

金融街物業股份有限公司

FINANCIAL STREET PROPERTY CO., LIMITED

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

Stock Code : 1502

2023

Environmental, Social and  
Governance Report



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# About the Report

## REPORT OVERVIEW

This report is the fourth Environmental, Social and Governance Report (“**ESG Report**”) published by Financial Street Property Co., Limited (“**Financial Street Property**”, the “**Company**” or “**we**”), and aims to disclose the sustainable development performance of the Company over the past year in a transparent and open manner, in response to the concerns and expectations of various stakeholders regarding the Company’s sustainable development. This report should be read in conjunction with the Corporate Governance Report in the 2023 Annual Report of the Company to help readers gain a more comprehensive understanding of the ESG performance of the Company.

## REPORTING SCOPE

This report covers the reporting period from 1 January 2023 to 31 December 2023 (the “**Year**”), with appropriate extensions forward or backward in certain parts to enhance comparability and completeness of the report. Unless otherwise stated, the scope of this report is consistent with the 2023 Annual Report of the Company.

## REPORTING STANDARDS

This report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “**ESG Reporting Guide**”) of Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Hong Kong Stock Exchange**”), strictly fulfils the disclosure obligations of the “comply or explain” provisions, and discloses key performance indicators (KPIs) based on the business nature of the Company. The content index of the ESG Reporting Guide is presented in the appendix to this report to provide readers with an overview of the Company’s ESG performance.

## REPORTING PRINCIPLES

Reporting Principles	Definition	Company’s Response
Materiality	When the board of directors determines that ESG issues have a significant impact on investors and other stakeholders, the issuer should report on these matters.	This report identifies material sustainability issues through continuous communication with stakeholders and combining with its own business nature and operation methods and prioritizes material issues.



## About the Report (Continued)

Reporting Principles	Definition	Company's Response
Quantitative	Key performance indicators relating to historical data are measurable and the issuer should set targets (which can be actual figures or directional, forward-looking statements) to reduce individual impact. In this way, the effectiveness of ESG policies and management systems can be assessed and validated. Quantitative information should be accompanied by a narrative, explaining its purpose and impacts, and providing comparative data where appropriate.	This report discloses environmental and social key performance indicators quantitatively where practicable and includes relevant notes to facilitate readers' better understanding of our achievements.
Balance	The ESG Report should provide an unbiased picture of the issuer's performance, and should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.	Based on objective facts, this report elaborates the sustainability issues that have significant impacts on the business and discloses relevant performance.
Consistency	The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time.	The scope of disclosure of this report is broadly aligned with the disclosure methodology every year for readers to compare relevant performance data.

### SOURCE OF INFORMATION

The information disclosed in this report has been derived from official documents of Financial Street Property, statistical data or public information, and has been reviewed in accordance with internal control mechanism and review procedures. The Board is responsible for the adequacy and appropriateness of the contents of this report and warrants that there are no false records or misleading statements contained in, or material omissions from this report.

### RELEASE METHOD

This report is prepared in both Chinese and English, and published in electronic format, and has been uploaded to the official website of Financial Street Property at [www.jrjlife.com](http://www.jrjlife.com) and the website of the Hong Kong Stock Exchange at [www.hkexnews.hk](http://www.hkexnews.hk). In case of inconsistencies or discrepancies between the Chinese and English versions of this report, the Chinese version shall prevail.

### CONFIRMATION AND APPROVAL

This report was confirmed and approved by the Board on 27 March 2024.

# About Financial Street Property

## COMPANY PROFILE

Founded in May 1994, Financial Street Property Co., Limited (stock code: 1502.HK), being one of the leading comprehensive property management service providers for commercial and business properties in China, focuses on mid-to high-end property management services. The Company has been providing property management services for over 29 years, and has expanded its management project presence across seven regions (namely Northern China, Southwestern China, Eastern China, Southern China, Northeastern China, Central China and Northwestern China), covering a wide range of properties and providing property owners and residents with tailored quality services through a one-stop service platform to improve the quality and satisfaction of their living and working space.

## BUSINESS MODEL

The Company focuses its strategic positioning on the operations of high-end commercial properties, adheres to the corporate mission of “serving elites and benefiting the public” to provide customers with high-quality and professional property services. With its extensive experience in property management and related services, the Company has replicated and promoted the property management model in the Beijing Financial Street area to other financial business districts in key regions across the country. The Company’s business areas cover 19 provinces, cities, autonomous regions and special administrative regions across seven regions, namely Northern China, Southwestern China, Eastern China, Southern China, Northeastern China, Central China and Northwestern China. The types of business include property management, hotel operation, community elderly care, real estate brokerage, catering services, etc. The Company has developed into a property service enterprise with first-class management concepts, professional information management platform, green energy management and mid-to high-end commercial property services as its core competitiveness.

## BUSINESS RISKS

The Company is principally engaged in property management services business in mainland China. The property management industry is closely related to China’s macroeconomic development and real estate industry. The Company may also be affected by the uncertainty of the aforementioned external factors in the future. In 2023, there were no major risk events affecting the Company.

## About Financial Street Property (Continued)

### CORPORATE HONOURS

Since its establishment, by leveraging its extensive property management experience as well as its profound insights into the internal needs of property owners, the Company has always provided tailored full life cycle products and services and a more convenient lifestyle for our customers. In 2023, the Company was awarded a number of honours and awards from government agencies and industry associations.

Award	Awarding institution
2023 Top 100 Property Management Companies in China	Beijing China Index Academy
2023 Top 100 Property Service Companies with High-quality Development and Excellence in China	Beijing China Index Academy
2023 China Leading Property Management Companies in terms of Characteristic Service — Commercial Properties Services	Beijing China Index Academy
2023 China Special Property Management Exceptional Companies — Office Property Management	Beijing China Index Academy
2023 China Excellent Property Management Company by ESG Development	Beijing China Index Academy
2023 China Excellent Brand of Office Building Property Services	Beijing China Index Academy
2023 China Characteristic Brand Enterprise for Property Service — Commercial Property Management	Beijing China Index Academy
2023 China Leading Brand Enterprise in terms of Specialised Operation of Property Service	Beijing China Index Academy
2023 Outstanding Case of Corporate Social Responsibility in Beijing	Beijing Enterprise Confederation (北京企業聯合會) and Beijing Enterprise Directors Association (北京市企業家協會)
2023 Top 100 Companies in the Service Industry in Beijing	Beijing Enterprise Confederation (北京企業聯合會) and Beijing Enterprise Directors Association (北京市企業家協會)
2023 Top 10 Branded Property Management Companies in terms of Public Building Properties in Beijing	Beijing Zhongwu Zhihui Information Technology Co., Ltd. (北京中物智匯信息科技股份有限公司) and (中物研究院)
2023–2024 Integrity Enterprise AA of Shanghai Property Management Industry	The Trade Association of Shanghai Property Management (上海市物業管理行業協會)
Outstanding Member of the Shanghai Property Management Association 2022	The Trade Association of Shanghai Property Management (上海市物業管理行業協會)
AAA Company for Building Harmonious Labour Relations in Huizhou City	Huizhou Municipal Human Resources and Social Security Bureau (惠州市人力資源和社會保障局), Huizhou Federation of Trade Union (惠州市總工會), Huizhou Enterprise Confederation (惠州市企業聯合會) and Huizhou Federation of Industry (惠州市工商業聯合會)

## Board Statement

The Board is honoured to present the 2023 ESG Report of the Company, which reports on the Company's concepts and practices related to ESG issues from 1 January 2023 to 31 December 2023. This report is prepared based on the reporting principles of materiality, quantitative, balance and consistency.

In China, ESG concept has been developing in a progressive manner. As early as 2002, the “Rules for Corporate Governance of Listed Companies” set out the basic principles of governance for listed companies, which pointed out that “while maintaining sustainable development and maximising shareholders’ interests, listed companies should also pay attention to the welfare of the communities in which they operate, environmental protection and charity, and attach importance to corporate social responsibilities”. In December 2019, the Hong Kong Stock Exchange released a new version of the Environmental, Social and Governance Reporting Guide, which further emphasised the ESG information disclosure requirements of listed companies and recommended the “disclose or explain” approach for all disclosure. Following the publication of the first batch of standards, IFRS S1 and IFRS S2, by the International Sustainability Standards Board (ISSB), the Hong Kong Stock Exchange intends to implement the disclosure requirements of the new standards from 2024 onwards, with a two-year transitional period. It can be noted that China is stepping up its efforts to converge with international ESG development, catering to the actual needs of global investors for ESG disclosure, and improving the relevant policies and market mechanisms for ESG practice, disclosure, evaluation, investment, etc., as well as further increasing the degree of importance attached to the development of ESG.

In order to meet the needs of society, industry and investors for ESG development in the new era, Financial Street Property continuously raises its awareness of the importance of ESG governance, and is committed to promoting corporate sustainability through more specific measures as follows:

We are concerned about the corporate governance of sustainable development. The Board members has engaged more stakeholders in communication, mainly including government and regulatory agencies, shareholders and investors, customers and owners, employees (including junior, middle-level employees and senior management), suppliers and partners, the media and non-governmental organizations, the community, etc. We make our best endeavours to meet the expectations of stakeholders, especially focusing on employees’ physical and mental health, employees’ rights and interests, information security and protection, employment, product and service quality, supply chain management, and health and safety of customers/property owners, and so on. We improve the formulation of future ESG strategic objectives based on the implementation of past objectives and continuously strengthen the supervision of ESG matters to ensure proper performance of ESG-related work, and devise corresponding measures in response to concerns and risks.

With particular attention to service quality, we continuously strengthen standardisation, professionalization and intellectualisation and carry out supervision of service centres through internal audits. With a view to optimising brand promotion, we take forward the upgrade and revamp of our WeChat official account, “Financial Street Property Life Online”, and launch a variety of community cultural events. Emphasis was also placed on customer complaint handling. In 2023, the complaint rate dropped to below 0.4% and all complaint-related indicators showed further improvement compared to 2022. With the accountability system of work safety in place, no safety accidents occurred in 2023.



## Board Statement (Continued)

We place emphasis on corporate compliance governance. On the one hand, we strengthen integrity supervision and launch a wide range of awareness education; on the other hand, improve the supply system, put forward more explicit management requirements and assessment practices on suppliers, and promote incorruptible procurement and green procurement. At the same time, we remain vigilant in information security protection and intellectual property rights protection, and enhance legal compliance of staff through popularization of legal knowledge.

We regard our employees as an essential part of our enterprise. While strengthening our human resources system, we provide a broad platform for our employees to further bolster their competence through the training system of the Rongze Training Centre, which is based on the principle of “integration, understanding, implementation, mastery, benefit, enterprise, cultivation and personnel”. Meanwhile, we pay great attention to the safety and health of our employees, and provide them with rich benefits while protecting their basic rights and interests.

We regard green development as an important way of corporate development, and actively adopt various energy-saving measures, implement smart garbage classification, and optimise the energy management mechanism. Energy conservation and emission reduction have been achieved through specific rules and regulations, and a number of emission indicators have been further optimized compared with 2022. We attach great importance to the risks brought by climate change, compile risk identification and assessment tables, and actively take preventive and response measures.

Based on the leadership of the Party, we intensively integrate Party building into production and operation and boldly assume social responsibilities. Through the Party Committee, Party branches and trade union organizations, we have made sustained efforts to take forward the Party building projects of “Red Wall Pioneer Project” and the “Dual Enhancement”, so as to instil the concept of red property in the minds of the general public. Also, through patriotic hygiene campaign, traffic order maintenance, themed-weekend and hygiene days, we keep up our efforts in fulfilling corporate social responsibility and make contributions in the capacity of Financial Street Property.

This is the fourth year Financial Street Property disclosed its ESG report. ESG concepts are incorporated in every aspect of its operation. Looking forward, the Company will uphold its mission of “serving the elite with benefits to all (服務精英·福澤大眾)” and extend the entrepreneurial spirit of “dedication, contribution, pragmatism and innovation”, adhere to the core value of “modesty, integrity and excellence”, strive to become the leader in commercial property service in China, promote high-quality corporate development, deliver better service to property owners and customers, and contribute more to social development.



## Sustainable Development Governance and Identification of Key Issues

Financial Street Property adheres to the corporate mission of “serving the elite with benefits to all (服務精英·福澤大眾)”, and provides customers with high-quality and professional property services. We also actively align with the sustainable development goals of the United Nations, respond to policies of the Party and the state, adhere to and implement the concept of “promoting green development and ensuring harmony between humanity and nature” of the 20th National Congress, take the path of energy conservation and emission reduction, environmental protection and sustainable development, explore green and low-carbon production and lifestyle, follow the development trend of the times to ensure the sustainable and stable development of human and natural resources and deeply integrate such concept into our business philosophy, with a view to better achieve the goal of a better life, while creating long-term value for shareholders.

In order to fully implement ESG-related work, we have established an ESG management system, which is led by the Board, under the responsibility of the management with coordinated cooperation across departments and linkage up and down, to ensure that environmental and social-related risks involved in various businesses are actively identified and properly managed, and that ESG concepts and related strategies are fully implemented. The Board is responsible for the formulation of the Company’s ESG strategies and objectives; the management has set up the ESG leading group for the implementation of the ESG strategies and objectives; various departments of the headquarters form an ESG working group, and are responsible for the implementation of specific ESG work in their respective fields of work; all subsidiaries and branches carry out local ESG-related work under the guidance of the ESG working group.



**Figure: ESG Governance Structure of Financial Street Property**

## Sustainable Development Governance and Identification of Key Issues (Continued)

### STAKEHOLDERS AND COMMUNICATION METHODS

Based on the characteristics of the Company's actual business and operation management, we have identified environmental, social and governance stakeholders in a more detailed manner compared with the ESG report for 2022, and engaged more stakeholders in communication, mainly including government and regulatory authorities, shareholders and investors, customers and property owners, employees (including junior and mid-level employees and senior management), suppliers and partners, media and non-governmental organizations, communities, etc. We believe that strengthening communication with stakeholders and understanding their expectations and demands can lay a foundation for ESG governance and long-term development of the Company. We have established targeted and diversified communication channels for different stakeholders. The following table shows the key issues of concern of each stakeholder and the main communication methods:

**Table: Issues of concerns of stakeholders and main communication methods**

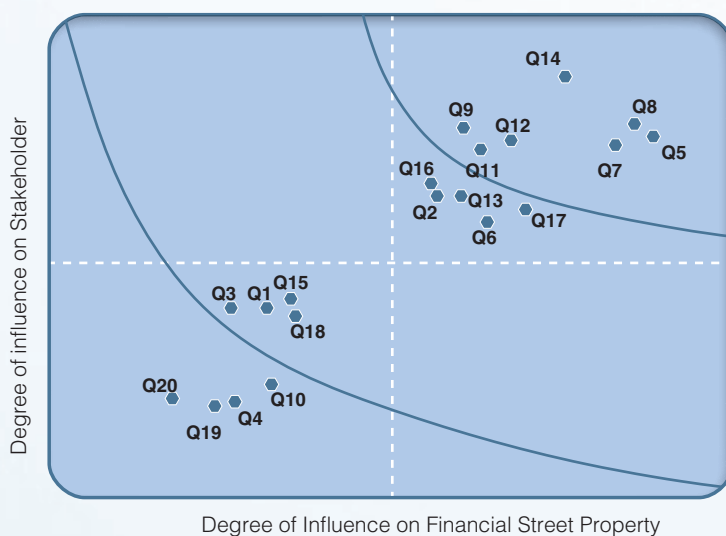
Main Stakeholders	Major ESG concerns	Main communication methods and channels
Government and regulatory agencies	Health and safety of customers/property owners, product and service quality, information security protection	Policy consultation, work reports, information disclosure, routine inspections, regulatory meetings
Shareholders and investors	Emissions, employment, product and service quality	Daily reception, shareholders' meeting, information disclosure, investor hotline and mailbox, company website
Customers/Property owners	Health and safety of customers/property owners, employment, product and service quality, intellectual property protection	Service hotline, company website, satisfaction survey, information disclosure, community activities
Employees (junior and middle-level employees)	Employment, employee career development, physical and mental health of employees, employees' rights and interests, information security protection	Employee congress, labour union, petition and direct communication
Employees (senior management)	Emissions, climate change, employment, business compliance and standardization, intellectual property protection	Interviews, questionnaires and direct communication
Suppliers/Partners	Physical and mental health of employees, employees' rights and interests, supply chain management, product and service quality, information security protection	Public tender, contract negotiations, daily business exchanges, etc.
Media and non-government organisations	Information security protection, supply chain management, employment, employee career development, physical and mental health of employees	Social media, company website, press conferences, communication meetings
Community	Use of resources, information security protection, community investment	Community education and dissemination, seminars and exchanges, public welfare activities, community activities
Industry associations	Employment, anti-corruption, supply chain management, climate change	Regular exchange sessions, information disclosure and social media

## Sustainable Development Governance and Identification of Key Issues (Continued)

### IDENTIFICATION AND ANALYSIS OF MATERIAL ESG ISSUES

In order to further assess the level of concerns and expectations of stakeholders on the Company's ESG-related issues and clarify the key areas of ESG practices, we identified, analysed and evaluated the material ESG issues in 2023 through ESG issues identification, stakeholder survey, issued materiality analysis, and management feedback confirmation. The presentation of issues were further refined based on the issues identified in 2022 and the survey sample size was increased.

Materiality assessment was conducted in accordance with the above process. Based on the analytical result of the stakeholder survey, 20 ESG issues were plotted into a materiality matrix.



**Figure: Analysis Matrix of ESG Materiality Issues of Financial Street Property in 2023**

*Note:*

In above table Q1: Emissions; Q2: Use of resources; Q3: Environment and natural resources; Q4: Climate change; Q5: Employment; Q6: Employee career development; Q7: Physical and mental health of employees; Q8: Employees' rights and interests; Q9: Supply chain management; Q10: Community activities and community culture; Q11: Health and safety of customers/owners; Q12: Product and service quality; Q13: Intellectual property protection; Q14: Information security protection; Q15: Community investment; Q16: Business compliance and standardization; Q17: Anti-corruption and anti-money laundering; Q18: Board supervision; Q19: Risk identification; Q20: Regular communication.



## Sustainable Development Governance and Identification of Key Issues (Continued)

In the matrix of the influence on Financial Street Property expressed on the horizontal axis and the influence on stakeholders expressed on the longitudinal axis, we classified the material issues into three levels, the area at the upper right corner indicates the importance as “very important”, the area at the lower left corner indicates the importance as “less important”, and the intermediate area indicates the importance as “important”. The results showed that the physical and mental health of employees, employees’ rights and interests, information security protection, employment, product and service quality, supply chain management and health and safety of customers/property owners were of the highest importance. Based on the results of the above ESG materiality assessment, we disclosed the key issues in detail in the corresponding sections to better respond to the concerns and expectations of various stakeholders.

### INCORPORATING ESG CONSIDERATIONS INTO RISK MANAGEMENT

Under national laws and national or local rules, regulations and norms, the Company complies with the requirements in relation to controlling shareholders management and carries out comprehensive risk management and compliance management in accordance with the administrative rules and policies of the SASAC of the State Council and the SASAC of Xicheng District, Beijing. In 2023, the Company applied the Comprehensive Risk Management Manual, Compliance Management Measures and Interim Measures for Investigating Responsibilities for Illegal Operation and Investment as the basic rules and regulations for risk management, and specifically took into consideration the ESG concerns related to social responsibility, environment and climate. On the one hand, in terms of risk identification, a hierarchical database has been established under the rules and updated on a periodic basis, and energy management, intelligent informatisation, and disasters such as climate and epidemics are listed as risk sources in the database, which enables the incorporation of such risk sources as general identifiable factors into the scope of risk management. On the other hand, orienting towards compliant operation, the Company emphasises on key aspects, such as safety management and intellectual property management, and regulates its organisational deployment, hierarchical responsibilities and resource allocation, in order to ensure that the prevention and control of compliance risks are carried out in a justifiable, appropriate and orderly manner. Furthermore, stringent regulations on non-compliance in the performance of operation and management have been put in place, and disciplinary actions will be taken to achieve closed-loop management.

ESG factors are included in the comprehensive risk management system for assessment. The Company collects information and reports on a monthly, quarterly and annual basis, and conducts risk assessment and sets up preventive and control measures on an annual basis, highlights the current performance of energy management, safety responsibility, social responsibility, and negative public opinion, and proposes recommendations for improvement. The annual risk assessment is the overall base and basis for risk management in the coming years. In both 2022 and 2023, an objective evaluation was conducted on the priorities of the Company’s risk management and control for the following year, in which safety management and market competitiveness (including brand image, energy-saving level, and intelligent and informatised management methods) remained as key priorities, reflecting the objective integration of the Company’s business and ESG elements, as well as the subjective initiative for enhancing ESG level.

# Building a Foundation of Service Excellence

## RENEWING STANDARD SYSTEM CERTIFICATIONS

In 2023, on the basis of the standardised model of “One Platform + Three Systems” and the three-tier system, the Company further enhanced the level of standardised construction and obtained the certifications of nine standardised management systems, including the quality management system, environmental management system, occupational health and safety management system, energy management system, information security management system, five-star property services, corporate integrity management system, corporate social responsibility management system, and five-star after-sales service, which has further raised the management standard of its projects and enhanced its competitiveness in the market.

In accordance with the requirements of standardization and universality, the Company actively carried out the establishment, improvement and reporting of level III documents of relevant service centres, as well as the implementation and operation of the documents of the service centres. In 2023, the Company supervised the implementation of the documents of the service centres through internal audit and, in light of the effectiveness of standardization of projects in the respective region, carried out rectification through corrective and preventive measures according to the relevant requirements, and prepared an internal audit report, which provided input for management evaluation. Through collation and rectification of issues, the Company further improved its standardised management and delivered better services to customers, and operated in a more compliant and efficient manner. The Group’s subsidiaries at all levels and its subsidiary in Hong Kong have also obtained ISO certifications for quality management, customer complaint office, environmental management system and occupational health and safety management system.



Environmental Management System Certificate



Occupational Health and Safety Management System Certificate



Quality Management System Certificate



Energy Management System Certificate

## Building a Foundation of Service Excellence (Continued)



After-sales Service Certificate



Property Services Certificate



Information Security Management System Certificate



Corporate Social Responsibility Management System Certificate



Corporate Integrity Management System Certificate

**Picture: Standard system certificates of Financial Street Property for 2023**

## OPTIMISING CUSTOMER SERVICE PORTALS

The Company maintains effective communication with customers through its official website and the WeChat official account “Financial Street Property Life Online”. In September 2023, “Financial Street Property Life Online” was upgraded to version 3.0, enabling the integration of various functions such as online bill payment, e-invoice, property repair request, consultation, company information, notices and announcements, warm reminder, and online registration for events, which further broadened the communication channel with customers through online promotion and offline events, and enhanced customer loyalty.

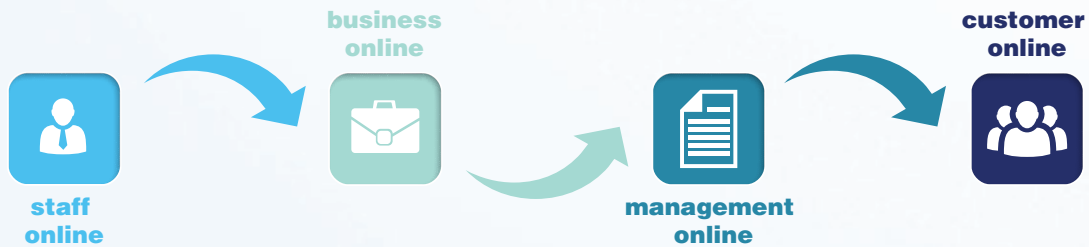


**Picture: New upgrade of the official account “Financial Street Property Life Online”**



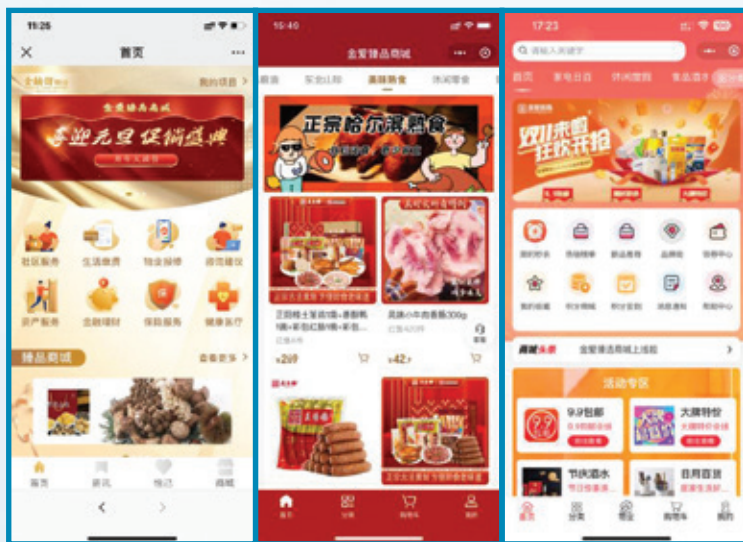
## Building a Foundation of Service Excellence (Continued)

This aim of this optimisation and upgrade was to improve customer service functions, expand service functions on the customer information platform, provide customers with efficient and convenient services, and enhance our service, brand and economic value. The upgrade was carried out in two directions. One was to strengthen the functions of fundamental property service and improve service efficiency and customer satisfaction. The other was to add value-added service features to include online staff service, online visualisation of business operations, online management, so as to enhance efficiency and enable online convenient communication with customers.



**Figure: Online services of the official account “Financial Street Property Life Online”**

Given its user-friendly and convenient design, the WeChat mini-program was chosen by the Company. It is easy to run and has a high user penetration rate. The layout of columns and product categories are designed in conjunction with functions and product features, and the online service platform is connected to the business-side interfaces of “insurance service” and “medical service” of related parties, while online shopping platforms, i.e. “金愛臻品” and “金愛臻選” are developed to provide better and more convenient services for property owners and customers.



**Picture: Online service platform of Financial Street Property**

## Building a Foundation of Service Excellence (Continued)

While continuously improving the quality of basic property services, the Company also exert efforts to expand supporting services for commercial buildings and enrich the service offerings of “IZEE” brand series to include cafe, catering, collection and delivery platforms, intelligent new retail platforms, automobile services and other convenient services, creating a business and livelihood service chain.



Picture: IZEECUP and the “Chamber of Financial Street” jointly organised coffee craft training



Picture: IZEECUP, IZEE • BAKED MAGIC and IZEE-Mitsuyado were invited to participate in the “Spring Market of Diplomatic Residence”



Picture: IZEECUP and IZEE • BAKED MAGIC provided refreshment service for “Maliandao • Tea • China Data Street” Quality Development Forum

## Building a Foundation of Service Excellence (Continued)



**Picture: IZEECUP and IZEE • BAKED MAGIC provided refreshment service for “White Tower in the Night”**



**Picture: IZEECUP and IZEE • BAKED MAGIC provided refreshment service for “Financial Street Forum”**

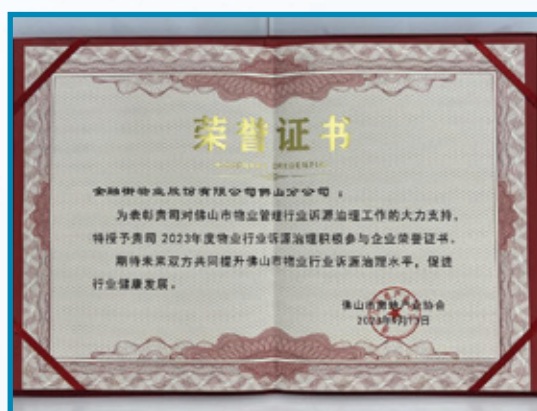
## UPHOLDING THE CUSTOMER-ORIENTED AND QUALITY-DRIVEN APPROACH

The Company adheres to the service concept of “excellent quality and perfect experience”, with a particular attention to customers’ evaluation and perception of its service. In 2023, the Company continued to conduct third-party customer satisfaction surveys to faithfully and effectively understand the needs of customers, so as to enhance the quality of service in a targeted manner, and followed up on the results of the surveys. In order to further the high-quality development strategy, the Company convened the “Satisfaction and Quality Enhancement Meeting” in 2023 to listen to the satisfaction analysis and enhancement plan of each business unit one by one, and put forward the need to improve customers’ perception and experience of property services through innovation, provision and execution, to continue to enhance the quality of service, provide reliable property services, and win the recognition and trust of property owners by playing to its strengths. In 2023, the Company engaged a third-party research firm to conduct a comprehensive survey on customer satisfaction. According to the survey results, the overall score of satisfaction of the Company’s office customers in 2023 was 99.8, remaining at the leading level in the industry.



## Building a Foundation of Service Excellence (Continued)

In handling complaints, the Company has always regarded complaints as an important channel of in-depth communication with customers. The Company has set up the 4000496018 national service hotline to listen to customers' demands. A total of 278 complaints were received in 2023, all of which were effectively addressed. Foshan Branch of Financial Street Property Co., Limited paid particular attention to and actively responded to and addressed property owners' demands and complaints. The effort facilitated a harmonious, stable and friendly environment, and was widely recognised by street-level and municipal departments and awarded as the 2023 Active Participating Enterprise in Tackling Complaints of Property Industry of Foshan.



**Picture: Foshan Branch awarded as the 2023 Active Participating Enterprise in Tackling Complaints of Property Industry of Foshan**

The Company's call centre also takes prompt follow-up actions on potential problems and risks in complaints, which effectively eliminate and control the emergence of mass complaints. Meanwhile, the Company has promoted the institutionalisation and standardisation of complaint management. In 2023, the Company further revised and improved the "Customer Complaint Management System", and based on past experience in receiving and handling complaints, compiled and issued the "Q&A on Receiving and Handling Complaints", to enhance awareness and capability of complaint handling among staff members, and strengthen the process management of complaint handling. In 2023, the Company's complaint rate was less than 0.4% and complaint handling rate was 100%. The resolution rate was 98%, and the satisfaction rate was 95%. All indicators have been further improved compared with those of 2022.

**Table: KPIs related to customer complaints**

Indicators	2023 Data	2022 Data
Number of complaints received	278	217
Complaint rate (%)	< 0.4	< 0.45
Complaint handling rate (%)	100	100
Complaint resolution rate (%)	98	97
Complaint satisfaction rate (%)	95	93

*Note:* Complaint rate = Number of complaints/Total number of customers

## Building a Foundation of Service Excellence (Continued)

In order to further improve the quality of service, the Company launched the “Quality Month” campaign in September 2023 to facilitate in-depth learning and conformity with the guidance of General Secretary Xi Jinping on quality development. The campaign was constructive as initiatives were taken to improve service quality in a practical manner and raise quality awareness among staff members. A rich variety of community cultural activities and convenient services were launched in different projects of the Company to bring property owners closer together and convey the joyful, harmonious and liveable ambiance in the community. The Company leveraged the advantage of strategic synergies among business segments of controlling shareholders, and jointly organised a series of activities entitled “Going into the Community to Serve Property Owners” with Greatwall Life Insurance (長城人壽) and Ruibao Medical (睿寶醫療) and carried out activities such as Mid-Autumn Festival celebrations, Happy Community, science popularisation, and volunteer medical consultations, to provide customers with a full range of value-added services and satisfy customers’ diverse needs. The activities received positive feedbacks and wide recognition from customers.



Picture: “Going into the Community to Serve Property Owners”

The Company strengthened the promotion of customer service, community festival celebrations, public welfare and environmental protection activities and value-added services for the convenience of the, and paid more attention to the interaction with customers and service promotion, which faithfully reflected the daily service provision and service quality of property staff.



Foshan • Celebrating Chinese New Year with lion dance and promoting intangible cultural heritage



Beijing • Inheriting tradition Chinese medicine and working together for a healthy community

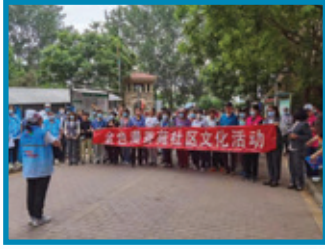


Guangzhou • Fire safety is a shared responsibility



Beijing • Making flour dishes

## Building a Foundation of Service Excellence (Continued)



Beijing • Green life walkathon



Guangzhou • Sharing rice dumplings with the community



Beijing • Colourful summer vacation



Guangzhou • Exclusive Guilin tour for Haizhu Rongyu Garden



Chongqing • Summer evening film festival



Shanghai • Sharing watermelons to stay cool in summer



Shanghai • DIY snow skin mooncakes in Mid-autumn Festival



Guangzhou • Charity activity and service

**Picture: Community activities in different regions**



## Building a Foundation of Service Excellence (Continued)

### ➤ Meritorious and exemplary projects

In recognition of standardisation of service quality, with the support and cooperation of property owners, a number of projects of the Company were recognised as exemplary projects of property management by regional, provincial and municipal trade organisations. In 2023, under the management of the Company, Tianjin World Financial Centre and Wuyi Rongwang were recognised as 2023 property service industry demonstration bases in China, Rongjing Garden was recognised as an exemplary property management project in Foshan, and Beiyou Garden was recognised as a five-star property development in Huadu District, Guangzhou.



Picture: Certificates and medals of some of the meritorious and exemplary projects

## Building a Foundation of Service Excellence (Continued)

### FULFILLING WORK SAFETY RESPONSIBILITIES

The Company strictly complies with national and local safety management requirements and abides by laws and regulations such as the Work Safety Law of the People's Republic of China, the Provisions of Beijing Municipality on the Main Responsibility of Production and Business Entities, the Provisions of Beijing Municipality on the Main Responsibility of Fire Safety of Entities. The Company has established a complete work safety system structure and set up a work safety committee with the legal representative of the Company acting as the director and the assistant to the general manager acting as the executive director, and two full-time safety personnel being responsible for the execution of related work. Safety working groups have also been set up in each business region. In 2023, a total of 3,683 "Safety Production Responsibility Letters" were signed at each level, specifying the management responsibilities at each level. Through systematic implementation of measures for safety management, work safety have been further strengthened.

#### ➤ Strengthening the publicity, inspection and assessment of safety

In 2023, the Company placed more emphasis on safety inspection and significantly increased the frequency of safety inspection. The Company strictly complied with the requirements on work safety, and launched the campaigns of "Enhancement of Work Safety Capability and Efficiency", Work Safety Month, and the "Three Major" management project on work safety and fire hazards. Through deployment at all levels, full coverage, critical inspection and centralised management, the Company ensured the safe and stable operation of projects under its management to the largest extent possible and assured work safety.

In 2023, the safety committee of the Company carried out four rounds of large-scale safety assessment and found that the safety rating of all regions was satisfactory. There was no accident related to work safety during the year, and the performance of business regions, directly managed projects and subsidiaries in monthly safety assessment was up to standard. Training of project personnel, drills and safety meetings were conducted in an orderly manner in line with annual safety assessment targets. In 2023, a total of 1,959 company-level safety trainings, 1,082 safety drills, 128 emergency drills were conducted, with a total of 6,400 participants, and the Company achieved the work safety goal of "zero accident".

#### ➤ Organising work safety training

In 2023, in view of the frequent occurrence of work safety accidents in the community and the significantly increasing pressure on work safety, the Company conducted work safety training with particular concern for the work safety accidents in the community, including fire emergency evacuation drills and training and publicity related to the "Regulations on the Main Responsibility for Safety Production of Production and Operation Units in Beijing".

Also, being committed to the spirit of the 20th CPC National Congress and "dual enhancement", the Company held a business skill competition among the regional projects of Financial Street with the theme of "preventing risks, eliminating hazards, minimising accidents and strengthening skills" to further enhance the fire safety awareness and emergency response capability of staff members, instill the safety concept of "prevention is better than cure when it comes to fire safety", facilitate the improvement and quality and capability of security personnel, and build a characteristic office brand of core districts through enhancement of both "theory + practice".

## Building a Foundation of Service Excellence (Continued)

In addition, the Company carried out publicity and training activities on work safety month among the property owners within its management area, conducted fire safety training and fire equipment briefing and drills, publicity of safety knowledge, posted publicity posters and warning signs in the parks displayed fire safety promotional videos on electronic scrolling screens in buildings, and organized fire safety training and practical exercises for property owners on a regular basis. Fire safety publicity and drills were organised in accordance with the training modules of “one police officer and six safety officers” issued by the fire department, “four capabilities”, “three know-where, four know-how and one reach” and the principle of having fire hydrant and fire extinguisher that can “putting out real fire with real water”. The purpose was to provide property owners with professional security services and a safe and comfortable living and office environment.



**Picture: Fire safety knowledge training jointly organised with property owners**



**Picture: Fire drills at office buildings**



**Picture: Fire drills at residential projects**



## Building a Foundation of Service Excellence (Continued)



Picture: Safety drills at hospitals



Picture: Tongzhou Park being recognised as a “Safe Park”



Picture: New Actuation Centre and Desheng International Project Service Centre being recognised as “Advanced Units of Fire Safety in Xicheng District”

## Ensuring Compliance Governance

The Company strictly abides by the “Company Law of the People’s Republic of China”, the “Anti-Unfair Competition Law of the People’s Republic of China”, the “Anti-Money Laundering Law of the People’s Republic of China”, the “Interim Provisions on Banning Commercial Bribery”, the “Provisions on the Probity Practice of Leaders of State-owned Enterprises”, the “Administrative Punishment Law of the People’s Republic of China on Public Officials” and other laws and regulations relating to bribery, extortion and anti-money laundering.

In terms of internal system of the Company, in order to thoroughly implement the Eight-point Regulations of the Central Government and strengthen the construction of a clean and honest Party, the Company formulated the “Rules on Implementation of the Eight Requirements of the Central Committee of the CPC by the Party Committee and Discipline Inspection Committee of Financial Street Property Co., Ltd.”, which further clarified the red line and bottom line of integrity of management cadres at all levels. In addition, the Company has formulated the Accountability Management Measures, Internal Audit Management Measures, Economic Responsibility Audit Management Measures and Compliance Management Measures, which further clarified the requirements for compliant development.

### STRENGTHENING INTEGRITY AND SUPERVISION

The Company has zero tolerance for corruption, being determined to combat all forms of corruption and bribery, integrates integrity education into the whole process of corporate operation and management, strictly complies with relevant laws and regulations, formulates and implements relevant regulations of the Company, and defines the bottom line of integrity for employees. The discipline inspection office and audit department are responsible for the business ethics and anti-corruption of the Company. Generally, self-review will be conducted through routine audits, special audits, resignation audits, special supervision and inspections, case investigations and other means to discover and strengthen the weak links of internal control in a timely manner, reduce the possibility of corruption in the form of taking advantage of position, and build a clean and fair business environment

The Company requires all employees to sign the “Probity Practice Undertaking Letter” (《廉潔從業承諾書》) upon induction, purchasing staff to sign the “Probity Undertaking Letter for Purchasing Staff of Financial Street Property Co., Limited” (《金融街物業股份有限公司採購人員廉潔協議書》), and suppliers to sign the “Statement on Product and Service Procurement Compliance of Financial Street Property Co., Limited” (《金融街物業股份有限公司產品及服務採購合規聲明書》) to further define the bottom line of integrity. On special occasions such as festivals and holidays, in order to create a clean and positive festive atmosphere and prevent Party members and cadres from violating the eight spirits of the Central Government and the acts of “four forms of decadence”, the Company has established an integrity reminder mechanism to provide early warning and early education. Awareness education and integrity risk warnings are delivered to employees before festivals through online and offline methods, such as Party committee, manager office meeting, Party branch meeting, regular project meeting, WeChat working group, etc., to ensure the spending of holiday in a safe, civilized and incorruptible way.

The Company maintains a unimpeded reporting channel, adheres to the principle that all reports must be investigated in handling reported information, and sets up various reporting channels, such as informants’ hot-line telephone, reporting mailbox, suggestion box, etc., to facilitate internal and external personnel of the Company to report any internal and external corruption and bribery, embezzlement of public resources to seek personal gains and other corrupt behaviours. The Discipline Inspection Office of the Company is responsible for investigating the evidence reported, strictly keeping confidential the information of whistleblowers, and severely cracking down on the acts of retaliation or frame-up against whistleblowers.

## Ensuring Compliance Governance (Continued)

The Company attaches great importance to integrity education, especially the supervision and education of personnel in key segments and positions prone to corruption. The Company actively guides its management and relevant interest groups to act in accordance with the law in an honest and trustworthy manner by comprehensively and consciously resisting corrupt actions such as seeking profits instead of being righteous, undermining public interests for personal gain, cheating and fraud. In order to further enhance the awareness of integrity, self-discipline and due diligence of management cadres, the Company organised pre-appointment training on integrity for newly-appointed management cadres in batches. Through watching awareness education films such as “Not to Overstep the Boundaries and Not to Forget the Original Intention”, studying rules such as the “Law of the People’s Republic of China on Administrative Punishment of Public Officials” and “Provisions on the Probity Practice of Leaders of State-owned Enterprises” and taking part in a test on discipline and laws of the Party, the participants gained better understanding of the standards of integrity and self-discipline and the norms of professional conduct of state-owned enterprise management personnel, and were reminded to stay alert and remember the lessons learned from the past and to be good cadres who “adhere to political integrity, consider the overall situation, assume responsibility, do good deeds, show respects and abide by rules”.

In 2023, more than 40 awareness education case studies were circulated, and Party members and cadres watched awareness education films such as “Consequences of Negligence”, “Breaking the Last Line of Defence”, and “Rules that must be followed”. The Company strengthened education and supervision of Party members and cadres and required all Party members and cadres to uphold the Party discipline and abide by national laws, raise awareness against corruption, refrain themselves and their competent fields from corruption, take the lead in creating a clean and upright political environment, establishing clean comradeship and proper superior-subordinate relationship, keep in mind the Party, the responsibility and the vigilance.

### MAINTAINING A CLEAR FOCUS OF INTERNAL AUDIT AND CONTROL

In 2023, the Company completed a total of 13 internal audit projects in accordance with the annual audit work plan, and launched the special audit of “Three Reductions, One Minimisation and One Enhancement” based on the actual needs of operation. During the audit, the Company mainly checked the information related to monetary funds, inventories, costs, expenses, procurement, contracts, performance of audited personnel involving in tendering and procurement, contract management and financial management, carried out rectification within a specified period and followed up and reviewed the rectification results, so as to realised closed-loop management.

In order to facilitate better understanding of audit results, the audit department summarised and analysed the problems found in the audits in the past three years, compiled training courseware, recorded training videos, and held training lectures on the Company’s online training platform for the management personnel of business units, conducted assessment tests, strengthened the efforts of audit rectification to prevent the recurrence of the audit problems that had already been found, made better use of audit results, and enhanced the function of audit.

In 2023, the internal audit department conducted a comprehensive evaluation in accordance with the “Basic Standard for Internal Control”, “Guidelines for the Application of Internal Control” and “Guidelines for the Evaluation of Internal Control”, covering 15 aspects in total, including five aspects of risk management in the areas of corporate governance, development strategy, human resources, social responsibility and corporate culture, eight aspects of internal control in the areas of capital activities and asset management, business planning, overall budgeting, procurement management, contract management, investment management, financial reporting and connected transactions, as well as information communication and



## Ensuring Compliance Governance (Continued)

delivery and internal supervision. The evaluation of internal control helped to identify the deficiencies and loopholes of the internal control system in a timely manner and to propose improvement measures to continuously optimise and improve the internal control system.

### IMPROVING SUPPLY SYSTEM

The Company has formulated the “Management Measures for Tendering and Procurement”, the “Supplier Management System”, the “Material and Maintenance Procurement Management Regulations” and the “Emergency Procurement Management Regulations”, etc. In 2023, the Company further raised its criteria for selection of suppliers. Suppliers with a better reputation in the industry and providing more service offerings are preferred. In particular, the Company will firstly verify the information provided by suppliers on the basis of third-party data platforms, and prohibit suppliers with higher risks from participating in any form of tender of the Company. Secondly, the Company will conduct on-site inspections of the suppliers’ offices and service premises and sign relevant undertakings and unrelated-party undertakings with the suppliers. Finally, based on the information collected and verified, the Company will compile a record sheet for the preliminary inspection of suppliers, which will be approved by the Company before proceeding with subsequent cooperation.

In terms of daily management of suppliers, the projects served by suppliers supervise the whole process of services provided by suppliers, and the daily records are kept in the respective projects. Especially when making payments, it is necessary to state whether the quality of services provided by the supplier meets the project requirements, whether it can be implemented in accordance with the contractual terms, etc., and take this as an important basis for payment.

At the end of 2023, an annual review of the services provided by suppliers was conducted by the projects and professional departments of the Company that received services from the suppliers. All registered suppliers were included in the annual review, and all regions participated in the process. For the procurement of each region, the headquarters has set up a regional audit post to participate in and audit the key procurement work of each region, including project approval, audit of shortlisted suppliers, process monitoring and year-end review. Upon completion of the review, an annual review report and a list of qualified suppliers for the following year were developed and circulated in the Company’s system, thus achieving closed-loop management.



Picture: Year-end supplier evaluation notice

## Ensuring Compliance Governance (Continued)

The image shows a supplier evaluation sheet titled '供应商考核评价表 (工程施工及维保类) - 直管项目'. It is a complex grid with multiple columns for different evaluation criteria and scores. The table is divided into sections for 'Evaluation Criteria' and 'Evaluation Results'. The criteria include 'Business Performance', 'Financial Performance', 'Operational Performance', 'Quality Performance', 'Environmental Performance', 'Social Performance', and 'Compliance Performance'. The results are recorded in the corresponding columns, with a total score of 100.

Picture: Supplier evaluation sheet

### ➤ Incorruptible and green procurement

In terms of integrity and self-discipline, the Company enforces strict regulations on purchasing staff, requiring all staff involved in procurement to be clean and self-disciplined. At the beginning of each year, purchasing staff are required to sign a probity undertaking letter and have a clear understanding of the undertaking before signing. Also, suppliers are required to sign undertakings on integrity and self-discipline of purchasing staff, four-anti undertakings and agreements, to ensure righteous and normal procurement. In addition, the Company holds supplier training and exchange activities from time to time, and all supplier training, meetings, tender kick-off meetings and other activities are communicated online through WeChat notifications and mailboxes.

When selecting suppliers, the Company prefers suppliers with a high level of brand awareness and a large market share, not only for safety considerations, but also for the trustworthiness of renowned suppliers. Also, the Company requires suppliers to provide inspection reports and environmental quality system certificates of supplies and pharmaceuticals to ensure that relevant requirements for green development are met.

### ➤ Certification and KPIs of suppliers

Table: Proportion of suppliers obtaining relevant social and environmental certifications

Type of social and environmental certification obtained suppliers	Number of suppliers that obtained the certification	Proportion of certified suppliers
ISO90001 Certification	330	20.26%
OHSAS Certification	255	15.65%
ISO14001 Certification	306	18.78%

Note: Percentage of suppliers obtaining relevant social and environmental certifications = Number of suppliers obtaining relevant certifications/Total number of suppliers\* 100%

## Ensuring Compliance Governance (Continued)

**Table: Supplier-related KPIs**

Number of suppliers by geographical region	2023 Data
Eastern China	401
Central China	3
Northern China	797
Southern China	216
Northeastern China	123
Southwestern China	89

*Note:* Eastern China includes Shanghai, Jiangsu, Zhejiang, Anhui, Jiangxi, and Shandong;

Central China includes Henan, Hubei, and Hunan;

Northern China includes Beijing, Tianjin, Shanxi, Hebei, and Inner Mongolia;

Southern China includes Fujian, Guangdong, Hainan, Guangxi, and Hong Kong;

Northeastern China includes Heilongjiang, Jilin, and Liaoning;

Southwestern China includes Chongqing, Sichuan, Guizhou, Yunnan, and Tibet;

Northwestern China includes: Shaanxi, Gansu, Ningxia, Qinghai, and Xinjiang.

### PLACING IMPORTANCE ON INFORMATION SECURITY PROTECTION

The Company attaches great importance to information safety protection, strictly complies with the “Data Security Law of the People’s Republic of China”, the “Personal Information Protection Law of the People’s Republic of China”, the “Administrative Measures for Internet Information Services”, the “Information Security-related Laws and Regulations and Industry Regulations”, the “Management Provisions on Electronic Bulletin Services in Internet”, the “Interim Provisions on the Administration of Engagement by Internet Sites in News Publication”, the “Administrative Measures on Safety Protection of International Connection of Computer Information Networks”, the “Classification Criteria for Security Protection of Computer Information System”, the “Classification Principles for Products Dedicated to the Security of Computing Information Systems” and other laws and regulations related to the Company’s operations and information security protection, to build a strong and reliable information security barrier for customers.



## Ensuring Compliance Governance (Continued)

In 2023, the Company further increased its emphasis on information security protection, with specific measures including: requiring suppliers to possess relevant certifications on information security and user privacy when selecting suppliers; signing customer privacy protection agreements with suppliers involving customer information; setting system access rights; and conducting information security training before the information system goes online.

### ➤ Strictly controlling the use of data to protect customer privacy

The Company has been strictly enforcing the confidentiality system for customer information. After the launch of the new version of the Company's WeChat official account in 2023, the Company has opened up the back-end ERP data and signed strict confidentiality clauses with platform suppliers and information technology suppliers, and all information retrieval is done automatically by the system. Also, the official account sends information only after obtaining the authorisation from the customers, which is in strict compliance with the platform agreement to effectively protect the privacy of customers.

### ➤ Improving the information security management system

The Company's ERP system has put in place a series of strict and effective measures in data security protection. The Company works closely with Tencent Cloud to ensure the stability and security of the server with the help of its professional technology. The system has passed the national level III information security protection assessment, which further proves the reliability of the server. In order to ensure the traceability of data, the system runs a data backup daily and retains the backup data for 30 days, so that the data can be quickly recovered to minimise losses even in the event of accident.

In terms of data access rights management, a strict data access authority system have been developed, which clarifies the authority management requirements of different departments and personnel and establishes a system authority allocation table for the data processing platform. Also, measures have been taken, such as requiring more complex password, setting a limit for invalid password attempts and strictly managing the password reset process, to reduce unauthorised data access and manipulation.

In terms of database audit, the system also maintains database audit logs for 30 days and checks the backup logs regularly. These measures help to track and monitor data access and operations, and detect abnormal behaviour in a timely manner.

In addition to the above measures, the Company has also adopted other data security measures. For example, staff training have been enhanced to raise staff awareness of data security and help staff gain a better understanding of the importance of data security and acquire security skills.

Furthermore, the system regularly updates its security policy to adapt to changes in technology and threats. It constantly keeps an eye on the latest security technologies and development trends, and adjusts its security policy in a timely manner to ensure that the Company's data security always stays ahead of the curve.

## Ensuring Compliance Governance (Continued)

### PROTECTING PROPERTY RIGHTS AND PREVENTING INFRINGEMENT

The Company complies with the “Copyright Law of the People’s Republic of China”, the “Trademark Law of the People’s Republic of China”, the “Patent Law of the People’s Republic of China”, the “Anti-Unfair Competition Law of the People’s Republic of China”, the “Data Security Law of the People’s Republic of China”, and the “General Principles (Personal Information and Privacy)”, “Contract Part (Property Service Contract)” and “Tort Part” of the “Civil Code”.

In terms of promotion, the Company emphasises originality of text content, logo, font, picture and format. Specific measures include refraining from using other business logos, using fonts written by employees for advertisements and registering the copyright and digital rights of company song. In terms of internal information management, genuine computer operating system and application software are used. The Company adheres to information security and household information isolation and authorisation. In contracts, protection clauses on trade secrets, copyrights, naming rights, trademark rights, citizens’ personal information and data security are included, rights and obligations are clarified, and no unfair competitive advantage clauses will be included, so as to avoid forming unfair competition directly or indirectly.

### ENHANCING COMPLIANCE THROUGH LEGAL PUBLICITY

In terms of training and legal publicity, during the year, the Company launched the “National Security” legal publicity campaign and “12.4 Constitution Publicity Day” to strengthen the awareness of the supremacy of the law and full compliance with the law, and to enhance the importance of compliance management and operation from the perspective of national security and the Constitution, which are the fundamental laws. It also highlighted the basic obligations of the Company to comply with the law, fulfil its social responsibilities and operate under the supervision of the national public power, and enriched the connotation of the Company’s compliance culture.



Picture: Legal publicity

## Caring for Employees and Establishing Harmonious Relationships

In terms of employees' rights and interests, the Company strictly complies with the "Labour Law of the People's Republic of China", the "Labour Contract Law of the People's Republic of China", the "Social Insurance Law of the People's Republic of China", the "Regulations on the Implementation Measures of Paid Annual Leave for Enterprise Employees", the "Law of the People's Republic of China on the Protection of Women's Rights and Interests", the "Special Rules on Labour Protection for Female Employees", the "Administrative Measures for Occupational Health Surveillance" and other relevant national laws and regulations. The Company protects the rights and interests of employees in accordance with legal requirements, including but not limited to strictly prohibiting the employment of child labour, paying employees' monthly wages in full on time, and not forcing employees to work or work overtime by means of violence.

In addition, the Company has also formulated internal documents such as the "Handbook on Remuneration and Welfare", the "Administrative Measures on Personnel Recruitment and Internal Deployment", the "Administrative Measures on Employment", the "Administrative System on Performance Appraisal", the "Administrative Measures on the Labour Protection of Female Employees" and the "Administrative Measures on Employee Medical Examination", which mainly cover recruitment, training, labour relations, remuneration, performance, employment and resignation, labour protection of female employees and other relevant contents. The following are the relevant internal system documents.

**Table: Financial Street Property Personnel System**

No.	Name of personnel system	No.	Name of personnel system
1	Handbook on Remuneration and Welfare	10	Labour Attendance Management Measures
2	Performance Appraisal Management System	11	Administrative Measures for Employee Physical Examination
3	Training Management System	12	Administrative Measures for Labour Protection of Female Employees
4	Administrative Measures for on Employment	13	Social Insurance Management Measures
5	Administrative Measures on Assessment of Employees during Probation Period	14	Administrative Measures for Personnel Files
6	Management Measures on Recruitment and Internal Deployment	15	Internal Trainer Management System
7	Employee Resignation Management Measures	16	Recruitment and training system for interns and fresh graduates
8	Management Measures for Induction Training	17	Incentivize Measures for Incentive Mechanism
9	Management Measures for Special Operations		

## Caring for Employees and Establishing Harmonious Relationships (Continued)

The Company was recognised by the local government and employees for its efforts in developing rules and regulations, work safety, mediation of labour disputes, employee education, and legitimate rights and interests of employees.



**Picture: Labour Dispute Mediation Committee of Beijing Financial Street Savills Property Management Co., Ltd.**

Beijing Financial Street Savills Property Management Co., Ltd., a subsidiary of the Company, officially established the Labour Dispute Mediation Committee, becoming the first enterprise in the Financial Street to establish a body for labour and personnel dispute mediation, so as to protect the legitimate rights and interests of enterprises and workers, and promote a harmonious relationship between the enterprise and workers, and facilitate healthy corporate development.



**Picture: Beijing Financial Street Savills Property Management Co., Ltd. being recognized as the Advanced Demonstration Unit for Building Harmonious Relationship of Xicheng District**



**Picture: Guangzhou Branch being rated Grade A Enterprise of Harmonious Labour Relationship in Guangzhou**



## Caring for Employees and Establishing Harmonious Relationships (Continued)



**Picture: Huizhou Branch being awarded as AAA Enterprise of Harmonious Labour Relationship in Huizhou**

### EMPHASISING TALENT DEVELOPMENT

The Company emphasises talent development and constantly enlarges the talent pool, and builds a younger team through sourcing, training and promoting talents, in order to provide reliable talent support for corporate development.

#### ➤ Optimising talent strategic positioning

First of all, the Company builds a motivated team through a series of measures such as model innovation, efficiency improvement and effective incentives. Secondly, the Company perfects talent echelons by enlarging the talent “pool”, prioritises talent deployment management, and provides training and nurtures talent in all aspects. Lastly, the Company acquires talent externally (external talent pipeline) and groom talent internally (internal talent chain) at the same time, and carries out data-based talent management through a talent management system, so as to achieve the strategic objectives of energising the enterprise and inspiring talent.

#### ➤ Defining talent development goals

The Company nurtures and attracts outstanding talents based on its development needs to fill vacant positions and achieve goals. On the one hand, the employment of talents and the motivation and protection of talents are inextricably linked, and the relevant policy and packages are revised and adjusted in line with corporate development needs according to the actual situation, so as to constantly motivate managers and employees to pursue self-improvement to enhance their management level and work skills. On the other hand, talent development includes learning and development, career planning and succession management. The Company encourages employees to improve their theoretical level through self-learning and provides institutional support.

Moreover, in order to promote the development of the Company, create a harmonious internal and external development environment, and foster the harmonious and healthy development of the enterprise, the Company provides a platform and opportunities for the growth of employees, encourages employees to create value for the Company, and builds favourable labour relations, salary distribution, development environment and work atmosphere, to achieve the harmonious development of the Company and its employees.

## Caring for Employees and Establishing Harmonious Relationships (Continued)

### ➤ Building a “dual-track” recruitment mechanism

The recruitment principle of the Company is mainly based on internal selection, supplemented by external recruitment. In order to provide employees with promotion and development opportunities, the Company has established an open selection mechanism under which management vacancy will be announced and employees who meet the requirements may apply for the vacancy. Selection involves written examinations and interviews, and qualified candidates will be announced online. Official appointment will be made if the candidate passed the selection process.

At the same time, the Company introduces the new generation of employees through “school-enterprise cooperation”, and maintains the “Sunflower Dream” management trainee programme under which graduates with a full-time undergraduate degree or above from universities and colleges are selected every year. The Company provides a series of training at its training centre and internship in projects to expand the pool of promising talent at managerial-level.



**Picture: Campus recruitment**

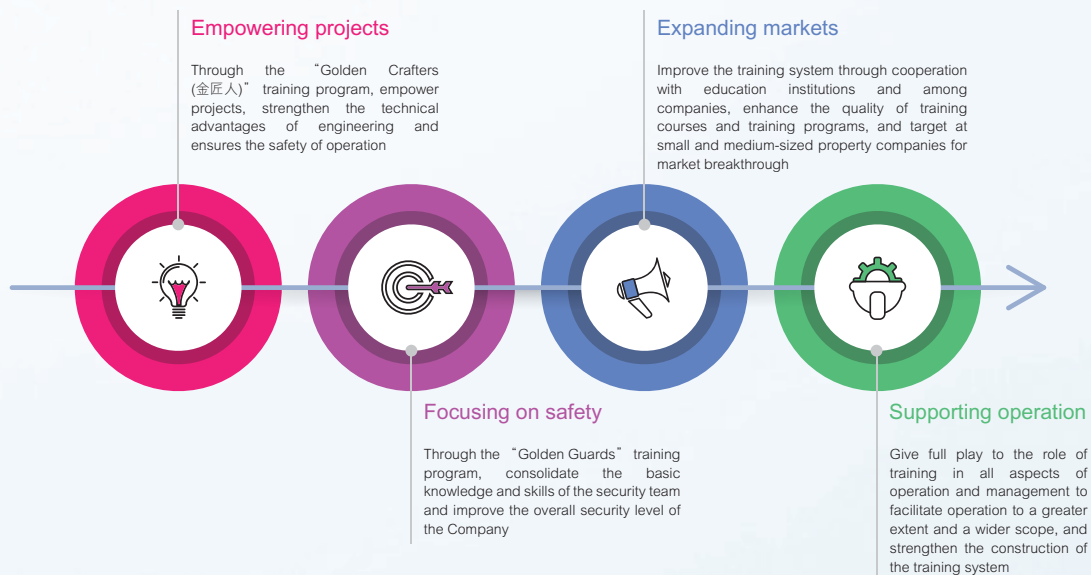
### ➤ Improving talent incentive mechanism

In order to motivate employees more effectively, based on business characteristics, the Company implemented the “Interim Measures for Incentive Mechanism” and incentive mechanisms including “Market Expansion Incentive Mechanism”, “Main Business Incentive Mechanism” and “Value-added Service Incentive Mechanism”. With a focus on corporate development and performance, the Company gives full play to the initiative of employees, so that the interests of employees and the Company are closely integrated, and that employees will be more engaged in business operation and work together and strive for corporate development.

## Caring for Employees and Establishing Harmonious Relationships (Continued)

### PROVIDING COMPREHENSIVE TRAINING

In 2023, under the overarching principle of encouraging employees to “assume responsibility, work diligently, rise to the challenge and create the future” and against the backdrop of extensive market expansion and urgent, diverse and complex demand for talent, the Company determined its development strategy and the training plan for the year and adhered to the annual training objectives of “exploring the region, empowering projects, fostering management, and connecting to the market”, pursued transformation in the midst of change, pursued development in the midst of transformation, follow the phased policy of “two-way training and regional training”, improved training based on the training system of “integration, understanding, implementation, mastery, benefit, enterprise, cultivation and personnel” and achieved work targets properly as scheduled.



**Picture: Background and purpose of the training system**

1. The “integration” series of new employee orientation training was completed: In line with the Company’s manpower demand, Rongze Training Centre organised the induction training courses in stages and launched the courses online. During the year, a total of 88 online and offline induction training sessions for new employees were held, with a cumulative total of 156 new employees and new management personnel trained, and a passing rate of 100% of the assessment of new employees.
2. Online courses of the “understanding” and “implementation” series: The “All-employee Learning Programme” online achieved full coverage of all employees. All employees were provided with adequate online learning opportunities by attending compulsory courses (company-level compulsory courses and professional compulsory courses) and elective courses. By the end of the third quarter, all employees completed the courses, with a total of 1,149 person-times participating in the trainings, involving headquarter function centres, regional function centres, project centres, customer service officers and security officers, and with an assessment passing rate of 100%. The courses included know-hows and professional knowledge for different positions. It significantly enhanced the learning enthusiasm and professionalism of staff of different sectors and grades and laid a good foundation for further in-depth learning.



## Caring for Employees and Establishing Harmonious Relationships (Continued)

3. The 2023 “Golden Butlers and Harmony Butlers (金管家、融管家)” training under the “implementation” series was completed. 36 butler trainees were enrolled to attend a six-month training programme consisting of 15 courses in Rongze Training Centre in 2023. Rongze Training Centre held a total of 15 butler training sessions in 2023, with 366 participants and 98% passing rate. According to the annual plan, the training centre organised a final assessment to select outstanding participants as “Golden Butlers and Harmony Butlers” and held award ceremony in the fourth quarter.
4. The “Property Knowledge Micro-course” of the “implementation” series was launched. The micro-course was based on the “Civil Code” and the “Regulations on Property Management” as well as prevailing laws, regulations, ordinances and norms related to the property industry. In 2023, a total of 20 issues of Property Knowledge were published and four rounds of quarterly property must-know contest were held, with a total of 12,626 contestants and passing rate of 100%.
5. The “Golden Guards (金衛士)” training under the “implementation” series was completed. To date, six “Golden Guards” training sessions have been conducted and 54 employees were trained. The courses of “Professional Ethics and Quality”, “Interpretation of safety laws and regulations”, “Fire Safety Basics and Evacuation Facility Management”, “Emergency Escape and Evacuation”, “Property Work Safety Management”, “System Management of Fire Fighting Facilities (Part I)” and “System Management of Fire Fighting Facilities (Part II)”, as well as “Micro Fire Stations, Fire Fighting and Emergency Evacuation Planning and Drills”, were completed. The passing rate of phased assessment was 98%. Final assessment was conducted after the completion of the subsequent courses, and outstanding participants were selected as the “Golden Guards”, which ultimately realised the goal of nurturing a “security guard force”.
6. Training for middle and senior management of the “mastery” series was completed: In order to comprehensively enhance the capability of property management personnel to face the new challenges on the market, and to build the competence of comprehensive management to “rise to the challenges”, Rongze Training Centre elaborately designed a series of courses such as “Costs of Property Management Companies and Profitability of Operation and Business Expansion”, “Enhancement of Capability of Property Managers in terms of Operation, Business and Team”, “Public Opinion Management and Media Crisis Public Relations for Emergencies of Property”, “Profit is the Top Priority — The Way of Operation and Control for Property Project Managers”, and legal courses such as “Governance of Domestic Listed Companies”. The five courses were held 13 times throughout the year, with a total of 1,494 person-times participating in the trainings.
7. The training programmes for internal trainers under the “benefitting” series was completed: The “Improvement of Presentation Skills of Internal Trainer Classroom” was conducted and 11 new internal trainers were selected. During the year, internal training courses were updated, and a total of six internal training courses were optimised, including “Management Practices of Connected Transactions”, “Introduction to Financial Statements and Budgeting”, “Quality Management System Training”, “Tendering and Procurement Training”, “Training on Operating Statistics and Contractual Concerns”, and “Rectification and Risk Alerts of Internal Audit for the Past Three Years”.

## Caring for Employees and Establishing Harmonious Relationships (Continued)

8. The “personnel” series of reserve talent training programme was completed. A series of trainings covering business management, property industry-specific knowledge, and sand table training were arranged, including “Reserve Talent Sand Table Training — Business Battle”, “Business Model Innovation and Control” (6 sessions), “Workplace Advancement Course” (3 sessions), “Crisis Management and Media Response” (8 sessions), “Cost Improvement Strategy for the Whole Operation Process of Property Management Enterprises”, “Operation and Quality Enhancement of Property Management of Commercial Properties”, “Property Services Spotlight Planning and Execution” and “Key Legal Issues in the Contract Part of the Civil Code”, with a total of 1,206 person-times participating in the training and 98% passing rate, which effectively improved the knowledge, skill reserve and management quality of the reserve talent team.

**Table: 2023 Training Data Summary of Rongze Training Centre**

Training programmes	Training batch	Person-time of training	Passing rate
New employee training	88	156	100%
Training for reserve talents	29	1,206	98%
2023 Middle and senior level training	13	1,494	98%
2023 “Golden butlers, harmony butlers” training	15	366	98%
2023 “Golden guards” training	8	505	98%
Property knowledge Contest	4	12,626	100%
Training for all employees	2	1,149	100%

**Table: 2023 Training Data Summary of Rongze Training Centre**

Training hours of employees at all levels	Unit	2023 Data	2022 Data
Average training hours of senior management	hours/person	78	57
Average training hours of middle management	hours/person	64	62
Average training hours of general employees	hours/person	72	71
Average training hours of employees	hours/person	71	63
Average training hours of male employees	hours/person	71	64
Average training hours of female employees	hours/person	71	62
Percentage of senior management trained	%	100	100
Percentage of middle management trained	%	100	100
Percentage of general employees trained	%	100	100
Percentage of female employees trained	%	100	100
Percentage of male employees trained	%	100	100

## Caring for Employees and Establishing Harmonious Relationships (Continued)

In 2023, Rongze Training Centre invited a number of instructors, including external experts, to conduct trainings, and achieved remarkable results. Through these trainings, the Company has set up a working platform that is relevant to corporate development and talent reserve and ensures human resources are in line with business development, established a talent training system in conformance with market standards, and nurtured talent pool and carried out training in a purposeful and planned manner, striving to build a high-quality cadre talent team that is “loyal to the enterprise, comprehensive in quality, and bold to take up commitment” to provide talent and wisdom support for the Company’s development.



**Picture: Backup sand table course “Business Battle”**



**Picture: Training of “Costs and Profitability of Operation and Business Expansion of Property Management Enterprises in the Internet Era”**



## Caring for Employees and Establishing Harmonious Relationships (Continued)



Picture: Training of “Profit is the Top Priority — The Way of Operation and Control for Property Project Managers”



Picture: Training of “Property Services Spotlight Planning and Execution”



Picture: Training of security team “Golden Guards”



Picture: Financial Street Property Professional Skills Contest

## Caring for Employees and Establishing Harmonious Relationships (Continued)

### FULLY PROTECTING EMPLOYEES’ RIGHTS AND INTERESTS

➤ Offering a diverse range of employee benefits

In order to provide employees with better protection, apart from the basic salary, the Company provides three types of benefits, namely statutory benefits, guidance benefits and supplementary benefits. Before the Spring Festival of 2023, the Company launched the activity of “Caring for Employees, Sharing Warmth in Winter”. The Company’s labour union visited employees suffering from sickness and dispatched employees to understand the health and living conditions of the employees, and sent care and blessings on the festive occasion. The labour union distributed holiday souvenirs to all employees as blessings for the Spring Festival. Guangzhou Branch of the Company was awarded the five-star union organisation in Huadu District.



Picture: Guangzhou Branch being awarded the five-star union organisation in Huadu District

➤ Enriching the spare time of employees

The Company has built homes to employees, which is a comprehensively enhanced structure of the labour unions, and provides integrated facilities at the labour union level for the leisure and recreation of employees after work, such as setting up small reading corners, newspaper and magazine racks, and organising reading activities to educate through entertainment; providing cultural and sports facilities, e.g. kicking shuttlecocks and skipping ropes, to enrich the leisure activities of employees; holding seminars to listen to employees’ suggestions and views to facilitate workplace democratic; organising a variety of cultural activities for the spare time of employees, not only to cultivate temperament of employees and drive the vitality of the labour union, but also to enhance the work motivation of employees.



Picture: Winning the championship of “the Cup of Safety and Health” of Beijing

Picture: Employee walkathon

## Caring for Employees and Establishing Harmonious Relationships (Continued)



**Picture: Employee badminton competition**

**Picture: Chess competition, e.g. gomoku and Chinese checkers**

In the summer of 2023, in accordance with the “Management Measures for Heatstroke Prevention and Cooling”, the Company sent coolness to frontline employees, equipped each project with heatstroke prevention medical kits and medicines, and distributed heatstroke prevention supplies to all employees, to help them stay cool in the summer.

In 2023, the Company further improved the protection for employees by conducting a detailed analysis of the characteristics of employees and renewed the “Mutual Aid Insurance Plan for Major Diseases of Employees” and the “Mutual Aid Insurance Plan for Special Diseases of Female Employees” for a total of 409 employees to enhance their ability to resist risks and provide them with more comprehensive protection.

### ➤ Protecting the rights and interests of female employees

In accordance with the “Special Provisions on the Labour Protection of Female Employees”, the Company implemented the “four-period” protection of female employees and carried out a series of activities on the theme of “love home, love society, love enterprise, love customers, love life”, and made earnest efforts to provide protection to female employees.



**Picture: Activities for female employees of Financial Street Property**



## Caring for Employees and Establishing Harmonious Relationships (Continued)

### ➤ Prioritising employees' safety and health

In accordance with the requirements of the occupational health and safety system to reflect the “people-oriented” business philosophy, the Company organises employee health examinations. Employees with mild or irrelevant illness will be reminded to pay more attention to prevention and treatment. In case of serious illness that may affect work and personal health and safety, it will be dealt in strict accordance with relevant national regulations and the actual situation of the Company and the position.

The Company organises physical examination for employees every year, and customised physical examination packages according to the age group and gender of employees. For employees aged over 40, the Company has also added inspection items such as carotid artery, Doppler and thyroid function.

According to the analysis report provided by the medical examination centre, the employees of the Company were in good health condition in general and had no severe illness during the year. Regarding the sub-health conditions of employees, the medical examination centre conducts regular health promotion and education for the employees, and establishes a detailed health file for each employee who received health check, so as to keep track of their health conditions. Employees may compare their own health conditions over the years and make enquiries through APP at any time. In addition, during peak seasons of influenza and other epidemics, the labour union will purchase common medicines and distribute them to employees free of charge.

**Table: Statistics of work-related injuries and work-related fatalities**

Indicators	2023 Data	2022 Data	2021 Data
Lost days due to work-related injuries (day)	1,192	445	720
Number of work-related fatalities occurred in each of the past three years	0	0	0
Proportion of work-related fatalities occurred in each of the past three years	0	0	0

## Caring for Employees and Establishing Harmonious Relationships (Continued)

**Table: Employment-related KPIs**

Indicators	Number of employees in 2023	Number of employees in 2022	Employee turnover rate in 2023	Employee turnover rate in 2022
Employees	5,536	4,584	17.58%	21.31%
By gender				
Male	3,459	2,972	16.22%	18.58%
Female	2,077	1,612	19.89%	25.84%
By age group				
Aged 30 or below	648	700	31.25%	34.08%
Aged 31–50	3,009	2,724	14.90%	17.48%
Aged 50 or above	1,879	1,160	14.55%	19.43%
Total workforce by employment type				
Full-time	5,374	4,572	17.51%	21.38%
Part-time	162	12	24.07%	3.85%
By geographical regions				
Eastern China	724	726	18.28%	17.23%
Central China	54	34	31.65%	52.70%
Northern China	2,658	2,728	12.94%	20.13%
Southern China	1,416	396	31.41%	35.00%
Northeastern China	24	24	17.24%	7.69%
Southwestern China	660	676	22.98%	20.99%

*Note:* Eastern China includes Shanghai, Jiangsu, Zhejiang, Anhui, Jiangxi, and Shandong;

Central China includes Henan, Hubei, and Hunan;

Northern China includes Beijing, Tianjin, Shanxi, Hebei, and Inner Mongolia;

Southern China includes Fujian, Guangdong, Hainan, Guangxi, and Hong Kong;

Northeastern China includes Heilongjiang, Jilin, and Liaoning;

Southwestern China includes Chongqing, Sichuan, Guizhou, Yunnan, and Tibet;

Northwestern China includes Shaanxi, Gansu, Ningxia, Qinghai, and Xinjiang.

## Caring for Employees and Establishing Harmonious Relationships (Continued)

### ➤ Setting up an employee hotline

Since the official launch of the hotline of the labour union, the service scope has included keeping informed of severe illness, accidents, fires and other unexpected circumstances of employees and their family and conveying condolences and providing assistance in a timely manner; assisting employees in making outpatient appointments, so as to eliminate their difficulty in registration; providing consultation on secondary medical reimbursement for in-service employees; providing consultation and other services on mutual insurance; and collecting opinions and suggestions from employees, to build a communication bridge between employees and the Company.

### ➤ Implementing the workers' congress system

The Company has put in place the workers' congress system and refers significant matters to the Workers' Congress for democratic deliberation. In April 2023, the Workers' Congress extensively solicited the views of the employee representatives on the "Collective Bargaining Wage Agreement" as well as the "Collective Contracts for Protection of the Rights and Interests of Female Employees", and invited staff representatives to sign the comments and reach resolutions. The "Collective Bargaining Wage Agreement" was renewed in a timely manner.



# Pursuing Environmental Protection and Sustainability

The Company pays attention to the harmonious development of human and nature and is committed to providing high-quality services, conducts in-depth study of the “double carbon” policy and strictly implemented the national green development concept. The Company abides by the Environmental Protection Law of the People’s Republic of China, the Energy Conservation Law of the People’s Republic of China, the Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, the Measures for Environmental Administrative Penalties, the Implementation Plan for the Domestic Waste Classification System, the Regulations on the Administration of Domestic Waste in Beijing, the Regulation of Beijing Municipality on City Appearance and Environmental Sanitation, the Regulations of Beijing Municipality on Smoking Control and other laws and regulations. At the same time, the Company has formulated the Energy Management Manual of Financial Street Property to take measures that are technically feasible, economically reasonable and in line with environmental protection requirements, which effectively promotes the Company’s energy management, improves energy efficiency, reduces the Company’s operating costs, and promotes energy saving and emission reduction.

## IDENTIFYING ENVIRONMENTAL RISKS FACTORS

In terms of climate change, the Company attaches great importance to the risks brought by climate change and has adopted a series of measures. At present, climate change factors that pose risks to operations mainly include snowstorms, heavy rains, floods, droughts, lightning, typhoons, etc.

In response to extreme weather disasters, the Company has established a complete emergency management system based on years of management experience and built the “Safety Production Management Manual” and formulated the “Extreme Weather Risk Identification and Assessment Table” on such basis. At the implementation level, property projects in various regions may, according to their own disaster risks (e.g. emergency prevention and control of heavy rains and typhoons for the southern region, as well as emergency response and preventive measures on droughts, snowstorms and cold flows, which has been improved according to the Company’s policy in view of the extreme weather in recent years), cooperated with customers to carry out local emergency plan drills on a regular basis according to local conditions to improve response to emergency disaster weather and comprehensively protect the personal and property safety of customers.

In 2023, the Company organised the supplemental identification and update of environmental factors at functional management centres and service centres. After identification and evaluation, the Company identified and evaluated 190 environmental factors in 26 regions in six categories (energy consumption, resource consumption, air pollution, water pollution, land pollution and noise pollution) for 2023, including 74 important environmental factors identified by evaluation. Corresponding target indicator plans were formulated. Amidst rapid expansion of the Company’s business, there were many factors affecting the environmental factors and, as such, dynamic management and control were performed in daily project operation based on the actual situation.

## Pursuing Environmental Protection and Sustainability (Continued)

**Table: Extreme Weather Risk Identification and Assessment Table**

Source of risks	Level of risks	Impact of risks	Countermeasures
<b>Thunderstorm and heavy rain</b>			
Façade hanger/tall trees	Middle	Falling objects from height and personal injury	Strengthen daily patrol and inspection, and increase the frequency of patrol in extreme weather to pay attention to personal safety
Movable items on windowsill	Low	Damage caused by falling object	Communicate with and remind the property owner in time
Drainage facilities	Low	Waterlogging and personal injury	Inspect emergency equipment and facilities before, during and after the flood season, and formulate emergency plans and conduct drills
Lightning protection facilities	Low	Lightning strike and fire	Engage a third party to conduct lightning protection inspection on a regular basis every year, and inspect equipment on a daily basis
Power supply system	Middle	Electric shock, power failure	Complete the switching operation once a year, and complete the maintenance according to the maintenance plan
Underground parking lot	Low	Waterlogging and property loss	Before, during and after the flood season, inspect emergency equipment and facilities and materials, empty rainwater gutters in a timely manner and formulate emergency plans and conduct drills

## Pursuing Environmental Protection and Sustainability (Continued)

Source of risks	Level of risks	Impact of risks	Countermeasures
Garbage generated by weather factors	Middle	Scratch, waterlogging, epidemic	Timely cleaning and disinfection
Offenders	Low	Personal injury and property loss	Strengthen control of entrance and exit
<b>Strong wind and dust</b>			
Façade hanger/tall trees	Middle	Falling objects from height and personal injury	Strengthen daily patrol and inspection, and increase the frequency of patrol in extreme weather to pay attention to personal safety
Movable items on windowsill	Low	Damage caused by falling object	Communicate with and remind the property owner in time
Public facilities and equipment	Middle	Equipment damage	Strengthen daily inspections, and reinforce and timely repair outdoor equipment
<b>Heavy fog</b>			
Public lighting equipment	Low	Personal injury	Check weather forecast, reasonably arrange work schedule of outdoor operators, and check emergency supplies reserve in time
Vehicles	Middle	Traffic accident and property loss	Strengthen guidance and remind people to go slow
<b>High temperature/dry weather</b>			
Glass façade and ceramic tile	Middle	Burst and fall off and personal injury	Conduct daily inspection, and increase the frequency of patrol in extreme weather to pay attention to personal safety
Power supply system	Middle	Electric shock and fire	Conduct regular inspection



## Pursuing Environmental Protection and Sustainability (Continued)

Source of risks	Level of risks	Impact of risks	Countermeasures
People with poor immunity	Low	Heat stroke	Check weather forecast, reasonably arrange work schedule of outdoor operators, and check emergency supplies reserve in time
Greening plants	Low	Withering	Pay attention to irrigation
Bacteria and mosquitoes	Middle	Disease and epidemic	Strengthen disinfection and pest control and conduct regular inspection
<b>Freezing rain and snow</b>			
Public facilities and equipment	Low	Equipment damage	Closely monitor and timely repair
Traffic line	Low	Traffic accidents, personal injuries	Check weather forecast, activate emergency plan in time, and conduct daily inspections of emergency supplies
Greening plants	Low	Frostbite and withering	Pay attention to ice and snow removal

*Note:*

Low-level risks refers to risks of minor personal injury to property owners and relatively controllable property damage. Middle-level risks refers to risks of moderate personal injury to property owners or substantial property damage. High-level risk refers to risks of severe personal injury to property owners or severe property damage.

## Pursuing Environmental Protection and Sustainability (Continued)

### GREEN OFFICE CONCEPT OF FOUR CONSERVATIONS AND ONE REDUCTION

In 2023, the Company implemented energy-saving office measures to encourage employees to develop low-carbon concepts in daily work and the good habit of being green, low-carbon, environmental and frugal. The following “four conservations and one reduction” are the key elements of green office concept:

With respect to water conservation, we increased inspections of water supply equipment and pipelines, carried out repairs and replacements in a timely manner, and eliminated the occurrences of “running, dropping, dripping and leakage”. Water conservation signs were displayed at all locations of water supply. In daily work and meetings, the concept of “bring your own cup” was promoted to reduce the use of disposable paper cups and bottled water.

With respect to energy conservation, the air conditioning temperature in all offices was required to be not lower than 26°C in summer and not higher than 22°C in winter. The standby time of office equipment such as computers, copiers, and printers, was reduced. Dedicated personnel were responsible to check whether switches were turned off after work.

With respect to fuel conservation, we enhanced the management of official vehicles, strictly controlled the number of official vehicle trips, and strived to reduce carbon emissions.

With respect to office supplies conservation, we encouraged print on both sides to reduce paper consumption, promoted networked and information-based offices, and used OA system, procurement system and other paperless office systems to reduce paper consumption.

With respect to pollution reduction, we arranged dedicated personnel to collect toner cartridges for third-party recycling, and set up in offices waste classification recycling bins, waste battery collection bins, etc.

### ACTIVE PROGRESS IN ENERGY CONSERVATION AND EMISSION REDUCTION

The purpose of the Company’s energy-saving management is to effectively reduce the energy consumption of various properties through scientific management, technological transformation and behaviour guidance, save resources and protect the environment to the maximum extent, and strive to build property management activities for energy-saving and low-carbon living communities under the fundamental premise of ensuring property service quality. The measures taken by the Company have achieved certain results and have been recognized by professional certification bodies and relevant government departments.

## Pursuing Environmental Protection and Sustainability (Continued)

### ➤ Establishing Energy Conservation and Emission Reduction Target and Focusing on Indicators

According to the carbon emission indicators issued by the Beijing Climate Change Research Centre, the Company has set a target of 3% reduction of electricity consumption in the public area each year and, through the internal energy management system, conducts analysis on the month-on-month and year-on-year data on a monthly basis to exert stringent control over the use of energy. The competent functional department holds an energy analysis meeting every quarter with the participation of all project managers and supervisors to ensure the energy saving and consumption reduction target is achieved on schedule.

In 2024, the Company will continue to promote energy saving and emission reduction activities, and strengthen publicity and training for owners, partners and employees on low-carbon, waste reduction, energy conservation, and water conservation. In terms of emission targets, the Company will build a carbon emission management system, improve the environmental management and collection process for property projects under management, and at the same time fully explore opportunities for renewable energy and carbon reduction technologies, striving to reduce carbon emissions year by year. In terms of waste reduction targets, the Company will further strengthen waste management, increase the proportion of waste recycling, and reduce the discharge of hazardous waste. In terms of energy use and water conservation, the Company will also phase out high-energy-consuming obsolete equipment, actively explore water-saving facilities and water circulation and water treatment technologies to further reduce energy consumption and water consumption per unit area under management.

In order to actively respond to the call for carbon peaking and carbon neutrality, the Company purchased and consumed 2 million kWh of green electricity in 2023, achieving a carbon dioxide emission reduction of 1,208 tonnes, increasing the proportion of green electricity consumption and giving a hand to the implementation of the green emission reduction policy in China.



Picture: Green Electricity Consumption Certificate



## Pursuing Environmental Protection and Sustainability (Continued)

### ➤ Enhancing promotion of environmental protection

Earth Day-the earth for all: The earth is the home of mankind. The 54th Earth Day was held on 22 April 2023 with “Earth 4 All” as its theme. The Company has thoroughly studied and implemented Xi Jinping’s thoughts on ecological civilization, developed the ecological civilization concept of “respecting nature, adapting to nature, and protecting nature”, advocated a green way of living of “caring for the earth, protecting the earth, and cherishing resources”, and promoted the collective construction of a clean and beautiful world.

### ➤ Creating Low-carbon Application Scenarios

The Company provides management services to the Ronghui Jingyuan Community in Tianjin, in which an intelligent waste classification and renewable resource recycling model has been created on the basis of domestic waste classification to reduce carbon emissions. The community is equipped with intelligent waste classification and recycling terminals and classification rooms. The six recycling terminals have integrated 5G technology, RFID technology, QR code technology and neural network technology to enable precise classification and delivery of food waste at a fixed time and at a fixed point and achieve “double carbon” through managing from the source. We have established and improved a full-process classification management system for classified disposal, classified collection, classified transportation, and classified processing of domestic waste, and built a full chain of waste classification and treatment to substantially meet the requirement of 100% harmless disposal rate of domestic waste. The community has reduced the amount of other waste disposal by approximately 30%. The resource utilization rate has reached more than 36%, realizing the recycling and reuse of community resources and resulting in pollution reduction and carbon reduction. This project won the Tianjin Low Carbon (Zero Carbon) Application Scenario Award.



**Picture: Low Carbon Application Scenario Project**

The Company actively participates in green construction. In 2023, the Yuetan Financial Street Centre project and Xinmao Building project managed by the Company were recognized as Three-star Green Construction Promotion Units.

## Pursuing Environmental Protection and Sustainability (Continued)



**Picture: Green Construction Promotion Unit Certificates**

### ➤ Significant Improvement in Emission Indicators

The Company's achievements in energy conservation and emission reduction are also clearly reflected in various key performance indicators related to emissions. In 2023, the Company's emissions of nitrogen oxides, sulphur oxides, and particulate matter further improved as compared to 2022. In particular, nitrogen oxide emissions decreased by 30.29% as compared to 2022. Sulphur oxide emissions decreased by 15.21% as compared to 2022. Greenhouse gas emissions (scope 1) decreased by 14.32% as compared to 2022. However, due to the expansion of the Company's business scale, the resumption of work and production, and the impact of climate change, the Company's purchased electricity increased, resulting in a rebound in greenhouse gas emissions (scope 2). With respect to waste, the total amount of non-hazardous waste also decreased as compared to 2022. Total non-hazardous waste disposal per GFA under management decreased from 0.13 tonnes/10,000 sq.m. to 0.10 tonnes/10,000 sq.m. The Company's emission reduction measures have achieved remarkable results. The level of hazardous waste disposal per GFA under management remained the same as compared to 2022 and continued to remain at a low emission level. At the same time, the Century Industrial Building and Tin King Estate projects which are managed and served by the Group in Hong Kong have won the Zero Carbon Contribution Award from CE100 Hong Kong. Tsing Tai Court project has won the Certificate of Merit of the Programme on Source Separation of Domestic Waste Commendation Scheme organised by the Hong Kong Environmental Protection Department.



**Picture: Projects that won the Zero Carbon Contribution Award**

## Pursuing Environmental Protection and Sustainability (Continued)



**Picture: Project that won the Certificate of Merit of the Programme on Source Separation of Domestic Waste Commendation Scheme**

With respect to energy consumption, due to the Company's resumption of work and production, the Company's total energy consumption rebounded as compared to 2022. In addition, due to the impact of climate change, the Company's heating was delayed for a total of 14 days at the beginning and the end of 2023. The long duration of extreme heat waves in the summer of 2023 was also the major reasons for the increase in energy consumption. However, the Company's direct energy consumption decreased significantly by 14.34% as compared with 2022 while we have still achieved certain results in reducing direct energy consumption such as vehicle use. With respect to water resources, with the further implementation of water-saving measures such as eliminating the occurrences of "running, dropping, dripping and leakage", adjusting water output from faucets, analysing water consumption fluctuations, and promoting water-saving, the Company's water consumption per GFA decreased by 0.2%, and the water-saving measures have achieved initial results.

## Pursuing Environmental Protection and Sustainability (Continued)

**Table: KPIs related to emissions**

Indicators	2023 Data	2022 Data
<b>Types of emissions and emissions</b>		
Nitrogen oxides emissions (kg)	261.51	375.15
Sulphur oxides emissions (kg)	0.39	0.46
Particulate matter emissions (kg)	24.79	30.05
<b>Greenhouse gas emissions and intensity</b>		
Total GHG emissions (tonnes)	83,002.09	61,446.60
Greenhouse gas emissions per unit area under management (tonnes/10,000 sq.m.)	18.99	17.58
Scope of direct emissions (Scope 1) (tonnes)	57.85	67.52
Gasoline (tonnes)	57.36	66.99
Diesel (tonnes)	0.49	0.52
Indirect emissions (Scope 2) (tonnes)	82,944.24	61,379.08
Purchased electricity (tonnes)	82,944.24	61,379.08
<b>Total hazardous waste and intensity</b>		
Total amount of hazardous waste disposal (tonnes)	3.74	2.90
Waste ink cartridges (tonnes)	0.16	0.13
Waste toner cartridges (tonnes)	1.12	0.99
Waste fluorescent lamp tubes (tonnes)	1.93	1.22
Waste batteries (tonnes)	0.53	0.56
Total hazardous waste disposal per GFA under management (tonnes/10,000 sq.m.)	0.0008	0.0008
<b>Total non-hazardous waste produced and intensity</b>		
Total amount of non-hazardous waste disposal (tonnes)	437.20	440.27
Domestic waste (tonnes)	389.91	395.26
Office paper (tonnes)	47.29	45.01
Total non-hazardous waste disposal per GFA under management (tonnes/10,000 sq.m.)	0.10	0.13

*Note:*

1. The scope of disclosure of emission-related performance indicators in 2023 includes the office areas of the Company's business segments, as well as the property management public areas of projects under management (excluding commission-based projects).



## Pursuing Environmental Protection and Sustainability (Continued)

- Based on the operational characteristics, the emissions of nitrogen oxides, sulphur oxides and particulate matters mainly come from gasoline and diesel consumed by the Company's vehicles. The emissions are calculated in accordance with the "How to Prepare an ESG Report Appendix II: Reporting Guidance on Environmental Key Performance Indicators".
- Based on its operational characteristics, the Company's greenhouse gas emissions mainly come from purchased electricity and vehicle fuels, including carbon dioxide, methane and nitrous oxide. Greenhouse gas emissions are presented in carbon dioxide equivalent and calculated based on the 2019 Baseline Emission Factors for Regional Power Grids in China issued by the Ministry of Ecology and Environment of the People's Republic of China and the 2019 Amendment to the 2006 IPCC Guidelines for Greenhouse Gas Inventories issued by the Intergovernmental Panel on Climate Change (IPCC).
- The hazardous wastes involved in the operation of the Company mainly include waste ink cartridges, toner cartridges, fluorescent tubes and batteries.
- The non-hazardous waste involved in the Company's operation mainly includes office domestic waste and waste office paper, of which domestic waste is estimated based on the number of people and the average daily production coefficient of domestic waste.

**Table: Energy and Resources Consumption Related KPIs**

Indicators	2023 Data	2022 Data
<b>Total energy consumption (MWh)</b>	123,675.94	91,458.51
<b>Direct energy consumption (MWh)</b>	251.54	293.65
Gasoline (MWh)	249.91	291.89
Diesel (MWh)	1.63	1.75
<b>Indirect energy consumption (MWh)</b>	123,424.40	91,164.86
Purchased electricity (MWh)	123,424.40	91,164.86
<b>Energy consumption per GFA under management (MWh/10,000 sq.m.)</b>	28.30	26.14
<b>Water consumption (tonnes)</b>	1,511,747.81	1,212,619.70
<b>Water consumption per GFA under management (tonnes/10,000 sq.m.)</b>	345.92	346.61

*Note:*

- The scope of disclosure of key performance indicators related to energy and resources consumption in 2023 includes the office areas of the Company's business segments and the property management public areas of the projects under management (excluding commission-based projects).
- The energy consumption data is calculated based on the consumption of purchased electricity and vehicle fuel and the relevant conversion factors provided in the General Principles for Calculation of Comprehensive Energy Consumption (GB/T 2589-2008).
- Water consumption of the Company comes from municipal water supply, and there is no issue in sourcing water that is fit for purpose.
- Packaging materials data is not applicable to the Company's business.

## Connecting with Society Gallantly

### PRACTICING THE LOVE FOR THE COUNTRY AND THE PARTY

In 2023, the Company always attached great importance to fulfilling its responsibilities as a state-owned enterprise. In order to promote the education of party members and strengthen the business development of “red properties”, the Company’s party committee and various grassroots party organizations and labour unions organized relevant activities on various occasions.

#### ➤ Patriotic movie screenings

In February 2023, in order to inspire the cadres and employees to be loyal to the party and the love for the country, the Company’s party committee organized all affiliated party organizations to hold a party day with the theme of “strict adherence to the party and eternal red spirit “. More than 190 party members, cadres and employees watched the movie “Hidden Blade”.



**Picture: Employees at the movie screening of Hidden Blade**

#### ➤ Passing on the spirit of the great wall

In April 2023, in order to thoroughly study and implement the spirit of the 20th National Congress of the Party, promote the red tradition, pass on the spirit of the Great Wall, unite and guide the employees to make a new progress, the Company’s party committee, labour union, and youth league committee jointly held the activities “Striving to Be the Main Force for New Progress” to bring more than 100 employees to the Mutianyu Great Wall.



**Picture: Employees at the activity to pass on the spirit of the Great Wall**

## Connecting with Society Gallantly (Continued)

### ➤ Visit at the former National Mongolian and Tibetan school

In June 2023, the Company's party committee brought more than 100 party members and cadres, party newbies and youth league members to the former site of the National Mongolian and Tibetan School to experience the magnificence of the exchanges and relations within the Chinese nation, and to participate in cultural projects with various ethnic characteristics to enhance their historical confidence and look for advancement in the future through the charm of the Chinese national culture.



**Picture: Employees at the former site of the National Mongolian and Tibetan School**

### ➤ Celebration for the 102nd Anniversary of the Party

On the occasion of celebrating the 102nd anniversary of the Communist Party of China, the Company's party committee organized a series of activities "Discovering the Red Footsteps and Passing on the Red Spirit". Members of the affiliated party organizations and party newbies visited various red education bases such as the former site of the National Mongolian and Tibetan School, the Marxist Practice Education Base, the Baita Temple in Beijing, the Former Residence of Ji Xiaolan, and the Beijing Tianqiao Impression Museum to implement the spirit of the 20th National Congress of the Party and the important instructions of General Secretary Xi Jinping to "make good use of red resources, promote red traditions, and pass on red genes." We strive for the great revival of the Chinese nation through uniting our efforts with "Red Wall Consciousness", inheriting the red gene of the Party and promoting the glorious tradition of the Party.



**Picture: Visit at the red education base**



## Connecting with Society Gallantly (Continued)

### ➤ Party Course on Xi Jinping thought on socialism with Chinese characteristics for a new era

With the theme of firmly grasping the general requirements of “studying ideas, strengthening party spirit, focusing on practice, and making new achievements”, the Company’s grassroots party branch conducted a party course on Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, aiming to enhance the ideals and beliefs of all party members and to be consistent in thought, work and life through nurturing party spirit in service, improving self-cultivation, thereby becoming the role models as a guidance for party members.

### ➤ Party Day

The Company carried out in-depth education on studying and implementing Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era throughout the system, the report of the 20th National Congress of the Party, the “Constitution of the Communist Party of China”, “Excerpts of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era” and other materials, and made good use of on-site education points. Party members and cadres were organized to visit and study in the educational bases on the Party Day. Grassroots party organizations visited Xicheng District Red Wall Awareness Party Education Base, Baizhifang Paper Culture Museum, Xicheng District Dashilan Cultural Street Red Education Base, Niujie Red Parlor and Beijing Coloured Porcelain Museum and other locations to visit and study.



**Picture: Party Day**

The Company organised and held the Party Day with the theme of “Remembering the Martyrs and History” to promote the spirit of heroic sacrifice. By revisiting the oath of party membership, the passion of party members and cadres was further stimulated. Charitable donations by party members were actively held.



**Picture: Charitable Donation**



## Connecting with Society Gallantly (Continued)

### STAYING ENTHUSIASTIC IN SOCIAL WELFARE

The Party Committee of the Company has always be committed to “doing practical things for the public” and, based on the leadership of the Party, through provision of community service, led the Party members and cadres to devote themselves to the practice of serving the people, such as providing free repair services and air-conditioning cleaning services for the disadvantaged groups; assisting community streets in managing shared bicycle parking and maintaining traffic order, so as to solve problems and do practical things for the public with real actions.

#### ➤ Protecting healthy growth by rejecting tobacco

The 36th World No Tobacco Day took place on 31 May 2023 with the theme “Protecting Growth by Rejecting Tobacco”. Tobacco caused more than 8 million deaths around the world every year. Every cigarette brings harm to more than one person. Facing the environmental harm of tobacco, the Company calls for voluntary rejection against the harm of tobacco smoke, active participation in a healthy, green and environmentally friendly lifestyle, and joint creation of a healthy and smoke-free environment.



Picture: Smoke-ban promotion

## Connecting with Society Gallantly (Continued)

### ➤ Caring for the disadvantaged

In January 2023, Jinyuehuafu Community under Huizhou Huicheng Branch won the title of “Enthusiastic in Social Welfare and Returning to Society”. The Huicheng Jinyue Huafu project organized the enthusiastic services of social welfare volunteers, occasionally bringing warmth and care to the elderly who were busy taking care of children in the community, showcasing the thoughtfulness, warmth, enthusiasm and caring in front of the property owners. The relationship between the property service centre and the property owners therefore became closer. Through social welfare activities and creating a good social atmosphere, employees were encouraged to take the initiative to provide care and warmth to the elderly to further promote the spirit of traditional virtues.



**Picture: Commendation to Jinyue Huafu for its enthusiasm in social welfare**

In March 2023, the North China District Party Branch of Financial Street Property joined hands with the local party service centre to mobilize all party members and people of the 20 projects under their jurisdiction to actively participate in the “Protection of Heart with the Warmth and Innovation of the Guidance of the Party” charitable donation to help left-behind children in rural areas grow healthily, where a total of 1,281 books were donated. These practical actions represented the inheritance and promotion of Lei Feng’s spirit, demonstrated the generous love of serving the people and contributing to society, and embodied the social responsibility and commitment of state-owned enterprises.



**Picture: Certificate of the Protection of Heart with the Warmth and Innovation of the Guidance of the Party**

## Connecting with Society Gallantly (Continued)

In April 2023, Huizhou Huicheng Branch won the honorary title of “Charitable Unit for the Social Welfare of Disabled” from the Used Clothes Recycling Project Team of the Huicheng District Employment Assistance Agency for Disabled Persons. Used Clothes Recycling for Disabled benefits both the disabled and the society. By recycling and reusing used clothes, employment opportunities and economic income for disabled people are created, while the amount of waste is also reduced. The care and concern for the disabled are promoted and contribute to the welfare and social development for the disabled.



**Picture: Honorary title of Charitable Unit for the Social Welfare of Disabled**

### ➤ Traffic order voluntary activity

Since April 2023, the Company has responded to the call of the Capital Civilization Office to organize civilization units to carry out the “I Claim, I Serve” intersection civilization volunteer guidance service activity, actively worked at the northeast corner of the intersection of Xiwai Avenue and Gaoliangqiao Road, and called on party members and cadres to participate in the intersection civilization guidance to allow Xicheng District to “strive to become a national civilization model urban district”.



**Picture: Intersection Civilization Voluntary Activity**

## Connecting with Society Gallantly (Continued)

### ➤ “Promoting the Spirit of Lei Feng and Creating a Civilization Urban Area” activity

In March 2023, the Company’s party committee and youth league committee jointly launched a Party and League Day with the theme of “Promoting the Spirit of Lei Feng and Creating a Civilization Urban Area”. Through contents such as neighbour care, waste classification, popularization of recreation and science, ecological civilization, civilization guidance, and creation of peace, the participants carried out volunteer services and promoted practical activities based on the actual needs of the community, while participating in works such as cleaning up debris in corridors, cleaning up used bicycles, removing small advertisements, and disinfecting public toilets.



**Picture: “Promoting the Spirit of Lei Feng and Creating a Civilization Urban Area” activity**

### ➤ Winter Clothes Donation

In October 2023, the Company’s labour union organized employees to participate in the 2023 winter clothes fundraising event of “Sharing Love and Care with Warm Clothes” to donate winter clothing to poverty alleviation units, including cotton-padded clothes, down jackets, quilts, autumn clothes and trousers, sweaters, jackets, hats, scarves and gloves.

### ➤ Caring Company

Top Property Services Company Limited, a subsidiary of Financial Street Properties, takes actions to participate in social organizations to promote corporate social responsibility and support the disadvantaged. In 2023, it received the Caring Company certificate from the Hong Kong Council of Social Service, which fully reflects its caring actions in the business sector.



**Picture: The Caring Company certificate awarded by the Hong Kong Council of Social Service**



## Connecting with Society Gallantly (Continued)

### ➤ Other social activities and awards

In 2023, the Company further improved its service quality and obtained five-star corporate after-sales service certificate, corporate social responsibility management system certificate, corporate integrity management system certificate, property service certificate, information security management system certificate, occupational health and safety management system certificate, environmental management system certification, energy management system certificate and other certificates. The standardized management level of the Company has been further improved. Meanwhile, the Company and its subsidiaries have always focused on their customers, consistently performed corporate responsibilities, and through practical actions such as in-depth community governance and considerate customer care, have received widespread appreciation from the society and customers. The countless honours, banners and letters of gratitude represent the great recognition of the Company's service quality.



Picture: Banners and letters of gratitude from customers

# Appendix: Environmental, Social and Governance Reporting Guide Content Index

Areas	Aspects	Performance Indicators	Chapter
Environment	A1 Emissions	General Disclosure: Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the listed company relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Pursuing Environmental Protection and Sustainability
		A1.1: The types of emissions and respective emissions data.	Pursuing Environmental Protection and Sustainability
		A1.2: Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Pursuing Environmental Protection and Sustainability
		A1.3: Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Pursuing Environmental Protection and Sustainability
		A1.4: Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Pursuing Environmental Protection and Sustainability
		A1.5: Description of emission target(s) set and steps taken to achieve them.	Pursuing Environmental Protection and Sustainability
		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.	Pursuing Environmental Protection and Sustainability

## Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	A2 Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Pursuing Environmental Protection and Sustainability
		A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Pursuing Environmental Protection and Sustainability
		A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Pursuing Environmental Protection and Sustainability
		A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Pursuing Environmental Protection and Sustainability
		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.	Pursuing Environmental Protection and Sustainability
		A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable to the Company's businesses
A3 The Environment and Natural Resources		General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.	Pursuing Environmental Protection and Sustainability
		A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Pursuing Environmental Protection and Sustainability
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.	Pursuing Environmental Protection and Sustainability
		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.	Pursuing Environmental Protection and Sustainability

## Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
Social	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.	Caring for Employees and Establishing Harmonious Relationships
		B1.1 Total workforce by gender, employment type (i.e. full- or part-time), age group and geographical region.	Caring for Employees and Establishing Harmonious Relationships
		B1.2 Employee turnover rate by gender, age group and geographical region.	Caring for Employees and Establishing Harmonious Relationships
	B2 Health and Safety of Employees	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.	Caring for Employees and Establishing Harmonious Relationships
		B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Caring for Employees and Establishing Harmonious Relationships
		B2.2 Lost days due to work injury.	Caring for Employees and Establishing Harmonious Relationships
		B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Caring for Employees and Establishing Harmonious Relationships



## Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B3 Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Caring for Employees and Establishing Harmonious Relationships
		B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Caring for Employees and Establishing Harmonious Relationships
		B3.2 The average training hours completed per employee by gender and employee category.	Caring for Employees and Establishing Harmonious Relationships
	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.	Caring for Employees and Establishing Harmonious Relationships
		B4.1 Description of measures to review employment practices to avoid child and forced labour.	Caring for Employees and Establishing Harmonious Relationships
		B4.2 Description of steps taken to eliminate such practices when discovered.	Caring for Employees and Establishing Harmonious Relationships

## Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B5 Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.	Ensuring Compliance Governance
		B5.1 Number of suppliers by geographical region.	Ensuring Compliance Governance
		B5.2 Description of practices relating to engaging suppliers, number of suppliers where practices are being implemented, and how they are implemented and monitored.	Ensuring Compliance Governance
		B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Ensuring Compliance Governance
		B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Ensuring Compliance Governance

## Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	B6 Product Responsibility	<p>General Disclosure: Information on:</p> <p>(a) the policies; and</p> <p>(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.</p>	<p>Building a Foundation of Service Excellence</p> <p>Ensuring Compliance Governance</p>
		B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable to the Company's businesses
		B6.2 Number of products and service related complaints received and how they are dealt with.	Building a Foundation of Service Excellence
		B6.3 Description of practices relating to observing and protecting intellectual property rights.	Ensuring Compliance Governance
		B6.4 Description of quality assurance process and recall procedures.	Not applicable to the Company's businesses
		B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Ensuring Compliance Governance

## Appendix: Environmental, Social and Governance Reporting Guide Content Index (Continued)

Areas	Aspects	Performance Indicators	Chapter
	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.	Ensuring Compliance Governance
		B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Ensuring Compliance Governance
		B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Ensuring Compliance Governance
		B7.3 Description of anti-corruption training provided to directors and staff.	Ensuring Compliance Governance
	B8 Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the listed company operates and to ensure its activities take into consideration the communities' interests.	Connecting with Society Gallantly
		B8.1 Focus areas of contribution (e.g. education, environmental matters, labour needs, health, culture and sport).	Connecting with Society Gallantly
		B8.2 Resources contributed (e.g. money or time) to the focus areas.	Connecting with Society Gallantly