



2021 Environmental, Social, and Governance Report

Evergrande Property Services Group Limited

恒大物業集團有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock code: 6666





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Address from Chairman

On behalf of Evergrande Property Services Group, I am pleased to present the Group's Environmental, Social and Governance Report for 2021, setting out the Group's sustainable development measures and achievements for the year. Since its establishment in 1997, the Group has always adhered to the service concept of "conscientious services and heartfelt companionship", and insisted on "standardized operation, professional services, and market-oriented development", and is committed to providing better services to our customers with a customer-focused approach and integrating sustainable development into all aspects of our business.

Under the haze of the COVID-19 pandemic, the global economy faced enormous challenges in 2021. We strive to develop sustainably and actively promote risk mitigation and opportunity capture related to the environment, society and governance. The Group energetically responds to the United Nations Sustainable Development Goals, selects nine goals that best fit our operations, and incorporates relevant goals into future strategies and actions to deliver on our commitment to sustainable development.

The Group had formally established an environmental, social and governance framework in 2020 to promote and implement its sustainable development strategy. The Group's Board is fully responsible for decision-making and oversight of the Group's ESG. Under the leadership of the Board, the Group's ESG Working Group is responsible for implementing ESG risk management and internal control; the Group's functional departments are in charge of the specific implementation of the ESG strategy.

The Group has always adhered to the service concept of "conscientious services and heartfelt companionship" and is committed to providing diversified services to its customers. By actively building smart communities, relying on online "digital smart" platform and offline premium services, the Group create a perfect "Evergrande Life Circle" for property owners and extend the concept of sustainable development to every Evergrande community.

The Group has always adhered to the strategy and policy of green operation and environmental protection. During the year, the Group set a series of environmental targets, including greenhouse gas emission targets, energy use efficiency targets, waste reduction targets and water use efficiency targets. Afterwards, we will disclose progress against these environmental targets, including the challenges encountered and results achieved in achieving goals. At the same time, we are mindful of the risks and opportunities that climate change presents to our business and are continuously improving our risk management measures and mechanisms to enhance the Group's risk management capabilities and customer satisfaction.



The Group has always regarded talents as the foundation of enterprise development and the first productive force in driving the Group's leapfrog development. "A country cannot be powerful without talents and an enterprise cannot be flourishing without talents", the Group attaches importance to team building, introduces talents through multiple channels, establishes an efficient talent training mechanism, and provides a broad development platform for talents to offer a strong talent guarantee for the rapid development of the Group.

The Group has never forgotten its original intention of actively undertaking social responsibilities. In the area of poverty alleviation, the Group has actively assisted veterans in resolving employment issues; in the area of social welfare, the Group has actively participated in flood relief in Henan Province by distributing relief supplies to property owners; in the area of combating pandemic, the Group has actively donated anti-pandemic supplies to subdistrict offices and communities. The Group consciously has the responsibility to continuously and positively contribute to the broader community to create long-lasting shared value for all parties.

On this occasion, I would like to express my sincere gratitude to the management team and staff for their commitment to sustaining the long-term development of the Company and overcoming the difficulties together during the pandemic. Looking ahead, we will strive for progress and actively promote sustainable development. Evergrande Property Services Group will continue to work closely with all stakeholders, continuously improve our services, create the most valuable living communities with residential and humanistic values, and contribute to global sustainable development.



About this Report

Evergrande Property Services Group Limited (“Evergrande Property Services Group”, “Property Services Group”, the “Group” or “we”) is pleased to release its Annual Environmental, Social and Governance Report 2021 (the “Report”). The purpose of this Report is to disclose and demonstrate the Group’s progress and performance in the areas of ESG in 2021, to demonstrate to stakeholders the Group’s philosophy and performance in practicing sustainable development, and to advance our ESG performance.

Scope of reporting

The information contained in this Report covers the Group’s property management services, community value-added services and value-added services to non-property owners, of which, the economic and social key performance indicators disclosed in this Report cover the headquarters, subsidiaries and regional companies, while the environmental key performance indicators only cover relevant information from the headquarters and some regional companies. As the Group’s internal information collection system continues to be improved, the Group will gradually expand the breadth and depth of disclosure. This Report sets out the Group’s sustainable development measures for the period from 1 January 2021 to 31 December 2021, with some extensions where appropriate.

Sources of information

The information disclosed in this Report is derived from internal official documents and statistics, third party questionnaires and public information. Unless otherwise stated, the data in this Report is in RMB as the settlement currency.

Forms of publication

This Report is available in both English and Chinese versions. In case of inconsistency between the English and Chinese versions of this Report, the Chinese version shall prevail. You can visit the official website of the Group at <https://www.evergrandeservice.com> or the website of the Stock Exchange at <http://www.hkex.com.hk> for an electronic copy of the Report.



Reporting standards and reporting principles

This Report complies with Appendix 27 of the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and has been prepared with reference to the core options of the Global Reporting Initiative’s Sustainable Development Reporting Guide (the “GRI Code”), the United Nations (the “UN”) Sustainable Development Goals (the “SDGs”). This Report is based on the four principles of materiality, quantitative, balance and consistency to ensure that it is true and accurate, and aims to fully reflect the current ESG management status and achievements of the Company.

In preparing this Report, the Group has followed the reporting principles of materiality, quantitative, balance and consistency:

Reporting Principles	Applications of the Group
Materiality	Material environmental and social issues are identified through stakeholder engagement and presented to the Board. This Report discloses the relevant content.
Quantitative	Where appropriate, the Group records and discloses key performance indicators in the quantitative manner.
Balance	This Report discloses information in an objective manner to provide stakeholders with a fair understanding of the Group’s overall ESG performance.
Consistency	To the extent practicable, the Group uses consistent measures to allow meaningful comparisons of ESG data over time, unless otherwise stated.



About Us

Evergrande Property Services Group is a leading operator of comprehensive property management services in China, providing property management services since 1997, with a national first-class property qualification and over 70,000 staff. Evergrande Property Services Group, headquartered in Guangzhou, was officially listed on the Hong Kong Stock Exchange on 2 December 2020. As a full-service property management company, the Group's business covers residential properties, commercial office buildings, industrial parks and health care projects, as well as public facilities such as schools, hospitals, banks, government buildings, high-speed railways, airports and scenic spots, and is rapidly expanding into urban public services. As of 31 December 2021, the Group had a total of 2,504 projects under management (including 44 urban public service projects), covering 22 provinces, 5 autonomous regions, 4 municipalities and Hong Kong, with a total GFA under management of approximately 473 million square metres and serving over 3.2 million households.

The Group is committed to building the most livable and most humanistic community with happiness in China by adhering to the service concept of “conscientious services and heartfelt companionship” and insisting on “standardized operation, professional services, and market-oriented development”. In 2021, we received 32 awards and honours in the industry, showing that our contribution to society got widely recognized.

Our services include:

Property management services

The Group offers a wide range of property management services to residents, property developers and tenants of non-residential properties. Our services include butler services, security services, cleaning and greening services, and repair and maintenance services. Focusing on residential servicing, the Group will accelerate the development of its diversified business model in the future.

Community value-added services

The Group caters for the livelihood needs of households, and vigorously develops community value-added services, including community operation services, community assets management services, community life and other services, to create one-stop, full-ecological modern communities.

Value-added services to non-property owners

The Group provides real estate developers with a full range of value-added services, including preliminary property management services, pre-delivery services, repair and maintenance services and property transaction assistance services, basically covering the whole process of real estate development and construction.



Contact information

We welcome any comments and suggestions on this Report and other issues relating to the Group's sustainable development by contacting us at:

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Commitment to Sustainable Development







The United Nations Sustainable Development Goals

The United Nations has adopted 17 SDGs, which call on all countries to develop their economies while promoting the well-being of their people and improving the world's environment. These goals include eradicating poverty, tackling famine, achieving equality and combating climate change.

Enterprises play a key role in achieving the UN SDGs and Evergrande Property Services Group is committed to contributing to the SDGs in line with international trends. We have selected 9 of the 17 SDGs as the most relevant, taking into account the nature and materiality of our business, and are considering further optimization of strategies and actions for more detailed disclosure in the future.

ESG Core Focus Areas	Our Contribution and Measures	UN SDGs
Governance	<p>Promote a sunny and clean culture of practice and establish a transparent and unobstructed complaint mechanism to promote stable and sustainable development.</p> <ul style="list-style-type: none"> • Establish a sound anti-corruption system • Strengthen the management of business codes of ethics 	
Services/ Operations	<p>Create inclusive, safe and happy homes for property owners, advocate healthy lifestyles and enhance the well-being of people of all ages.</p> <ul style="list-style-type: none"> • Deliver high quality services • Respond to real customer needs • Provide a diversified range of community services • Effective protection of customer rights <p>We pursue mutual benefit and growth with our partners, improve the management mechanism of our partners and create a sustainable supply chain.</p> <ul style="list-style-type: none"> • Supplier access and assessment • Supplier training and exchange • Supply chain environmental and social risk management 	   



ESG Core Focus Areas	Our Contribution and Measures	UN SDGs
<p>Environment</p>	<p>Vigorously develop green properties, actively explore energy saving and waste reduction measures, enhance climate change risk management capabilities, and contribute to the green development of society.</p> <ul style="list-style-type: none"> • Promote energy and resource conservation • Waste separation and recycling • Climate change risk response 	<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>  <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>  <p>13 CLIMATE ACTION</p> 
<p>Talent</p>	<p>Advocate a diversified and equal corporate culture, attach great importance to occupational health and safety and create a people-oriented working environment.</p> <ul style="list-style-type: none"> • Diversity and anti-discrimination • Competitive remuneration and benefits • Sound training and development mechanisms • Safeguard the health and safety of staff 	<p>3 GOOD HEALTH AND WELL-BEING</p>  <p>5 GENDER EQUALITY</p>  <p>8 DECENT WORK AND ECONOMIC GROWTH</p> 



ESG Core Focus Areas	Our Contribution and Measures	UN SDGs
Society	<p>Be enthusiastic about public welfare undertakings, create employment opportunities, strive to improve social welfare and promote social and economic growth.</p> <ul style="list-style-type: none">• Participate in precision poverty alleviation• Actively address employment issues• Organize community benefit activities	  



Annual sustainable development summary



Economic benefits



Property management service projects

2,504

(including 44 urban public service projects)

Servicing property owners and merchants

over **3.2** million



Projects Covering

310

Cities



Environmental and social benefits



Environmental management system certification



Occupational health and safety management system certification



Quality management system certification



National Customer Service Satisfaction Survey
Number of "Little Red Flower" votes

130,447 votes

Cumulative number of participants in immersive experiences

703 thousand person-time



Number of staff

73,381

Training rate for all staff types



100%



Total hours of training

3,143,033 hours

Total hours of anti-corruption training

78,626 hours

Governance for Sustainable Development

Evergrande Property Services Group understands the importance of fulfilling its corporate citizenship responsibilities to the sustainable development of the Group, and actively integrates the concept of sustainable development into its daily business and decision-making, maintains close ties with various stakeholders, continuously improves its corporate culture and jointly promotes the sustainable development of the enterprise.

Management structure

In 2020, the Group formally established an ESG framework to promote and implement its corporate sustainable development strategy. The Group’s Board of Directors is fully responsible for the Group’s ESG strategy and reporting, reviewing and formally approving the annual ESG Report; the Group’s ESG Working Group is responsible for implementing ESG risk management and internal control, coordinating work and making implementation recommendations in accordance with the ESG strategy, and reporting ESG-related risks to the Board of Directors; the Group’s functional departments are responsible for the concrete implementation of the ESG strategy and the implementation of relevant policies in daily work operations.

The Group’s ESG management structure is set out below:









ESG Working Group

During this year, in order to improve the Group's ESG data collection system and raise the awareness of ESG data management among the staff of the Group and regional companies, we specially invited a third-party professional institution to provide ESG-specific training for the Group's ESG Working Group and ESG data leaders from relevant functional departments of the Group, regional and project companies. The training covered ESG compliance requirements, data collection and management, and environmental target setting. In addition, various functional departments of the Group and regional companies integrated ESG issues into their daily business training, focusing on service quality, employment management, anti-corruption and community benefit to strengthen the Group's management and performance in ESG.




Stakeholder Engagement Mechanism

The views and expectations of stakeholders can help the Group identify possible risks and opportunities in its business operations and are a critical consideration when the Group formulates its development strategy. In order to establish closer ties with stakeholders such as investors, shareholders, staff, customers, property owners, suppliers, partners, government, community and public welfare organizations, Evergrande Property Services Group has endeavoured to improve its engagement mechanism with various stakeholders and interviewed them through an online survey questionnaire during the year, with a view to further understanding the views of different stakeholders and achieving a win-win situation for all.

In 2021, the Group has sorted out and responded to stakeholder expectations and requirements as follows:

Stakeholder	Main Communication Channels	Expectations and Demands	Communication and Response
Investors/Shareholders 	Annual general meeting Official website of the Group Promotion conference/roadshow Contact phone/email of investors	Financial performance Operational transparency Risk control Investors' interests	Improve profitability Convene general meetings Daily information disclosure Risk control and management
Staff 	Employee research activities EMS system of the Group Performance appraisal/interview Employee-caring activities	Career development platform Remuneration and benefits Healthy and safe working environment Listen to employees' feedback	Build talent training pipeline Guarantee competitive salary and benefits Improve health and safety management system Employee communication and complaint mechanism
Customers/Property owners 	Official website of the Group Customer visit/satisfaction survey 400 hotline Evergrande Smart Community APP	Product quality Customer service quality Customer privacy security Customers' rights protection	Guarantee service quality All-round thoughtful service Customer privacy protection Compliance Marketing
Suppliers/Partners 	Supplier skills exchange/training sessions Supplier recruitment inspection Regular inspection and evaluation of suppliers	Communication Integrity cooperation Business ethics and credit standing	Improve supplier cooperation mechanism Facilitate daily communication Build a responsible supply chain

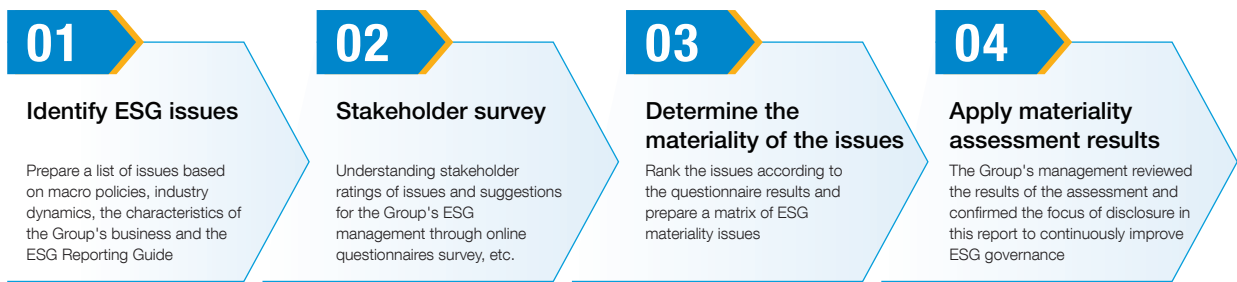


Stakeholder	Main Communication Channels	Expectations and Demands	Communication and Response
Governments/Regulatory departments 	Reporting tax information Reporting information under regulatory requirements Inspection and visit	Operate in compliance with the law Tax payment in accordance with the laws Support local development	Operate in compliance with laws and regulations Pay taxes in full and on time Actively implement relevant policies
Local community/subdistrict offices 	Community activities Public information disclosure	Protect the community environment Promote community development	Practice green operation Promote community culture
Public welfare institutions/organizations 	Community activities News report	Support social welfare Promote social progress	Carry out public welfare projects Participate in charity events

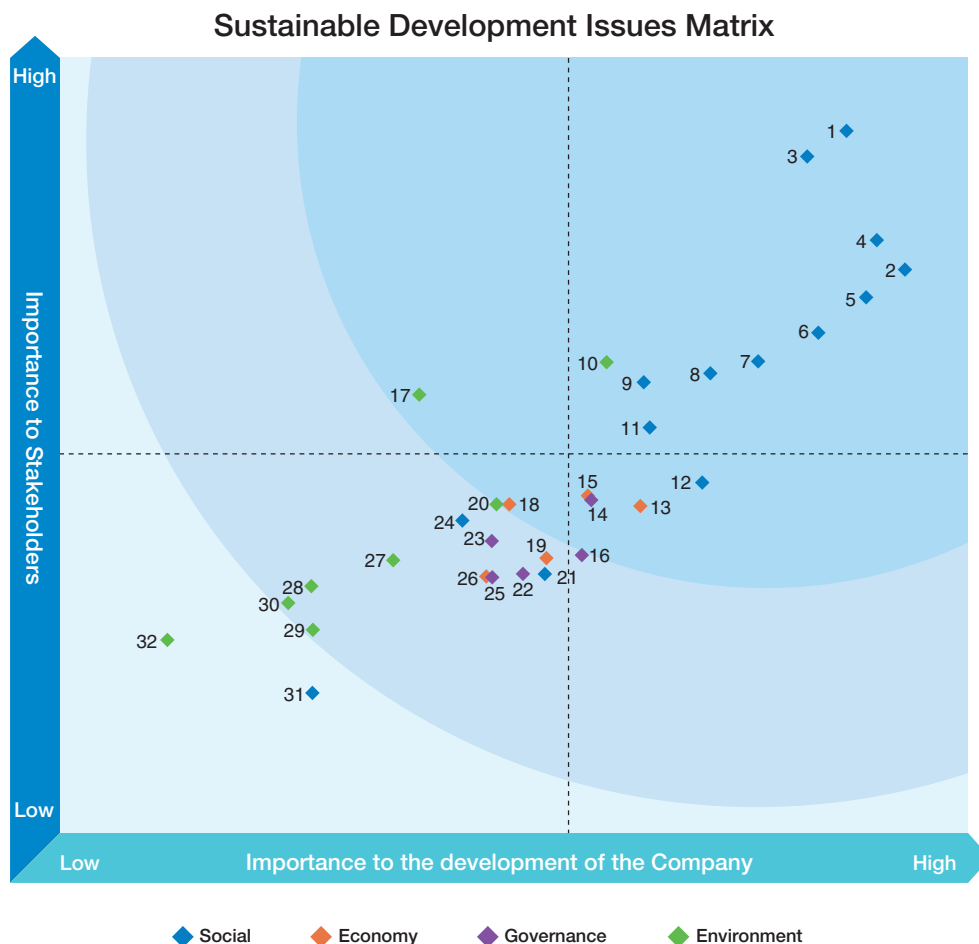
Sustainable development materiality assessment

In 2021, Evergrande Property Services Group identified a total of 32 ESG issues and invited stakeholders such as investors, shareholders, customers, property owners, suppliers, partners, government and public welfare organizations to participate in an online questionnaire survey to understand the importance and impact of each issue on each stakeholder and the Group’s business. We comprehensively analysed the results of the questionnaire survey and formed a ranking and a matrix of materiality.

The steps for materiality assessment in 2021 are as follows:



In 2021, the Group’s ESG materiality issues are ranked and matrixed as follows:





Materiality	Ranking	Issues	Scope of Issues
Very Material	1	Information security and privacy protection	Society
	2	Service quality assurance	Society
	3	Customer health and safety	Society
	4	Occupational health and safety	Society
	5	Labour remuneration and benefits	Society
	6	Labour standards	Society
	7	Compliance with socio-economic related laws and regulations	Society
	8	Brand promotion	Society
	9	Development and training	Society
	10	Compliance with environment-related laws and regulations	Environment
	11	Anti-discrimination in the workplace	Society
Material	12	Intellectual property protection	Society
	13	Direct economic benefits	Economy
	14	Sustainable development framework	Governance
	15	Anti-corruption initiatives	Economy
	16	Strengthen the focus on sustainable development and related work	Governance
	17	Air quality management and control	Environment
	18	Anti-competitive behaviour	Economy
	19	Indirect economic benefits	Economy
	20	Water resource use and conservation	Environment
	21	Staff diversity and equal opportunities	Society
	22	Sustainability goals	Governance
	23	Ongoing communication channels with all stakeholders	Governance
	24	Social assessment of suppliers	Society
	25	Disclosure of stakeholders' views and the Company's response	Governance
	26	Procurement model	Economy
	27	Supplier environmental assessment	Environment
	28	General waste recycling and management	Environment
	29	Energy use and conservation	Environment
	30	Wastewater management	Environment
	31	Charity and social services	Society
32	Climate change and greenhouse gas emissions	Environment	

Governance

Evergrande Property Services Group believes that integrity and compliance are the cornerstones of good governance. The Group strictly complies with laws and regulations on the prevention of bribery, extortion, fraud and money laundering, and fosters a work atmosphere of honesty and integrity through various internal governance measures to promote the stable and healthy development of the Group.



Chapter Highlights

- Business Ethics and Honesty
- Anti-corruption Structure and System
- Anti-corruption Management Measures
- Anti-corruption Training
- Protection of Intellectual Property Rights

Key Performance

All staff signed the Proposal for Integrity Practices and the Commitment to Clean and Honesty Practices

Anti-corruption education for all staff and suppliers

Centralized trainings for large-scale anti-corruption of the Group

5

Total hours of anti-corruption trainings

78,626

 hours

The SDGs issues responded to in this Chapter





Business ethics and honesty

Evergrande Property Services Group attaches great importance to honesty and compliance and believes that upholding the highest standards of honesty is the foundation of good governance. The Group signs the Proposal for Integrity Practices and the Commitment to Clean and Honest Practices with all staff to ensure that they are aware of the Group's ethical honesty and anti-corruption policy requirements and strictly comply with them. At the same time, the Group strictly implements the Eight Prohibitions on Inspection and Discipline of Evergrande Group and the Cadres Codes 36 of Evergrande Group and other systems, focusing on regulating the ethical standards and daily conduct of staff. We conduct regular staff style and discipline checks and encourage staff to report any violations of ethical standards. The Group also conducts business ethics awareness and training through various channels, including but not limited to the Group meetings, induction training and promotion reviews, to help staff enhance their ethical awareness and adhere to ethical principles.

Anti-corruption structure and system

Evergrande Property Services Group strictly complies with the laws and regulations on the prevention of bribery, extortion, fraud and money laundering, including the Constitution of the People's Republic of China, the Criminal Law of the People's Republic of China, the Supervision Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China and the Anti-Unfair Competition Law. Through the implementation of internal management policies such as the Staff Code of Conduct, Cadres Codes 36 and Red and Yellow Lines for Management Cadres, the Group regulates and restrains the ethical conduct and daily style of its staff to create a clean and honest working style and cultivate a working attitude of responsibility and resistance to corruption.

The Group's Comprehensive Supervision Centre is responsible for monitoring corruption-related matters of the Group and quarterly conducting "back-to-back" full-coverage inspections on all properties and projects of all regional companies in China. The Group has set up 10 on-site inspection teams based on the national project layout, which regularly report the results of anti-corruption inspections to the business counterparts of the Comprehensive Supervision Centre for review. The Comprehensive Supervision Centre regularly organizes meetings to request the on-site inspection teams to report back on the work of the month/quarter.



Anti-corruption management measures

To ensure transparency in corporate governance and to safeguard the rights and interests of stakeholders, Evergrande Property Services Group receives internal and external complaints and reports through channels such as the internal reporting and complaint channel of the property system and 400 customer service hotline and other channels. We encourage our staff, customers, suppliers and other partners to report to us anonymously or in real names on any violations of our policies and any unethical and unfair treatment encountered. Upon receipt of a report, the Group will take up the case as soon as possible to ensure that all complaints are dealt with promptly and fairly. In the work of handling reports, Evergrande Property Services Group strictly implements the principle of whistleblower protection and strictly prohibits the leakage of information related to the whistleblower, the content of the report and the progress of the investigation during the investigation process, so as to protect the legitimate rights and interests of the whistleblower from being infringed upon. At the same time, the Group requires all regional companies and individuals not to retaliate against whistleblowers for any reason, and to respond to potential retaliation in advance.



For major complaints on violations of Red and Yellow Lines for Management Cadres and work discipline requirements, the handling process is as follows:



For complaints on consultations or general violations of regulations and rules, the handling process is as follows:



During the reporting period, Evergrande Property Services Group did not have any confirmed cases of violation of laws and regulations relating to the prevention of corruption, bribery, extortion, fraud and money laundering that had a significant impact on its business.



Anti-corruption training

The Group insists on regularizing the promotion of anti-corruption among its staff and conducts regular integrity education and training for directors and staff at all levels, including forming special meetings and watching integrity warning films, in order to enhance staff's awareness of self-restraint and integrity in their work. Through various types of training, the Group guides staff at all levels to establish integrity, speak of principles, abide by discipline and resist corruption, and work together to build a well-disciplined and excellent workforce.



Protection of intellectual property rights

The Group attaches importance to the protection of intellectual property rights and strictly complies with the Patent Law of the People's Republic of China, the Intellectual Property Law of the People's Republic of China, the Corporate Intellectual Property Management Code and other regulations and standard documents, and has introduced internally systems such as the Property Services Group's Intellectual Property Rights Assessment Management Measures, so as to actively protect its legal rights and interests while fully respecting the intellectual property rights of its partners.

The Group's Legal Contract Centre is the responsible department for the work related to intellectual property rights and is responsible for the acquisition, modification, renewal, licensing, pledge, transfer, cancellation and monitoring of the Group's intellectual property rights, as well as guiding, supervising and managing the intellectual property rights maintenance and rights protection work of all units. The Group regularly conducts intellectual property rights business training for relevant staff of each unit to enhance staff's awareness of intellectual property rights protection. The Legal Contract Centre conducts random checks on the intellectual property rights management work of each unit from time to time and deals with units that do not manage their intellectual property rights work properly and fail to handle intellectual property rights matters in accordance with the processes set out in these measures accordingly. At the same time, we fully respect the intellectual property rights of our partners, strictly abide by the scope of licensing and assist our partners in resisting infringement.

As of 2021, the Group's intellectual property applications and registrations have been carried out in an orderly manner and have achieved fruitful results. We obtained licences for 50 trademarks in the PRC and owned 252 patents and 41 copyrights, including two copyrights for Evergrande Smart Community App and three copyrights for ERP systems.

Services/Operations

Evergrande Property Services Group upholds the service concept of “conscientious services and heartfelt companionship” and focuses on “standardized operation, professional services, and market-oriented development” to build a people-oriented and livable community. At the same time, we adhere to the highest service and operational ethics, protect the rights and interests of our customers and strengthen our supply chain management to create more value for our customers and business partners.



Chapter Highlights

- Customer-focused Operations
- Increase Customer Satisfaction
- Protect Customers' Rights and Interests
- Supply Chain Management
- Supply Chain Sustainable Development

Key Performance

Environmental quality inspections

2,493

A cumulative annual users of our exclusive butlers of over

1.57 million

An overall exclusive butlers satisfaction of over

95%

The SDGs issues responded to in this Chapter





Customer-focused operations

Stick to Service Quality

The Group promises to attach importance to the safety and quality of its services, customer feedback, and customer information and privacy protection. The Group attaches great importance to the quality of its services in the community environment, public area facilities and in-home maintenance, and strives to provide high-quality housing quality management for property owners, maintain a premium living environment and effectively protect the interests of owners.

Community Environment and Maintenance Management

In order to ensure a tidy and comfortable living environment for property owners, Evergrande Property Services Group formulated the Enviro-Line Operation Guide and Know-How Manual, to clarify the daily cleaning operation norms and do a good job in sanitation in public areas such as inside and outside area of buildings, parks, underground garages, four-hazard disinfection, and water quality treatment in artificial lakes to ensure the cleanliness of the community environment and the beautiful green appearance. After the outbreak of the COVID-19 pandemic, the Group continued to explore and optimize the outsourcing mode of cleaning, increased the process of intelligent work, and increased the investment in machinery and equipment for the public areas of large projects to enhance the efficiency of cleaning. The Group continued to carry out community environmental quality inspections and held special environmental hygiene enhancement meetings in conjunction with the results of the quality inspections, and formulated special enhancement measures in response to the outstanding problems returned in order to optimize its services continuously.

Acceptance process and quality control

In order to maintain the quality of the housing, the Group strictly implemented the acceptance standards and further clarified the requirements for acceptance work of regional companies by formulating the Implementation Rules for Property Inspection and Acceptance and other systems to improve and optimize the system construction and strictly control the risks of delivery of buildings.



The Group standardizes the property acceptance process to ensure the quality of acceptance and the specific acceptance process is as follows:



Evergrande Property Services Group ensures that the houses meet the acceptance standards during the acceptance process. According to the acceptance volume and on-site conditions, it reasonably arranges the acceptance personnel, formulates the acceptance plan, and avoids the omission of acceptance issues. Regarding the issues in the acceptance, the Group handles them in accordance with the relevant standards, and promptly reports to relevant departments for rectification, to ensure the quality of the acceptance, and prevent fraud and other problems. The specific quality control measures are as follows:

1 Mechanism guarantee
Optimize the acceptance process, efficiently deploy acceptance personnel, and improve the efficiency of acceptance.

2 Strict quality control
Set up a property acceptance management centre to propose a high-standard inspection plan for the houses delivered by the developer, and focus on the inspection of the indoor civil construction, decoration, doors and windows, waterproofing and heating.

3 Strengthening of supervision
The Group supervises and evaluates the implementation of delivery standards and procedures, and the quality of acceptance, to ensure objective and fair acceptance.

4 Information management
Continuously optimise the acceptance information system according to on-site needs and make full use of the information acceptance system to improve the efficiency of acceptance.



In addition, the Group organised post-delivery maintenance assessments, through investigations and statistical analysis on design defects, equipment selection errors, material quality, and construction issues, collected and sorted related issues, and discussed and communicated with relevant departments of the developers to continuously improve and optimise the quality of various products. The Group also timely participated in the review of various technical standards of the Design Institute of developers and material companies, and the on-site inspection and review of decoration model homes to effectively refine and improve the Group's technical standards, promoting the relevant departments to improve the products.

Indoor maintenance for property owners

The Group attaches importance to the service quality of indoor maintenance, and has formulated systems such as the Management Measures for Maintenance Work and the Etiquette and Operation Guide for Maintenance and Warranty Service, and strictly regulated the maintenance and warranty process, and implemented detailed specifications and requirements throughout the entire process of repairs reporting by the property owners, determination of maintenance plans, conducting household maintenance, and confirming maintenance results, so as to quickly respond to repair reporting and efficiently handle problems.

Maintenance of equipment and facilities in public area

Evergrande Property Services Group continued to improve the maintenance of equipment and facilities in public areas, checked the quality of equipment and facilities maintenance from time to time, and guided the regional companies to improve the daily inspection mechanism. In addition, the Group improved various professional inspection standards, carried out special upgrades for systems with many problems, and improved various templates of equipment contracts and performance evaluation systems to control the quality of equipment and facilities maintenance from the source. We also actively engaged in in-depth cooperation with leading domestic mainframe factories of automatic fire alarm system to jointly discuss the new maintenance mode of fire system, optimise maintenance methods, and improve maintenance quality.



Case: maintenance of facilities and equipment in the public area

The project staff conducts inspections and tests on the fire protection system monthly as planned to ensure that the fire sprinkler system of each project maintains water and pressure. In 2021, the failure rate of automatic fire alarm systems of all projects nationwide was less than 0.5%.

During the 2021, we completed 1,203,048 elevator maintenance, and 60,153 elevator repairs.



Management training

To ensure the safety and quality of its services, the Group provides regular management training to its staff on maintenance. To effectively assist regional companies in enhancing their professional skills and business standards, the Group requires property acceptance staff to take business proficiency examinations. In addition, the Group also provides training for maintenance staff to enhance their daily dress code, maintenance service etiquette, maintenance operation process and maintenance communication skills, so as to continuously enhance the property owners' recognition and trust in us with our high level of maintenance quality, responsiveness and service level.

The Group required all regional companies to complete the household acceptance in strict accordance with the Group's system, and to promptly resolve the disputed issues in the process of household acceptance, to improve the acceptance efficiency and comprehensively enhance the delivery quality of the properties, and to promulgate and implement the contents of the Notice on Making Every Effort to Deliver Buildings.

Case: acceptance management training

The Group's headquarters organized training and learning for the middle-level and above staff of the project maintenance departments of the 27 regional companies on the work of property delivery and acceptance, which included the Property Delivery and Acceptance Standards and other systems and management measures.



Case: training on the daily workflow of maintenance

In order to provide Evergrande property owners with efficient and convenient after-sales maintenance services, Evergrande Property Services Group has formulated a set of the standardized service process, and the Acceptance and Maintenance Management Centre of the Group regularly conducts training and guidance for regional management staff and project service staff to ensure that the service process is standardized and regulated.



▶ The scene of 2021 maintenance daily workflow training

The training was conducted by explaining and analysing system specifications and business requirements, sorting out business processes and emphasising business points to continuously rationalise the management system, thereby improving the quality and efficiency of maintenance services.



Health, Safety and Order Management

Ensuring the health and safety of the property owners and maintaining the order of the community is the basis for high-quality property services. Evergrande Property Services Group formulated and issued the Key Points for Major Incident Reporting, Guidelines for Major Incident Reporting, and Community Management and Control Requirements and other system documents to clarify the operation specifications of property personnel to actively report and handle fire prevention, theft prevention, and explosion prevention and other emergencies, while safety education and safety inspections were carried out regularly. The Group urged the formulation of special improvement plans to eliminate various safety hazards to provide property owners with a safe and comfortable living experience. Furthermore, the Group guided property owners on the proper use of facilities and equipment by posting safety posters and regularly holding safety lectures to ensure the personal safety of property owners.

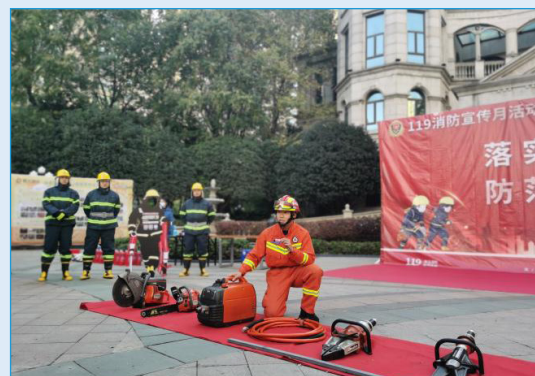
Case: fire evacuation and fire fighting drill training

In order to raise awareness of fire prevention and strengthen the ability of project staff to deal with fire emergencies, Evergrande Property Services Group has continued to carry out fire safety publicity in all projects under its management nationwide with the theme of “Preventing Fire Risks and Building Safe Homes Together”.

Some communities also invited firefighter detachments and community schools to participate in activities to popularize the use of firefighter masks and firefighter ladders.



▶ Exercise Training in Evergrande Palace Changde
(3 November 2021)



▶ Exercise Training in Evergrande Metropolis Huaibei
(9 November 2021)

Construction of Smart Community

The smart community of Evergrande Property Services Group relies on advanced technologies such as the Internet of Things, cloud computing, AI, and 5G, and builds an integrated smart community management platform by integrating visual intercom system, pedestrian system, vehicle transportation system, monitoring system, information release system, and elevator control system to create a safe, comfortable and convenient smart community for residents.

The Evergrande Smart Community APP and Evergrande Butler APP effectively connect the smart management system and the smart community management platform to achieve full coverage of business processes and functional modules, strengthening the Company's standardised operating system through technology, and creating a smart community.


Exclusive butler

Apart from handling daily property service requests, the Group also provides one-stop community services around the needs of residents. The Group's information technology team has upgraded the customer service feature of the Evergrande Smart Community App to an "Exclusive Butler" service system. The system can provide 7*24-hour uninterrupted service response for residents, has features such as text, voice and telephone communication and service evaluation, and realize quick pull-up of service features, automatic response to frequently asked questions and AI customer service quality inspection and other features to further improve customer satisfaction. At present, the "Exclusive Butler" service system has been put into operation in 927 projects across China, with an annual cumulative number of users exceeding 1.57 million and an annual cumulative number of service communications exceeding 3.85 million, with an overall customer satisfaction exceeding 95%, high frequency of feature usage and positive customer feedback, greatly enhancing the efficiency of butler service and the convenience of customer service. In the future, we will consolidate the relevant service details, continuously strengthen the construction of AI features and further enhance the overall customer service capability.






In terms of construction of large-scale smart parks, Evergrande Property Services Group built a smart project including traffic management, passenger flow monitoring, equipment management, and safety management on Ocean Flower Island, which covers an area of about 8 square kilometres, to achieve the integration of multiple businesses. We use smart building management systems, IoT platforms, big data platforms and other processing systems to effectively integrate real-time information from terminal equipment to achieve real-time monitoring of people, vehicles, events, and things, and to improve daily operation capabilities and daily operation and maintenance level and command and dispatch efficiency accordingly, to prevent safety hazards, and enhance tourist experience.

 **Smart life**

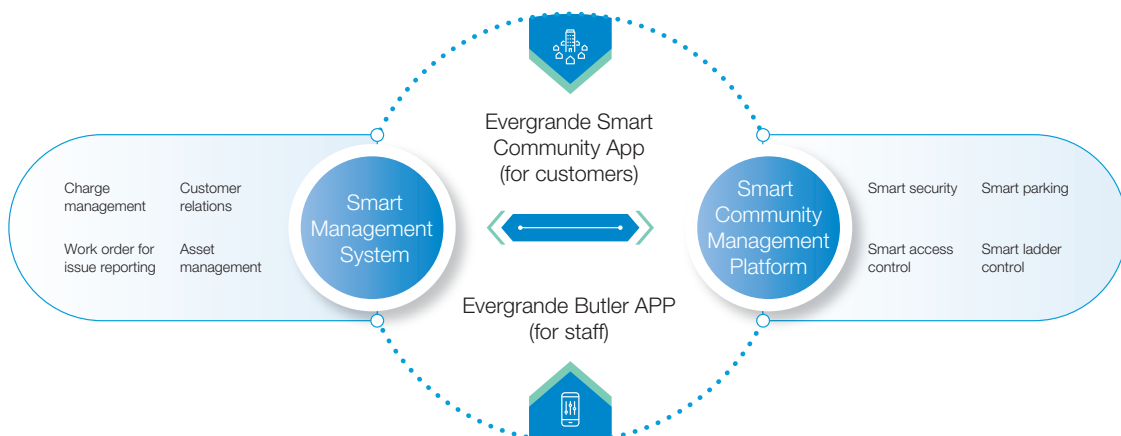
The Group continues to promote the Evergrande Smart Community APP, which realizes functions such as online bill payment, visitor invitation, remote door opening, online reporting of incidents and repairs, and provides services such as online one-click payment of parking fees and property charges, effectively enhancing the convenience of property owners' life and meeting their diversified living needs.

 **Smart community**

The Group has perfected the construction of Internet of Things system platforms including access barriers, park monitoring, perimeted warning, information release, smart ladder control, large-screen display device for command and dispatch, basically covering various property service scenarios, and forming a complete set of smart park overall plan.

 **Smart management**

The Group promotes the construction of the ERP system of Evergrande Property Services, including business modules such as charge management, online customer service, dispatch management, service supervision, equipment maintenance and asset management, to improve the Company's standardised operating system through scientific and technological means.

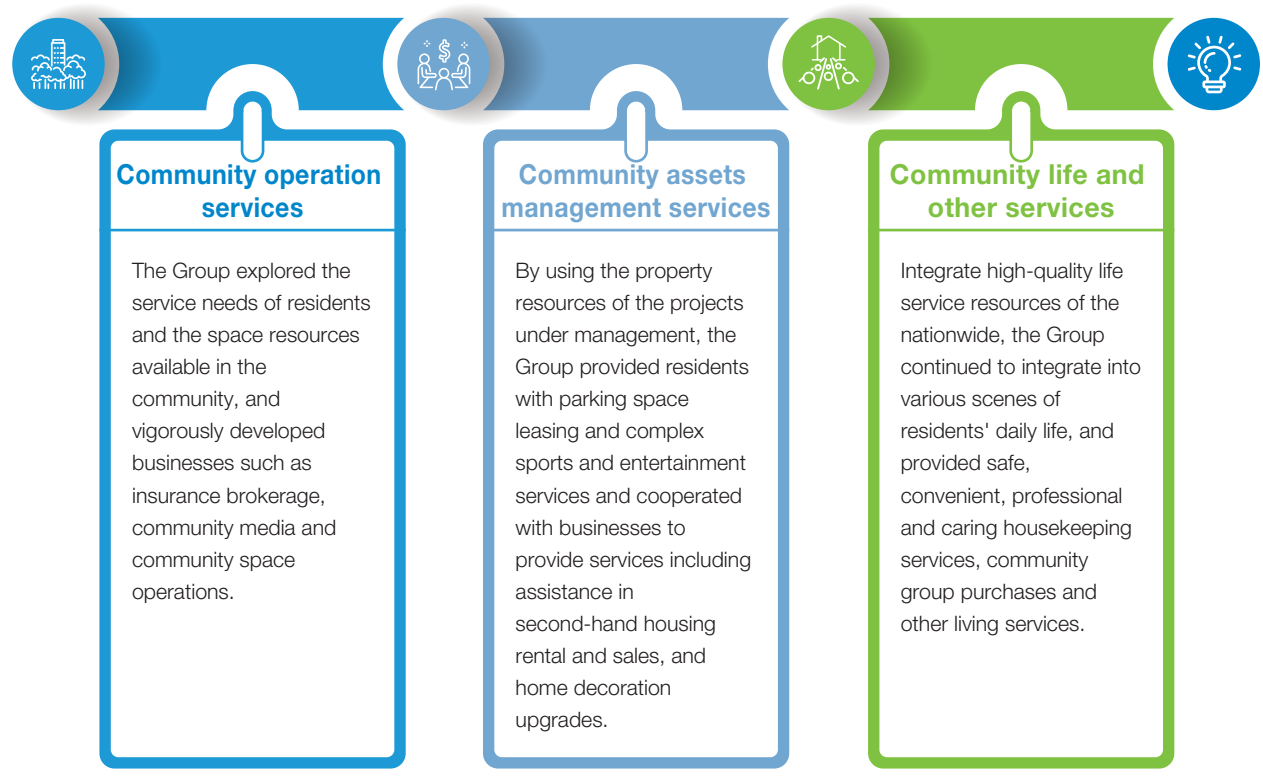




Diversified Community Services

In addition to the provision of high-quality property services to property owners, Evergrande Property Services Group actively creates colourful communities, and provides diversified value-added services for property owners. Focusing on the needs of residents' life, the Group actively creates diversified value-added services in the whole cycle, the whole chain and the whole process around the development stage of the community, the growth cycle of families and various scenes of community life, so as to create quality life and provide convenience for the majority of property owners and enhance their sense of belonging to the community.

In addition, The Group regularly organises regional companies to hold business analysis meetings to discuss key and difficult issues in community management and excellent community management measures, compile typical business cases, summarise and analyse the development of community operations across the country, and graft high-quality social resources according to the actual needs of the property owners to provide property owners with a one-stop and all-ecological convenient community life.





Jointly launch community group buying activities with a number of well-known manufacturers online and offline

Fully promote online reporting of incidents and repairs, and provide paid indoor maintenance services for property owners

Jointly provide real estate agency services with professional real estate agencies

Expand the business of quality housing escrow and provide quality escrow services to property owners

Build the Hengzhihui APP to provide pre-sales and post-sales one-stop cost-effective insurance brokerage services

Select quality merchants to build a life service platform and expand the life service business

Full roll-out of self-operated businesses such as direct drinking water and charging piles for the convenience of property owners

Online promotion, offline model room experience, carry out whole-house supporting and home improvement upgrade services





In 2021, Evergrande Property Services Group carried out a series of Evergrande Festival series of community cultural activities in all delivered projects across the country, aiming to create a healthy, energetic, civilized and mutually supportive community atmosphere, reflect a warm, happy, harmonious and friendly community culture, draw people closer to each other physically and mentally, and build a happy community with the most residential value and humanistic value in China.

Case: Evergrande Young Flowers Festival

To promote neighbourhood co-creation and integration and to enrich residents' experience, Evergrande Property Services Group organized the “Evergrande Young Flowers Festival” from 1 July to 15 September 2021.

The event features a series of themed activities such as “Young Flowers·Long Scroll Happy Drawing”, “ Young Flowers • Creative Bazaar”, “Young Flowers • Military Training Camp for Young Children”, “Young Flowers • Summer Playground” and “ Young Flowers • Watermelon Film Festival”, combining different elements to create a variety of community recreational activities for different groups of residents.

The “Evergrande Young Flowers Festival” covered 27 regional companies nationwide, with a total of over 6,000 events and nearly 60,000 property owners participating, gaining widespread attention and positive comments.





Case: Evergrande Young Flowers Festival



Case: Evergrande Filial Affection Festival

To enrich the life of property owners and enhance neighbourhood interaction, Evergrande Property Services Group organized a series of “Sweet-scented Osmanthus - Evergrande Filial Affection Festival” community cultural activities under the theme of “Filial Affection” from 15 September to 30 November 2021 to showcase the Company’s concept.

The activities pass on the ideological content and purpose of filial affection culture, divided into four chapters, namely “Friends and Neighbours Reunion Night”, “Chinese Studies Classroom”, “Silver Age Wisdom Class” and “Competition for Playing Mahjonn”, to promote the concept of “Respecting, Caring for, Loving and Helping the Elderly” and to promote and pass on the excellent virtues of Chinese filial affection culture.

The activities covered 27 regional companies nationwide, with a total of over 4,000 activities and nearly 50,000 property owners participating, further improving property owners satisfaction and enhancing their love of community life.





Case: New Home for New Year

As the Chinese New Year approached, to meet the home renewal needs of property owners, Evergrande Property Services Group held a “New Home for New Year” activity from 11 December 2021 to 31 January 2022. Focusing on the stock properties with a high demand for renewing, the Group joined hands with famous brand merchants to provide property owners with services such as free door-to-door inspection of gas stoves and cleaning of range hoods, and launched service products such as wall renovation, kitchen and bathroom renovation, home appliance upgrading and furniture renewing.



Evergrande Property Services Group upholds the 4S service concept of “Save Time, Save Heart, Save Effort and Save Money” and offers exclusive discounts and services at home for property owners to create an environmentally friendly, healthy, smart and beautiful home environment to welcome the new year.

Case: housing rental services

The Group provides housing rental intermediary services to Evergrande property owners nationwide. The Group accepts commissions from property owners of idle houses, and with the advantage of its own platform, provides property owners with authentic and reliable transaction information to facilitate the leasing transactions of houses and shops, creating revenue for property owners and at the same time increasing the Group's income from community value-added services, reflecting the Group's quality value-added services and its operation concept of "property owner-oriented, service first".



Case: self-operated direct drinking water dispenser

The Group launched its self-operated direct drinking water dispenser business in August 2020, installing self-operated direct drinking water dispensers within the community to provide customers with pure water for drinking. Customers can purchase water in three methods: offline coin-operated, scanning WeChat code and inductive physical water card. The direct drinking water dispensers are inspected, supervised and tested by property staff to ensure water quality safety.





Case: Evergrande Optimization Mall

From April 2021 to January 2022, Evergrande Property Services Group carried out a series of marketing activities through the online community service platform “Evergrande Optimization” Mall, such as the Rice Dumpling for Dragon Boat Festival, Mid-Autumn Taste, New Year Goods Festival, Hairy Crab, Wuliangye and other special activities. The platform carries out the operation concept of “quality life, strict selection and not expensive” and covers multiple channels such as Evergrande Smart Community APP, WeChat Mini Program and WeChat official account, allowing property owners to purchase the best quality household products in one stop. The Group headquarters team is responsible for the operation process of investment promotion, quality promotion and marketing, and strictly selects domestic first-line brands, covering seasonal fresh food, specialty snacks, cereals, oil, tea, wine, home textiles and laundry, home appliances, digital products and other household stores.



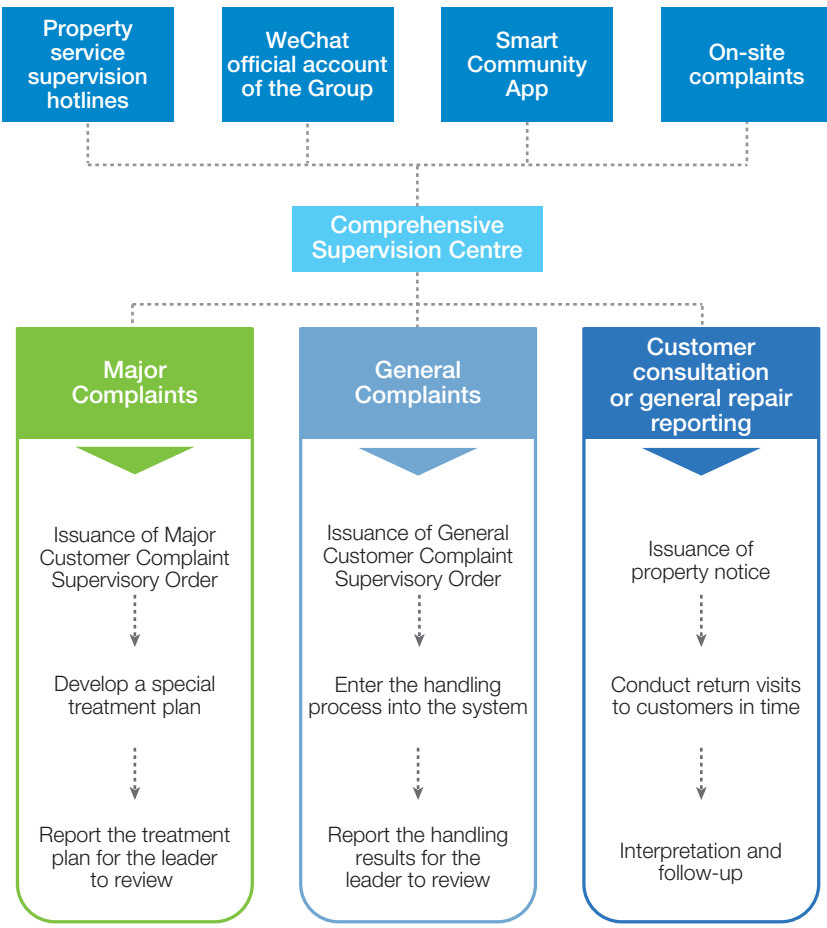
Increase customer satisfaction

Customer Service Management

Evergrande Property Services Group always regards customers as important stakeholders for the sustainable development of the Group, strictly abides by the Law of the People’s Republic of China on the Protection of Consumer Rights and Interests and other laws and regulations, and has formulated a number of internal systems such as the Management Measures for Comprehensive Supervision of Property Services Group, so as to improve the customer complaint management mechanism.



Property owners can make complaints through channels such as the 24-hour property service supervision hotline, the WeChat official account of Evergrande Property Services and the Evergrande Smart Community APP. We also posted complaint posters in the lobby of each building and required the department to deal with the complaints as per the procedures in a timely manner after receiving the complaints and conduct return visits to the property owners after the complaints are handled, to ask about the property owners' satisfaction, pay attention to the property owners' appeal, and effectively protect the interests of the property owners. The Group's handling process for property owners' complaints is as follows:



In addition, the Group conducts regular evaluations on the results of handling customer complaints, and comprehensively scores and ranks the two indicators, i.e., the settlement rate and timeliness rate of general complaint supervisory order, and links the evaluation results to the performance of the corresponding person in charge. We actively trace the source of dereliction of duty and malpractice that caused complaints to prevent slowness and delays, falsification, evasion of responsibilities, and improper response in the complaint handling process. The Comprehensive Supervision Centre of Evergrande Property Services Group regularly summarises and analyses the systemic problems with relatively concentrated customer complaints, and feeds back the systemic problems and optimization suggestions to the relevant departments. The relevant departments formulate and issue optimization plans, guidelines, standards, etc., to systematically increase customer satisfaction.



Customer Satisfaction Survey

Evergrande Property Services Group conducts customer demand surveys and customer service satisfaction surveys to keep abreast of the status quo of customer satisfaction, collect customer feedback, and improve service quality. The content of the survey includes the overall satisfaction of customers with property services, the degree of recognition of the property staff, and the perceived degree of service priorities at each stage. The Group strictly requires all projects to maintain customer information in a timely and accurate manner, to ensure the security of customer information, and to maximize the fairness and impartiality of the survey.

At the same time, the Group embedded the butler service quality evaluation survey in the property owner satisfaction survey, and collected property owner's evaluation and suggestions on butler service quality, to form a three-level quality score for regional companies, projects and butlers, and track the service quality of grassroots employees in a three-dimensional manner. The Group continued to urge regional companies to provide targeted guidance and assistance to backward projects, starting with butler service to improve property owner satisfaction and create high-quality communities.

In 2021, the Group conducted 3,250 nationwide return visits and surveys, covering 578,000 property owners in 27 regional companies. The property owners' evaluation is of great significance to the continuous optimization of our business. To motivate employees' service enthusiasm, the Group implemented the "Little Red Flower" incentive mechanism in the national satisfaction survey to reward outstanding employees recognised by property owners. As of the end of 2021, we obtained a total of 130,447 "Little Red Flower" votes across the country.

Protect customers' rights and interests

Customer Information and Privacy Protection

Evergrande Property Services Group always attaches great importance to the protection of customer privacy and information security, strictly abides by the Cybersecurity Law of the People's Republic of China, the Regulations for the Protection of Personal Information of Telecommunication and Internet Users and other laws and regulations, and has implemented the Information Management Measures of Property Services Group, Management Measures for Information System Development of Property Services Group and other relevant provisions on information confidentiality and safety management.



At a time of rapid development of network technology, information security is at a critical juncture of change and upgrade. Along with the successful convening of the 2021 World Internet Conference, the Ministry of Industry and Information Technology has duly launched the Administrative Regulations on the Protection of Personal Information of Mobile Internet Applications, which formulate relevant policies on the basis of two fundamental principles of personal information protection, namely informed consent and minimum necessary, and relevant operating enterprises must guard three red lines for data security: red line for data collection, red line for data storage and red line for data flow. Evergrande Property Services Group serves millions of households nationwide, and the importance of safeguarding the security of customer information is self-evident. During this year, the Group actively carried out systematic self-correction and self-examination, further revised and improved the Group's Information Security Management System and Management Standards, and made the corresponding optimization in the basic dimensions of the privacy policy, system interaction, data collection and data application, as well as carried out comprehensive system security assessment, in-depth penetration testing and security issue repair in collaboration with leading professional network security institutions in the industry based on OWASP TOP10 and relevant national information security standards, enabling the platform system to have been maintained in a stable and reliable operation to protect the information security of our customers.

We have also established special management regimes and procedures to ensure information security, established the Personal Information Security Impact Assessment System, and regularly check the effectiveness of privacy policies, related regulations and security measures. In addition, the Group formulates emergency plans for personal information security incidents, invites external professional organizations to conduct vulnerability analysis on the systems annually, and regularly organises relevant internal personnel to conduct emergency response training and emergency drills.

The Group strictly limits the scope of access to information, adopts the principle of "minimal authorization" for staff who may have access to customer information, and provides training to staff on relevant laws and regulations and privacy and security guidelines to continuously strengthen awareness of the security of customer information. The Group's Information Centre conducts checks on the status of information security and will impose appropriate sanctions for breaches of information security depending on the severity of the circumstances. If such breaches involve major safety hazards or constitute crimes, they will be transferred to the judicial authorities for investigation of relevant responsibilities in accordance with the law.



Compliance Marketing

Evergrande Property Services Group strictly abides by the Advertising Law of the People's Republic of China and other laws, regulations and industry standards, and strictly abides by the principles of comprehensiveness, compliance, and effectiveness for business promotion, and ensures that the public information is legal, compliant, true and accurate, to protect the legitimate rights and interests of property owners. We also dispel rumors or make announcements against false information or information that may mislead property owners, adopt legal measures to resolve violations of property owners and the Group, to effectively protect the legitimate rights and interests of the property owners and the Group. During the reporting period, the Group was not aware of any non-compliance or complaint matters relating to product liability.

Supply chain management

1 Supplier Access

- The tender and procurement departments of the regional companies organize the recruitment work according to the number of suppliers in the supplier inventory as needed and have established special recruitment teams.
- The recruitment team selects the shortlisted entities through back-to-back network collection and submits the screening results to the person in charge of the region, and the tender and procurement specialists will contact them to confirm their cooperation intentions.
- The inspection team conducts on-site inspections of the shortlisted suppliers, verifies their relevant qualifications, turnover, typical performance, comprehensive strength, etc., to comprehensively evaluate whether they meet the requirements of the Group, and form a corresponding inspection report. Only qualified suppliers can be selected into the supplier inventory of the Group.

2 Supplier Evaluation and Management

- The regional property services company establishes a local supplier inventory through the process of determining qualified entities, and the headquarters of the Property Services Group selects from the supplier inventories of the regional companies based on cooperation intentions, financial strength, and contract performance capabilities, or establishes a national supplier inventory through the process of determining qualified entities, the Group conducts uniform classification management over the supplier inventory.
- The Tender and Procurement Centre of the Group takes the lead in comprehensively evaluating the entities in the national supplier inventory based on the performance of the cooperative projects quarterly. Unqualified entities will be interviewed and required to rectify within a time limit. For those entities without performance improvements, we will delist them.

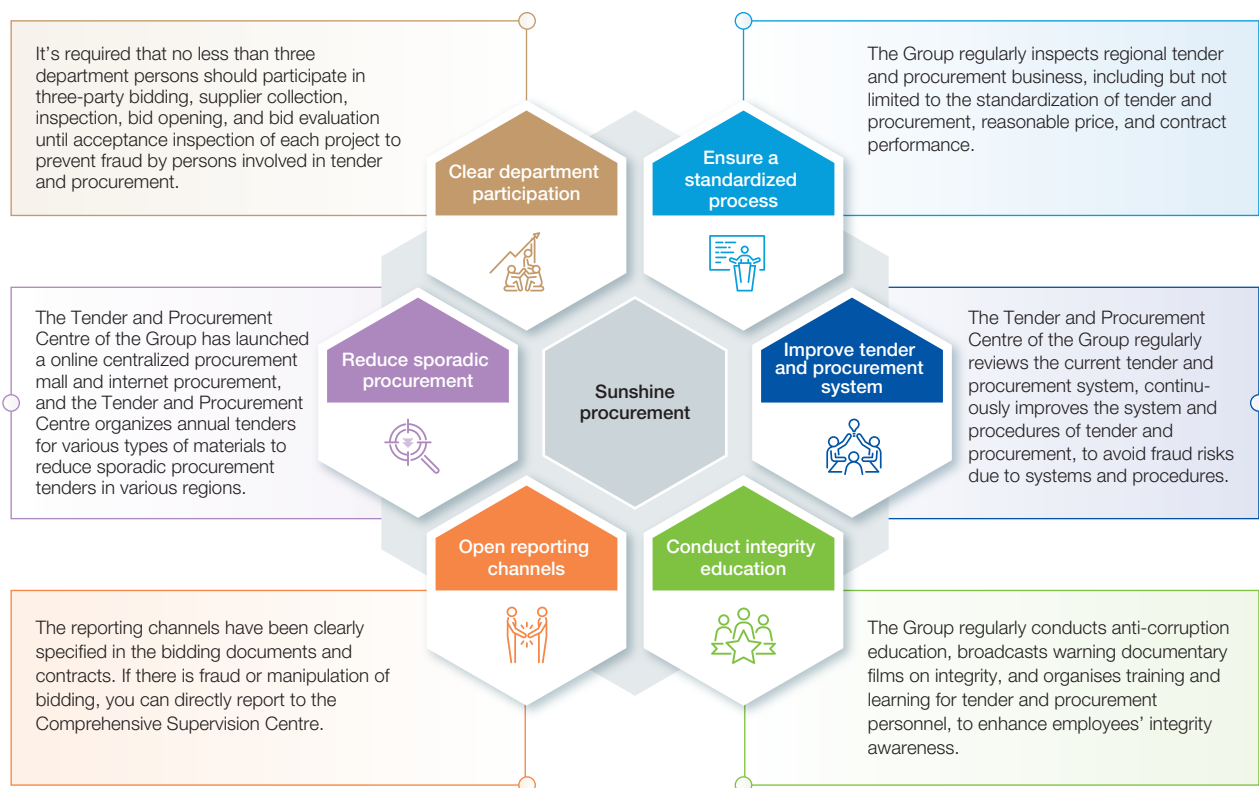
Supply chain sustainable development

Green Procurement

The Group understands that integrating sustainable development goals into the management of the Group supply chain contributes to the health of the environment and the community as well as the long-term development of the business. The Group is committed to examining its own business model to understand the impact it has on the environment. The Group also sets rigorous improvement targets each year to create a more sustainable supply chain. As such, the Group includes environmental, social and governance elements in its inspection reports when considering suppliers access. The Group will encourage its subsidiaries to invite local suppliers to participate in the selection process and, where feasible, consider small enterprises, social enterprises and ethnic minority organizations as potential suppliers. The Group will consider purchasing environmentally friendly products and services where feasible. The Group has ensured that suppliers comply with environmental and social related laws.

Anti-corruption in Procurement

The Group upholds the principles of fairness and justice in tender and procurement, to ensure that the process of tender and procurement is in line with commercial practices, and will never tolerate any form of corruption in business operations or supply chains, and is committed to building a transparent and sustainable supply system and the specific management methods are as follows:

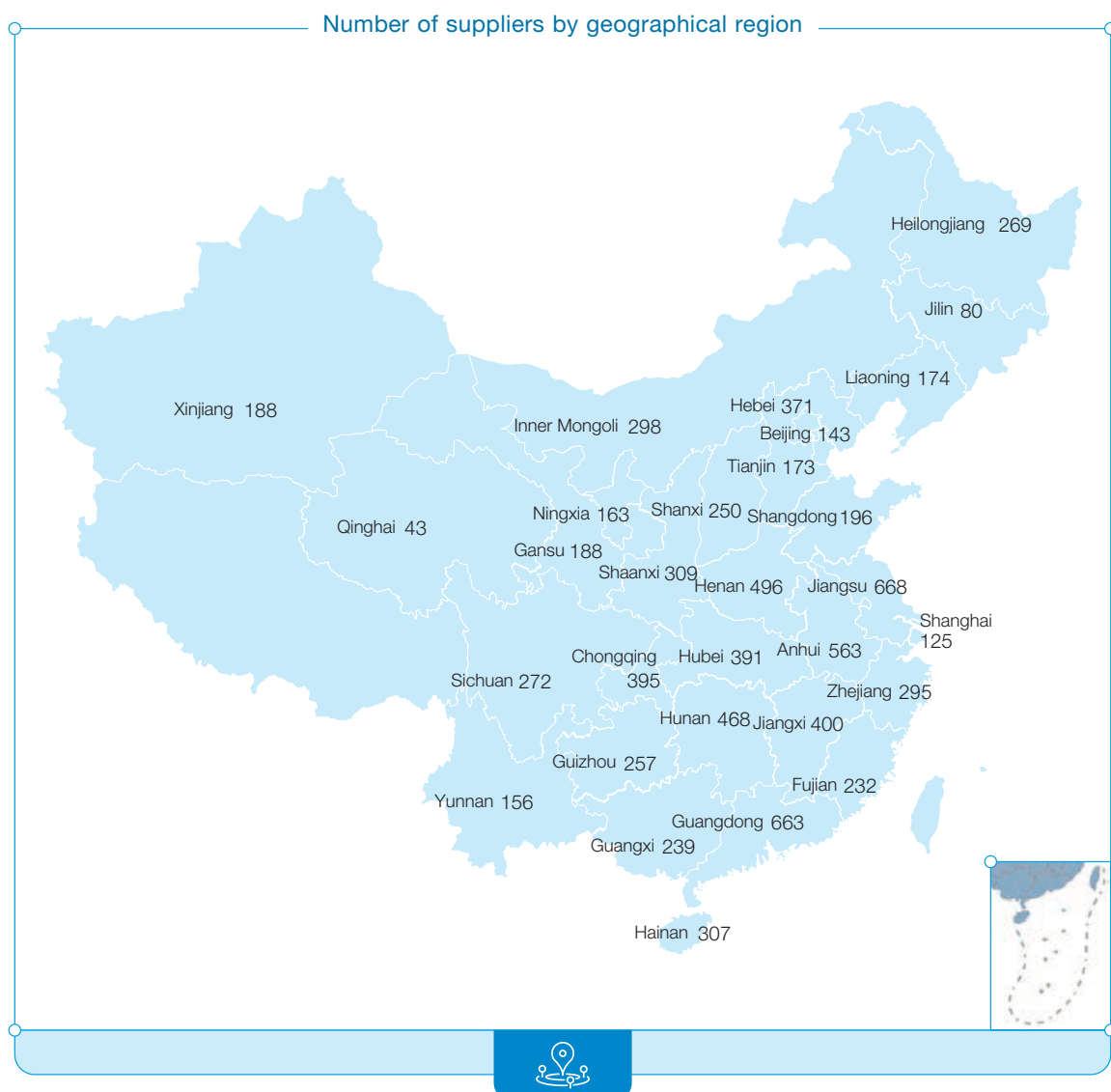




Supplier Communication

We communicate with suppliers through different channels to strengthen cooperation. Before inviting public bidding or signing of contracts, the Group negotiates with suppliers on cooperation models, performance requirements, etc.; after contract performance, the Group organises quarterly evaluations on the performance of cooperative entities and summarises relevant opinions and suggestions on the evaluation results to feed back to the suppliers to help improve their service quality. In addition, the Group organises an annual supplier conference to summarise the annual work and commend outstanding suppliers in order to enhance the effective exchange of supply chain information. Based on the annual supplier performance, the Group carries out the bidding for the next year's procurement of materials, and adopts the principle of eliminating the best from the worst in order to cultivate and develop excellent suppliers and form long-term strategic cooperation.

As of 31 December 2021, the total number of Evergrande Property Services Group's suppliers reached 8,772, of which 100% were located in 30 provinces, autonomous regions and municipalities directly in Mainland China. The regional distribution of the Group's suppliers is as follows:



Environment

Evergrande Property Services Group strictly complies with the Law of the People's Republic of China on Environmental Protection and other laws and regulations, and implements relevant internal systems in order to reduce energy and resource consumption and waste emissions during the Group's operations and contribute to the green development of society. In 2021, the Group did not have any cases of violation of laws and regulations relating to environmental protection.



Chapter Highlights

- Environmental Management
- Waste
- Resource Management
- Climate Disaster Management and Control
- Green Office

Key Performance

ISO 14001:2015

Environmental Management System Certification

Evergrande City Beijing was awarded the title of “Beijing Demonstration Community of Domestic Garbage Classification”

The SDGs issues responded to in this Chapter





Environmental management

Evergrande Property Services Group strictly complies with the Law of the People's Republic of China on Environmental Protection and other laws and regulations, and implements relevant internal systems in order to reduce energy and resource consumption and waste emissions during the Group's operations and contribute to the green development of society. During the year, the Group formulated a series of environmental targets: in order to reduce and manage energy usage and the greenhouse gas emissions it produces, the Group will take measures such as retrofitting intelligent stacked pressure energy-saving pumps and ancillary equipment, actively implement energy-saving retrofitting of secondary water supply systems in more old projects, and carry out energy-saving retrofitting of lighting in public areas and basements of more projects by adopting methods such as replacing old lights with radar sensor lights. The Property Services Group also conducts a monthly analysis of project energy consumption statistics, monitors the use of water and electricity in public areas, summarises the causes of problems, refines management and saves energy, and monitors the implementation of regional energy consumption management measures to promote the implementation of energy consumption management measures. In terms of waste reduction, the Group will reduce waste at the source, promote paperless and green offices, and gradually complete manuscripts such as notices, requests and reports online to reduce the use of office items such as office paper. In addition, the Property Services Group is determined to promote the setting up of self-service recycling counters in more projects, together with posters, promotional videos and other publicity methods to promote the science of waste separation to residents. In terms of water efficiency, the Group will continue to regularly check pipe valves and joints to prevent water bubbling, dripping and leaking, read water meters once a month and deal with water usage abnormalities immediately as soon as they are detected.

Waste

Evergrande Property Services Group's regional projects actively respond to local government policies and carry out waste recycling and garbage classification in an orderly manner. The Group arrange full-time garbage classification supervisors in the community to supervise around the rubbish bins of buildings during the morning and evening peak garbage collection periods, and distribute garbage classification pamphlets door-to-door to patiently answer residents' questions about their daily garbage classification challenges. In addition, the Group has set up garbage classification publicity boards and additional self-service recycling counters to encourage people to start from their daily lives and to be participants in garbage classification, creating an atmosphere of active community participation in garbage classification.

Case: community garbage classification promotion

Evergrande Property Services Group carries out activities such as civilized promotion on garbage classification to the residents of the community, explaining the garbage classification pamphlet on site, improving the property owners' and children's knowledge of garbage classification, and driving parents to actively participate in garbage classification, creating a good atmosphere of everyone knowing and everyone participating.



Case: set up a self-service used clothes recycling cabinets



Property owners can directly drop off their used clothes at recycling cabinets, which automatically weigh the recycled items and settles them to the user on a paid basis according to the market price so that the user can obtain revenue at the WeChat. Nearby recyclers can check the waste stock in the recycling cabinet in the platform system and open the cabinet by scanning the special QR code to obtain a large number of recycling resources at one time, which greatly enhances the recycling efficiency. The application of self-service waste recycling cabinets can avoid the pollution caused by the discarding and recycling process in the original recycling method, and make a positive contribution to improving the community environment.

Case: establishment of a garbage classification station

The garbage classification station at Evergrande Palace Beijing is self-financed by the community property and divides garbages into four categories, including recyclables, food garbages, hazardous garbages and other garbages, contributing to the maximisation of resources, environment and socio-economic benefits.





Resource management

Energy

Evergrande Property Services Group made the call of “Improving Quality and Efficiency, Energy Conservation and Emission Reduction”, formulated and implemented the Property Energy Consumption Management Measures within the Group, and strived to effectively reduce consumption of resources, such as water, electricity, gas, under the premise of ensuring service quality, to protect the green environment. The Acceptance and Maintenance Management Centre of the Group is responsible for formulating specifications and standards for energy consumption management, guiding, supervising, inspecting and assessing the energy consumption management of regional companies, as well as for the statistics, analysis of energy consumption and implementation of various energy-saving measures of the projects.



Energy consumption management requirements

The Acceptance and Maintenance Management Departments of the regional companies shall formulate systems on the on/off time of public lighting in accordance with the needs of the property owners and the actual local conditions, and gradually optimise the management and control measures. The project maintenance department refines the operation procedures according to seasonal changes, local time and the Group’s quality system documents, and clarifies the energy-saving management of lighting, water systems, refrigeration and other equipment and facilities with different functions and in different regions.



Statistical analysis of energy consumption

The project maintenance department establishes and completes the energy management ledger, and organises, analyses and archives the data, and deals with abnormal situations in time through statistics and analysis of the energy consumption of the project. The Acceptance and Maintenance Management Centre of the Group organises and analyses the energy consumption management of the regional companies monthly and compiles the energy management report of the property services system. In response to common problems, the Acceptance and Maintenance Management Centre formulates solutions and promotes their implementation.



Energy consumption management assessment

The Group requires the regional companies to strictly implement the Group’s Property Energy Consumption Management Measures, to set energy conservation and consumption reduction indicators for water, electricity, fuel and other energy. The headquarters regularly accounts for and reports on the performance of regional companies, monitors situations where energy wastage is serious or significantly higher than normal circumstances, verifies and summarises the causes of the problem and requires the relevant person responsible to implement rectification.



Energy Saving and Consumption Reduction Measures

The Acceptance and Maintenance Management Departments of the regional companies shall formulate regulations on the on/off time of public lighting in accordance with the needs of the property owners and the actual local conditions, and gradually optimise the management and control measures. The project maintenance departments refine the operation procedures according to seasonal changes, local time difference and the Group's quality system documents, and clarify the energy-saving management of lighting, water systems, refrigeration and other equipment and facilities with different functions and in in different regions.

Case: energy-saving renovation of basement lighting

Project name	Measures	Average monthly electricity saving (kWh)
Evergrande City Xingtai	Optimization of illumination, conversion of driveway lighting from double to single rows, modification of lighting circuits, addition of time-controlled switches	12,288
Evergrande Royal Scenic Bay Chongqing	Optimization of main road illumination, conversion of light sources to radar sensor lights	3,100
Evergrande Oasis Guiyang	Optimization of illumination, spacing of main road lights on, conversion of light sources to radar sensor lights, centralized parking on the negative second floor of the garage, centralized area lighting	34,436
Jinbi Bay Garden Guangzhou	Spacing of main road lights on, conversion of light sources to radar sensor lights, addition of time-controlled switches	1,650
Evergrande Capital Palace Wuhan	Optimization of illumination, conversion of light sources to radar sensor lights	6,180
Evergrande Royal View Garden Nanning	Optimization of illumination, spacing of main road lights on, conversion of light sources to radar sensor lights	5,800
Evergrande Metropolis Yueyang	Optimization of illumination, spacing of main road lights on, conversion of light sources to radar sensor lights	24,900
Evergrande Yue Long Garden Zhengzhou	Removal of spotlights from top of driveway, spacing of main road lights on, addition of body sensor switches	13,785
Evergrande Capital Palace Changchun	Optimization of illumination, spacing of main road lights on, conversion of light sources to radar sensor lights	12,634
Evergrande Royal Scenic Bay Haikou	Optimisation of illumination, spacing of main road lights on, conversion of light sources to radar sensor lights	19,277



Use of Water

In order to improve the quality of domestic water for property owners and save energy consumption, the Group takes water supply equipment as a pilot and adopts measures to transform intelligent stacked pressure energy-saving pumps and ancillary equipment, which have the advantage of low energy consumption. Through the promotion of Evergrande Property Services Group, the water supply equipment of Evergrande Metropolis Lanzhou Project was transformed into intelligent stacked pressure energy-saving pumps and put into use, with the energy-saving rate of the system reaching over 65%. After this transformation, the property owners' domestic water is safer, the water supply pressure in the pump room is more stable than before, the property operation and maintenance costs have effectively reduced, and the property owners' satisfaction is greatly enhanced.

Clean Resource Utilization

Solar water heating system

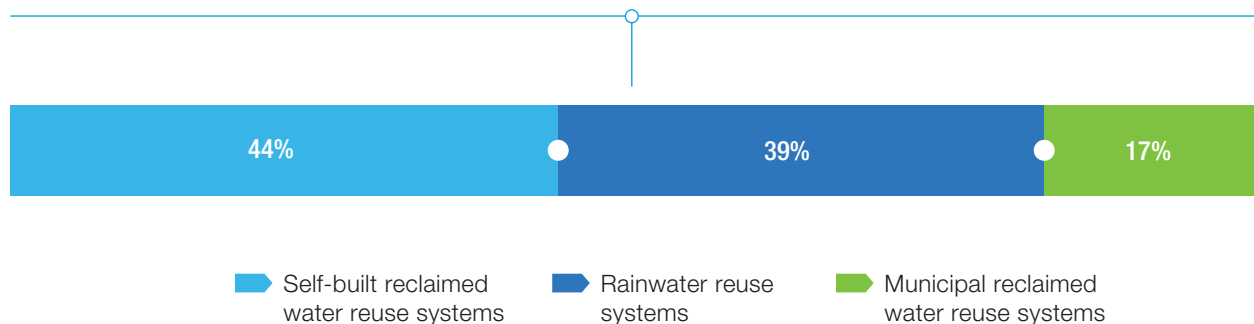
Evergrande Property Services Group actively installed solar water heating systems in projects under management, covering a number of regional companies in Guangxi, Yunnan, Hainan and Shaanxi. Solar water heating system has environmental benefits and economic benefits. Compared with the production of hot water from fossil fuels, this system not only has the advantages of being not easily damaged and at a low cost, but also can effectively reduce environmental pollution and greenhouse gas emissions to achieve the goal of energy saving and emission reduction.

Reclaimed water and rainwater reuse system

The Group gradually improves the basic layout of the reclaimed water system in communities, recycling and treating various kinds of sewage or wastewater after being used in civil buildings or building communities, to realise sewage reuse, such as greening lawns and vegetation, cleaning equipment and facilities. Reclaimed water equipment effectively compensates for urban water use, improves the utilization rate of urban water resources, and maximises the use efficiency of water resources. Up to now, the Group has introduced 59 reclaimed water and rainwater reuse systems in 51 projects under management, of which 26 (44%) are self-built reclaimed water reuse systems, 23 (39%) are rainwater reuse systems and 10 (17%) are municipal reclaimed water reuse systems.



Percentage of the projects using reclaimed water and rainwater reuse system (%)





Climate disaster management and control

In recent years, actively responding to climate change has become a global consensus, and the Group takes climate related physical and transformation risks into account when planning and designing new projects and incorporates physical climate risk impacts into business continuity plans. For the extreme weather that property management may encounter, such as typhoons, rainstorms, snowstorms, cold waves, and high temperatures, we have formulated corresponding emergency plans in terms of personnel organization, preliminary preparation, process disposal, and post-disaster recovery. At the same time, the project staff has been requested to prepare in advance and warn of abnormal weather according to seasonal changes to minimize losses.

The Group's projects under management are mainly affected by typhoons, rainstorms, and snowstorms. After severe weather events, the Group actively takes emergency measures to ensure the safety of property owners. In 2021, there were no bodily injuries or deaths of property owners and employees due to extreme weather.





Case: responding to rainy season and flood season

Since the beginning of the flood season, the property service centres of Evergrande Property Services Group have actively implemented various flood prevention systems, regularly organized flood prevention drills to improve the emergency rescue and protection capabilities of the staff, and eliminated hidden flood prevention hazards through self-inspections to minimize the losses caused by natural disasters, making every effort to protect the safety of property owners. In addition, the Group also carried out recovery work after the disaster to provide a safe and comfortable place for the property owners within a short period of time.





In response to the cold winter and low ambient temperature in northern China, Evergrande Property Services Group, based on local climate conditions, characteristics of equipment and facilities, and other factors, followed the policy of “prevention first” to actively perform frost protection work to prevent equipment and facilities from freezing up.

Case: winter protection against cold and frost

Before the beginning of the heating period of each year, the regional companies organise special engineering personnel to conduct an extensive inspection to ensure adequate frost protection, determine frost protection plans early in terms of weaknesses to carry out preventive measures. During the heating period, the project maintenance department regularly pays attention to weather changes and takes timely measures when the temperature drops to prevent frost. In addition, the heating projects in the northern China formulate emergency plans for frost damage treatment, and it's required to install temperature sensing detection and protection equipment when electric, heat tracing measures are adopted to prevent high-temperature combustion of insulation materials and ensure the stable operation of the equipment.

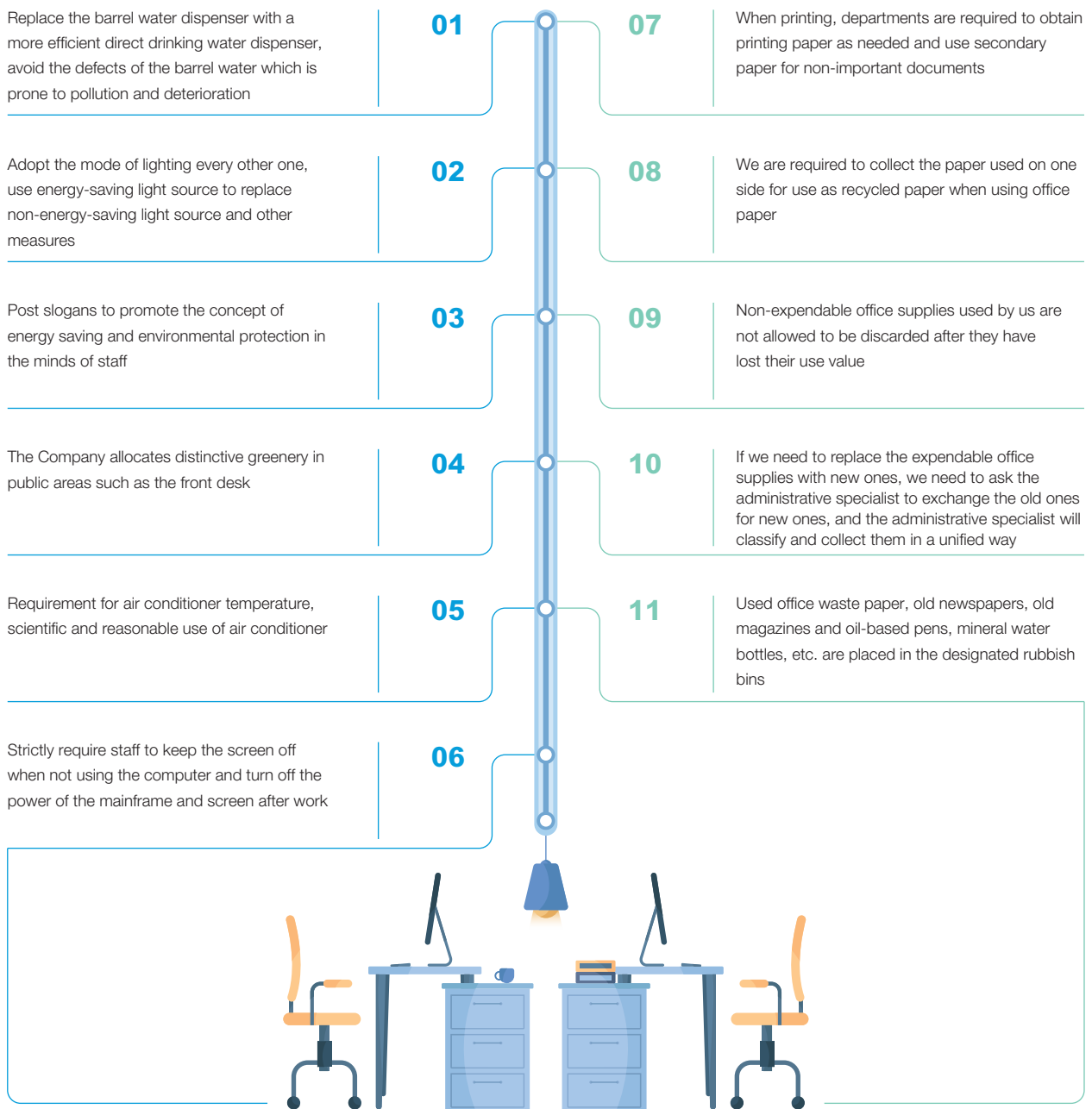


For community equipment and facilities, the Group has also adopted specific freeze protection measures to avoid damage. We install insulation curtains at pedestrian entrances and exits, fire-fighting passage entrances and exits, ceiling fireproof doors, etc.; we winterize firefighting pipes, water supply pipes, and drainage pipes in buildings that are at risk of freezing; for outdoor fire hydrants, irrigation sprinklers, and faucets in the park, we use rubber and plastic insulation cotton for heat preservation; we remove the outdoor fountain water pump in winter and place it indoors after maintenance.



Green office

Green, low-carbon and environmental protection has always been one of the guiding principles of Evergrande Property Services Group’s corporate operations. In order to make better use of resources and reduce pollution while giving staff a peaceful and comfortable office environment, the Company has made a number of improvements to its offices as follows:



Talent

With a responsible attitude towards its staff, the Group has been able to stimulate their enthusiasm for work while safeguarding their physical and mental health through sound job safety management, a comprehensive job training and grade promotion system, competitive remuneration packages and a wide range of cultural and sports activities.



Chapter Highlights

- Talent Acquisition and Retention
- Occupational Health and Safety
- Staff Training and Development
- Staff Communication and Care

Key Performance

ISO 45001:2018

Occupational Health and Safety Management System Certification

Average number of hours of training for staff

42.83 hours

Cooperate with universities to provide training and internship opportunities for university students to develop talents for society

The SDGs issues responded to in this Chapter





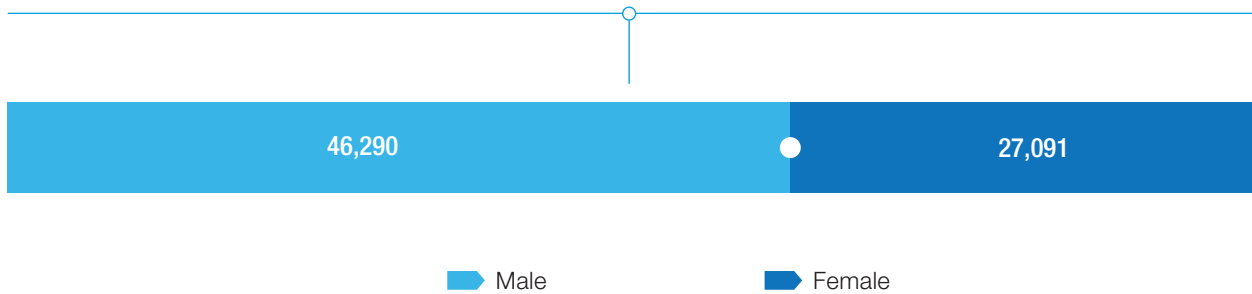
Talent acquisition and retention

Talent Recruitment and Introduction

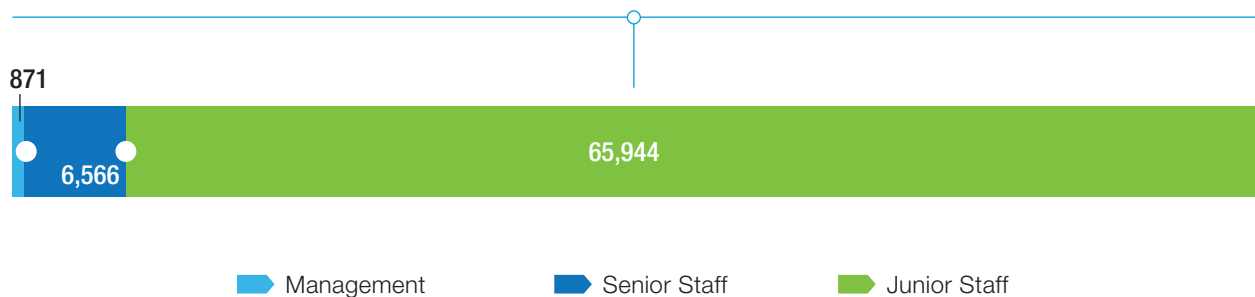
Evergrande Property Services Group cooperates with a number of national and regional recruitment platforms online, supplemented by offline staff internal promotion and self-referral, to recruit talents in accordance with the staff establishment management plan and actual business needs. We strictly manage internal referral channels and avoid recruitment malpractice in accordance with the principles of fairness and job posting avoidance.

As of 31 December 2021, the Group had 73,381 employees, with the following breakdown of employees by gender, age and employment type:

Employee data by gender

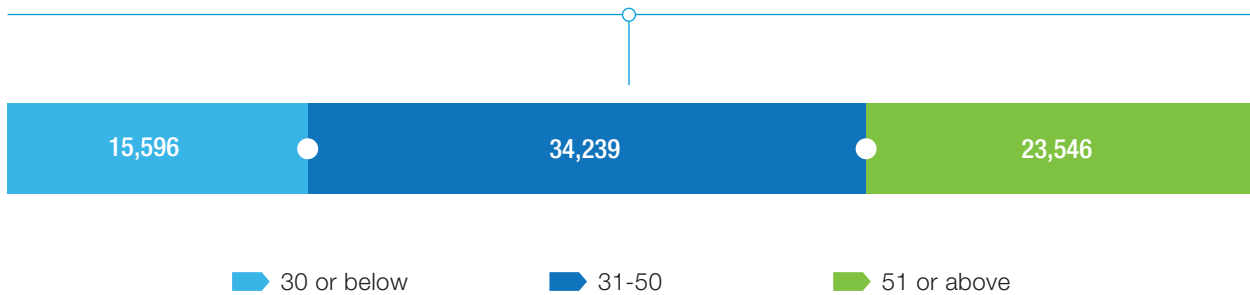


Employee data by employment type





Employee data by age



Protect the Rights and Interests of Staff

People oriented has always been the core value of Evergrande Property Services Group. The Group strictly abides by the Labour Law of the People’s Republic of China, the Labour Contract Law of the People’s Republic of China and other laws and regulations on human rights protection, pays staff salaries in full and on time, pays social insurance and housing fund, and provides staff with paid annual leave, staff flats, preferential housing purchase and other benefits. The Group has also established a labour union to organize staff activities regularly and actively promote staff exchanges.

We actively promote fair employment, respect the rights of women and ethnic minorities, and prohibit any form of discrimination due to race, gender, region, religion, physical health, political parties, etc. We do not tolerate any discrimination against human rights. We take into account international labour standards and norms, prohibit forced labour, prohibit child labour, combat discrimination, ensure equal pay for equal work and protect the rights of staff in collective bargaining. We abide by the Provisions on the Prohibition of Using Child Labour of the PRC and conduct strict onboarding reviews. We regulate the working hours, vacation system and employment methods of various positions to ensure that various departments employ labour in accordance with laws and regulations, and prohibit forced labour. In 2021, the Group did not employ child labour or forced labour.



Occupational health and safety

Staff Safety Management

“Safety first, prevention-focused” is the basic principle of safety management that Evergrande Property Services Group has been adhering to for many years. The Group is well-equipped with safety equipment to avoid risks as far as possible and has formulated clear operational guidelines for different positions, setting out the safety risks and protection procedures in operation. The Group also combines daily inspections with regular checks and attaches great importance to emergency response and drills for all types of emergencies and hazardous operations. In addition to formulating relevant operational systems and emergency response plans, the Group actively conducts occupational safety education and practical job training, for example, lift rescue training and fire and theft prevention training for security guards; work-at-height training and training on maintaining electrically charged equipment for engineering maintenance personnel. At the same time, we analyse and summarise potential safety risks and supervise the implementation of corresponding rectification and improvement plans to continuously improve the Group’s occupational health management policy. The Company provides various channels for staff to report potential safety risks and risks conditions and requires them to be displayed in the office. Comprehensive Supervision Centre for the headquarters of the Group directly accepts reports from staff on improper projects or situations that jeopardise their legitimate interests, and keeps the information strictly confidential. If retaliation against whistleblowers is found, the Company will take severe action. In order to deal with unexpected safety incidents, the Group follows the requirements of the ISO system management, conscientiously implements the emergency handling mechanism, quickly carries out the investigation and formulates proper solutions, and does a good job in reassuring and protecting the staff in the spirit of people-oriented management.





To enhance staff’s awareness of safety precautions, ability to respond to emergencies and risk avoidance skills, the Group conducted a number of pieces of training on fire evacuation and fire-fighting drills in 2021 and invited firefighters to give lectures on fire prevention skills.

In addition, the Group is committed to using its influence to promote occupational health and safety management throughout the value chain. For suppliers who provide services that involve major environmental factors and significant occupational health and safety risks, the Group’s environmental and occupational health and safety requirements should be communicated to the other party so that the other party’s behaviour is in line with the relevant requirements.

Staff Health Management

The Group attaches importance to the physical and mental health of its staff, and actively provides occupational health services to staff, to enhance their work efficiency and sense of belonging, including:

- 01** Provide a canteen and dormitory for the project’s grassroots staff, and conduct regular hygiene and safety checks.
- 02** Require staff in the staff canteen to have health certificates and regular medical checks.
- 03** Provide relevant labour protection equipment or pandemic prevention materials, etc. for jobs with safety risks.
- 04** Pay medical insurance, maternity insurance and work injury insurance for each staff in accordance with national requirements, and major illness insurance in some areas in accordance with local requirements, etc.
- 05** Organize group activities during spare time to enrich the daily life of staff.
- 06** A comprehensive training mechanism for new recruits, including induction training, on-job training as well as final examinations, to help new recruits integrate into the work quickly and smoothly.



Staff training and development

Strengthen Career Development

Talent is the most fundamental source of power for the Group's development, so the Group attaches great importance to the all-round career development of its staff and the construction of a talent ladder. The Group builds a good career platform for its staff, who can develop themselves and equip themselves well through the management and technical dual channels. We provide our staff with a wealth of training and learning opportunities to enhance their professional capabilities and overall quality according to their job responsibilities and needs. In 2021, the overall training situation of the Group was as follows:



Case: General Manager Training Course

During the reporting period, the Group organized the “General Manager Training Course” programme to provide specific training to internally selected outstanding talents for senior management cadres. A total of seven trainees were progressively trained in this session in three major areas, namely “empowerment, management learning and practical training”, with the aim of enhancing the overall operation management capability of the talent pool.



Case: New Manager Training Camp

In order to strengthen the construction of middle-level cadres in projects and forge a group of middle-level echelon management talents with high comprehensive quality and strong capability, Property Services Group launched the “New Manager Training Camp” training project during the reporting period, focusing on three lines of operation, maintenance and order, and adopting the “1+1+X” model, i.e. a combination of “management improvement conversion training + business guidance advancement training + targeted supplementary training” to conduct training. A total of 405 training sessions were conducted during this period, with 1,184 participants and a course satisfaction score of 4.98 out of 5.





Case: Project Chief Training Camp

In order to comprehensively enhance the operation awareness, professionalism and management capability of property project leaders, the Group organized Property Services Group's "Project Chief Training Camp" during the reporting period. Based on corporate culture, the camp focused on the three core areas of "understanding operation, grasping management and improving quality", and sought to comprehensively enhance the comprehensive quality and management capability of property project leaders through policy interpretation, course lectures, experience sharing, subject discussions, debriefing, etc.



Case: Micro-Course System

To meet the immediate learning needs of frontline staff and to help them quickly master their operational skills, Property Services Group developed micro-courses for seven business lines, including quality, maintenance and operation, during the reporting period, with topics including what they should know, frequently asked questions and solutions, typical cases, etc. A total of 326 courses were output in 2021.



Case: butler training

During the reporting period, Property Services Group conducted 167 training sessions for customer service butlers, including 11 special training sessions for golden butlers, aiming to strengthen the business capability of customer service butlers, solidify the service foundation and improve service quality through theoretical learning, seminars on customer complaints, experience sharing, practical exercises, etc.





Performance Appraisal and Promotion

In order to optimize the allocation of human resources and align with the Group's strategic transformation goals, we regularly conduct talent inventories and organizational restructuring exercises. In the previous year, the Group completed a talent inventory and personnel appointments and dismissals of middle-level and above cadres at the headquarters and regional company headquarters, and through job sorting and optimization, we improved the posting standards of project cadres, expanded the scale of project management and enhanced project manpower efficiency.

The Group has a comprehensive performance appraisal and remuneration incentive mechanism. The Group sets its remuneration standards regarding the industry's market remuneration levels and internal remuneration positioning, and in principle conducts annual remuneration reviews and adjustments to provide market-competitive remuneration to motivate staff. We strictly abide by the Cadre Selection and Appointment System of Property Services Group and make promotion arrangements based on the principles of openness, fairness, selection of the best, and proper order. In 2021, the Group set performance indicators and assessment standards in terms of property service quality satisfaction, maintenance completion rate, household acceptance, property fee collection, diversified operating income, and external expansion, and tracked the completion of indicators of each unit on a monthly and quarterly basis, and allocated performance bonuses, such as monthly bonuses, special bonuses, according to the evaluation system and evaluation results, making the completion of performance indicators an important consideration of promotion evaluation.

Staff communication and care

Staff Communication Mechanism

The opinions of our staff often help us to understand the Group's operation and identify potential problems for timely resolution, in view of this, we have set up a comprehensive two-way communication channel to obtain a wide range of opinions and suggestions from our staff. This not only enhances humanistic care and psychological guidance for our staff, but also enhances their sense of cohesion and belonging. In order to effectively protect the rights and interests of staff's complaints and to establish a fairer, faster, more efficient and transparent working environment, the Group has established diversified internal complaint channels such as telephone, letters and social media. Staff can lodge various complaints or grievances with the Group's Comprehensive Supervision Centre through the above channels, which will be followed up and dealt with in a timely manner.

The Group regularly convenes seminars and exchange meetings on the training plan for management trainees to keep abreast of their working and learning conditions, further strengthen interaction and communication with them, collect their opinions and continuously optimize the training plan.



Themed Team Building Activities

In order to increase mutual understanding between the Company and its staff, enhance the cohesion and sense of belonging of the staff and show the Company’s care for its staff, the Company organized activities such as birthday parties and holiday tea parties for its staff.

Case: Winter Solstice Dumpling Eating, Heart-warming

In order to let the staff feel the festive atmosphere, on 21 December 2021, the Human Resources and Administration Centre of the Company headquarters ordered bowls of dumplings and snacks to carry out the “Winter Solstice Dumpling Eating, Heart-warming” activity to press the pause button for the busywork.

At the tea party, everyone shared the delicious and sweet dumplings with each other with great interest. At the initiative of the department heads, a mini-game participated by the staff pushed the atmosphere to a climax. The staff truly experienced the feeling of “home” in the Company as they ate in their mouths and warmed their hearts.





Promoting Industry Development

We actively develop cross-industry cooperation and continue to deepen cooperation with universities in terms of internship bases and job training, joining hands to promote a win-win situation, promote employment in universities and cultivate talents for the industry.

Case: university-enterprise cooperation internship activities

According to the joint training plan of the university and enterprise, Property Services Group carried out the Property Management Class 2020 of Wuhan University of Science and Technology (the "WUST") cognition practice and the Class 2019 of WUST summer internship during the reporting period, with the aim of strengthening the integration of production and education and enabling students to better combine theory and enterprise practice through on-site visits and exchanges, grassroots job internship, together with measures such as internship assessment, regular talks, final reports and theory examinations.



Case: Property Management Star Launch

Based on the training goals of university students at various stages, Property Services Group has launched a series of “Property Management Star Launch” empowerment training plans led by the headquarters, in order to fully implement the three-year training plan for regularly enrolled students and accelerate the process of talent training. This plan covers the last three classes of regularly enrolled students of the Company and covers various aspects such as workplace skills, personal qualities, integrity culture and leadership ability. In 2021, a total of 16 courses on various topics were conducted, with over 5,000 participants and an average satisfaction score of 4.95 out of 5.



Society

Under the concept of “Giving Back to Society and Creating Value Together”, Evergrande Property Services Group actively fulfils its corporate social responsibility to promote social well-being, striving to create a prosperous and sustainable future. We are passionate about social welfare, promoting poverty alleviation and charitable donations in the hope of making a long-term positive impact on society.



Chapter Highlights

- Shape Colourful Communities
- Poverty Alleviation

Key Performance

Resolve employment issues for over

2,492 veterans nationwide

703,000 cumulative participants in immersive experience activities

More than **6,000** activities of the

“Evergrande Young Flowers Festival” were held,

with nearly **60,000** property owners participating

The SDGs issues responded to in this Chapter



Shape colourful communities

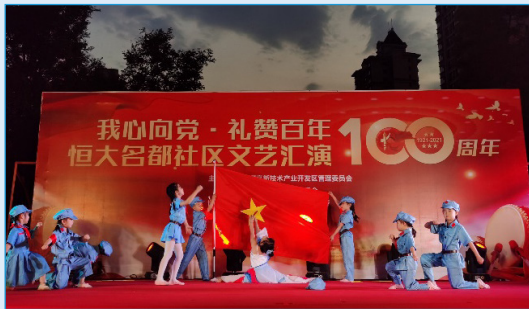
In addition to providing high-quality property services, Evergrande Property Services Group is committed to shaping colourful communities for property owners and residents, enhancing their quality of life and sense of belonging to the community with diversified value-added services and cultural activities.

Community Cultural Activities

Case: community celebration for Party Day

The activities covered a series of thematic activities such as learning party lessons, watching red classics, tracing red memories and red cultural performances, creating a strong social atmosphere to celebrate the 100th anniversary of the founding of the Communist Party of China, guiding property owners to review history and look forward to the future, turning their sincere feelings of gratitude to the Party and the new era into practical actions, and paying tribute to the 100th anniversary of the founding of the Party.

The activities covered 27 regional companies across the country, with a total of nearly 120,000 participants. The activities promoted the spirit of dedication, mutual assistance and courage to bear, and enhanced the cohesion, appeal, honour and pride of property owners in their love for the country and the Party.





Poverty alleviation

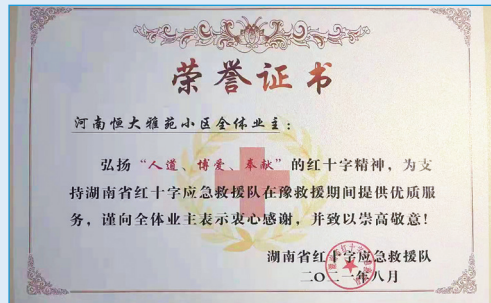
Solve Employment

In response to the Veterans Support Law of the People’s Republic of China, the Group actively assists in solving the employment problem of veterans. We give priority to veterans in the recruitment process so that they can give full play to their strengths in suitable positions and move forward together with the Group. In 2021, the Group employed 1,091 veterans, and as of 31 December 2021, 3.4% of the Group’s staff were veterans, making a total of 2,492.

Community Charity

Case: assisting a number of flood rescue teams and distributing relief supplies to property owners

On 20 July 2021, Zhengzhou, Xinxiang and many other places in Henan Province were hit by a once-in-a-thousand-year flood disaster, with Xinxiang being one of the worst-hit areas in the flood disaster. When the property service centre of Evergrande Atrium Xinxiang learnt that many rescue teams had no food and accommodation, it quickly set up a temporary living area in the project clubhouse and made every effort to solve the problems of food, accommodation and bathing for several rescue teams, helping Xinxiang rescue and relief. At around 9 p.m. on July 25, the property of Evergrande Atrium Xinxiang as well as property owners sent supplies such as large cakes, fruits, scallion cakes and Evergrande Spring for the rescue teams, warming every rescue team member. On 26 July, the property centre of Evergrande Atrium Xinxiang sent a total of 2,353 boxes of Evergrande Spring for the property owners, 20 boxes of instant noodles, 10 boxes of ham sausages, 300 candles and 300 loaves of bread for the property owners in difficulty, to overcome the difficulties together with the property owners and rescue teams and fight the flood together.



Case: donation of supplies during an pandemic

To support the pandemic prevention work during the pandemic, party members and volunteers of Jinbi Garden No. 1 Guangzhou of Evergrande Property were on the front line, assisting the community, subdistrict offices and medical personnel to fight the pandemic with one heart. While maintaining the basic pandemic prevention work, this project also donated 80 boxes of Evergrande Spring and 5,000 masks to subdistrict offices to make a small contribution.



Looking to the Future

The Group has always adhered to the service concept of “conscientious services and heartfelt companionship”, focusing on the three cores of “standardized operation, professional services, and market-oriented development”, incorporating the principles of sustainable development into our operations and services, shaping a healthier environment and community, and striving to create shared value for all stakeholders.

In the future, we will focus on promoting green operations and digital transformation, relying on technological innovation to strengthen our ESG performance, while making efficient use of quantitative ESG data management tools to improve data collection, analysis and disclosure, and continuously exploring opportunities for high-value business insights and opportunities to enhance the Group’s ESG performance in order to contribute to social expectations.

We believe that building mutual trust is fundamental to doing business. Therefore, the Group will place greater emphasis on fulfilling its corporate social responsibility, caring for its staff, giving back to the society and moving forward with all stakeholders to build a prosperous and sustainable future together.



Schedule I. Social Honours

	Award Name	Awarding Unit
1	2021 Residential Property Services Benchmarking Projects of China Property Services (Top 10)	EH Consulting Jiahe Jiaye
2	2021 China Property Management Companies for Superior Service Capabilities(Top 2)	
3	2021 China Benchmarking Projects for Smart Construction of Property Services (Top 10)	
4	2021 China Competitive Property Service Companies in South China (Top 10)	
5	2021 China Competitive Property Service Companies in Central China (Top 10)	
6	2021 China Property Service Companies with Exemplary Customer Satisfaction (Top 50)	
7	2021 China Property Service Companies in terms of Brand Value(Top 20)	
8	2021 Community Value Added Service Operation Benchmarking Company of China Property Services Companies	
9	2021 China Property Service Companies in terms of Operational Capability (Top 10)	
10	2021 China Property Services Smart Service Benchmarking Companies	
11	2021 China Property Service Companies in terms of Comprehensive Strength (Top 2)	
12	2021 China Listed Property Service Companies (Top 2)	
13	2021 China Listed Property Service Companies in terms of business Capability (Top 10)	
14	2021 China Listed Property Service Companies in terms of Financing Capacity (Top 10)	
15	2021 China Listed Property Service Companies in terms of Credit Rating (Top 10)	
16	2021 China Property Service Companies with the Most Long-term Investment Value (Top 10)	
17	2021 Market-oriented Operative Leading Companies of China in Property Service	China Property Management Research Institution Shanghai E-House Real Estate Research Institute China Real Estate Appraisal Centre
18	2021 Top 10 of China Property Management Companies in terms of Comprehensive Strength-2nd Place	
19	2021 Leading Companies of China in Smart Property Service	
20	2021 Featured Brand of China Property Management Service-Technology Leading Smart Life	
21	2021 Top 100 of Most Valuable Brand of China Property Management Service	
22	2021 Top 10 Listed Companies of China Property Management Service	
23	2021 Leading Listed Companies of China Property Management Service-Leading profitability	
24	2021 Brand Value Research Report	
25	2021 China Leading Property Management Companies in terms of Characteristic Service-Leading Companies in Smart Life Service	China Index Academy
26	2021 Top 100 Property Management Companies in China-Leading Companies in Service Quality	
27	2021 Top 100 Property Management Companies in China-Leading Companies Company in Customer Satisfaction	
28	2021 Top 100 Property Management Companies in China	
29	2021 Top 100 Property Management Companies in China -Top 10 Companies in Business Size	
30	2021 Top 100 Property Management Companies in China -Top 10 in Business Performance	
31	2021 China Excellent Listed Property Management Company by Investment Value	
32	2021 China Top 10 Listed Property Management Companies in terms of Comprehensive Strength	

Schedule II. ESG Key Performance Indicators 2021

Environmental Key Performance Table^{Notes 1, 2}

	Indicators	Unit	Emission/ Consumption
Resource use	Total energy consumption	MWh	553,016.46
	Direct energy consumption	MWh	9,366.10
	Indirect energy consumption	MWh	543,650.36
	Total electricity consumption	MWh	543,650.36
	Total energy consumption intensity ^{Note 3}	MWh / 10,000 sq .m. ^{Note 4}	20.24
	Gasoline consumption	L	50,392.78
	Consumption of liquefied petroleum gas	kg	434,261.04
	Consumption of pipeline gas	m ³	293,604.18
Emissions	SO _x emission	kg	1.15
	NO _x emission	kg	226.99
	Particulate matters	kg	10.66
Greenhouse gas emissions	Greenhouse gas emissions (Scope 1)	tCO ₂ e	2,044.83
	Greenhouse gas emissions (Scope 2)	tCO ₂ e	331,681.09
	Greenhouse gas emissions (Scope 1 + Scope 2)	tCO ₂ e	333,725.92
	Greenhouse gas emission intensity ^{Note 3} (Scope 1 + Scope 2)	tCO ₂ e/10,000 sq.m. ^{Note 4}	12.21
Water consumption	Total water consumption	m ³	18,149,110.60
	Water consumption intensity ^{Note 3}	m ³ /10,000 sq.m. ^{Note 4}	664.11
Hazardous waste	Total hazardous waste consumption	ton	48.11
	Discarded bulbs/tubes	ton	36.74
	Weight of waste electronic products	ton	7.00
	Weight of waste ink cartridge/toner	ton	4.37
	Total hazardous waste emission intensity ^{Note 3}	ton/10,000 sq.m. ^{Note 4}	0.0018
Non-hazardous waste	Total non-hazardous waste consumption	ton	147,158.16
	General household waste	ton	114,805.77
	Garden waste	ton	32,352.39
	Total non-hazardous waste emission intensity ^{Note 3}	ton/10,000 sq.m. ^{Note 4}	5.38

Note 1: The scope of data collection for environmental key performance indicators in 2021 remained the same as in 2020, including relevant data from 16 regional companies. In the future, we will continue to improve our data collection system to gradually expand the scope of environmental related data collection.

Note 2: For data collection, calculation and reporting methods, we refer to the "How to prepare an ESG Report, Appendix 2: Reporting Guidance on Environmental KPIs" on the website of HKEx.

Note 3: In view of the rapid expansion of the Group's property management business and the scope of environmental data collection is mainly in the property management business segment, the Group decided to calculate the emission intensity or consumption intensity in terms of floor area instead, with the following formulae: Emission Intensity = Emissions/ Floor area, Consumption Intensity = Consumptions/ Floor area.

Note 4: The floor area included in the calculation is 273,286,300 sqm, which includes office areas and property management public areas of the headquarters and 16 regional companies, as well as non-outsourced staff canteens.



Social Key Performance Table

Total number of employees by gender, employment type, age group and geographical region		Number of employees for 2021	Percentage of staff turnover (%) ^{Note 1}
By gender	Male	46,290	39%
	Female	27,091	40%
By title type	Management	871	17%
	Senior Staff	6,566	19%
	Junior Staff	65,944	41%
By age group	30 or below	15,596	55%
	31-50	34,239	33%
	51 or above	23,546	31%
By geographical region	China (including Hong Kong, Macau and Taiwan)	73,381	39%
By employment type	Full-time	73,119	39%
	Part-time	262	49%
Total number of staff		73,381	39%
Breakdown of new employees			2021
By gender	Male	47,184	
	Female	31,147	
By age group	30 or below	15,089	
	31-50	29,929	
	51 or above	33,313	
By geographical region	China (including Hong Kong, Macau and Taiwan)	78,331	
Accidents with work injury loss			2021
Number of working days lost due to work injury (day)		4,532	
Accidents with work injury (excluding fatalities)		385	
Number of work-related fatalities ^{Note 2}		2	
Work-related fatality rate ^{Note 2}		0.0027%	

Note 1: Staff turnover rate = the number of staff in this category leaving in 2021/(the number of staff in this category at the end of 2021 + the number of staff in this category leaving in 2021)*100%.

Note 2: Work-related fatality rate = number of work-related fatalities/total number of employees * 100%. The Group disclosed work-related fatalities and work-related fatality rate for the first time in 2021, so such data was not available for 2020 and 2019.



Percentage of employees trained		2021
Total employees trained		100%
By gender	Male	100%
	Female	100%
By employment type	Management	100%
	Senior Staff	100%
	Junior Staff	100%
Average training hours		2021
Average training hours for the employee		42.83
By gender	Male	42.79
	Female	42.90
By employment type	Management	6.22
	Senior Staff	6.71
	Junior Staff	46.91
Customer service data		2021
Number of complaints and enquiries received from various sources (time)		119,187
Complaint completion rate		90.13%
Number of return visits after complaint handling (time)		1,860



Schedule III: Industry Associations Participated in

The headquarters of Evergrande Property Services Group and regional branches actively participate in local industry associations, the industry associations participated in include but not limited to the following:

Branch	Associations	職務Posts
Jinbi Property Management Company Limited	China Property Management Institute	Honorary Vice President
Jinbi Property Management Company Limited	Guangdong Property Management Industry Association	Vice President
Hefei Branch of Jinbi Property Management Company Limited	Anhui Property Industry Association	Managing Director
Hefei Branch of Jinbi Property Management Company Limited	Hefei Property Management Association	Vice President
Beijing Branch of Jinbi Property Management Company Limited	Beijing Property Management Industry Association	
Tianjin Branch of Jinbi Property Management Company Limited	Tianjin Property Management Association	
Shijiazhuang Branch of Jinbi Property Management Company Limited	Hebei Property Management Industry Association	Vice Presidential
Xining Branch of Jinbi Property Management Company Limited	Qinghai Property Industry Association	
Ningxia Branch of Jinbi Property Management Company Limited	Yinchuan Property Management Industry Association	Director
Lanzhou Branch of Jinbi Property Management Company Limited	Gansu Investment Association	Vice President
Lanzhou Branch of Jinbi Property Management Company Limited	Gansu Property Management Industry Association	Vice President
Nanning Branch of Jinbi Property Management Company Limited	Nanning Property Management Industry Association	
Guiyang Branch of Jinbi Property Management Company Limited	Guizhou Property Management Association	Vice President
Guiyang Branch of Jinbi Property Management Company Limited	Guiyang Property Management Association	Vice President
Hainan Branch of Jinbi Property Management Company Limited	Haikou Property Industry Association	Vice President
Hainan Branch of Jinbi Property Management Company Limited	Hainan Property Industry Association	
Zhengzhou Branch of Jinbi Property Management Company Limited	Henan Property Management Association	
Zhengzhou Branch of Jinbi Property Management Company Limited	Zhengzhou Property Management Association	Vice President
Harbin Branch of Jinbi Property Management Company Limited	Heilongjiang Property Management Industry Association	
Harbin Branch of Jinbi Property Management Company Limited	Harbin Property Management Association	Vice President
Wuhan Branch of Jinbi Property Management Company Limited	Hubei Property Association	
Wuhan Branch of Jinbi Property Management Company Limited	Wuhan Property Management Association	Vice President
Changsha Branch of Jinbi Property Management Company Limited	Changsha Property Management Association	Vice President
Shanghai Branch of Jinbi Property Management Company Limited	Shanghai Property Management Industry Association	
Changchun Branch of Jinbi Property Management Company Limited	Jilin Real Estate Industry Association	Managing Director
Nanchang Branch of Jinbi Property Management Company Limited	Nanchang Property Management Association	Vice President
Nanchang Branch of Jinbi Property Management Company Limited	Jiangxi Property Management Association	Vice President
Shenyang Branch of Jinbi Property Management Company Limited	Liaoning Real Estate Industry Association	
Hohhot Branch of Jinbi Property Management Company Limited	Property Management Association of Inner Mongolia Autonomous Region	Vice President of the Council
Baotou Branch of Jinbi Property Management Company Limited	Property Management Association of Inner Mongolia Autonomous Region	
Jinan Branch of Jinbi Property Management Company Limited	Jinan Property Management Industry Association	
Jinan Branch of Jinbi Property Management Company Limited	Shandong Property Management Association	
Taiyuan Branch of Jinbi Property Management Company Limited	Shanxi Real Estate Industry Association	
Xi'an Branch of Jinbi Property Management Company Limited	Shaanxi Property Management Association	Director
Xi'an Branch of Jinbi Property Management Company Limited	Xi'an Property Management Industry Association	Director
Chengdu Branch of Jinbi Property Management Company Limited	Sichuan Real Estate Industry Association	Managing Director
Urumqi Branch of Jinbi Property Management Company Limited	Urumqi Real Estate Association	Vice President
Kunming Branch of Jinbi Property Management Company Limited	Kunming Property Management Industry Association	Vice President
Kunming Branch of Jinbi Property Management Company Limited	Property Management Branch of Yunnan Real Estate Association	Director
Chongqing Branch of Jinbi Property Management Company Limited	Chongqing Property Management Association	
Chongqing Tongjing Property Services Co., Ltd.	Chongqing Property Management Association	
Guangzhou Branch of Jinbi Property Management Company Limited	Guangzhou Property Management Industry Association	Managing Director
Guangzhou Jinbi Hengying Property Services Co., Ltd.	Guangzhou Property Management Industry Association	
Guangzhou Jinbi Huafu Property Co., Ltd.	Guangzhou Property Management Industry Association	
Guangzhou Jinbi Shijia Property Services Co., Ltd.	Guangzhou Property Management Industry Association	

Schedule IV. List of Laws, Regulations and Internal Policy

ESG Indicators	Scope	Key ESG-related external laws, regulations and rules	Internal ESG-related policy and system
A1 Emissions	Waste air and greenhouse gas emissions, sewage discharge, non-hazardous and hazardous waste discharge and treatment	Law of the People's Republic of China on Environmental Protection Law of the People's Republic of China on Prevention and Control of Environmental Noise Pollution Law of the People's Republic of China on the Prevention and Control of Air Pollution Water Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Control of Water Pollution Law of the People's Republic of China on Marine Environmental Protection Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste Law of the People's Republic of China on the Prevention and Control of Soil Pollution	Management Measures of Property Services Group Energy Consumption Management Measures of Property Services Group Property Services Group Vehicle Management System
A2 Use of resources	Efficient use of energy, water and other raw materials	Law of the People's Republic of China on Environmental Impact Assessment Law of the People's Republic of China on the Prevention and Control of Radioactive Pollution Regulations of Environmental Protection Management of Construction Projects	
A3 Environment and natural resources	Minimising the impacts on the environment and natural resources	Regulations of the Administration of City Appearance and Environmental Sanitation Law of the People's Republic of China on Energy Conservation Urban and Rural Planning Law of the People's Republic of China Water and Soil Conservation Law of the People's Republic of China Forest Law of The People's Republic of China The Thirteenth Five-Year Guideline for the Control of the Greenhouse Gas Emission Management Measures for Urban Living Garbage Regulation of the Management of Urban Construction Garbage	
B1 Employment	Compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Labour Law of the People's Republic of China Labour Contract Law of the People's Republic of China Law of the People's Republic of China on the Promotion of Employment	Management Measures of Property Services Group Cadre Selection and Appointment Management System of Property Services Group Labour Contract Management System of Property Services Group
B2 Health and Safety	Providing a safe working environment and protecting employees from occupational hazards	Social Insurance Law of the People's Republic of China	Policy on Labour Discipline of Property Services Group
B3 Development and training	Improving employees' knowledge and skills for discharging duties at work	Minimum Wage Regulations of the Ministry of Labour and Social Security of the People's Republic of China	Recruitment and On-boarding of Property Services Group
B4 Labour standards	Preventing child and forced labour	Law of the People's Republic of China on Prevention and Control of Occupational Diseases Law of the People's Republic of China on Work Safety Fire Protection Law of the People's Republic of China Law of the People's Republic of China on Response to Emergency Regulation of Hazardous Chemicals Safety Management Regulation on the Reporting and Investigation of Production Safety Accidents Interim Provisions on the investigation and control of hidden safety accidents Regulation of the People's Republic of China on Work-Related Injury Insurance Provisions on the Supervision and Administration of Occupational Health at Work Sites Law of the People's Republic of China on the Protection of Minors Provisions on the Prohibition of Using Child Labour	Policy on Formal Employment of New Employees of Property Services Group Employee Demission Management System of Property Services Group Policy on Management of Archives of Property Services Group Regulations on Social Insurance and Housing Fund Management of Property Services Group Regulations on Payroll Computing Management of Property Services Group Administrative Office Management System of Property Services Group Notice on Relevant Regulations regarding the Standardizing Business Cooperation and Plugging Loopholes of Property Services Group
B5 Supply Chain Management	Managing environmental and social risks of the supply chain	Law of the People's Republic of China on Tenders and Bids Government Procurement Law of the People's Republic of China	Management Measures of Property Services Group Management Measures for Procurement and Bidding of Property Services Group



ESG Indicator	Scope	Key ESG-related external laws, regulations and rules	Name of internal ESG-related policy and system
B6 Product responsibility	Health and safety of products and services, protection for privacy information of customers and reasonable advertisement and marketing	Product Quality Law of the People's Republic of China Regulations on Property Management Tort Law of the People's Republic of China Copyright Law of the People's Republic of China Trademark Law of the People's Republic of China Patent Law of the People's Republic of China Law of the People's Republic of China on the Protection of Consumer Rights and Interests General Provisions of the Civil Law of the People's Republic of China Advertising Law of the People's Republic of China Cybersecurity Law of the People's Republic of China	Management Measures of Property Services Group Management Measures for Customer Appeals and Complaints of Property Services Group Major Events Management Regulations of Property Services Group Management Measures for Property Service Fee Collection of Property Services Group Vacant Property Management Measures of Property Services Group Order Management Measures of Property Services Group Parking Management Measures of Property Services Group Project Management Measures of Property Services Group Management Measures for Maintenance Work of Property Services Group Management Measures for Equipment and Facilities Undertaking Inspection of Property Services Group Management Measures for Special Maintenance Fund of Property Services Group Elevator Maintenance Management Measures of Property Services Group Paid Maintenance Management Measures of Property Services Group Maintenance and Warranty Operation Guide of Property Services Group Engineering Operation Guide of Property Services Group Implementation Rules for Acceptance Work of Property Services Group Club Service Management Measures of Property Services Group Asset Management System of Property Services Group Management Measures for Intellectual Property Evaluation of Property Services Group Administrative Measures for Genuine Software of Property Services Group Seal Management System of Property Services Group Confidentiality System of Property Services Group Information Management Measures of Property Services Group Management Measures for Information System Development of Property Services Group Management Measures for Information System Testing of Property Services Group Management Standards for Information System Release and Change of Property Services Group Management Measures for Scattered Demands in Information System of Property Services Group
B7 Anti-Corruption	Preventing bribery, extortion, fraud and money laundering	Interim Provisions on Banning Commercial Bribery Anti-Unfair Competition Law of the People's Republic of China Anti-Money Laundering Law of the People's Republic of China Law of the People's Republic of China on the People's Bank of China Company Law of the People's Republic of China Criminal Law of the People's Republic of China	Management Measures for Comprehensive Supervision of Property Services Group Employee Code of Conduct Cadres Codes 36 Red and Yellow Lines for Management Cadres

Schedule V. Index to GRI Code Core Options and HKEx ESG Reporting Guide Content

GRI Code Disclosures		HKEx ESG Reporting Guide General Disclosures and Key Performance Indicators	Chapters/Remarks
102:General Disclosure			
Organization's profile			
102-1	Name of the organization		About this Report
102-2	Activities, brands, products, and services		About Us Services/Operations
102-3	Location of headquarters		About Us
102-4	Location of operations		About Us
102-5	Ownership and legal form		About this Report
102-6	Markets served		About Us
102-7	Scale of the organization		About Us
102-8	Information on employees and other workers	Key Performance Indicator B1.1	Talent Schedule II. ESG key performance indicators 2021
102-9	Supply chain	Key Performance Indicator B5.1 Key Performance Indicator B5.2	Services/Operations Schedule II. ESG key performance indicators 2021
102-10	Significant changes to the organization and its supply chain		During the year, Evergrande Property Services Group had a number of mergers and acquisitions, resulting in a significant change in the size of the organization compared with the previous year Annual Report 2021
102-11	Precautionary Principle or approach		Governance for Sustainable Development Environment
102-13	Membership of associations		Schedule III: Industry Associations Participated in
Strategy			
102-14	Statement from senior decision-maker		Address from Chairman
Ethics and integrity			
102-16	Values, principles, standards, and norms of behaviour		Governance for Sustainable Development
Governance			
102-18	Governance Structure		Governance for Sustainable Development
Stakeholder engagement			
102-40	List of stakeholder groups		Stakeholder Engagement Mechanism
102-41	Collective bargaining agreements		During the year, there were no group agreement incidents in Evergrande Property Services Group
102-42	Identifying and selecting stakeholders		Stakeholder Engagement Mechanism
102-43	Approach to stakeholder engagement		Stakeholder Engagement Mechanism
102-44	Key topics and concerns raised		Stakeholder Engagement Mechanism



GRI Code Disclosures		HKEx ESG Reporting Guide General Disclosures and Key Performance Indicators	Chapters/Remarks
Reporting practice			
102-45	Entities included in the consolidated financial statements		About this Report Annual Report 2021
102-46	Defining report content and topic boundaries		About this Report
102-47	List of material topics		Stakeholder Engagement Mechanism
102-48	Restatements of information		This report does not involve a restatement of information
102-49	Changes in reporting		About this Report
102-50	Reporting period		About this Report
102-51	Date of most recent report		About this Report
102-52	Reporting cycle		About this Report
102-53	Information on the contact person who can answer questions related to the report		About Us
102-54	Claims of reporting in accordance with the GRI Code		About this Report
102-55	GRI content index		SCHEDULE V. Index To GRI Code Core Options And HKEx ESG Reporting Guide Content
102-56	External assurance		This report has not been subject to external assurance and the Group will consider the use of external assurance in the future based on the current status of report preparation and data management
200: Economy			
201: Economic Performance			
103-1	Explanation of the material topic and its boundary		About Us
103-2	The management approach and its components	A4: Climate Change - General Disclosure	About Us
103-3	Evaluation of the management approach		About Us
201-1	Directly generated and distributed economic value	Key Performance Indicator B8.2	Society
201-2	Financial implications and other risks and opportunities due to climate change	Key Performance Indicator A4.1	Environment
202: Market Presence			
103-1	Explanation of the material topic and its boundary		About Us Annual Report 2021
103-2	The management approach and its components		About Us Annual Report 2021
103-3	Evaluation of the management approach		About Us Annual Report 2021
202-2	Proportion of senior management hired from the local community		The Group's senior management are all from the countries where it operates, therefore, the proportion of senior management recruited from the local community is 100%



GRI Code Disclosures		HKEx ESG Reporting Guide General Disclosures and Key Performance Indicators	Chapters/Remarks
203: Indirect Economic Impact			
103-1	Explanation of the material topic and its boundary		Society
103-2	The management approach and its components		Society
103-3	Evaluation of the management approach		Society
203-1	Infrastructure investment and supportive services	Key Performance Indicator B8.1	Society
205: Anti-Corruption			
103-1	Explanation of the material topic and its boundary	General Disclosure B7 Key Performance Indicator B7.2 Key Performance Indicator B7.3	Governance
103-2	The management approach and its components		Governance
103-3	Evaluation of the management approach		Governance
205-3	Confirmed incidents of corruption and actions taken	Key Performance Indicator B7.1	Governance
206: Anti-competitive Behaviour			
103-1	Explanation of the material topic and its boundary		Governance
103-2	The management approach and its components		Governance
103-3	Evaluation of the management approach		Governance
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices		Governance
300: Environment			
301: Materials			
103-1	Explanation of the material topic and its boundary	General Disclosure A2	Evergrande Property Services Group's products do not involve the use of packaging materials
103-2	The management approach and its components	General Disclosure A3	Evergrande Property Services Group's products do not involve the use of packaging materials
103-3	Evaluation of the management approach		Evergrande Property Services Group's products do not involve the use of packaging materials
301-1	Weight or volume of material used	Key Performance Indicator A2.5	Evergrande Property Services Group's products do not involve the use of packaging materials



GRI Code Disclosures		HKEx ESG Reporting Guide General Disclosures and Key Performance Indicators	Chapters/Remarks
302:Energy			
103-1	Explanation of the material topic and its boundary	General Disclosure A2	Environment
103-2	The management approach and its boundary and its components	General Disclosure A3 Key Performance Indicator A2.3	Environment
103-3	Evaluation of the management approach		Environment
302-1	Energy consumption within the organization	Key Performance Indicator A2.1	Environment Schedule II. ESG key performance indicators 2021
302-3	Energy intensity	Key Performance Indicator A2.1	Environment Schedule II. ESG key performance indicators 2021
303:Water resources and sewage			
103-1	Explanation of the material topic and its boundary	General Disclosure A2	Environment
103-2	The management approach and its components	General Disclosure A3 Key Performance Indicator A2.4	Environment
103-3	Evaluation of the management approach		Environment
303-1	Interaction between the organization and its boundary (water as a shared resource)	Key Performance Indicator A2.4 Key Performance Indicator A3.1	In 2021, water for Evergrande Property Services Group's operations is mainly obtained from municipal water supplies in the various areas in which it operates and there are no problems in obtaining water. Waste water is discharged in accordance with local laws and regulations. There are currently no significant water-related impacts occurring as a result of our operations. We have set water reduction targets at the property level and plan to establish a future target at the group level.
303-2	Manage the impacts associated with drainage		Evergrande Property Services Group complies with local laws and regulations requirements relating to water discharge.
303-5	Water consumption	Key Performance Indicator A2.2	Environment Schedule II. ESG key performance indicators 2021
305:Emissions			
103-1	Explanation of the material topic and its boundary	General Disclosure A1 General Disclosure A2	Environment
103-2	The management approach and its components	General Disclosure A3 Key Performance Indicator A1.5	Environment
103-3	Evaluation of the management approach		Environment
305-1	Direct (Scope 1) GHG emissions	Key Performance Indicator A1.1 Key Performance Indicator A1.2	Schedule II. ESG key performance indicators 2021
305-2	Energy indirect (Scope 2) GHG emissions	Key Performance Indicator A1.1 Key Performance Indicator A1.2	Schedule II. ESG key performance indicators 2021
305-4	GHG emissions intensity	Key Performance Indicator A1.2	Schedule II. ESG key performance indicators 2021



GRI Code Disclosures		HKEx ESG Reporting Guide General Disclosures and Key Performance Indicators	Chapters/Remarks
306: Sewage and waste			
103-1	Explanation of the material topic and its boundary	General Disclosure A2	Environment
103-2	The management approach and its components	General Disclosure A3 Key Performance Indicator A1.6	Environment
103-3	Evaluation of the management approach		Environment
306-1	Waste generation and significant waste-related impacts	Key Performance Indicator A3.1	Environment
306-2	Total waste classified by type and treatment method		Schedule II. ESG key performance indicators 2021
306-3	Waste generated	Key Performance Indicator A1.3 Key Performance Indicator A1.4	Schedule II. ESG key performance indicators 2021
307: Environmental Compliance			
103-1	Explanation of the material topic and its boundary		Environment
103-2	The management approach and its components		Environment
103-3	Evaluation of the management approach		Environment
307-1	Non-compliance with environmental laws and regulations	General Disclosure A	There were no relevant breaches of the laws and regulations during the reporting period
308: Supplier Environmental Evaluation			
103-1	Explanation of the material topic and its boundary		Services/Operations
103-2	The management approach and its components	General Disclosure B5 Key Performance Indicator B5.4	Services/Operations
103-3	Evaluation of the management approach		Services/Operations
308-1	New suppliers screened using environmental standards	Key Performance Indicator B5.2 Key Performance Indicator B5.3	Services/Operations
308-2	The negative impact of the supply chain on environment and the actions taken	Key Performance Indicator B5.2 Key Performance Indicator B5.3	Services/Operations
400: Society			
401: Employment			
103-1	Explanation of the material topic and its boundary	General Disclosure B1	Talent
103-2	The management approach and its components		Talent
103-3	Evaluation of the management approach		Talent
401-1	New staff hires and staff turnover rate	Key Performance Indicator B1.2	Schedule II. ESG key performance indicators 2021



GRI Code Disclosures		HKEx ESG Reporting Guide General Disclosures and Key Performance Indicators	Chapters/Remarks
403:Occupational Health and Safety			
103-1	Explanation of the material topic and its boundary	General Disclosure B2 Key Performance Indicator B2.3	Talent
103-2	The management approach and its components		Talent
103-3	Evaluation of the management approach		Talent
403-1	Occupational safety and health management system	Key Performance Indicator B2.3	Talent
403-2	Hazard identification, risk assessment, and accident investigation	Key Performance Indicator B2.1 Key Performance Indicator B2.2	Talent Schedule II. ESG key performance indicators 2021
403-3	Occupational Health Service	Key Performance Indicator B2.3	Talent
403-4	Worker involvement, consultation and communication on occupational safety and health		Talent
403-5	Worker training on occupational safety and health	Key Performance Indicator B2.3	Talent
403-6	Worker Health Promotion		Talent
403-7	Prevention and mitigation of occupational safety and health shocks directly linked to business relationships	Key Performance Indicator B2.3	Talent
403-9	Occupational injury		Talent
404:Training and Education			
103-1	Explanation of the material topic and its boundary	General Disclosure B3	Talent
103-2	The management approach and its components		Talent
103-3	Evaluation of the management approach		Talent
404-1	Average hours of training per year per staff	Key Performance Indicator B3.1 Key Performance Indicator B3.2	Schedule II. ESG key performance indicators 2021
405:Diversity and Equal Opportunity			
103-1	Explanation of the material topic and its boundary	General Disclosure B1	Talent
103-2	The management approach and its components		Talent
103-3	Evaluation of the management approach		Talent
405-1	Diversity of governance bodies and staff	Key Performance Indicator B1.1	Schedule II. ESG key performance indicators 2021
406:Non-discrimination			
103-1	Explanation of the material topic and its boundary	General Disclosure B1	Talent
103-2	The management approach and its components		Talent
103-3	Evaluation of the management approach		Talent
406-1	Incidents of discrimination and corrective actions taken	General Disclosure B1	Talent



GRI Code Disclosures		HKEx ESG Reporting Guide General Disclosures and Key Performance Indicators	Chapters/Remarks
408: Child Labour			
103-1	Explanation of the material topic and its boundary		Talent
103-2	The management approach and its components	General Disclosure B4	Talent
103-3	Evaluation of the management approach		Talent
408-1	Operating sites and suppliers with significant risk of child labour incidents	Key Performance Indicator B4.1 Key Performance Indicator B4.2	Talent
409: Forced or compulsory labour			
103-1	Explanation of the material topic and its boundary		Talent
103-2	The management approach and its components	General Disclosure B4	Talent
103-3	Evaluation of the management approach		Talent
409-1	Operating sites and suppliers with significant risk of forced or compulsory labour incidents	Key Performance Indicator B4.1 Key Performance Indicator B4.2	Talent
413: Local Community			
103-1	Explanation of the material topic and its boundary		Society
103-2	The management approach and its components	General Disclosure B8	Society
103-3	Evaluation of the management approach		Society
414: Social Evaluation of Supplier			
103-1	Explanation of the material topic and its boundary		Services/Operations
103-2	The management approach and its components	General Disclosure B5 Key Performance Indicator B5.2 Key Performance Indicator B5.3	Services/Operations
103-3	Evaluation of the management approach		Services/Operations
416: Customer Health and Safety			
103-1	Explanation of the material topic and its boundary	General Disclosure B6	Services/Operations
103-2	The management approach and its components		Services/Operations Due to the nature of the business and products, the product recovery process indicators are not applicable to Evergrande Property Services Group
103-3	Evaluation of the management approach		Services/Operations
–	The percentage of the total number of products sold or transported that have to be recalled for safety and health reasons Description of the quality assurance process and product recall procedure	Key Performance Indicator B6.1 Key Performance Indicator B6.4	Not applicable. The Group's operations are not involved in the production and manufacture of products
–	Number of complaints received about products and services and how to respond to them	Key Performance Indicator B6.2	Services/Operations



GRI Code Disclosures		HKEx ESG Reporting Guide General Disclosures and Key Performance Indicators	Chapters/Remarks
417: Marketing and Labeling			
103-1	Explanation of the material topic and its boundary		Services/Operations
103-2	The management approach and its components		Services/Operations
103-3	Evaluation of the management approach		Services/Operations
–	Description of practices relating to the maintenance and protection of intellectual property rights	Key Performance Indicator B6.3	Governance
418: Customer Privacy			
103-1	Explanation of the material topic and its boundary		Services/Operations
103-2	The management approach and its components		Services/Operations
103-3	Evaluation of the management approach		Services/Operations
–	Description of the consumer data protection and privacy policy and the related enforcement and monitoring measures	Key Performance Indicator B6.5	Services/Operations Schedule II. ESG key performance indicators 2021
419: Socioeconomic Compliance			
103-1	Explanation of the material topic and its boundary		Services/Operations
103-2	The management approach and its components		Services/Operations Schedule IV. List of laws, regulations and internal policy
103-3	Evaluation of the management approach		Services/Operations
419-1	Non-compliance with laws and regulations in the social and economic area	A4: Climate Change - General Disclosure	There were no relevant breaches of the laws and regulations during the reporting period

