

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

**2022
Environmental, Social, and
Governance Report**





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I. Address from Chairman

On behalf of Evergrande Property Services Group Limited, I am pleased to present the Group's Environmental, Social and Governance Report for 2022, 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" to provide high-quality property management services, community value-added services and value-added services to non-property owners, and has integrated sustainable development into all aspects of its business.

In 2022, the global economy continued to face significant challenges due to the volatility of the COVID-19 pandemic. We strive to develop in a sustainable manner and actively promote risk mitigation and opportunity capture related to the environment, society and governance. The Group actively responds to the United Nations Sustainable Development Goals (SDGs) and selects nine of the 17 SDGs that are most relevant to our operations and incorporates them into the operational strategies and actions of the Company, and will further refine them in the future to deliver on our commitment to sustainable development.

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, to building a people-oriented and livable community, with the needs of property owners as the guiding and the satisfaction of property owners as the goal. The Group relies on advanced technologies such as the Internet of Things, cloud computing, AI and 5G to form a comprehensive solution of the entire smart community, creating a safe, comfortable and convenient smart community for residents and enhancing the living experience of the property owners. In addition, the Group also actively launched a series of Evergrande Festival series of community cultural activities to extend the concept of sustainable development to every Evergrande community covering various aspects such as life, arts, education, sports, social and culture through public welfare activities.

The Group has always adhered to the strategy and policy of "green operation and environmental protection", and has been actively responding to the national goal of "carbon peaking and carbon neutrality" by promoting green operation and practicing environmental protection at all levels and in all aspects of our corporate operations. During the year, the Group continued to achieve our greenhouse gas emission targets, energy use efficiency targets, waste reduction targets and water use efficiency targets through a series of energy saving and consumption reduction measures, while guaranteeing the quality of our services.

The Group has always adhered to the core value of “people-oriented” and upheld the principle of putting staff’s rights and interests first to provide a sound, safe and healthy working environment for our staff. During the year, we adopted a series of staff safety management measures, staff training and organized a series of staff care activities to promote a sense of belonging and enthusiasm for work while safeguarding the physical and mental health of our staff, so as to create a harmonious and stable workplace culture atmosphere.

With the corporate concept of “giving back to the society and creating value together”, the Group has been actively undertaking corporate social responsibility and continuously focusing on social welfare issues to promote stable and healthy development of the community and create social value. During the year, through a series of community cultural activities and volunteer services, we had been able to develop our business in harmony with the community.

Looking ahead, we will build on our solid service foundation, uphold the concept of sustainable development, continue to fulfill our corporate social responsibility, care for our staff, give back to the society and work with all stakeholders to build a prosperous and sustainable future.

II. About this Report

Purpose of reporting

Evergrande Property Services Group Limited together with its subsidiaries (hereinafter referred to as “Evergrande Property Services Group”, “Property Services Group”, the “Group” or “we”) are pleased to release the Environmental, Social and Governance Report 2022 (hereinafter referred to as the “Report” or “ESG Report”). The purpose of the Report is to publicly and transparently disclose and demonstrate the Group’s progress and performance in the areas of ESG in 2022, to demonstrate to stakeholders the Group’s philosophy and performance in practicing sustainable development, to advance our ESG performance.

Scope of reporting

The information contained in the Report covers the Group’s principal businesses, including property management services, community value-added services and value-added services to non-property owners. The economic and social KPIs disclosed in the Report cover the headquarters, subsidiaries and regional companies, while the environmental KPIs only cover relevant data from the headquarters, subsidiaries and some regional companies¹. As the Group’s internal information collection system continues to be improved, the Group will gradually expand the breadth and depth of disclosure. The Report covers the period from 1 January 2022 to 31 December 2022 (the “Reporting Period” or the “Year”), in line with the Group’s financial year, with some extensions where appropriate.

Reporting standards and reporting Principles

The Report has been prepared with reference to the Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) in Appendix 27 of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the “SEHK”), with reference to the core options of the Global Reporting Initiative’s Sustainable Development Reporting Guide (the “GRI Code”) and the United Nations Sustainable Development Goals (the “SDGs”). In preparing the Report, we have outlined the Group’s performance on CSR based on the reporting principles of “materiality”, “quantitative”, “balance” and “consistency”. Please refer to the table below to understand the meaning of and our response to these reporting principles.

¹ Data for regional companies is included in the disclosures for projects where each regional company had provided property management services for one year in 2022.

Reporting Principles	Implication	Our response
Materiality	Issuers should report on ESG issues when the Board determines that they have a material impact on investors and other stakeholders.	Significant environmental and social issues have been identified in the Report through stakeholder engagement and presented to the Board for consideration of the issues. The Report has covered the ESG issues of concern to the Group's key stakeholders. We have assessed the materiality of each ESG issue through communication with internal and external stakeholders and have prioritized the issues using a materiality matrix. We have also identified the "Comply or Explain" provisions that are not applicable to the Group and therefore do not make relevant disclosures, and have explained how the Group made this decision.
Quantitative	Key performance indicators relating to historical data must be measurable. Issuers should set goals (either actual figures or directional, forward-looking statements) for reducing individual impacts. In this way, the benefits of ESG policies and management systems can be assessed and verified. Quantitative data should be accompanied by a description of its purpose and impact and, where appropriate, comparative data.	Where appropriate, key performance indicators have been recorded and disclosed in the Report in a quantitative manner.

Reporting Principles	Implication	Our response
Balance	ESG report should present the issuer's performance in an unbiased manner, avoiding selections, omissions or presentation formats that might improperly influence the decisions or judgements of the reader of the report.	The Report discloses data in an objective manner and has discussed our achievements and challenges in sustainable development to give stakeholders a fair understanding of the Group's overall ESG performance.
Consistency	Issuers should use consistent disclosure statistics to enable meaningful comparisons of ESG data in the future.	To the extent practicable, and unless otherwise stated, the Group uses consistent measures to allow meaningful comparisons of ESG data over time.

Sources of information

The information disclosed in the Report has been obtained from the Group's internal official documents and statistics, third party questionnaires and public information. The Board of the Group has approved the report to ensure the truthfulness, accuracy and completeness of the contents of the Report. Unless otherwise stated, the data in the Report are in RMB as the settlement currency.

Access to the report

The Report is prepared in both Chinese and English. In case of any discrepancy between the Chinese and English versions, 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.

III. About the Group

Business Overview

Evergrande Property Services is one of the leading integrated service operators in the property management services industry in China, providing a full range of property management services since 1997 and was successfully listed on the Hong Kong Stock Exchange in 2020 under stock code 6666.HK. As of 31 December 2022, the Group had a total of 2,707 projects under management, covering 22 provinces, 5 autonomous regions, 4 municipalities and Hong Kong, and more than 310 cities, with a total area under management of approximately 500 million square metres and serving over 3.3 million households.

After 26 years of development and precipitation, the Group has over 70,000 staff and a highly qualified, highly educated and young middle management team with a bachelor's degree rate of over 90%. Evergrande Property Services always adheres to the service concept of "conscientious services and heartfelt companionship", insists on "standardized operation, professional services, market-oriented development", and provides customers with high-quality property management services, community value-added services and value-added services to non-property owners. 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 we have continued to make deep inroads into urban public services and other areas. In 2022, we received more than 10 awards and honours in the industry, which shows that our contribution to society has been 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:

Email: IR@evergrandeservice.com

Address: 9/F, Guangzhou Evergrande Centre, 78 Huangpu Avenue West, Tianhe District, Guangzhou

Postcode: 510660

Website: <https://www.evergrandeservice.com/>









IV. Commitment to Sustainable Development

The United Nations Sustainable Development Goals

In 2015, the United Nations passed a resolution to formulated 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.

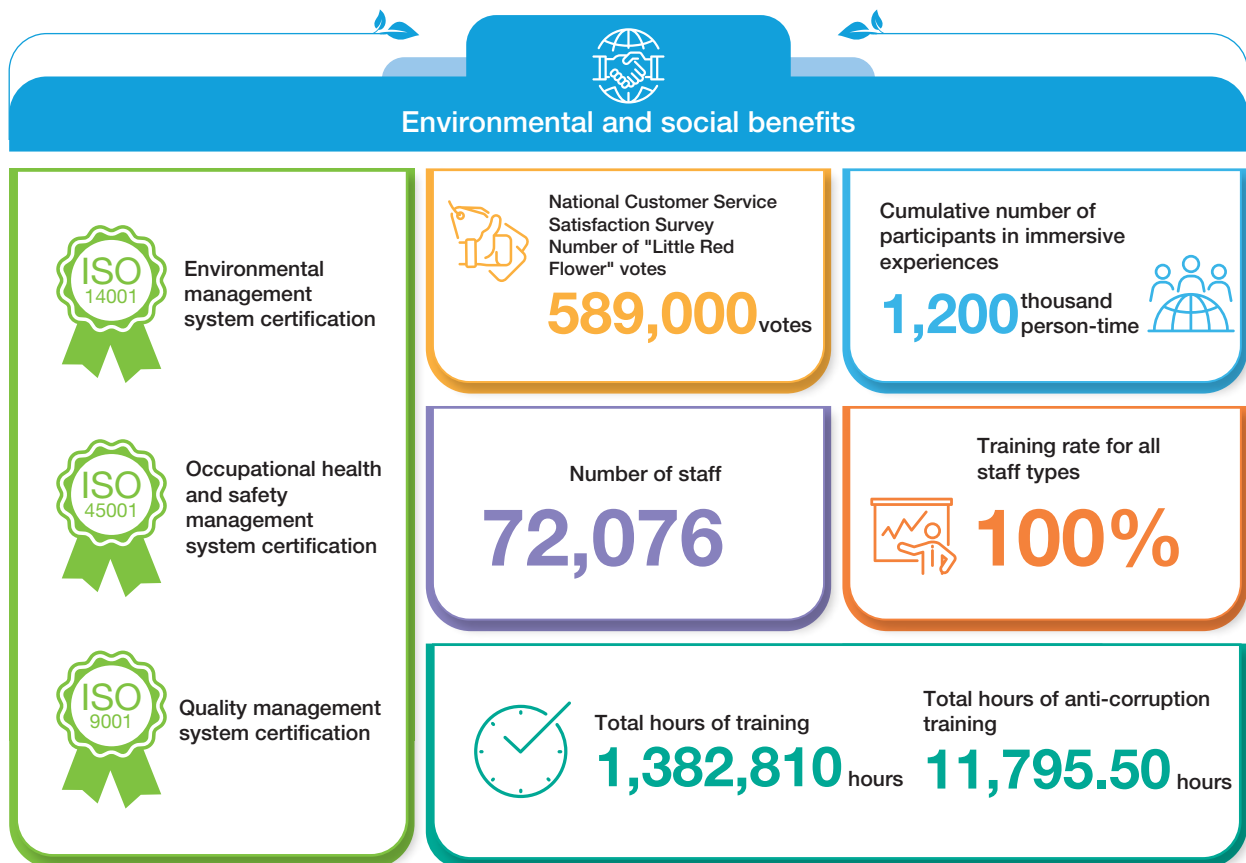
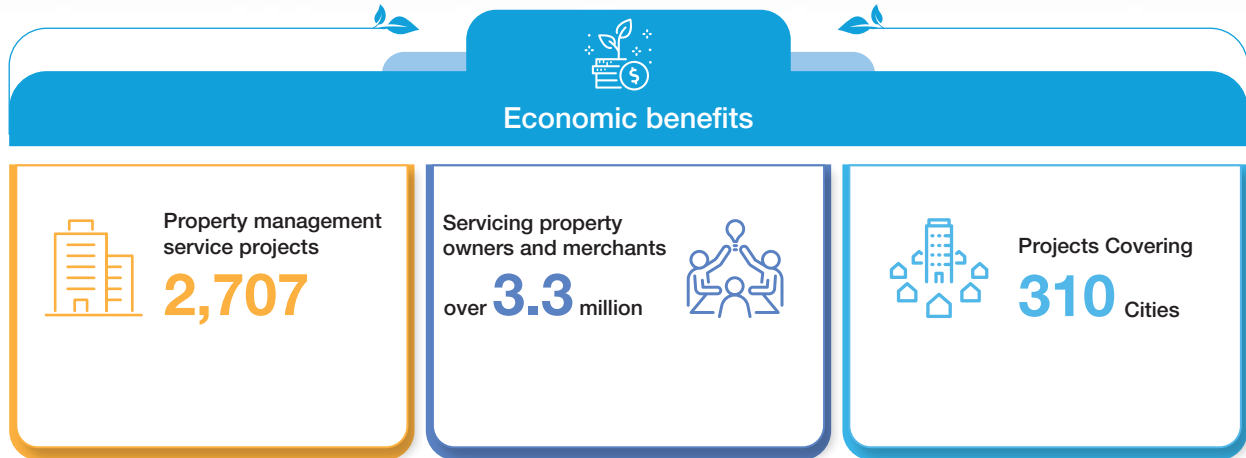
Enterprises play a key role in achieving the UN SDGs and Evergrande Property Services Group is committed to contributing to the SDGs in line with international trends. We have selected 9 of the 17 SDGs as the most relevant, taking into account the nature and materiality of our business, and are considering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

ESG Report Chapter	Our Contribution and Measures	The United Nations Sustainable Development Goals
<p>Compliance Governance, Integrity and Honesty</p> 	<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 	
<p>Focus on Service, Green Supply</p> 	<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 Report Chapter	Our Contribution and Measures	The United Nations Sustainable Development Goals
<p>Low Carbon Environmental Protection, Care for the 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>People-Oriented, Move Forward Together</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 	  

ESG Report Chapter	Our Contribution and Measures	The United Nations Sustainable Development Goals
<p>Commitment to Public Welfare, Give Back to Society</p> 	<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 	  

Key Performance for Annual Sustainable Development



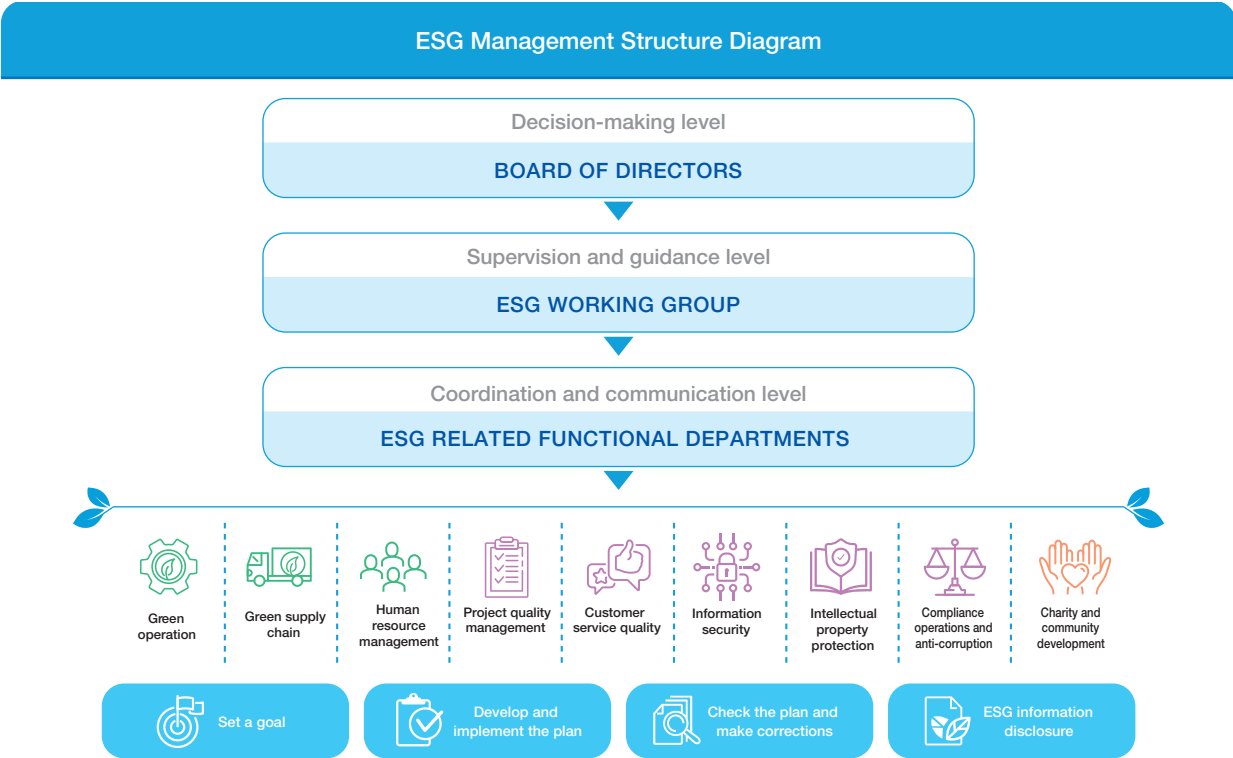
V. Governance for Sustainable Development

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.

Sustainable development governance 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 currently 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.

VI. 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 their expectations and requirements and achieving a win-win situation for all.

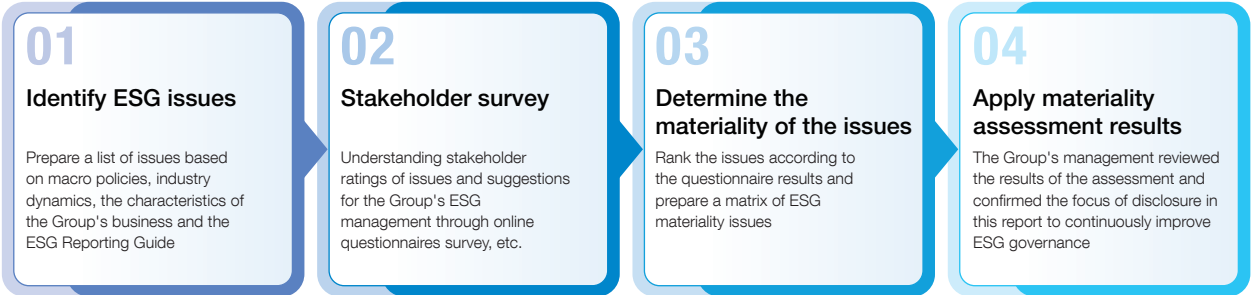
In 2022, the Group has sorted out and responded to stakeholder expectations and requirements as follows.

Stakeholder	Communication Methods/Channels	Key Requirements/Concerns	Our Action Plan
Investors/Shareholders 	Official website of the Group Contact phone/email of investors	Financial performance Investors' interests	Improve profitability Risk control and management
Staff 	Employee research activities EMS system of the Group Performance appraisal/interview Internal whistleblowing channels within Property Services Group Employee-caring activities	Career development platform Remuneration and benefits Healthy and safe working environment Accept internal whistleblowing within the property system Listen to employees' feedback	Build talent training pipeline Guarantee competitive salary and benefits Improve health and safety management system Create a clean working atmosphere 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

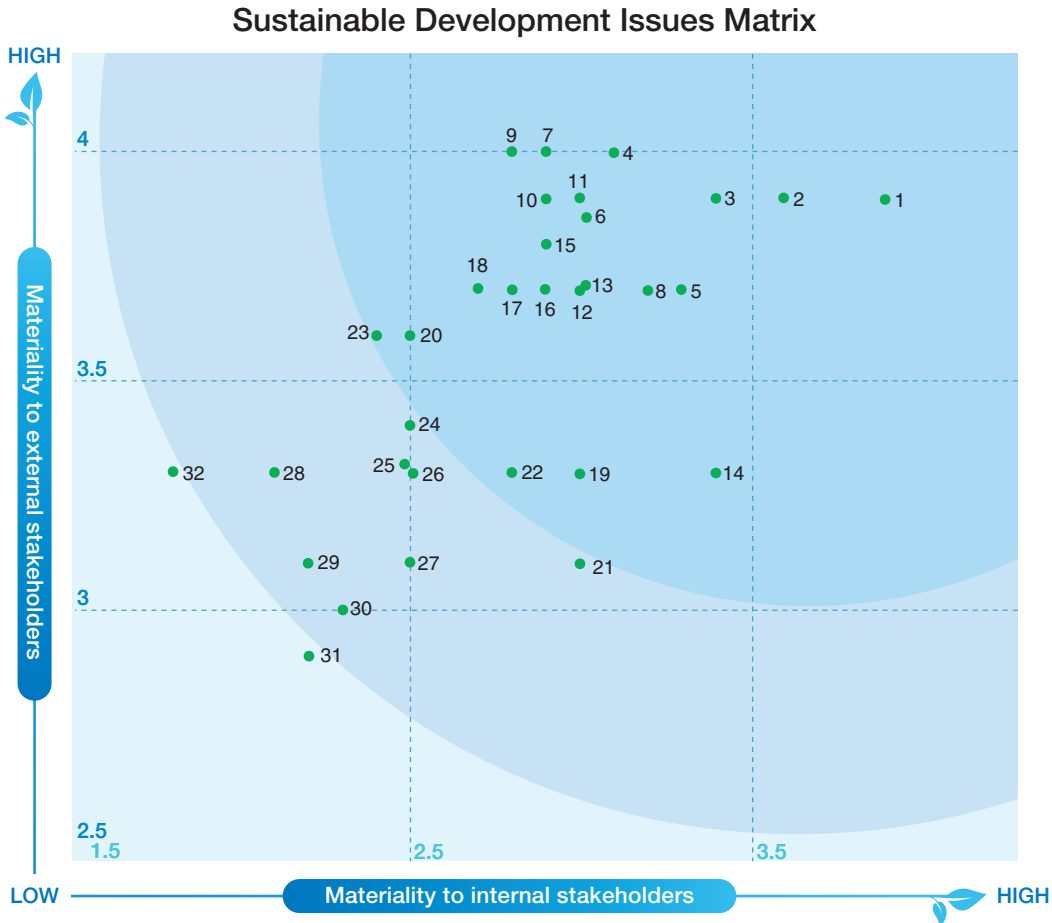
Stakeholder	Communication Methods/Channels	Key Requirements/ Concerns	Our Action Plan
Governments/Regulatory departments 	Reporting tax information Reporting information under regulatory requirements Inspection and visit	Operate in compliance with the law Tax payment in accordance with the laws Support 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 Carry out public welfare projects

VII. Materiality Assessment

In 2022, Evergrande Property Services Group identified a total of 32 ESG issues and invited stakeholders such as investors, shareholders, customers, property owners, suppliers, 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.



In 2022, the Group’s ESG materiality issues are ranked and matrixed as follows:



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

VIII. Compliance Governance, Integrity and Honesty

Evergrande Property Services Group upholds a concept of integrity and compliance with high ethical standards, strictly complies with laws and regulations on the prevention of corruption, bribery, extortion, fraud and money laundering, and has a zero-tolerance policy towards such corruption. We promote a culture of integrity and honesty through various internal governance measures to foster an atmosphere of honesty and integrity.



Chapter Highlight:

-  Anti-corruption mechanism and supervision
-  Business Ethics and Honesty
-  Anti-corruption Management Measures
-  Anti-corruption Training
-  Protection of Intellectual Property Rights

Key Performance:

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

5

Total hours of centralized trainings for anti-corruption:

11,796

 hours

The SDGs issues responded to in this Chapter



Anti-corruption mechanism and supervision

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. In addition, the Group formulated a series of anti-corruption systems, such as the Staff Code of Conduct, Cadres Codes 36, the Eight Prohibitions on Inspection and Discipline of Evergrande Group, the Red and Yellow Lines for Property Group Staff Work Style Requirements and other internal systems, to clearly regulate and restrain the moral conduct of staff strictly and establish corresponding penalty standards, so as to create a harmonious and clean working atmosphere and strive to promote fair corporate operation.

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 each business of all projects under management 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.

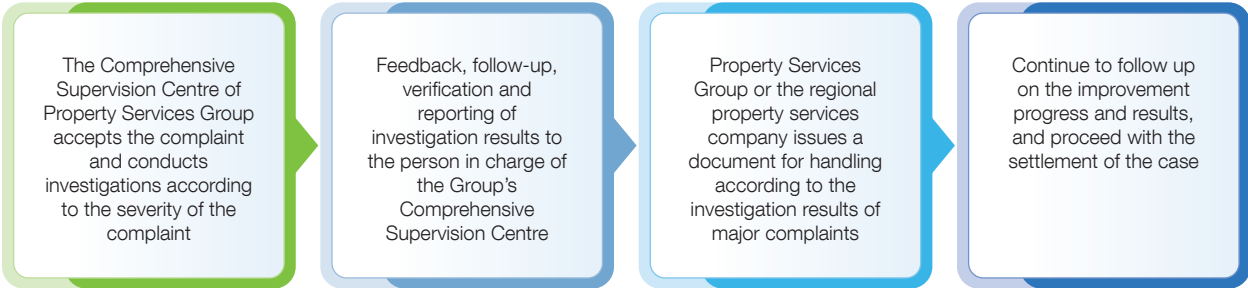
Business ethics and honesty

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 Honesty Practices with all staff to ensure that they are aware of the Group's ethical honesty and anti-corruption policy and strictly comply with the them, with a view to promoting a culture of integrity and honesty, preventing all types of conflicts of interest and misconduct such as corruption, bribery, extortion, fraud and money laundering. 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 management measures

To ensure transparency in corporate governance and to safeguard the rights and interests of stakeholders, Evergrande Property Services Group has set up various whistleblowing channels. Complainants can receive internal and external complaints through a dedicated WeChat platform, a dedicated email address, internal whistleblowing and complaint channels of the property system and a 400 customer service hotline. We encourage our staff, customers, suppliers and other partners to report anonymously or in real names any violations of the Group’s policies and any unethical or unfair treatment they encounter. When a whistleblowing is received, the Group will take up the case as soon as possible to ensure that all complaints are dealt with promptly and fairly. If the case is substantiated, the staff concerned will be disciplined or dismissed, and those suspected of committing a crime will be referred to the judicial authorities for action.

For major complaints on violations of the Red and Yellow Lines for Property Group Staff Work Style Requirements 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 whistleblowing processing, Evergrande Property Services Group strictly implements the principle of whistleblower protection, strictly prohibits the leakage of information about the whistleblower, the content of the whistleblowing and the progress of the investigation and other related information in the investigation process, and protects the legitimate rights and interests of the whistleblower from infringement. 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.

Anti-corruption training

Evergrande Property Services Group actively builds an anti-corruption culture, attaches importance to the promotion of anti-corruption among its staff, 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 aims to raise staff's awareness of anti-corruption practices and strengthen their judgement of corrupt practices, and actively 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.



CASE

carry out “red and yellow line” and anti-corruption training

In April 2022, the Personnel and Administration Department of Jiangxi Property Company organized online training for a total of 63 management cadres, including department and project heads, to teach the content of the “Red and Yellow Lines for Property Group Staff Work Style Requirements” system and to convey the integrity work style and red and yellow line requirements that should be in place. In addition, the trained staff carried out a random check of the training content by telephone and over 90% of the management cadres were able to repeat the content of the lecture in full.



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

5



Total hours of centralized trainings for anti-corruption

11,796 hours

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 management 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 2022, we obtained licences for 60 trademarks in the PRC, 14 domain names and 42 copyrights, including two copyrights for Evergrande Smart Community App and three copyrights for ERP systems.

IX. Focus on Service, Green Supply

Evergrande Property Services Group always upholds the service concept of “conscientious services and heartfelt companionship, takes property owners’ needs as the guide and property owners’ satisfaction as the goal, insists on “standardized operation, professional services, 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 mutually beneficial long-term relationships and mutual values for our customers and business partners.



Chapter Highlight

-  Adhere to service quality
-  Create a diverse community
-  Increase Customer Satisfaction
-  Protect Customers’ Rights and Interests
-  Supply Chain Managements
-  Sustainable supply chain management

Key Performance:

Carried out

4,561 “customer relationship maintenance” special activities

Solved

861 minor livelihood issues for property owners

Implemented

812 innovative service initiatives

The SDGs issues responded to in this Chapter



Adhere to service quality

In order to create an ideal community life and living environment, Evergrande Property Services Group attaches great importance to project acceptance, safety and quality of its services, customer feedback, and customer information and privacy protection. In addition, 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 property owners.

Acceptance process and quality control

In order to maintain the quality of the housing, Evergrande Property Services Group strictly implemented the acceptance standards and further clarified the requirements for acceptance work 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 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.

Improve 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.



CASE

improve the environment of the road of community

Property Service Centre of Guangzhou Jinbi Yayuan (廣州金碧雅苑物業服務中心) is “anxious about the property owners’ needs, thinking about the property owners’ thoughts” and actively helping the property owners to solve their “urgent problems and worries”. Property Service Centre actively organized communication among the subdistrict, residents’ committee, village committee, property and property owners to discuss solutions to the problems in the community. In January 2022, the Property Service Centre renovated the road surface at the south entrance of the community, creating a beautiful road to go home and allowing property owners to travel comfortably, which was highly praised by the property owners.



Renovated Community Road

In addition, 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 protect the safety of property owners.

Community environmental management

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.



CASE

property owners' participation in turning rubbish from waste into treasure, a new trend in rubbish classification

Property Service Centre of Guangzhou Jinbi Yayuan have mobilised property owners to participate in turning rubbish from waste into treasure by setting up the “Yayuan Flower House”. Through an innovative resource model, the Yayuan Flower House quickly ferments the food waste in the community into organic fertiliser in a compost bin, for the cultivation of greenery and flowers in the community, adding a splash of colour to the community. In addition, Property Service Centre has designed a mascot “Little Leaf (小葉子)”, set up a “Clover Hut Rubbish Classification Experience Centre (四葉草小屋垃圾分類體驗中心)” and launched a themed comic exhibition to let property owners experience the new fashion of rubbish classification through visual, auditory and tactile senses, becoming a “second classroom” for primary and secondary school students’ social practice in the community.





CASE

active in pandemic prevention

In 2022, the pandemic bounced back and our property staff continued to watch over the property owners in the rain and wind. They reacted quickly and courageously and took an active part in the pandemic prevention. They took a number of measures to protect the health and safety of the property owners:

- **Protected the property owners' "food basket":** during the isolation and control period, the property actively collected information on the living needs of the proper owners and the businesses around the area, procured or assisted the proper owners in purchasing living materials in a timely manner, and set up a material placement point at the main entrance of the area for the convenience of the property owners to collect the material, in an effort to meet their living needs.
- **Disinfection of the community gave the property owners greater peace of mind:** the key parts of community were disinfected and disinfection was insisted on four times a day, and public areas such as the main entrance and exit of the community, the main roads of the community, lift rooms, unit building paths and other key areas were disinfected to cut off the transmission path of the pandemic.
- **Reasonable layout of courier and take-away points:** according to the occupancy of the buildings in the community, different sizes of courier and take-away points were planned and disinfected on a regular basis. According to the delivery time of take-away, the property owners were reminded to pick up their items at the right time. If the recipient of the courier is an elderly person living alone or a property owner who has difficulty getting downstairs, we will assist to provide contactless delivery to the door.

In 2022, a total of 3,000 staff of all projects of Hubei Property Company were involved in safeguarding against the pandemic, distributing household supplies to over 100,000 property owners and safeguarding the safety of property owners.



Service quality training

To ensure the safety and quality of our services, the Group provides different types of training on a regular basis, including training on topics such as job standards, service etiquette and operational regulations, to enhance the professionalism and business standards of our service staff. Through a series of thematic training on service quality, the Group has continuously enhanced the understanding of the Group's standardized service system and relevant laws and regulations among its frontline service staff, and strengthened their professionalism and service skills to optimize the service experience of property owners and customers. In addition, the Group requires its property services staff to take business proficiency examinations to enhance the recognition and trust of our property owners through high service quality and responsiveness.

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 prevention drill training

In order to enhance fire prevention awareness and strengthen the ability of property staff to deal with fire emergencies, Evergrande Property Services Group regularly carries out fire prevention safety publicity work in all projects under its management nationwide. Some communities also invite fire prevention brigades, property staff and property owners to participate in fire prevention training activities, such as: learning how to use fire extinguishers and protective masks, and drilling emergency plans for the occurrence of fire in properties. Through on-site activity participation and experience, participants in the training are fully aware of the hazards of fire and lay a solid foundation for emergency response in case of emergencies.



► Fire Prevention Training in Pinghu Evergrande
Mingdu (平湖恒大名都) on 19 September 2022



► Fire Prevention Training in Evergrande Metroplaza
(恒大都市廣場) on 8 November 2022

Smart community living

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 enhance the customer experience. 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.

Smart life



The Group continues to promote Evergrande Smart Community APP, which has realized functions such as online bill payment, visitor invitation, remote door opening, online report and repair, and opens services such as community group purchase and appointment of house-keeping, 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, 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 continues to upgrade the construction of ERP system of Evergrande Property Services, including business modules such as charge management, online customer service, dispatch management, service supervision, equipment maintenance, asset management, to improve the Company's standardised operating system through scientific and technological means.

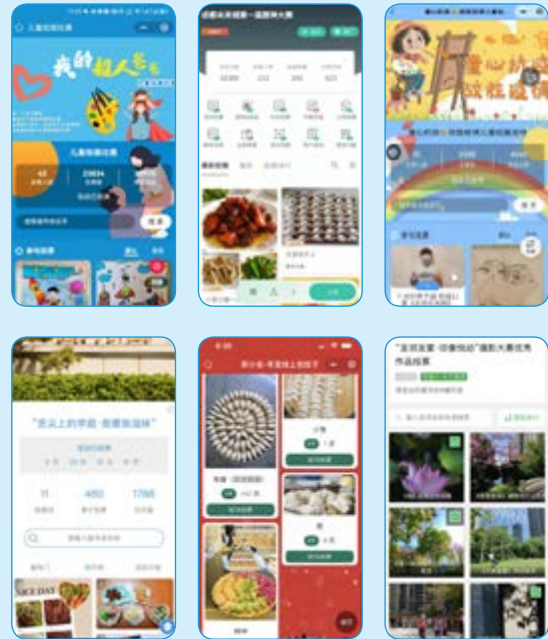




CASE

online community events

Under the severe and complicated pandemic situation, Evergrande Property Services Group, while doing its daily pandemic prevention work, also actively sought to improve the quality of life of the property owners, organizing a total of more than 1,000 online community activities throughout the year, enriching the home life of the property owners with enjoyable ways and enhancing their sense of happiness and satisfaction.



Create diversified communities

Diversified value-added services

In addition to the provision of high-quality basic 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 for the majority of property owners and enhance their life convenience.

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, in order to get closer to needs of the property owners and enhance their sense of belonging to the community.



CASE

addition of community sports facilities

In order to further improve the satisfaction of the residents, in February 2022, Property Service Centre of Foshan Evergrande Yujing (佛山恒大禦景) planned to add a basketball court in order to further enhance the satisfaction of the residents. After the project was confirmed, the Property Services Centre immediately prepared for the relevant work and, through the joint efforts of various departments, successfully found a sponsor and completed the greening and road repair, line marking and installation work around the venue to perfectly realize the property owners' needs.





CASE

provision of a convenient ferry bus service

Due to the high terrain of Putian Evergrande Yulong Tianfeng (莆田恒大禦龍天峰), a daily ferry bus has been added by the Property Service Centre since June 2022 for the convenience of the property owners, especially the elderly property owners, and a ferry bus service is carried out at three specific times of the day to and from the gate and building, benefiting nearly 800 property owners.



Community operation services

The Group explore the service needs of residents and the space resources available in the community, and vigorously develop businesses such as insurance brokerage, community media and community space operations.



Community asset management

By making full use of the property resources of the projects under management, the Group provided residents with parking space leasing and complex sports and entertainment services and cooperated with businesses to provide services including assistance in second-hand housing rental and sales, and home decoration upgrades.



Community life and other services

Integrate high-quality life service resources across China, continue to integrate into various scenes of residents' daily life, and provide safe, convenient, professional and caring housekeeping services, community group purchases and other living services.

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

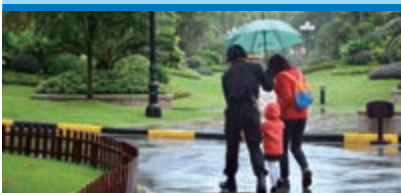
Online promotion, offline model room experience, carry out whole-house supporting and home improvement upgrade services



Community cultural activities

In 2022, 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, including the following series of community cultural activities:

Evergrande Impressions Festival



Record the beautiful life with light and shadow, frame the most beautiful impression of Evergrande

Evergrande Young Flowers Festival



A good time in summer, a new way to play

Evergrande Pleasure & Sports Festival



Pleasure & sports for Youth

Evergrande Filial Affection Festival



Promote the fine tradition of respecting the elderly and helping them

Evergrande Warm Winter Festival



This winter, with you!

Evergrande Property Services Group launched a variety of immersive activities for property owners of all ages, combining the interests of different property owners, and the activities covered a variety of aspects in life, art, education, sports, social life and culture, etc..



CASE

organize free travel activities

In order to enrich the cultural life of the property owners, innovative community cultural activities were combined with the needs of the property owners. After coordination with multiple resources, from March to August 2022, Yichang Area Project of Hubei Property Company, together with local travel agencies, launched free travel activities around Yichang to the property owners, which enhanced the friendship between the community neighbours and also enhanced the adhesion between the properties and the property owners.





CASE

public welfare activities of cleaning beach

On 5 March 2022, at the invitation of the community of Xincun, Yin Hai District, Beihai, Property Service Centre of Beihai Evergrande Haishang Dijing (北海恒大海上帝景) organized a team of volunteers from various departments and enthusiastic property owners to participate in a public welfare activity to clean the beach, by picking up the hard-to-degrade plastic rubbish left behind on the beach. Over 60 participants from various departments participated in this activity which lasted for three hours, cleaning over 1,000 metres of beach and removing nearly 20 buckets of rubbish in total.

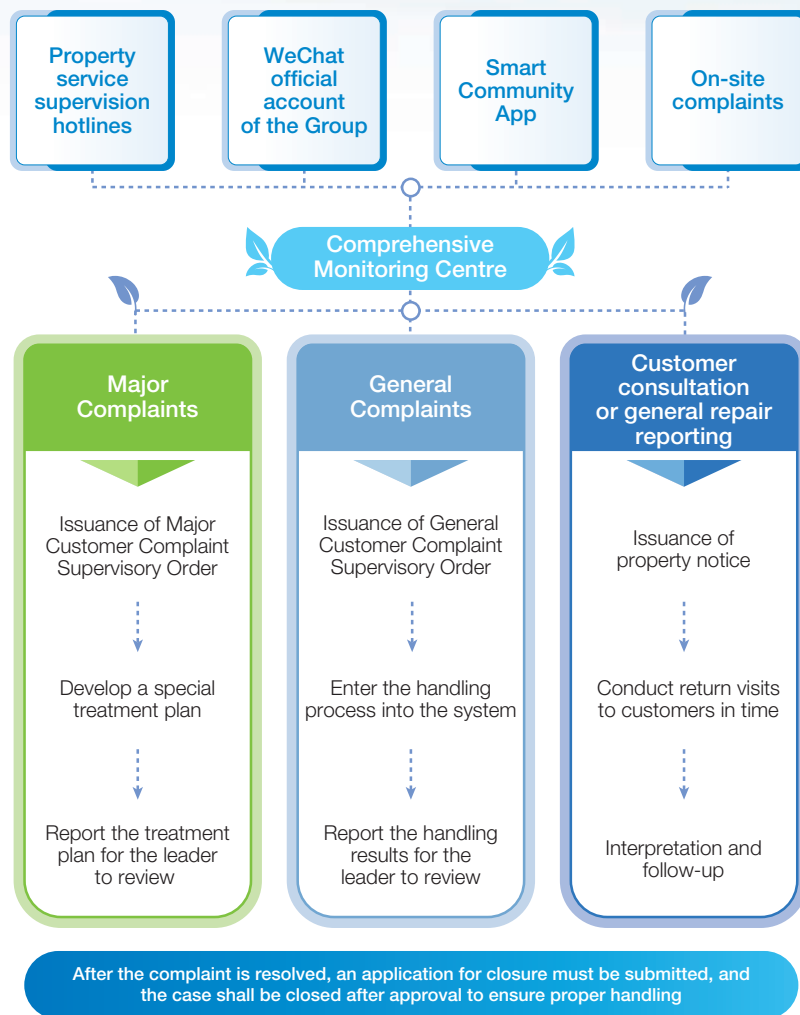


Improve customer satisfaction

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:



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 timely 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 has embedded in the property owners satisfaction survey such dimensions as butler service, security service, environmental hygiene, facilities and equipment, and response to non-resident property owners' demands, collecting property owners' comments and suggestions on property service quality, forming a three-tier quality rating for regional companies, projects and butlers, and tracking the service quality of grassroots staff in three dimensions. The Group continues to urge regional companies to provide targeted guidance and assistance to lagging projects, taking property owners' demands as an entry point to enhance property owners' satisfaction and build quality communities.

In 2022, the Group conducted 1,770 nationwide return survey projects covering 383,000 property owners in 25 regional companies and collected 28,790 suggestions from the property owners. The property owners' comments are important to the continuous optimization of our business. To motivate our staff to serve, the Group implemented the "Staff Style" incentive scheme in the national satisfaction survey to reward outstanding staff recognized by the property owners. As of the end of 2022, more than 12,000 grassroots staff nationwide had received a total of 589,000 votes for "Staff Style".

Listen carefully to the views from property owners

In order to strengthen the management foundation and improve customer relationship, Evergrande Property Services Group has carried out special activities of "Customer Relationship Maintenance" in the delivered projects nationwide, and the themes of the activities include: "organize a property owners' seminar", "prepare an property owners' interest group", "plan a convenient theme activity", "solve a minor matter of people's livelihood" and "innovate a service initiative". During the activities period, property companies and projects in each region took the initiative to solve the small difficulties and pain points encountered in the management and service process, created small surprises for the property owners, and continuously increased their sense of gain and happiness by taking the property owners' demands as the base point and enhancing their living experience and on-site management level as the purpose.

In 2022, we conducted a total of 4,561 activities nationwide, including organizing 731 property owners' seminars, setting up 761 property owners' interest groups, conducting 1,396 activities for the benefit of the public, resolving 861 minor issues of urgent concern to property owners and implementing 812 innovative service initiatives. Property Services Group combined with the actual situation of the project and conducted a comprehensive evaluation based on the dimensions of implementation, innovation and effectiveness of the activities and the recognition of the property owners, industry or government departments, and finally selected 60 excellent service cases.

Protect customers' rights and interests

Customer Information and Privacy Protection

Evergrande Property Services Group 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. 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 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 is serving 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 be 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, including establishing the Personal Information Security Impact Assessment System, and regularly checking 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

Supplier management

Evergrande Property Services Group attaches great importance to upstream and downstream supply chain management, and is committed to incorporating sunshine procurement, green procurement, anti-corruption and information technology management into our supply chain to promote sustainable development. Evergrande Property Services Group has formulated the “Property Services Group Management Measures” and “Property Services Group Bidding and Procurement Management Measures” to regulate the Group’s procurement and bidding and strengthen supply chain management.

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.

Supplier Evaluation and Management



- The regional 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.

Supplier Communication

We communicate with our suppliers through various channels and listen to their views in order to strengthen our cooperative relationship. Before tendering and contract signing, the Group negotiates with suppliers on the mode of cooperation and performance requirements; after contract performance, the Group organizes quarterly performance evaluation of suppliers and provides feedback to suppliers on the evaluation results, comments and suggestions.



CASE

on-site visits to suppliers

In March 2023, the Tender and Procurement Department of property companies in the Pearl River Delta Region organized acceptance and performance evaluation and communication with the Maintenance Management Department and the Maintenance Department of the Third Jinbi Garden for the traffic facilities engineering unit. Through in-depth communication, the inspection team understand the relevant experience and professional equipment of the suppliers, and introduce the content, coverage, engineering types and payment cycle of this tender to clarify the business cooperation intention.



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.

Sustainable Supply Chain Management

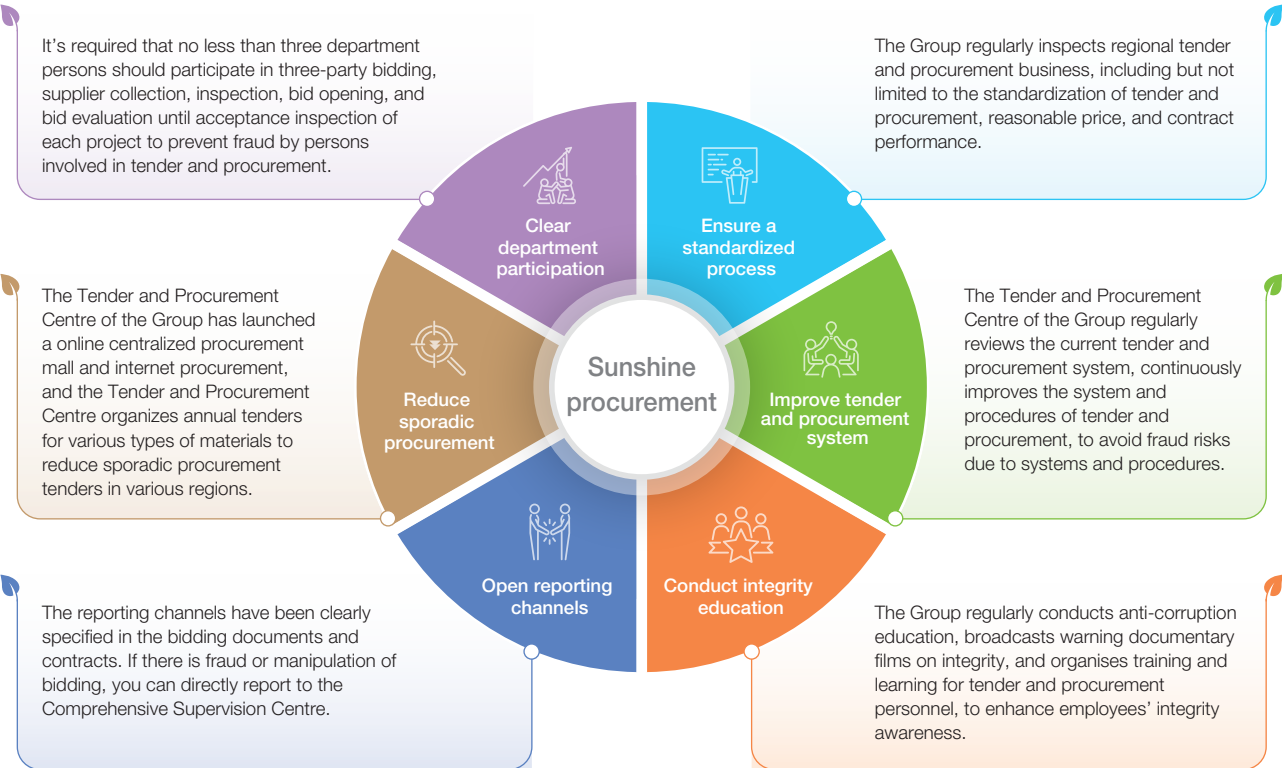
Green Procurement

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 the regional companies 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 to ensure that suppliers comply with environmental and social related laws.

Sunshine procurement

To ensure that the tender and procurement process is open, fair and equitable, Evergrande Property Services Group is committed to practicing the “Sunshine Procurement Policy” to ensure that the tender and procurement process is in line with business practices, and will not tolerate any form of corruption in business operations or the supply chain, and is committed to maintaining a fair and transparent procurement process to eliminate and prevent commercial corruption and unfair competition. We adopt the following of:



Supply Chain Overview

As of 31 December 2022, the number of Evergrande Property Services Group's suppliers up to 8,838, of which all were located in 30 provinces, autonomous regions and municipalities directly in Mainland China. The regional distribution of the Group's suppliers is as follows:



X. Low Carbon Environmental Protection, Care for the 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 2022, the Group did not have any cases of violation of laws and regulations relating to environmental protection.



Chapter Highlight

-  Environmental management
-  Waste
-  Resource management
-  Climate disaster management and control
-  Green office

Key Performance

ISO 14001:2015

Environmental Management System Certification

Hanzhong Evergrande Yujing (漢中恒大帝景) was awarded the title of

“Provincial Water-saving Resident Community”

The SDGs issues responded to in this Chapter



Green development target

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 takes measures such as retrofitting intelligent stacked pressure energy-saving pumps and ancillary equipment, actively implement energy-saving retrofitting of secondary water supply systems in 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 reduces 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 continues 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 to improve water efficiency.

Waste

Evergrande Property Services Group understands that failure to properly collect waste can pose serious public health risks, such as increased spread of infectious diseases and increased risk of gastrointestinal and respiratory infections; Open dumping and burning of waste can seriously pollute land, fresh water and groundwater, bring about local air pollution and climate change, and directly increase the cost of property management, leading to a degraded living environment and even loss of productivity. 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. In 2022, the Group's total hazardous waste emission intensity was 0.0014 tonnes per 10,000 square metres, while the total non-hazardous waste emission intensity was 11.74 tonnes per 10,000 square metres.



CASE

set up a self-service used clothes recycling cabinet



Used clothes may be discarded and have an impact on hygiene during the original recycling process. For this reason, Evergrande Century City Chongqing(重慶恒大世紀城) set up a self-service used clothes recycling cabinet in 2022. The property owners can directly drop off their used clothes to the recycling cabinet, which automatically weighs the recycled items and settles them to the user on a paid basis according to the market price, and the user can then obtain the revenue at the WeChat end. Nearby recyclers can check the stock in the recycling cabinet within the platform system and open the cabinet by scanning the special QR code, allowing them to access a large amount of recycling resources at once, greatly enhancing the efficiency of recycling. The establishment of the self-service used clothes recycling cabinet has made a positive contribution to improving the community environment.



CASE

project to implement waste classification and disposal

In order to cooperate with the government to carry out waste classification work, Hefei Evergrande Plaza (合肥恒大廣場) project has put 8 waste classification rooms on site to implement waste classification, of which, food waste is arranged to be removed by the District Urban Management Bureau to reduce the actual amount of project removal and save removal costs. The project generates about 1.8 tonnes of food waste per month, reducing domestic waste removal by approximately 45 barrels; the project generates 21.6 tonnes of food waste per year, reducing removal by 540 barrels.



Resource management

Energy

Evergrande Property Services Group Limited puts forward the call of “reduce energy consumption, improve quality”, and formulates and implements the “Property Energy Consumption Management Measures” within the Group, striving to effectively reduce energy consumption in water, electricity and gas while seeking to improve service quality and safeguard the green environment. The Group’s Acceptance and Maintenance Management Centre is responsible for specifying energy consumption management norms and standards, formulating “red and green energy consumption management”, guiding, supervising, inspecting and assessing the energy consumption management of regional companies, and being responsible for the statistics and analysis of energy consumption in projects and the implementation of various energy saving measures.

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 Centre of the Group and the Acceptance and Maintenance Management Departments of regional companies have proposed 26 energy saving and consumption reduction measures to effectively reduce the energy consumption of water, electricity and gas while enhancing service quality, so as to achieve reasonable expenditure on energy consumption costs and eliminate waste of resources, taking into account the needs of the property owners and the actual local situation. In 2022, the Group's total energy consumption intensity was 20.41 MWh per 10,000 square metres. The following are some of the measures implemented by the Group during the year:

Measure 1 - Energy saving renovation of electricity:

We renovate electrical systems to reduce daily electrical energy consumption, taking into account the needs of property owners and local conditions. 422 electrical renovations in 303 projects were facilitated by the Group in 2022, including the installation of time control devices, the installation of induction devices and the replacement with energy saving lighting fixtures, resulting in a cumulative energy saving of approximately 6,000,000kWh;

Measure 2 - Energy saving renovation of water pumps:

Under the condition that no negative pressure is applied to the municipal network, energy-saving renovation of water pumps with poor operating conditions is carried out to reduce operating consumption. In 2022, the Group promoted the completion of energy-saving renovation of water pumps in six projects, with a maximum energy saving rate of 78% and a cumulative energy saving of approximately 1,000,000kWh;

Measure 3 - Elimination of lift return base stations:

The setting elimination of the return-to-base stations can reduce the ineffective operation of lifts, reduce the useless work of lifts and save operational energy costs. In 2022, the Group promoted the completion of the elimination of the return-to-base functions for nearly 10,000 lifts, resulting in a cumulative energy saving of approximately 2,000,000kWh.

Measure 4 - Upgrading of the central air-conditioner operating system:

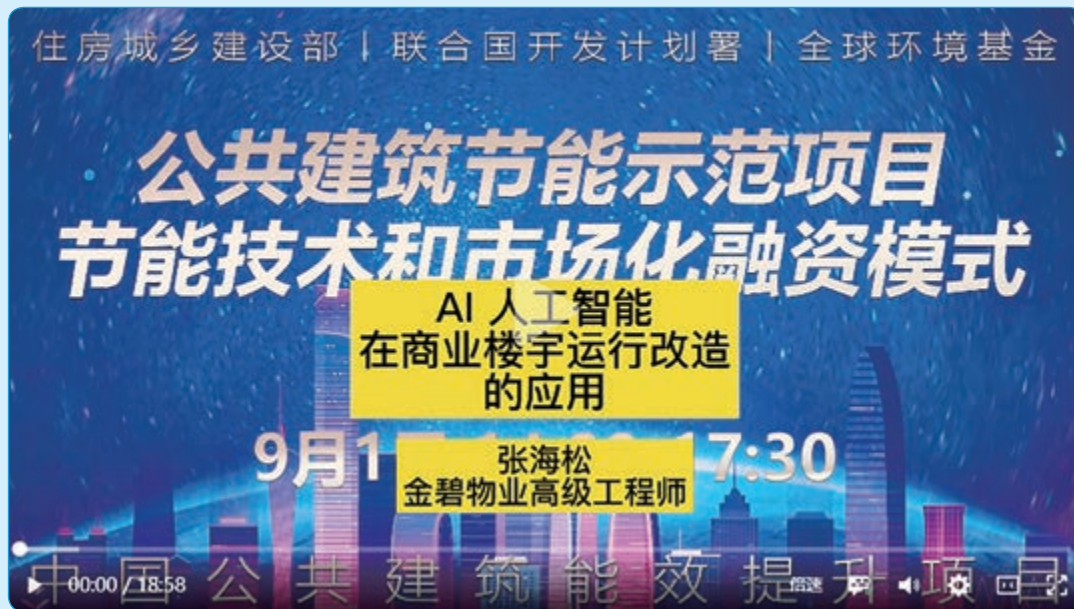
The Group took into account the needs of the property owners and the local situation, and gradually optimized the control measures and upgraded the fully automatic central air-conditioner operating system to reduce energy consumption and greenhouse gas emissions.



CASE

realization of an automated central air conditioner equipment system

Since its installation and putting into use in 2010, the central air-conditioner equipment and facility of Guangzhou Evergrande Centre have not been able to achieve fully automated energy-saving control, while the energy consumption under manual mode operation is relatively high, resulting in higher greenhouse gas emissions. This year, on the premise of not affecting the building's office comfort, Guangzhou Evergrande Centre adopted the AIBRAIN automated energy-saving and carbon-reducing AI operation operating system, which learnt the operation data of the facilities through AI, collected equipment characteristics, equipment load, weather conditions and system operation, and constantly changed the operation strategy to obtain higher operating efficiency and lower operating costs, and reduced carbon emissions generated during operation. During the trial period, the central air-conditioner system reduced CO₂ emissions by an average of approximately 500kg per day.



Use of Water

The water supply system is an important infrastructure for the life of urban residents and economic development. With the gradual ageing and obsolescence of water supply facilities, geological subsidence and environmental corrosion, leakage from the pipe network has become one of the major causes of wastage of water resources. In response to this phenomenon, the Group has focused on strengthening the investigation and maintenance of fire-fighting, water supply and drainage, and landscaping pipeline network leakage. Through the purchase of leak detectors and the analysis of meter readings, the Group investigated and repaired leaky spots with obvious leaks and shallow buried pipe depths, and at the same time, combined with external professional forces to investigate and repair hidden leaky spots with high construction difficulties. 211 leaky spots in the pipeline network, including fire-fighting, landscaping and water supply and drainage, were repaired nationwide in 2022, and through the monthly energy consumption analysis of projects in various regions, a cumulative loss of approximately 500,000m³ of water resources was prevented. In 2022, the Group's total water consumption intensity was 589.69 m³/10,000 sq.m., representing a decrease of approximately 11% from 664.11 m³/10,000 sq.m. in 2021.



Clean Resource Utilization

Solar water heating system

Evergrande Property Services Group actively uses solar water heating systems in its projects under management, covering many regional companies in Guangxi, Yunnan, Hainan and Shaanxi. Solar water heating systems have both environmental and economic benefits. Compared with fossil fuels, in addition to the advantages such as being less prone to damage and having lower operating costs, this system can also effectively reduce the production of greenhouse gases and pollution to the environment, thus achieving the goal of energy saving and emission reduction.

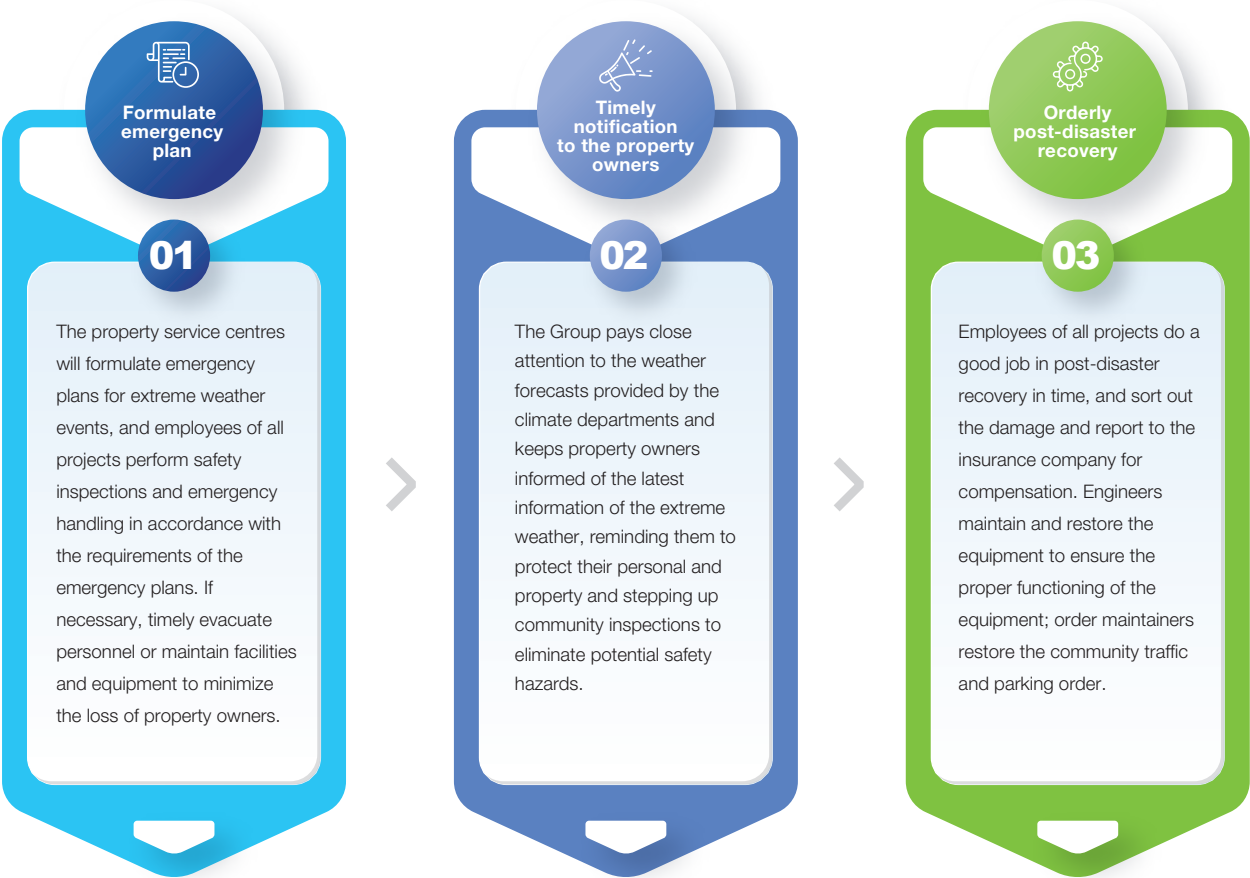
Reclaimed water and rainwater reuse system

Evergrande Property Services Group gradually improves the basic layout of the reclaimed water reuse system in communities, recycling and treating various kinds of sewage, wastewater and rainwater after being used in civil buildings or building communities, to realize sewage and wastewater reuse, such as watering green lawn 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 31 December 2022, the Group has introduced 63 reclaimed water and rainwater reuse systems in 58 projects under management, of which 27 (43%) are self- built reclaimed water reuse systems, 23 (36%) are rainwater reuse systems and 13 (21%) are municipal reclaimed water reuse systems.

Climate disaster management and control

In recent years, it has become a global consensus to actively respond to climate change. The daily management of the Group's projects under management has taken into account the impact of climate disasters and incorporated climate disaster control into the Group's annual work plan. In view of the extreme weather that may be encountered in property management, such as typhoons, heavy rain, snowstorms, cold waves and high temperatures, corresponding contingency plans have been formulated in terms of pre-preparation, process disposal and post-disaster recovery, while projects are required to do early warning and preventive work in response to abnormal weather in order to avoid losses to the maximum extent.

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 2022, the Group has no bodily injuries or deaths of property owners and employees due to extreme weather.



The following is the Group's approach to responding to unexpected weather events in 2022:



CASE

severe flooding response

From 19 to 21 June 2022, Shaoguan in Guangdong Province was hit by severe flooding for three consecutive days. In the face of the sudden flooding, the property became an important line of defence to guard the safety of the community and the property owners. Property Service Centre of Evergrande City Shaoguan (韶關恒大城) went all out, fought continuously, was in the front, always stood in the front line of flood control, and actively participated in the flood control and disaster relief work.

1. Remove hidden dangers in a timely manner to ensure safety.

We responded quickly to the flood control work by hearing “flood”. Before the arrival of heavy precipitation, staff of Evergrande Property Services gave advance warning, strengthened the inspection of flood control facilities, checked and inventoried the public areas, facilities and equipment, blocked the entrance to the basement, unblocked the sewerage pipes, cleared the stagnant water, and reinforced and dismantled the locations that might have potential safety hazards.
2. Issue prevention and control tips and take stock of flood prevention materials.

After the issuance of the warning, Evergrande Property Services made posters and provided tips on extreme weather prevention and control for the property owners through WeChat, the property owners' groups and community bulletin boards. At the same time, flood prevention emergency materials were checked and flood prevention materials such as sandbags, mackintoshes and torches were prepared, and flood prevention materials were reasonably distributed according to the project terrain, so as to build a solid iron wall for the property owners.
3. Vehicles were shifted ahead of time and high barriers were erected in low places.

We inform the property owners in advance to move their vehicles to a safe area. Under the orderly mobilization of the project service centre, the high level community was opened for the property owners to park their vehicles in an emergency. To prevent flooding, the property emergency team organized an “Tackling Team(攻堅小隊)” at the entrance of the basement to build high barriers for the low areas of the community. The emergency materials, such as flood prevention sandbags and flood prevention gates, were built by all of us to resist the invasion of rainwater, making them a strong bulwark for the property owners' homes on stormy days.
4. Collaborative effort to help the property owners, roll out submerged vehicles.

Natural disasters have no mercy, but people have mercy. The property has always been on the front line of flood fighting and rescue 24 hours a day, making the greatest effort to minimize property losses to the property owners. In a low-lying section of the community, an property owner's vehicle was unable to start due to deep water, and the staff of Evergrande Property Services quickly rushed to the scene and worked together to push the vehicle to a safe place. All staff of the project were together with the property owners to help each other and tide over the difficulties.



CASE

severe flooding response

5. Build a wall of safety against flooding around the clock.

In the darkness of the rainstorm, the figures of property staff were the lights that lit up hope. The staff of the project stayed on all night, inspected and informed the property owners' group of the stage every 2 hours to reassure them.

6. Recover from the disaster and rebuild a happy home.

After the rainstorm, the property service centre gave top priority to restoring order to the property owners' life, focusing on the property owners' urgent expectations and needs, and quickly put into the work of restoring order in their homes after the flood. The whole team fought to clear the obstacles and dredge, overhaul the equipment and disinfect the community... Through the methodical cleaning by the property staff, the community had been renewed.

Most of the communities in Shaoguan were hit by floods and suffered heavy losses during the flood season. However, Evergrande City Shaoguan was able to manage the whole community without suffering any damage basically due to the early emergency response and effective management by the property management staff, and they were unanimously praised by the the property owners. They were awarded as "Advanced Enterprise in Flood Control and Flood Fighting" by Shaoguan Property Management Industry Association, and staff members Chen Yiquan and Chen Zhiqian were awarded as "Pioneer Model in Flood Fighting".





CASE

severe flooding response

The strong typhoon “Meihua” made landfall in Ningbo, Zhejiang Province in September 2022. In order to reduce the impact of typhoon and heavy rain on the project and to reduce the economic and property losses to ensure the safety of life and property of all property owners and company personnel, Property Service Centre of Evergrande Shanshui City Ningbo (寧波恒大山水城) had formulated an emergency plan and stocked materials in advance to greatly reduce the losses caused by natural disasters.

On the eve of the typhoon and the rainstorm, all staff of the project were in a state of preparedness, forming emergency teams in advance, preparing emergency materials, setting up flood barriers, and forming cross-inspection teams in groups of three to conduct inspections of the community, preparing for emergencies.

1. Prior to the arrival of the typhoon season, they pruned the overly dense parts of the seedlings in the community in advance to prevent damage caused by typhoon roll down;
2. Prior to the arrival of typhoons and rainstorms, the order department fixed seedlings in advance and put down non-fixed materials such as billboards in the community; prepared flood control sandbags in advance for the basement and lower ground so as to prevent and rescue from the typhoon in the first place; the customer service department arranged for building inspections to close the doors and windows of buildings and rooftops; took the initiative to contact the property owners who were not at home and helped close the windows to avoid water ingress after obtaining consent;
3. For each seasonal weather prevention, property staff produced various protection tips and forwarded them to all property owners to remind them to pay attention to travel safety;
4. During the typhoon, the property staff promptly dealt with the adverse effects caused by the typhoon, such as blocked drainage outlets and dumped parapets in the community, to ensure the safety of the property owners;
5. Property staff took the initiative to clear the accumulated water outside the balcony for the property owners in need after the typhoon, etc.

Through the unremitting efforts of all the staff of the project, the property and safety of the property owners had been greatly safeguarded, losses to the project had been minimized, the property staff had received a lot of good comments from the property owners and the Property Services Centre had been highly praised by the government departments.





CASE

safe response to winter snowstorms



In December 2022, the national pandemic spread severely and a sudden snowstorm fell in the Heilongjiang area. All property staff in the Heilongjiang area braved the cold and fought through the “snow” to clear the snow and ice in time while

fighting the pandemic. In order to ensure the safety of property owners’ travel, the various projects were actively co-ordinated and the safe passage was quickly cleared by means of manual and large-scale mechanical operations at the same time to ensure the safety of property owners’ travel, which was unanimously praised by property owners.



CASE

response to extreme dry weather

In the summer of 2022, Sichuan was hit by 60 years of extreme heat and drought, with continuous high temperatures setting new records in many places, with the highest temperature reaching 43.8℃. Sichuan power grid load hit a new high, power supply ushered in the most severe test, every single unit of electricity generated was precious.

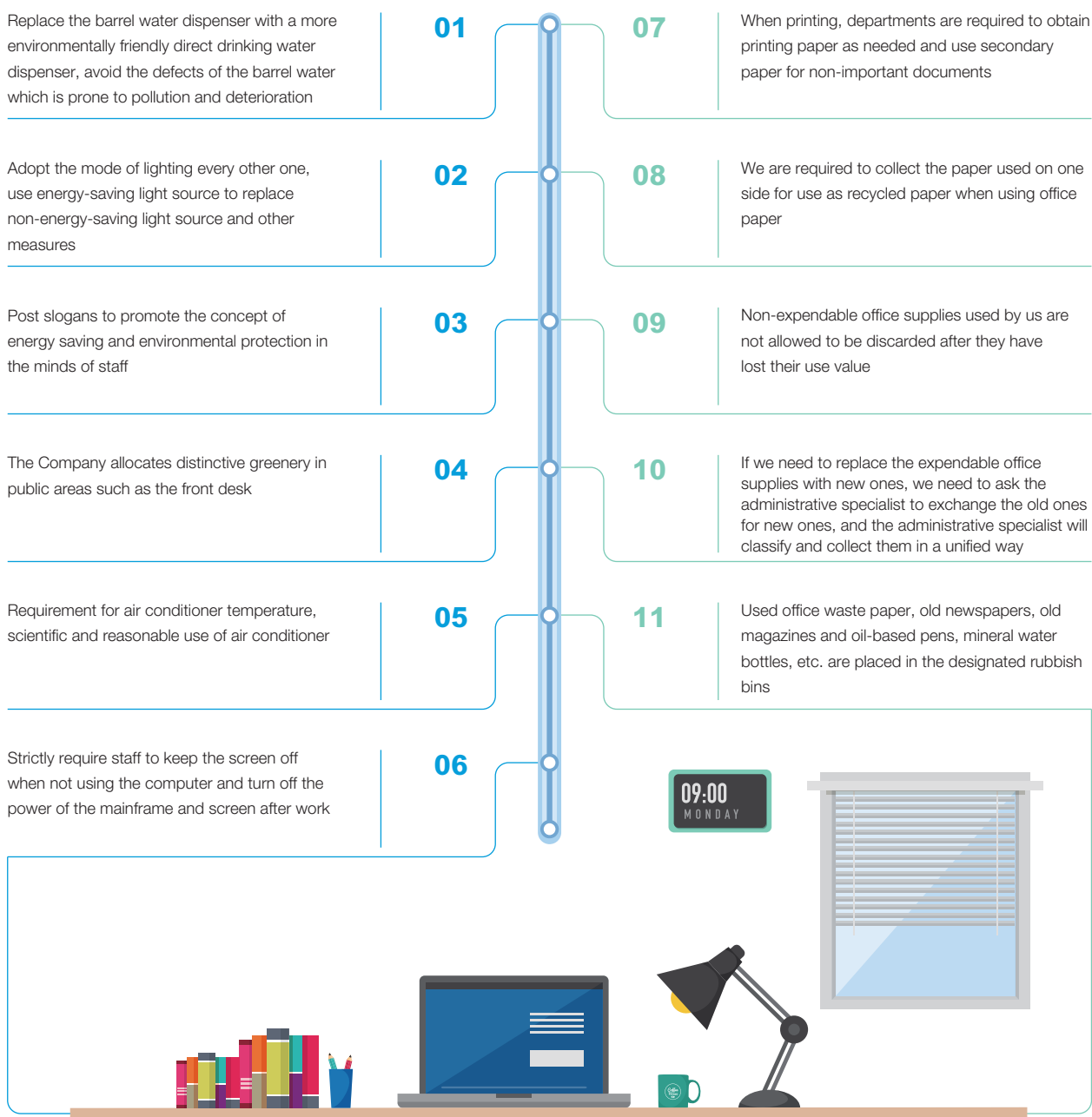
To cope with extended periods of extreme weather, Sichuan Property Company strictly implemented electricity saving.

1. Butlers firstly released electricity saving tips in property owners’ groups and friends’ circles (朋友圈), put up posters and warm tips in the community and building notice boards, and at the same time popularized daily electricity safety and electricity saving tips to all property owners, contributing together to energy saving and emission reduction.
2. Without affecting the use of the property owners, property staff optimized the lighting in the lobby of the units, basement, basketball court and other public areas, made full use of natural light, turned off unnecessary lights and reduced the lighting time of some lamps. At the same time, the community water feature pool, community light boxes, lift advertising lights and other lighting were closed to reduce the use of energy consumption.
3. In addition to optimizing electricity consumption in public areas, all office premises in the property reduced electricity consumption facilities, such as taking measures to adjust the lights at the front desk of the property centre, turning on only one set of lights in the property office and adjusting the air-conditioner temperature to 27℃.
4. Each property service centre started the emergency plan for electricity safety, and the engineering master conducted key checks on the power supply and distribution equipment during peak hours and strengthened the inspection, maintenance and repair of the power supporting facilities to ensure the normal operation of the facilities. All efforts were made to ensure the property owners’ safe and stable use of electricity.

Through the above energy saving measures, projects under management in Sichuan reduced their electricity consumption by 30% in a single month in August compared with the same month in previous year.

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:



XI. People-Oriented, Move Forward Together

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 Highlight

-  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 :

19.19 hours

The SDGs issues responded to in this Chapter



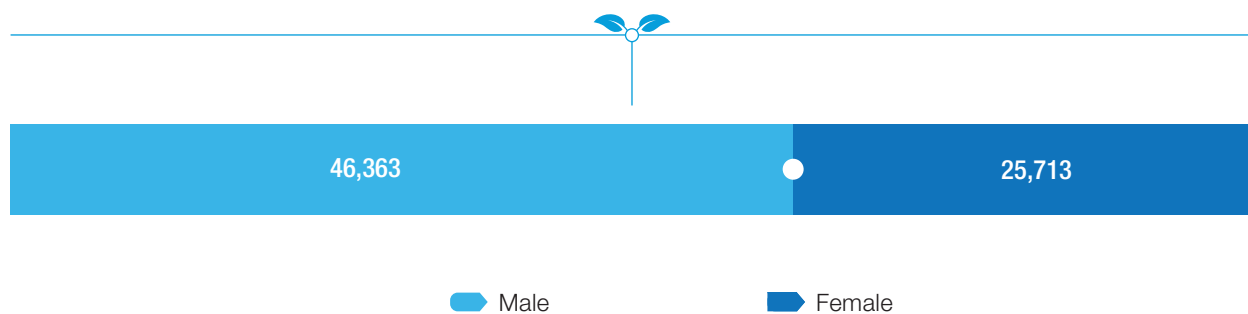
Talent acquisition and retention

Talent Recruitment and Introduction

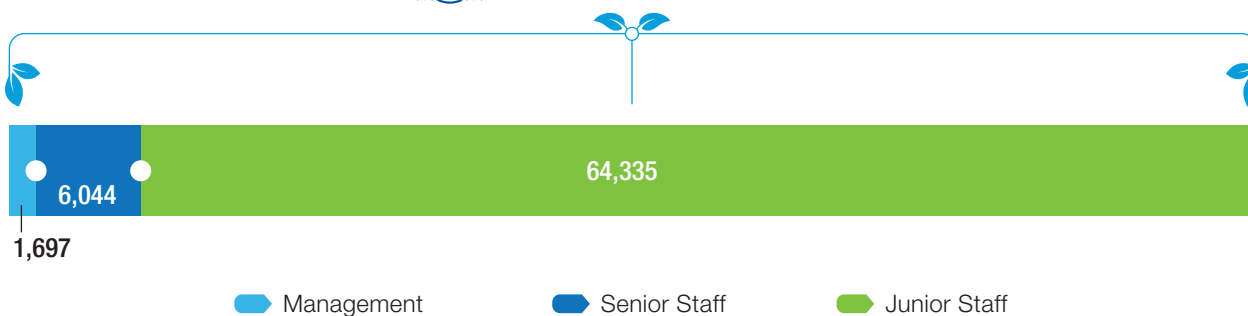
Evergrande Property Services Group cooperates with a number of national and regional recruitment platforms online, supplemented by offline job markets, special job fairs and internal staff referrals, to recruit talents in accordance with the staff establishment management plan and actual business needs. 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 2022, the Group had 72,076 employees, with the following breakdown of employees by gender, title and age type:

 Employee data by gender

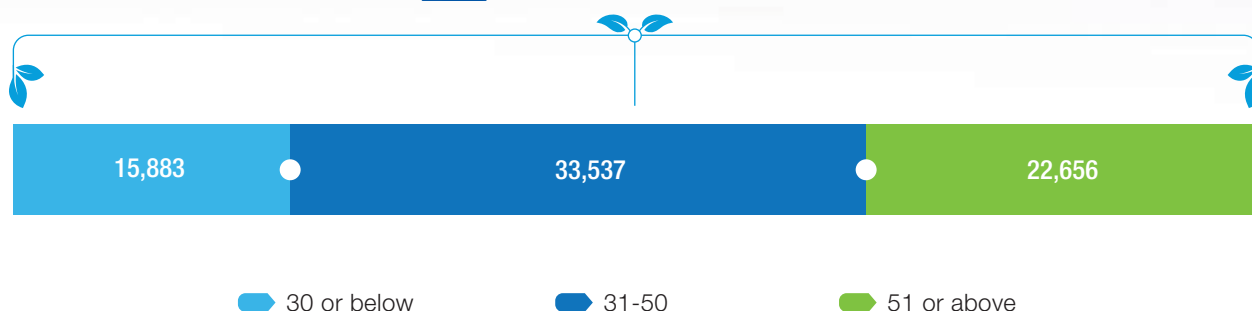


 Employee data by title type





Employee data by age



Protect the Rights and Interests of Staff

Evergrande Property Services Group has always been upholding the core value concept of “People oriented”, and 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, working meals 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 2022, 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 2022 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 supply 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.
- 07** Organize regular health checks for staff to help them manage their own health and alert them to potential health problems.

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, opens up two-way career development channels of management and professional technology for staff, providing them with opportunities for all-round development. 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 2022, all staff of the Group have undergone various levels of training and the following is the overall training of the Group for the year:



Total training hours
1,382,810 hours



Total number
of trainees
72,076



Average number of
training hours
19.19 hours



CASE

vocational skills training courses

In October 2022, Sichuan Property Company organized a total of 37 frontline staff from 22 projects to Xinzhongan Vocational Skill Training School (新中安職業技能培訓學校) to commence vocational skills training for intermediate fire fighting facilities operators. Through learning theoretical knowledge related to fire fighting such as "Fire Fighting Basics" and "Fire Fighting Laws and Regulations", conducting practical exercises such as "Fire Fighting Safety Inspection", "Control of Fire Fighting Control Room" and "Operation and Maintenance of Building Fire Fighting Facilities", and supplemented by examinations, all 37 staff sent for training had mastered the knowledge and operation of fire fighting facilities. At present, one staff has obtained the intermediate fire fighting facilities operator's certificate, and the rest had registered for the pending examination. Fire fighting safety is a big responsibility and no matter how trivial, the Group has improved the professionalism of staff engaged in fire fighting safety through training, and implemented the main responsibility of fire fighting safety for the enterprise to protect the safety of the property owners in the community.





CASE

training for new recruits

In July 2022, the Personnel and Administration Centre of Evergrande Property Services Group organized offline centralized training for new recruits at the headquarters, with a number of training lecturers teaching a number of courses including “Overview of Property Management and Industry”, “Entering Evergrande Property”, “Company Confidentiality Management Requirements”, “Personal Safety Awareness and Protection” and “Basic Personnel and Administration Management System”, covering industry awareness, corporate culture, basic system norms, occupational safety and health, etc. The trainees successfully passed the final examination of the induction training with an average score of 88 by the offline centralized training, online self-study of documents and knowledge examination.



CASE

staff business skills training

From July to August 2022, the Personnel and Administration Department of Jiangxi Property Company organized offline centralized training for its key staff in the order line, with a number of training instructors teaching a number of courses such as “How to do Good Team Management”, “Order Maintenance Management”, “Standardized Management of Gate Posts, Standardization of Monitoring Centres”, “Measures to Improve Order Satisfaction”, “Management of Emergencies” and “Essentials of Community Safety Prevention”, supplemented by morning and evening military physical training, covering work skills enhancement, work system regulation, military physical training, team management, etc. Through the training, the staff of the order line were able to improve their business skills, train the backbone of order professionals and build an efficient executive team.



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, 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 2022, the Group set performance goals and assessment standards in terms of company profit, property service quality satisfaction, property fee collection, diversified operating, and project expansion. The Group tracked the completion of indicators of each unit on a monthly, quarterly, annual basis, and allocated performance bonuses, according to the evaluation system and evaluation results, and 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 with university students to keep abreast of the work and study conditions of management trainees and the implementation of training, further strengthen interaction and communication with them, collect their opinions and continuously optimize the training plan.

Staff caring 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 a series of staff caring activities.




CASE

staff themed condolence activity

In August 2022, in order to further improve summer heat prevention and cooling work and ensure the physical and mental health of frontline staff, Shanxi Property Company decided to carry out a series of condolence activities under the theme of "Cool for the Summer".

Theme and carrying out form of the activity:

Period of Carrying out	Activity Theme	Carrying out Form	Condolence Items
15 August - 21 August	"Summer tea party to cool off the worries"	The projects organized talks with frontline staff in the form of tea parties, listening to their voices and enjoying cool food on site.	
22 August - 28 August	"Sending cool comfort to the hearts of people in summer"	The project leader led the department heads, went to each post to condole with the frontline staff and distributed condolence goods.	
29 August - 04 September	"Caring for cleaners to beat the summer heat"	The project leader led the department heads, condoled with the staff from project cleaning and gardening, and distributed condolence goods.	
05 September - 11 September	"Spending Mid-Autumn Festival with love and affection for property staff"	As the Mid-Autumn Festival was approaching, the project leader led the department heads to send holiday condolences to the frontline staff at various posts and distribute gifts.	



CASE

staff themed condolence activity

The Group has achieved the following good results through a series of thematic condolence activities:

- 1、Fostering a positive staff mindset allows staff to feel that they are important, that they are respected and are part of a group that receives attention from the enterprise;
- 2、Creating a more harmonious working atmosphere, improving team cohesion, enabling more tacit and sincere communication among staff, making it easier to reach a consensus in their work and to carry out and implement their work;
- 3、Increasing the loyalty and motivation of staff to the enterprise;
- 4、Understanding the work of the staff, the difficulties encountered in the work process, the needs of the staff, etc., can make timely and corresponding treatment programs and measures, to handle conflicts timely and adjust the strategic approach.



XII. Commitment to Public Welfare, Give Back to Society

Evergrande Property Services Group has been upholding the corporate concept of “giving back to the society and creating value together”, actively undertaking corporate social responsibility and continuously focusing on social welfare issues to promote the sound development of the community and create social value. The Group also encourages its staff to participate in volunteer services and community activities to achieve harmonious development of the enterprise and the community.

 **Chapter Highlight**

-  Poverty Alleviation
-  Care for the community

Key Performance

Resolve employment issues for over

2,447

veterans nationwide

Organize diversified community activities

Fight the pandemic with the property owners

Sustainable development goals this chapter focuses on:



Poverty alleviation

Solve Employment

In response to the Veterans Support Law of the People's Republic of China, the Group actively assists veterans in their employment. We give priority to veterans in the recruitment process and provide them with on-the-job training so that they can perform their roles in suitable positions. In 2022, the Group employed 968 veterans and as of 31 December 2022, approximately 3.4% of the Group's staff on board were veterans, totalling 2,447.

Material supply measures



CASE

prevention and control first, materials first

During the pandemic, each project of Evergrande Property made elaborate plans and bold attempts to explore a number of new development paths in community supplies that are “efficient, meaningful and can be learned from”, so as to ensure the basic operation of the community and provide quality life services to the property owners.

In Henan, we actively contacted local farming support platforms to help farmers affected by the pandemic by purchasing “stagnant fruits and vegetables” from farmers and integrating the “Love for Farmers” approach with the “vegetable basket” of the property owners, while allowing them to enjoy fresh fruits and vegetables.

In Hohhot, Inner Mongolia Property Company established a city-wide “Community Material Supply Base”, which gained the attention and recognition of the relevant departments of the Hohhot Municipal Government. We adopt the approach of “centralized purchasing, centralized storage, centralized sorting and centralized distribution” and use our strong procurement network to collect food, daily necessities and other materials from all over the country to provide the property owners with affordable vegetable packs, which protects the normal life of property owners and has been reported by many official mainstream media such as Inner Mongolia Daily and Hushi Daily (呼市日報).



Care for the community

Community cultural activities



CASE

promoting neighbourhood relations and encourage sports for all

To enhance neighbourhood interaction and encourage all property owners to actively participate in community fitness activities, Evergrande Property Services Group organized a series of community cultural activities from 1 March to 30 May 2022 under the theme of “Friendship and Love, Evergrande Pleasure & Sports Festival” to create a positive and uplifting community culture. With the themes of “Health” and “Spring”, the activities included a series of activities including “Spring Rhythm Sports Event(春日律動運動賽事)”, “Spring Impression Photography Competition(春日印象攝影大賽)” and “Spring Fun Activity(春色滿園趣味活動)”, etc, allowing participants to experience “Walking with Love, Enjoying Sports and Healthy Life “.

The response to these cultural community activities was overwhelming, with 25 regional companies and over 1,000 projects under management across the country participating, over 2,000 activities held and over 50,000 participants in total.





CASE

bring parents and children closer together and promote family education

Under the theme of “Community Parent-Child Activities”, Evergrande Property Services Group launched a series of community cultural activities from 1 June to 31 August 2022 at its projects under management nationwide under the theme of “Summer Rhythm - Evergrande Young Flowers Festival (夏日律動·花YOUNG恒大節)”. During this period, Evergrande Property Services Group organized approximately 3,000 activities. The activities included a series of activities such as “Summer of Fun - Creative Handicraft Activities(樂繪一夏·創意手工活動)”, “Summer of Fun - Community Gardening Activities(歡趣一夏·社區遊園活動)” and “Summer of Fun - Community Civilization Promotion(萌動一夏·社區文明宣傳)”, which aimed to bring parents and children closer together through fun experiences, add fun to the property owners’ family life and enhance property owners’ and children’s love for community life and sense of belonging.





CASE

filial affection and respect for the elderly, mutual help among neighbours

From September 1 to 30 November 2022, Evergrande Property Services Group organized a series of community cultural activities entitled “Cornus officinalis to the elderly - Evergrande Filial Affection Festival (茱萸致晚·孝悌恒大節)”, with the themes of “Volunteer Walk for the Elderly (敬老志願行)”, “Thanksgiving for Parents’ Love (感恩父母情)” and “Reunion and Joy(團圓喜樂會)” to promote the civilized community culture of filial affection and respect for the elderly and mutual help among neighbours. Activities included free haircutting service, community clinic and Mid-Autumn Festival lantern riddle.

During the activities, we organized volunteer teams to go into different communities and provide free haircutting to the elderly, so that they can benefit and feel the warmth of the community.

At the community clinic, a team of medical professionals took blood pressure of the middle and senior elderly and explained health tips to them so that they could understand their health conditions and achieve early detection, diagnosis and treatment.

During the activities which coincided with the Mid-Autumn Festival, region companies of Evergrande Property Services Group held Mid-Autumn Festival activities in different communities to let the property owners feel the warmth of their neighbours and the strong atmosphere of the Mid-Autumn Festival, reflecting the harmonious atmosphere of a big family in the community.

These activities covered 25 regional companies nationwide, organizing a total of more than 3,000 community cultural activities and attracting approximately 70,000 property owners to participate.





CASE

winter and Chinese New Year celebrations

Since December 2022, Evergrande Property Services Group has launched a series of over 2,000 “Love-filled Homes, Warm Winter Friends and Neighbours Festival (情滿家園,暖冬友鄰節)” community cultural activities nationwide with the theme of winter and celebration of Spring Festival. The activities take the form of warmth delivery, convenient services, cultural parties and other warm-hearted reunion activities to bring property service staff closer to property owners, making them feel the festive atmosphere of Chinese New Year.





CASE

community cultural activities to welcome the 20th National Congress of the CPC

In order to inherit the red gene and strengthen the leadership of party building, Evergrande Property Services Group has been organizing a series of community cultural activities to “Welcome the 20th National Congress of the CPC” since August 2022. Evergrande Property Services Group’s 25 regional companies have jointly carried out nearly 4,000 related activities with local communities, government agencies and industry associations, covering activities such as cultural evenings, watching red movies, lectures on Party history and red convenient services for the public, which have gained wide attention from many media and achieved good social influence.





CASE

a broad-based rally to mobilize forces for the pandemic prevention

In 2022, under the guidance of normal pandemic prevention, Evergrande Property Services Group extensively mobilized property staff, party members and volunteers of all projects to form a pioneers team to stand at the front line of pandemic prevention, taking the safety and life of the property owners as the guide, actively cooperating with relevant pandemic prevention departments, doing a good job in access management, nucleic acid testing, disinfection and cleaning, material protection and spiritual culture of each community.



Red Property Party Members Pioneers of Evergrande Yujing Peninsula Foshan (佛山恒大禦景半島)



Red Property Pioneers and Volunteers of Guangzhou Jinbi Garden (廣州金碧花園)



Commendation Meeting for Anti-pandemic of Evergrande Property Sichuan Company



Property Owners' Volunteer Team of Evergrande Yujing Bay Quanzhou (泉州恒大禦景灣)

XIII. Looking to the Future

The Group has always adhered to the service concept of “conscientious services and heartfelt companionship”, focusing on “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 continuously 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

No.	Award Name	Awarding Unit
1	Contribution Award of Property Management Association 5th Council	Guangdong Property Management Association
2	2022 Pioneer Enterprise in Property Management Industry against Pandemic	
3	Outstanding Contribution Award for Property Service Enterprises "Taking Social Responsibility and Helping Social Employment"	
4	Top 50 New Media Construction and Operation in Property Management Industry	
5	The Trumpet Against the Pandemic was shortlisted as a popular entry in the 10th Property Management Industry Photography Exhibition of "The Most Beautiful Property Staff"	China Property Management Institute
6	Henan Province Garden Community (Evergrande Yayuan Xinxiang)	Henan Provincial Department of Housing and Construction
7	Advanced Unit of Hygiene in Hainan Province (Evergrande Metropolis Community)	Hainan Patriotic Health Campaign Committee
8	Provincial-level Water-saving Residential Community (Evergrande Royal View Garden Hanzhong)	Shaanxi Provincial Department of Housing and Construction/ Development and Reform Commission
9	2022 Flood Control and Flood Fighting Advanced Enterprise in Shaoguan	Shaoguan Property Management Association
10	First Prize in the Huaibei Property Services Industry Skills Competition	Huaibei Department of Housing and Construction/Huaibei Federation of Trade Unions

Schedule II. Overview of ESG Key Performance Indicators for 2022

Overview of ESG Key Performance Indicators

Environmental Performance¹

Key Performance Indicators				
Indicators	Indicators	Unit	2022	2021
A1.1 Emissions	SO _x emission	kg	7.67	1.15
	NO _x emission	kg	788.62	226.99
	Particulate matters	kg	21.96	10.66
A1.2 Greenhouse gas emissions²	Direct greenhouse gas emissions (Scope 1)	tCO ₂ e	6,411.47	2,044.83
	Indirect greenhouse gas emissions (Scope 2)	tCO ₂ e	766,224.70	331,681.09
	Total greenhouse gas emissions (Scope 1 and Scope 2)	tCO ₂ e	772,636.16	333,725.92
	Greenhouse gas emission intensity	tCO ₂ e/10,000 sq.m.	17.52	12.21
A1.3 Hazardous waste	Discarded bulbs/tubes	ton	40.09	36.74
	Weight of waste electronic products	ton	9.57	7.00
	Weight of waste ink cartridge/toner	ton	11.81	4.37
	Total generation of hazardous waste	ton	61.47	48.11
	Generation intensity of hazardous waste	ton/10,000 sq.m.	0.0014	0.0018
A1.4 Non-hazardous waste	General household waste	ton	470,543.90	114,805.77
	Garden waste	ton	47,113.52	32,352.39
	Total generation of non-hazardous waste	ton	517,657.42	147,158.16
	Generation intensity of non-hazardous waste	ton/10,000 sq.m.	11.74	5.38
A2.1 Resource use³	Direct energy consumption	MWh	16,189.71	9,366.10
	Indirect energy consumption	MWh	900,025.18	543,650.36
	Total energy consumption	MWh	916,214.89	553,016.46
	Total electricity consumption	MWh	900,025.18	543,650.36
	Total energy consumption intensity	MWh/10,000 sq.m.	20.41	20.24
	Gasoline consumption	L	56,221.26	50,392.78
	Consumption of liquefied petroleum gas	kg	585,931.04	434,261.04
	Consumption of pipeline gas	m ³	464,384.50	293,604.18
A2.2 Water consumption	Total water consumption	m ³	26,001,478.56	18,149,110.60
	Water consumption intensity	m ³ /10,000 sq.m.	589.69	664.11

¹ The emission factors used to calculate the environmental KPIs in the Report refer to the “How to Prepare an Environmental, Social and Governance Report - Appendix II: Environmental KPI Reporting Guide” issued by the Hong Kong Stock Exchange, unless otherwise stated.

² The emission factors are calculated using the 2019 Annual Emission Reduction Project China Regional Grid Baseline Emission Factors issued by the Department of Climate Change of the National Development and Reform Commission.

³ The total floor area included in the calculation is 440,937,400 square metres, including the office and property management common areas of the headquarters, subsidiaries and 16 regional companies, as well as non-outsourced staff canteens.

³ The energy consumption is calculated according to the conversion factors of the National Standard of the People’s Republic of China “General Rules for Calculating Comprehensive Energy Consumption” (GB/T 2589-2008) and the conversion factors provided by scientific institutions.

Social Performance

Total number of employees by gender, employment type, age group and geographical region		Number of employees for 2022	Percentage of staff turnover (%) for 2022	Number of employees for 2021	Percentage of staff turnover (%) for 2021
By gender	Male	46,363	35%	46,290	39%
	Female	25,713	35%	27,091	40%
By title type	Management	1,697	6%	871	17%
	Senior Staff	6,044	18%	6,566	19%
	Junior Staff	64,335	37%	67,898	41%
By age group	30 below	15,883	44%	15,596	55%
	31-50	33,537	28%	34,239	33%
	51 above	22,656	38%	23,546	31%
By geographical region	China (including Hong Kong, Macau and Taiwan)	72,076	35%	73,381	39%
By employment type	Full-time	71,835	35%	73,119	39%
	Part-time	241	33%	262	49%
Total number of staff		72,076	35%	73,381	39%

Breakdown of new employees		2022	2021
By gender	Male	25,461	47,184
	Female	12,482	31,147
By age group	30 below	12,722	15,089
	31-50	12,281	29,929
	51 above	12,940	33,313
By geographical region	China (including Hong Kong, Macau and Taiwan)	37,943	78,331

Accidents with work injury loss ¹	2022	2021
Number of working days lost due to work injury (day)	13,505	4,532
Accidents with work injury (excluding fatalities)	267	385
Number of work-related fatalities	1	2
Work-related fatality rate	0.0014%	0.0027%

¹ The data on accidents with work injury are new statistics for 2021, therefore, the overall data on numbers of working days lost due to work, accidents with work injury, work-related fatalities and work-related fatality rate, etc. for 2020 are not available.

Percentage of employees trained		2022	2021
Total employees trained		100%	100%
By gender	Male	100%	100%
	Female	100%	100%
By title type	Management	100%	100%
	Senior Staff	100%	100%
	Junior Staff	100%	100%

Average training hours		2022	2021
Average training hours for the employee ¹		19.19	42.30
By gender	Male	20.47	42.28
	Female	16.87	42.31
By title type	Management	56.78	6.22
	Senior Staff	55.74	6.71
	Junior Staff	14.76	45.66

Customer service data		2022	2021
Number of complaints and enquiries received from various sources (time)		56,547	119,187
Complaint completion rate		95.59%	90.13%
Number of return visits after complaint handling (time)		27,974	1,860

¹ Due to a number of mergers and acquisitions in 2021, the rapid increase in the size of the Group's workforce and the consequent need for standardized system training, as well as the cancellation of training for frontline staff as results of the impact of the pandemic in the second half of 2022, total training hours for the year were approximately 56% lower than the previous year.

Total number of hours of anti-corruption trainings	2022	2021
Total number of hours of anti-corruption trainings (hour)	11,795.50	78,626.00

Community investment ²	2022	2021
Total investment amount (RMB)	20,216,662.00	N/A
Number of volunteers serving	16,956	N/A
Total number of hours of volunteers serving	2,960,596.00	N/A

² The data on community investment is new for 2022, so overall data on financial donation, goods donation, volunteers serving, etc. are not available for 2021.

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	Positions held
Jinbi Property Management Company Limited	China Property Management Institute	Honorary Vice President
Jinbi Property Management Company Limited	Guangdong Property Management Association	Vice President
Beijing Branch of Jinbi Property Management Company Limited	Beijing Property Management Industry Association	Member unit
Tianjin Branch of Jinbi Property Management Company Limited	Tianjin Property Management Association	Permanent Member Unit
Shijiazhuang Branch of Jinbi Property Management Company Limited	Hebei Property Management Industry Association	Vice President
Lanzhou Branch of Jinbi Property Management Company Limited	Gansu Property Association	Vice President
Jinbi Property (Gansu) Management Company Limited	Gansu Investment Association	Vice President
Guiyang Branch of Jinbi Property Management Company Limited	Guizhou Property Management Association	Vice President
Zhengzhou Branch of Jinbi Property Management Company Limited	Henan Property Management Association	Member unit
Harbin Branch of Jinbi Property Management Company Limited	Heilongjiang Property Management Association	Managing Director
Wuhan Branch of Jinbi Property Management Company Limited	Hubei Property Management Association	Director
Changsha Branch of Jinbi Property Management Company Limited	Hunan Property Management Association	Vice President
Changsha Branch of Jinbi Property Management Company Limited	Hunan Real Estate Industry Association	Vice President
Shanghai Branch of Jinbi Property Management Company Limited	Shanghai Property Management Industry Association	Member unit
Changchun Branch of Jinbi Property Management Company Limited	Jilin Real Estate Industry Association	Vice President
Shenyang Branch of Jinbi Property Management Company Limited	Liaoning Real Estate Industry Association	Director
Shenyang Branch of Jinbi Property Management Company Limited	Liaoning Property Management Industry Association	Director
Hohhot Branch of Jinbi Property Management Company Limited	Property Association of Inner Mongolia Autonomous Region	Vice President
Baotou Branch of Jinbi Property Management Company Limited	Property Association of Inner Mongolia Autonomous Region	Member unit
Taiyuan Branch of Jinbi Property Management Company Limited	Shanxi Real Estate Industry Association	Managing Director
Chengdu Branch of Jinbi Property Management Company Limited	Sichuan Real Estate Industry Association	Deputy director unit
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	Managing Director

Schedule IV . List of Major Esg Policies, Laws and Regulations

This table shows the key internal policies referred to in the ESG report and the Group's identification of relevant laws and regulations that have a significant impact on Evergrande Property Services Group:

ESG level	Laws and Regulations	Policy
A1. Emissions	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Management Measures of Property Services Group • Energy Consumption Management Measures of Property Services Group • Property Services Group Vehicle Management System
A2. Use of resources	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Social Insurance Law of the People's Republic of China 	<ul style="list-style-type: none"> • Policy on Labour Discipline of Property Services Group
B3. Development and training	<ul style="list-style-type: none"> • Minimum Wage Regulations of the Ministry of Labour and Social Security of the People's Republic of China 	<ul style="list-style-type: none"> • Recruitment and On-boarding of Property Services Group
B4. Labour standards	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Law of the People's Republic of China on Tenders and Bids • Government Procurement Law of the People's Republic of China 	<ul style="list-style-type: none"> • Management Measures of Property Services Group • Management Measures for Procurement and Bidding of Property Services Group

ESG level	Laws and Regulations	Policy
B6. Product responsibility	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 Code of Integrity Management 	<ul style="list-style-type: none"> Management Measures for Comprehensive Supervision of Property Services Group Employee Code of Conduct Cadres Codes 36 Red and Yellow Lines for Property Group Staff Work Style Requirements

Schedule V. Comparison Table of the Sehk ESG Reporting Guide

Key scopes, dimensions, general disclosures and key performance indicators	Disclosure status	Chapter/Explanation
A. Environmental		
Aspect A1: Emissions		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A1.1 The types of emissions and respective emissions data.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator A1.2 Direct (Scope 1) and energy indirect (Scope 2) GHG emissions (in tonnes) and, where applicable, intensity(e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator A1.3 Total quantity of hazardous waste generated (in tonnes) and, where applicable, density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator A1.4 Total quantity of non-hazardous waste generated (in tonnes) and, where applicable, density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator A1.5 Description of emission target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A1.6 Description of how hazardous and non-hazardous wastes are handled and a description of reduction target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Aspect A2: Use of Resources		
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A2.1 Direct and/or indirect energy consumption (e.g. electricity, gas or oil) by type in total (in thousands of kWh) and intensity (e.g. calculated per unit of production, per facility).	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator A2.2 Water consumption in total and density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	disclosed	Evergrande Property Services Group's products do not involve the use of packaging materials and are therefore not applicable

Key scopes, dimensions, general disclosures and key performance indicators	Disclosure status	Chapter/Explanation
Aspect A3: Environment and Natural Resources		
General Disclosure Policies on minimizing the issuer's significant impacts on the environment and natural resources.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Aspect A4: Climate Change		
General Disclosure Policies on identification and mitigation of significant climate related issues which have impacted, and those which may impact, the issuer.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
B. Social		
Employment and labour practices		
Aspect B1: Employment		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B1.1 Total workforce by gender, employment type (e.g. full-time or part-time), age group and geographical region.	disclosed	XI. People-Oriented, Move Forward Together Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator B1.2 Employee turnover rate by gender, age group and geographical region.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Aspect B2: Health and Safety		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B2.1 The number and rate of work-related fatalities in each of the past three years (including the reporting year).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator B2.2 Lost days due to work injury.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator B2.3 Description of occupational health and safety measures adopted and how they are implemented and monitored	disclosed	XI. People-Oriented, Move Forward Together

Key scopes, dimensions, general disclosures and key performance indicators	Disclosure status	Chapter/Explanation
Aspect B3: Development and training		
General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator B3.2 The average training hours completed per employee by gender and employee category.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Aspect B4: Labour Standards		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B4.1 Description of measures to review employment practices to avoid child and forced labour.	disclosed	XI. People-Oriented, Move Forward Together
Key Performance Indicator B4.2 Description of steps taken to eliminate such practices when discovered.	disclosed	XI. People-Oriented, Move Forward Together
Operating practices		
Aspect B5: Supply Chain Management		
General Disclosure Policies on managing environmental and social risks of the supply chain.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.1 Number of suppliers by geographical region.	disclosed	IX. Focus on Service, Green Supply Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply

Key scopes, dimensions, general disclosures and key performance indicators	Disclosure status	Chapter/Explanation
Aspect B6: Product Responsibility		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator B6.2 Number of products and service related complaints received and how they are dealt with.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator B6.3 Description of practices relating to observing and protecting intellectual property rights.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.4 Description of quality assurance process and recall procedures.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
Aspect B7: Anti-corruption		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud, and money laundering.	disclosed	VIII. Compliance Governance, Integrity and Honesty
Key Performance Indicator B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and outcomes of the cases.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
Key Performance Indicator B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	disclosed	VIII. Compliance Governance, Integrity and Honesty
Key Performance Indicator B7.3 Description of anti-corruption trainings provided to directors and staff.	disclosed	VIII. Compliance Governance, Integrity and Honesty
Community		
Aspect B8: Community Investment		
General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration communities' interests.	disclosed	XII. Commitment to Public Welfare, Give Back to Society
Key Performance Indicator B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	disclosed	XII. Commitment to Public Welfare, Give Back to Society
Key Performance Indicator B8.2 the resources contributed (e.g. money or time) to the focus area.	disclosed	XII. Commitment to Public Welfare, Give Back to Society Schedule II. Overview of ESG Key Performance Indicators for 2022

Schedule VI. Index to Global Reporting Initiative (Gri) Sustainable Development Report Core Options Content

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 2: General Disclosure 2021</i>			
<i>Organization and Reporting Practice</i>			
2-1	Organization Information	disclosed	III. About the Group
2-2	Entities included in the sustainability report	disclosed	III. About the Group
2-3	Reporting period, reporting frequency and contact person	disclosed	II. About this Report
2-4	Information reprogramming	disclosed	II. About this Report
2-5	External assurance	disclosed	No external assurance has been provided for the Report and the Group will consider the adoption of external assurance in the future based on the current status of report preparation and data management.
<i>Operating activities and staff information</i>			
2-6	Activities, value chains and other business relationships	disclosed	III. About the Group IX. Focus on Service, Green Supply
2-7	Employee	disclosed	XI. People-Oriented, Move Forward Together
2-8	Non-employed staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
<i>Governance</i>			
2-9	Governance Structure and Components	disclosed	Annual Report 2022 - Corporate Governance Report V. Governance for Sustainable Development
2-10	Nomination and selection of the top governing department	disclosed	Annual Report 2022 - Corporate Governance Report
2-11	Chairman of the top governing department	disclosed	Annual Report 2022 - Corporate Governance Report
2-12	The role of the top governance department in relation to monitoring impact management	disclosed	Annual Report 2022 - Corporate Governance Report
2-13	Delegation of responsibility for impact management	disclosed	Annual Report 2022 - Corporate Governance Report
2-14	The role of top governance department in sustainable development report	disclosed	IV. Commitment to Sustainable Development

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 2: General Disclosure 2021</i>			
2-15	Conflict of interest	disclosed	Annual Report 2022 - Corporate Governance Report
2-16	Communicate material key issues	disclosed	VII. Materiality Assessment
2-17	Group knowledge of the top governance department	disclosed	V. Governance for Sustainable Development
2-18	Performance evaluation of the top governance department	disclosed	V. Governance for Sustainable Development
2-19	Remuneration policy	disclosed	Annual Report 2022
2-20	The remuneration decision process	disclosed	Annual Report 2022
2-21	Total annual remuneration ratio	disclosed	Annual Report 2022
2-22	Sustainable development strategy statement	disclosed	II. About this Report
2-23	Policy commitments	disclosed	V. Governance for Sustainable Development Our human rights, equal opportunities policy and whistleblowing policy are internal documents.
2-24	Integration policy commitments	disclosed	V. Governance for Sustainable Development X. Low Carbon Environmental Protection, Care for the Environment
2-25	The process of compensating for negative impacts	disclosed	IX. Focus on Service, Green Supply
2-26	Mechanisms for seeking advice and raising concerns	disclosed	IX. Focus on Service, Green Supply
2-27	Compliance with laws and regulations	disclosed	Schedule IV. List of key ESG policies and regulations
2-28	Membership of public associations	disclosed	Schedule III. Industry Associations Participated In
2-29	Approach to stakeholder communication	disclosed	VI. Stakeholder Engagement Mechanism
2-30	Collective bargaining agreements	disclosed	During the reporting period, Evergrande Property Services Group did not have any group agreement events

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 3: Material Issues 2021</i>			
<i>Disclosure of material issues</i>			
3-1	Process for determining material issues	disclosed	VI . Stakeholder Engagement Mechanism VII . Materiality Assessment
3-2	List of material issues	disclosed	VII . Materiality Assessment
<i>GRI 201: Economic Performance 2016</i>			
3-3	Management of material issues	disclosed	III. About the Group
201-1	The direct economic value generated and distributed by the organization	disclosed	XII. Commitment to Public Welfare, Give Back to Society
201-2	Financial implications and other risks and opportunities arising from climate change	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
201-4	Financial assistance from the government	disclosed	During the reporting period, Evergrande Property Services Group received tax relief from the government for veterans, as well as talent subsidies, and no other financial assistance.
<i>GRI 202: Market Presence 2016</i>			
3-3	Management of material issues	disclosed	III. About the Group
202-1	Ratio of standard entry level salary to local minimum salary by gender	disclosed	The Group has formulated the “ Regulations on Payroll Computing Management of Property Services Group” in strict accordance with the laws and regulations of each region, and the salary fixing strategy is not related to gender.
202-2	Proportion of senior management hired from the local community	disclosed	The Group’s senior management are all from the countries in which it operates and therefore the proportion of senior management employed from local communities is 100%.
<i>GRI 203: Indirect Economic Impact 2016</i>			
3-3	Management of material issues	disclosed	XII. Commitment to Public Welfare, Give Back to Society
203-1	Infrastructure investment and supportive services	disclosed	XII. Commitment to Public Welfare, Give Back to Society

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 205: Anti-Corruption 2016</i>			
3-3	Management of material issues	disclosed	VIII. Compliance Governance, Integrity and Honesty
205-1	Operating sites that have been assessed for corruption risk	disclosed	During the year, the Group carried out a corruption risk assessment of 25 operating sites and identified no sites with significant corruption risk through the risk assessment.
205-2	Communication and training on anti-corruption policies and processes	disclosed	VIII. Compliance Governance, Integrity and Honesty
205-3	Confirmed incidents of corruption and actions taken	disclosed	During the reporting period, the Group recorded a total of four legal cases relating to corrupt practices of employees. The cases are now pending trial and the Group has taken dismissal/ administrative penalties against the employees concerned.
<i>GRI 206: Anti-competitive Behaviour 2016</i>			
3-3	Management of material issues	disclosed	VIII. Compliance Governance, Integrity and Honesty
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	disclosed	VIII. Compliance Governance, Integrity and Honesty
<i>300: Environment</i>			
<i>GRI 301: Materials 2016</i>			
3-3	Management of material issues	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-1	Weight or volume of material used	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-2	Recycled feedstock used	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-3	Recycled products and their packaging materials	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 302:Energy 2016</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
302-1	Energy consumption within the organization	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2022
302-3	Energy intensity	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2022
302-4	Reduce energy consumption	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
<i>GRI 303: Water and draining Water 2018</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
303-1	Shared water interactions	disclosed	In 2022, water for Evergrande Property Services Group's operations mainly came from municipal water supplies in the areas in which it operated and waste water were discharged in accordance with local laws and regulations. Therefore, there are currently no problems with access to water sources and no significant water sources related impacts arising from the Group's operations.
303-2	Manage the impacts associated with drainage	disclosed	Evergrande Property Services Group complies with local regulatory requirements relating to drainage.
303-5	Water consumption	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2022
<i>GRI 305: Emissions 2016</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
305-1	Direct (Scope 1) GHG emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
305-2	Energy indirect (Scope 2) GHG emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
305-4	GHG emissions intensity	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 306: Waste 2020</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-1	Waste generation and significant waste-related impacts	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-2	Management of significant waste-related impacts	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-3	Waste generated	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
<i>GRI 308: Supplier Environmental Evaluation 2016</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
308-1	New suppliers screened using environmental standards	disclosed	IX. Focus on Service, Green Supply
308-2	The negative impact of the supply chain on environment and the actions taken	disclosed	IX. Focus on Service, Green Supply
<i>GRI 401: Relations between employee and employer 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
401-1	New and departing staff	disclosed	XI. People-Oriented, Move Forward Together
<i>GRI 403: Occupational Safety and Health 2018</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
403-1	Occupational safety and health management system	disclosed	XI. People-Oriented, Move Forward Together
403-2	Hazard identification, risk assessment, and accident investigation	disclosed	XI. People-Oriented, Move Forward Together Schedule II. Overview of ESG Key Performance Indicators for 2022
403-3	Occupational Health Service	disclosed	XI. People-Oriented, Move Forward Together
403-4	Worker involvement, consultation and communication on occupational safety and health	disclosed	XI. People-Oriented, Move Forward Together
403-5	Worker training on occupational safety and health	disclosed	XI. People-Oriented, Move Forward Together
403-6	Worker Health Promotion	disclosed	XI. People-Oriented, Move Forward Together
403-7	Prevention and mitigation of occupational safety and health shocks directly linked to business relationships	disclosed	XI. People-Oriented, Move Forward Together
403-9	Occupational injury	disclosed	XI. People-Oriented, Move Forward Together

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 404: Training and Education 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
404-1	Average hours of training per year per staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
<i>GRI 405: Diversity and equal opportunity for staff 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
405-1	Diversity in governance department and staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2022
<i>GRI 406: Non-discrimination 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
406-1	Incidents of discrimination and actions taken by the organization to improve them	disclosed	XI. People-Oriented, Move Forward Together
<i>GRI 408: Child Labour 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
408-1	Significant risks of child labour at operating locations and suppliers	disclosed	XI. People-Oriented, Move Forward Together The Group employs workers in strict accordance with national laws and regulations and does not engage in illegal employment practices.
<i>GRI 409: Forced or compulsory labour 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward Together
409-1	Operating sites and suppliers with significant risk of forced or compulsory labour incidents	disclosed	XI. People-Oriented, Move Forward Together The Group employs workers in strict accordance with national laws and regulations and does not engage in illegal employment practices.
<i>GRI 413: Local Community 2016</i>			
3-3	Management of material issues	disclosed	XII. Commitment to Public Welfare, Give Back to Society
<i>GRI 414: Social Evaluation of Supplier 2016</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
414-1	New suppliers screened using social criteria	disclosed	IX. Focus on Service, Green Supply
414-2	Negative social impacts in the supply chain and the actions taken	disclosed	IX. Focus on Service, Green Supply

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 415: Public Policy 2016</i>			
3-3	Management of material issues	disclosed	During the reporting period, the Group did not make any direct or indirect financial and in-kind political donations.
415-1	Political donations	disclosed	During the reporting period, the Group did not make any direct or indirect financial and in-kind political donations.
<i>GRI 416: Customer Health and Safety 2016</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
416-1	Assess health and safety impacts of product and service categories	disclosed	IX. Focus on Service, Green Supply Due to the nature of the business and products, the Group's operations do not involve the production and manufacture of products.
416-2	Violations of health and safety regulations relating to products and services	disclosed	IX. Focus on Service, Green Supply
<i>GRI 417: Marketing and labelling 2021</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
—	Description of practices relating to the maintenance and protection of intellectual property rights	disclosed	IX. Focus on Service, Green Supply
<i>GRI 418: Customer Privacy 2016</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
418-1	Complaints of proven invasion of customer privacy or loss of customer data	disclosed	During the reporting period, there were zero proven complaints against the Group for invasion of customer privacy or loss of customer data.

