It regularly reviews and manages ESG risks and analyzes the materiality of identified risks in relation to their importance to stakeholders. During the reporting period, we continued to track and assess climate risks, reviewed and improved measures in response to climate change, and developed and updated our carbon reduction initiatives, which were reported to the Board by the Brand and Culture Management Committee for approval. The Board also reviewed progress against our 2022 ESG goals and proposed a future development strategy based on the completion status. Under the supervision of the Board and the coordination of the Committee, the ESG Working Group is responsible for the implementation of relevant programs.

與持份者溝通

Communication with Stakeholders

我們重視與持份者的溝通，關注各利益相關方的訴求與期盼，通過搭建多元便捷的溝通渠道與持份者保持積極、密切的雙向交流與協作，以更好的了解持份者的意見與建議並及時予以回應，攜手各方共同實現經濟、社會和環境價值的可持續發展。

2022 年，我們通過業績發佈會、股東大會、分析師交流等途徑了解持份者的期盼與訴求，下方為我們與持份者的溝通渠道：

We value our communication with stakeholders and pay attention to their demands and expectations. We maintain active and close two-way communication and collaboration with stakeholders by establishing a host of convenient communication channels, so as to better understand their views and suggestions and respond in a timely manner. We are committed to working with various parties to achieve sustainable development in terms of economic, social and environmental values.

In 2022, we made efforts to understand stakeholders' expectations and needs through performance announcements, shareholder meetings, communication with analysts and other channels. The communication channels between the Group and various stakeholders are as follows:

持份者組別	溝通渠道	Types of stakeholder group	Communication channels
投資者及股東	公司官網	Investors and shareholders	Company website
	公司公告		Company's announcements
	股東週年大會		Annual general meetings
	年報及中期報告		Annual and interim reports
	分析師交流		Communication with analysts
客戶	公司官網	Customers	Company website
	社交媒體		Social media
員工	訓練及培訓	Employees	Trainings and orientation
	內聯網		Intranet
	意見箱		Opinion box
	定期會議		Regular meetings
	年度和季度績效考核		Annual and quarterly performance review
	團隊建設活動		Teambuilding activities
	舉報機制		Whistle-blowing system
供應商及業務夥伴	供應商評審評估	Suppliers and business partners	Supplier assessment
	招標及採購流程		Tender and procurement processes

報告期內，我們通過多種渠道積極地與持份者進行溝通與交流。

During the reporting period, we actively communicated and interacted with stakeholders through various channels.

2022年3月
March 2022

召開 2021 年度業績發佈會，共 328 位分析師、投資者和媒體朋友參會。
The 2021 Annual Performance Meeting was attended by 328 analysts, investors and media friends.

2022年5月
May 2022

召開 2022 年股東週年大會，董事會全體董事及公司核數師出席。會議通過一般授權、採納公司經審核年度報告、重選董事、續聘核數師及批准 2021 年度末期股息計劃。
The 2022 Annual General Meeting was held in the presence of all Directors of the Board and the Company's auditors. The meeting approved general mandates, adopted the Company's audited annual report, re-elected directors, re-appointed auditors and approved the final dividend plan for 2021.

2022年6月
June 2022

就 2022 年金融服務框架協議與主要股東展開拜票工作。最終股東特別大會通過該決議案，為本集團第一次在金融服務框架協議之關聯交易上限額度取得突破。
We solicited votes from major shareholders in relation to the 2022 Financial Services Framework Agreement. The resolution was ultimately passed at the special shareholders' meeting, marking the Group's first breakthrough in the maximum amount involved in connected transactions under the Financial Services Framework Agreement.

2022年10月
October 2022

董事長主持一對多分析師交流會。
The Chairman hosted a one-to-many analyst communication session.

重要性評估 Materiality Assessment

我們十分重視公司可持續發展表現，並依據全球可持續發展趨勢及各個持份者的意見與建議，面向持份者制定並發佈 ESG 相關調研問卷，全面了解並收集各利益相關方觀點與意見，以識別與評估可持續發展重要議題，並在報告中重點披露，以此提升報告的針對性與回應性。

報告期內，我們對於識別出的重要性議題做了回顧、評估及分析，以符合利益相關方的期待。

01 回顧與識別潛在重要性議題 Review and Identify Potential Material Topics

2022 年，我們基於 2021 年 ESG 重要性議題評估結果，結合聯交所 ESG 指引、同行對標及本年度企業發展實況，回顧、識別並篩選出 21 項潛在重要性議題。

In 2022, we reviewed, identified and selected 21 potential material topics based on the results of the 2021 ESG materiality assessment, HKEX ESG reporting guide, topics concerned by peer companies and the current year's corporate development.

Attaching great importance to the Group's sustainability performance. We have developed and distributed ESG questionnaires to stakeholders based on global sustainability trends and the observations and suggestions of various stakeholders, to comprehensively understand and collect their views and opinions. The material sustainability topics were identified, assessed and then highlighted in the report to enhance the relevance and responsiveness of the report.

During the reporting period, we reviewed, assessed and analyzed the material topics identified to meet the expectations of the stakeholders.

02 收集持份者意見 Collect Stakeholders' Opinions

本集團邀請內外部持份者以問卷調查形式將本集團的潛在重要性議題進行重要性排序。本次調查一共收集 207 位持份者的意見，當中包括本集團的股東及投資者、供應商及業務合作夥伴、管理層、董事會、員工、客戶、當地社區、媒體。

The Group invited internal and external stakeholders to prioritize the Group's potential material topics through questionnaires. A total of 207 stakeholders were surveyed, including the Group's shareholders and investors, suppliers and business partners, management staff, the Board, employees, customers, local communities and the media.

03 分析與確認重要性評估結果 Analyse and Confirm Materiality Assessment Results

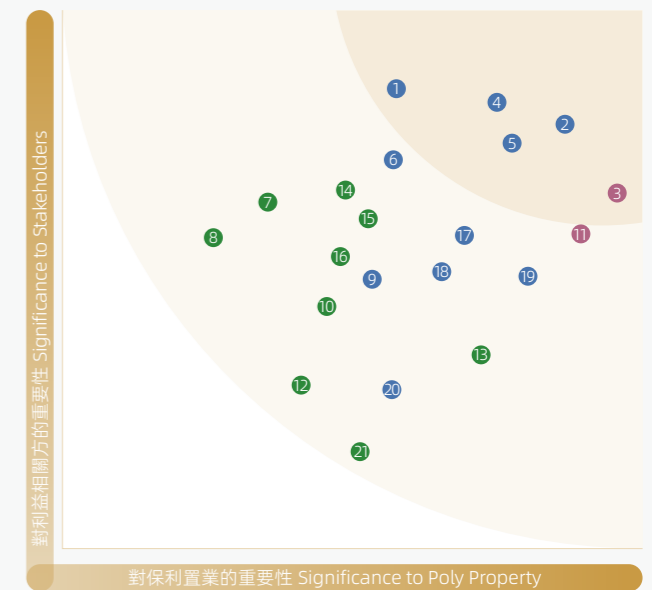
將潛在重要性議題以「對保利置業的重要性」和「對持份者的重要性」兩個維度進行綜合分析，並提交管理層及董事會審閱，最終形成 2022 年保利置業重大性矩陣。

The potential material topics were analysed from the two dimensions of "significance to Poly Property" and "significance to stakeholders", and submitted to management and the Board for review to develop the 2022 Poly Property Materiality Matrix.

2022 年本集團共總結出 21 項重要議題，包括 5 項高度重要議題及 16 項中度重要議題。重大性議題矩陣如下：

The Group determined a total of 21 materiality topics for 2022, including 5 highly material topics and 16 moderately material topics. The matrix of material topics is as follows:

- 環境議題 Environmental Issues
- 社會議題 Social Issues
- 治理議題 Governance Issues



高度重要性議題	
1 顧客隱私及資料保護	4 品質檢查與評估
2 員工健康與安全	5 顧客服務質量
3 商業道德	
中度重要性議題	
6 顧客的健康與安全	14 污水排放與管理
7 能源效益	15 廢棄物產生與管理
8 廢氣排放與管理	16 水資源使用
9 負責任的供應鏈管理	17 員工培訓與發展
10 溫室氣體的排放與管理	18 多元化及平等機會
11 知識產權管理	19 僱員政策與員工福利
12 物料使用	20 社區貢獻
13 綠色建築	21 氣候變化

Topics of High Materiality	
1 Customer privacy and information protection	4 Quality inspection and assessment
2 Employee health and safety	5 Quality of customer service
3 Business ethics	
Topics of Moderate Materiality	
6 Customer health and safety	14 Sewage discharge and management
7 Energy efficiency	15 Waste generation and management
8 Air emission and management	16 Use of water resource
9 Responsible supply chain management	17 Employee development and training
10 Greenhouse gas emission and management	18 Diversity and equal opportunities
11 Intellectual property management	19 Employment policy and employee benefits
12 Use of materials	20 Community contribution
13 Green building	21 Climate change

01

精益管治 著力行穩致遠

LEAN GOVERNANCE FOR ROBUST DEVELOPMENT

本集團深刻理解良好的公司治理是企業發展的基石和保障。我們嚴格遵守營運地的各項法律法規，不斷優化企業管治架構與營運機制，加強自身內部合規管理，鞏固並進一步提升企業管治水平，確保企業在高效、正確的道路上行穩致遠。

The Group deeply understands that good corporate governance is the cornerstone and guarantee for corporate development. We strictly comply with all laws and regulations in the places where we operate, continuously optimize corporate governance structure and operational mechanism, strengthen internal compliance management, and consolidate and further enhance corporate governance skills to ensure that the Company is on the right path of efficiency and stability.

企業管治	Corporate Governance	20
商業道德與反貪腐	Business Ethics and Anti-Corruption	28
知識產權保護	Intellectual Property Protection	32
信息化建設	Informatization Construction	33

企業管治 Corporate Governance

我們恪守「強內控、防風險、促合規」的戰略宗旨，在拓展自身業務佈局的同時，不斷加強內部控制、合規管理、風險管理一體化建設，進一步強化企業依法經營意識、促進合規經營、提高防範風險能力、保障企業穩健發展。

合規經營 Compliance in Operations

企業是社會的齒輪，社會是企業的發動機。企業在享用社會資源開展經營活動的同時，也應積極地承擔責任與社會互利。本集團嚴格遵守《中華人民共和國公司法》、香港《公司條例》、香港聯合交易所《上市規則》等相關法律法規，制定並執行企業合規治理政策，建立合規營運管控制程序與措施，竭力打造合規經營的營商環境。

為進一步保障企業經營的合規性，加強合規管理，我們於報告期內發佈《保利置業集團有限公司綜合監督工作管理辦法》《保利置業房開子公司違規經營投資責任追究實施細則》，持續完善合規管理體系，規範員工行為。保利置業已於2020年成立合規管理委員會，與法治建設領導小組合署辦公，統籌領導合規管理工作。本集團總法律顧問兼任首席合規官，擔任合規管理負責人。同時，合規管理委員會下設合規管理員，落實合規管理工作。截至報告期末，合規管理委員會已召開五期正式會議，對開展「經營業務合規風險排查專項行動」等重大合規事項集中審議，統籌協調合規各項工作，研究解決重難點問題。

2022年，保利置業全面開啟「合規管理強化年」工作，配套發佈《保利置業「合規管理強化年」工作實施方案》《保利置業經營業務合規管理問題專項治理實施方案——暨「合規管理強化年」工作實施細化方案》，對本年度合規工作做總體部署。

We abide by the strategic objective of "strengthening internal control, preventing risks and promoting compliance". While expanding business layout, we continue to strengthen the integration of internal control, compliance management and risk management to further raise awareness of legal compliance, promote compliance in operations, improve resilience to risks and ensure sound development of the Company.

Enterprises are the gears of society and society is the engine of enterprises. While enterprises utilize social resources to carry out their business activities, they should also actively assume responsibilities for the mutual benefit of society. The Group strictly complies with the *Company Law of the People's Republic of China*, the *Listing Rules of the Stock Exchange of Hong Kong* and other relevant laws and regulations, formulates and implements corporate compliance governance policies, establishes compliance operational control procedures and measures, and strives to create a compliant business environment.

To further safeguard the compliance of corporate operations and strengthen compliance management, we issued the *Management Measures for Comprehensive Supervision of Poly Property Group Co., Limited* and the *Implementation Rules for Investigation of Responsibility for Non-compliant Operation and Investment of Property Development Subsidiaries of Poly Property* during the reporting period to continuously improve the compliance management system and regulate employee conducts. Poly Property has established a Compliance Management Committee in 2020, which shares office with the Rule of Law Steering Group to coordinate and lead the compliance management. The Group's General Counsel is also the Chief Compliance Officer and acts as the head of compliance management. Compliance administrators under the Compliance Management Committee are responsible for implementing compliance management. As at the end of the reporting period, the Compliance Management Committee has held five formal meetings to consider major compliance matters such as the "special action to identify compliance risks in business operations", to co-ordinate compliance related tasks, and research and address important and difficult issues.

In 2022, Poly Property launched the "Year of Compliance Management Enhancement" and released two supporting documents, the *Poly Property Implementation Plan for the "Year of Compliance Management Enhancement"* and the *Poly Property Implementation Plan for Special Governance of Compliance Management Issues - Detailed Implementation Plan for the "Year of Compliance Management Enhancement"*, to make the annual compliance arrangement.

精益管治，
着力行穩致遠
Lean Governance for
Robust Development

匠築卓越，
領創美好生活
Ingenious Construction for
a Brighter Future

守護生態，
助力綠色發展
Protecting Ecosystem to
Drive Green Development

攜手篤行，
賦能員工發展
Empowering Employee
Development

共創共享，
築夢美好篇章
Shared Success for a
Beautiful Chapter

附錄
Appendix

夯實組織體系 Strengthen organizational system

- ◆ 推動各子公司成立合規委員會
Promote establishment of compliance committees in all subsidiaries
- ◆ 總部及各子公司均設置首席合規官、合規管理員，落實合規管理職責
Set up chief compliance officers and compliance managers at the headquarter and all subsidiaries to implement compliance management responsibilities

完善制度體系 Improve management system

- ◆ 制定印發《合同管理辦法》《法律糾紛管理辦法》等七項制度文件，統一管理程序，建立審核標準，確保法律事務管理工作有章可循、依法進行
Formulate and distribute seven system documents, including the *Contract Management Measures* and the *Legal Dispute Management Measures*, to standardize management procedures and establish auditing standards and ensure that management of legal affairs is governed by rules and carried out in accordance with the law

優化運行機制 Optimize operational mechanisms

- ◆ 建立健全合規前置審查機制，在審批環節上，通過流程再造，將合規審查環節作為必經環節，推進管理靠前、確保不留空檔，助力依法合規經營管理水平有效提升
Establish a sound compliance review mechanism. Make compliance review a mandatory part of the approval process through process rearrangement to promote forward management and prevent management gaps. Effectively improve compliance management in accordance with the law

完成清單編制 Finish list compiling

- ◆ 持續推進合規清單編制，各業務及職能部門初步完成《重點崗位職責清單》《合規風險清單》《流程管控清單》制定工作
Continue to compile compliance checklists. Each business and functional department should complete the initial development of the *Key Position Responsibility List*, the *Compliance Risks List* and the *Process Control List*

做實風險排查 Carry out solid risk screening

- ◆ 組織開展全次級、全領域、全方位的合規風險排查，對全系統近三年的經營業務違法違規問題進行全面排查，認真查找、梳理合規風險情況，切實理順風險防控機制
Organize and carry out an all-round compliance risk survey covering all levels and sectors to investigate violations of laws or regulations in the past three years. Compliance risks should be carefully identified and sorted out to effectively rationalize the risk prevention and control mechanism

2022年合規管理工作細則

2022 Detailed Rules for Compliance Management

報告期內，我們繼續深入法務一體化管理，加強法律合規研究，開展法律培訓和法治宣傳，提升法律合規意識，推動合規管理規範化。

During the reporting period, we continued to deepen the integrated management of legal affairs, strengthen legal compliance research, and provide legal trainings and rule of law awareness trainings to enhance legal compliance awareness and promote standard compliance management.

法律事務管理制度專題培訓宣貫 Special Training on Legal Affairs Management System

2022年6月，本集團召開「2022年度法律事務管理制度專題培訓會」，涉及法律事務管理的員工共150餘人參加了培訓。本集團法律合規中心圍繞《保利置業法律事務管理辦法》等七項制度文件的制定背景、核心要點、內容含義等進行宣講說明，指導法律合規工作開展，強化剛性要求。

In June 2022, the Group held the 2022 Annual Legal Affairs Management System Meeting - Special Training Session, which was attended by more than 150 employees involved in legal affairs management. The Group's Legal Compliance Centre explained the background, key points, and implications of seven system documents including the *Management Measures for Legal Affairs of Poly Property* to guide legal compliance and reinforce mandatory rules.

法律事務管理

Management of
legal affairs

強調重大經營事項決策、重要規章制度、經濟合同須經法律審核，進行合規前置性審查，法律審核率要達到100%
Decisions on major business matters, important rules and regulations, and economic contracts are subject to legal review and compliance check, with a legal review rate of 100%

合同管理

Contract
management

實行二級管理制度，業務部門、法務部門分工負責、相互配合，各合同經辦單位主要負責人負有合同審查的終審責任
A two-tier management system in with business departments and legal departments have divided responsibilities and cooperate with each other. The head of the department that handles a contract should have the final review of the same.

法律糾紛案件

Cases of legal
disputes

實行台賬管理，及時登記、統計、報告
Management via detailed records including prompt register, data collection and reporting of the dispute cases

投資風險評估規定

Investment risk
assessment

項目投資必須開展業務風險、法律風險評估
Business and legal risks assessment must be carried out for project investments

外聘律師管理

Management of
external legal
counsels

落實報批要求，統一法律適用、合理使用法律服務費用
Engagement of external legal counsels must be reported for approval to maintain consistent application of law and reasonable use of legal services fees



年度法律合規大會 Annual Legal Compliance Meeting

2022年8月，保利置業召開「2022年度風險管理與法律合規工作會暨專題培訓會」，管理層及分管風險、法律合規工作的全體員工共計約300餘人參加了培訓，宣貫重點圍繞公司治理，尤其是合作項目公司治理的重、難點問題，房地產銷售群訴疑難法律實務以及「強化合規管理」「促進風險化解」等內容展開，促進企業合規管理。

In August 2022, Poly Property held the 2022 Annual Risk Management and Legal Compliance Meeting - Special Training Session, which was attended by the management and more than 300 employees from risk and legal compliance related departments. The meeting highlighted corporate governance, especially critical and challenging issues in corporate governance of cooperative projects, and difficulties in legal practice of group litigation in real estate sales, and contents of "strengthening compliance management" and "promoting risk resolution" to promote corporate compliance management.

風險控制 Risk Control

本集團高度重視風險管理，通過建立完善的風險管理體系，更好地識別、應對各類潛在風險，切實保障集團及持份者利益。同時，我們通過搭建內控體系，不斷推進內審工作的開展，進一步提升企業風險管控水平，保障企業營運。

The Group attaches great importance to risk management and strives to identify and respond to various potential risks to effectively protect the interests of the Group and stakeholders through the establishment of a sound risk management system. We have built an internal control system to push internal audit forward, enhance corporate risk control and safeguard our operations.

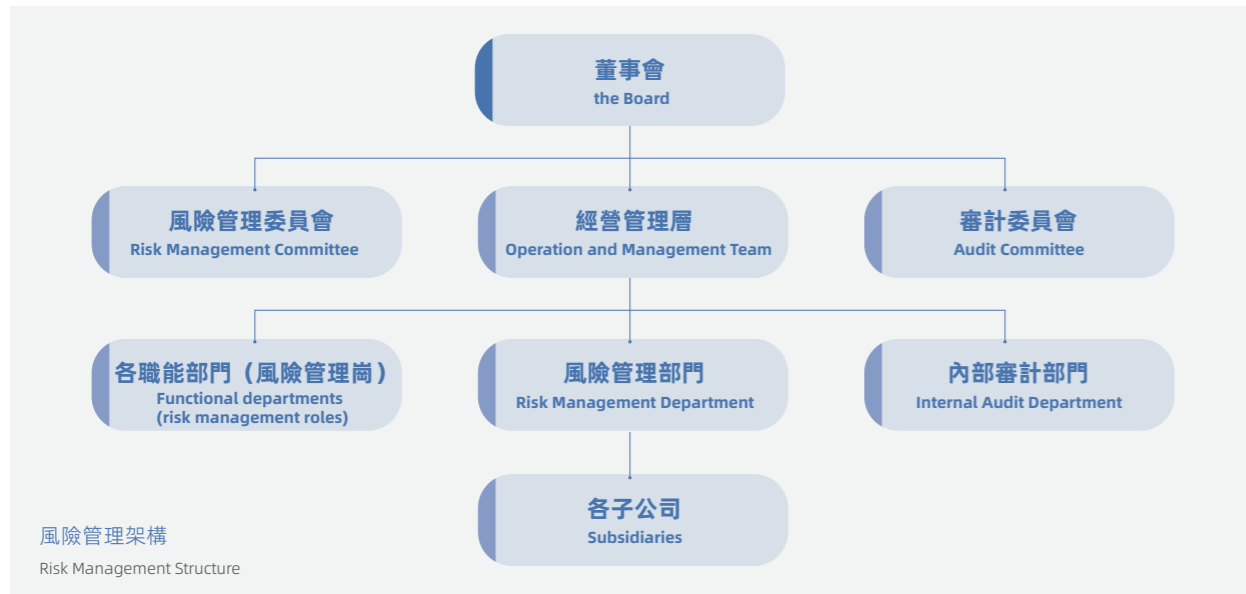
風險管控 Risk Management

建立健全的風險防控制體系是企業長期穩定經營的基本保障。我們依據《中央企業全面風險管理指引》及相關法律法規，結合保利置業實際情況，於報告期內制定並正式下發《全面風險管理暫行辦法》《推進全面風險管理戰略實施方案》等內部制度，明確日常管理各個環節和經營過程中的風險管控流程，為實現風險管理的總體目標提供支持與保障。同時，我們制定《保利置業重大經營風險事件報告工作規則》《重大經營風險事項跟蹤化解管理機制規定》，將重大風險事項分為A、B兩類，按類明確風險具體管控措施，並在集團層面成立專項工作小組，協調各部門、各子公司主動控制和化解重大風險事項，做到了重大風險早發現、早預警、早處置。

A sound risk prevention and control system provides basic guarantee for the long-term stable operation of an enterprise. In accordance with the *Guidelines on Comprehensive Risk Management for Central Enterprises* and relevant laws and regulations, and taking into account the actual situation of Poly Property, we drafted and formally distributed internal regulatory documents such as the *Interim Measures on Comprehensive Risk Management and the Implementation Plan for Promoting Comprehensive Risk Management Strategies* during the reporting period, to define risk control and management process in various aspects of daily management and in the course of operation, and to provide support and assurance to achieve the overall objectives of risk management. We have also developed the *Rules for Reporting Major Operational Risk Events in Poly Property* and the *Regulations on the Management Mechanism for Tracking and Resolving Major Operational Risk Matters* to divide major risk matters into two categories (A and B) and detail different risk control measures correspondingly. A special working group is also set up at the Group level to coordinate various departments and subsidiaries in taking initiative to control and resolve major risk matters, so as to identify, alert and respond to major risks at an early stage.

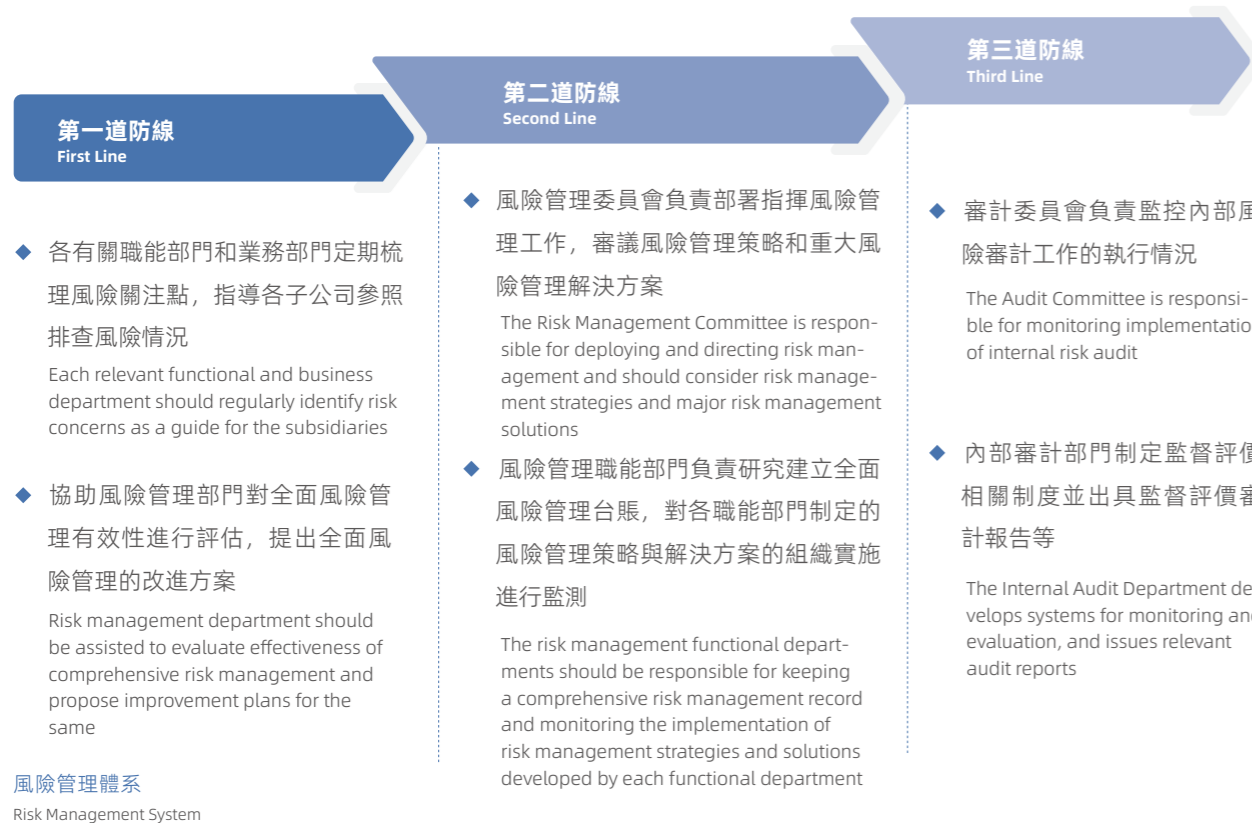
本集團建立了縱向專業管理與橫向分工協作相結合的組織架構，把風險管理的各項要求融入企業管理和業務流程中，構建了權責分明、各司其職的風險管理架構。

The Group has established an organizational structure that combines vertical professional management and horizontal division of labor, incorporating risk management into corporate management and business processes. This results in a risk management structure with clear lines of authorities and responsibilities.



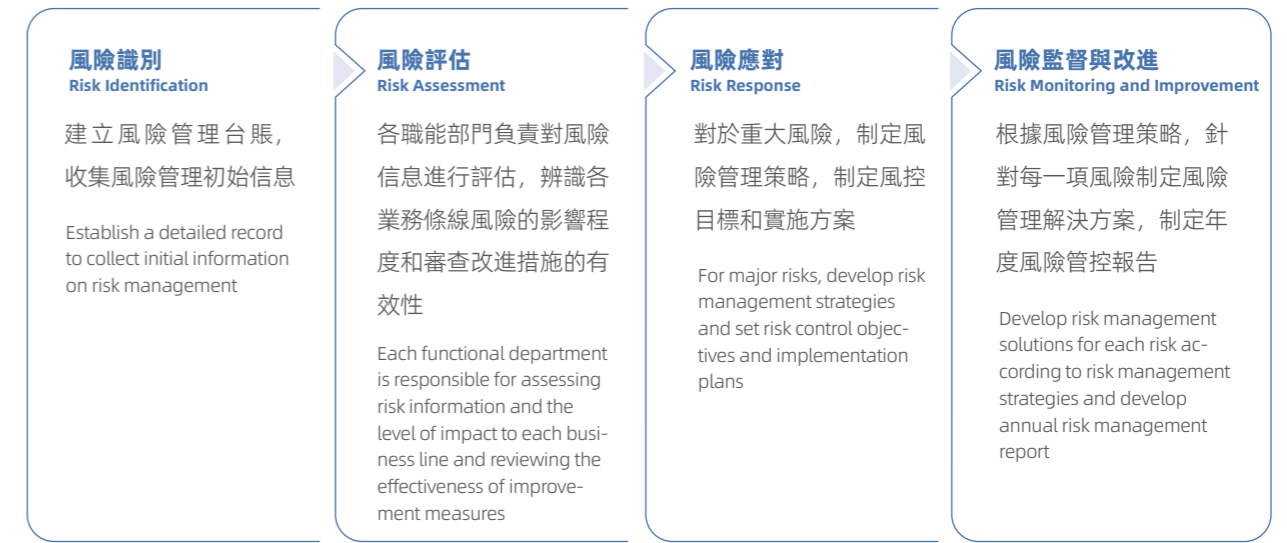
我們依據風險管治架構，建立了以三道防線為主體的風險管理體系，全面規範風險管治的基本要求和部門職責，致力於通過完善的體系運行，保障企業穩定經營。

We have established a risk management system with three lines of defense based on the risk management structure to standardize basic requirements and each department's responsibilities for risk management. We are committed to ensuring stable business operations through the operation of a sophisticated system.



為推進全面風險管理戰略落地，我們建立了囊括風險識別、風險評估、風險應對及風險監督與改進四個主要步驟的風險工作流程，形成風險管治工作閉環，幫助我們及時有效的識別、預防和控制風險。

To fully implement risk management strategies, we have established a risk workflow that encompasses four main steps of risk identification, risk assessment, risk response and risk monitoring and improvement. These four steps form a closed loop of risk control to help us identify, prevent, and control risks timely and effectively.



風險管治工作流程
Risk Management Workflow

內控內審

Internal Control and Internal Audit

內控審計是企業進行有效管理、實現經營目標的重要手段。本集團嚴格遵守《中華人民共和國審計法》及實施條例、《審計署關於內部審計工作的規定》（審計署第11號令）、《黨政主要領導幹部和國有企業領導人員經濟責任審計規定》及實施細則等外部法律法規。通過制定《保利置業集團有限公司內部審計管理暫行辦法》《保利置業集團有限公司經濟責任審計管理暫行辦法》《保利置業集團有限公司內部控制審計評價管理暫行辦法》等內部制度，明確包括內部審計職責權限和程序、內部控制評價機制、審計結果運用整改機制、責任追究處理原則等方面，持續優化集團內部控制體系。

Internal control and internal audit are important means for enterprises to achieve effective management and business objectives. The Group strictly complies with laws and regulations including the *Audit Law of the People's Republic of China* and its implementing regulations, the *Provisions of the National Audit Office on Internal Auditing* (National Audit Office Order No. 11), the *Regulations on Economic Responsibility Auditing of Party and Government Leaders and Leading Personnel of State-owned Enterprises* and its implementing regulations. We have also developed a number of internal documents such as the *Interim Measures for Internal Audit Management of Poly Property Group Co., Limited*, the *Interim Measures for Economic Responsibility Audit Management of Poly Property Group Co., Limited* and the *Interim Measures for Internal Control and Internal Audit Evaluation and Management of Poly Property Group Co., Limited* to make explicit provision for responsibilities, authorities and procedures for internal audit, internal control evaluation mechanism, application of audit results for rectification, and principles for pursuing accountability and case handling to continue the optimization of the Group's internal control system.

本集團設立了分工明確的內控審計管理架構，保利置業審計與風險管理中心作為內部審計工作的歸口管理部門，在董事會、審計委員會與風險管理委員會的指導和監督下開展相關工作。審計與風險管理中心配備具備審計、財務、營銷、工程、成本、風險管理等專業能力的審計人員，不斷提升專業性、有效性，確保內控審計工作的有序開展。

報告期內，本集團不斷完善內控體系工作機制和重大風險評估監測，逐步細化並進行深入檢查。針對內控有效性檢查中發現的共性問題，要求各層級對照檢查自身存在的管理漏洞，認真開展自查工作，並跟蹤整改情況。把關鍵風險控制點落實到每個部門和崗位，不斷強化內控剛性約束，提升預警監測能力、深化「強監管、嚴問責」。

依據內審制度，我們建立四階段內審工作流程，通過完善的內審控制程序以優化本集團的管理和營運工作。

The Group establishes a clear division of labor in the internal control and audit management structure. The Audit and Risk Management Centre of Poly Property is in charge of the internal audit of the Group and carries out relevant work under the guidance and supervision of the Board of Directors, the Audit Committee and the Risk Management Committee. The Audit Department under the Risk Management Centre is staffed with auditors with expertise in audit, finance, marketing, engineering, cost, and risk management to continuously enhance professionalism and effectiveness and ensure order of internal control and internal audit.

During the reporting period, the Group progressively improved and refined the internal control system in terms of working mechanism and major risk assessment and monitoring, with in-depth checks completed. All levels are required to check their own management loopholes by carrying out self-inspection against common problems identified in the internal control effectiveness checks and to track progress of corrective actions. We make sure that each department and each position understands its responsibilities in relation to critical risk control points, continue to stress the importance of mandatory rules of internal control, and enhance early warning and monitoring capabilities with tightened supervision and heavier punishment on violation.

We have established a four-stage internal audit workflow based on the internal audit system to improve the Group's management and operations through a comprehensive internal audit control process.



內審工作流程
Internal Audit Workflow

2022 年內審工作情況 2022 Internal Audit

2022 年本集團一共開展了 13 個內部審計項目，審計範圍覆蓋了上海、廣西、雲南、江蘇等 9 個房開區域公司及 2 個專業公司。本年度對房開公司的審計覆蓋率達到了 75%，專業公司的審計覆蓋率達到 33%。其中對房開平台公司的審計範圍包括：企業經營發展狀況、遵守法律法規和貫徹執行國家方針政策情況、重大經營決策情況、資產負債損益及資產質量情況、企業經營績效變動情況、內部管理與監督情況、廉政規定執行情況等。

我們從管理架構調整、制度指引修訂、管理實操規範三方面提出各項整改建議，並積極推動各區域對各類審計問題進行整改閉合。

In 2022, the Group carried out a total of 13 internal audits, covering nine property development regions including Shanghai, Guangxi, Yunnan and Jiangsu, as well as two professional companies. This year's audit covered 75% of the property development companies and 33% of the professional companies. The scope of audit covered business operation and development, compliance with laws and regulations and implementation of national guidelines and policies, major business decisions, assets and liabilities, profit and loss and asset quality, changes in business performance, internal management and supervision, and implementation of integrity policies.

We made various rectification recommendations in three areas including adjustment to management structure, revision of system guidelines and management practices, and actively promoted the rectification and closure of various issues identified in audit in each region.



商業道德與反貪腐 Business Ethics and Anti-Corruption

我們致力於打造廉潔透明的商業環境和道德文化，將貪污腐敗相關的不當行為視作管理的「高壓線」。我們嚴格遵守《中華人民共和國刑法》《中華人民共和國反洗錢法》《防止賄賂條例》等法律法規，積極建設廉潔誠信文化，確保在與各利益相關方的互動中，以最高的商業道德標準行事。

We are committed to building an honest and transparent business environment and ethical culture with zero tolerance for corruption in management. We comply with the *Criminal Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, the *Prevention of Bribery Ordinance* and other laws and regulations, and actively build a culture of integrity and honesty to ensure that we act with the highest ethical business standards in our interactions with all stakeholders.

廉潔管理 Integrity Management

本集團始終秉承「廉潔自律，幹淨幹事」的理念，通過制定《保利置業集團有限公司黨風廉政建設責任制實施辦法》《員工紀律守則》等內部規定明確法律及制度紅線，堅決遏制任何形式的貪污、賄賂、勒索、欺詐等行為，始終以最高標準的商業準則約束自身和員工，打造倡廉善治的企業氛圍。報告期內，本集團未發生任何涉及貪污腐敗、違反商業道德或不正當競爭的訴訟和案件。

為加強廉政建設和反腐敗工作，一體推進「不敢腐、不能腐、不想腐」體制機制建設，本集團搭建了反貪腐與商業道德管控體系，設審計和風險管理中心對重大貪污腐敗事項進行討論決定，並監督本公司和子公司廉政、反貪腐工作的日常開展。

The Group has always adhered to the concept of "integrity and self-discipline for honest practice" and has developed internal regulations including the *Implementation Measures for the Accountability System for Improving Party Conduct and Ensuring Clean Management of Poly Property*, and the *Employee Code of Conduct* to clarify the bottom line in laws and the internal system. The Group is determined to eliminate any form of corruption, bribery, extortion, fraud, and other misconducts, and always holds itself and its employees to the highest business standards to create a corporate climate of integrity and good governance. During the reporting period, the Group did not have any litigation or cases involving corruption, violation of business ethics or unfair competition.

In order to strengthen integrity and anti-corruption, and to build a system in which the officials don't dare to, are unable to and have no desire to commit corruption, the Group establishes an anti-corruption and business ethics control mechanism, sets up the Audit and Risk Management Center to discuss and decide on major corruption matters, and oversees daily work of integrity and anti-corruption the Company and its subsidiaries.

基層黨風廉政監督員試點 Party Conduct and Integrity Supervisor Pilot Program

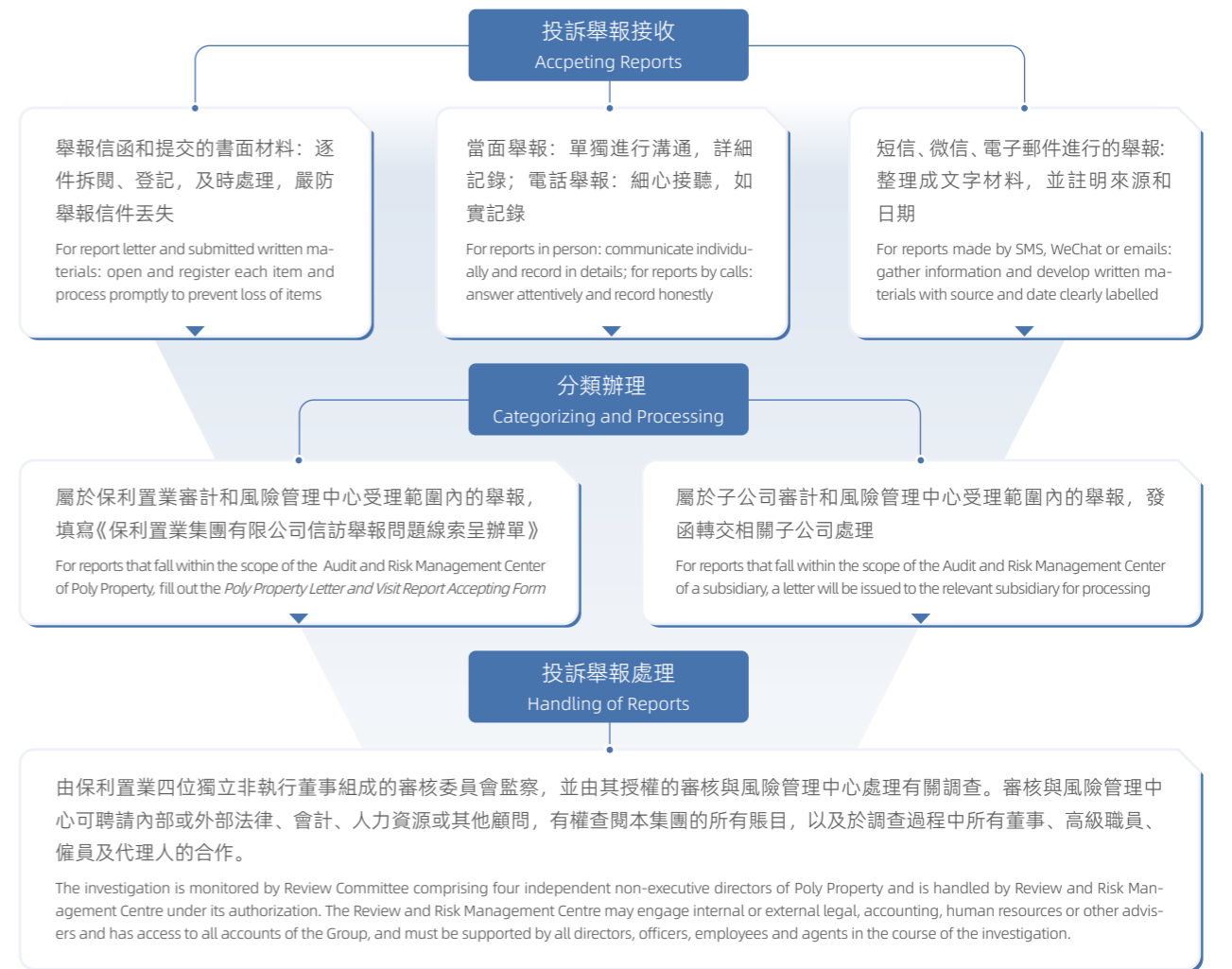
為積極響應廉潔建設號召，2022年，本集團下屬兩家子公司開展了基層黨風廉政監督員試點工作。從試點單位的職能部門、所屬項目中首批聘任75名基層黨風廉政監督員，對黨員幹部貫徹執行上級決策部署和黨規黨紀情況、履行職責情況等進行日常監督，開展黨風廉政學習宣傳和教育，紮根基層深入了解情況，及時反映問題，實現監督「全覆蓋」。

To actively respond to the call for cultivating integrity, as a pilot program in 2022, two subsidiaries of the Group set up a party conduct and integrity supervising position at the grassroots level. The first batch of 75 party conduct and integrity supervisors were appointed from the functional departments and projects of the entities involved in the pilot program to monitor the implementation of decisions and party rules and regulations by party members and cadres, as well as the performance of their duties. The supervisors also assisted party conduct and integrity awareness training and provided feedbacks and information at the grass-roots level to achieve full coverage of supervision.

舉報機制 Whistleblowing Mechanism

檢舉舉報是反貪腐工作的重要一環，我們不斷完善反腐敗事件舉報流程，通過制定內部信訪舉報制度，鼓勵員工和外部第三方通過我們提供的渠道大膽諫言，以零容忍態度懲治貪污腐敗，糾正一切損害企業及群眾利益的不正之風。保利置業審計和風險管理中心定期通過企業網站、張榜等方式公布受理信訪舉報主要渠道的詳細信息，鼓勵員工或外部第三方通過信訪地址、電話號碼、電子郵箱等方式進行實名或匿名舉報。針對舉報線索，我們對接收到的舉報事件進行調查取證，對舉報內容依規依紀做出處理。

Whistleblowing is an important part of anti-corruption. We continue to improve the reporting process for suspected corruption and has developed internal letters and visits reporting documents to encourage employees and third parties to speak up through channels offered, punish corruption with zero tolerance, and correct any unethical practices that harm the interests of the Company or the public. The Audit and Risk Management Center of Poly Property regularly publish channels for accepting letters and visits through the company website and various posters and encourage employees and third parties to report in real names or anonymously by paying a visit, calls or emails. We investigate and collect evidence on the reports received and make decisions according to rules and policies.



舉報處理流程
Reports Handling Process

與此同時，本集團設有完善的舉報人保護機制，案件核查人員須簽訂《保密承諾書》，嚴防泄露舉報內容及信訪個人信息。若舉報人合法權益受到侵害、受到打擊報復或不公正對待，有權要求集團管理層根據舉報人保護制度及相關規定採取相應的保護措施。

Meanwhile, the Group has a comprehensive whistleblower protection mechanism where investigators involved in cases are required to sign a *Confidentiality Undertaking* to prevent the disclosure of the report content and personal information of the whistleblower. If a whistleblower's legitimate rights and interests are infringed, retaliated against or treated unfairly, he or she has the right to request the Group's management to take appropriate protective measures in accordance with the whistleblower protection system and relevant regulations.

反貪腐培訓 Anti-Corruption Trainings

為加強員工廉潔意識，貫徹誠信合規文化，我們持續推進廉潔教育與培訓，營造合規氛圍。報告期內，本集團向董事開展反貪腐培訓 5 次，共 15 人次參與；面向員工開展 9 次反貪腐培訓，參與培訓的員工數為 1,542 人次，培訓總時長為 8,724 小時。

To strengthen our staff's awareness of integrity and to implement a culture of integrity and compliance, we continue to promote integrity cultivation and training to create a compliance culture. During the reporting period, the Group conducted five anti-corruption training sessions for directors, with 15 participants, and nine anti-corruption training sessions for employees, with 1,542 participants and a total of 8,724 training hours.

廉潔家風建設活動 Building a Culture of Integrity in the Community

保利置業策劃編撰《廉潔家風讀本》，並發放至本集團所有員工。同時，根據家書倡廉主題活動要求，製作《給保利置業黨員幹部及家屬的倡廉家書》，與《廉潔家風讀本》一並發放至 135 名保利置業黨委管理幹部，著力引導廣大黨員幹部築牢家庭廉潔防線。

第三季度，本集團圍繞家風建設，在活動、內容、載體等方面積極探索，也開展了一系列廉潔家風建設活動：

浙江公司組織員工參觀寧波家風館和御史文化陳列館，觀看廉潔視頻

Zhejiang Branch organized a visit to Ningbo Family Tradition Museum and the Imperial Censor Culture Museum and watched videos on integrity

Poly Property planned and compiled the *Booklet on Culture of Integrity in the Community* and distributed to all employees of the Group. The Committee also launched an integrity campaign and distributed the *Letter from Home for Promoting Integrity to Party Cadres and Family Members of Poly Property* to 135 party cadres of Poly Property, together with the booklet. The aim is to guide party cadres to build integrity in the community.

In the third quarter of the year, the Group actively explored activities, programs and vehicles that can be used to improve integrity in the community. The Group also carried out a series of campaign in this regard:

廣西公司組織領導幹部家訪，宣貫廉潔意識

Guangxi Branch organized home visits by party cadres to promote awareness of integrity

雲南公司開展廉政月系列活動，在線上設立廉潔故事專欄，發起家庭助廉倡議

Yunnan Branch launched a series of activities for the Integrity Month, including an online column of integrity stories and a family integrity initiative

物業公司組織開展親子共讀《保利置業廉潔家風讀本》，開展廉潔風華作品徵集活動，發出《樹清廉家風、建廉潔家庭》倡議書、講授廉潔家風黨課、觀看《領導幹部家風不正典型案例警示錄》專題片

Poly Property Services organized a parent-child reading of the *Booklet on Culture of Integrity of Poly Property* and called for artworks on integrity, issued a letter of appeal on *Building Family Value of Integrity*, held a party lecture on integrity and family value, and watched a special film on *Typical Cases of Incorrect Family Value for Leaders and Cadres*.

下屬公司廉潔家風活動

Subsidiaries' Campaigns on Integrity in the Community

2022年10月，保利置業組織全體黨員幹部開展警示教育大會，集體觀看警示教育片，引導廣大黨員幹部以案為鑒、警鐘長鳴。

In October 2022, Poly Property held an awareness meeting for all party members and cadres. A film was broadcasted at the meeting so that party members and cadres can take warning and remain vigilant.



《保利置業廉潔家風讀本》和《給保利置業黨員幹部及家屬的倡廉家書》
The *Booklet on Culture of Integrity of Poly Property* and the *Letter from Home for Promoting Integrity to Party Cadres and Family Members of Poly Property*



浙江公司參觀寧波家風館

Zhejiang Branch organized a visit to Ningbo Family Tradition Museum

知識產權保護 Intellectual Property Protection

我們嚴格遵守《中華人民共和國知識產權法》《中華人民共和國著作權法》《中華人民共和國商標法》等國家法律法規，並根據本集團《商標管理辦法》《字號管理辦法》《品牌使用收費辦法》的規定，起草《保利置業品牌使用指引》，規範本集團商標、字號的申請、使用，費用收取，監督和保護等，並進一步明確相關部門權責和工作流程，推進知識產權合規管理的完善。

根據《關於集中簽署保利品牌授權使用合同的通知》要求，本集團系統內使用保利品牌的企業需集中簽署《品牌授權使用合同》，繳納品牌使用費。2022年，我們嚴格落實集團要求，建立保利品牌授權台賬，督導系統內實際使用保利品牌的168家企業全部完成合同簽署、費用繳納及發票開具。

We strictly comply with national laws and regulations such as the *Intellectual Property Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China* and the *Trademark Law of the People's Republic of China*, and have drafted the *Guidelines for the Use of Poly Property's Brands* based on the Group's provisions of the *Measures for the Administration of Trademarks*, the *Measures for the Administration of Trade Names*, and the *Measures for the Fee Charging for the Use of Brands* to regulate the application and use of the Group's trademarks and trade names, the charging of fees, supervision and protection, and to further clarify the powers, responsibilities and workflow of relevant department to improve the compliance management of intellectual property.

In accordance with the requirements of the *Notice on the Centralized Signing of License Agreement for the Use of Poly Brands*, enterprises using brands of Poly within the Group's system are required to sign the *License Agreement for the Use of Brands* and pay a royalty fee. In 2022, we strictly implemented the Group's requirements to establish the Poly Brand authorization record and ensured that all 168 enterprises using the Poly brand in the system complete the signing of contracts, payment of fees and invoicing.

知識產權培訓 Intellectual Property Training

2022年2月，我們就關於品牌使用合同的簽署、保利字號、商標的保護等事宜向各子公司進行宣貫。本次宣貫旨在使各子公司準確理解和掌握知識產權相關的制度和要求，進一步提升保利置業品牌的信譽和價值。

In February 2022, we conducted a briefing for subsidiaries on matters relating to the signing of brand licensing agreement, protection of Poly trade names and trademarks. The aim of this briefing was to enable the subsidiaries an accurate understanding of systems and requirements related to intellectual property, and to further enhance the reputation and value of Poly Property brands.

信息化建設 Informatization Construction

「十四五」時期，國家提出加快數字化發展，打造具有國際競爭力的數字產業集群。本集團通過數字化管理策略促進技術創新、管理創新、產品創新、市場創新，推動信息化建設，在數字化轉型道路上邁出堅實步伐。

2022年，本集團信息化建設進入首個全面「落實年」，我們綜合考慮業務管理邏輯及條線應用系統緊急度，重點關注「大營運升級、數字化營銷、業財一體化、管理適配與智慧辦公」等四大專項、近20餘個應用系統、近10套管理標準與制度的建設，助力集團踐行精益管理，真抓提質增效，貢獻綿薄之力。

During the 14th Five-Year Plan period, China proposed to accelerate digital development and build a digital industry cluster with international competitiveness. The Group has taken solid steps towards digital transformation by promoting technological, managerial, product and market innovation through digital management strategies and information technology.

2022 was the first year of implementation for the informatization construction of the Group. Taking into account the business management logic and the urgency of the application systems in each line, we focused on four special projects, including general operational upgrade, digital marketing, business and finance integration, and management adaptation and intelligent office, covering nearly 20 application systems and 10 sets of management standards and polices, to help the Group practice lean management and improve quality and efficiency.

大營運升級項目

General Operational Upgrade Project

建設基於新升級的主數據管理系統和計劃進度管理系統，與銷售系統預測價格管理聯動，拉通動態成本，基本實現成本的在線二次分攤，及時、準確呈現項目管理和公司營運動態數據，幫助公司管理層做出高效決策。

Build master data management system and planned progress management system based on latest upgrades and interact with price forecast management function in the sales system to collect information on dynamic cost. The systems help realize online secondary apportionment of cost as well as prompt and accurate presentation of project management and dynamic corporate operational data, thus facilitating the management to make efficient decisions.

梳理全系統供應商入庫標準，統一校驗、拉齊管理規則，形成供應商主數據的集中管控。

Sort out system-wide supplier access standards, carry out centralized verification and align management rules to form a centralized control of supplier master data.

開發明源業務系統與OA單點集成，為區域管理層審批打造便捷通道。同時，對各區域項目以貨值與開發進度為標準分類管理，實質性改善項目與公司線上數據的準確性與完整性。

Develop a single point of integration between Ming Yuan Cloud business system and OA to provide convenience for regional management approval. Regional projects are categorised and managed by value and development progress to substantially improve the accuracy and completeness of project and corporate online data.



智享支付平台 Smart Payment Platform

覆蓋押金、採購、薪酬、投資等全部支出業務，統一業務入口，聯動預算實時管控，基本實現管理費用支出管控全閉環

Covering all expenditure such as deposits, procurement, salary, investment, etc., it provides a centralized access for various businesses and budget control in real time to realize closed loop of managerial cost control



票據管理系統 Invoice Management System

嚴控開票源頭、規範開票流程，完成發票全面、批量查驗，整體提升稅務風險監測和應對能力

Strictly control the source of invoicing, standardize invoicing process, complete comprehensive and batch checking of invoices, and improve overall monitoring of and response to tax risks

開通銷售案場智慧收銀，與售樓系統實時打通，實現房源信息、供款明細與收付款一一對應、實時同步

Provide intelligent cashier at the sales site, and connect with the sales system in real time, to achieve one-to-one correspondence and real-time synchronization between property information, repayment details and payment collection



融資管理平台 Financing Management Platform

完善項目、資產、融資合同關聯機制，增強機構授信資源與融資過程的互動與信息一致性，整合融資信息、形成融資台賬、管控融資異動、實現定期分析

Improve mechanism for connection between projects, assets and financing contracts, enhance interaction and information consistency between institutional credit resources and financing process, integrate financing information and form a financing record to control financing changes and achieve regular analysis



財務用友系統 Yonyou Accounting System

持續疊代財務用友系統，增加銀企直連對私支付控制，優化現金管理與總賬數據核對，強化收付款單據自動化生成等陸續上線

Continue to upgrade Yonyou accounting system, add direct bank-enterprise control over private payments, optimize cash management and general ledger data reconciliation, enhance automated generation of receipt and payment documents



機器人流程自動化系統 Robotic process automation system

以智能化替代人工重複勞動，提高生產率

Replace manual repetitive work with intelligence to increase productivity

業財一體化項目
Business and Finance Integration Program

為推進信息化、數字化的全面升級，推動業務實現跨越式發展，保利置業積極參與信息化建設行業交流活動，構築行業數字戰鬥力，開啟房地產行業數字化轉型實踐之路。

To promote comprehensive upgrade of information technology and digitalization, and to promote the leapfrog development of business, Poly Property actively participates in industry networking activities for informatization construction, aiming to become a pioneering power leading digital transformation in the real estate industry.

信息化建設行業交流活動 Industry Networking Event in Informatization Construction



信息化建設交流活動：「盈利規劃系統建設交流」
Informatization Construction Networking Event: Building a Profit Planning System



國企CIO線上沙龍：「如何以數據價值為核心，構建經營數字化體系，提高企業經濟效益水平——標桿企業經營數字化最佳實踐」
Online Salon for SOE CIOs: How to build and operate a data-based digital system to improve economic efficiency - best practices for operational digitalization in benchmark enterprises



信息化建設交流活動：「兩率項目建設經營分享交流」
Informatization Construction Networking Event: Information Sharing on Gearing and Profitability Ratios

匠築卓越

領創美好生活

INGENIOUS CONSTRUCTION
FOR A BRIGHTER FUTURE

本集團始終秉承「保國利民、追求卓越」的使命擔當，堅持「追求極致產品和服務品質」的匠心精神，為增進民生福祉、提高人民生活品質貢獻力量。我們不斷探索品牌戰略與產品體系的迭代升級，以創新驅動企業可持續發展；我們將精益管理貫徹項目開發的各個階段，以高標準鍛造「高端、高質、高品」的產品和服務；我們始終從客戶需求出發，努力傳遞一流的客戶體驗，保障客戶權益，為客戶創造價值。

Poly Group remains committed to its mission of "Safeguarding the country, serving the people, striving for excellence" and the spirit of "striving for the ultimate quality of products and services". We are dedicated to improving the quality of life and well-being of people through our contributions. We continuously upgrade our brand strategy and product portfolio to achieve sustainable development through innovation. At all stages of project development, we implement lean management to produce high-end, high-quality, and high-class products and services with stringent standards. Our customer-centric approach begins with identifying their needs and striving to deliver an unparalleled customer experience. We protect customer rights and interests, creating value for them at every opportunity.

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產品創新 Product Innovation

滿足人民衣食住行用和精神文化生活多元化需求是我們持續創新的根本動力。通過持續煥新品牌思路，不斷優化產品體系，我們致力於為客戶打造更加和諧美好的生活場所，提供更高品質的居住體驗。

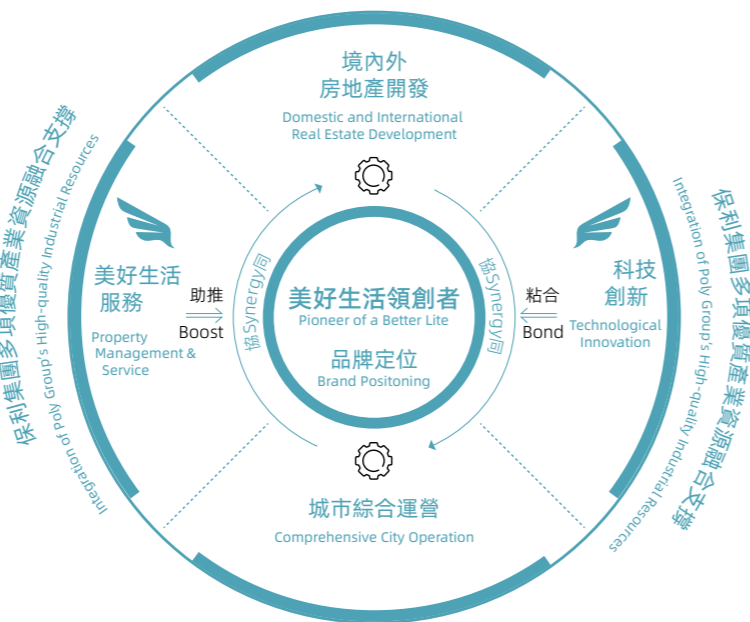
Our commitment to meeting people's diverse needs in terms of food, clothing, housing, transportation, and spiritual and cultural life is the driving force behind our continuous innovation. We continuously renew our branding and optimize our product portfolio to create a more harmonious and beautiful living environment for our customers, providing them with a higher quality of living experience.

品牌煥新，點亮美好 Brand Renewal for a Beautiful Life

2022年，本集團全面煥新品牌戰略，以「美好生活領創者」為品牌定位，構建「黨建、產品、服務、文化、人才、責任」六大品牌勢能，形成「兩輪、雙翼、多元驅動」的卓越發展戰略。以境內外高端房地產開發和城市綜合投資營運為「兩輪」，通過兩大核心業務的合理組合及良性發展，奠定企業發展基礎；以城市美好生活服務和科技創新為「雙翼」，塑造企業持續發展特色；同時協同保利集團多項優質產業資源實現「多元驅動」，全面提升城市綜合營運服務能力。

In 2022, Poly Group updated its brand strategy by adopting "Pioneer of a better life" as its brand positioning. We have created a six-brand momentum consisting of "party building, product, service, culture, talent, and responsibility" and formulated a development strategy of "two-wheel, two-wing, and multiple-driver." The "two-wheel" refer to high-end domestic and international real estate development, as well as comprehensive city investment and operation, which together form the foundation for enterprise development through a rational combination of these two core businesses. The "two-wing" include urban property management and services and technological innovation, which shape the sustainable development of the enterprise. Furthermore, we will coordinate and integrate high-quality industrial resources to gain "multiple drivers" and enhance our comprehensive urban operation and services.

卓越發展戰略 Excellence Development Strategy



卓越發展戰略
Development Strategies for Excellence

保利置業致力於踐行「追求卓越，領創美好」的品牌宣言，厚植家國情懷，承擔央企責任，將「品牌向善」作為品牌主張，積極配合各地政府落實棚戶區改造、舊城改造、城市更新，以更新之勢與城市向心而行，源源不斷地為城市發展注入新活力。

Poly Property is committed to practicing its brand statement of "Strive for Excellence, Create Brighter Future". Devoted to the family and nation, Poly Property has continuously shouldered its social responsibility as a central state-owned enterprise. Our brand promise is "branding for good", which inspires us to collaborate with local governments to tackle important initiatives such as shantytown and old city renovation, as well as urban renewal. Our dedication to these projects plays a vital role in contributing to the continuous development of our cities, injecting new life and vibrancy into urban areas.

深圳市龍西、五聯片區城市更新項目 Urban Renewal Projects in Shenzhen Longxi and Wulian Areas

保利置業積極將企業發展融入國家發展大局，推動城市高質量發展，為民生和經濟發展貢獻企業力量。深圳市龍西及五聯片區的城市更新項目極大地改善了片區城市面貌及公共配套設施，對提升人居環境、推進土地節約集約利用、促進當地經濟社會可持續發展帶來了積極影響。項目一期以較高的產品質量和服務品質獲得了廣大回遷業主的認可，在片區形成了良好的市場反響。

Poly Property actively aligns its corporate development with the overall development of the country by promoting high-quality urban development and contributing to people's livelihood and economic growth. Our urban renewal projects in the Longxi and Wulian areas of Shenzhen have significantly improved the urban landscape and public facilities, positively impacting the living environment, promoting the economical and intensive use of land, and fostering the sustainable development of the local economy and society. Owing to the exceptional product and service quality, the first phase of the project has earned recognition from the owners who have moved back to the area, generating a good market response in the area.



五聯一期更新改造前實景
Wulian Phase I: Before renewal



五聯一期建成交付實景
Wulian Phase I: After renewal

截至2022年末，保利置業累計參與保障性住房項目30餘個，覆蓋10個省份14個城市，總建築面積超過185萬平方米。其中，已竣工交付155萬平方米，為1.36萬戶中低收入家庭改善了居住條件。

As of the end of 2022, Poly Property has successfully completed over 30 subsidized housing projects, spanning across 14 cities in 10 provinces. With a total construction area of over 1.85 million square meters, among which 1.55 million square meters has been finished and delivered. These initiatives have positively impacted the lives of 13,600 low- and middle-income families, providing them with better living conditions.

產品創新，追求卓越 Innovating for Excellence

自成立之初，保利置業始終致力於打造文化社區人居精品，不斷追求產品力之卓越，為客戶提供更高品質的愉悅居住體驗。

Since its establishment, Poly Property has always been committed to creating the best cultural community and living products, striving for excellence and providing customers with the highest quality and enjoyable living experiences.

產品體系迭新

Advancing our Product Portfolio

2022年，保利置業以客戶的核心訴求為導向，完成了產品體系的持續迭新。為更好地滿足不同客戶的多元需求，本公司將人居產品線迭代升級為「譽、印、玥、園、城」五大產品線體系，以產品力之卓越，築牢品牌根基。

In 2022, Poly Property completed a continuous iteration of its product portfolio, focusing on the core demands of its customers. In order to better cater to the diverse needs of different customers, the Company has upgraded its habitat product line into five distinct product line systems, i.e., "Yu, Yin, Yue, Yuan, and Cheng", with each designed to build a solid brand leveraging exceptional product competitiveness.

依托「美好生活領創者」的全新姿態，保利置業不斷沈澱產品與經驗，結合客戶的產品感知訴求，承接「保利是吾鄉」家鄉、家庭、家人的品牌理念，持續疊代 LIGHT 產品體系。目前，保利置業 LIGHT 產品力已升級至「全齡複合居住系統 3.0」，以樂活健康 Lively、幸福歸家 Intelligent、優雅形象 Graceful、快樂家庭 Happy、人性細節 Thoughtful 為 5 大核心理念，通過 18 項子系統與超過 50 項技術提升，進一步豐富產品模塊、升級產品配置，為客戶打造更具溫度的生活場所，提供更樂活健康的社區關懷，營造更和諧美好的家庭關係，全方位賦能美好生活。

As a "Pioneer of a better life" Poly Property is dedicated to refining its products and enhancing customer experiences. Building on our customers' perceptions of our products and undertaking our brand concept of hometown, home and family from our IP "Poly, My Hometown", we have iterated our LIGHT product system in all aspects. With "Lively, Intelligent, Graceful, Happy, and Thoughtful" serving as its core concepts, Poly Property's LIGHT product has been upgraded to "All-Age Composite Living System 3.0". Through 18 sub-systems and more than 50 technical enhancements, we have enriched our product modules and upgraded our product configurations to create a warmer living space for our customers, provide more joyful and healthy community care, foster more harmonious and beautiful family relationships, and empower a better life in all aspects.



← 譽系

為寰宇塔尖者的藏品，產品代表了塔尖人居產品的最高匠心品質。

The Yu Series represents the pinnacle of craftsmanship in tower residential products, showcasing the most prestigious towers-series product and the highest quality.



城系

為活力菁英的樂園，集約便利服務、舒適社區、快樂社交的共享生活平台。

The Cheng Series provides a paradise for the dynamic elite, offering a shared living platform that integrates convenient services, comfortable communities, and a vibrant social life.

印系

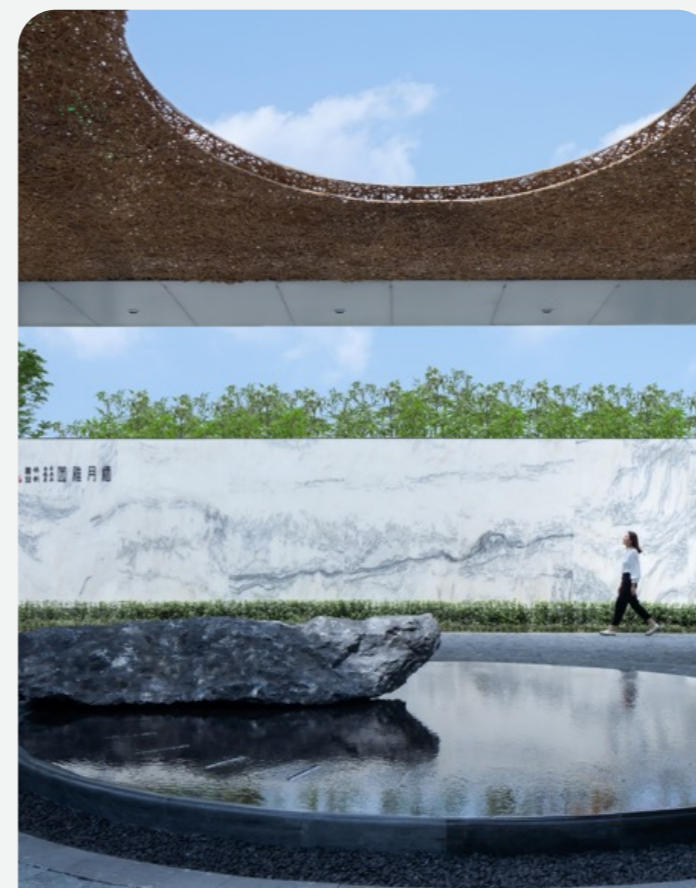
為知識圈層的雅居，產品代表著東方文化人居產品的美好嚮往。

The Yin Series offers elegant and refined residences, embodying the beauty and cultural aspirations of oriental living products.



人居產品體系

Residential Product System



← 園系

為心靈棲居者的逸品，結合自然、人文、藝術，追尋自然之境、歷史文脈，打造為山棲穀飲、閑適歸隱的精神家園。

The Yuan Series is ideal for those seeking a peaceful and serene lifestyle, combining nature, humanities, and arts to create a spiritual home for mountain living and leisurely retreat.



玥系

為都會悅享者的臻品，為幸福優雅的都市精品，承載高效的都市生活和時代理想。

The Yue Series provides the best products for metropolitan living, offering a blend of efficiency, elegance, and urban sophistication.

產品設計創新

Product Design Innovation

更安心智慧的社區體驗

Safer and Smarter Communities

保利置業依托 5G、物聯網、人工智能、大數據等新一代信息技術，聚焦智能化技術在生活中的應用場景，積極探索智慧社區、智慧住宅實踐，打造未來智慧生活，給客戶帶來更安心便利的生活體驗。

At Poly Property, we recognize the transformative power of the new generation of information technology, including 5G, the Internet of Things, artificial intelligence, and big data. With a focus on the application of intelligent technology in daily life, we are actively exploring the practice of smart community and smart residence to create a future of smart living. Through the integration of these technologies, we aim to provide our customers with a more secure and convenient living experience.

廣州保利明玥晨光項目

Guangzhou Poly Glory Project

立足更好地服務社區居民，廣州保利明玥晨光社區運用「幸福歸家」智能化體系，通過物聯網、雲計算、移動互聯網等技術的集成應用，形成設備與設備、設備與物業、設備與人以及人和人之間的互聯。基於「智慧通行」、「公共安全」、「智能設施」、「智能家居」四大板塊，保利置業在出行、安全、設施、家居等多個維度上，為客戶提供全方位智能化服務，打造設施智能、服務便捷、管理精細、生態宜居的智慧社區。

At Poly Property, we are dedicated to creating smart communities that better serve the needs of our residents. The Guangzhou Poly Glory community is an excellent example of this commitment in action. We have implemented the "Happy Homecoming" intelligent system to interconnect equipment, property, and people through the integrated application of the Internet of Things, cloud computing, mobile Internet, and other technologies. Our "Happy Homecoming" system is built around four main sections: "intelligent access", "public safety", "intelligent facilities", and "intelligent home". Through this system, we provide our customers with a full range of intelligent services in the dimensions of travel, safety, facilities, and home. By leveraging the latest technology, we are creating a smart community with intelligent facilities, convenient services, meticulous management, and ecological livability.



智慧通行 - 出入口管理
Smart Pass - Entrance and Exit Management



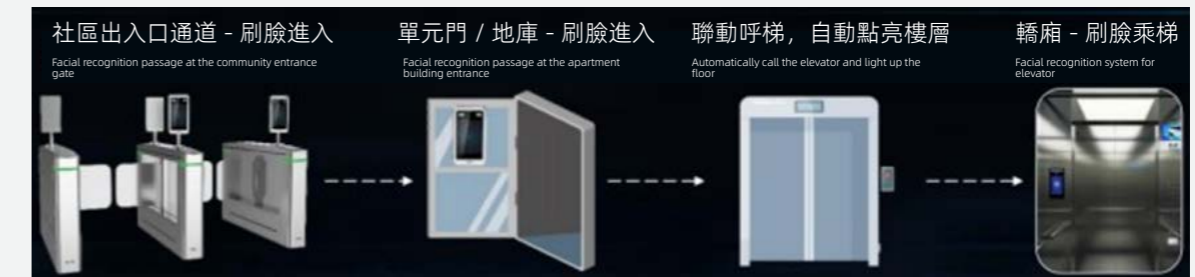
智慧通行 - 停車場管理系統
Smart Pass - Parking Lot Management System

廣西明玥江山項目

Guangxi Poly Moon Bay Project

明玥江山項目採用「一臉通」無接觸式歸家模式，從社區出入口人臉識別人行擺閘、單元門口可視對講人臉識別，到電梯聯動人臉識別到歸家樓層，讓業主享受一站式多功能智能歸家體驗。此外，該項目配備電梯專用電瓶車阻車系統，電梯攝像頭可通過 AI 精準識別各類型電瓶車，同步發出聲光告警，自動抓拍圖像視頻，聯動控制電梯不關門，有效防止電瓶車上樓，時刻守護業主的乘梯安全。

Poly Moon Bay project has introduced a cutting-edge and contactless "facial recognition pass" system for a seamless and hassle-free homecoming experience. Starting from the pedestrian gate at the community's entrance, to the visual intercom at the apartment building's entrance, and even to the elevator, owners can enjoy a comprehensive and convenient smart service with face recognition technology. The elevator system is further equipped with a unique moped blocking system that can accurately identify all types of mopeds through AI. The system sends out sound and light alarms simultaneously, automatically captures images and videos, and controls the elevator to keep the door open to prevent mopeds from going upstairs. This innovative security measure ensures the safety of owners in the elevator at all times.



「一臉通」無接觸式歸家
Facial Recognition Pass - Contactless Homecoming System

2020 年至報告期末，本集團已在全國 40 餘個新項目上完成「幸福歸家」智能公共設施體系的配置；

報告期內，我們在全國區域的各個社區共計煥新 183 項智能設施，升級 43 個社區門禁系統、75 個智能車庫擡桿系統、80 個數字監控系統，科技賦能 10 萬+ 業主生活。

From 2020 to the reporting period, the Poly Group successfully implemented the "Happy Homecoming" intelligent public facilities system in over 40 newly established projects across the country.

Additionally, the Group completed the renewal of 183 intelligent facilities, upgrading 43 community access control systems, 75 intelligent garage lift bar systems, and 80 digital monitoring systems in various communities nationwide. These efforts empowered over 100,000 property owners with the latest technological advancements.

更人性關懷的健康人居

Living Spaces Promoting Health and Care

我們專注每一個產品細節，以大國工匠精神研磨卓越精品；我們關注每一處客戶體驗，打造具有人文情懷與溫度的人居產品。隨著健康意識的提升，人們對健康人居提出了更高的要求，本集團以客戶需求為導向，設立複合公區和擴容私區，使客戶們無論何時何地都可盡情地享受多彩生活。同時，我們持續優化 LIGHT 悅享社區五大板塊，將無微不至的關懷融入戶外景觀及戶內場景設計的方方面面，貼心打造更具人性關懷的美好社區。

The Group is meticulous about its products and customer experiences. We create excellent products with great craftsmanship, and shape living spaces with culture and care. Moreover, it is vital to cater to the changing needs of customers, especially in the this new era, where people have raised higher requirements for healthy living. By setting up multi-functional public areas and expanding private areas, the Group is ensuring that customers can enjoy a colorful life wherever and whenever they want. It is also noteworthy that the Group is optimizing the five sections of LIGHT Joyful Community, which incorporates every aspect of outdoor landscape and indoor scene design to create a more loving and caring community.



樂活健康

Lively



新增「口袋健身」模塊，利用宅前綠地、消防登高面等邊角區域，打造「家門口的小型健身站」，為客戶提供隨時隨地可以進行健身運動的活動區域。

We have introduced a Pocket Gym module, which aims to create a small fitness station right at the doorstep of the house. This is made possible by utilizing the green area located in front of the house, as well as other corner areas and open spaces that are reserved for firetrucks in case of emergencies. The aim is to provide customers with an activity area where they can engage in fitness exercises at their convenience.

快樂家庭

Happy



優化「抑菌細節」模塊，在原有的戶式新風、排煙止回等健康科技基礎上，加強淨水系統及雙重防臭地漏技術，從空氣、水質等方面提高家的免疫力。

Improving the "anti-bacteria" module, we have enhanced the original health technologies, including the household ventilation system and smoke stopper. We have added a water purification system and double anti-odor floor drain facilities to further boost the home's immunity by improving the air and water quality.

LIGHT 悅享社區 五大模塊健康升級

Health Upgrades for Five "LIGHT Joyful Community" Modules

幸福歸家

Intelligent



升級「安心入口」和「獨梯入戶」模塊，將社區入口的不同流線及空間功能進行合理組織，兼顧實用與美觀，在考慮安全、便捷的同時，給業主帶來歸家儀式感。

「獨梯入戶」模塊配備全明設計，加強電梯廳空間利用，實現戶外消毒、外衣脫放、快遞暫存等功能，減少灰塵病菌進屋，為歸家入戶提供額外的健康保障。

We've upgraded the "safe entrance" and "exclusive elevator" modules, thoughtfully organizing different routes and space functions from the community entrance with practicality and aesthetics in mind. This provides owners with a sense of homecoming ritual while ensuring their safety and convenience.

Our "exclusive elevator" module now features a fully-illuminated design that enhances the use of space in the elevator hall. It also offers space for outdoor disinfection, coat hanging, and storage of mail delivery, reducing the amount of dust and germs entering the home and providing additional health protection for residents.

人性配套

Thoughtful



升級「捷淨後勤」模塊，在社區層面強化「捷淨後勤」理念，提升垃圾運送、無接觸配送等社區後勤流線的隱蔽性和高效性，讓業主時刻享受貼心服務。

Improving the "efficient and clean logistics" module by reinforcing the idea of efficient and hygienic logistics throughout the community. This includes optimizing the concealment and effectiveness of community logistics travel routes for garbage collection and contactless food and mail delivery. With these upgrades, residents can experience attentive services that prioritize their convenience and well-being.

優雅形象

Grace



從設計角度關注客戶的心理健康和感官體驗，優化「精品公區」「優雅室內」「精緻細節」等模塊，從空間尺度、材料質感、燈光照度以及客戶體驗感等方面出發，營造溫馨、放鬆、休閒的生活場景，提高業主的幸福感。

Our design approach places great emphasis on the psychological well-being and sensory experience of our customers. We optimize the "excellent public area", "elegant interior", and "exquisite details" modules by carefully considering spatial scale, material texture, light illumination, and customer experience. By doing so, we create a warm, relaxing, and leisurely living environment that enhances the overall happiness of our owners.

浙江健康人居項目 Zhejiang Healthy Residential Project

我們深刻洞察客戶對健康品質人居的需求，將新風系統、淨水系統、空氣質量監測系統等智能健康配置應用在寧波保利錦上印、寧波保利朗玥旭章、寧波保利臻譽等項目中，全方位守護居民的健康生活。

We prioritize the health and well-being of our residents and strive to meet their demand for high-quality living. We incorporate intelligent health facilities in our projects, including Ningbo Poly Brocade Scroll, Ningbo Poly Rising, Ningbo Poly Villa Re Place, to ensure that residents can live healthy and happy lives in every aspect.

空氣質量監測系統：為住戶主要功能房間配置空氣質量監測裝置，對PM2.5、PM10、二氧化碳進行定時連續測量、顯示、記錄和數據傳輸，歷次讀數數據上傳並儲存於雲平台，儲存時間不少於兩年（自項目整體竣工驗收通過之日起算）。實時數據可通過手機端APP查看，實現對空氣質量監測裝置的遠程控制。

Air quality monitoring: We have implemented an air quality monitoring system in the main function rooms of residents, which can measure and continuously record data of PM2.5, PM10, and carbon dioxide levels. The data is stored on a cloud platform for at least two years from the date of construction completion, and can be viewed in real-time through a mobile phone app for remote control of the monitoring devices.

新風系統：為住戶配置新風系統，提升住戶室內空氣質量。

Central ventilation: Central ventilation systems are also provided for households to improve indoor air quality.

健康活動場所：以人文關懷為導向，結合文化地產的特有屬性，設置兒童遊樂場地及特色主題架空層，為業主提供全齡段健康活動場地。

Fitness space: We prioritize humanistic care and have created fitness spaces for all ages within the community, including a children's playground and special theme overhead floor.

淨水系統：為所有住戶配置廚房水槽龍頭淨水設備，提升居民用水水質。

Water purification: All households are equipped with kitchen sink faucet water purification equipment to ensure residents have access to clean and safe water.

健身跑道：結合景觀總平面設計，在小區內部設置專用健身慢行道，供業主行走、慢跑。

Running tracks: Additionally, running tracks are available for residents to walk and jog, designed in conjunction with the general landscape of the community.



山東健康人居項目 Shandong Healthy Residential Project

我們關注人與空間的連接與互動，從客戶心理需求、人性關懷等方面描繪健康生活場景，將戶內戶外的健康人居設計應用於濟南保利臻譽、濟南保利天禧和濟南保利公園上城等項目中。

We understand the importance of the connection between people and space, thus our projects are designed to meet customers' psychological needs with emotional care. Our projects, including Jinan Poly Jade, Jinan Poly Grand Joy, Jinan Poly Park TOD, feature indoor and outdoor healthy living designs.

人居環境的健康性 Healthiness of the Living Environment

園內安全設備：園區內設置報警柱，居民如遇緊急情況，可通過報警柱實現呼叫物業，時刻呵護業主安全。同時，園內已配置滅蚊燈，阻斷蚊蟲叮咬傳播鏈條。

Safety facilities: We have installed alarm pillars in the residential area, allowing residents to call property management personnel in case of an emergency. Mosquito control lamps have also been installed to prevent mosquito-borne diseases.

人車分流：機動車全部停放於地下，非機動車位全部停放在園區外圍，以保障園區內活動場地的安全及純粹性。

Separation of vehicles and pedestrians: All motor vehicles are parked underground, and non-motorized vehicles are parked on the park's periphery. By separating vehicles and pedestrians, the overall safety within the residential area is secured.

零接觸快遞服務流線：在園區入口附近設置快遞櫃，結合物業管理，實現零接觸的快遞服務。

Zero-contact courier service: We have implemented zero-contact courier service by installing courier lockers near the residential area's entrance and working with property management personnel to ensure the safe delivery of packages.

電梯入戶：業主可通過電梯刷卡、人臉識別到達指定樓層，所有戶型全部實現獨梯入戶，構造戶外玄關空間，形成疫情時代家的第一道屏障。

Elevators directly to the doorway: We have equipped our buildings with private elevators, allowing residents to reach their designated floors through card access and facial recognition. The space between the elevator and the doorway are only accessible by the homeowner, therefore creating an foyer space, which forms the first defensive barrier of the house in the time of the Covid-19.

訪客聯動：電梯設置訪客聯動功能，訪客、外賣人員可通過二維碼等方式進行呼梯。

Visitor linkage: Our visitor linkage feature enables visitors and delivery personnel to call the elevator through QR code and other means.

居家分類收納體系：對戶外玄關、套內公區、家政區、臥室、陽台等空間進行相應物品分類收納，在細節中體現健康生活。

Classified storage systems: We have also implemented storage systems with clear classification in outdoor entrances, public areas, housekeeping areas, bedrooms, balconies, and other spaces, reflecting our attention to detail and commitment to promoting a healthy lifestyle.

山東健康人居項目 Shandong Healthy Residential Project

住宅區的環境保護

Environmental protection in residential areas

嚴格把控園區環境管理：生活垃圾分類管理，在地下大堂附近設置保潔間作為垃圾收集點，並配置通風設施保持負壓，避免濁氣外溢。清運流線不進入小區，確保小區環境整潔。

Strict control over environmental management: To properly handle domestic waste, a cleaning room has been established near the ground floor lobby, which serves as a garbage collection point. The waste is then sorted and managed according to its type. Additionally, ventilation facilities are in place to maintain negative pressure, which helps to prevent the overflow of polluted air. The garbage collection routes are designed to circumvent the neighborhood, which helps to further ensure a clean and tidy environment.

健康環境的保障

Ensuring a healthy environment

全齡化設施：在組團景觀中設置全齡化運動設施及分齡場地，並配置多元的複合健身設施，滿足少年、青年、中老年的活動需求；在單元入口採用漫坡過渡，園區台地高差處均設置無障礙坡道，方便居民通行。

All-age facilities: To meet the activity needs of different age groups, we have set up all-age sports facilities and age-specific sites as part of the landscape, and have configured multiple compound fitness facilities. We have also adopted slope transition at the entrance of the apartment buildings, and set up barrier-free ramps at the height difference of the terraces in the residential area to facilitate residents' passage.

親子家庭運動場：套內設置 LDKG 洄游動線，通過互動廳廚、寬景陽台等設計打造有家庭溫度的互動空間，將居家運動及自然美景納入品質生活。

Parent-child family sports fields: We have set up LDKG circular movement route in the apartment. To facilitate quality time with family, we have designed an interactive living room and kitchen, and a wide-view balcony. This incorporates home sports and natural beauty into quality life.



質量保障 Quality Assurance

砥礪前行三十餘載，我們始終不忘築家品質初心，不斷精研產品質量，煥新美好人居。本集團嚴格遵守《中華人民共和國建築法》《建設工程質量管理條例》《房屋建築工程質量修補辦法》等相關法律法規與管理條例，將嚴格的質量管理標準貫穿工程項目全建設週期，為高品質交付提供全方位保障。

We have been committed to constructing high-quality homes for more than three decades, constantly improving our products and the homes we provide. The Group strictly follows applicable laws, regulations, and management policies, such as the *Construction Law of the People's Republic of China*, the *Regulation on the Quality Management of Construction Projects*, and the *Measures on Quality Assurance of Housing Construction Projects*. We implement stringent quality management standards throughout the cons

全方位質量管控體系 A Comprehensive Quality Control System

本公司已建立並落實標準化質量管理體系，通過三個技術標準、四個標準管理動作、五個「保利錘」評估工具，覆蓋從工程開工到工程交付的各個主要施工階段，為保利置業工程品質的穩步提升保駕護航。此外，我們的物業服務同樣致力於追求國際質量標準，報告期內，本集團下屬物業公司已獲得 ISO 9001:2015 質量管理體系認證。

The Company has established and executed a standardized quality management system that covers all significant construction stages from start to finish. Our system comprises three technical standards, four standard management actions, and five "Poly Hammer" evaluation tools to ensure the consistent quality of our projects. Our property management services also adhere to international quality standards. During the reporting period, our affiliated property management companies obtained the ISO 9001: 2015 quality management system certification.



ISO 9001:2015 質量管理體系認證證書

ISO 9001: 2015 quality management system certification



工程質量管理體系
Construction Quality Management System

2022年，保利置業持續優化四個標準管理動作，重點聚焦「工程策劃」、「樣板引路」兩大管理動作，完善了工程管理策劃模板，並制定相應的評價標準及評分表格，推動工程質量持續提升。

Poly Property has made significant strides in improving its construction quality in 2022 by optimizing four standard management actions. The Company has placed a particular emphasis on "construction planning" and "using prototypes to guide the work". To achieve this goal, the Company has updated its construction project management and planning templates, and established evaluation standards and scoring forms for each action.

自2013年引入工程第三方評估以來，保利置業不斷豐富和完善「保利錘」評估體系，聚焦工程建設薄弱環節，加大防滲漏關鍵指標評價權重，嚴控重點部位指標，有效管理各類風險。

Poly Property has been using third-party construction evaluation since 2013, and we continuously enhance and refine our "Poly Hammer" evaluation system. The system focuses on addressing weak links in construction, increasing the evaluation weight of key indicators such as leakage prevention, and strictly controlling the indicators of crucial parts, thereby managing risks effectively.

「保利錘」行動成果——廣州保利上宸二期 Results of "Poly Hammer" - Guangzhou Poly Polaris Phase II

廣州保利上宸二期在年度土建過程評估中排名第一，取得良好成效。該項目採用鋁模體系，優化施工工藝，關鍵指標控制較好，工藝工法樣板齊全。例如，在項目結構階段，通過將衛生間給水管預留進沉箱內，避免後期穿門檻及導牆，深化下掛板代替過梁等措施，在防滲漏、防空鼓裂縫方面取得一定成效。

The Guangzhou Poly Polaris Phase II was awarded first place in the annual construction process evaluation, thanks to its use of an aluminum mold system, which helped optimize the construction process and effectively control key indicators. Additionally, the project utilized a comprehensive set of workmanship, tools, and prototypes to ensure high-quality results. For instance, during the structural stage, the project cleverly designed the bathroom water supply pipe to be installed into the caisson to avoid the need for later installation through the threshold and wall. The project also detailed the under-hanging plate, rather than the over-beam, to prevent issues such as leakage, detachment, and cracking.



工程策劃
Construction project
planning

制定各階段進度、質量、安全目標，明確各階段施工保障措施，針對各階段特點明確控制要點及管控方法，形成有效的施工組織設計。
The Company sets clear goals and measures for each stage of the project, including milestones, quality, and safety. It also identifies the key control points and methods for each stage, and organizes the construction work effectively.

培訓交底
Training and
briefing

加強制度、技術標準培訓，夯實管理人員專業知識，提升質量管理能力，提質增效。
The Company strengthens the training on standards and specifications for its management personnel. This helps to enhance their professional knowledge and quality management ability, thereby improving their work quality and efficiency.

樣板引路
Using prototypes to
guide the work

大面積施工前統一施工做法、細部處理、檢驗設計質量、選材型號、顏色、材質，發現施工難點、重點。按照設計交驗標準建造樣板，形成產品的中間檢驗和標準示範。
The Company unifies the construction practices, work on details, test design quality, and select material type, color, and texture before large-scale construction. It also explores the construction difficulties and key points. It builds the prototype room according to the design delivery and inspection standards, and uses it as a reference and an interim quality check for the product.

檢查驗收
Inspection and
buy-off

工作面移交及各階段檢查驗收工具式表單，明確檢查重點及頻率。
The Company uses work handover, inspection and buy-off checklists for each stage of the project, specifying the inspection focus and frequency.

四大標準管理動作 Four Standard Management Actions

報告期內，本集團累計實施工程策劃 240 餘次，質量宣貫、培訓交底 100 餘次，樣板引路 750 餘項，有力推動我們的工程管理水平的提升。
During the reporting period, the Group successfully implemented construction project planning for more than 240 projects, conducted over 100 sessions of quality education and training, and utilized prototypes to guide 750 work items. These actions have significantly improved our construction management.

報告期內，保利置業累計開展交付評估 29 批次、土建過程評估 76 批次、地下專項評估 19 批次、精裝修專項評估 39 批次、園林景觀專項評估 25 批次，推動工程品質精細化管理，提高標準化管理水平。
During the reporting period, Poly Property conducted 29 delivery assessments, 76 assessments for civil engineering processes, 19 assessments for underground work, 39 assessments for decoration, and 25 assessments for landscape, helping us improve construction quality management and standardization.

智慧工地建設 Intelligent Construction

保利置業致力於改變傳統建造方式，推動智慧工地建設。我們綜合應用 BIM 技術、大數據、物聯網、雲計算等信息技術與施工過程有機結合，提升施工安全管理水平、工程管理效率和決策能力，解決多項目、多危險源、多單位難管理、難調度等問題，實時預警，實現項目動態可追溯、可控制和可調整，精準管控項目質量、安全及進度。

Poly Property is committed to modernizing construction techniques and advancing intelligent site construction. By integrating BIM technology, big data, the Internet of Things, and cloud computing with the construction process, we are improving construction safety management, efficiency, and decision-making abilities. This approach addresses the challenges of managing and dispatching multiple project teams and tackling with multiple sources of danger, ensuring real-time monitoring and control over construction quality, safety, and progress with early warning alerts and traceable project updates.

智能化門禁系統 Smart Access Control

工地大門門禁採用人臉識別設備，實名登記所有在冊工地人員，嚴格管控人員出入場情況，杜絕無關人員進入工地。

To ensure strict personnel control and prevent unauthorized personnel from entering construction sites, we implement facial recognition technology for site gate access control, registering all site personnel with their real names.



工程信息二維碼 QR Codes for Construction Information Registration

通過智能工程系統推進工程條線無紙化系統建設，將二維碼運用於工程交底及大型機械信息登記，推動工程信息可視化，隨時可查看、可追溯，實現大型機械設備管理線上化。

We have implemented a paperless system for construction management by adopting information technology, using QR codes for project handover and registering large machinery information. This digitizes construction information, making it accessible at any time, enabling online large machinery and equipment management.



BIM 技術 BIM Technology

將 BIM 技術運用於施工模擬、方案優化，結合可視化技術建立智慧工地決策系統、BIM-VR 安全教育體驗、3D 管線綜合解決碰撞衝突等。全過程數字化打樣，實現設計方案最優、實施方案可行、商務方案合理。

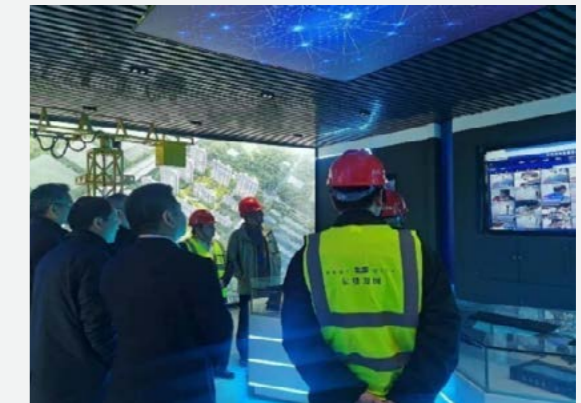
We use BIM technology for construction simulation and optimization, combined with visualization technology to establish a smart site decision-making system. For example, BIM-VR is used for safety education and the 3D pipeline map to resolve collision conflicts comprehensively. We utilize digital prototyping throughout the entire process to achieve the optimal design scheme, feasible implementation scheme, and reasonable business scheme.



智慧工地安全監控系統 Smart Construction Site Safety Monitoring System

在工地出入口、作業人員出入口、施工作業面、材料堆放區等關鍵位置配置視頻實時監控，通過可視化技術進行輔助安全管理。

We set up real-time video monitoring at key locations such as site entrances and exits, operator entrances and exits, construction platforms, material stacking areas, etc., and use visualization technology to assist safety management.



明源智能工程管理系统

Mingyuan intelligent construction management system

在貴州、廣西、上海等區域試點明源智能工程，對工程現場進度、質量安全實施全過程管理，使項目管理更加規範、有效。通過軟件的運用，對施工現場出現的問題進行快速登記、整改、跟蹤，並一鍵生成管理報表，能有效提升一線員工的管理效能。

We are piloting the Mingyuan Intelligent Construction Management system in regions including Guizhou, Guangxi, and Shanghai, to manage on-site progress, quality, and safety throughout the entire construction process, enhance our efficiency and standardize our management practices. By using this software, we can quickly register, rectify, and track issues that arise, and generate management reports with just one click, improving the management efficiency of front-line staff effectively.



施工大型機械設備實時安全監控系統

Real-time Safety Monitoring System for Large Construction Machinery and Equipment

該系統具備施工陞降機安裝及使用安全監控報警智能設備，可實現駕駛員資質證書錄入、指紋識別、人臉識別、人員限載等預警功能。同時，塔吊智能安全監控系統可利用可視化視頻監控、多限位監測、智能防碰撞、人員識別等功能，從多方面、多角度監控塔吊的安全狀態。

The system is equipped with intelligent safety monitoring and alarming equipment to manage potential dangers during the installation and use of elevators on the construction site, with features including driver qualification and certification entry, fingerprint identification, facial recognition, and load limits. Our intelligent crane safety monitoring system also features video monitoring, multi-limit monitoring, intelligent anti-collision technology, and personnel identification, giving us comprehensive insights into the safety status of our cranes.



高大支模自動化安全監測系統

Automatic Safety Monitoring System for Large and Tall Supporting Systems

本公司將自動化安全監測與人工巡查監測相結合，為施工安全提供雙重保障。當出現數據超過預設報警值時，自動化監測系統將自動高亮顯示報警點號及數值，通過實時動態反應支撐體系的變化情況，確保高大支模體系的安全。

We combine automatic safety monitoring with manual inspection and monitoring to provide a double guarantee for construction safety. Our automated monitoring system highlights any alarm points automatically when data exceeds the preset alarm value, ensuring the safety of our tall supporting systems by enabling us to respond to changes in real-time.



智慧化施工技術

Smart Construction Technologies

質量管理舉措

Quality Management Initiatives

2022年，我們持續推動標準化管理動作的落地，通過開展精益課題研究、推進質量文化宣貫、舉辦工地開放日等質量管理舉措，不斷提升工程管理質量，鍛造「高質、高質、高質」的好產品。

In 2022, we kept implementing standardized management actions. We have improved the quality of construction management through a number of quality management initiatives, including special research on lean management, quality culture promotion, and site open days, all of which contributed to our goal of creating "high-end, high-quality, high-class" products.

本集團將精益管理作為核心戰略路徑之一，廣泛推進管理實踐，深鑽技術、細研產品，全方位、多維度、立體化踐行精益管理理念。2022年，為將「技術精湛」、「產品精美」進一步做深、做廣，保利置業積極響應集團戰略，鼓勵各區域開展精益課題研究，借助精益方法，完善關鍵模塊的管控流程及標準，切實優化產品品質與工程細節。同時，本公司著力推動「全員、全局、全系統」精益文化建設，將精益意識融入日常營運的方方面面，通過全員參與，積累每一項細小的改善提升，實現從量變到質變的轉化。

Lean management practices have been widely promoted as one of the Group's core strategic thrusts. The Group has conducted technical and product research in depth and applied lean management practices extensively and intensively. Poly Property actively aligned with the Group's strategy and encouraged all regions to conduct lean research to further deepen and broaden "technical excellence" and "product excellence". We have used lean methods to improve the control process and standards of key modules, and effectively optimized product quality and project details. To promote a lean culture, we have integrated lean awareness into all aspects of daily operations and encouraged participation from all staff to realize a quantitative to qualitative transformation.

2022 年度精益課題研究

Research Projects on Lean Management in 2022

報告期內，保利置業廣東公司開展了五個精益課題研究，包括「項目地下階段質量安全管理標準建設」、「施工組織設計編制與審核要點」、「完善合同履約管控要點」、「基層工程管理人員讀圖識圖技能提升」、「交付前綜合檢查實施細則」。

其中，「基層工程管理人員讀圖識圖技能提升」從人員管理的角度出發，實現高質、高效工程項目管理。各專業圖紙下發後，由專業工程師組織監理，參建單位進行宣貫交底，確保從管理層到操作層均熟悉圖紙，提前發現圖紙問題，為工程質量提供多重保障。

During the reporting period, Guangdong Poly Property Co., Limited focused on enhancing its quality and safety standards, contract compliance, construction planning, and delivery inspection through five lean research projects. These projects included establishment of quality and safety management standards for the underground stage of construction, key points for the preparation and review of construction plans, improvement of contract compliance control points, improvement of drawing reading and knowledge skills of first-line construction managers, and implementation rules of comprehensive inspection before delivery.

One of the most important projects was improving the drawing reading and knowledge skills of first-line construction managers, which aimed to enhance construction management efficiency and quality by training the staff on reading technical drawings. Engineers conducted training and briefing sessions with the supervision and construction units to ensure that they understood the drawings and could identify potential issues in advance. The project provided multiple safeguards for the quality of the construction.



同時，本公司每年度按照標準化管理動作指引要求，面向員工、承包商、監理單位開展質量宣貫與培訓，通過制度體系、技術標準等培訓，夯實工程管理人員專業知識，提升全員質量意識。2022年，保利置業累計開展質量相關培訓、競賽、考試100餘次。

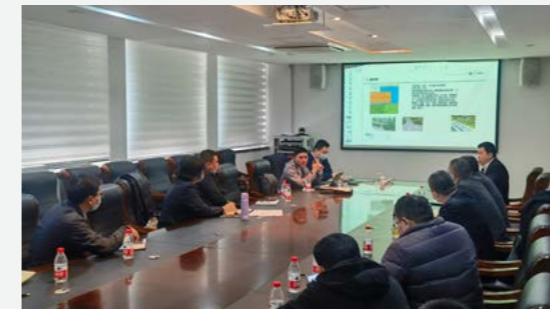
We also provided quality promotion and training for employees, contractors, and supervisors following standardized management action guidelines. The training covers system and technical standards, aiming to improve the construction management skills of project management staff and raise quality awareness of all employees. In 2022, we organized over 100 quality-related training sessions, competitions, and examinations.

2022 年度「保利錘」宣貫及考試測評

2022 "Poly Hammer" Training and Tests

保利置業山東公司結合宣貫會、培訓會以及考試測評等多種形式，向員工開展集團標準化管理體系和「保利錘」評估體系宣貫培訓。2022年3月15日，我們邀請外部行業專家，組織召開「工程精益管理」專題培訓會，提升工程線人員專業能力和精益管理素養。

Poly Shandong Property Group Co., Ltd. trained its employees through various methods such as lectures, workshops, examinations, and tests on the Group's standardized management system and Poly Hammer assessment system, a tool to evaluate the quality of construction projects. Additionally, on March 15, 2022, external industry experts were invited to conduct a training session on lean management of construction projects to enhance the professional and lean management skills of the staff.



本公司還通過工地開放日、一戶一驗、公區承接查驗等多種舉措，降低工程項目風險，保障產品的高質量交付。

To reduce the risk of construction projects and ensure high-quality product delivery, we adopted various measures such as site open days, one inspection per household, and public area inspection.

寧波湖光印幸福體驗日

Ningbo Poly Lake Imprint Happiness Experience Day

2022年10月25日，寧波湖光印幸福體驗日如約而至，與業主赴一場歸家之約。自項目開工建設以來，本公司堅持以精工品質嚴於律己，嚴把工程質量關，用匠心精神兌現品質家園。大到主體結構、砌體等工藝樣板，小到現場的細節方案，嚴苛的工序，均在體驗日向業主進行全方位展現，以可視化、可觸摸的方式傳遞家的溫暖。

On October 25, 2022, Ningbo Poly Lake Imprint Happiness Experience Day was held, inviting homeowners to visit their homes. The Company ensured strict adherence to quality standards throughout the construction process, from the main structure, masonry, and other process samples, to the details of the site plan and procedures. The event provided homeowners the opportunity to witness the quality and warmth of their homes firsthand.



竭誠服務 Dedicated Services

作為首批國家一級資質物業管理企業，我們始終秉承「讓生活更美好」的服務理念，為 23 萬餘戶家庭打造有獲得感、幸福感和安全感的宜居空間。本集團從客戶需求出發，建立全生命週期客戶服務體系，用心聆聽客戶心聲，全面提高客戶滿意度及品牌口碑，持續為客戶創造價值。

At Poly Property, we take pride in being one of the first property management enterprises to receive national-level first-class qualifications. Our unwavering commitment to our service philosophy of "Making Life Even Better" has enabled us to create livable spaces that offer a sense of accomplishment, happiness, and security to more than 230,000 families. To ensure our customers receive the best possible service, we have established a life-cycle customer service system that is tailored to their needs. By actively listening to our customers' feedback, we have improved their satisfaction and bolstered our brand reputation, continually creating value for our customer.

客戶服務管理體系 Customer Service Management System

本集團以客戶為中心，制定了《保利置業集團客戶風險管理手冊》和《保利置業集團投訴服務管理手冊》，全面落實全週期風險管理體系及客戶服務品質管理體系，跨越項目設計、施工、銷售及交付全生命週期，全方位打磨服務品質，以高標準、嚴要求保障客戶體驗。

We have developed two key handbooks: the *Risk Management Handbook of Poly Property Group* and the *Complaint Management Handbook of Poly Property Group*, which help us fully implement a full-cycle risk management system and customer service quality management system. As a result, we can maintain high service quality levels in all aspects, from project design and construction to sales and delivery. Our rigorous standards and strict requirements ensure that our customers receive an exceptional experience.

產品品質風險管理 Product Quality Risk Management

- 在項目定位階段，根據已交付類似項目產品和服務缺陷情況編制「項目缺陷庫」，並以郵件、工作聯繫單、工作會議等形式向相關部門進行反饋，優化設計方案，嚴格把控施工工藝，優化合格供方庫。

- During project positioning, our Customer Relations Department prepares a comprehensive Project Defect Database based on previous defects in similar products and services, to provide feedback to relevant departments via email/correspondence forms/working conference or other ways, allowing us to optimize our design proposals, maintain strict control on construction processes, and refine our list of qualified suppliers.

銷售風險管理 Sales Risk Management

- 在開盤前一個月組織開盤前風險檢查，從客戶投訴風險預防角度編制「項目缺陷庫」，涉及部門根據「項目缺陷庫」等檢查結果，對設計類缺陷、公用配套、戶型圖紙、銷售宣傳資料、銷售現場展示、服務內容等內容進行審查及修改，完善項目產品信息，警示客戶潛在風險，確保銷售信息的準確度，杜絕虛假宣傳。

- To mitigate risks and prevent customer complaints, our Customer Relations Department conducts pre-sales risk checks one month before the project launch. Using the Project Defect Database, we review and amend information regarding design defects, public facilities, floor plans, sales and promotional materials, show-cases for onsite selling, details of services, and other aspects, to refine product information and remind customers of potential risks, ensuring the accuracy of sales information while helping to avoid false promotion.

交付風險管理 Delivery Risk Management

- 在項目交付前，我們通過組織查驗單位（物業/第三方）、監理單位、施工單位負責人及現場管理人員召開會議，對查驗標準、查驗計劃、整改要求等工作進行宣貫，統籌編排初步查驗計劃，及時聽取查驗單位的意見，協調解決查驗單位提出的需求。

- Before project delivery, we conduct comprehensive briefings with the inspection unit (property management company/third party), supervision unit, persons-in-charge of the construction unit, and onsite management staff. We prepare preliminary inspection plans and collect feedback from the inspection unit timely to ensure that all requirements are met before delivery.

客戶訴求響應

Customer Complaint Response

本集團已建立《保利置業集團投訴服務管理手冊》《職業道德監督》等客戶投訴處理標準，高效響應客戶訴求。報告期內，我們進一步優化修訂《保利置業集團維修服務管理手冊》，對內通過清晰化責權、標準化流程，提升維修管理服務水平，對外通過規範化禮儀、快速化響應，提升業主認可度和滿意度。

The Group has established customer complaint handling standards such as the *Complaint Management Handbook of Poly Property Group* and the *Supervision of Professional Ethics* to ensure efficient response to customer complaints. During the reporting period, we further optimized and revised the *Maintenance Service Management Handbook of Poly Property Group* to improve maintenance management services internally by clarifying responsibilities and accountability and standardizing processes, and externally by standardizing etiquette and responding quickly to enhance owners' recognition and satisfaction.

重大投訴 Major Complaints

- 重大投訴發生 3 小時內，區域公司客戶關係部應通過電話形式上報集團總部，並在 24 小時內提供書面文字材料。由總部客戶關係部呈報集團領導，並協調處理解決。區域公司客戶關係部與各相關部門組成專門小組進行處理。
- In the event of a major complaint, the Customer Relations Department of the regional company is required to report to the Group headquarters by phone within three hours and provide written materials within 24 hours. The Customer Relations Department of the headquarters shall then submit the complaint to the group leaders and coordinate the handling and solution. To deal with the complaint, the Customer Relations Department of the regional company and all relevant departments will form a special team.

熱點投訴 Spotlight Complaints

- 熱點投訴發生後，應在一個工作日內上報區域，上報內容應包括目前處理情況的簡要描述，以及需協助的事項。投訴處理完畢後應該有簡要的報告，報告內容應該包括投訴發生，處理的始末情況描述。
- For spotlight complaints, they should be reported to the region within one working day, along with a brief description of the current handling situation and matters requiring assistance. Once the complaint is resolved, a brief report should be submitted, which includes details on the occurrence of the complaint and the beginning and end of the handling situation.

重要投訴 Important Complaints

- 重要投訴在處理完畢後，應在例會上予以單獨列項匯報，匯報內容應包括處理過程的簡要描述。
- Important complaints will be reported separately in the regular meeting after they are resolved, with a brief description of the handling process included in the report.



2022年，本集團優家房修中心正式成立，房修團隊秉承「客戶至上，服務第一」的理念，承諾24小時內受理響應客戶需求，專人跟進維修處理進度，及時反饋，維修完成後開展滿意度回訪，為業主的美好生活保駕護航。

The Group established the Home Repair Center in 2022. With a focus on customer satisfaction, the repair team promises to respond to customer needs within 24 hours and provide timely feedback throughout the repair process, with follow-up visits after completion to ensure customer satisfaction.

報告期內 During the reporting period

保利置業房修中心全年處理維修量
The Home Repair Center handled

24,923 單 repairs

及時接單率
Orders with a

90%

維修關閉率
Timely order acceptance rate

90%

平均答復時長由 29 小時降至
The average response time was reduced from 29 hours to

9 小時 hours

平均處理時長由 30 天降至
Average processing time was reduced from 30 days to

9 天 days

為及時回應客戶訴求，提高客戶滿意度，本集團建立了多種客戶溝通與反饋渠道，包括400呼叫中心、各區域公司「保利悠悅會」微信公眾號、園區物業辦公室及樓棟管家企業微信等。報告期內，本集團共接獲3,519¹宗投訴，解決率為93.24%。

The Group has established various customer communication and feedback channels, including the 400 hotline, the Poly YouYue Club WeChat account of each regional company, the property management office, and the building butler service corporate WeChat account, allowing customers to provide feedback and voice their concerns in a timely manner. During the reporting period, the Group received a total of 3,519¹ complaints, with a 93.24% resolution rate, demonstrating the Group's commitment to addressing customer concerns and improving customer satisfaction.

400 呼叫中心 400 Call Center

全區域開通售後服務熱線 400-920-0888。

提供7*10小時（8:30-18:30）熱線服務，涵蓋報事報修、售後回訪及評價建議等業務，高質高效地為客戶提供方便、實時、準確、滿意的專業化客訴服務。

The after-sales service hotline for all regions is 400-920-0888.

This hotline operates 7 days a week, 10 hours a day (from 8:30 am to 6:30 pm). Our team of experts is dedicated to providing homeowners with efficient, real-time, convenient, accurate, satisfactory, and professional services, including incident reporting, repair booking, after-sales review, assessment, and suggestions.

微信公眾號及房修中心 WeChat Accounts and Home Repair Centers

接到報修信息後，1小時內將維修信息錄入CRM系統，並與業主取得聯繫；需要查看現場應在當天內完成現場查看。

一般維修，在接到維修通知後1~3個工作日內安排維修人員現場解決。

發生滲水、漏水、門窗不能正常開啟、供電設施及線路出現故障等影響業主正常生活並須搶修的情況，房修中心應立即安排人員到達現場，組織施工搶修，確保影響不再擴大。

When a homeowner request a repair, our team will enter all the relevant information into the CRM system within one hour, and contact the customer as soon as possible. If we need to visit the location, we'll complete an on-site check on the same day.

For general maintenance or repairs, we'll send our maintenance personnel to solve the problem on-site within 1 to 3 working days after receiving the request.

In case of a more serious issue like water seepage, water leakage, malfunctioning doors and windows, failed power supply facilities and lines, or anything else that's affecting the normal life and requires emergency repair, our home repair center will immediately arrange on-site emergency repair to ensure that the impact is contained.

客訴處理機制

Customer Complaint Handling Mechanism

¹ 2022年接獲投訴量上升的原因為統計口徑擴大。

¹ The increase in the number of complaints received in 2022 is due to the expansion of the statistical scope.





報告期內 During the reporting period

本集團 400 呼叫中心全年話務量

During the reporting period, the Group's 400 Call Center had an annual call volume of

79,972 通 calls

跟進解決業主各類諮詢問題

Followed up and resolved inquiries from owners

1,131 條 inquiries

年度新增社區活動邀約、工單回訪及滿意度調研服務，
全年服務調研滿意度達

Newly added community event invitations, work order callbacks
and satisfaction research services, with an annual service re-
search satisfaction rate of

98.93%

客戶滿意度管理

Customer Satisfaction Management

2022 年，本集團持續開展第三方客戶滿意度調研工作，首次進行覆蓋全區域準、磨業主的節點調研模式，全年對 11 個區域在售的 55 個未交付項目準業主、15 個項目交付情況進行客戶滿意度追蹤，同時對 12 個區域的穩、老業主開展半年度、年度第三方客戶滿意度調研。我們及時反饋調研結果，督促業務進行過程調整優化，進一步提高客戶滿意度水平。

In 2022, the Group continued to conduct third-party customer satisfaction surveys and expanded its reach by conducting a regular survey for prospective and new owners in all regions. Throughout the year, we tracked the satisfaction of prospective owners for 55 ongoing projects and new owners of 15 delivered projects in 11 regions. Additionally, we conducted semi-annual and annual third-party customer satisfaction surveys for stable and old owners in 12 regions. We provided timely feedback on research results and pushed for process adjustments and optimization to further improve customer satisfaction.

半年 + 節點調研 Semi-annual + milestone survey

準、磨業主月度節點調研；
穩、老業主半年調研一次。

Monthly surveys for prospective and new owners;
Semi-annual surveys for established and loyal owners.

三級評價體系 Three-level evaluation system

根據各階段客戶關注點設計評價內容；
遵循有體驗才評價的原則；
結合保利置業的業務特性，參考行業通用體系。

We design evaluation questions based on what customers care about at each stage;

We follow the principle of only evaluating what customers have experienced

We consider the unique features of Poly Property while referencing the common practices in the industry

電話訪問 Telephone interviews

選擇當下數據質量最好、最能滿足分析應用需要的電話訪問作為訪問方式。

To ensure high-quality data and meet the needs of our analysis, we choose telephone interviews as our method of contact.

隨機抽樣 Telephone interviews

確保數據的代表性；
結合調研成本的合理控制；
合理設置各類型業主的抽樣比例。

We ensure the data is representative and unbiased;
We balance the survey costs and benefits;
We set a reasonable sampling ratio for each type of owner.

數據及分析 Data and Analysis

數據分析匯報秉持「第三方視角」、「行業對標」、「業務和提升導向」原則。

We base our data analysis and reporting on the principles of "third-party perspective", "industry benchmarking" and "business and improvement orientation".

通過嚴格落實標準化質量管理模式及開展各項客戶滿意度管理舉措，本集團 2022 年總體滿意度較 2021 年度同比增長 12%，達成年初考核目標及全年衝刺目標。

Through the implementation of a standardized quality management model and various customer satisfaction initiatives, the Group's overall satisfaction rate in 2022 increased by 12% compared to the previous year, delivering the assessment target at the beginning of the year and the annual sprint target.

第三方神秘客暗訪抽檢 Third-Party Mystery Guest Inspection

首年啟動在售項目案場及交付園區第三方神秘客暗訪抽檢，提升在售項目案場服務品質，優化已交付項目園區管控制服務及物業公司服務質量，從前端至後端全方位提升客戶滿意度。全年共執行 35 個案場項目、63 個園區項目，覆蓋 12 個區域。

In 2022, a third-party mystery guest random inspection program was launched for the first time, to improve the service quality of our on-sale project sites and our delivered residential projects. We aimed to enhance customer satisfaction from the front end to the back end, by monitoring the management and control services of our neighborhood and property management companies. A total of 35 on-site project inspections and 63 neighborhood project inspections were conducted, covering 12 regions.

「U+ 煥新」行動 "U+New" Action

開展全年「U+ 煥新」行動，制定首個「3 年規劃藍圖」，逐步開啟「智能化升級 + 園林化社區」新時代。逐步落實「粉刷大變身」、「智能新升級」及「點亮歸家路」活動。共落實 95 個煥新项目，800 餘項煥新內容，500 餘場煥新活動，為 31.8 萬業主煥新美好生活。

Throughout the year, the "U+ New" operation was implemented, and the first "three-year planning blueprint" was created. The initiative ushered in a new era of "intelligent upgrade + garden community". We carried out the activities of "painting transformation", "intelligent upgrading" and "lighting up the road to home". A total of 95 renovation projects, more than 800 renovation items, and more than 500 renovation activities were completed, providing 318,000 owners with a better quality of life.

疫情關懷 Customer Care during Covid-19 Outbreaks

落實防疫主體責任，建立「總部-區域-項目」三級巡查，將疫情防控工作做實做細。共累計配合組織社區開展核酸採樣 2,294 次。在今年全國各地封控期間，為居家或駐企封閉的近 10 萬餘名業主發放物資 1,200 餘批次，並提供各類個性化暖心服務 16 項，收穫 18 封業主感謝信。

We took the main responsibility for Covid-19 prevention and control and established a three-level inspection system from headquarters to regions to projects. We cooperated with the community to conduct 2,294 PCR tests. During the nationwide lockdown period, we distributed more than 1,200 batches of supplies and provided 16 personalized services to nearly 100,000 customers at home or in enterprises. We received 18 letters of appreciation from owners.

客戶滿意度提升舉措

Initiatives to Enhance Customer Satisfaction

客戶權益 Customer Rights and Interests

本集團將客戶權益保障作為公司可持續經營之本。我們始終秉承「恪誠守信」的營運準則，不斷完善內部合規管理規範，持續推動合規文化建設，以實際行動防止客戶的各項合法權益受到損害。

The Group is well aware that protecting our customers' rights and interests is crucial to the sustainability of our business. As such, we always operate with integrity and honesty, continuously improving our internal compliance management standards, and promoting a culture of compliance, to ensure that our customers' legal rights and interests are protected at all times.



負責任營銷 Responsible Marketing

本集團嚴格遵守《中華人民共和國廣告法》《房地產銷售管理辦法》等法律法規要求，以合理合規的方式開展營銷活動。我們建立了包括《保利置業集團有限公司VI手冊》《保利置業集團有限公司視覺體系管理辦法》《營銷管理制度》《品牌管理制度》在內的一系列合規營銷管理政策，規範公司營銷流程管理，確保營銷活動與宣傳物料的準確性、真實性、合法性。

在制定內部制度的基礎上，我們建立了嚴格的內部審核流程，設定了清晰的審批權限，並通過定期巡檢的方式確保所有內部營銷流程的合規性，為消費者權益提供多重保障。

The Group strictly complies with all relevant laws and regulations, including the *Advertising Law of the People's Republic of China*, and the *Measures for the Administration of Real Estate Sale*. To ensure that our marketing activities are reasonable and compliant, we have established a range of management policies, such as the *Poly Property Group Limited VI Handbook*, the *Poly Property Group Limited Visual System Management Measures*, the *Marketing Management System*, and the *Brand Management System*. These policies standardize our marketing processes, ensuring that all marketing activities and promotional materials are accurate, legal, and truthful.

In addition to our internal regulations, we have put in place a rigorous internal audit process, clear approval authority, and regular inspections to ensure that all marketing processes are compliant and safeguard customer rights.



定流程 Establishment of Procedures

分不同審批事項，規範設置OA及明源系統各項審批/審核流程節點及審批人，並將流程的修改權限收歸總部，區域無權修改，減少應批審批人漏批、少批、未批流程的發生。

To minimize missed, insufficient, or unauthorized approvals by the approvers, OA and approval/audit procedures and milestones have been set up in the Mingyuan system. Approvers for different approval matters are also designated, and modification authority of the procedures is delegated to the headquarters to prevent regional departments from modifying the process.



設權限 Authorization of Rights

對不同審批權限人的審批權限及查閱權限進行規範，不同職位的權限審批人僅能對審批或查閱相應權限的營銷數據，減少數據泄露的發生。

To reduce the risk of data leakage, approval and access rights are authorized based on position, not individual. Approvers of different positions only have access to the marketing data corresponding to their authority.



定期巡檢 Regular inspection

每年度分上下半年，對區域進行交叉巡檢，及時發現問題，警示並減少合規問題的發生。

Regular cross-inspection of different regions will be conducted twice a year, in the first and second half, to detect potential problems and issue warnings in a timely manner. This will help minimize the occurrence of compliance issues.

合規營銷舉措 Marketing Compliance Initiatives

為樹立營銷合規風險意識，保障業務合規性，本集團在2022年度向所有區域公司的營銷人員及營銷主管人員開展了合規營銷培訓，宣貫內容涉及營銷巡檢制度及半年度營銷巡檢結果等，覆蓋人員約150人。

To further raise awareness of marketing compliance risks and ensure compliance in our business, we conducted compliance marketing training for marketing personnel and supervisors in all regional companies in 2022, covering the marketing inspection system and semi-annual marketing inspection results, with approximately 150 people in attendance.

信息安全及隱私保護 Data Security and Privacy Protection

我們嚴格遵守《中華人民共和國網絡安全法》《個人資料（隱私）條例》等法律法規要求，針對客戶個人信息數據落實嚴格的風險管理舉措，全方位維護客戶信息安全。我們重點關注信息安全保護的以下維度，及時管控信息安全風險，提升本集團信息安全等級。

We strictly comply with the requirements of the *Cybersecurity Law of the People's Republic of China*, the *Personal Data (Privacy) Ordinance*, and other laws and regulations, and implement strict risk management initiatives to protect customers' personal information, ensuring that our customers' personal information is secure. We focus on the following aspects of information security protection to ensure timely control of information security risks and enhance the Group's data security level.

系統分級權限控制 Graded Control of System Permission

處理數據時嚴格遵循數據管理流程，分為申請、審批、轉發、修改、檢查、啟用六大步驟。同時，重點監控數據文件的備份、保存與歸檔、數據的保密等工作。

We strictly follow the six-step data management process when handling data, which includes application, approval, forwarding, modification, review, and activation. In addition, we monitor the backup, preservation, and archiving of data files, as well as the confidentiality of data.

數據訪問權限控制 Access Control for Data

分級設置數據訪問權限，數據修改、審核工作須由專職人員進行，其他人員不得進行此類操作。數據修改前須經上級審核批准，同時交由機房管理人員備案。

We set different level of data access authority to ensure that data modification and review are only carried out by designated personnel. Data modification must be reviewed and approved by superiors and submitted to server room managers for record keeping.

數據安全備份管理 Backup Management for Data Security

嚴格落實數據安全備份管理，數據在正式上線前，應用系統負責人必須提交數據庫和附件的備份策略和備份腳本，並完成本地備份。應用系統數據庫備份工作對所有應用系統數據庫每日備份一次，備份數據保留三個月。

We strictly implement data security backup management. Before data is formally made available, the person in charge of the application system submits the backup strategy and backup script of the database and attachments, and completes the local backup. Daily backup of all application system databases is required, and backup data is retained for three months.

軟 / 硬件加密機制建立 Software/Hardware Encryption Mechanism

硬件方面，通過服務器堡壘機 / 防火牆安全設備等將內外網隔斷，確保業務數據隻能在內網環境被訪問，且做到實時監控。軟件方面，各業務系統通過動態水印，文檔加密等手段，有效減少主動泄密行為的發生，降低數據泄密的危害程度。

To protect our hardware systems, we use server bastions/firewall security devices to isolate internal and external networks, ensuring that business data can only be accessed within the intranet and monitored in real-time. As for the software, business systems are encrypted by dynamic watermarking and document encryption to prevent data leakage actively.

數據脫敏處理 Data Desensitization

數據統計分析 BI 平台、保利匯通 APP 等產品，在數據的管理與運用過程中，均做到客戶手機號、身份信息的脫敏處理，避免項目一般人員接觸到敏感數據。

We desensitize customer phone numbers and identity information during data management and application, preventing general personnel of the project team from accessing sensitive data. This is done through our BI platform for data statistics and analysis, Poly Huitong APP, and other products.

用戶授權協議簽訂 User Authorization through Signing the Data Privacy Agreement

通過微信小程序、APP 等端口向客戶提供多元化服務，所有客戶行為數據的獲取都需要客戶同意簽署《數據隱私協議》。

To access the various services offered to customers through the WeChat mini program, applications, and other ports, we require customers to sign the *Data Privacy Agreement*.

信息安全管理舉措
Data Security Management Initiatives

本集團定期向全體員工開展網絡安全及數據保護相關的培訓，通過線下培訓、「在線學堂」、微信公眾號、線下展板、OA 宣傳等多種形式，貫徹落實全員參與的信息安全宣貫，提高員工信息安全保護意識。

We provide regular training on cybersecurity and data protection to all employees. We use various methods such as offline training, Online Classroom, WeChat posts, offline exhibition boards, and publicity in our intranet to promote information security awareness among our employees.

系列信息安全宣傳活動 Series Awareness Campaigns on Information Security

2022 年 9 月國家網絡安全宣傳周活動期間，本集團積極組織開展系列信息安全宣傳活動，在各級企業內組織形式多樣的網絡安全培訓活動近 40 餘場，為近 2,000 名員工介紹了《中華人民共和國網絡安全法》、近些年發生的網絡勒索、泄密事件等。

During the National Cyber Security Awareness Week in September 2022, the Group took an active role in organizing a series of information security awareness campaigns. We conducted nearly 40 cyber security training sessions, in various forms, across all levels of our enterprises. Our sessions introduced the *Cybersecurity Law of the People's Republic of China*, as well as cyber extortion and data leakage incidents occurred in recent years to nearly 2,000 employees.



03

守護生態 助力綠色發展

PROTECTING ECOSYSTEM TO DRIVE GREEN DEVELOPMENT

生態環境不僅是萬物生存的基礎，也是人類社會發展的源泉。本集團積極承擔企業公民的環境責任，持續推行可持續設計、綠色施工和低碳營運，以實際行動提升我們的環境管理水平，共建清潔美麗世界，共享和諧綠色生活。

Ecological environment is not only the foundation that all creatures depend on, but also the source of human progress. Assuming environmental responsibilities as a corporate citizen, the Group continuously promotes sustainable design, green construction, and low-carbon operation, taking concrete actions to improve our environmental management, thereby collectively building a clean, beautiful world for a harmonious, green living.

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綠色理念 Green Philosophy

本集團積極響應國家雙碳戰略及綠色生態政策，將環境保護視作可持續發展的重要支柱，積極踐行可持續發展理念，紮實推進節能降碳增效行動，將綠色理念貫穿公司戰略和房地產項目生命全週期。

我們嚴格遵守《中華人民共和國環境保護法》《中華人民共和國節約能源法》《中華人民共和國大氣污染防治法》

Echoing the national strategy of carbon peaking and carbon neutrality as well as ecological conservation policies, the Group regards environmental protection as a key pillar of sustainable development. It actively practices sustainability, and strides towards energy conservation, carbon reduction and efficiency improvement by embedding the green philosophy into the Company's strategy and throughout the life cycle of real estate projects.

In strict compliance with environmental laws and regulations including the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, the *Air Pollution and Control Law of the People's Republic of China*, the *Water Law of the People's Republic of China*, the *Integrated Wastewater Discharge Standards and the Standards for Pollution Control on Hazardous Waste Storage*, we continuously build and optimize an environmental management mechanism in businesses such as real estate development, property management and business operation. During the reporting period, the Group was not subject to any material fines or penalties for violating local environmental laws or regulations.

《中華人民共和國水法》《污水綜合排放標準》《危險廢物貯存污染控制標準》等環境相關法律法規，持續搭建、完善我們在房地產開發、物業管理和商業營運等業務中的環境管理體系。報告期內，本集團無因違反當地環境法律及法規而被處以重大罰款或遭受處罰。

綠色投資 Green Investment

保利置業以雙碳戰略目標為導向，積極拓展環境友好的項目，為建築行業的可持續發展貢獻自身力量。報告期內，本公司將綠色投資要求納入《保利置業集團有限公司投資管理制度》，明確了公司投資項目需滿足 ESG 要求、推動土地的良性開發、防止生態破壞並要求項目在綠地開發中獲得綠色認證。

Led by the strategic goals of carbon peaking and carbon neutrality, Poly Property actively expands environmental-friendly projects, contributing our share to the sustainability of the construction industry. During the reporting period, the Company incorporated green investment requirements into the *Investment Management Regulations of Poly Property Group Co., Limited*, specifying that our investment projects are required to meet ESG requirements, drive sound land development, prevent ecological damage, and obtain certifications of green land development.

海南保利半島一號項目 Hainan Poly Peninsula No.1 Project

本公司海南保利半島一號項目，東側臨老爺海，地塊臨海岸線約 1,926 米，在規劃建設時依循政府生態保護要求，退讓臨海岸線 50 米作為生態保護線。同時，本公司對臨海岸線周邊的生活垃圾進行清理，清理後對退讓線範圍投入資金進行綠化處理，防止自然環境受到進一步污染，對老爺海內海常年堆積的淤泥等進行清淤，促進了自然生態水源循環。

The Company's Hainan Poly Peninsula No.1 project, bordering the Laoye Sea to the east, is approximately 1,926 meters from the coastline. While planning the construction, the Company acted in line with the government's requirements on ecological conservation by setting back the site 50 meters to shape an ecological conservation line. Meanwhile, we cleaned up domestic waste around the coastline, and then invested in greening the area of concession line, preventing further pollution to the natural environment. We also dredged silt accumulated over the years in the inland Laoye Sea, facilitating water circulation in the natural ecosystem.



清理後

Afterwards



佛山保利鉞悅府紅線外濱河公園整治 Riverside Park Renovation Outside the Building Line of Foshan Poly Mansion

保利置業致力於推動土地的良性開發。該整治項目位於保利鉞悅房地塊外部沿河一帶，整治面積約 8,536 平方米。原狀場地荒蕪、雜草叢生、山體植物雜亂，屬於城市中廢棄地塊，無法供周邊的居民使用。本公司在做好地塊內住宅的同時對周邊進行了整治，採用現代設計手法，結合周圍環境，加大綠化率，打造現代、共融性、開放性、參與性的濱河公園景觀，成為周圍居民休閒娛樂的好去處，為當地社會與自然資源整治做出了貢獻。

Poly Property is dedicated to driving land development in a sound manner. This renovation program is located at the riverside outside the Poly Mansion. Spanning 8,536 square meters, the area was once derelict in the city and cannot be used by residents in the neighborhood as it was filled with weeds, vegetation, and hills. While constructing the residence within our site, the Company also renovated neighboring areas. Taking into account the surrounding environment, the Company adopted a modern approach to make the area greener, creating a modern, inclusive, open and inviting scenery of riverside park, making it a go-to choice for recreation in the neighborhood, thereby contributing to natural resource renovation in our local community.



發展綠色建築 Developing Green Building

綠色建築已然成為建築行業發展的必然趨勢，推廣綠色建築，優化綠建技術是房地產企業肩負的重要責任。本集團秉承「環保、節能、可持續發展」的綠色設計理念，遵循《綠色建築評價標準》（GB/T 50378-2019）要求，依托節能降耗技術、綠色環保設計以及智能系統應用，推動綠色建築技術的落地，不斷推出綠色建築典範，努力打造環境友好型、建設節約型社會。報告期內，我們新增項目已實現綠色建築標準 100% 應用。未來我們將持續推進綠色建築技術的探索和落地，不斷提升開發項目綠色建築認證標準。

The development of green building represents an inevitable trend in the construction sector. It is on the shoulders of real estate enterprises to promote green building and optimize relevant technologies. Upholding the green design philosophy of "Environmental Protection, Energy Conservation and Sustainability", and in alignment with the *Assessment Standard for Green Building* (GB/T 50378-2019), the Group leverages energy-saving technologies, green design and intelligent systems to implement green building technologies, and continuously launch green building exemplars, striving to forge an environmental-friendly and energy-conserving society. During the reporting period, we applied green building standard to 100% of new projects. Moving forward, we will continue to explore and roll out green building technologies, so as to constantly improve green building certification standards of our development projects.

超低能耗建築技術研究和應用

Research and Application of Ultra-Low-Energy Building Technology

報告期內，我們全面推進綠色節能和超低能耗建築的技術、標準及產品的研究和應用。我們在上海、江蘇區域開展建築超低能耗技術的探索，結合上海建築能耗低碳發展路徑及政策，已完成《超低能耗建築技術實施要點》及「三表一圖」實用工具，努力推進更多低碳高效建築落地。

During the reporting period, we comprehensively advanced the research and application of technologies, standards and products of environmental protection, energy saving and ultra-low-energy building. Combining our exploration of ultra-low-energy building technology in Shanghai and Jiangsu, as well as Shanghai's low-carbon development path and policies of building energy consumption, we have formulated the *Implementation Key Points of Ultra-Low-Energy Building Technology* with a practical toolset of "Three Forms and One Chart", striving to land more low-carbon and energy efficient buildings.

太陽能熱水系統建築一體化設計

Integrated Design of Solar Water Heating System and Buildings

為踐行綠色建築設計，本集團山東公司積極推進太陽能熱水系統與建築一體化設計並將其落實各項目。

其中，天禧二期太陽能 1,210 戶，臻譽太陽能 397 戶，公園上城太陽能 896 戶。每台集熱麵積約 2 平方米太陽能熱水器年節能量約為 5,123 兆焦耳，年節電量可達 1,423 千瓦時。按照小區 1,000 戶計算，太陽能熱水器在其 15 年壽命期內可以節約 2,835 噸標準煤，減少 2,040 噸二氧化碳，57 噸二氧化硫和 560 噸粉塵排放。

To practice green building designs, the Group's Shandong subsidiary took the initiative to promote the integration of solar water heating system and building design and implements in its projects.

Among others, 1,210 homes at Grand Joy II, 397 homes at Poly Jade, and 896 homes at Poly Park TOD are equipped with solar installations. Each solar water heater with a 2-square-meter thermal collector saves approximately 5,123 MJ of energy on a yearly basis, cutting up to 1,432 kWh of electricity consumption per year. With 1,000 homes at a community, 2,835 tons of standard coal of energy consumption are expected to be saved over the heaters' 15-year lifespan, reducing the emission of carbon dioxide by 2,040 tons, sulfur dioxide by 57 tons, and dust by 560 tons.

綠色建材

Green Construction Materials

我們在建材選擇上專注於高品質、低能耗、無污染的材料，塑造建築綠色性能。2022 年，我們積極探索各類綠色建材的應用：

While choosing construction materials, we keep high-quality, low energy consumption and no pollution top of mind to shape green performance of buildings. In 2022, we actively explored the application of various green construction materials:

◆ 積極推進鋁膜應用，高層建築原則上全部採用鋁膜工藝，提高資源利用率

◆ 分戶樓板採用 XPS 保溫板，達到建築節能 50%

◆ 積極推進選用的防水塗料、防水卷材、面磚、砌塊、保溫板等裝飾裝修材料滿足國家現行綠色產品評價標準中對有害物質限量的要求，選用滿足要求的裝飾裝修材料達到 3 類以上

◆ 採用可再循環、可再利用材料

◆ Actively advancing the application of aluminum film by adopting this process in all high-rise buildings in principle to improve resource efficiency

◆ Adopting XPS insulation panels as household-separation panels, which reduces building energy consumption by 50%

◆ Promoting the use of waterproofing coatings, waterproofing sheets, bricks, blocks, insulation panels and other decorative materials that meet the current national requirement on hazardous substance limits outlined in the assessment standard for green products, and adopting decorative materials that meet more than three categories of requirements.

◆ Adopting recyclable and reusable materials

裝配式建築技術體系

Technology System of Prefabricated Buildings

我們在建造技術上逐步構建裝配式建築標準化設計和生產體系，逐步擴大標準化構件和部品部件使用規模，提高裝配式建築綜合效益。

In terms of construction technology, we are gradually forging a standardized design and production system of prefabricated buildings, through which we use standardized components and parts at a larger scale to improve the overall benefits of prefabricated buildings.

報告期內 During the reporting period

新增裝配式建築面積

The Group's new floor area of prefabricated buildings

1,733,500 平方米 square meters

應用比例達到新增建築總面積的

Application ratio of the total new construction area

74%

山東保利臻譽項目 Shandong Poly Jade Project

山東保利臻譽項目，裝配式建築應用佔總建築面積比例達 55% 以上，裝配率達 50%。依據《山東省裝配式建築評價標準》(DB37/T 5127-2018) 中裝配式建築設計要求，臻譽項目裝配式樓座主體豎向構件採用預制剪力牆；主體水平構件採用預制疊合板、預制樓梯、預制陽台板、預制空調板，且預制比例達到 80% 以上；非承重圍護牆非砌築並採用預制條板牆，應用比例為 80% 以上。

Prefabricated buildings account for over 55% of the total floor area of our Shandong Poly Jade project, with an assembly rate of 50%. In compliance with the design requirement stipulated in the *Assessment Standard for Prefabricated Buildings of Shandong Province* (DB37/T 5127-2018), the main vertical components of the project's prefabricated buildings adopted shear walls; the main horizontal components adopted prefabricated laminated panels, staircases, and balcony panels, with a pre-cast ratio exceeding 80%; and the non-load-bearing enclosure walls adopted prefabricated slatwalls, with an application ratio over 80%.



BIM 技術應用 Applying BIM Technology

本集團持續探索 BIM 技術在建築領域的多樣性，在數字化協同方面推進建築、結構、設備管線、裝修等一體化集成設計，提高各專業協同設計能力。我們已在多個區域逐步試點和應用 BIM 技術，全過程數字化打樣，實現設計方案最優、實施方案可行、商務方案合理，並計劃在集團各區域全面推廣。

The Group explores what's possible with Building Information Modeling (BIM) technology in construction on an ongoing basis. In terms of digital collaboration, we work to promote integrated design of building, structure, equipment pipelines and decoration to enhance the collaborative design capability across disciplines. With end-to-end digital proofing, we gradually piloted and applied BIM technology across several regions, realizing optimal design, feasible implementation and rational business solution, and planning group-wide promotion.

綠色建築典範 Exemplary Green Buildings

報告期內，我們在多個項目運用綠色設計理念，構建高品質可持續發展的綠色建築。

During the reporting period, as part of our efforts to create green buildings of high-quality and sustainability, we applied the green design philosophy in multiple projects.

截至 2022 年 12 月 31 日 As of December 31, 2022

綠色建築認證項目
The number of green building certification projects

113 個

綠色建築認證總面積
Total green building certification area

16,633,600 平方米 square meters

其中，達到綠建三星設計標準的項目
Among these projects, the number of projects meeting the design standard of three-star green building

8 個

LEED 認證項目
The number of LEED certification

1 個

報告期內，本集團新增綠色建築認證面積
During the reporting period, the Company's certificated green building area increased by

2,242,300 平方米 square meters



寧波保利錦上印

Ningbo Poly Brocade Scroll Project

2022年，寧波保利錦上印獲得了綠建三星審圖合格證，在綠色建築方面主要實施了以下幾方面內容：

In 2022, the Ningbo Poly Brocade Scroll project obtained certificate of construction drawings for three-star green building, with efforts devoted in aspects as follows:

高標準的設計要求 Applying High Standard Design Requirements

- 室內聲環境、採光照度值、通風開口比例、遮陽等性能均達到國家規範的高要求標準限值
- A variety of performances, including indoor acoustic environment, daylighting illuminance value, the ratio of ventilation opening and shading, have all met the high standard limits stipulated in national regulations
- 通風空調系統風機的單位風量耗功率比現行國家標準《公共建築節能設計標準》GB 50189 的規定低 20%
- Fan power consumption per unit air volume of Heating, Ventilation and Air Conditioning HVAC system is 20% lower than the requirement stipulated in the current national standard GB50189 *Design Standard for Energy Efficiency of Public Buildings*

綠色建造方式應用 Applying Green Construction Approaches

- 應用建築信息模型 (BIM) 技術，進行建築碳排放計算分析，採取措施降低單位建築面積碳排放強度
- Employ Building Information Modeling (BIM) technology to compute and analyze building carbon emission, and take measures to reduce carbon emission intensity in unit building floor area
- 100% 採用裝配式建造方式，其中 10% 的計容面積採用鋼結構裝配式
- Adopt 100% of prefabricated construction approach, with 10% of total floor area adopting prefabricated steel structure

綠色低碳建材及設備的使用 Using Green Construction Materials and Equipment

- 採用的綠色建材例如預拌混凝土、預拌砂漿、保溫材料、防水材料等的應用比例達 50% 以上
- Over 50% application ratio of green construction materials, including ready-mixed concrete, ready-mixed mortar, insulation materials, waterproofing materials, etc.
- 確保揮發性有機物、污染物濃度低於現行國家標準《室內空氣質量標準》規定限值的 20%，室內 PM2.5 年均濃度不高於 25 $\mu\text{g}/\text{m}^3$ ，且室內 PM10 年均濃度不高於 50 $\mu\text{g}/\text{m}^3$
- Ensure that the concentration of volatile organic compounds and pollutants is 20% lower than the limits stipulated in current national standard *Indoor Air Quality Standard*, and that the annual average concentration of indoor PM2.5 is not higher than 25 $\mu\text{g}/\text{m}^3$ and indoor PM10, 50 $\mu\text{g}/\text{m}^3$

參與海綿城市建設 Participating in the Building of Sponge City

- 保護場地內原有的自然水域、濕地、植被等，保持場地內的生態系統與場地外生態系統的連貫性
- Protect the original natural water areas, wetlands and vegetation in the site to maintain the continuity of the ecosystem inside and outside of the site
- 場地年徑流總量控制率達到 70%，銜接和引導不少於 80% 的屋面雨水進入地面生態設施
- Reach 70% of volume capture ratio of annual rainfall. Converge and lead at least 80% of roof rainwater into the overground ecological facilities

智能化服務系統應用 Applying Intelligent Service System

- 具有家電控制、照明控制、安全報警、環境監測、建築設備控制、工作生活服務等至少 3 種類型的服務功能
- At least three types of service functions are provided, such as home appliance control, lighting control, security alarm, environmental monitoring, building equipment control, work and life service, etc.
- 具有遠程監控的功能
- Remote monitoring function is provided
- 具有接入智能城市 (城區、社區) 的功能：設置 PM10、PM2.5、CO₂ 濃度的空氣質量監測系統；設置分類、分級用能自動遠傳計量系統，且設置能源管理系統實現對建築能耗的監測、數據分析和管理的
- Functions accessible to smart city (district and community) are provided, set air quality monitoring system for PM10, PM2.5 and CO₂ concentration; set up automatic remote measurement system for classification and grading, and arrange energy management system to achieve monitoring, data analysis and management of building energy consumption



保利香港臻譽和龍譽項目榮膺綠建環評認證

Poly Hong Kong Villa La Plage and Vibe Centro Projects Won BEAM Plus Certifications

保利置業始終致力於營造綠色生活環境、與自然和諧發展。迄今在港全資操盤開發的住宅項目均獲得綠建環評認證。其中，香港臻譽榮獲建築環保評估協會頒發的 2022 年新建築 1.2 版最終金級認證。

Since day one, Poly Property has been committed to nurturing a green living environment and developing harmoniously with nature. To date, all of our wholly-owned residential projects in Hong Kong have received Green Building Environmental Assessment certification. Among them, Villa La Plage has been awarded with the 2022 BEAM Plus New Buildings (Version 1.2) Gold Certification by Hong Kong Green Building Council (HKGBC).

香港臻譽項目可持續建築設計特點 Featured Sustainable Building Designs of Hong Kong Villa La Plage

用地與室外環境 Land Use and Outdoor Environment

- 綠化面積佔用地面積大約三成
- Greenery takes up some 30% of the site area
- 屋頂鋪上高反射性物料，覆蓋率超過 50%
- Highly reflective materials cover over 50% of rooftop area
- 嚴格監察施工期間的環境數據，避免污染
- Strict monitoring of environmental data during construction to avoid pollution

能源使用 Energy Consumption

- 採用高效的空調系統
- Adopt efficient air conditioning system
- 採用有效減低建築外殼吸熱的設計
- Adopt design that effectively reduces heat absorption of the building envelop

室內環境質素 Indoor Environmental Quality

- 提升衛生和健康、廢物處理設施、熱舒適度、自然光、通風及室內空氣質素
- Improve hygiene and health conditions, waste disposal facilities, thermal comfort, natural light, ventilation and indoor air quality
- 提高無障礙通道運用
- Improve utilization of wheelchair access

用材 Material Consumption

- 採用類近區域生產的建築材料
- Use nearby or locally produced construction materials
- 選取低損耗臭氧及地球暖化係數雪種
- Select refrigerants with lower ozone depletion and global warming coefficients

用水 Water Consumption

- 節水及減少污水排放
- Save water and reduce polluted water discharge

創新 Innovation

- 提供電動車充電站
- Provide electric vehicle charging stations
- 雙水缸系統
- Dual water tank system



推進綠色建造 Advancing Green Construction

綠色建造作為建築全生命週期中的一個重要階段，是實現建築領域資源節約和節能減排的關鍵環節。本集團肩負起監管承建商環境保護工作的責任，要求承建商在建設項目期間嚴格遵守國家和項目當地與環境相關的各項法律法規，制定了《安全文明施工管理條例》，明確施工過程中的環保責任主體，並對防揚塵設施、噪音、污水處理、廢棄物處理、節水節能等綠色施工環節進行嚴格監督檢查，營造安全、健康、幹淨的施工和建造環境。

As a critical phase of building life cycle, green construction is crucial to resource conservation, energy saving and emission reduction in the construction sector. Shouldering the responsibility of supervising contractors' environmental efforts, the Group requires contractors to strictly abide by national and local environmental laws and regulations during construction. To this end, we have formulated the *Management Regulations on Construction Safety*, specifying the main body responsible for environmental protection, and strictly supervising and inspecting green construction processes such as dust control facilities, noise, sewage treatment, waste treatment as well as water and energy conservation, thereby creating a safe, healthy, and clean construction environment.

揚塵及噪音控制 Dust and Noise Control



- 建立全面的揚塵監控系統
- Establishing a comprehensive dust monitoring system
- 設置噴淋降塵措施
- Water sprinkling & spraying for dust suppression
- 安裝隔音設備
- Installing sound-proofing equipment
- 提供耳塞及耳罩等個人防護設備
- Providing personal protective equipment such as earplugs and earmuffs
- 堆放材料採用防塵遮蓋設施
- Covering stockpiles with dustproofing facilities

廢水管理 Wastewater Management



- 施工污水設有獨立管道排放，實現廢水閉環處理和集中排放
- Building separated pipelines to discharge construction sewage, realizing closed-loop treatment and centralized discharge of wastewater

廢棄物處置 Waste Disposal



- 針對產生的廢棄物進行分類收集、分類存放、合理處置
- Collecting, storing and disposing of the waste in a reasonable manner
- 本集團所產生的無害廢棄物，分類存放至專門處理點，生活垃圾則由具資質機構處置；本集團所產生的有害廢棄物全部交由具資質機構回收處置。
- Non-hazardous waste generated by the Group is classified and stored at specific disposal sites, whereas the domestic waste is handled by qualified organization; hazardous waste generated by the Group is collected and handled by qualified organization.

水資源管理 Water Resources Management



- 建立中水回用設施，收集雨水並經過處理後用於工地綠化和道路衝洗
- Establishing reclaimed water reuse facilities to collect and treat rainwater for greening and road cleaning

同時，保利置業不斷完善智能工程系統，推進工程條線的無紙化系統建設，優化項目建造過程中的資源使用和工作效率。

At the same time, Poly Property continues to optimize the smart construction system, and builds a paperless system in construction lines for higher resources and work efficiency during project construction.

智能工程 - 無紙化系統建設

Smart Construction- Building a Paperless System

簽單無紙化 Paperless Signing

將工程建造環節的現場檢查、實測實量、工序、材料管理、樣板管理、專項巡檢、進度管理等簽單流程標準化

廣西區域公司與貴州區域公司已分別累計完成 3,258 和 7,516 條在線簽單

Standardizing signing process during construction, including on-site inspection, on-site measurement, process, material management, sample management, special inspection, and progress management

Our Guangxi regional subsidiary and Guizhou regional subsidiary have completed a total of 3,258 and 7,516 on-line signings respectively

工程資料無紙化 Paperless Project Information

將工程建造中的巡檢記錄、會議資料、培訓課件等文檔在線拍照、上傳、共享

Photographing, uploading, and sharing documents such as inspection records, meeting materials and training slides during construction



踐行綠色營運 Practicing Green Operation

本集團始終堅持日常辦公、物業服務、商業管理等領域綠色營運的宗旨，倡導節能降耗並優化廢棄物合規管理及減量化，以實際行動承擔企業肩負的環境保護責任，共築綠色低碳的美好家園。

Green operation is the Group's long-standing principle in a variety of fields such as daily work, property service and commercial management. As an advocator of energy conservation, compliant waste management and waste reduction, we put environmental responsibilities on our shoulders by taking concrete steps to collectively build a beautiful and green homeland.

綠色辦公 Green Office

保利置業不僅注重承建商建造施工過程中的環境保護，也倡導綠色低碳的辦公方式。我們持續推進綠色環保宣貫與培訓活動，增強員工環保意識，鼓勵所有員工參與節能行動，減少資源浪費，積極搭建低碳環保的辦公環境，構建環境友好型企業。

At Poly Property, not only do we attach great importance contractors' environmental performance during construction, but also advocate for green office. We continue to promote environmental publicity and trainings to raise environmental awareness among employees, and encourage company-wide energy-saving and waste reduction practices, forging a green workplace and an environmental-friendly enterprise.

節能降耗 Energy Conservation

- 下班時隨手關閉辦公室照明燈和空調以及電腦等電器設備
- Turning off lights, air conditioners, computers and other electrical equipment when leaving office
- 會議全部結束後，網管負責關閉投屏、照明、空調等設備
- The network administrator is responsible for turning off projector screens, lightings, air conditioners and other equipment after meetings
- 採用雙層窗戶、節能窗簾
- Adopting double-paned windows and energy-saving curtains



資源使用效益 Resource Efficiency

- 推行文件雙面打印，設置廢紙箱，有效利用廢紙二次利用
- Promoting double-sided printing and setting up wastepaper baskets for efficient wastepaper reuse
- 嚴格執行彩打審批制度，彩打量下降 36%
- Implementing a strict color printing approval system, which reduces color printing by 36%
- 各部門會議不提供瓶裝飲用水，鼓勵自帶茶杯茶水
- Bottled drinking water is not offered in departmental meetings to encourage employees to bring their own cups
- 辦公樓水龍頭設計採用歐盟標準，減少出水量
- Faucets in office buildings are designed in alignment with EU standards for lowered water flow



智慧辦公 Smart Office

- 持續完善以 OA 辦公平台為基礎的審批流程整合，踐行智能辦公
- Continuously improving the integration of approval processes based on the OA office platform to practice smart office
- 引入電子簽章，搭建公文流轉模型，實現線上流轉、自動套紅、線上用印等
- Introducing electronic seals and building a model for official documents circulation, realizing online circulation, automatic template generation, online seal affixing, etc.
- 推行企業微信「微盤」功能
- Promoting the WeDrive function in WeCom



綠色出行 Green Transportation

- 制定《保利置業集團有限公司車輛購置和處置管理辦法》，強化公務車管理
- Formulating the *Management Measures for Vehicle Procurement and Disposal of Poly Property Group Co., Ltd.* to enhance business vehicle management
- 鼓勵採購新能源車輛，儘量採購低油耗車輛型號
- Encouraging the procurement of new energy vehicles with a preference to fuel-efficient models
- 鼓勵員工乘坐公共交通
- Encouraging employees to commute by public transportations



綠色商業 Green Business

本集團充分意識到環境保護和資源節約的社會責任，積極探索綠色商業管理模式，以科學地實現我們的經營目標和發展的持續性。我們嚴格要求入駐商戶遵守國家及行業環境保護相關的政策法規，同時以自身環保實踐輻射租戶綠色行為，在整個租賃期間協助其在日常營運中踐行綠色低碳發展理念，改善包括節能、節水、減少廢棄物排放等方面的環境表現。

Fully recognizing our social responsibilities in environmental protection and resource conservation, the Group takes the initiative to explore green business management model, so as to realize our business objectives and sustainability through scientific approaches. We strictly require tenants to observe environmental laws and regulations at national and industrial level, while holding ourselves as an example of greener practices to encourage them to do the same. Throughout the lease period, we help tenants to deliver green and low-carbon development in daily operations, improving their environmental performance in aspects such as energy saving, water conservation and waste discharge reduction.

節能減排 Energy Conservation and Emission Reduction

調節照明設施：根據購物中心營運情況，合理利用戶外光照、客流錯峰等實際情況，通過調整商場照明、電梯、車道照明等設施設備運行策略，降低整體能耗，實現節能減排目標

Adjusting lighting facilities: Taking into consideration the actual situations such as the shopping centers' operations, rational use of outdoor light and customer flow peaks, we have adjusted the operating strategy of equipment and devices, including shopping mall lighting, elevator and driveway lighting, to reduce the overall energy consumption, achieving the goals of energy conservation and emission reduction.

優化空調主機系統：春、秋時節充分利用自然通風，降低空調運行時長，減少能源消耗從而降低碳排放指標

Optimizing the system of air conditioning unit: We keep air conditioners running for a shorter period of time by making full use of natural ventilation in spring and autumn, so as to reduce energy consumption, thereby lowering carbon emission indicators.

調整排油煙系統：公共油煙機錯峰開啟、互為備用

Adjusting fume extraction system: Public range hoods are turned on in staggered shifts and serve as standby for one another.

水資源利用效率 Water Efficiency

管理機制：在現場管理過程中，值班人員每天定時對現場進行巡邏，杜絕出現跑冒滴漏現象

Management mechanism: During on-site management, the on-duty personnel carry out inspections on a fixed schedule to prevent water leakage.

增強環保意識：例會中強調清潔環境過程中需節約用水、合理用水

Reinforcing green awareness: Water conservation and rational water usage in clean-ups are emphasized in regular meetings.

工程改造：商場衛生間使用智能感應衝水系統並將水龍頭改造為節水型水龍頭，控制出水量，杜絕浪費

Project renovation: In restrooms of shopping malls, we installed intelligent sensor flushing system for toilets, and conducted water-saving faucet conversion to control water flow, putting an end to waste.

「綠色低碳 節能先行」

"Conserving Energy for Green and Low-Carbon Development"

報告期內，我們各商業項目積極向員工、商戶以「綠色低碳 節能先行」為主題開展環保宣貫活動。2022年3月，各商業項目響應「地球一小時」行動，關閉樓宇泛光照明1小時，普及節能環保理念。2022年6月，各商業項目開展以「綠色低碳 節能先行」為主題的節能宣傳周活動，向客戶宣傳樓內空調運行及溫度設定知識，並張貼綠色節能標識，宣揚節約、循環利用的資源觀。

During the reporting period, our commercial projects have provided employees and tenants environmental promotion activities themed "Conserving Energy for Green and Low-Carbon Development". In March 2022, our commercial projects acted on the Earth Hour campaign by turning off the flood lighting of buildings for an hour, in an effort to promote the concept of energy conservation and environmental protection. Later in June, a promotion week under the same theme was carried out across our commercial projects, which shared with customers knowledge of indoor air conditioning operation and temperature setting, and displayed green and energy-saving labels to advocate for the resource value of conservation and recycling.



綠色物業 Green Property

本集團秉承「讓生活更美好」的服務理念，積極圍繞低碳、健康、和諧等維度形成綠色生態服務體系，踐行綠色營運管理，打造綠色服務品牌。我們在物業營運中嚴格遵守環境相關法律法規，完善各個工作環節的環境管理要求，本集團旗下物業管理公司已獲得 ISO 14001: 2015 環境管理體系認證。

Upholding the service philosophy of "Making Life Even Better", the Group actively forms a green eco-service system grounded in dimensions such as low-carbon, health, and harmony, so as to practice green management and create a green service brand. We strictly comply with relevant environmental laws and regulations in property operation and refine environmental management regulations across our operation. The property management companies of the Group have been accredited by ISO 14001: 2015 environmental management system certification.



ISO 14001:2015 環境管理體系認證證書
ISO 14001:2015 Environmental Management System Certificate

本集團恪守「城市文明條約」，做綠色理念的實踐者。我們各區域物業積極組織開展各類環保宣貫活動，提高業主垃圾分類的自覺意識和環境保護的責任意識，讓綠色環保融入城市生活。

The Group honors the "Code of Urban Civilization" and practices green philosophy. As part of our efforts to embed environmental protection into urban living, our regional property companies actively organized various environmental promotion activities, which aims to raise the awareness on waste sorting and environmental responsibilities among property owners.



應對氣候變化 Climate Change Response

氣候變化是當前突出的全球性挑戰，不僅關乎自然生態系統，也是人類經濟社會可持續發展的重要保證，全社會實現碳中和已成為未來必然的發展趨勢。全球各國已經在聯合國氣候變化框架公約第 26 次締約方大會（COP26）期間進一步達成一致，在本世紀中葉實現碳中和、達成《巴黎協定》1.5°C 目標是延緩並最終逆轉氣候變化必須完成的任務。

作為一家負責任的企業，本集團積極響應國際氣候變化倡議以及中國雙碳目標，參照氣候相關財務信息披露工作組（TCFD）的披露建議，逐步對氣候變化風險開展識別、評估及應對工作，不斷探索並踐行低碳減排行動計劃，在全球氣候變化中承擔起企業公民責任。本集團的品牌文化管理委員會協同 ESG 工作小組，共同落實氣候變化風險識別

工作，針對性地開展氣候變化減緩和適應舉措，並向董事會匯報成果，確保本集團應對氣候變化的戰略清晰高效。

我們對政府規劃及政策、極端天氣的歷史記錄等外部影響因素及營運特點和業務規劃等內部影響因素進行了綜合分析，識別出與保利置業相關的氣候變化風險。本集團主要的實體風險，例如台風、洪水、極熱、海平面上升等將有機會影響我們的上游材料生產以及運輸過程，導致建築項目進度受到延遲，並增加我們維修和建造資產的費用。

為降低極端天氣帶來的實體風險，本集團旗下各相關的子公司按照項目或物業的特點以及對所在地自然災害風險的識別，建立由各方責任主體組成的應急管理架構，完善應急工作機制，制定應急預案並開展演練，2022 年主要工作如下：

Climate change is an acute global challenge that is relevant to not only the natural ecosystem, but also the sustainable socio-economic development of human society. Achieving carbon neutrality across society represents the inevitable trend of the future. During the COP26 of the UN Framework Convention on Climate Change, countries have reached a further consensus: achieving carbon neutrality by mid-century and keeping the 1.5 °C goal of the Paris Agreement alive are the tasks we must not fail in the cause of mitigating and eventually reversing climate change.

As a responsible enterprise, the Group actively acts on international climate change initiatives and China's goals of carbon peaking and carbon neutrality. With reference to the Task Force on Climate-related Financial Disclosures (TCFD) recommendations, we identify, assess, and respond to climate change risks by steps, and continuously explore and deliver low-carbon action plans, undertaking our responsibilities as a corporate citizen in global climate change. The Group's Brand Culture Management Committee and the ESG Working Group come together to identify climate change risks, enforce targeted mitigation and adaption

measures, and report the results to the Board of Directors, thereby ensuring that the Group's strategy to address climate change is clear and efficient.

Following an integrated analysis of external influencing factors, such as government planning and policies as well as historical records of extreme weather, and internal influencing factors, such as operational features and business planning, we have identified climate change risks related to Poly Property. Our physical risks, including typhoons, floods, extreme heat, and rising sea levels, may affect our upstream material production and transportation, thus resulting in delayed construction progress and increased cost of maintaining and constructing assets.

To tackle extreme weather-induced physical risks, after considering the features of projects or properties as well as identified risks of local natural disasters, relevant subsidiaries of the Group established an emergency management structure comprising responsible bodies from all sides, optimized the emergency working mechanism, formulated contingency protocols, and organized drills. Our efforts made in 2022 include:

世界環境日主題活動

World Environment Day Activity

2022 年 6 月 5 日世界環境日，本集團以實際行動踐行「綠水青山就是金山銀山」，努力共建清潔美麗世界。業主小朋友們參與「珍愛地球，共創美好家園」環保袋塗鴉活動及「淨我所能，用心服務守護美好家園」環境衛生大掃除活動。



On June 5, 2022, the World Environment Day, the Group delivered on the value of "Lucid waters and lush mountains are invaluable assets", striving to build a clean and beautiful world. The children of property owners participated in the reusable bag graffiti activity themed "Cherish the Earth, Build a Better Home" and a clean-up themed "Cleaning What I Can, Preserving Beautiful Homeland".



房地產開發板塊 Real Estate Development Module

本集團各在建項目制定防台、防汛、防署等各類應急預案 80 餘項，開展演練和培訓 120 餘次。9 月中旬，台風「梅花」登陸華東，由於應對準備充分，受影響項目均沒有人員傷亡和較大財產損失。

More than 80 contingency protocols against typhoons, floods and heat waves have been developed, and over 120 drills and trainings have been carried out across the Group's ongoing projects. Thanks to our sufficient preparation, when Typhoon Mufia made landfall in Eastern China, none of our affected projects suffered from casualties or material property damage.



沙袋防汛
Using Sandbags for Flood Protection



防署演練
Heatwave Safety Drill

物業管理和商業營運板塊 Property Management and Business Operation Module

本集團突出「防」的作用、用好「抗」的措施、做好「救」的準備。針對項目所在地極端天氣災害的可能性和危害程度，我們制定了「防颱防汛」「停電停水」「水浸」等應急預案，開展應急演練和培訓 200 餘場，全年沒有極端天氣造成的災害事故。

The Group highlights the role of prevention, fully leverages response measures, and gets fully prepared for disaster relief. In light of the possibility and damage of extreme weather disasters in places where our projects are located, we have formulated contingency protocols in response to typhoons and floods, power and water outages as well as inundations, and carried out over 200 emergency drills and trainings. As a result, no disastrous incident was caused by extreme weather at the Group throughout 2022.



防颱防汛應對
Flood Prevention and Control Response



停電停水應對
Power and Water Outage Response



員工應急演練
Employee Emergency Drill

此外，保利置業識別出的轉型風險主要為強化排放量合規要求以及採用低排科技和建築材料趨勢等。針對上述識別的風險，我們加強關注政府和資本市場對低碳技術的政策和要求，推動創新技術以減少對環境的影響，支持企業未來可持續發展。

In addition, the transition risks identified by Poly Property are mainly enhanced emission compliance requirements and the trend of adopting low-emission technologies and construction materials. To address above mentioned risks, we stepped up attention to policies and requirements on low-carbon technologies issued by the government and the capital market, so as to address environmental impact by driving innovative technology, thereby empowering our future sustainability.

環境目標 Environmental Objectives

為促進本集團在環境方面的持續改進，我們基於國家發展規劃與營運現狀，在溫室氣體排放、能源管理、用水效益及廢棄物管理四個方面設定了相應的目標，並不斷回顧目標完成情況，持續推進企業可持續發展。

Aspiring for continuous improvement of our environmental performance, the Group has set up corresponding targets in four aspects, i.e., GHG emission, energy management, water efficiency, and waste management, based on national development landscaping and our current operation. By continuously reviewing the progress, we keep driving corporate sustainable development.

溫室氣體排放 GHG Emission



定期對集團的環保表現和實踐進行評估和檢討，並推動持續的改進優化，逐年減少單位碳排放強度
Evaluate and review the Group's environmental performance and practices on a regular basis, and drive sustainable improvement, so as to lower our carbon intensity per unit by year

在集團內部開展低碳相關的宣貫及培訓，加強員工減排意識
Conduct internal low-carbon publicity and training to raise employees' awareness on emission reduction

能源管理 Energy Management



加大可再生能源的使用比例
Enlarge the share of renewable energy consumption

加強員工節能意識宣貫
Strengthen publicity on energy conservation awareness for employees

用水效益 Water Efficiency



積極探索節水型設備和水處理技術，替換原有技術和設備
Actively explore water-saving equipment and water-processing technologies to phase out current ones

加強對內對外的節水意識宣貫
Strengthen internal and external publicity on water-saving awareness

廢棄物管理 Waste Management



加強對內對外的減廢宣傳
Strengthen internal and external waste-reduction publicity

倡導綠色辦公，採用線上化傳輸方式，減少辦公物品消耗
Advocate for green office, adopt online transmission to reduce office item consumption

積極探索可循環材料進行疊代
Actively explore recyclable materials for iteration

環境績效總覽² An Overview of Our Environmental Performance²

指標 Indicator	2021 年度數據 ³ 2021 ³	2022 年度數據 ⁴ 2022 ⁴	計量單位 Unit
直接能源 Direct Energy			
柴油 Diesel	/	34,251.53	升 Litres
汽油 Gasoline	/	556,271.39	升 Litres
天然氣 Natural gas	/	1,764,065	立方米 Cubic metre
液化石油氣 Liquefied petroleum gas	/	300	千克 Kg
間接能源 Indirect Energy			
電力消耗總量 Total electricity consumption	411.79	144,484.89	兆瓦時 MWh
外購蒸汽 Purchased steam	/	408.13	百萬千焦 Mkj
綜合能源消耗 Comprehensive Energy Consumption			
綜合能源消耗總量 Total comprehensive energy consumption	/	168,862.53	兆瓦時 MWh
綜合能源消耗密度 Comprehensive energy consumption intensity	/	18.31	兆瓦時 / 員工 MWh/employee
溫室氣體排放 Greenhouse Gas Emissions			
範圍 1 溫室氣體排放 Scope 1	63.44	6,672.71	噸二氧化碳當量 Tonne CO ₂ equivalent
範圍 2 溫室氣體排放 Scope 2	256.67	82,444.63	噸二氧化碳當量 Tonne CO ₂ equivalent

² 本集團 2022 年度環境數據統計覆蓋範圍擴大，導致數據均有上升。

³ 本集團 2021 年環境數據範圍覆蓋香港和上海總部。環境數據密度採用香港和上海總部員工人數計算，為 195 人。「/」為 2021 年報告未披露的數據。

⁴ 本集團 2022 年環境數據範圍覆蓋香港和上海總部以及各區域公司。環境數據密度採用香港和上海總部以及各區域公司員工人數計算，為 9,220 人。

⁵ 本集團溫室氣體排放主要源自自有車輛燃料燃燒、天然氣燃燒、液化石油氣燃燒、制冷劑使用散逸、外購電力和外購蒸汽。

範圍 1 溫室氣體排放數據的計算方法參考中華人民共和國生態環境部發佈的《陸上交通運輸企業溫室氣體排放核算方法與報告指南（試行）》及《Greenhouse Gas Inventory Guidance – Direct Emissions from Mobile Combustion Sources》。

範圍 2 溫室氣體排放數據根據中華人民共和國生態環境部發佈的《關於做好 2023-2025 年發電行業企業溫室氣體排放報告管理有關工作的通知》中 2022 年度全國電網平均排放因子計算。

範圍 3 溫室氣體來自香港和上海總部及各區域公司員工於公幹時所乘搭的航班所引致的溫室氣體。範圍 3 溫室氣體排放數據的計算方法參考國際民航組織碳排放計算器。

² The Group's coverage of environmental statistics for 2022 has been expanded, resulting in an increase in environmental data.

³ The scope of 2021 environmental data of the Group covers our Hong Kong & Shanghai headquarters. The environmental data intensity is calculated based on the number of employees (195) of the Hong Kong & Shanghai headquarters. "/" is for data not disclosed in the 2021 report.

⁴ The scope of 2022 environmental data of the Group covers our headquarters in Hong Kong & Shanghai, and all regional companies. The environmental data intensity is calculated based on the number of employees (9,220) of the Hong Kong & Shanghai headquarters, and all regional companies.

⁵ The Group's greenhouse gas emissions are mainly from our own vehicle fuel combustion, natural gas combustion, LPG combustion, fugitive refrigerant use, purchased electricity and purchased steam. The calculation of Scope 1 greenhouse gases emission data is based on the *Greenhouse Gas Emissions Accounting Methodology and Reporting Guidelines for Land Transport Enterprises (Trial)* published by the Ministry of Ecology and Environment of the People's Republic of China and *Greenhouse Gas Inventory Guidance - Direct Emissions from Mobile Combustion Sources*.

The calculation of Scope 2 greenhouse gases emission data is based on the 2022 national grid average emission factors in the *Notice on Doing a Good Job in 2023-2025 Reporting and Management of Greenhouse Gas Emissions of Power Generation Enterprises*.

Scope 3 emission represents greenhouse gases emitted via business trips by the Hong Kong & Shanghai headquarters, and all regional companies. The calculation of Scope 3 greenhouse gases emission data is based on the carbon calculator from International Civil Aviation Organization.

指標 Indicator	2021 年度數據 ³ 2021 ³	2022 年度數據 ⁴ 2022 ⁴	計量單位 Unit
溫室氣體排放 Greenhouse Gas Emissions			
範圍 3 溫室氣體排放 Scope 3	199.78	182.53	噸二氧化碳當量 Tonne CO ₂ equivalent
總溫室氣體排放量 ⁵ Total GHG emissions ⁵	519.89	89,299.87	噸二氧化碳當量 Tonne CO ₂ equivalent
總溫室氣體排放密度 Total GHG emissions intensity	2.67	9.69	噸二氧化碳當量 / 員工 Tonne CO ₂ equivalent/employee
總耗水量 Water Consumption			
總耗水量 Total water consumption	44.75	1,848,344	噸 Tonne
總耗水密度 Total water consumption intensity	0.23	200.47	噸 / 員工 Tonne/employee
空氣污染物排放 ⁶ Air Pollutant Emission ⁶			
一氧化碳 (CO) Carbon Monoxide (CO)	17.76	21,278.58	千克 Kg
氮氧化物 (NO _x) Nitrogen Oxides (NO _x)	29.34	2,233.82	千克 Kg
硫氧化物 (SO _x) Sulphur Dioxide (SO _x)	0.40	8.53	千克 Kg
顆粒物 (PM) Particulate Matter (PM)	1.37	202.96	千克 Kg
廢棄物產生量 Waste Generation			
生活垃圾產生量 Volume of domestic waste generated	15.12	159,618,075.40	千克 Kg
其他無害廢棄物產生量 Volume of other non-hazardous waste generated	/	91,504,520	千克 Kg
無害廢棄物產生量 Volume of non-hazardous waste generated	15.12	251,122,595.40	千克 Kg
無害廢棄物產生密度 Non-hazardous waste intensity	0.078	27,236.72	千克 / 員工 Kg/employee
廢電池產生量 Volume of waste battery generated	0.016	2,781.44	千克 Kg
廢墨盒產生量 Volume of waste cartridge generated	0.029	2,496.63	千克 Kg
廢燈管產生量 Volume of waste lighting tube generated	/	4,940.70	千克 Kg
電子廢棄物產生量 Volume of electronic waste generated	/	2,545.13	千克 Kg
有害廢棄物產生量 Volume of hazardous waste generated	0.045	12,763.90	千克 Kg
有害廢棄物產生密度 Hazardous waste intensity	2.3x10 ⁻⁴	1.38	千克 / 員工 Kg/employee

⁶ 本集團大氣污染物排放量來源於香港和上海總部及各區域公司的車輛排放數據。2022 年度的大氣污染物排放數據的計算方法參考自中華人民共和國生態環境部發佈的《道路機動車大氣污染物排放清單編制技術指南（試行）》以及聯交所發佈的《如何準備環境、社會及管治報告 - 附錄二：環境關鍵績效指標匯報指引》。

⁴ The data of air pollutant emission of the Group was sourced from the vehicle emission data of the Hong Kong & Shanghai headquarters, and all regional companies. The calculation method of air pollutant emission data for 2022 is based on the *Technical Guidelines for the Preparation of Air Pollutant Emission from Road Motor Vehicles (Trial)* published by the Ministry of Ecology and Environment of the People's Republic of China and *How to Prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs* published by HKEX.

攜手篤行 賦能員工發展

EMPOWERING EMPLOYEE DEVELOPMENT

人才是企業發展的第一生產力，是寶貴的智慧資源，也是企業的核心競爭力。本集團秉持以人為本的人才理念，不斷完善人力資源管理體系，時刻關注並保障員工的合法權益，構建多元發展的培訓方式，拓寬員工職業發展通道，營造健康安全的工作環境，以人才戰略實現企業與員工的可持續發展。

As a valuable intellectual resource and the core competitiveness of the Group, talent constitutes a primary productive force. Adhering to the people-oriented talent philosophy, the Group constantly improves the human resources management system, and always pays attention to and protects the legitimate rights and interests of employees. The Group has established diversified training modes, broadened the career development channel, and created a healthy and safe workplace to achieve sustainable development of both the Group and employees powered by our talent strategies.

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員工權益 Employee Rights and Interests

我們始終將員工權益置於核心位置，堅決貫徹平等僱傭與反歧視等基本原則，尊重每一位員工的意見與反饋，積極為員工謀取多樣化福利，切實提升員工的歸屬感。

Putting the rights and interests of employees at the core, we firmly implement fundamental principles such as equal employment opportunity and anti-discrimination, respect the opinions and feedback of every single employee, actively offer diversified employee benefits, and improve workplace belonging.

員工僱傭

Employee Recruitment

我們嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《禁止使用童工規定》等相關法律法規及政策，制定《保利置業集團有限公司員工招聘錄用管理規定》，持續完善並落實本集團人力資源管理體系與制度。2022年，本集團更新完善《保利置業集團有限公司房地產開發平台公司組織架構與編制管理辦法》《保利置業集團房地產開發平台公司組織管理手冊》《保利置業集團有限公司（房地產開發公司）職級管理辦法》《保利置業集團有限公司員工手冊》等12項人力資源管理制度，對招聘及解僱、薪酬及晉升、平等機會與多元化、反歧視等相關內容提出明確要求。

本集團堅持合法用工，嚴令禁止僱傭童工與強迫勞動。我們在《保利置業集團有限公司勞動合同管理辦法》中明確禁止強迫勞動行為，並承認員工均享離職自由等合法權益。為確保本集團聘用的員工均達到法定年齡，我們在員工入職前期開展身份查驗，同時，在日常營運中對營運場所進行不定期檢查。報告期內，未發生任何違反僱傭童工和強迫勞動法律法規相關的事件。

為構建和諧的勞工關係，保障員工權益，我們成立工會，並在新員工入職後向其說明入會的權利和義務，尊重其入會意願。

We strictly comply with applicable labor laws such as the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, and the Provisions on the Prohibition of Child Labor. We have also formulated the Employee Recruitment Administrative Rules of Poly Property Group Co., Limited, and continued to improve and implement our human resources management systems. In 2022, the Group updated 12 human resources management policies, including the Administrative Measures for the Organizational Structure and Headcount of the Real Estate Development Platform Company of Poly Property Group Co., Limited, the Organization and Management Manual of the Real Estate Development Platform Company of Poly Property Group, the Administrative Measures for the Rank of Poly Property Group, and the Employee Handbook of Poly Property Group, specifying requirements in recruitment and dismissal, salary and promotion, equal opportunity and diversification, anti-discrimination, etc.

The Group insists on legal recruitment and strictly prohibits child labor and forced labor. In the Labor Contract Administrative Measure of Poly Property Group Co., Limited, we explicitly prohibit forced labor and state that employees enjoy legal rights and interests such as freedom of departure. To ensure that all employees have reached the legal age of employment, we carry out identity verification before employment and on-site spot check in daily operations. During the reporting period, there was no violation of laws and regulations related to child labor and forced labor.

We have set up the Labor Union to nurture harmonious labor relations and protect the rights and interests of employees. We explain the Labor Union rights and obligations to new employees after onboarding and respect their freedom of association.

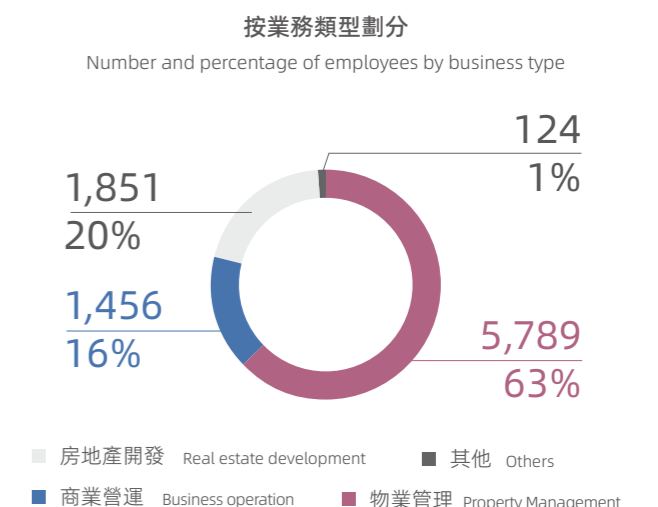
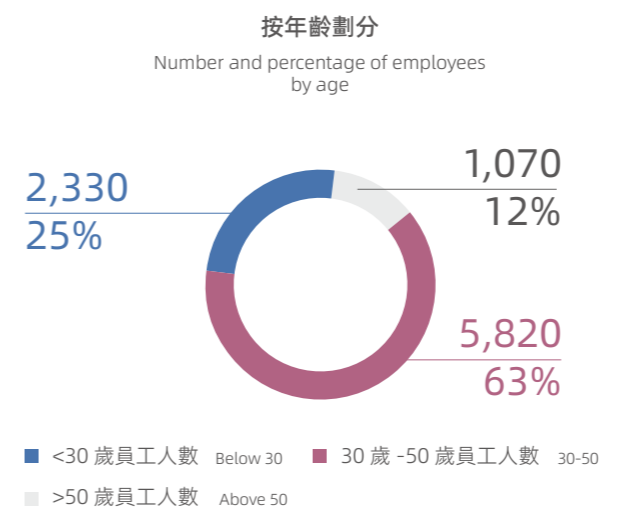
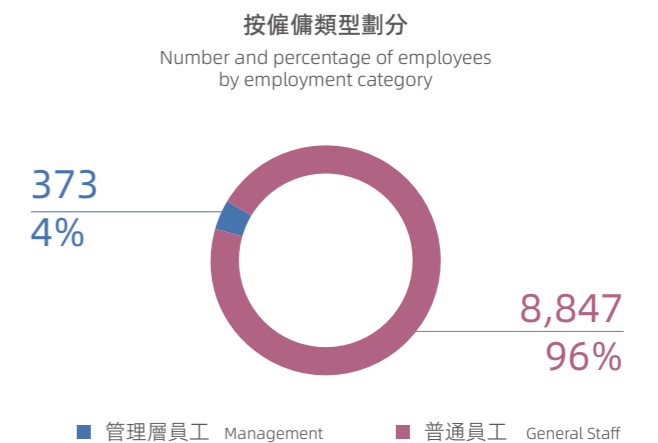
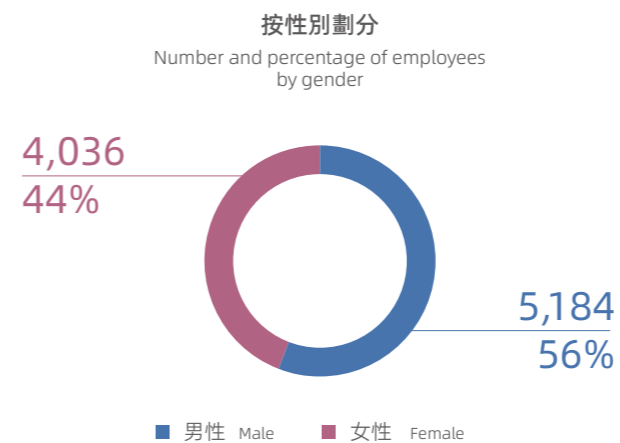
為不斷充實企業人才力量，我們秉承「公平、公正、公開」的原則，搭建了多樣化的招聘渠道，通過官方微博軟文推廣、招聘網站信息發佈、高校就業網站信息轉載、第三方渠道等方式，面向社會與校園開展招聘活動，優化員工隊伍結構，提升團隊專業化水平，履行企業社會責任。

截至報告期末，本集團全職員工共計9,220人，其中，中國內地員工9,135人（佔比99%），中國香港員工85人（佔比1%）。具體情況如下：

To continuously enrich the human resources of the Group and enhance the professionalism of the talent team, we created various recruitment channels adhering to the principle of "fairness, justice and openness", and conducted off-campus and on-campus recruitment by publishing advertorials on official Weibo account, releasing information on recruitment websites, reposting employment information of university and college websites, and other third-party channels.

By the end of the reporting period, the Group had a total of 9,220 full-time employees, of which 9,135 (99%) were employees in Mainland China, 85 (1%) were employees in Hong Kong, China. The details are as follows:

員工僱傭情況 Staffing



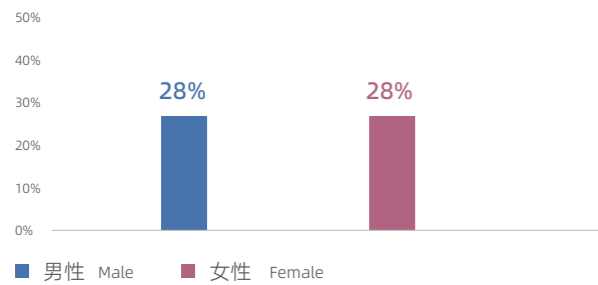
本集團 2022 年員工總體流失率 28%，具體情況如下：

The overall employee turnover rate of the Group in 2022 was 28%, the details are as follows:

員工流失情況 Employee Turnover

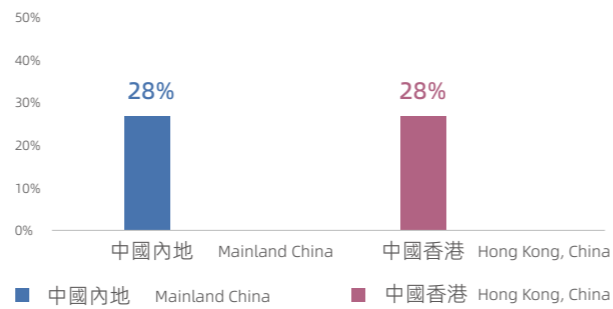
按性別劃分的員工流失率

Employee turnover rate by gender



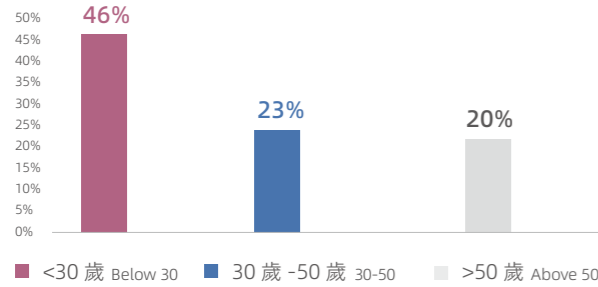
按地區劃分的員工流失率

Employee turnover rate by region



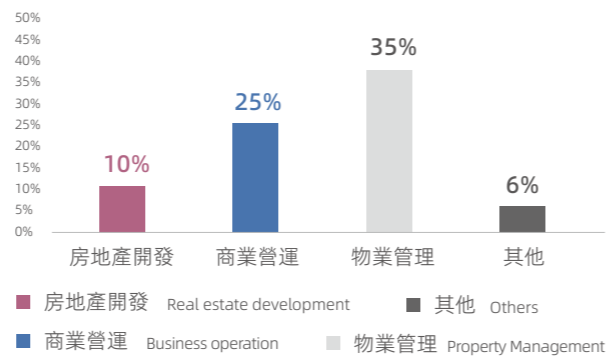
按年齡組別劃分的員工流失率

Employee turnover rate by age



按業務類別劃分的員工流失率

Employee turnover rate by business type



薪酬福利

Remuneration and Benefits

本集團嚴格遵守《中華人民共和國社會保險法》《社會保險費徵繳暫行條例》《工傷保險條例》，制定《保利置業集團有限公司自銷團隊薪酬管理辦法》《保利置業集團有限公司房修團隊編制及薪酬管理辦法》等內部制度文件，為員工提供具有市場競爭力的薪酬與福利。

在為員工提供法定假期、五險一金等基礎福利之外，我們還為員工提供年休假、事假、病假、婚假、喪假、產假、流產假、陪產假、哺乳假、公假和工傷（職業病）假等各類假期，並提供企業年金、商業保險、通訊補貼、交通補貼、工作午餐補貼、重大節日禮金 / 禮物、興趣活動小組等形式豐富的員工福利。

The Group strictly complies with the Social Insurance Law of the People's Republic of China, the Interim Regulations on the Collection and Payment of Social Insurance Premiums, and the Regulations on Industrial Injury Insurance, and formulates internal documents such as the Administrative Measures on Remuneration of Self-Marketing Teams of Poly Property Group Co., Limited, the Administrative Measures on Preparation and Remuneration of Real Estate Repair Teams of Poly Property Group Co., Limited, and the Preparation and Compensation Management Measures of Poly Real Estate Group Co., Ltd. Residence Maintenance Teams (Trial Version), providing employees with competitive remuneration and benefits.

In addition to providing employees with basic benefits such as statutory holidays, the five social insurances (pension, medical, unemployment, work-related injury, and maternity insurances) and housing fund, we also provide them with annual leave, personal leave, sick leave, marriage leave, funeral leave, maternity leave, abortion leave, paternity leave, breastfeeding leave, leave of absence to attend to public affairs, and work-related injury (occupational disease) leave, as well as enterprise pension, commercial insurance, communication allowance, transportation allowance, lunch allowance, cash/gift for major holidays, like-minded groups and other forms of employee benefits.

培訓與發展 Training and Development

本集團關注員工發展，注重人才賦能。我們通過建立完善的培訓體系、優化晉升機制與渠道、形成完備的員工激勵制度等舉措，提升員工職業素養，助力員工與企業的共同發展。

The Group attaches great importance to employee development and talent cultivation. We have established a complete training system, upgraded the promotion mechanism and channels, and optimized our employee incentive system, to improve employee professionalism and promote shared development between employees and the Company.

員工培訓

Employee Training

為協助每一位員工實現自我價值，我們針對不同員工的差異與訴求，建立經營管理人才培養、複合型專業人才培養、技能型人才培養、新生力量培訓四類人才培養體系，全方位打造企業人才，助力員工發展。

To enable employees to realize their self-worth, we have established four types of talent training systems, i.e., business management talent training, compound professional talent training, technical talent training, and new blood training based on the differences and demands of different employees, creating a holistic training approach to facilitate employee development.

經營管理人才培訓 Business Management Talent Training	複合型專業人才培訓 Compound Professional Talent Training	技能型人才培養 Technical Talent Training	新生力量培訓 New Joiner Training
<ul style="list-style-type: none"> 旨在為增強企業核心競爭力 包括「睿才計劃」（中高層管理人員）、「智睿計劃」（項目總、專業總後備人才）、新任職幹部培訓等 Designed to enhance the core corporate competitiveness Including Elite Training Program (for middle and senior management), Wisdom Training Program (for potential project managers and professional directors), and new cadre training 	<ul style="list-style-type: none"> 旨在構建「一崗多能」的複合型人才隊伍 包括「睿英計劃」（營銷專業後備人才）、「紅領訓練營」（黨務專業人才）、浙江公司「星生訓練營」和貴州公司「知-信-行青年訓練營」（黨務與經營複合型青年人才）等 Designed to build a compound talent team of "one post with multiple abilities" Including "Excellence Training Program" (for potential marketing professionals), "Red Collar Training Camp" (for party affairs professional talents), "Star Training Camp" of Zhejiang Poly Property, and "Learn-Understand-Practice Youth Training Camp" of Guizhou Poly Property (for party affairs and management compound youth talents) 	<ul style="list-style-type: none"> 旨在提升專業公司的經營效益 包括保利大廈「一線經理」特色培訓項目、物業公司「物業管家賦能特訓營」、保利星（保利微芯）公司研發工程師+助理員工「1+1」研發專業培養模式等 Designed to improve the operating efficiency of specialized companies Including the specialized training projects for the "front-line managers" of Poly Plaza, the "property butler special training camp" of the property companies, and the "1+1" R&D professional training for R&D engineers and assistant employees of Poly Star (Poly Microchip) Company 	<ul style="list-style-type: none"> 旨在為企業可持續發展提供人才儲備 包括「悅未來」管培生集訓、新員工培訓、青年素養第一課、子公司「導師帶徒」培養培訓模式、「新員工融入工程」、管培生成長匯報會等 Designed to provide talent reserves for the corporate sustainability Including "Bright Future" management trainee training, new employee training, the first lesson for youth literacy, the training mode of "Tutor and apprentice" in subsidiaries, "new employee integration program", and management trainee update meeting

人才培養體系
Talent Training Systems

複合型人才培訓 Compound Talent Training

2022年，我們開展了多項複合型人才培訓，包括「知-信-行青年訓練營」、「首屆紅領訓練營」、「星生訓練營」等。



首屆紅領訓練營
The first Red Collar Training Camp

In 2022, we carried out a number of compound talent trainings, including the Learn-Understand-Practice Youth Training Camp, the first Red Collar Training Camp, and the Star Training Camp.



「星生訓練營」
"The Star Training Camp"

新生力量培訓--「悅未來」管培生集訓 New Joiner Training - the "Bright Future" Management Trainee Training

2022年，保利置業面向2022屆畢業生開展「悅未來」管培生集訓，通過破冰拓展、往屆管培生交流答疑、專業課程和職場通用課程學習、項目參觀等多種形式，讓「小萌新」們實現了從「象牙塔下」到「保利舞台」的青春奔赴，開展班級自治、團隊PK、VLOG拍攝、紅色歌舞/廉潔話劇表演等趣味活動，展現保利新青年的活力與創造力。

In 2022, Poly Property carried out the Bright Future management trainee training for graduates 2022. Through ice-breaking activities, Q&A with previous management trainees, professional courses and general workplace courses, project visits and other forms of activities, "young buddies" have completed their journey from campuses towards "the stage of Poly". Through interesting activities such as class self-governance, team PK, VLOG shooting, red songs and dances, and integrity-themed drama, demonstrating new joiners' vitality and creativity.



「悅未來」管培生集訓
The Bright Future Management Trainee Training

經營管理人才培訓--「智睿計劃」 Management Talent Training - "Wisdom Training Program"

2022年，保利置業創新開展「智睿計劃」第二期學員崗位實踐活動，引導學員結合企業經營管理重點和本職工作開展一個專題實踐，在崗位中學、在學中練，「以幹代訓」，通過崗位實踐鍛煉提升能力，同時對企業經營和管理提升貢獻智慧和力量。

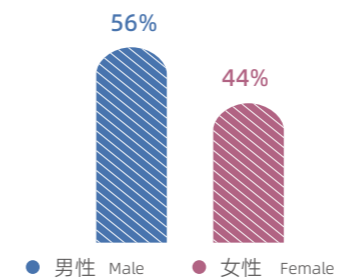
In 2022, Poly Property carried out the second phase of the Wisdom Training Program in an innovative form of a practical project, in which 84 trainees were "learning by doing" through a thematic project that combines corporate managerial focuses with their job responsibilities, improving their abilities through practical experience, and contributing ideas and efforts to the improvement of corporate operation and management.

2022年，本集團共計8,211名員工參與培訓，受訓僱員百分比為89%；員工總培訓小時數達533,929小時，每名員工平均受訓時數約為58小時。具體培訓數據如下：

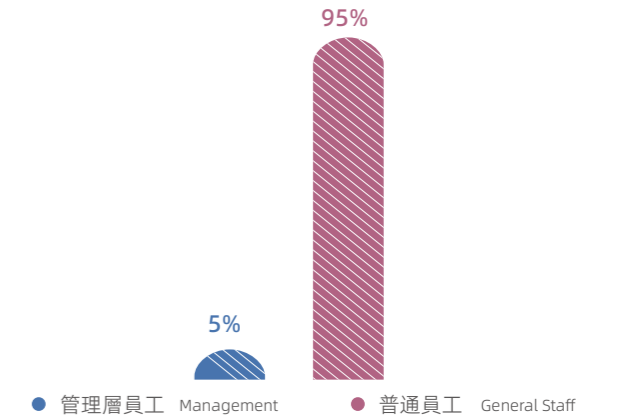
In 2022, a total of 8,211 employees of the Group participated in the training, with a training participation rate of 89%; The total duration of employee training reached 533,929 hours, and the average training duration per employee was about 58 hours. The detailed training data are as follows:

員工培訓 Employee Training

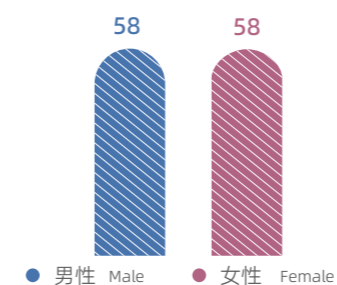
按性別劃分的受訓百分比
Training participation rate by gender



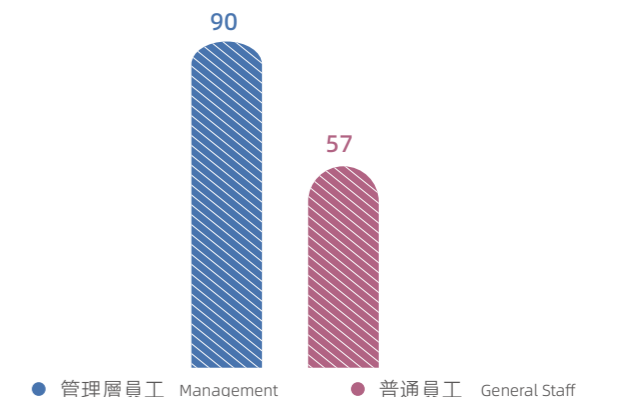
按僱傭類型劃分的受訓百分比
Training participation rate by employment category



按性別劃分的員工平均受訓時數
Average training duration by gender



按員工類型劃分的員工平均受訓時數
Average training duration by employment category



員工發展

Employee Development

本集團注重員工的職業生涯規劃。秉持公平公正、鼓勵人才多元化的發展理念，建立完善的績效與激勵管理機制，打造多元的職業晉升渠道，致力於為每一位員工提供廣闊的發展平台，幫助優秀人才實現可持續、高質量發展。

2022年，我們持續完善內部人才管理體系，通過升級組織機制，完善職級體系，打通發展通道，開展崗位競聘，優化績效與激勵管理等方式助力員工長遠發展。

2022年人才管理體系更新內容 Marketing Compliance Initiatives

升級總部和子公司組織機制

Improving career laddering and opening up development channels

- 基於行業深刻變革，結合企業發展戰略，優化總部、子公司組織管理架構，建立以精簡高效、賦能引領、能力提升為目標的總部管理架構；
- 根據開發規模對子公司實行分級分類管理，優化管理架構，精準崗位編制配置，牽引子公司自驅發展；
- 厘清集團總部與子公司、子公司內部及子公司內項目管理模式，並通過配套機制搭建適配組織變革落地。
- Clarify the career laddering of management, technical and sales positions, create room for position adjustment, and encourage subsidiaries to become bigger and stronger;
- Clarify the standards of promotion and demotion, and promote the self-development of cadres and employees;
- Establish different position transfer paths to broaden the talent development platform.

The Group values the career planning of employees. Adhering to the development concept of fairness, justice, and talent diversification, the Group has established a comprehensive performance and incentive management mechanism, and created multiple career promotion channels, striving to provide broad development platforms for every employee, and help outstanding talents achieve sustainable and high-quality development.

In 2022, we continued to improve the internal talent management system and promoted long-term employee development by upgrading organizational mechanisms, improving the positioning system, opening up development channels, conducting internal job competitions, and optimizing performance and incentive management.

完善職級體系，打通發展通道

Organizational upgrading of headquarters and subsidiaries

- 劃分管理、專業、銷售職序，釋放職級調整空間，鼓勵子公司做大做強；
- 明確職級升降標準，牽引幹部員工自驅發展；
- 建立不同職序轉換路徑，拓寬人才發展空間。
- Based on the profound changes in the industry and the corporate development strategies, we optimize the organizational management structure of the headquarters and subsidiaries, and establish a streamlined headquarters management structure that empowers leadership and improves capabilities;
- Conduct hierarchical and classified management for subsidiaries according to their development scales, optimize management structures, configure post staffing accurately, and promote the self-driven development of subsidiaries;
- Clarify the management mode between the headquarters and subsidiaries, within subsidiaries, and within subsidiaries' projects, and conduct appropriate organizational reforms through supporting mechanisms.

優化績效激勵體系

Optimization of performance incentive system

- 優化、精簡考核指標，使考核指標更清晰、精準；
- 強化激勵與業績考核結果緊密掛鉤，完善業績目標與考核兌現方式，進一步拉開績效分配差距，夯實幹部「能上能下，能增能減」基礎，激發組織活力。
- Simplify and optimize the assessment indicators to make them clearer and more accurate.
- Connect incentives closely to performance assessment results, improve the reward mechanism of performance and assessment results, further widen the gap of performance incentive distribution, enhance the flexibility of promotion and demotion among cadres, and stimulate the vitality of the organization.

2022年，本集團與外部知名諮詢機構合作，開展保利置業領導力素質模型構建及核心人才盤點專項工作。通過開展各層級領導人員深入訪談，結合線上測評分析，以戰略導向、前瞻引領、權威專業、廣泛代表、文化落地為五大原則，構建了「1+6」保利置業領導力素質模型，並形成《保利置業領導力素質模型手冊》。

基於保利置業「1+6」領導力素質模型，針對本集團核心人員進行人才盤點，摸清人才現狀，搭建人才九宮格和人才地圖，以盤點結果賦能組織發展，為未來排兵布陣奠定基礎。

開展內部競聘

Carrying out internal competition

- 開展幹部公開競聘、競爭上崗，拓寬選人用人渠道；
- 根據經營需要全年開展多頻次多崗位內部競聘工作。
- Carry out public competition for the recruitment and appointment of cadres, and expand the channels of talent selection and employment;
- According to the business needs to carry out multi-frequency and multi-post internal competitive recruitment work throughout the year.

In 2022, the Group cooperated with well-known external consulting firms to build Poly's leadership quality model and verify core talent inventory. Through in-depth interviews with leaders of all levels and online assessments, the "1+6" Poly Property leadership quality model has been built, according to the five principles of strategy-orientation, forward-looking guidance, professional authoritativeness, extensive representation, and cultural cultivation, and formed the Poly Property Leadership Quality Model Manual.

Based on the "1+6" Poly Property leadership quality model, a talent inventory was carried out for target personnel of the Group's leadership team and the status quo of the talent pipeline was sorted out, with a talent grid and maps developed as deliverables, which will empower organizational development and anchor the future human resources allocation.

健康與安全 Health and Safety

本集團高度重視安全生產和職業健康工作，為確保員工的健康安全，不斷優化內部勞動條件，注重職業安全衛生體系的制度建設，加強員工健康關注度，保障營運環境安全可持續發展。

The Group attaches great importance to safe production and occupational health. To ensure the health and safety of employees, we continuously optimize the internal working conditions, devote efforts in building an occupational safety and health system, strengthen health awareness among employees, and ensure the safety and sustainability of our operating environment.

健康安全職場

Occupational Health and Safety

我們嚴格遵守《中華人民共和國安全生產法》《中華人民共和國勞動法》《勞動防護用品管理規定》等相關法律法規，制定《保利置業安全生產監督管理辦法》《保利置業安委會工作制度》《保利置業生產安全事故綜合應急預案》等各項內部安全管理制度，明確各級職責，指導安全生產工作的有序開展。本集團下屬物業公司已通過 ISO 45001:2018 職業健康安全管理体系認證。

We strictly abide by the Production Safety Law of the People's Republic of China, the Labor Law of the People's Republic of China, the Regulations on the Administration of Labor Protection Articles and other relevant laws and regulations, and formulated various internal safety management systems such as the Measures for Supervision and Administration of Production Safety of Poly Property Group Co., Limited, the Working System of the Safety Production Committee of Poly Property Group Co., Limited, and the Comprehensive Emergency Plan for Production Safety Accidents of Poly Property Group Co., Limited, to clarify the responsibilities at all levels and ensure the orderly implementation of safety management. The property companies of the Group have been certified by the ISO 45001:2008 occupational health and safety management system.



ISO 45001:2018 職業健康安全管理体系認證證書
ISO 45001:2008 Occupational Health and Safety Management System Certificate

為加強安全生產能力，2022年，本集團更新安全管理委員會體系架構，增設保利置業黨委書記、董事長擔任安委會主任，落實黨委書記和總經理雙主任制，增派除主管安全生產的領導以外的其他主管領導為安委會成員，明確黨委書記、董事長的安全生產職責，以及其他負責人對其主管範圍的「一崗雙責」管理責任。

作為房地產行業的傑出貢獻者，我們十分關注工程施工安全的管理，致力於保障各方安全。通過對重大危險源開展重點監督工作、完善安全生產考核體系、提升施工安全治理能力三方面，全面優化與落實工程安全管理工作。報告期內，我們制定並落實下列工程安全保障措施：

To strengthen the safe production capacity, in 2022, the Group updated the structure of the Safety Production Committee ("SPC"), and added the post of SPC Director, which was held by the Party Committee Secretary and the Chair of the Board of Poly Property, implemented the double-director system comprising Party Committee Secretary and General Manager, appointed other leaders besides the ones in charge of safety production as members of the SPC, and clarified the safety responsibilities of the Party Committee Secretary and the Chair of the Board, as well as the dual-responsibilities of other members.

As an outstanding contributor to the real estate industry, we pay close attention to the management of construction safety and are committed to ensuring the safety of all parties. We kept monitoring major hazards, improved the safety production assessment system, and enhanced the construction safety management capabilities, comprehensively optimizing and implementing the construction safety management. During the reporting period, we formulated and implemented the following construction safety assurance measures:

聚焦一線，重點監督 工程重大危險源

Focusing on the front
line and supervising
major hazard of con-
struction projects

針對已識別出的工程重大危險源，在各開發平台按統一格式建立重大危險源動態跟蹤台賬並在集團備案，集團層面重點監督各平台「查程序、查狀態、查管理」等管理動作，確保重大風險始終處於受控狀態。

Establish dynamic tracking accounts of the identified major hazards of projects, in a unified format in each development platform and put them on record within the Group. At the Group level, management actions of each platform such as "procedure-review, status-review, and management-review" should be monitored strictly to ensure that major risks are always under control.

完善安全生產 考核體系

Improving safety pro-
duction assessment
system

制定《保利置業子公司安全生產考核辦法》，進一步細化生產安全事故的量化處罰，進一步完善保利置業安全生產考核體系。

Formulate the Measures for Safety Production Assessment of Subsidiaries of Poly Property Group Co., Limited to further refine the quantitative punishment of production safety accidents and improve the safety production assessment system of Poly Property.

提升施工安全 治理能力

Enhancing the con-
struction safety man-
agement capabilities

制定《保利置業安全生產十五條措施工作方案》，擬定 24 項具體措施，大力推進安全生產標準化建設，嚴格落實管理、技術、作業標準化。

Formulate the Implementation Plan for the Fifteen Measures for Safe Production of Poly Property Group Co., Limited and draw up 24 specific measures to vigorously promote the standardization of safe production and strictly standardize management, technology and operation.

截至報告期末，通過專項整治工作的落地，各施工現場定型化、工具化防護設施使用佔比達 95%，安全體驗區設置率達 80%，基礎性防護措施進一步改善，進一步夯實了安全生產基礎。2022 年，15 個在建項目獲得所在地省級或市級安全文明標化工地稱號。

在強化安全生產管理體系、加強工程施工安全管理的同時，我們也持續關注員工的職業健康狀況。我們嚴格遵守《中華人民共和國安全生產法》《中華人民共和國職業病防治法》等相關法律法規，每年為員工安排健康體檢，動態監測員工的身體健康情況，堅實捍衛員工的健康與安全。本集團下屬子公司依據自身營運情況，為員工補充提供商業醫療保險，為員工職業健康與安全提供有力保障。

報告期內，本集團因工損失工作日數為 849 天。本集團過去三年無因工死亡事件發生。

By the end of the reporting period, by carrying out special rectification, the utilization rate of standardized and tool-based protective facilities at construction sites reached 95%, the setting rate of safety education zone reached 80%, and the basic protective measures were further improved, consolidating the foundation of safe production. In 2022, 15 projects under construction were awarded with provincial or municipal standardized sites for safe and civilized construction.

While strengthening the safety production management system and construction safety management, we constantly focus on the occupational health of employees. We strictly comply with the Production Safety Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases and other relevant laws and regulations, and organize annual physical examinations for employees to deliver a dynamic health monitoring to safeguard their health and safety. The subsidiaries of the Group, based on their own operating conditions, provide supplementary commercial healthcare insurance for employees to guarantee their occupational health and safety.

During the reporting period, the number of lost days due to work-related injury of the Group was 849 days. We had no work-related fatalities in the past three years.

健康安全保障

Health and Safety Guarantee

2022 年，為切實保障員工安全健康，持續做好疫情防護工作，保利置業先後 4 次召開防疫工作視頻會議，要求各單位從宣傳教育、思想疏導、安全防護、信息報送、物資儲備等方面紮實做好疫情防護，開展疫情防控知識宣傳，指導各單位工會做好防疫關懷工作。疫情期間，本公司不斷加強疫情防範，守護職工的健康安全，保障企業經營秩序穩定。

In 2022, to effectively ensure the safety and health of employees with well-organized pandemic prevention, Poly Property held four video conferences in this regard, requiring all units to take good anti-pandemic initiatives including publicity and education, psychological counseling, protective measures, information update, and supplies reserve to share pandemic prevention and control knowledge and guide the Labor Unions of all units for pandemic care. During the pandemic, the Group continuously strengthened pandemic prevention to safeguard the health and safety of employees and ensure the stability of corporate management.



溫暖無距，穿越城市守「滬」你 Protecting You in Shanghai: Love Beyond Distance

2022 年 3 月，上海疫情期間，保利置業迅速成立上海防疫小組，採購約 35 萬元防疫物資支援項目一線，先後 3 次派送食品、生活用品及醫藥用品關懷禮包，幫助廣大員工解決工作和生活實際困難。



In the face of the pandemic in Shanghai in March 2022, Poly Property quickly established the Shanghai Anti-pandemic Team, purchased about RMB 350,000 pandemic prevention supplies to support the frontline, and delivered food, daily necessities and medical packages to Shanghai three times to solve difficulties for employees in work and life.



此外，為緩解基礎就醫問題，保利置業聯合保險公司，為員工提供 24 小時線上健康諮詢、心理諮詢和用藥諮詢服務。同時，通過開展保利置業職工健康線上大講堂，積極落實居家辦公期間職工心理疏導工作，促進員工的身心平衡。線上大講堂內容包括：

- 「直播帶練」：
呼吸調整與熱身放鬆、上肢拉伸練習、冥想練習
- 「科學講解」：
科學認知與解讀情緒與壓力、如何科學有效地處理情緒問題與困擾、介紹居家或者辦公室狀態下比較容易進行的身體放鬆方式、總結身體呵護與情緒管理小知識

Furthermore, to meet the basic demands for medical treatment, Poly Property together with insurance companies provided employees with 24-hour online health, psychological and medication consultations. Meanwhile, we organized the Employee Health Auditorium during the working-from-home period to provide online lectures and psychological consultations to ensure their physical and mental health. The online lectures mainly include:

- Live Stream Fitness Sessions:
including breathing adjustment, warm-up and relaxation, upper limb stretching exercise, and meditation.
- Scientific Knowledge Lectures:
including scientific cognition and interpretation of emotion and pressure, scientific and effective methods to care for emotional instability, introduction to physical relaxation methods suitable for home or office practice, and summary of physical and emotional care tips.

安全文化建設

Cultivation of Safety Awareness

為宣傳科學的安全生產知識，提高員工的安全技術水平和安全防範能力，我們開展多種勞動保護業務知識專題培訓，以提升員工安全素養與安全意識，降低生產營運風險。

To promote scientific safety production knowledge and improve the safety skills and preventive abilities of employees, we carried out a variety of special training on labor safety knowledge to improve their safety literacy and awareness and reduce production and operation risks.

安全警示教育培訓

Safety Education and Training

為強化員工的勞動保護意識，確保實現全年的安全目標，本集團組織員工開展安全教育培訓，大力宣揚「安全第一，預防為主」的安全方針。通過觀看警示片，讓員工從思想上認識到安全的重要性，明確安全生產重在防範不能有絲毫的鬆懈，時刻警示員工保持安全第一的意識。

To strengthen the safety awareness of employees and realize the safety goals of the year, the Group organized safety education and training for employees, in which the safety policy of "safety first, prevention first" was promoted. We enhanced the safety awareness of employees via warning educational videos, and made clear that the key to safety production is stringent prevention, always reminding employees of the principle of safety first.



消防安全講座和火災消防應急疏散演練

Fire Safety Lecture and Fire Evacuation Drill

報告期內，本集團與當地消防救援站開展了以「抓消防安全，保高質量發展」為主題的消防安全講座和火災消防應急疏散演練。

通過為員工講解火災基本常識、滅火基本常識以及火災逃生知識，強化員工消防安全意識，增強突發事件應對能力。此次講座共有 150 餘名員工參與。

此外，為深入了解正確火災應急方式，公司面向員工開展火災消防應急疏散演習。通過模擬保利劇院舞台發生火情，邀請消防救援站指戰員到場指導並模擬撲救。本次演習分工明確、組織有序，參演人員積極參與、認真配合，增強了員工自救、逃生和疏散能力。

During the reporting period, the Group together with local fire stations carried out fire safety lectures and fire evacuation drills themed "Fire safety: securing high-quality development".

With an attendance of more than 150 employees, we lectured the basics of fire, firefighting and evacuation knowledge to strengthen their fire safety awareness and enhance emergency response capability.



消防安全講座
Fire Safety Lecture

To better understand the correct response to fire emergencies, the Group carried out fire evacuation drills for employees. By simulating a fire emergency in Poly Theater, we invited firefighters from the local fire station to guide and simulate firefighting practice. With a clear division of tasks and orderly organization, the drill attracted active participation and support from employees, enhancing their abilities of self-rescue, escape and evacuation.



火災消防應急疏散演練
Fire Emergency Evacuation Drill

「安全生產月」活動 Safety Production Month

2022年，在全國第21個安全生產月來臨之際，保利置業圍繞「遵守安全生產法，當好第一責任人」主題，積極組織、全面推進安全生產月教育行動。通過開展《安全生產法》培訓、開展「講法、送法、傳法」活動、開展消防與緊急搶救等應急演練、開展「安全宣傳、安全教育、應急演練、隱患治理」安全生產月主題活動等方式，宣傳安全教育常識，壓緊壓實全員安全生產責任，營造「關愛生命，關注安全」濃厚氛圍。

In 2022, with the 21st National Safety Production Month around the corner, Poly Property actively organized and promoted educational activities during Safety Production Month with the theme of "Comply with the Safety Production Law and be the first responsible person". By conducting the Safety Production Law training, carrying out the activity of "Explaining, delivering and spreading laws", organizing emergency drills such as firefighting and emergency rescue, and holding activities themed "Safety publicity, safety education, emergency drills, and hidden risk management" during the Safety Production Month, we educated safety knowledge, emphasized the responsibilities of all staff in safety production, and created a strong atmosphere of "Caring for life and safety".



《安全生產法》培訓
The Safety Production Law Training



「講法、送法、傳法」活動
The "Explaining, Delivering and Spreading Laws" Activity



消防、緊急搶救等應急演練活動
Firefighting, Emergency Rescue and Other Emergency Drill Activities



「安全宣傳、安全教育、應急演練、隱患治理」安全生產月主題活動
"Safety Publicity, Safety Education, Emergency Drills, and Hidden Risk Management" Activities

溝通與關懷 Communication and Care

為增強企業凝聚力，提升員工幸福感與歸屬感，本集團秉承「以人為本」的人才責任理念，積極建立員工關懷體系，搭建有效的溝通渠道，開展幫扶活動等多樣的員工活動，致力營造尊重、平等、包容、溫暖的工作環境，實現企業長期穩定發展。

To strengthen corporate cohesion and enhance workplace happiness and belonging, the Group adhered to the "people-oriented" talent management philosophy, actively established the employee care system, built effective communication channels, and carried out various activities for employees such as assistance activities, striving to create a respectful, equal, inclusive and warm working environment for long-term and stable development of the Group.

員工溝通 Employee Communication

我們注重聆聽員工的心聲，始終尊重員工的合理意見與建議，建立並持續完善了多元、雙向、通暢的溝通渠道，員工可通過面談、書信、郵件及電話、意見箱投遞等方式提出問題與訴求。此外，通過定期開展研討會，組織節點面談，傾聽員工對公司的經營發展、管理制度、問題申訴等方面的不同見解與觀點。我們鼓勵員工通過正確的程序，逐級進行溝通或申訴，並秉承保護員工、公平公正的原則給予員工及時反饋。

We value the voice of employees, and always respect their reasonable opinions and suggestions. We established and continued to improve the diversified and smooth two-way communication channels, enabling employees to raise questions and appeals through interviews, letters, e-mail and telephone, and suggestions box. In addition, we listen to employees' opinions and views on corporate development, management system, problem complaints and other aspects through regular seminars and interviews. We encourage employees to communicate or appeal using a tiered procedure and timely feedback to them based on the principle of employee protection and fairness.

員工關愛 Employee Care

本集團始終致力為員工營造良好的工作環境、提供有溫度的關愛措施。報告期內，我們開展各種員工關懷活動，以此平衡員工的工作與生活，舒緩工作壓力，增進與員工之間的情感交流。

The Group is always committed to creating a positive workplace with heartfelt employee care. During the reporting period, we carried out employee care activities to balance their work and life, relieve work stress and enhance our communication with employees.



「我為群眾辦實事」項目 "I Do Practical Things for the Masses" Program

本集團聚焦關愛維護職工權益，積極構建為職工辦實事的長效工作機制。2022年，本集團全系統制定新一輪「我為群眾辦實事」項目共56項，指導各單位主動深入基層，加強一線調研，解決好職工群眾「急、愁、難、盼」事項。持續抓好對於勞模先進、一線職工、困難職工等群體的關愛幫扶，組織「冬送溫暖、夏送清涼」，紮實落實保利愛心基金申報發放，為3名困難職工、1名子女助學、2名患病職工申請資助，推動構建日常關懷和臨時救助相結合的保障模式，不斷提升職工幸福感與歸屬感。同時，做好員工生日、婦女節、建軍節等慰問活動，如3月8日，為慶祝國際「三八」婦女節，貴州公司開展「不期而瑜·伽人有約」女神節瑜伽沙龍活動。

The Group focuses on protecting the rights and interests of employees, and actively builds a long-term mechanism to do practical things for them. In 2022, the Group formulated a new round of "I Do Practical Things for the Masses" program with a total of 56 projects, guiding all units to reach out to the grassroots level, strengthen front-line research, and solve the "urgent, anxious, difficult, and desired" issues of employees and the masses. We continued to care for and assist advanced model workers, front-liners, needy employees, etc. For instance, we organized the "Warmth in winter and coolness in summer" care activities and implemented the application and distribution of Poly Love Fund, which assisted three needy employees, one employee whose children need financial aid for school, and two employees suffering from diseases, to build an employee-care model that combines daily care and ad-hoc assistance to constantly improve the sense of belonging and happiness of employees. Meanwhile, we organized various care activities for events such as employees' birthdays, Women's Day, and Army Day. For example, on March 8, to celebrate International Women's Day, the Guizhou subsidiary held a yoga salon - "Yoga with You".



「冬送溫暖、夏送清涼」活動
The "Warmth in Winter and Coolness in Summer" Care Activities



「不期而瑜·伽人有約」女神節瑜伽沙龍活動
Yoga Salon - "Yoga with You"

文體活動 Recreational and Sports Activities

我們通過開展多樣化的文體活動，倡導科學、文明、健康的生活理念，加強員工身體素養，呼籲員工點燃奮鬥激情，用健康生活和精益工作的態度，打開進步之心，爭創卓越之功。

We advocate a scientific, civilized and healthy living philosophy and strengthen the physical health of employees through diversified recreational and sports activities, calling on employees to plunge into their work with immense zeal and strive for excellence with a healthy life and lean working.



健步走活動
Walking Workout



羽毛球聯誼賽
Badminton Friendship Competition



排球聯誼賽
Volleyball Friendship Competition



手工興趣小組
Handcrafts Hobby Group



讀書會
Reading Club



05

共創共享 築夢美好篇章

SHARED SUCCESS FOR A
BEAUTIFUL CHAPTER

本集團始終牢記「責任為本，發展至上」的核心價值觀，踐行「保國利民、追求卓越」的企業使命，力求與社會各方共創共享，攜手前行。我們堅持在發展中保障和改善民生，與合作夥伴及其他利益相關方共同奮鬥，不斷實現人民對美好生活的嚮往，為行業及社會發展貢獻保利智慧與力量。

The Group always keeps in mind the core values of "Responsibility First, Development Foremost", practices the corporate mission of "safeguarding the country, serving the people, striving for excellence", and strives to create shared benefits jointly with all sectors of society. We insist on ensuring and improving people's livelihood in the journey of development, work together with partners and other stakeholders to contribute our share to the development of the industry and society, realizing people's aspiration for a better life.

負責任供應鏈
踐行社會責任

Responsible Supply Chain
Practicing Social Responsibility

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負責任供應鏈 Responsible Supply Chain

我們深知良好的供應鏈管理對於提供優質服務與促進企業發展的重要性。我們高度重視與供應商的協同發展，在嚴格遵守國家相關法律法規基礎上，秉承平等、透明的合作宗旨，堅持開放共享的基本原則，不斷完善供應鏈體系建設，推動負責任供應鏈建設。

We are fully aware of the importance of excellent supply chain management for quality services and corporate development. We place a high value on the synergistic development with suppliers. On the basis of strict compliance with relevant national laws and regulations, we adhere to the philosophy of equality and transparency and the basic principle of openness and sharing, continuing to improve our supply chain system in an effort to build a responsible supply chain.

供應商管理體系

Supplier Management System

為確保本集團產品與服務始終保持高質量與高標準，我們制定了《保利置業集團集中採購供方管理辦法》《保利置業集團供方管理制度》《保利置業集團招標管理制度》《保利置業集團施工總承包供方庫管理細則》《保利置業集團工程合格供方評估管理辦法》等多項內部採購管理規範，明確供應商准入、評估、退出全生命週期的管理流程及相關標準，不斷健全供應商管理體系，提高供應商管理水平。

To ensure the consistency of high quality and standards of the Group's products and services, we have formulated various management systems including the *Supplier Management System for Centralized Procurement of Poly Property Group*, *Supplier Management System of Poly Property Group*, *Tender Management System of Poly Property Group*, *Administrative Rules of the General Contracting Supplier List of Poly Property Group* and *Management Measures for Evaluation of Qualified Construction Suppliers of Poly Property Group* to clarify the management process and relevant standards of the whole life cycle of supplier selection, evaluation and withdrawal, continuously improving the system and effectiveness of the supply chain management.

供應商准入

Selection of Suppliers

- 在與供應商開展合作前，我們將對其進行嚴格、全面的資質審核。
- 對潛在供應商的營業執照、資格證書、信用評級證書、ISO 9000 企業管理體系證書、ESG 指標及其他相關資料及指標進行評估。
- 經審察合格的供應商才有資格與公司建立合作關係。
- Suppliers should pass our strict and comprehensive qualification audit before establishing formal business contract with the Group.
- Evaluate the business licenses, qualification certificates, credit rating certificates, ISO 9000 corporate management system certificates, ESG indicator and other relevant data and indicators of potential suppliers
- Only qualified suppliers will gain the opportunity to establish cooperative relationship with the Group.

供應商評估

Suppliers Evaluation

- 嚴格執行《保利置業集團工程合格供方評估管理辦法》《保利置業集團集中採購供方管理辦法》等制度框架，從工程質量、成本控制、進度、安全文明施工、服務等多維度對供應商進行履約評估及分級管理工作，持續追蹤供應商績效表現，推動其不斷改進，合作共贏。
- Strictly implement the institutional frameworks such as the *Management Measures for Evaluation of Qualified Construction Suppliers of Poly Property Group* and the *Supplier Management System for Centralised Procurement of Poly Property Group*, conduct performance evaluation and graded management of suppliers from multiple dimensions such as project quality, cost control, progress, safe and proper construction, and services, continuously track the performance of suppliers, and promote their continuous improvement for win-win cooperation.

供應商管理體系

Supplier Management System

截至 2022 年 12 月 31 日，供方庫中共有 3,610 家合格供應商，各供應商按地區劃分如下：

供應商分級管理

Graded Management of Suppliers

- 根據供應商評估結果，對供應商實行分級管理。我們將供應商按優秀、良好、合格、不合格等級劃分。
- 本集團對各級供應商給予相應激勵或懲罰，以促進供應商持續改進。
- Suppliers will be classified into different levels according to evaluation results for graded management. We divide suppliers into four levels: excellent suppliers, good suppliers, qualified suppliers, unqualified suppliers.
- The Group sets corresponding incentives and punishment for suppliers at all levels to promote continuous improvement.

As of December 31, 2022, there is a total of 3,610 eligible suppliers in our supplier pool. The suppliers were divided by region as follows:



按地區劃分的供應商數量

Number of Suppliers by Region

供應商 ESG 管理

Supplier ESG Management

本集團致力於打造公平公正、攜手共贏、可持續發展的供應鏈合作關係，與供應商共同協作，關注價值鏈中涉及的社會環境議題，共建負責任供應鏈。為控制供應鏈 ESG 風險，我們將供應商環境及社會相關指標納入供應商准入及供應商評估的考察範圍，考察其在環境保護、污染防治、職業健康與安全、反貪腐與商業道德等維度的表現，確保採購的合規性。對於涉及 ESG 方面重大負面事件的供應商不可入庫。同時，對在履約評價、巡檢審查中發現有重

The Group is committed to nurture a fair, multi-beneficial and sustainable supply chain partnership with a focus on the social and environmental issues involved, aiming to build a responsible supply chain together with suppliers. To control the ESG risk of the supply chain, we have included the supplier's environmental and social indicators in the selection and evaluation processes, to investigate their performance in the fields of environmental protection, pollution prevention, occupational health and safety, anti-corruption and business ethics, and ensure the compliance of procurement. Suppliers involved in major ESG negative events will be removed from the Qualified Construction Supplier List. Meanwhile, the suppliers found to have significant negative ESG

大 ESG 負面事件的供應商進行合理處置並追蹤整改情況。報告期內，我們對 1,693 家供應商開展履約評估，推動責任供應鏈建設。

我們始終將誠實守信作為企業經營的準繩，對供應過程中的營私舞弊行為堅決秉持零容忍態度。本集團致力於與供應商共築廉潔底線，宣揚廉正企業文化，打造陽光誠信的合作平台。我們從內部員工及外部合作夥伴兩大方向出發，堅守廉潔底線，推動陽光合作。

events during performance evaluation and inspection will be disposed reasonably and tracked for rectification. During the reporting period, we conducted fulfillment evaluation to 1,693 suppliers to promote the construction of responsible supply chain.

We always take integrity as the criterion of business operation, and firmly hold a zero-tolerance attitude towards malpractice in the supply process. The Group is committed to setting a bottom line of integrity together with suppliers to promote the corporate culture of integrity and create a transparent and reliable cooperation platform. Centering on both internal employees and external partners, we stick to the bottom line of integrity and promote transparent cooperation.

員工管理

Employees Management



- 將員工利益衝突管理作為供應鏈廉潔管理的基礎，我們在《員工守則》中明確供應鏈反貪腐相關內容，要求其以客觀、公平和獨立的方式開展工作，杜絕貪污賄賂行為。
- Taking the management of employee conflict of interest as the basis of supply chain integrity management, we have clarified the relevant content of supply chain anti-corruption in the *Employee Code of Conduct*, requiring them to carry out their work in an objective, fair and independent manner, and prevent corruption and bribery.

供應商管理

Suppliers Management



- 對於合作夥伴，我們已建立管理制度及監督體系，以降低供應鏈貪污腐敗風險。要求所有供應商在入庫前簽訂陽光宣言和廉潔合作協議，並建立供應商廉潔管理黑名單，秉承「依法依規、公平公正、公開透明」的原則，規範供應商廉潔從業行為，對黑名單內的供應商嚴格落實「一處違規、處處受限」的聯合懲戒機制。
- We have established a management system and supervision system to reduce the risk of corruption in the supply chain for our partners. All suppliers are required to sign Transparency Declaration and Business Integrity Agreement before being listed into the Qualified Construction Supplier List. We have established a blacklist of suppliers in terms of integrity management, adhered to the principle of "Compliance and integrity, fairness and impartiality, openness and transparency", standardized the conduct of suppliers' integrity practices, and strictly implemented the joint punishment mechanism of "Multiple restrictions for one violation" for suppliers in the blacklist.

供應鏈廉潔管控舉措

Managing Supplier Chain Integrity

在與供應商的合作過程中，我們嚴格把控供應商質量，針對項目安全及質量管控要點及薄弱環節，與供應商攜手共同制定解決方案。為規範供應商安全文明施工建設，本集團已建立《保利置業工程施工承包合同通用條款標準文本》，要求承包商遵守工程建設安全生產有關管理規定及保利置業安全文明施工統一標準，採取安全防護措施，消除事故隱患。2022 年，保利置業「保利錘」評估體系更加強調防

In our partnerships, we strictly control the quality of suppliers and work with them to develop solutions for key points and weak links in project safety and quality control. To standardize the safe and civilized construction of suppliers, the Group has established the Standardized General Terms and Conditions of Contractor Agreement for the Construction Project of Poly Property Group, which requires the contractors to comply with the relevant management regulations on construction safety and the universal standard of safe and civilized construction of Poly Property, take safety measures and prevent potential accidents. In 2022, the "Poly Hammer" Assessment System of Poly Property put more emphasis on the risk control related to leakage prevention, and organized suppli-

滲漏相關風險管控，通過定期、按進度節點的方式，組織供應商開展產品安全和質量保證的「保利錘」第三方評估，確保供應商的日常履約工作與本公司的整體目標協同一致。

在綠色採購方面，我們優先選用可再生資源以及有利於節能減排的產品及設備，不斷減少對有高污染高排放衍生產品的採購，建立優選低碳綠色產品引導機制，推動全產業鏈的綠色發展。

ers to carry out the third-party assessment of product safety and quality by Poly Hammer according to planned schedule regularly, to ensure that the daily performance of suppliers is consistent with the overall objectives of the Group.

In terms of green procurement, we give priority to renewable resources, products and equipment that are conducive to energy conservation and emission reduction, constantly reduce the procurement of derivatives with high pollution and emissions and establish a guiding mechanism for selecting low-carbon products, to promote the green development of the entire industrial chain.

供應商溝通與培訓

Supplier Communication and Training

本集團將常態化的供應商溝通作為良好合作的基礎，通過定期邀請面談、組織現場考察、召開供應商大會、開展供應商培訓等方式，我們積極拓寬與供應商的交流渠道，幫助供應商共同解決日常合作中質量、安全、進度相關問題，建立互惠共贏的供應鏈合作關係。

The Group sees the normalized supplier communication as the basis for good cooperation. By regularly inviting suppliers for interviews, organizing on-site visits, holding supplier conferences, conducting supplier training and other methods, we actively expanded the communication channels with suppliers, help them to jointly solve problems related to quality, safety and progress in daily cooperation, and established a win-win partnership in supply chain.

溝通渠道

Communication Channels

供應商溝通渠道包括但不限於：電話溝通、微信溝通、郵件往來、現場考察、邀請面談等方式。

Communication channels with suppliers include but are not limited to: telephone, WeChat, email, on-site investigation, face-to-face interview, etc.

溝通頻率

Communication Frequency

根據項目需求開展階段性溝通；在項目現場每週召開工程周例會。

Carry out periodical project-specific communication; Hold weekly engineering meeting at project sites.

溝通內容

Communication Content

重點針對工程質量、安全、進度及合作過程中出現的問題進行溝通。

Focus on the communication of problems in project quality, safety, and progress during cooperation.

供應商溝通機制

Supplier Communication Mechanism

保利置業浙江公司供應商大會 Supplier Meeting of Zhejiang Poly Property

2022年，保利置業浙江公司面向供應商舉辦年度全過程造價諮詢交流會，該會議以「攜手精益，合作共贏」為主題，增強公司與造價諮詢合作夥伴間的溝通互信，傳遞保利置業精益管理理念及管控要求，與合作夥伴共同奮鬥，全方位踐行技術精湛、過程精細、產品精美、服務精心。

In 2022, the Zhejiang Poly Property held an annual whole-process cost consultation and exchange meeting for suppliers. Themed as "together for refined management and win-win cooperation", the meeting strengthened the communication and mutual trust between the Group and its partners, demonstrated the Group's refined management concept and requirements, and worked together with partners to comprehensively deliver superb technology, fine process, exquisite products, and elaborate services.



踐行社會責任 Practicing Social Responsibility

「飲水思源，回饋社會」，本集團始終將社會責任作為企業發展戰略的重要組成部分，我們秉承著「責任為本，發展至上」的核心價值觀，踐行當代企業公民的責任與擔當，積極投身於助力鄉村振興、推動社會發展等社會公益活動之中，以促進環境教育，營造和諧溫暖的社會氛圍，為社會健康發展貢獻力量。

As the Chinese proverb goes: "when you drink water, think of the source". The Group always remembers to give back to society and regards social responsibility as an important part of corporate development strategy. Adhering to the core value of "Responsibility-based, development-first", we practice the responsibilities as a contemporary corporate citizen, and actively participate in public welfare activities to promote rural revitalization and social development, thereby strengthening environmental education, creating a harmonious and warm social atmosphere and contributing to the healthy development of society.

助力鄉村振興

Promoting Rural Revitalization

本集團自成立以來，步履不停，拓疆不止，在同步城市建設和發展的同時，不忘回饋社會，通過打造「保利少年志」與「保利是吾鄉」品牌IP，積極承擔企業責任，點亮鄉村振興宏偉藍圖。

Since its establishment, the Group has been constantly expanding its business scope and actively undertaking corporate responsibilities. While keeping pace with urban construction and development, the Group has always kept in mind the idea of giving back to society and brightened the grand blueprint of rural revitalization by creating the brand IPs of "Poly Youth Ambition" and "Poly, My Hometown".

保利少年志

Poly Youth Ambition

「少年智則國智，少年富則國富，少年強則國強」。2022年，「保利少年志」全國公益行動再次出發，從冰城哈爾濱到美麗的春城昆明，從貴州山區學校到其他地區的希望小學，我們深入全國12大區域、30個城市，點燃兒童公益星火，續寫兒童公益新篇章。

"If the youth are wise, society will be wise; if the youth are rich, society will be rich; if the youth are strong, society will be strong". In 2022, Poly Youth Ambition, a national charity activity, was kicked off again. From Harbin, the city of ice, to the beautiful spring city Kunming, from schools in the poverty-stricken mountain areas of Guizhou to the Hope Primary Schools in other regions, we went to 12 regions and 30 cities across the country to make contribution to public welfare and write a new chapter of public welfare for children.



以「志」為核，拓寬兒童公益外延

"Ambition" for Children: Expanding Public Welfare for Children

2022年，我們延續「保利少年志」品牌IP初心，通過為山區希望小學搭建保利夢想圖書室、聯合當地兒童少年基金會成立「保利少年志」蘇州夢想基金、發起保利少年志千里課堂公益活動等方式，鼓勵山區兒童勇於追求夢想、表達夢想。

In 2022, we took the brand IP of "Poly Youth Ambition" further by building Poly Dream Libraries for the Hope Primary Schools in the poverty-stricken mountain area, establishing the "Poly Youth Ambition" Suzhou Dream Fund in conjunction with the local children and teenagers' fund, and launching the Poly Youth Ambition - Classroom in the Mountains, to encourage children living in mountain communities to express and pursue dreams.

搭建保利夢想圖書室

Building Poly Dream Libraries

報告期內，本集團湖北公司為湖北省荊門市栗溪鎮實驗學校捐贈 2,400 餘本適合 6-12 歲青少年的讀物，並為學校搭建保利圖書室。此外，本集團湖北公司同步邀請外部機構的認證老師，開展夢想思維導圖寫作課程，開拓孩子們的理想視野，幫助孩子們建立歸納總結的思維方式和學習習慣。

During the reporting period, the Group's Hubei subsidiary donated more than 2,400 books suitable for kids aged 6-12 to the Lixi County Experimental School, Jingmen City, Hubei Province, and built a Poly Library for the school. In addition, the Hubei subsidiary also invited certified teachers from external institutions to organize a dream mind-mapping writing course, expand the horizon for children, and foster their thinking and learning habits of induction and summary.



走進湖北省荊門市栗溪鎮實驗學校

Poly Youth Ambition Campaign at the Lixi County Experimental School, Jingmen City, Hubei Province

「保利少年志」蘇州夢想基金

"Poly Youth Ambition" Suzhou Dream Fund

2022年6月，本集團江蘇公司攜手蘇州市兒童少年基金會、蘇州工業園區太陽花兒童服務中心聯合舉辦了為期一年的「保利少年志」蘇州夢想基金暨「築夢小屋」大齡特殊兒童支持項目，通過「築夢課堂」，提升幫扶對象的生活自理能力、藝術表達能力、就業先備能力。

In June 2022, the Group's Jiangsu subsidiary, together with the Suzhou City Children and Teenagers' Fund and the Sunflower Children's Service Center in Suzhou Industrial Park, held a one-year "Poly Youth Ambition" Suzhou Dream Fund and "Dream-Building House" supporting program for exceptional older children. The "Dream-Building Class" of the program aims to improve the self-care, artistic expression, and employment readiness of the older children.



夢想基金海報

Poster of the Dream Fund

「保利少年志」千里課堂公益活動

"Poly Youth Ambition" - Classroom in the Mountains

2022年10月，本集團於廣西壯族自治區橫州市三替村委小學啟動「保利少年志」千里課堂活動。我們攜手來自全國各地的11名志願者老師，組成夢想講師團，奔赴9,300餘公里，為66名大山少年帶來藝術、人文、科學、邏輯思維等24堂公益課程，旨在通過為期5天的公益支教活動，拓展大山孩子們視野的廣度，鼓勵大山少年追逐夢想。

In October 2022, the Group launched the "Poly Youth Ambition" - Classroom in the Mountains at the Sanyu Village Committee Primary School of Hengzhou City, Guangxi Zhuang Autonomous Region. We joined hands with 11 volunteer teachers from all over the country to form a dream lecturer team and traveled more than 9,300 kilometers to bring 24 public welfare courses such as art, humanities, science, logical thinking to 66 children and teenagers in the mountainous areas. The purpose of this campaign is to expand their horizons and encourage them to pursue their dreams through a five-day public welfare education activity.



書法藝術課

Calligraphy Class



聲樂藝術課

Vocal Music Class



剪紙藝術課

Paper Cuttings Class



扎染藝術課

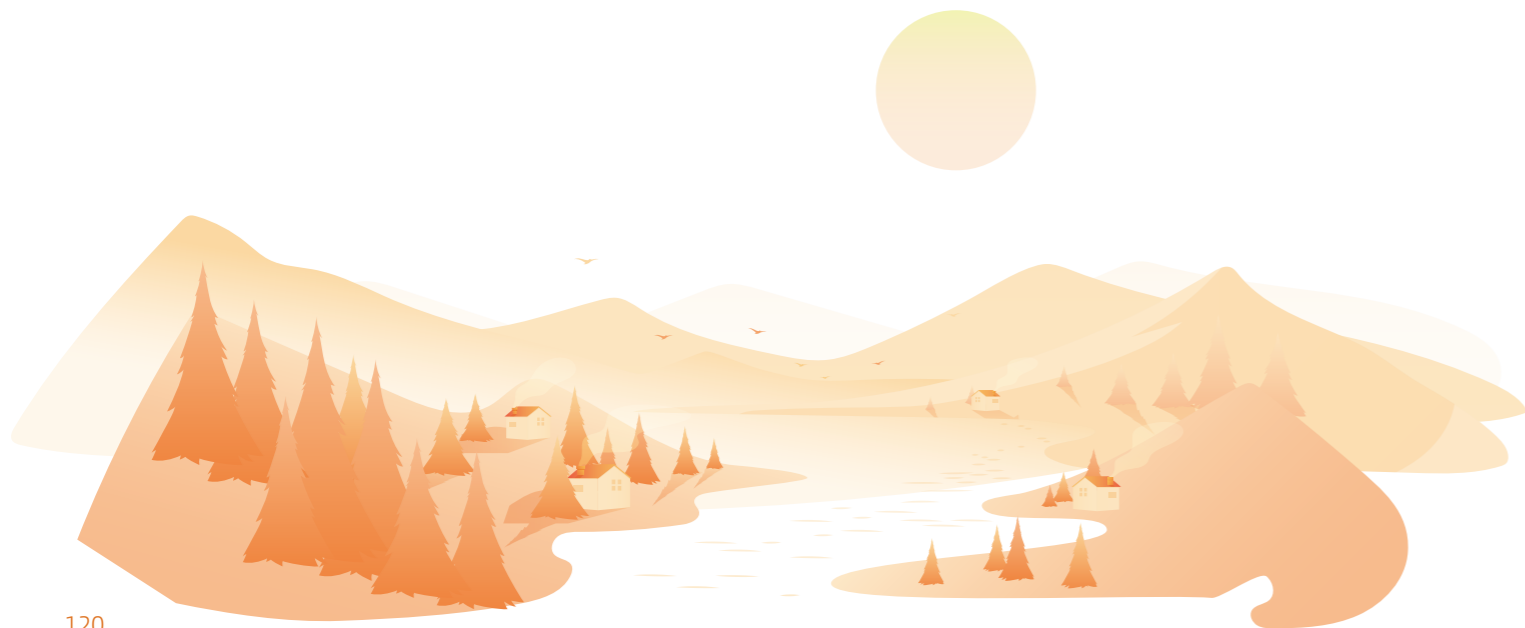
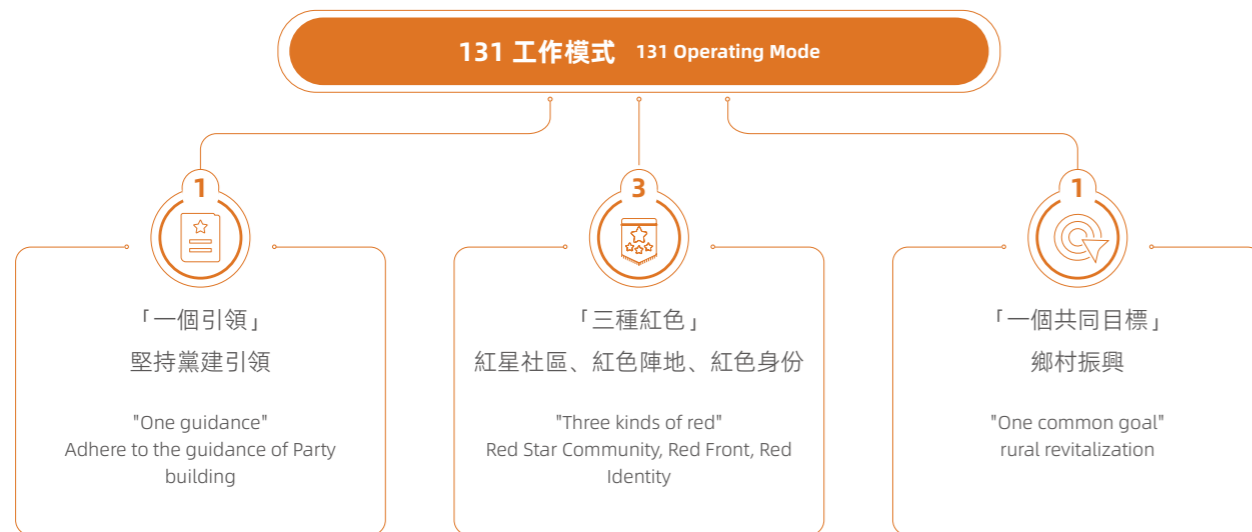
Tie-Dyeing Class

保利是吾鄉

Poly, My Hometown

本集團堅持以物業賦能「鄉村振興」戰略，塑造「保利是吾鄉」服務品牌 IP，不斷創新扶貧模式。我們以冊亨縣易地扶貧搬遷項目為契機，聚焦當地群眾現實需求，以「鄉村振興」戰略下基層協同治理為支撐，大力推動「紅色物業」實踐探索，踐行「131」工作模式，打造「紅星社區」黨建品牌，提供全局化、網格化、專業化現代物業服務，以「紅色物業」打通基層治理「最後一公里」，生動詮釋企業助力鄉村振興的「保利方案」，拓寬人民對美好生活嚮往的新路徑。

Acting on the service brand IP of "Poly, My Hometown", the Group is committed to empowering the strategy of "Rural Revitalization" with property management, constantly innovating its poverty alleviation model. Taking the Relocation Program for Poverty Alleviation in Ceheng County as an opportunity, we focused on the actual needs of the local people, took the "rural revitalization" strategy as the support, and vigorously promoted the exploration of "Red Property". We practiced the "131" operating mode and created a "Red Star Community" party building brand, to provide global, grid-based, and professional modern property services, and bridge the "last mile" of grass-roots governance via "Red Property". By doing so, we brought the "Poly's Solution" to rural revitalization to life and broadened the new path to a better life for people.



「紅星點亮民心，助力鄉村振興」

Red Star Community: Promoting Rural Revitalization with Heartfelt Service

2022年，是本集團為冊亨縣易地扶貧搬遷的一週年。在過去的一年裡，我們堅守「追求卓越 領創美好」的品牌宣言，通過為冊亨縣的近8萬名群眾定制專屬物業方案，為搬遷群眾提供全局化、網格化、專業化的現代物業服務，助力中國鄉村振興事業發展。

2022 marks the first anniversary of the Group's Relocation Program for Poverty Alleviation in Ceheng County. In the past year, we have adhered to the brand declaration of "Excellence for a Beautiful Life", and provided the relocated people with global, grid-based, and professional modern property services by customizing the exclusive property management scheme for nearly 80,000 people in Ceheng County, promoting the development of rural revitalization in China.

從「村民」到「新市民」

From "villagers" to "new citizens"

我們在搬遷地相繼成立保利社區學堂、保利業主藝術團；為搬遷群眾提供小家電維修、免費理髮、上門維修、用電安全檢查等便民服務活動；普及現代化生活方式，引導搬遷群眾安全乘坐電梯、正確使用網絡，切實讓搬遷群眾感受到物業服務帶來的獲得感，實現從「村民」向「新市民」的轉變。

2022年，本集團積極為搬遷群眾提供小家電維修、免費理髮、義診等便民服務，累計參與人數達3,500餘人次，在8個安置區共計解決業戶報事報修10,655項。

We have successively established Poly Community School and Poly Owner Troupe in the new residential area, provided convenience services such as small household appliance maintenance, free haircut, door-to-door maintenance, electricity safety inspection for the relocated residents. We popularized modern lifestyle by offering them instructions for elevator safety and internet usage, allowing them to feel the sense of gain brought by property services, and helping them realize the transformation from "villagers" to "new citizens".

In 2022, the Group actively provided services for the convenience of the relocated residents such as small home appliance maintenance, free haircut, and free medical consultation, totaling over 3,500 person-times and 10,655 processed requests from 8 new residential areas.



社區環境維護
Community Environment Maintenance



社區便民服務
Community Services for the Convenience of Residents

從「大山」到「新城鎮」

From "Mountains" to "New Town"

我們通過組織振興建設，與當地社區共同打造「紅色物業聯盟」，以「紅色物業」模式服務當地群眾；通過創造人才振興平台，推出多種就業崗位，提升當地就業率；通過打通產業振興渠道，助銷冊亨農特產品；通過建設保利是吾鄉新市民活動中心，築牢冊亨文化振興根基。

2022年，本集團實際解決本地就業150餘人，組織各類員工培訓135餘場，參與人員達3,548人次，共實現農特產品消費幫扶累計約100萬餘元銷售額。

By organizing revitalization construction, we jointly set up a "Red Property Alliance" with the local community to serve the local people by the "Red Property" mode. We built a talent revitalization platform to launch a variety of jobs to improve the local employment rate, promoted the sales of agricultural and specialty products of Ceheng County by connecting the commercial channels, and firmly established a foundation for the revitalization of Ceheng culture by building the "Poly, My Hometown" New Citizen Center.

In 2022, the Group provided employment opportunities for more than 150 local people and organized more than 135 training sessions for all kinds of employees, attracting 3,548 participants and totaling over RMB 1 million of sales of agricultural and specialty products.



聚力共建「紅色物業」開啟鄉村振興新典範簽約儀式

The signing ceremony of "Red Property" co-construction for a new model of rural revitalization



社區招聘就地就業活動

Community recruitment for local employment



助銷冊亨農特產品

Marketing of agricultural and specialty products of Ceheng County



便民服務活動

Activities for the convenience of residents

從「安家」到「安心」

From "settling down" to "feeling at ease"

2022年6月中旬，恰逢黔西南布依族苗族自治州成立40週年，我們聯合當地政府、醫院、社區、志願者團體等，在8個安置區同期開展慶祝活動，持續推動物業服務融入基層治理，打造共建、共治、共享的創新治理格局。

In the middle of June 2022, coincided with the 40th anniversary of the founding of the Bouyei and Miao Autonomous Prefecture in south-western Guizhou Province, we organized celebration in the eight resettlement areas jointly with local governments, hospitals, communities, volunteer groups, and other organizations, continued to promote the integration of property services into grass-roots governance and create an innovative management of co-construction and co-governance for shared benefits.



進駐冊亨一週年之系列活動

Series Activities for the 1st Anniversary of Cooperation with Ceheng County

此次物業服務賦能冊亨縣易地扶貧搬遷項目，邁出了本集團推進鄉村振興的堅實一步，後續本集團將以此為支撐，為助力中國城市及鄉鎮的美好生活建設貢獻保利力量。

The relocation project of Ceheng County empowered by property services is a solid step for the Group to promote rural revitalization. In the future, the Group will take this as a support to contribute to the construction of a better life for cities and towns in China.

推動社區發展

Promoting Community Development

我們持續聚焦社區關愛，通過開展義務植樹、護岸清潔、巡河等志願者活動，參與生態環境整治，倡導環境保護，通過扶殘助殘等活動，積極踐行社會公益服務，致力以切實行動力賦能社會幸福生活。在疫情防控階段，我們通過組織疫情幫扶活動，在戰「疫」總攻奉獻微光力量。

We continue to focus on community care, participate in ecological and environmental improvement, advocate environmental protection, and actively practice social public welfare services through activities such as voluntary tree-planting, revetment cleaning, riverbank-patrolling, and other volunteer activities, striving to empower social happiness with practical actions. During the pandemic prevention and control, we organized assistance activities to contribute our share to the fight against COVID-19.

義務植樹公益活動

Voluntary Tree-Planting Activity

為踐行「綠水青山就是金山銀山」的綠色發展理念，2022年3月18日，本集團在保利南怡灣共建開展義務植樹和便民服務志願活動。

本次志願活動共有55位青年志願者參與其中，共為保利南怡灣小區栽種桂花樹、火山榕等品種的喬灌木共61株；開展運動器材清理、廣告牌打掃等多個衛生清潔服務。

To implement the green development concept of "Lucid waters and lush mountains are invaluable assets", the Group jointly carried out voluntary tree-planting and convenience service activity in Nanyiwan Community of Poly on March 18, 2022.

55 young volunteers participated in the activity, planting 61 trees and shrubs such as osmanthus and Chinese banyan in Nanyiwan Community of Poly. They also conducted several sanitation and cleaning services such as sports equipment and billboard cleaning.



義務種樹活動

The Voluntary Tree-planting Activity



志願者服務合影

Group Photo of Voluntary Services



便民服務

Convenience Services

「清潔家園，保護海洋」環保公益活動 Beach Cleanup Activity for Environmental Protection

為踐行「綠水青山就是金山銀山」的綠色發展理念，集團海南公司17位員工來到老爺海護岸沿線開展「清潔家園，保護海洋」環保公益活動。在烈日中，志願者們在護岸壩下、石縫中、沙灘上撿拾塑料瓶、塑料袋、泡沫板、碎玻璃等白色垃圾，經過幾小時的努力，將項目護岸沿線周圍垃圾清理一空。志願者們以自身行動影響和帶動身邊更多人一起保護海洋生態環境，傳播環保理念。

To implement the green development concept of "Lucid waters and lush mountains are invaluable assets", 17 employees of the Group's Hainan subsidiary conducted beach cleanup with the theme of "Cleaning the planet and protecting the ocean" at the Laoyehai revetment. They picked up white garbage such as plastic bottles, plastic bags, foam boards, broken glass under the revetment dam, in the stone crevices, and on the beach under the hot sun. After several hours of efforts, they cleaned up the garbage around the revetment, influencing and calling on more people to protect the marine ecological environment and spread the concept of environmental protection through practical actions.



護岸沿線垃圾清理現場

Garbage-Cleaning Along the Revetment

巡河活動 Riverbank-Patrolling Activity

2022年11月，集團雲南公司組織青年志願者開展大觀河段巡河活動。通過對大觀河兩岸進行積存垃圾清除、撿拾煙頭雜物、整理擺放共享單車等方式，宣傳環保意識，強化文明建設，助力創造綠色和諧環境。

In November 2022, the Yunnan subsidiary of the Group organized volunteers to conduct riverbank-patrolling along the Daganhe River. They publicized environmental awareness, strengthened civilization construction and helped create a green and harmonious environment by clearing up garbage along both sides of the Daganhe River, collecting cigarette butts and sundries, and placing shared-bicycles down the streets.



巡河活動

Riverbank-Patrolling Activity

「扶殘助殘 與愛同行」志願服務 "Caring for the Disabled" Volunteering Service

為弘揚「奉獻、友愛、互助、進步」志願服務精神，推進「我為群眾辦實事」實踐活動走實走深，2022年8月，集團廣東公司聯同廣州市規劃和自然資源局荔灣區分局共建，參與荔灣區2022年十大民生實事之一的「幫幫看家」信息無障礙服務項目，開展「扶殘助殘 與愛同行」主題志願服務活動。

本次活動以視障人士實際需求為出發點，為荔灣區視力一級殘疾人家庭開展智能家居無障礙改造及安裝諮詢服務，以信息化手段助力殘障人士提高獨立生活能力。

To carry forward the volunteerism of "dedication, fraternity, mutual assistance and progress", and further promote the activity of "I do practical things for the masses", in August 2022, the Group's Guangdong subsidiary, jointly with the Liwan District Branch of Guangzhou Municipal Bureau of Planning and Natural Resources, participated in the "Assisting family life" information accessibility service program, one of the top ten practical services for the people in Liwan District in 2022, and carried out voluntary activity themed "Caring for the disabled".

Based on the actual needs of the visually impaired, this activity provided intelligent home accessibility renovation and installation consulting services for the visually impaired families in Liwan District and assisted them to improve their independent living ability via information technologies.



志願者講解康復輔具的使用方法
Volunteers Explaining the Use of Rehabilitation Aids

守「滬」微光，疫情防護志願工作 Safeguarding Shanghai: Pandemic Prevention Volunteering

面對疫情，我們積極發動員工參與屬地居委的志願工作之中。

本次志願活動，本集團共812名駐滬物業人投身一線，共克時艱，累計為22個社區、10萬餘名業主送上最溫暖的守護，其中最長堅守崗位82天1,968小時。

We actively responded to the pandemic situation in Shanghai, called on and mobilized employees to volunteer in local neighborhood committees.

During this voluntary activity, the Group's 812 employees stationed in Shanghai joined the front line of pandemic control and overcame difficulties, providing the warmest protection for 22 communities and more than 100,000 owners, with the longest duration of volunteering reached 82 days and 1,968 hours.



2022年 In 2022

本集團累計對外捐贈約
The Group donated out about

7,004,000 元 RMB

其中社會捐贈
Social donations

204,000 元 RMB

定點幫扶資金撥付
Designated assistance funds

6,800,000 元 RMB

附錄 Appendix

香港聯交所《環境、社會及管治報告指引》內容索引

HKEX Environmental, Social and Governance Reporting Guide

環境、社會及管治範疇與一般披露及關鍵績效指標 Environmental, Social and Governance Scope and General Disclosures and KPIs		所在章節 Chapter
環境 Environmental		
層面 A1 Aspect A1	排放物 Emissions	
一般披露 General Disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer	守護生態，助力綠色發展 PROTECTING ECOSYSTEM TO DRIVE GREEN DEVELOPMENT
關鍵績效指標 A1.1 KPI A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	環境績效總覽 An Overview of Our Environmental Performance
關鍵績效指標 A1.2 KPI A1.2	溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	環境績效總覽 An Overview of Our Environmental Performance
關鍵績效指標 A1.3 KPI A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	環境績效總覽 An Overview of Our Environmental Performance
關鍵績效指標 A1.4 KPI A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	環境績效總覽 An Overview of Our Environmental Performance
關鍵績效指標 A1.5 KPI A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emissions target(s) set and steps taken to achieve them.	環境目標 推進綠色建造 踐行綠色營運 Environmental Objectives Advancing Green Construction Practicing Green Operation

環境、社會及管治範疇與一般披露及關鍵績效指標 Environmental, Social and Governance Scope and General Disclosures and KPIs		所在章節 Chapter
關鍵績效指標 A1.6 KPI A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	推進綠色建造 踐行綠色營運 Advancing Green Construction Practicing Green Operation
層面 A2 Aspect A2	資源使用 Use of Resources	
一般披露 General Disclosure	有效使用資源（包括能源、水及其他原材料）的政策。 資源可用於生產、儲存、運輸、樓宇、電子設備等。 Policies on the efficient use of resources, including energy, water and other raw materials.	守護生態，助力綠色發展 PROTECTING ECOSYSTEM TO DRIVE GREEN DEVELOPMENT
關鍵績效指標 A2.1 KPI A2.1	按類型劃分的直接及 / 或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	環境績效總覽 An Overview of Our Environmental Performance
關鍵績效指標 A2.2 KPI A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	環境績效總覽 An Overview of Our Environmental Performance
關鍵績效指標 A2.3 KPI A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) set and steps taken to achieve them.	環境目標 推進綠色建造 踐行綠色營運 Environmental Objectives Advancing Green Construction Practicing Green Operation
關鍵績效指標 A2.4 KPI A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	推進綠色建造 踐行綠色營運 Advancing Green Construction Practicing Green Operation
關鍵績效指標 A2.5 KPI A2.5	製成品所用包材料的總量及每生產單位佔量 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	本集團在業務營運過程涉及包裝材料的使用量小，均根據業務營運所在地法律法規進行合規處置。 The Group's business operations consume a small amount of packaging materials, which are all disposed of in compliance with the laws and regulations in places where its businesses operate.
層面 A3 Aspect A3	環境及天然資源 The Environment and Natural Resources	
一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimizing the issuer's significant impacts on the environment and natural resources.	守護生態，助力綠色發展 PROTECTING ECOSYSTEM TO DRIVE GREEN DEVELOPMENT

環境、社會及管治範疇與一般披露及關鍵績效指標 Environmental, Social and Governance Scope and General Disclosures and KPIs		所在章節 Chapter
關鍵績效指標 A3.1 KPI A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	綠色理念 發展綠色建築 推進綠色建造 踐行綠色營運 Green Philosophy Developing Green Building Advancing Green Construction Practicing Green Operation
層面 A4 Aspect A4	氣候變化 Climate Change	
一般披露 General Disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	應對氣候變化 Climate Change Response
關鍵績效指標 A4.1 KPI A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	應對氣候變化 推進綠色建造 踐行綠色營運 Climate Change Response Advancing Green Construction Practicing Green Operation
社會 Social		
層面 B1 Aspect B1	僱傭 Employment	
一般披露 General Disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	攜手篤行，賦能員工發展 EMPOWERING EMPLOYEE DEVELOPMENT
關鍵績效指標 B1.1 KPI B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	員工權益 Employee Rights and Interests
關鍵績效指標 B1.2 KPI B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	員工權益 Employee Rights and Interests

環境、社會及管治範疇與一般披露及關鍵績效指標 Environmental, Social and Governance Scope and General Disclosures and KPIs		所在章節 Chapter
層面 B2 Aspect B2	健康與安全 Health and Safety	
一般披露 General Disclosure	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	健康與安全 Health and Safety
關鍵績效指標 B2.1 KPI B2.1	因工作關係而死亡的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	健康與安全 Health and Safety
關鍵績效指標 B2.2 KPI B2.2	因工傷損失工作日數。 Lost days due to work injury.	健康與安全 Health and Safety
關鍵績效指標 B2.3 KPI B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	健康與安全 Health and Safety
層面 B3 Aspect B3	發展及培訓 Development and Training	
一般披露 General Disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 培訓指職業培訓，可包括由僱主付費的內外部課程。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	培訓與發展 Training and Development
關鍵績效指標 B3.1 KPI B3.1	按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	培訓與發展 Training and Development
關鍵績效指標 B3.2 KPI B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	培訓與發展 Training and Development
層面 B4 Aspect B4	勞工準則 Labour Standards	
一般披露 General Disclosure	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	員工權益 Employee Rights and Interests

環境、社會及管治範疇與一般披露及關鍵績效指標 Environmental, Social and Governance Scope and General Disclosures and KPIs		所在章節 Chapter
關鍵績效指標 B4.1 KPI B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	員工權益 Employee Rights and Interests
關鍵績效指標 B4.2 KPI B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	員工權益 Employee Rights and Interests
層面 B5 Aspect B5	供應鏈管理 Supply Chain Management	
一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	負責任供應鏈 Responsible Supply Chain
關鍵績效指標 B5.1 KPI B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	負責任供應鏈 Responsible Supply Chain
關鍵績效指標 B5.2 KPI B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	負責任供應鏈 Responsible Supply Chain
層面 B6 Aspect B6	產品責任 Product Responsibility	
一般披露 General Disclosure	有關所提供產品和服務的健康與安全、廣告、標籤、私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	匠築卓越，領創美好生活 INGENIOUS CONSTRUCTION FOR A BRIGHTER FUTURE
關鍵績效指標 B6.1 KPI B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	本集團在業務營運過程中 不涉及產品召回。 The Group's business operations were not involved in product re- calls.
關鍵績效指標 B6.2 KPI B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service-related complaints received and how they are dealt with.	竭誠服務 Dedicated Services
關鍵績效指標 B6.3 KPI B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	知識產權保護 Intellectual Property Protection

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關鍵績效指標 B6.4 KPI B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	本集團在業務營運過程中 不涉及產品召回。 The Group's business operations were not involved in product re- calls.
關鍵績效指標 B6.5 KPI B6.5	描述消費者數據保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	客戶權益 Customer Rights and Interests
層面 B7 Aspect B7	反貪污 Anti-corruption	
一般披露 General Disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	企業管治 商業道德與反貪腐 Corporate Governance Business Ethics and Anti-Corruption
關鍵績效指標 B7.1 KPI B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	商業道德與反貪腐 Business Ethics and Anti-Corruption
關鍵績效指標 B7.2 KPI B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	企業管治 商業道德與反貪腐 Corporate Governance Business Ethics and Anti-Corruption
層面 B8 Aspect B8	社區投資 Community Investment	
一般披露 General Disclosure	有關以參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	踐行社會責任 Practicing Social Responsibility
關鍵績效指標 B8.1 KPI B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport).	踐行社會責任 Practicing Social Responsibility
關鍵績效指標 B8.2 KPI B8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g., money or time) to the focus area.	踐行社會責任 Practicing Social Responsibility



保利置業集團有限公司
POLY PROPERTY GROUP CO.,LTD.

Stock Code 股票代碼: 00119

Room 2503, Admiralty Centre, Tower 1,18
Harcourt Road, Hong Kong

香港夏慤道 18 號
海富中心第一期 2503 室