

保利物業服務股份有限公司

POLY PROPERTY SERVICES CO., LTD.

A JOINT STOCK COMPANY INCORPORATED IN THE PEOPLE'S REPUBLIC OF  
CHINA WITH LIMITED LIABILITY

STOCK CODE :06049.HK

從心刷新

Attentively Refresh



2023

ENVIRONMENTAL,  
SOCIAL AND GOVERNANCE REPORT

# About the Report

## Reporting Guideline

This report is prepared in accordance with the *Environmental, Social and Governance Reporting Guide* set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited ("Hong Kong Stock Exchange"). At the same time, it refers to the *Consultation Paper on Enhancement of Climate-related Disclosures Under the Environmental, Social and Governance Framework issued by Hong Kong Stock Exchange*, as well as the *Reference of ESG Indicators System for ESG Reports of Listed Companies Controlled by Central State-owned Enterprises* issued by the State-owned Assets Supervision and Administration Commission of the State Council (SASAC).

## Reporting Scope

The report is the fifth environmental, social and governance ("ESG") report published by Poly Property Services Co., Ltd. The report primarily discloses the Company and its subsidiaries' ESG performance, along with the relevant information during the period from January 1, 2023 to December 31, 2023. Unless otherwise specified, the scope of this report is consistent with the 2023 Annual Report of Poly Property Services Co., Ltd. The scope of entity covers Poly Property Services Co., Ltd. and its subsidiaries. The business covers property management services, value-added services to non-property owners, and community value-added services. The business portfolio covers residential communities, commercial and office buildings as well as the public and other properties.

## Reporting Principles and Data Sources

The report is based on the reporting principles of materiality, quantitative, balance and consistency of the *Environmental, Social and Governance Reporting Guide*. The data and cases are all extracted from statistical reports and relevant documents of the Company. The Company assures that the report is free of false records or misleading statements and takes responsibility for the authenticity, accuracy and completeness of the content. Unless otherwise specified, the monetary amounts in this report are in RMB.

### Materiality:

A materiality assessment is conducted to identify and evaluate material ESG topics for the Company's operations and external stakeholders.

### Quantitative:

The report discloses key quantifiable indicators and sets relevant targets where applicable.

### Balance:

The report objectively states the Company's efforts in all ESG aspects, including service, environment, employee, and community.

### Consistency:

The preparation method remains consistent with previous years, and any changes that may affect meaningful comparison with previous reports have been explained in the corresponding positions.

## Reference Terms

For better expression and readability, Poly Property Services Co., Ltd. is also referred to as "the Company" or "Poly Property", Poly Property Services Co., Ltd. together with its subsidiaries are referred to as "the Group" or "We" in the report.

## Confirmation and Approval

The report was reviewed and approved by the board of directors of the company (the "Board of Directors" or "Board") on March 26, 2024 for release.

## Access to the Report

The electronic version of report can be accessed from the designated website of Hong Kong Stock Exchange ([www.hkexnews.hk](http://www.hkexnews.hk)) or the Company's official website ([www.polywuye.com](http://www.polywuye.com)).

## Feedback

If you have any questions or suggestions on this report and its content, please contact us via the following methods:

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Email: [stock@polywuye.com](mailto:stock@polywuye.com)

# Message from Senior Management

Dear stakeholders,

**As we navigate through time, each year presents a new chapter with new opportunities.** 2023 marked a year of significant progress for Poly Property. Driven by enthusiasm and a spirit of bold advancement, we embarked on a journey of transformation that spanned from thought to actions, pushing beyond the traditional boundaries of property services to elevate the quality and scope of our management services in response to the public's aspiration for a better life. Over the past 365 days and nights, we steadfastly pursued our corporate mission of "achieving refined governance that makes ways for good achievement," actively engaging in the new societal paradigm based on collaboration, participation and common interests. Our commitment to social responsibility and progress has allowed us to contribute more to society, fostering sustainable and high-quality development.

**Delivering innovation-driven premium services.** In 2023, we made new breakthroughs and improvements in quality service, transforming community services nationwide with innovative and smart service models. Our efforts made community services smarter, more accessible, and more efficient. Aligning with national strategies and policies and the modernization of social governance, we developed the "all-round public services management model of Poly Property" for community-level social governance, invigorating towns, villages, and cities with renewed vitality and shared development. Our revamped 4T service model for state-owned assets and the introduction of the novel "Star Shield Model" cater to the evolving needs of enterprise development with tailored, embedded services.

**Practicing green development by championing ecological harmony.** 2023 marked a new milestone in our journey towards green and low-carbon transition. By standardizing environmental management standardization, we enhanced energy efficiency, saved resources and reduced waste generation. We have successfully renewed the external certification of our ISO 14001:2015 environmental management system. We advocate for a green culture with concrete actions, such as, leading environmental public welfare initiatives, promoting waste sorting and recycling, and encouraging both employees and owners to collaboratively foster green communities.

**Building a brighter future through heritage and collaboration.** In 2023, as responsible corporate citizens, we aligned with national strategies and regional economic trends, making significant contributions to primary-level governance and rural vitalization. With an open and collaborative spirit, we focused on nurturing the development of businesses throughout the industry chain, exploring cooperation potential, fostering resource sharing, and leveraging complementary strengths to jointly drive industry prosperity and progress. We also prioritized employee development, launching talent training programs targeting five key teams to enhance the professional skills and management expertise of our employees, thereby supporting our workforce in realizing their career aspirations and achieving their professional value.

**Consolidating the foundation for development by reinforcing governance.** In 2023, we firmly capitalized on our distinct advantages as a state-owned enterprise in governance, strengthening the Party leadership while refining our corporate governance framework to cultivate a modern and robust corporate system aligned with Chinese characteristics for a state-owned enterprise. We maintained high standards of business ethics and integrity, and collaborated closely with regulatory bodies to ensure compliance with applicable laws, regulations, and policies, to foster a culture of honesty within our workplace, and secure compliant operations and sustainable development.

As the saying goes, "What's past is prologue." Looking forward, we are set to further our impact in the era of comprehensive property management as a state-owned enterprise, align our business development strategies with the needs of the times and national priorities, and strive to create more "Poly benchmarks" for facilitating a better life through soft infrastructure development.

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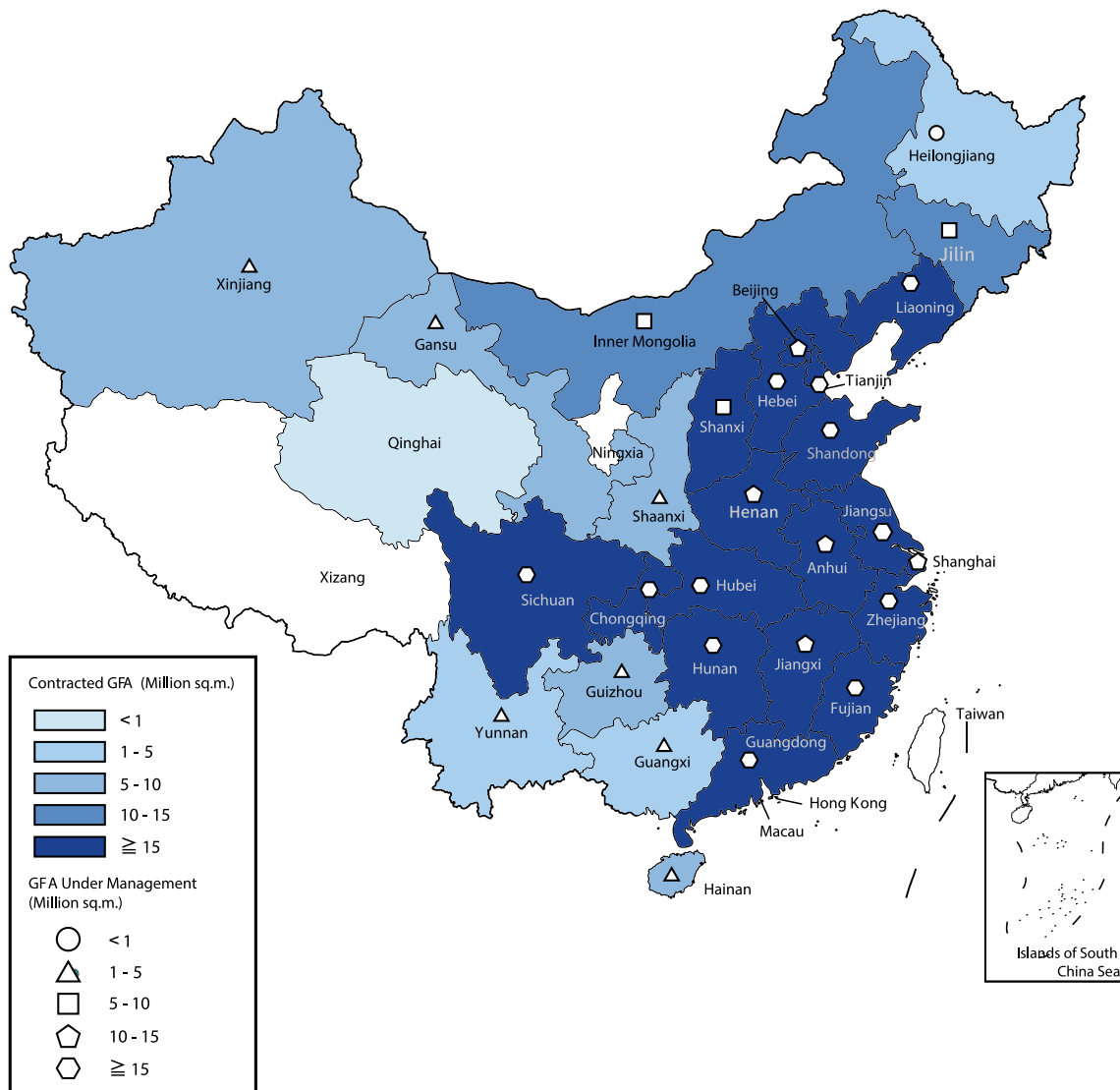
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# About Us

## Company Profile

Poly Property Services Co., Ltd. is a leading comprehensive property management service provider in China with extensive property management scale and state-owned background. According to the ranking of 2023 Top 100 Property Management Companies in China by the China Index Academy, the Group ranked the third among the Top 100 Property Management Companies in China and the first in terms of service scale among the property management companies with state-owned background. The Group adheres to our corporate mission of "to serve the people by managing and achieving", and is committed to providing customers with quality services that meet the needs of a better life and has won a good reputation in the industry. Our brand was valued at approximately RMB24.1 billion in 2023. The Group has actively pushed forward the "Comprehensive Property" strategic layout, and its management business portfolio covers residential communities, commercial and office buildings and public and other properties. As at 31 December 2023, the Group's contracted gross floor area ("GFA") and GFA under management was approximately 922.2 million sq.m. and 719.6 million sq.m. respectively, covering 209 cities across 29 provinces, municipalities and autonomous regions in China.



## Credit and System Certification

No.	Certification	Date of issue	Date of expiry
1	ISO 27001: 2013 information security management system	2021/6/25	2024/6/24
2	ISO 55001:2014 asset management system	2021/7/7	2024/7/6
3	SA 8000:2014 social responsibility management system	2023/9/18	2026/9/17
4	GB/T 31950-2015 integrity management system	2023/8/3	2026/8/2
5	GB/T 31863-2015 evaluation index of enterprise quality credit	2023/8/3	2026/8/2
6	ISO 37001:2016 anti-bribery management system	2021/8/10	2024/8/9
7	ISO 22000:2018 food safety management system	2021/12/6	2024/12/5
8	ISO 22301:2012 business continuity management system	2021/12/28	2024/12/27
9	ISO 50001:2014 energy management system	2022/11/15	2025/11/14
10	ISO/IEC 20000-1: 2018 information technology management system	2022/11/29	2025/11/28
11	ISO 45001:2018 occupational health and safety management system	2024/1/4 <sup>1</sup>	2027/1/20
12	GB/T 19025-2023 training management system	2023/7/13	2026/7/12
13	ISO 41001:2018 facility management system	2023/12/25	2026/12/25
14	ISO 9001: 2015 quality management system	2024/1/4 <sup>1</sup>	2027/1/15
15	GB/T 15496-2017 standards system	2023/8/3	2026/8/2
16	ISO 14001: 2015 environmental management system	2024/1/4 <sup>1</sup>	2027/1/7

1.The relevant system standards expire in 2024 and were successfully renewed on January 4, 2024.

## Company Honors

### At the Operation Level

Awards	Awarding Entity
2023 TOP 100 Property Management Companies in China (TOP 3)	Beijing China Index Academy
2023 Top 10 of China Property Management Companies	CRIC Property Management/China Property Management Research Association
2023 Top 100 Property Service Companies in China (TOP 2)	CRIC Property Management/China Property Management Research Association
2023 Top 20 Listed Company of Property Management Service	CRIC Property Management/China Property Management Research Association
2023 China Leading Operation Brand of Specialized Property Service Companies (brand value of RMB24.1 billion)	Beijing China Index Academy
2023 China TOP 10 Property Management Companies in terms of Business Size	Beijing China Index Academy
2023 China TOP 10 Property Management Companies in terms of Business Performance	Beijing China Index Academy
2023 China Leading Property Management Companies in terms of Service Quality	Beijing China Index Academy
2023 Leading Companies in Smart City Service of China's Property Management	Beijing China Index Academy
2023 China Excellent State-owned Property Management Companies	Beijing China Index Academy
2023 Top 10 State-owned Listed Companies of China Property Management Service (TOP1)	CPM Think Tank, China Academy of Engineering Physics
2023 TOP 20 Listed Companies of China Property Management Service (TOP2)	CPM Think Tank, China Academy of Engineering Physics

### At the Sustainable Development Level

Award	Awarding Entity
ESG Best Practice Cases	China Association of Public Companies
Ranking 28th on the "China ESG Listed Company Greater Bay Area Pioneer 50" list	China Enterprise Reform & Development Society
2023 GoldenBee CSR China Honor Roll - "Impact · Leading Enterprise"	China Sustainable Tribune / GoldenBee Think Tank
2023 TOP10 ESG Sustainable Development	E-House Real Estate R&D Institute
2023 Leading Listed Company of Property Management Service - ESG Sustainability TOP10	CRIC Property Management/China Property Management Research Association



## Key ESG Performance

### Economic



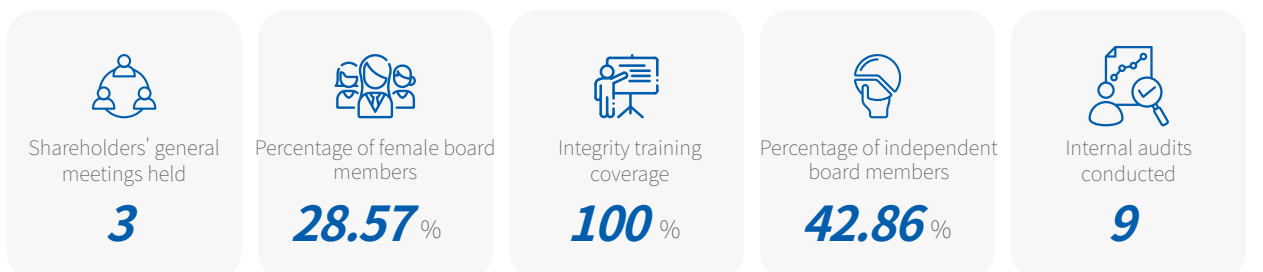
### Social



### Environmental



### Governance



# ESG Governance

## Board Statement

The Board is responsible for determining the Group's ESG management strategies and takes full responsibility for the Company's environmental, social and governance strategies and reporting. The Board will actively participate in ESG related management matters of the Company through regular reporting, special reporting and daily inquiries by the ESG working group, including but not limited to: assessing and determining the materiality and priority of ESG issues, determining the ESG-related risks and opportunities assessed and identified, deciding on the ESG relevant management system, reviewing ESG issues with significant impact on the Group's business development and their progress, and reviewing and approving the Company's annual ESG report, etc. The Board deliberated and approved the Company's 2023 ESG report on March 26, 2024, confirming the disclosure of the Group's actions and achievements in responding to climate change, lowering carbon emissions, ensuring the safety of customers, and supporting rural vitalization to the public.

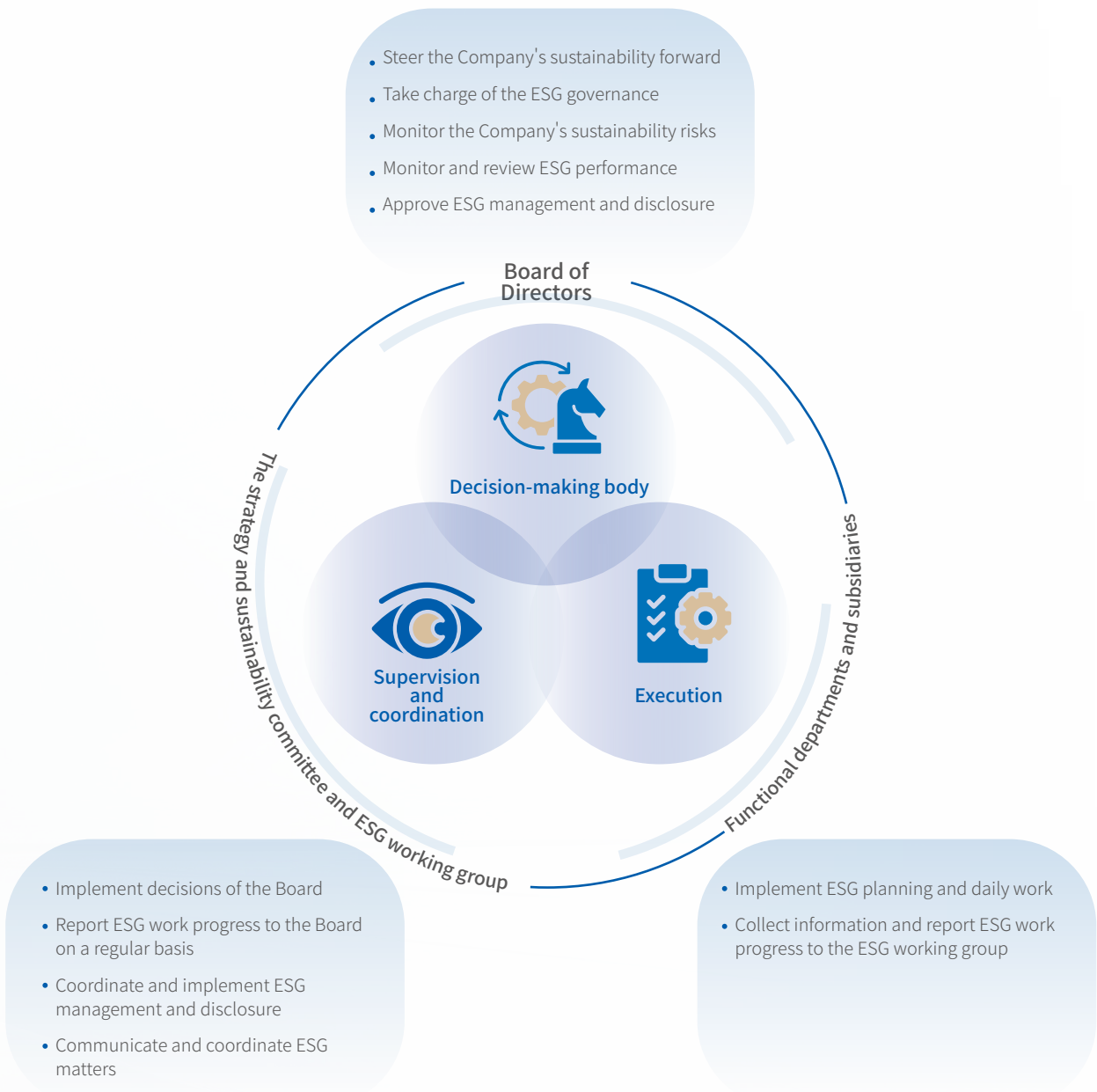
## ESG Management Strategy

Adhering to our corporate mission of "to serve the people by managing and achieving", we are committed to maintaining close ties with stakeholder groups, such as customers, investors, governments, suppliers and non-profit organizations, etc., so as to build a win-win value ecosystem. With those efforts, we continuously create sustainable corporate value in areas such as corporate governance, environmental protection, labor rights and community development.



## ESG Governance Structure

Following the vertical workflow of "decision-making, supervision and coordination, and execution", we have established a sustainability governance framework composed of the Board, the strategy and sustainability committee<sup>(note)</sup>, ESG working group, functional departments and subsidiaries, to promote the implementation of ESG practices in our group. Among them, the Board, the decision-making body of the Company, is responsible for the Company's ESG governance, and leads the decision-making of ESG management. The strategy and sustainability committee and ESG working group, serving on the supervision and coordination level, is responsible for implementing Board resolutions, coordinating ESG matters, preparing ESG reports, and reporting ESG progress to the Board on a regular basis. Each functional department and subsidiary, serving on the execution level, are responsible for rolling out initiatives set up by the ESG working group, reporting ESG work progress and data and implementing ESG management.



Note: The strategy and sustainability committee was established on March 26, 2024

# Materiality Analysis of ESG Topics

We regularly conduct materiality evaluations and analysis, and have effectively identified 30 ESG topics related to the Group through the process of "identification, prioritization, evaluation, and review". Based on the results of the internal interviews, 9 highly material topics and 13 moderately material topics were identified, forming a materiality matrix for the year 2023.

### Identification of ESG topics

Based on the Company's business model, state's policies and ESG disclosure trends of the industry, 30 material ESG topics were identified, including services, environment, employment, labor, governance and community.

### Survey on stakeholders

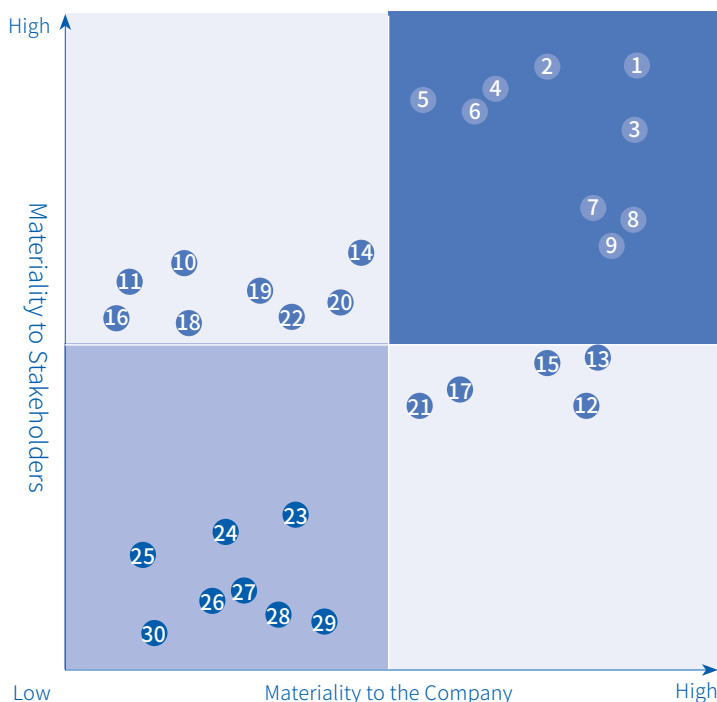
We collect opinions from stakeholders through interviews with executives and staff to further identify the Company's material topics.

### Materiality analysis

Internal and external experts are invited for a conference, and prioritize ESG topics in "materiality to the Company" and "materiality to stakeholders". A materiality matrix was then prepared.

### Confirmation by the Board

The Board reviews the results of materiality analysis and confirms key disclosure information of the reporting year and future work for improving ESG performance.



The tier-1 topics (the topics that have the most critical and material potential impact on sustainable development)

The tier-2 topics (material topics that have great potential impact on sustainable development)

The tier-3 topics (material topics that have relatively low potential impact on sustainable development)

The tier-1 topics	Topics classification	The tier-2 topics	Topics classification	The tier-3 topics	Topics classification
1 Service quality	S	10 Information security and privacy protection	S	23 Protecting biodiversity	E
2 Employee occupational health and safety	S	11 Employee compensation and benefits	S	24 Philanthropy and social services	S
3 Compliance operation	G	12 Supply chain management	S	25 Fair competition	G
4 Customer health and safety	S	13 Water resources management	E	26 Promoting the industry	S
5 Customer satisfaction	S	14 Energy management	E	27 Regulated governance	G
6 Risk management	G	15 Waste management	E	28 Intellectual property protection	G
7 Anti-corruption	G	16 Diversified value-added services	S	29 Green office and green culture	E
8 Employee vocational training and development	S	17 Promoting grass-roots social governance	S	30 Green property management and operation	E
9 Greenhouse gas emissions management	E	18 Employee recruitment and team building	S		
		19 Employee diversity and equal opportunities	S		
		20 Smart services	S		
		21 Preventing child labor and forced labor	S		
		22 Addressing climate change	E		

# Stakeholder Communication

We are committed to establishing long-term trust and cooperation with various stakeholders. We actively track stakeholders' opinions and suggestions on our group by our multi-level, multi-channel communication mechanism. We also review our performance on key issues to ensure that we can respond effectively to stakeholder needs while improving our ESG governance capabilities and performance.

Stakeholders	Major expectations and requirements	Communication and response methods
 <b>Investors / shareholders</b>	<ul style="list-style-type: none"> <li>Protecting shareholders' rights and interests</li> <li>Improving information transparency</li> <li>Reducing business risks</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders' general meeting, investors hotline and email, etc.</li> <li>Investor communication meetings, performance briefings, roadshows and counter roadshows, announcements and circulars, etc.</li> <li>Internal audit supervision, regular risk identification and response</li> </ul>
 <b>Customers</b>	<ul style="list-style-type: none"> <li>Providing professional and comfortable services</li> <li>Ensuring customer safety</li> <li>Respecting customer privacy</li> <li>Protecting customer rights and interests</li> </ul>	<ul style="list-style-type: none"> <li>Diversified community activities and intelligent services</li> <li>First aid knowledge and skills training, emergency drills</li> <li>Information security management system certification</li> <li>Surveys on customer satisfaction, meetings with property owners, service hotline, mini program</li> </ul>
 <b>Government &amp; regulatory agencies</b>	<ul style="list-style-type: none"> <li>Operating in compliance with laws and regulations</li> <li>Implementing state's policies</li> <li>Serving society and people's livelihoods</li> </ul>	<ul style="list-style-type: none"> <li>Compliance training and anti-corruption training</li> <li>Report to the government and government inspections</li> <li>Social public governance</li> </ul>
 <b>Employees</b>	<ul style="list-style-type: none"> <li>Protecting the rights and interests of workers</li> <li>Guaranteeing for occupational health and safety</li> <li>Competitive remuneration and benefits</li> <li>Democratic communication</li> </ul>	<ul style="list-style-type: none"> <li>Compensation and benefits system, and compliant employment</li> <li>Safety management system, and employee medical examination</li> <li>Employee training and promotion mechanism</li> <li>Workers congress, Staff's democratic life meetings, etc.</li> </ul>
 <b>Suppliers &amp; partners</b>	<ul style="list-style-type: none"> <li>Supplier equity</li> <li>Win-win cooperation</li> <li>Promoting industry development</li> </ul>	<ul style="list-style-type: none"> <li>Public procurement and empowerment training</li> <li>Building a cooperation platform</li> <li>Participating in industry exchange</li> </ul>
 <b>Non-profit organizations &amp; the public</b>	<ul style="list-style-type: none"> <li>Realizing low-carbon transformation</li> <li>Developing social welfare</li> <li>Supporting rural vitalization</li> </ul>	<ul style="list-style-type: none"> <li>Energy conservation and consumption reduction, addressing climate change, and environmental charity</li> <li>Volunteer activities and charitable donations</li> <li>Empowering urban governance</li> </ul>

### ESG Spotlight

## Innovating at the Primary Level for China's Social Governance Based on Sound Urban Governance

Progressing towards a "comprehensive property" strategy, Poly Property consistently enhances our holistic service models to strengthen primary-level social governance. By improving emerging public services and sharing insights on the primary-level governance of communities & townships and urban public management, we aim to establish a framework for China's primary-level social governance that can be adapted globally.

#### Why are we working on this?

#### The intrinsic need for urban governance upgrade

In the report to the 20th CPC National Congress, President Xi Jinping underscored the imperative of advancing rural vitalization across the board to bridge the urban-rural development gap for finding the Chinese path to modernization. Recent challenges in urban governance include public goods shortages, resource distribution imbalances, and ecological damage. Primary-level governance in towns is increasingly becoming a strategic national issue. Determining how to effectively advance the modernization of governance in urban and rural communities represents a significant industry challenge, as these areas form the "soft infrastructure" of primary-level governance.

#### Where can we make a breakthrough?

#### Accelerating holistic service development

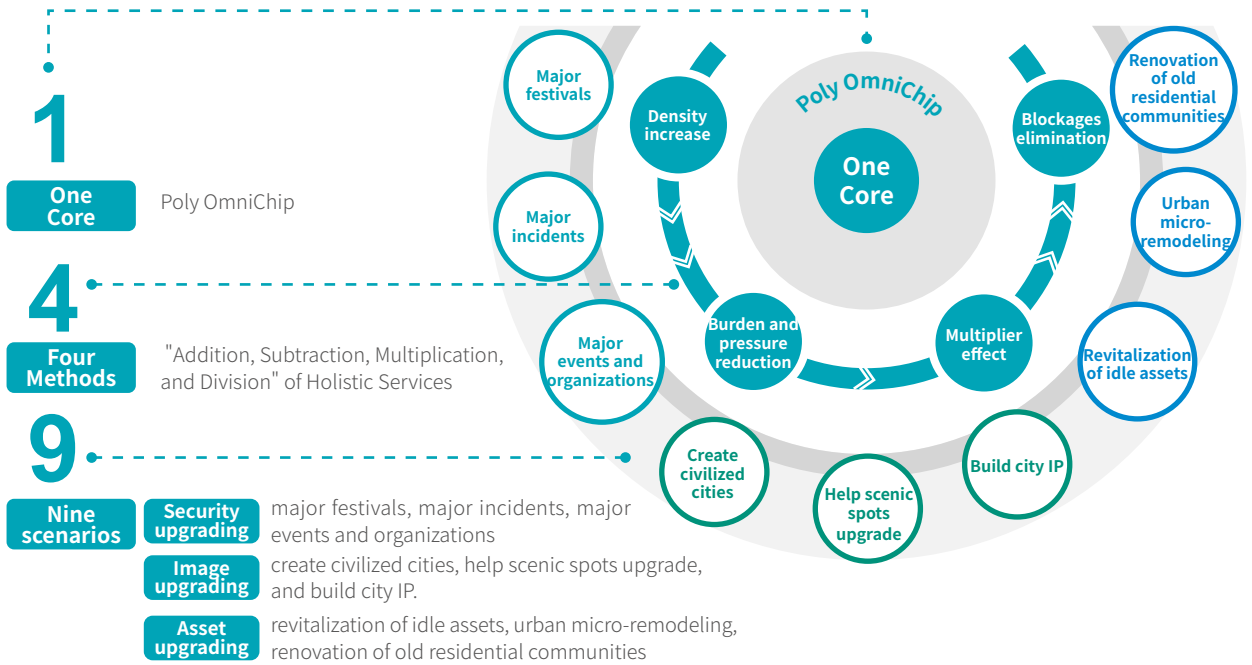
In its mission to modernize primary-level social governance, Poly Property has delved into the "World Town" topic, studying governance practices from 100 exemplary towns worldwide. This global insight has guided our recommendations for enhancing primary-level governance in China today: transitioning from micro-services to comprehensive governance and fast-tracking the development of holistic service solutions under the dual pressure of demand innovation and in-depth practice. By leveraging the current strengths of property enterprises in providing refined, targeted, and efficient micro-services, we aim to meet government demands for a shift from fragmented to holistic governance.

### Upgrade of property services



## Our innovative practice — The "holistic flywheel" model

After seven years of experience accumulation, exploration, and upgrading, Poly Property unveiled the "holistic flywheel" model for collaborative primary-level social governance in 2023. This innovative approach focuses on enhancing city branding, focusing on strategic priorities, establishing model zones, and generating influential spheres. To realize the applicability of the "holistic flywheel," Poly Property has developed a holistic service solution featuring "one core, four approaches, and nine scenarios", providing an integrated and collaborative solution for primary-level governance.



**+** **Addition**

By increasing service density and broadening service regions, we enhance management precision through a layered approach called "network in network".

**-** **Subtraction**

We take on non-core tasks from government entities, offering comprehensive governance and services by designating multiple responsibilities to single roles.

**×** **Multiplication**

Utilizing the "four teams" for holistic service and "RADAR smart service system", we continue to bolster primary-level operational capabilities.

**÷** **Division**

Fostering multi-departmental collaboration and a coordinated response strategy, we have significantly reduced emergency response time and enhancing overall incident resolution capability.



The "holistic flywheel" model launched at the 2023 Conference on Social Governance, Collaborative Innovation, and Quality Development and the 4th Town Mayor Forum

Special Focus

Enhancing city images with accelerated development of holistic service

With holistic service, Poly Property has crafted distinctive city profiles for various locales, such as Xitang Ancient Town and Yaozhuang Town, Jiashan of Zhejiang Province, Canton Tower Scenic Spot, and Guangzhou Haizhu Wetland Park, elevating city images and business environments. This enhancement increases the well-being index of residents, draws in talent, and elevates the standard of governance on a holistic level.



Canton Tower Scenic Spot

Poly Property merges Party-building efforts with grid management, enhancing service quality and efficiency through smart integration. By embodying the management synergy of "Party building, grid system, and intelligent solutions", we empower the modernization of urban governance. Over two years, our efforts have transformed the Canton Tower Scenic Spot, setting exemplary standards for cleanliness, orderliness, and safety, to the extent that visitors could comfortably sit on the ground. This enhancement not only elevated the scenic spot's appeal but also reinforced Guangzhou's image as a welcoming "living room" for the city.



Haizhu Wetland Park in Guangzhou

At Haizhu Wetland Park, Poly Property champions urban ecological preservation, creating a lush public haven. Embracing a philosophy of shared ecological excellence and holistic service the Company has enhanced wetland resource management, ecological surveillance, and people-centered service offerings. This helps the breakthrough for the park's ecological rehabilitation and preservation, earning it a spot among internationally recognized wetlands and affirming its status as Guangzhou's vibrant "green heart."



City Butler Project in Minzhi, Longhua District, Shenzhen

After stationing in Longhua District, Shenzhen, Poly Property has assisted the government in environmental sanitation through grid-based fine governance. With the integrated sanitation service in the mode of "Holistic Service", blocks have been divided into 62 grids based on the scope of the neighborhoods and amenity inspectors have been set up to rectify illegal business operation of stores and indiscriminate piling. These efforts assist in eliminating the dead corners and loopholes of the urban governance and also help the local community to solve the difficulties of comprehensive urban environmental management.





## ESG Spotlight

# Forging ahead with enterprise and fortitude to Consolidate the Ideological Foundations for High-Quality Corporate Growth

2023 was the first year for comprehensively implementing the guiding principles of the 20th CPC National Congress. We focused on learning and implementing the guiding principles of the 20th CPC National Congress, and earnestly studied Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era. We underscored the importance of setting high standards in political development, broadening the coverage of ideological leadership, and integrating Party building with business development. Through building our Party-building brand, we strived to elevate Party building efforts in the new era to new levels, securing it as a robust political foundation for our high-quality development.

## Strengthening the foundations of Party building

Guided by the guiding principles of the 20th CPC National Congress, we prioritized political advancement and strengthened the Party's overall leadership. Our commitment to theoretical studies continually sharpened the focus and scientific approach of our primary-level Party-building efforts. By embedding Party-building activities within our operations, we aimed to enhance the quality of our Party building, uniting Party members to play a pioneering and exemplary role, thereby injecting a dynamic energy into the high-quality corporate development.

### Strengthening political leadership



Throughout 2023, we delved into 52 priority topics, notably the directives from President Xi Jinping on engaging Party members directly with primary-level efforts. These efforts include disseminating Party guidelines, policies, and principles, conducting field research, resolving public complaints directly, and fulfilling duties on-site. Additionally, we convened five study sessions revolving around the guiding principles of the 20th CPC National Congress, high-quality development, and the leadership of top-tier talents, thereby pooling collective wisdom.



We earnestly practiced the guiding principle that the Party's leadership over state-owned enterprises is fundamental, and modernizing the enterprise system is the definitive direction for reforming state-owned enterprises. We introduced the Poly Property Management Measures for the Decision-making on Major Issues, Important Appointments and Removals, Major Projects and the Use of Large Amounts of Funds and the Pre-review List for Party Organizations on Significant Operational and Management Issues, clearly delineating the responsibilities and authority of each governance body. We optimized the regular management mechanisms of Party committees and instituted standardized pre-review procedures to highlight the leading role of Party organizations in setting strategic direction, considering the bigger picture, and guaranteeing solid implementation.



Our democratic life meetings were meticulously organized, with the Party committee diligently fulfilling nine specified tasks before, during, and after each session. By prioritizing criticism and self-criticism, we sought to deepen the political, principled, and combative qualities of our Party life, thereby reinforcing the ideological foundation of our corporate culture.

### Enhancing ideological development



We organized a series of thematic activities titled "The Guiding Principles of the 20th CPC National Congress at the Forefront," inviting the Guangdong Provincial Party Committee School to enlighten our team. We sparked over 200 study and discussion sessions across all our organizational levels. Additionally, we integrated "studying the Party Constitution and Party rules, speeches, and organizing relevant exams" with significant occasions such as the July 1 celebration.



A detailed "Theme Education Implementation Plan" was devised. Accordingly, we set up leading teams and operational frameworks to facilitate both group learning of Party committees and exchanges across different levels, thereby nurturing a strong culture of ongoing and comprehensive theoretical learning.



Our Party members and officials gave 35 Party lectures, and primary-level Party organizations held more than 80 learning sessions. These collective efforts effectively translated the core principles of theme education into practical steps that contribute to the high-quality development of our company.

**Strengthening primary-level organizations**



Aligning with our corporate operations and organizational reform, we dynamically refined the structure of our Party organizations, establishing a coherent and effective system from top to down.



We focused on building three key teams, and evaluated primary-level Party secretaries on their leadership in Party building efforts, ensuring that the "secretary team" exercise full and strict governance over the Party, and uphold their core job responsibilities alongside the Party branch's obligations. We ensured the selection process for Party members is rigorously managed to raise the caliber of the Party member team. Furthermore, we offered standardized training on Party building to enhance the capacity of our Party affairs team.



We initiated a pilot "CPC and Youth League commando team" project, mobilizing the young Party members and Youth League members in addressing demanding tasks through joint construction, volunteer service, and project assistance.

Party Committee meetings held

**21**

Pre-reviewed issues

**104**

Front-line lectures on the guiding principles of the 20th CPC National Congress delivered

**85**

Sessions organized for young Party members and Youth League members to study the original text of the report to 20th CPC National Congress and important speeches by President Xi Jinping

**138**



The Poly Property Party Committee is conducting a special reading program to deepen understanding of Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era

## Integrating Party building with our business

We dedicated to converting the developmental advantages of the Party into tangible strengths for corporate development. Utilizing the "Spark Model" as a medium, we embedded strategic Party building efforts into links like market development and project management. This approach allowed our Party organizations at all levels to make precise and impactful contributions to merging Party building with business management, steering our company toward high-quality development.

**Insight into the Spark Model**

The "Spark Model" encapsulates Poly Property's pioneering Party building brand based on collaboration, participation and common interests amongst the government, property managers, and owners. This model brings Party building practices directly to the business forefront through initiatives like the "Spark Community," tailored to "community scenario", the "Spark Block," designed for "public service scenario", and the "Spark Building," developed for "commercial office building scenario."



Our "Spark Station - Spark Unit - Spark Guard Model": Enhancing the "Governance of a Great Country" through Sound Governance at the Primary Level was heralded as **a excellent example of Party building innovation among state-owned enterprises in 2023.**

**Case Creating the "Starfire Block" to establish a model of community building and sharing**

The three and four phases of the Fulong District, where the Mengjiang Community Comprehensive Governance Service Project is launched, is a typical demolition and resettlement self-built community in the street of Mengyang. There have always been problems such as filthy surroundings and chaotic parking of vehicles for a long time. On September 1, 2023, Poly Property formally stationed in the Fulong District, and built up a management system incorporating owners' representatives, community grid workers, and property personnel with the operation method of "Party Building + Grid", through establishing Starfire Stage at main entrances and exits, and building a Party Service Center, to improve vehicle management and safety management in the district.

**Case Empowering women through Party building**

In a collaborative effort, Guangzhou Poly Business Commercial Property Development Co.,Ltd. and the Haizhu District Women's Federation in Guangzhou initiated the "Closer Connections, Empowering Women" initiative aimed at empowering women in the buildings, and introduced the "Spark Haven" as a dedicated space for activities. This project leverages the Buildings Party organization and integrates with the Women's Federation's initiatives, focusing on women's empowerment through Party building. It advances the integration of Party building with women's development, creating an innovative environment based on property services. This approach ensures a one-stop service workspace that offers a range of convenience services tailored to women's needs, thus positioning itself as a trusted friend, companion, and supporter of women working in the building.



## Enhancing Party building brand

We fully leveraged the cohesive, radiative, and leading strengths of the main Party-building brand, "Spark", encouraging innovation in Party-building approaches. By hosting activities that showcase the distinctive "one brand per branch" ideology, we motivated our subsidiaries to create their own sub-brands to facilitate a rich Party-building ecosystem of "one core with multiple supports".



The "Branch Brand" has been published in the **People's Daily, Xuexi.cn and other official media for many times**, and has been selected as a case study of **Lean Thinking of Party Building by Poly Group.**

**12**

Distinctive Party building brands nurtured through diligent cultivation, refinement, and summary

The Shanghai branch actively drew on the excellent experience of "building the brand of 'Party Branch of the Spark Unit'" to build a service platform of "Two Teams and One Station" (Party Member Team, Blue Sky Volunteer Team, Red Cube Volunteer Service Station) in Xitang scenic area. In 2023, Xitang Scenic Area Property Service Center was awarded the One-star National Youth Model Unit Award.

The Foshan subsidiary's General Party Branch initiated the Shining Spark Campaign to offer business skill enhancement for Poly Spark Class students by adopting a "government + enterprise + owner" cooperative training model.



The General Party Branch of Poly Commercial Property Development Co., Ltd. launched the "Nebula Fortress" Party building initiative for its building projects, implementing "centralized platform management and one-touch control." This effort successfully led to the establishment and accreditation of seven "Love Stations."

# Enhancing Service Excellence Through Innovation

We steadfastly uphold our foundational commitment to quality service, practicing the mission of "to serve the people by managing and achieving". By innovating in service models, enhancing service quality management, and deepening digital empowerment, we aim to combine high-standard services with professional attitudes and an outstanding commitment to service excellence. Our high-quality services better meet the public's aspiration for a better life.

## Goal Setting

Remain true to our mission of "serving the people," striving to meet customer expectations with premium services.

Commit to the equitable development of urban and rural public services, empower primary-level social governance with innovative and expand public services.

Align with the *Opinions on Deepening Smart Community Construction* to actively advance the development of smart communities.

## Progress Review

Introduced a "customer experience perception evaluation system" to bridge the gap between actual services and customer experience. Constantly innovated in our service models across various sectors to keep pace with evolving customer demands. Established a service center for major customers to create a comprehensive quality service solution for developers.

Launched a new "holistic flywheel" model and a service framework of "one core, four approaches, and nine scenarios" to enhance primary-level social governance.

Inaugurated Poly West Coast Community Service Center's smart community service model, extending these advanced services to 104 projects across 32 districts nationwide.

### UN Sustainable Development Goals (SDGs)





# Delivering Heartfelt Service

We focus on understanding and aligning with the customer's perspective, striving to bridge the gap between the actual property services and customers' experience. By integrating digital and intelligent solutions into service scenarios, we upgrade social and cultural activities to create communities filled with compassionate care, and improve living experiences through sincere and heartfelt service.

## Improving service experience

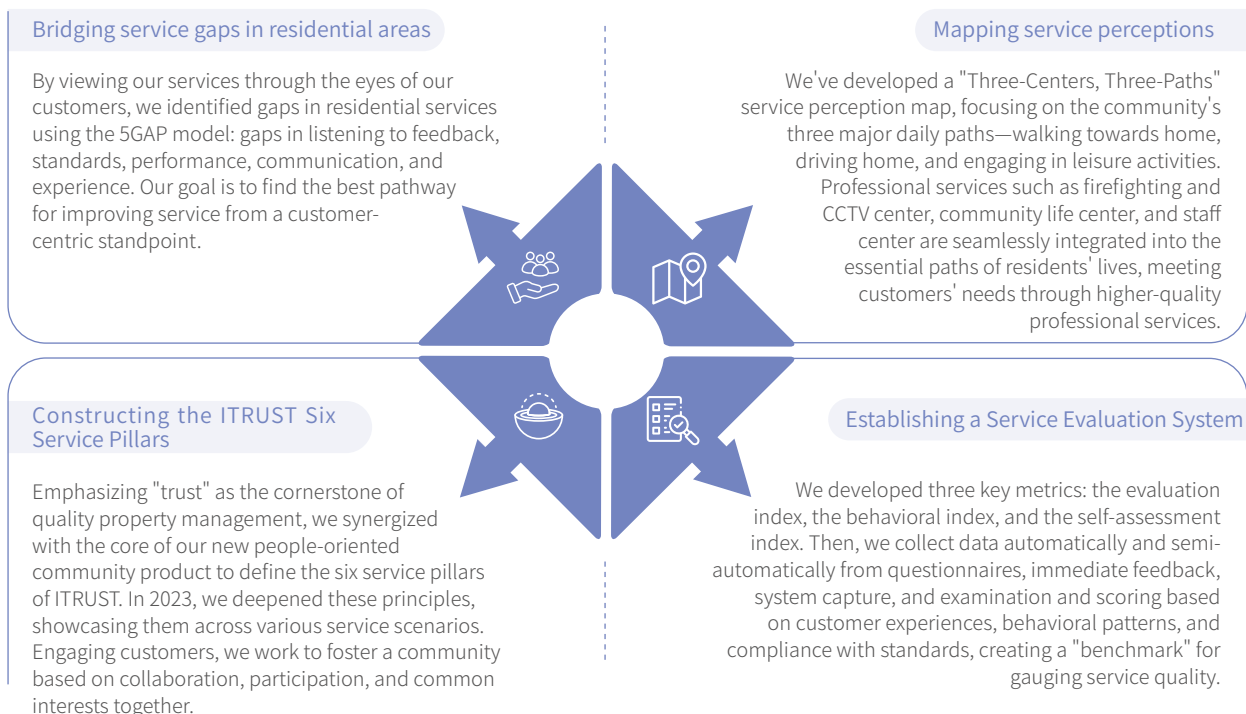
With a steadfast commitment to excellence, we are constantly thinking and refining our efforts. Always putting customers at the center, we innovate in service offerings and methodologies to ensure our services evolve with the changing needs of society, make them exceed our customers' expectations and continually enhance their experience.

### Property management

We firmly believe that service is the essence of the property industry. Recognizing the varied needs of our customers in residential, commercial, and public services, we are committed to innovation for upgrading our service models. This allows us to provide comprehensive service solutions suitable for contemporary lifestyles, offering personalized experiences for diverse customer groups.

### Residential service

Recognizing that "service capability" is what distinguishes us in the industry, in 2023, we shifted from focusing solely on internal quality control to managing the overall customer experience by studying the customers' perception. Guided by customer feedback, we transitioned to a modular service approach. We launched a "customer experience perception evaluation system" and improved our branding manual for property and residential services to place customers at the center. We enhanced the six foundational pillars of our People-oriented Community model, aiming to bring better living experience to residents with this renewed focus.

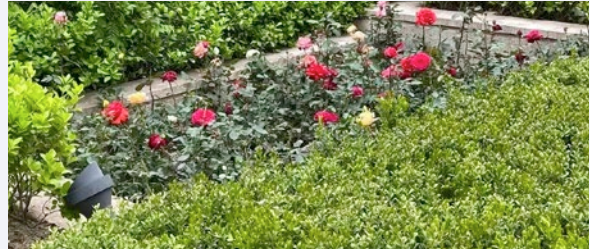


**Case** Implementing "National Advanced Quality Action 2.0" to elevate standards of excellence

Targeting owner needs, Poly Property executed the Advanced Quality Action 2.0 across over 700 residential projects in 29 cities between March and June 2023. This action not only increased the engagement of "owner quality officers" but also set stricter standards for issue reporting responsiveness. Through enhanced responsiveness and meticulous refinement of three basic service scenarios plus unique service measures (the "3+N" model), we deepened our commitment to fostering communities that embody authenticity, goodness, beauty, and harmony, thereby enriching owners' life experiences with superior service.



Upgrading park trash bins and enhancing detail-oriented sanitation



Replanting greenery with Chinese roses to beautify the environment



Innovatively using recycled tires to add vibrant elements to the park



Installing smoke suppression facilities along main pathways to enhance safety

**Commercial services**

Based on customer demand research, we upgraded our commercial service offerings with the 4T service model for state-owned assets in 2023, introducing the innovative "Star Shield Model". This model incorporates a set of value indexes, a service catalog, and a package of feasible service processes for state-owned asset, offering tailored, integrated services that bridge the gap between economic and social development for our corporate clients, fostering mutual growth with them.

Moreover, within our national commercial projects, we rolled out the "Nebula Ecology—Building Renovation Program 2.0". This initiative refreshed and upgraded commercial service standards and quality, introduced the industry's first pixel-level operational guidance video for commercial services, and comprehensively upgraded our operations by producing relevant videos. The initiative delivers services with higher standards, and ensures ongoing excellence in service quality.



Awarded **2023 Featured Brand of China Property Management Service—Service for State-owned Assets**

**6** office building projects received **A+ or A-level** certifications in Guangzhou City

Awarded **2023 Best Commercial Real Estate Property Management and Model Property Management Company**

Officially named **the Annual Strategic Partner by the International Facility Management Association (IFMA)**

### Case Exemplary IFM services for JD.com during "Double 11" Online Shopping Festival

In preparation for the "Double 11" shopping gala, our service team meticulously planned to ensure comprehensive IFM services. Efforts included command room setup, environmental sanitation, coordination of meeting spaces, facility and equipment maintenance, access control, park security, and people-oriented services, all aimed at meeting the demands of JD.com employees. Through various heartwarming actions, we boosted the sense of well-being of JD.com staff during work. Our commitment to quality service and adaptability during the "Double 11" sales won us high praise from JD.com, marking a successful collaboration.



## Public services

As a frontrunner in public services, we proactively respond to the national call for refined primary-level social governance. We're pioneering the "holistic service" model across various management areas, including scenic spots, townships, urban sectors, and even mega-cities, fostering a new framework of collaborative and shared governance.

In 2023, following the pathway of "focusing on strategic priorities, establishing model zones, and generating influential spheres", we introduced the "holistic flywheel" model and unveiled a comprehensive and integrated "one core, four approaches, and nine scenarios" solution for all service processes. This effort aims to significantly elevate the standard of primary-level social governance.

For more information about our public service efforts, please refer to Spotlight 1 of this report, titled "Innovating at the Primary Level for China's Social Governance Based on Sound Urban Governance".

## Value-added services to non-property owners

In 2023, in response to the call for high-quality development, we established the Service Center for Major Customers and developed a comprehensive quality service solution for developers, creating a "4+2+X" service system. Informed by customer feedback, the service system encompasses the entire real estate process—from land acquisition, covering product positioning, design, construction, delivery and inspection. We aim to enhance management, products, services, and teams in an all-round manner, assisting developers in improving product quality and ensuring customers acquire high-quality homes and enjoy their lives.





**Case** Enhancing future prospects through strategic partnerships: Poly Property unveils the *Quality Review Manual*

In November, Poly Property introduced the *Quality Review Manual—Pre-development Involvement*. Leveraging years of experience in delivering quality service to major customers, this manual examines the practices of local real estate companies during the pre-development phase, identifies gaps and discusses solutions. It explores quality service across six key areas: energy conservation and cost reduction, profit enhancement, standardization, management refinement, detail-orientation, and defect mitigation. Through illustrative examples, the manual aims to improve product quality in the initial stages of real estate development, as well as property service quality in the later operation and maintenance stages.



**Community value-added services**

Leveraging our strengths in property scenarios and industry collaboration, we focus on enhancing the assets within communities, offering comprehensive services like move-in and furnishing services, parking spaces agency, and housing rental and sales agency. This approach facilitates integrated asset trading and business services for homeowners. Additionally, we cater to the varied convenience needs of residents, providing diverse services such as retail, housekeeping, parking solutions, and space management, thereby enhancing the quality of life and satisfaction for homeowners.

Life services

In tandem with the introduction of the "Harmony Market", we established quality control standards, including the *Management Measures for Regional Goods Entering the Market*, and strengthened supply chain, product, and warehouse management. Our configuration of life housekeepers and tighter primary-level project inventory management boosts the service efficiency, delivering premium community value-added services.

Asset management

We've published guidelines and regulations, such as the *Detailed Rules for Parking Space Service Capacity Management* and the *Regulation for House Rental and Sales Agency Business Contract Management*, upgraded the full-time management team's recruitment, competency evaluation, and deployment processes, improved vertical business control mechanisms, and bolstered professional service capabilities.

**Case** "Hé Market" – A community life hub that unlocks new potential for community service

On August 19, the "Hé Market" was launched both online and offline, becoming a new community lifestyle hub. It positions itself as a helper for careful product selection, bargain for the best deals, and storage solutions for the owners, thereby elevating the shopping experience with top-quality daily necessities. Pioneering a subscription model, we utilize unused spaces for bulk storage with free doorstep delivery, enabling bulk purchases and use-as-needed delivery for homeowners. Moreover, the market enriches community life by incorporating features like flea markets, convenience services, and social gatherings, nurturing a lively and warm neighborhood.



- Throughout 2023, we launched "Hé Market" in **449+** projects bi-weekly, landing **11** sessions of over **5,000** sales events.
- **590+** projects have been equipped with community lifestyle hubs. Dedicated managers have been assigned to **449** projects for **500+** residents.

## Advancing smart services

Committed to innovation-led development, we deepen our smart services. By actively advancing digital integration within smart community development, smart building operation, and comprehensive digital governance, we leverage innovation to enhance the quality of property services and use technology to enrich life experiences.

### Smart communities

In 2023, we promoted the transition from traditional to new, smart communities. Addressing the real needs of homeowners, we deployed digital and smart tools across communities nationwide. By doing so, we aim to provide homeowners with smarter, more precise, more convenient, and timely services, thereby enhancing their quality of life.

#### Case Creating model smart communities for a better life

In March, the Poly West Coast Community Service Center and the "RADAR" smart community model by Poly Property debuted. This innovative service model has now been expanded across 104 projects in 32 districts throughout China. Through the empowerment of smart tools, innovation of scenarios, and organizational restructuring, a fully integrated community was realized, significantly enhancing the convenience and overall living experience for residents.



## Smart buildings

We have developed a holistic oversight platform through independent research, initiating with two core modules: remote supervision and data governance. This system enables comprehensive oversight without the need for extensive modifications to current facilities and equipment. Utilizing a supervision center, AI-enabled cameras, and data terminals, it integrates real-world operations with various systems, make it accessible through a unified screen and interface. A three-tiered linkage mechanism allows managers to swiftly comprehend project operations at the front line.

Moreover, by leveraging data analytics, we are transitioning from extensive to refined management in building governance. This approach encompasses social and asset value, organizational efficiency, facility stability, and operational responsiveness. We've established a set of operational value assessment indexes, and synchronized them with the smart building system. Comprehensive monitoring facilitates visibility into the operational needs and achievements at various project phases. It allows for the quantification of service challenges and needs, dynamically guiding service improvement and enhancing service quality.



## Smart cities

Centering on digital services with an emphasis on tighter management, we are continuously iterating the Poly Public Service's holistic information system. We have planned to upgrade our three major models across the property service contract's entire lifecycle. Our goal is to transform the "digital governance" service model by seamlessly integrating equipment, operations, and data online. Currently, this innovative system is effectively implemented in major cities like Guangzhou, Shanghai, Beijing, Chongqing, and Changsha, significantly bolstering holistic digital governance.

### Grid management upgrade

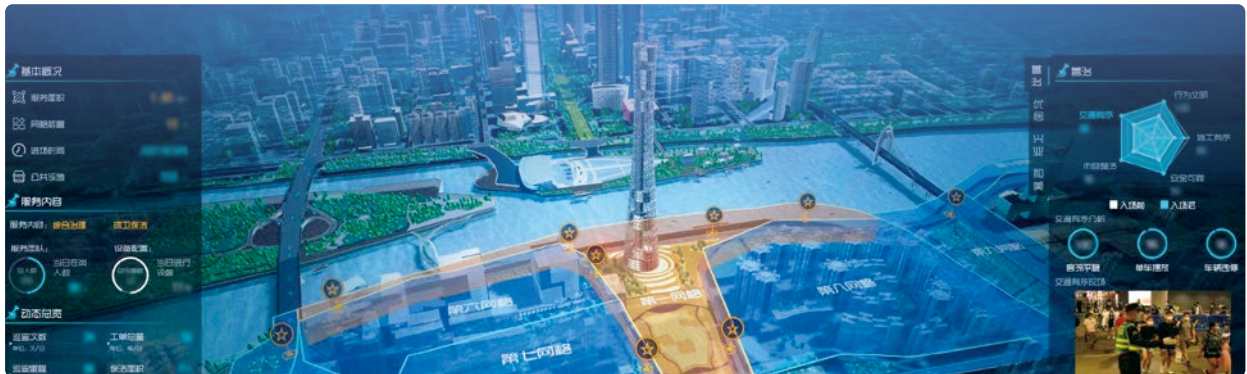
By establishing initial service standards for grid configuration, personnel allocation, and task planning and execution, we achieve pixel-level management coverage. Based on grid planning, we have developed a detailed "digital governance" model that spans the full chain of five stages: grid setup, personnel deployment, task scheduling, process management, and result analysis.

### On-site management upgrade

We've upgraded our infrastructure and connected end-point "neurons" such as electronic IDs, vehicle GPS, drones, and smart patrol vehicles to the Smart IoT platform. This effort enables the interconnectedness of diverse data types and the intelligent planning of tasks and routes, allowing property staff to oversee on-site operations from a single dashboard.

### Analysis tool upgrade

Leveraging cloud computing and big data technologies, our system can instantly produce various summary and analytical reports. With these tools, we gather governance data in real time, offering comprehensive summaries and in-depth analyses that empower project management decisions.



## Building better communities

Communities serve as vibrant nexuses connecting individuals, nature, and cities. By centering our efforts on people, we enhance connections through diverse community activities, fostering warmer, more vibrant communities based on the collaboration, participation, and common interests with residents.



### ↑ Harmony Courtyard Little Bee

Employing fun as a learning tool, we weave various engaging activities that impart essential life skills to children, fostering a collective spirit among residents to improve our community. In the summer of 2023, the "Harmony Courtyard Little Bee" event engaged over 500 communities across the country with the "Fire Safety in the Community" initiative, in collaboration with street offices and firefighting departments. Framed around the theme of growth, this event encouraged children to engage in "co-creation, co-governance, and shared benefits," fostering a safer and more vibrant community environment.



### ↑ A Myriad of Harmonious Lights

Thirteen years since its inception at Guangzhou Poly Garden, "A Myriad of Harmonious Lights" has seamlessly blended property services with social and cultural festivities. Celebrated every Mid-Autumn Festival, it stands as a cherished tradition for us and our residents. In 2023, this festive spirit extended to more than 600 Harmony Courtyards Communities in 28 cities across China, bringing nearly 2.4 million owners together in the Poly Courtyard family to celebrate the Mid-Autumn reunion with a festival market, a lantern event, and an evening gathering, sharing the joyous occasion with family, friends and neighbors.





### Three Major Clubs of Poly Harmony Courtyard

In 2023, we revitalized its social and cultural fabric with the introduction of "Poly Harmony Clubs." Targeting teenagers, we set up the "Lion Youth League", a folk group featuring intangible cultural heritage and blending education, fitness, performance, and competition for the youth. For our subsidiaries, we launched the "PBA Basketball League," fostering city-wide teams that compete in a league format, each bearing their city's name. And for our community at large, we formed the "Poly Choir," a social music club designed for the middle-aged and elderly. These clubs enhance community bonds, weaving a tapestry of warm, human connections within the community.



### Summer in Poly

On the eve of Children's Day 2023, 16,000 residents cast votes for the debut "Poly Playful Children's Day," heralding three engaging activities. Between May 27 and June 1, the festivities sparkled with a "Joyful Fishing Fiesta," "Creative Canvas: Parent-Child Paint-a-Bobble," and "Breezy Summer Bazaar." These joyous events were spread across Poly communities nationwide, creating cherished summer moments for children.



# Securing Customer Safety

Dedicated to a philosophy of "safety first, service foremost," we consistently strengthen our safety management practices. By merging traditional "personal defense" strategies with advanced "smart defense" systems, including Skynet and Groundnet, we ensure comprehensive security for our communities, forging a safe, efficient, and smart living environment for owners.

## Safety management system

Adhering to a "safety first, prevention foremost, and comprehensive management" approach, we consistently refine our work safety management framework, enforce a company-wide work safety accountability system, and rigorously identify and mitigate safety hazards. We also actively disseminate safety knowledge in various ways to enhance our owners' safety awareness and prevention capabilities, all in pursuit of a secure and stable living atmosphere.

### Enhancing work safety management

We have developed and revised 24 and 168 work safety management regulations, respectively, tailored to the operational needs of our subsidiaries and projects. A robust evaluation mechanism for work safety processes strengthens our foundational management for work safety. Through regular work safety meetings organized monthly, quarterly, and on special topics, we ensure timely execution of important tasks. Moreover, our emergency response capabilities on the front lines have been enhanced for swift, effective management of incidents.

### Solidifying work safety responsibilities

We've bolstered our Work Safety Committee's leadership over work safety efforts. A safety management and emergency response organization led by both the Chairman and General Manager is established. A comprehensive work safety responsibility system spans from top management to primary-level employees, including the Company's General Manager, senior management for specific affairs, competent department for work safety, subsidiaries, project managers, persons in charge of project divisions, and grassroots employees. We require all levels of responsible staff to sign work safety responsibility statements. This systematic approach solidifies the commitment to work safety across all levels of the Company.

### Identifying and rectifying safety hazards

We address potential risks through regular and specialized safety inspections. The routine inspections and targeted rectifications across various domains are delivered, including fire safety, elevator operations, and the maintenance of swimming pools and other old facilities. This rigorous approach has led to the identification and correction of 98,401 potential hazards in line with a policy of "full coverage, zero tolerance," significantly preventing work safety incidents from happening.

### Boosting owners' safety awareness

Leveraging training, contest, and assessments, we foster a culture of safety among Work Safety Month, Fire Safety Month, and other awareness initiatives, in collaboration with street offices and local fire authorities. During the events, we disseminate crucial safety information via leaflets, posters, WeChat articles, banners, and in-person channels to over 3.5 million households, substantially elevating safety consciousness among owners.

**8,383**

Emergency drills

**148,655**

Individuals engaged

**12,014**

Work safety meetings

**33,902**

2023 work safety responsibility statements signed

**22,080**

Individuals engaged in the first safety knowledge contest

**Case** A four-minute victory over death through professional response

On April 26, Deng Changren, a traffic counselor at the Yaozhuang Project, showcased the critical importance of timely and professional first aid. Noticing a man collapsing from a sudden illness, Deng evaluated the situation and decided on the most appropriate first aid response, applying cardiopulmonary resuscitation (CPR) techniques he learned from the Company's emergency training. His immediate and correct actions during the crucial four-minute window before the arrival of medical personnel played a pivotal role in saving the man's life. Thanks to Deng's intervention and subsequent assistance, the man was successfully rescued from a life-threatening situation.



“ In those life-saving four minutes, it was Deng's proper and timely CPR, combined with our Automated External Defibrillator (AED) intervention, that brought the patient back from the edge of death.

—Dr. Song, a emergency physician

## Smart security system

Leveraging our proprietary "RADAR Smart Security" system, we harness cutting-edge technologies like the Internet, IoT, and big data to establish a 24/7 three-dimensional surveillance model that covers air, ground, and personal security aspects. This upgrade to our security and surveillance system seamlessly integrates human, technical, and physical defenses, ensuring smarter community security management, broader protection methods, and more targeted services.



Smart Skynet for 24/7 real-time early alerts

**AI cameras:** A network of cameras blankets the entire service area, enabling around-the-clock automatic inspections and alerts for any detected abnormalities.

**Electric vehicle alert in elevators:** An innovative alarm system in elevators detects electric bicycles, halting the elevator to mitigate the risk of in-home electric bicycle charging and potential deflagration.



Smart Groundnet for secure, fast access

**Smart access control:** Community entrances feature advanced recognition technologies, such as facial recognition tailored to homeowner preferences, balancing security with privacy needs.

**Harmony Courtyard pass code:** We've implemented a three-color differentiation method to classify owners, visitors, and overstayers as green, blue, and red, respectively. This management approach secures owner access while effectively barring unauthorized entry.



Professional human defense network for continuous protection

**24-hour duty station:** Poly Property's Smart Service Center features a comprehensive monitoring display that aggregates various security functions into a single view, allowing monitoring staff to oversee the entire security situation through one screen. This setup facilitates the rapid deployment of security personnel in response to emergencies.

**Mobile patrol units:** Mobile patrol teams collaborate with the surveillance system to swiftly tackle safety concerns. Upon detection of a potential issue, the nearest security personnel are dispatched for immediate resolution, guaranteeing timely and efficient emergency management.

**Case** Early morning vigilance thwarts theft, ensuring community peace

In the early hours of February 27, an alert from the RADAR Smart Inspection system at the Poly West Coast project in Guangzhou revealed suspicious activity. Duty personnel observed three men attempting to burglarize a shop. Swiftly, they directed a nearby patrol leader to the scene. One thief was caught and handed over to the police, safeguarding the shop's assets. The local police station commended the Poly Property Service Center with a solatium award for their vigilance, and the grateful shop owner expressed their thanks with a commemorative banner.



# Ensuring Customer Satisfaction

Embracing a customer-centric philosophy, we keep close communication with our customers, attentively listening to their feedback, and promptly addressing their concerns and complaints. This approach enables us to continuously enhance service quality and achieve customer satisfaction from their perspective and experiences.

## Unblocked communication channels

Our commitment to optimizing communication methods has led us to establish diverse online and offline channels, enriching the customer communication experience. By understanding customer needs and feedback from various perspectives, we continuously refine our services to align better with customer demand.

	Communication channels	Communication content
Online channels	Instant service evaluation through QR codes	Owners encountering any problems can immediately report these to property management staff and are encouraged to offer feedback after the issues have been resolved.
	Housekeepers on WeCom WeChat groups of owners	Maintaining day-to-day communication with owners
	400 national service hotline	An important channel run by Poly Property headquarters for owners to engage with property management staff, and be responsible for keeping records of, processing, and tracking customer inquiries.
	"Poly Harmony Courtyard" WeChat Mini Program	Owners can easily submit suggestions, reports, and feedback through this online channel to provide input for community development.
	Poly Harmony Courtyard WeChat Service Account - "Customers' Voice" Column	Publishing community-related topics from time to time to encourage owners to engage in discussions and provide follow-up responses for the creation of an open and collaborative community culture.
Offline channels	Meetings with owners and housekeeper visits	Regularly reporting to the owners and residents on the Management Office's service priorities, highlights, and upcoming plans, as well as community activities and financial income and expenditure.
	Community quality survey	Tracking community services and gathering feedback from owners with a double-loop evaluation mechanism that combines on-site inspections and owner surveys, injecting a humanistic element into the process of quality development and improvement.
	Bulletin boards in building corridors	Posting notifications and warm reminders

### Case Implementing service evaluation QR codes for prompt customer feedback

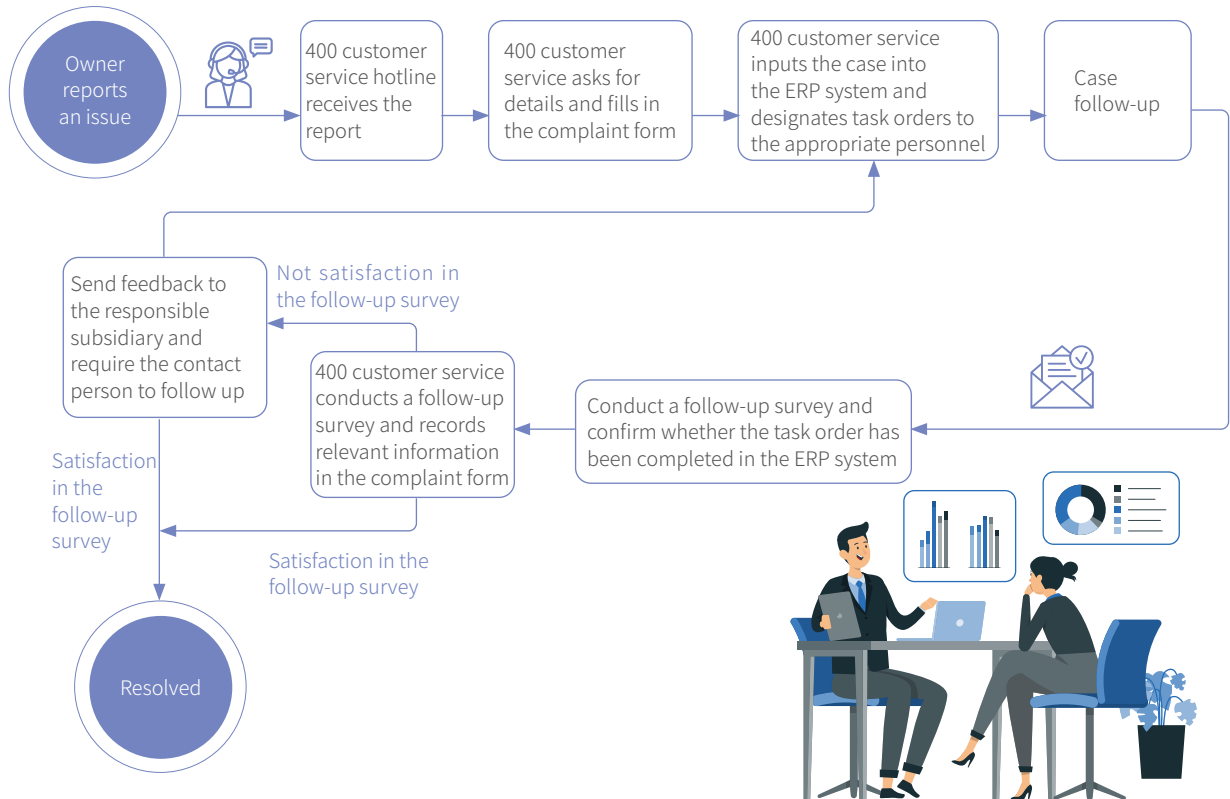
To secure the prompt property services and encourage homeowner engagement in joint efforts that enhance community quality, Poly Property introduced a new online evaluation feature. QR codes for real-time service evaluation were posted in key service scenarios across 109 residential projects in 20 cities. This effort allows homeowners to easily report issues via a quick QR scan, enabling property staff to address concerns efficiently. Owners are encouraged to provide real-time feedback, promoting the enhancement of service quality.





## Customer complaint management

We prioritize customer feedback, creating the *Operational Guidelines for Customer Requirements* to establish a comprehensive customer consultation and complaints management process. Our headquarters is requested to receive and distribute customer inquiries received through the service hotline within 30 minutes, and the respective project team follows up within 24 hours. After the issue is resolved, our headquarters conducts a follow-up call. If a customer is dissatisfied with the resolution, the complaint is logged in the ERP system for a second review and forwarded to the customer complaint liaison at the respective subsidiary for resolution. These efforts ensure that customers' needs are addressed in a timely, efficient, and appropriate manner. In 2023, all of the 7,166 inquiries received by our customer complaint center were addressed by our headquarters and project teams within the stipulated timeframe.



## Customer satisfaction management

We are committed to satisfying our customers through dedicated service. Annually, we establish customer satisfaction goals and conduct third-party surveys to assess customer needs and feedback. Utilizing a blend of "telephone, online, and telephone follow-up" surveys, we evaluate nationwide residential projects, continuously refining our services to win higher customer satisfaction.

In 2023, the customer satisfaction rate of third parties for our residential projects reached **86** points

## Customer information and privacy protection

We rigorously protect customer privacy, and adhere to laws such as the *Personal Information Protection Law* and *Provisions on Protecting the Personal Information of Telecommunications and Internet Users*. We ensure transparency and consent in collecting customer information, such as providing advance notice of our Mini Program's privacy policy and offering account cancellation options. Furthermore, we've established guidelines like the *Residential Property Archives Data Management Guidelines* and the *Specifications for Value-added Customer Services*. Accordingly, we continually refine our internal information security systems, implement data classification and confidentiality standards, and better safeguard customer information security.

# Contributing to Ecological Harmony via Green Development

Guided by the concept of green development, we keep track of the environmental impact of our operations and optimize environmental management. Specifically, we advance green and low-carbon operations in projects and daily business and integrate property services with ecological conservation, lending the support of soft infrastructure to serve the Beautiful China initiative.

## Goal Setting

Discourage and eliminate food waste throughout the whole process of canteen management.

Thoroughly implement the national policy of building a resource-conserving society, promote green operations, and deliver energy conservation and consumption reduction.

Improve asset utilization and ensure less than 7% of idle assets.

Deeply understand the impact of climate change on the Company's business and responded to risks and opportunities brought by climate change.

## Progress Review

Strengthened the management of procurement, storage, processing, catering, dining, kitchen waste, etc., and promoted the "empty plate" initiative.

Subsidiaries collected and analyzed project energy consumption data regularly and implemented all-around energy consumption management of projects under management in three dimensions: project operation, equipment improvement, and technology upgrade.

Explored new models of resource recycling and recycling of idle assets.

Incorporated climate risks into the corporate risk management, analyzed the climate risks and opportunities in the Company's operations, and formulated corresponding coping strategies.

### UN Sustainable Development Goals (SDGs)





# Addressing Climate Change

Fully aware of the urgency of climate change, we incorporate climate risks into corporate risk management while grasping climate risks and opportunities. In 2023, we made climate change-related disclosures refers to the Hong Kong Stock Exchange's *Consultation Paper on Enhancement of Climate-related Disclosures Under the Environmental, Social and Governance Framework*.

## Governance

The environmental management committee is set up to take charge of overall energy conservation and environmental protection and study relevant priorities. Under the Property Management Center, the committee has an office responsible for daily management and supervision, aiming to mitigate the adverse effects of climate change by reducing energy consumption and protecting nature. At the same time, climate risks are included in corporate risk management to ensure that the Company can bring climate risks under control throughout operations.

## Strategy

Our identification and analysis show there are two main types of climate risks we face: physical risks and transition risks. They may pose varying degrees of challenges to our business operations and financial conditions, and thereby we formulate coping strategies to avoid or mitigate their adverse effects. We also adjust our services and operating models according to the latest industry trends to seize the business opportunities brought by climate change.

Risk category		Description	Potential impact	Coping strategy
Physical risks	Acute physical risks	The increased frequency and severity of extreme weather events such as typhoons, floods, and heavy rainfall will affect business operations, resulting in operational disruption or property damage.	<ul style="list-style-type: none"> <li>Increased risk of permanent and non-recurring depreciation of asset values.</li> <li>Accelerated wear and tear of equipment and increased replacement costs led by extreme weather.</li> </ul>	<ul style="list-style-type: none"> <li>Continuously optimizing the emergency mechanism, measures, and plans.</li> <li>In the event of extreme weather, setting up a special information notification team to investigate risks and provide resources.</li> </ul>
	Chronic physical risks	High temperatures, rising sea levels, and the associated flood risks will jeopardize supply chain stability, facility maintenance, and personnel safety and health.	<ul style="list-style-type: none"> <li>Increased operating costs induced by response to extreme weather and related risks.</li> </ul>	<ul style="list-style-type: none"> <li>Adopting prompt reviews, summarizing the response measures, and sharing practices internally.</li> </ul>
Transition risks	Policy and legal risks	Policies and regulations on energy use, carbon emissions, etc., may result in non-compliance risks and increased costs.	<ul style="list-style-type: none"> <li>Increased non-compliance costs and fines due to the imposition of stricter regulations.</li> </ul>	<ul style="list-style-type: none"> <li>Following the latest policies and regulations to ensure that the Company's business operations comply with the latest regulatory requirements.</li> </ul>
	Market risks	Against the trend of green development, customers have a different focus on products and services and various needs.	<ul style="list-style-type: none"> <li>Rising green operating costs.</li> <li>Increased risks and opportunities for market expansion.</li> </ul>	<ul style="list-style-type: none"> <li>Keeping track of changes in market demand, optimizing the service structure, such as providing energy management solutions and other services, and improving service professionalism to turn risks into opportunities.</li> </ul>
	Technology risks	The development of low-carbon technologies and smart operation & maintenance technologies will incur transition costs, as well as the risk of transition failure or being outperformed by counterparts.	<ul style="list-style-type: none"> <li>Higher costs of equipment upgrade.</li> <li>Rising costs of energy management technology R&amp;D and operation.</li> </ul>	<ul style="list-style-type: none"> <li>Staying focused on the trend of technology, employing the latest technology to strengthen energy consumption management, and promoting green operations on all fronts.</li> </ul>

## Risk management

We incorporate climate risk management into corporate risk management and include related risks that may arise from climate change in the Company's overall risk list with annual identifications and updates. Meanwhile, we make risk-specific response plans and implement plans and measures to strengthen climate risk management and response.

## Key performance indicators

We continue to disclose energy consumption data and greenhouse gas emission data to keep stakeholders up to date with the Company's progress in energy conservation and emission reduction.



Total energy consumption  
**821,644.77** MWh

Direct GHG emissions (Scope 1)  
**4,640.62** tonnes CO<sub>2</sub>e

Indirect GHG emissions (Scope 2)  
**451,981.49** tonnes CO<sub>2</sub>e

Other indirect GHG emissions (Scope 3)  
**1,061.46** tonnes CO<sub>2</sub>e

### Case Solidifying defense against a typhoon to ensure the safety of residents

In late July 2023, the first red alert for typhoon was issued and named Doksuri, which later made landfall in the southeastern coastal areas. Ten days before the strong typhoon approached, Poly Property quickly brought together local property teams in Fujian Province and activated the emergency plan. We also prepared disaster relief supplies and adopted joint prevention measures with wholehearted services to guarantee the living environment and personal safety of residents. In the end, none of the 1,537 elevators in 62 neighborhoods under the management of the Fujian subsidiary reported cases of residents being trapped in elevators and none of the 49,384 underground parking spaces reported submerged vehicles.



### Case Accommodating non-resident-owned vehicles on typhoon days

On September 5, Typhoon Haikui landed in Fujian. One week before, Poly Property assembled the property team to come up with a typhoon emergency plan and inspected the readiness of each project under management two days before the typhoon arrived. We gave early warnings to key areas one day in advance. As a result, there were neither roads or garages flooded nor vehicles submerged in projects under management. The projects under management in Fuzhou and Putian areas opened neighborhood parking spaces for free to the public, offering shelter to non-resident-owned vehicles. Working together to tide over difficulties, we demonstrated the responsibility of a central state-owned enterprise.



# Practicing Green Operations

We strictly abide by Chinese laws and regulations such as the *Environmental Protection Law* and have established the *Guidelines on Identification and Evaluation of Environmental Factors* to identify and evaluate the environmental factors that have a controlling impact on the Company's activities, products, or services. This helps us determine environmentally significant factors and risks before finalizing environmental policies, objectives, and measures to reduce possible environmental damage and realize green operations. We have obtained the certification of ISO 14001:2015 environmental management system.



## Energy management

In response to China's 30 · 60 Decarbonization Goal, we comply with Chinese laws and regulations such as the Energy Conservation Law, implement the Regulations on Cost Control Management and Guidelines for Energy Management, and improve project energy consumption management on all fronts. We lower energy consumption and carbon emissions throughout operations and strengthen the application of clean energy to secure green and low-carbon development.

### Advancing energy conservation and emission reduction

We reinforce the concept of low-carbon operations. By standardizing energy cost records in projects under management, we realize the all-around energy consumption management from the three aspects of project operation, equipment improvement, and technology upgrade. All these efforts improve our energy efficiency.

#### Energy conservation in project operation

Our subsidiaries collect monthly project energy consumption data for in-depth analysis and give early warnings for projects reported abnormal data. If problems remain unaddressed next month, the engineering department will establish a special file to identify the cause of irregular energy consumption until the problem is resolved. Based on our ledger of equipment energy consumption, we strictly regulate energy consumption, keep track of energy consumption data, and intervene when the energy consumption deviation value exceeds 5%. Some subsidiaries set energy consumption assessment guidelines and evaluate the monthly energy consumption of each project to encourage better energy efficiency.



#### Adopting energy-saving equipment

We advocate using energy-saving equipment and replacing outdated and energy-intensive equipment, including public lighting, water supply pumps, elevators, and air-conditioners. Baotou subsidiary applies energy conservation control of the heat trace system. In commercial projects, energy efficiency surveys are carried out for products and equipment in key areas, including boilers, motors, transformers, with an overall renewal plan. Tianjin Tianhui Center and Tianhui Plaza store heat during electricity off-peak periods via the thermal energy storage system and release heat in peak and normal periods, thus decreasing energy consumption costs by 15%.

#### Upgrading equipment to save energy

Lighting facilities adopt time-based control, infrared radar control, longitude and latitude time control, and brightness-based control given different scenarios. Intelligent temperature control switches are installed on the air conditioner in the elevator machine room to monitor real-time temperature and adjust energy consumption intelligently.



Replacing 200W light bulbs with 50W ones



Installing radar-based light tubes in underground parking garages



28

Projects updated equipment for energy conservation in 2023

### Case Optimizing energy management in pursuit of low-carbon buildings

Poly Property explores a low-carbon model in commercial property services. In Poly Plaza, we adopt automation equipment and a rainwater recycling system, saving 5,840 kWh of electricity each year. The application of the air conditioning BA group control system and intelligent lighting reduces electricity by 800 MWh and 100 MWh respectively every year. The use of intelligent lighting in parking lots including 1,000 lighting bulbs saves about 126 MWh of electricity each year. We also seek LEED certification, engage in carbon inclusion campaigns, and put in place buildings that minimize carbon emissions.



- Guangzhou Poly Development Plaza East Tower won the five-star title of the first group of **"Zero-carbon Digital Buildings of Energy Saving and Carbon Reduction"**
- Guangzhou Poly Development Plaza East Tower received the **LEED O+M Platinum** certification
- Chengdu CCB-Life Building received the **LEED O+M platinum** certification
- **12** Projects with green building certification

### Using clean energy

In 2023, we expanded the use of clean energy and adopted solar-heating devices and low-carbon and energy-saving lighting in projects under management. Projects and areas with sufficient solar and wind energy installed dual-use lighting fixtures (solar-electricity or wind-electricity) in public areas. We also set up new energy vehicle and electric bicycle charging stations to provide charging services for more than 1,000 settled enterprises and millions of residents. Some of these services were made available to neighboring residents according to the project situation. These efforts greatly support green travel.

## Water management

In strict accordance with the *Water Pollution Prevention and Control Law of the People's Republic of China*, we improve the water management part in the Company's *Regulations on Cost Control Management*. Accordingly, we use professional instruments to inspect water leakage on pipe networks regularly to find out problems and address them promptly. The water we use is all from the municipal source with no difficulty in obtaining applicable water.

When projects are constructed, we recommend to build rainwater recycling systems and adopt water-saving facilities and automatic irrigation systems for landscaping. In the operation of projects under management, we promote the use of uPVC irrigation, require the posting of water-saving signs, clarify daily water management, and effectively improve water efficiency throughout construction and operation.

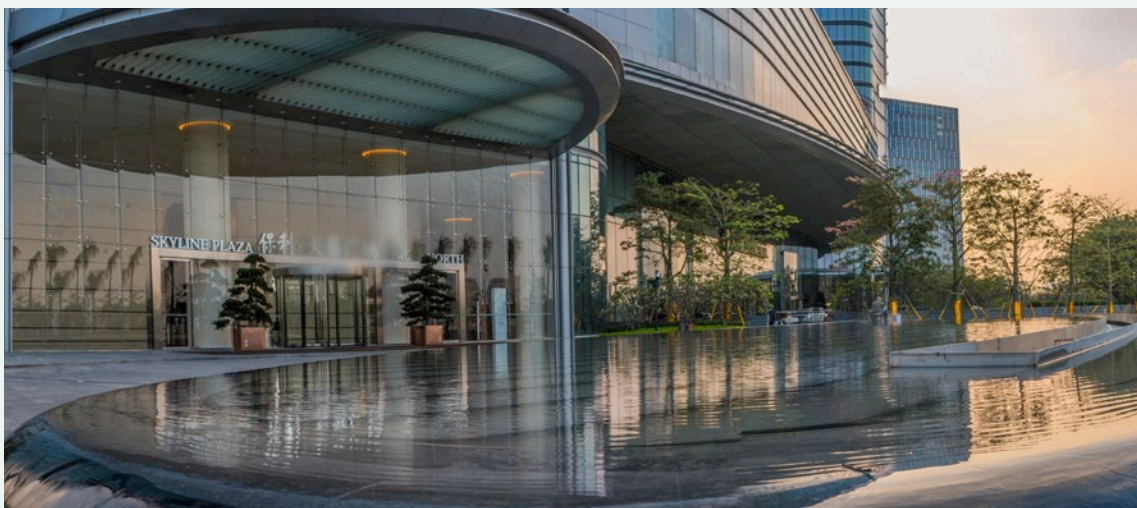
Improving water efficiency

Strengthening wastewater management

To use water sustainably, we ensure compliance by sending wastewater to the sewage treatment plant via the municipal sewer network. At the same time, we regularly investigate and rectify hidden dangers to prevent water pollution.

### Case Rainwater recycling systems empower green buildings

Equipped with a rainwater recycling system, Poly Plaza separates, disinfects, and filters collected rainwater before it meets standards. The processed rainwater is then sent into the clear water pool for landscaping and road cleaning. The pool is replenished by water from municipal pipe network when the weather is dry. The system saves an average of about 900 cubic meters of water each year.



By the end of 2023, a total of **42** communities had been awarded the title of "Water Saving Communities", up by **9** compared with 2022.

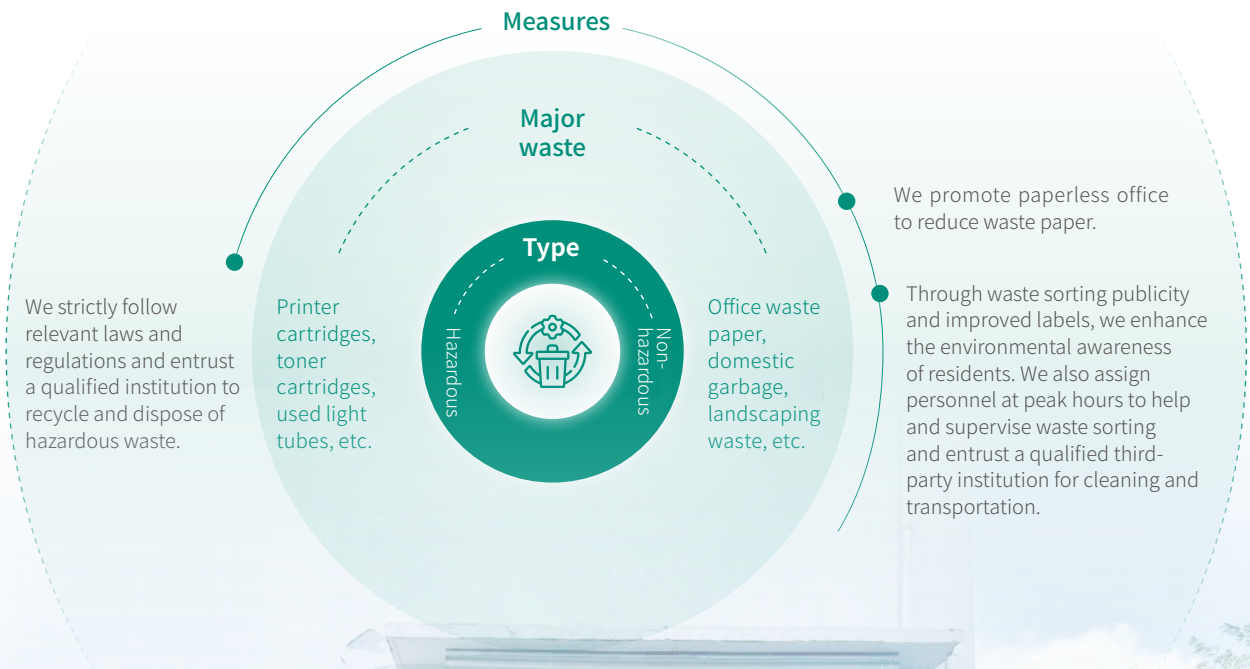


# Waste management

We comply with Chinese laws and regulations such as the *Law on Prevention and Control of Environmental Pollution by Solid Waste* and the *Regulations on Safe Management of Hazardous Chemicals*, and implement the *Guidelines for Waste Sorting in Projects* internally. Targeted measures are taken for different kinds of waste and new recycling models are explored to reduce the environmental impact of waste.



Garbage sorting and collection



## Biodiversity conservation

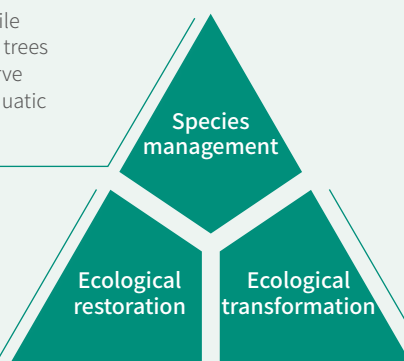
Aiming to live at one with nature, we minimize the environmental impact of the Company's operations, support biodiversity conservation with professional services in project operations, and contribute to ecosystem balance.

### Case Integrating "ecology + service" to protect the urban "green heart"

Located in the southeast Haizhu District, the central part of Guangzhou, Haizhu Wetland is an urban "green heart". After Poly Property undertakes the management of the wetland, we integrate "ecology + service", expanding our services from basic property management to ecological management and maintenance, ranging from species management, ecological transformation and ecological restoration, providing replicable and scalable practices for ecological improvement.

We clean up and control invasive alien species while hunting for and fostering native ones, protect fruit trees through ecological management methods, conserve animal habitats, protect animals and add more aquatic organisms.

Wetlands that are seriously degraded or damaged are difficult to achieve self-repairing as scheduled. Therefore, there should be appropriate human intervention or assistance.



We make the most of the self-repairing of wetland ecosystems, monitor water quality and air index, take measures to improve water and air quality, maintain the healthy development of the aquatic ecology, and stop behaviors that damage and interfere with the living environment of animals.



After only half a year of management, the water quality in the wetland has been improved from **Class V to Class III** and some indicators have reached **Class II** standards.

**2,000** shrubs and seedlings planted and **5,000** square meters of re-greening area in 2023.

Due to the improvement of the wetland environment, new species have been discovered, such as the *Sphenoraia (Sphenoraoides) haizhuensis*, a rare insect species in the Haizhu wetland and **the first one discovered in the world**.

As of January 4, 2024, species of birds has increased from 187 last year to **194**, with **7** newly recorded bird species, and the number of insects has increased from 42 to **738** species

## Green offices

In pursuit of green offices, we improve the application of eco-friendly products, energy conservation and emission reduction, and resource recycling. We aim to create an eco-friendly workspace and explore more possibilities of green offices.

### Green travel

Employees are encouraged to use green transportation such as walking, cycling, or public transportation to integrate low-carbon concepts into their daily lives.

### Saving electricity

We make a schedule of turning off lights in the public area and require everyone to turn off the lights when they leave. Each department has to make sure that their office lights are switched off when everyone is off duty, which is regularly inspected with violations reported.



### Green procurement

When purchasing office supplies and furniture, we cooperate with green enterprises or enterprises that produce green products and prioritize the selling of green products featuring energy saving, water saving, environmental protection, and comprehensive utilization of resources.

### Saving paper

We promote paperless office with internal materials circulated electronically. On the premise of not leaking sensitive information, we reuse printed paper and ask for general documents to be printed on both sides. The internal mall monitors the number of paper purchased and printer statistics to strengthen paper management.

# Advocating Green Living

By organizing various environmental protection publicity and charitable activities, we promote the concept of green living and popularize low-carbon lifestyles. Together with the public, we work to create a fresher and more sustainable future.

## Case "Plant" greenery, protect our home together

On March 12, National Tree Planting Day, Poly Property launched the Adopt-A-Tree Campaign in more than 100 cities, covering more than 1,077 communities, with more than 1.6 million homeowners participating in the campaign. All of them cultivated the vitality of spring and guarded their green home together.



## Case Carton for Succulent Plants Campaign

On March 5, Lei Feng Day, Hunan subsidiary organized a campaign of Carton for Succulent Plants with the theme of "Heyuan Environmental Protection Plan". Through the advocacy of resource conservation and green and low-carbon living, employees of Hunan subsidiary motivated the participants to reuse the waste cartons, simultaneously fostering their environmental awareness.



# Carrying Forward the Spirit: Creating a Brighter Future Together

We always uphold the corporate mission of "to serve the people by managing and achieving". In the social governance system based on collaboration, participation and common interests in the new era, we fully leverage our strengths to empower employee growth, build a sustainable supply chain, and give back to society through concrete actions, spreading the warmth of Poly Property.

## Goal Setting

Empower employee development, care for their physical and mental health, and create a happy workplace while ensuring their basic rights and interests

Continuously strengthen supplier management, build a responsible supply chain, deepen industry cooperation, and join hands with partners for win-win results.

Contribute to the comprehensive advancement of rural vitalization strategy, support public welfare and charitable causes, and share development achievements with the whole society.

## Progress Review

Formulated various internal policies to genuinely protect employee rights and interests, offer diverse recruitment and career development opportunities, and concern about employees. Employee satisfaction has been improving.

Made continuous efforts to improve supplier management system, strengthen supplier ESG risk management and empowerment, and carry out active exchanges and cooperation with universities, peers, research institutions, contributing Poly Property's strength to industry development.

Leveraged the Company's advantages to empower urban management, create distinctive charity brands and organize volunteer service activities, giving back to society through practical actions.

### UN Sustainable Development Goals (SDGs)





# Growing Together with Employees

At Poly Property, employees are the most valuable asset. While protecting their basic rights and interests, we recruit diverse and outstanding talents, unblock channels for their development to facilitate their growth, and create a happy workplace. With these efforts, we are committed to improving the sense of gain and well-being of our employees.

## Protecting legal rights and interests

In strict accordance with relevant laws and regulations, we provide a fair and transparent compensation and benefits scheme and continuously improve the occupational health and safety system. By building democratic communication channels, we create a respectful, fair, and harmonious working environment, and effectively guarantee employees' basic rights and interests.



### Compensation and benefits

Poly Property constantly optimizes the compensation and benefits system. In addition to basic salary, performance pay, and special rewards, we also provide employees with various subsidies. Employees are entitled to statutory holidays, annual leave, marriage leave, bereavement leave, family planning leave, and other paid leaves, as well as multiple benefits covering basic security, work, life, and family members, effectively guaranteeing employee rights.

Employee compensation is determined based on their position, performance, and industry salary levels. Through incentive payments including performance assessment incentive, individual reward mechanism, position and rank adjustments, salary grade adjustments, individual recognition, and personal development, the Company acknowledges and rewards employee contributions, increasing employee satisfaction, and also motivating them.



### Occupational health and safety

Poly Property places high importance on the occupational health and safety of employees. With systematic management of occupational health and safety risks and opportunities, as well as a series of preventive and protective measures such as the Form of Survey and Evaluation on Environmental Factors and the Planning and Control Table for Important Environmental Factors, we identify and eliminate hazards, minimizing occupational health and safety risks. In this way, we strive to create a healthy and safe workplace for employees, and prevent work-related injuries and health damages.



Passed **ISO 45001:2018** Occupational health and safety management system



### Employee democratic communication

We organize the Workers' Congress and Labor Union Congress at Poly Property in accordance with policies every year. At the conference, we mobilize regional subsidiaries to carry out collective negotiation and collective contract signing, and also launch member election of the Labor Union Committee by secret ballot. This enables employees to participate in the labor union and collective negotiation, and also encourages broad participation of employees, inspires innovative thinking, and strengthens employee resonance, effectively enhancing cohesion and solidarity among employees.



The 7th Workers' Congress and 2nd Labor Union Congress at Poly Property

## Recruiting talents

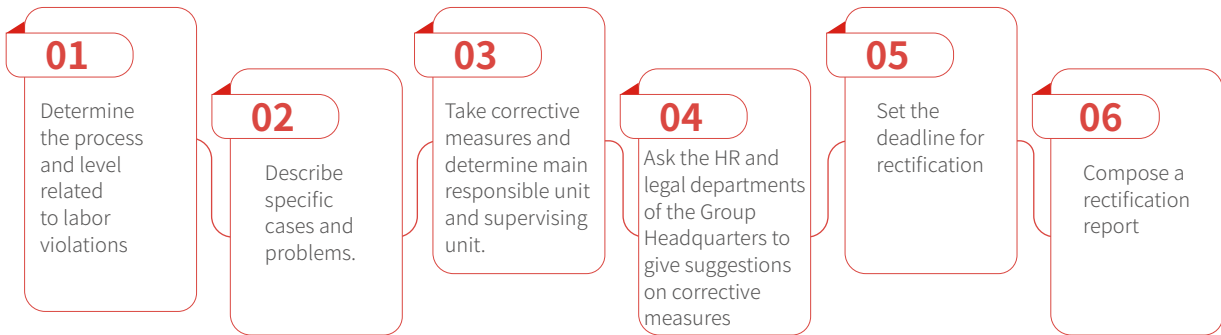
We strictly abide by relevant laws, regulations, and local ordinances and establish labor relations based on the principles of legality, fairness, equality, voluntariness, mutual agreement and honesty. We continuously expand internal and external recruitment channels, pooling new momentums for the Company's high-quality development.

## Complaint and equal employment

To solidify the foundation of human resources work, Poly Property keeps improving its management systems and requirements for recruitment, employment, and labor contract. The requirements for recruitment principles, organization and division of labor, demand and planning, channels, and implementation processes are specified, and the conditions and procedures for labor contract conclusion, performance, modification, dissolution, and termination are stipulated clearly. With these efforts, we further standardize employee onboarding, regularization, departure, labor contract signing, and termination processes to ensure each step is well-founded, efficiently meeting the Company's need for talents.

Furthermore, Poly Property has established a rigorous internal employment supervision mechanism and adopts professional and strict background checks on new recruits, thus preventing the employment of child labor and other non-compliant labor practices. During the reporting period, the Company did not employ child labor or engage in forced labor.

### Steps taken to eliminate labor violations



## Diverse recruitment channels

In line with the requirements for high-quality development, Poly Property combines external talent introduction with internal talent cultivation, continuously innovating in recruitment methods and channels. Externally, we customize recruitment plans based on job features and carry out campus recruitment and social recruitment in a systematic manner. Internally, we provide employees with the "technical and managerial" dual-ladder development channel, and diverse positions for comprehensive development.

### Special recruitment plan

Key talents are recruited through the "Special Action" program. We organize the "General Manager and Director-Level" internal recruitment and other special plans to tap into the talent flow within and outside the Company. Senior property talents are also supplemented through various ways, effectively supporting the capability building of core business subsidiaries. In 2023, the second phase of the "General Manager and Director-Level" recruitment plan for internal staff was initiated, with hundreds of employee applicants.

### Coordinated by headquarters with collaboration of subsidiaries nationwide

To recruit professional talents and primary-level personnel for business lines nationwide, we adopt the "coordinated by headquarters with collaboration of subsidiaries nationwide" mode, continuously recruiting and deploying personnel in new businesses such as moving in and furnishing services, third-party leasing agency, and retailing.



## Improving talent cultivation

We value talent echelon and continuously optimizes its job grading system. To respond to employees' expectation and facilitate employee growth, we have established a "technical+ managerial " dual-ladder development mechanism. By establishing a fair, just, and transparent talent selection and competition mechanism, we strive to unblock employees' development paths and facilitate their promotion. In 2023, training programs and training sessions were carried out by the Group, comprehensively covering middle and senior management of the Company, middle management of subsidiaries, project managers, the Iron Triangle, Star Era, and new hires.

### The "Prairie Fire Plan"

By focusing on efficiency, we activate organizational units, stimulate human potential and build a traction mechanism to promote the construction of a standardized system and strengthen cultural penetration. Information-based model also injects more fuel into the plan and self-improvement cycle of efficiency takes shape.

#### Progress and Achievements of the "Prairie Fire Plan" in 2023



Taking efficiency improvement as the key driver.



The Company has employed a three-tier organizational control model of "headquarters-subsidiary-project", establishing guidance and control relationships among functional centers at the headquarters, functional departments of subsidiaries, and projects.

- Classifying subsidiaries according to their scale, and setting different standards for department and personnel allocation for different-sized subsidiaries.
- Setting personnel allocation rules based on the business forms and project levels.



The Company has gradually built 3 talent echelons in terms of management, professionals and skilled personnel, involving 5 key talent teams of leaders, project managers, professional talents, management trainees, and the Iron Triangle project (customer service, engineering, and security). By unblocking the development path of the talent supply chain in talent standards, evaluation, development, and appointment, we have made efforts to support the rapid and diversified business growth.



- Paying great attention on the in-depth implementation of the employee performance management system.
- Putting emphasis on the application of performance assessment results.



In terms of human resource operation, we focus on optimizing system development and deepening operational control and supervision. By promoting the combination of learning, inspection, assessment, and utilization, and taking detail and practicality as work standards, we have enhanced quality and efficiency with multiple methods and in diverse aspects.

- Optimizing systems to meet employment needs.
- Strengthening inspection mechanisms to stabilize basic quality.
- Supplementing with multiple means to broaden management channels.



The Company has worked consistently to iterate and optimize the Poly brand culture system. Under the concept of "Poly Conduct", we have formulated universal codes of conduct based on the talent characteristics and establish competency models for three key positions: senior management, project managers, and skilled personnel, guiding behavior with standards and weaving the Company's cultural requirements and values into various positions.



For more information, please scan the QR code.



We have launched the electronic human resources signature project with the goal of controlling risks, improving efficiency, and reducing costs. The project is based on document and seal management with process management (such as hiring, transfer, and departure) at its core. Through process approval and circulation, relevant signed documents are ultimately filed into employee file management system, thus forming a closed-loop management of personnel changes during employment in the Company.



In 2023,

**452**

Training programs conducted by the headquarters and subsidiaries

Established

**Chen Liang Innovation Studio**

the first of its kind in Guangdong province

**651**

Total training sessions held

which was honored the title of

**"Innovation Studio for Craftsmen Talent"**

by Haizhu District.

## Five-team Training Program

The Company has formulated a series of distinctive cultivation plans for five teams, including senior management, middle management, management trainees, professionals and frontline employees.

- **Galaxy Leaders Training Program**

As the top-priority talent training program of the Company, the Galaxy Leaders Training Program has been initiated to cultivate senior management talents. This program covers comprehensive quality improvement indicators such as the ideologies, business operation, professional skills and art of leadership. Meanwhile, knowledge learning and business problem solving have been combined effectively through action learning and thematic discussion, aiming to build a leader team that is brave and skillful in competition.



In 2023

**1** Centralized training organized

**74** Total participants

- **Project Manager Talent Management System 2.0**

The Project Manager Talent Management System 2.0 of Poly Property has upgraded the four scenarios in talent selection, cultivation, appointment, and retention, and has achieved the goal of building the project managers management system with standardized selection, professional training, and continuous talent echelon.



In 2023, nearly **a thousand** project managers from various subsidiaries nationwide participated in the Specialized Learning Project on Knowledge and Skills for Project Managers.

- **StarLight Professional Talent Plan**

The StarLight Professional Talent Plan is carried out by the headquarters and subsidiaries to cultivate talents for key professional posts and posts with professional functions, with the purpose of improving the ability of professionals, solving business problems and refining professional teams.



In 2023

**108**


Training sessions conducted, covering public service project management improvement, quality improvement in professional business lines, and market development capability enhancement with

**6,000+**

Participants in total

• **Stars Iron Triangle Skilled Talent Plan**


Developed for the primary-level talent of customer service, security and engineering, the Stars Iron Triangle Skilled Talent Plan is to enhance the service awareness of employees in daily services, and standardize their post service language and post service behaviors (including relevant knowledge and skills). Through the Plan, we also strengthen our professional skills and emergency response capabilities to serve the owner's daily life, and eliminate risk hazards in the community; moreover, we pay attention to the training and publicity of laws and regulations, professional ethics and knowledge.



In 2023  
**271** Training sessions conducted nationwide **20,000+** Participants

• **Star Era Training Program**

For Middle- and high-level reserve talent pool, we continue to implement the Star Era Three-year Training Plan and the "12358" talent cultivation system, further improving the standardization of content in six major areas: overall planning, onboarding training, apprenticeship, rotating practice, headquarters tracking, and regular examination.



In 2023, focusing on the dual-track operation of onboarding training, we renewed theoretical courses and practical activities. Additionally, we launched the  
**Star Era Succession Plan**  
 to create a special talent supply chain for Star Era talents.

• **Featured training programs**

**Training Program for In-house Lecturers:** An overall planning is made by the Human Resources Center of the headquarters, and the daily certification rating is mainly carried out by the human resources department of the Company. The selection and appointment of internal lecturers, course evaluation, internal motivation and other work are conducted according to training needs.



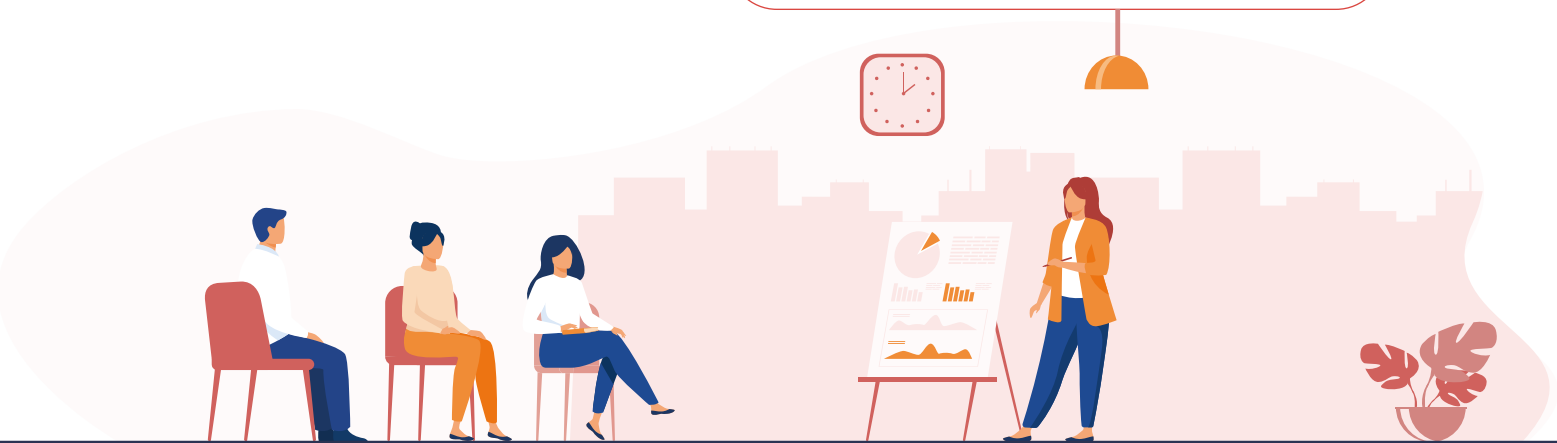
In 2023  
**7** Training sessions conducted **100+** Internal lectures certified and reserved

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In 2023, **4** New Star Training Program sessions carried out by the headquarters

**140** Training sessions conducted by subsidiaries **Covering thousands of participants**

**New Star Training Program:** It is a special induction training program designed for new hires recruited in the social recruitment, including 12 courses such as cultural integration, corporate strategy and business general knowledge.



## Creating a harmonious workplace

We prioritize employee well-being and employee satisfaction. By actively organizing care activities, we help employees balance work and life, create a favorable working environment, and continuously enhance their well-being and sense of belonging.

### Improving employee satisfaction

Based on the Company's requirements for Spark corporate culture promotion and implementation, we have conducted employee engagement survey for three consecutive years. The employee engagement indicators continue to rise and are above the industry average. The employee engagement questionnaire survey covered 11,000 employees, representing a 5.1% increase compared to the previous year. Based on the results, we keep improving management to enhance organizational efficiency and employee satisfaction.

We will also take a series of measures to resolve labor disputes. After following up the disputes and studying relevant issues, we compile the Collection of Typical Labor Dispute Cases, fully utilizing typical employment cases for prevention, reference, and guidance.

### Assisting employees in need

To show our care for employees in need, we address employees' concerns through activities such as "Warmth Delivery" activities and the "Charity Fund", providing assistance in their children's education, major illnesses, and medical security. In 2023, Poly Property visited employees 496 times, and subsidized them about RMB 270,000. Through the Charity Fund, a total amount of nearly RMB 300,000 was donated to assist over 20 employees facing difficulties, 1 employee whose child cannot afford college, and 30 employees with severe illnesses. Additionally, the Company organized health examinations for 249 employees, purchased commercial insurance for 219 employees, assisted 47 employees with the secondary medical insurance application through the labor union, and helped over 200 people for quadrivalent vaccine vaccinations, demonstrating its commitment to employee well-being with concrete actions.

### Enriching employees' life

#### Diversified Spark community activities

We continue to organize Spark community activities, such as the 6th Basketball Contest of Subsidiaries in Guangdong, Children's Day events, and movie watching, attracting 3,000 employees. The Company's cohesion was further enhanced.



The 6th Basketball Contest of subsidiaries in Guangdong



Patriotic education films watching

#### 2023 Uniform Exhibition in all Business Lines

Implementing the concept of "wearing new uniforms, delivering wholehearted services", we organize an anniversary celebration fashion show, so as to inspire employees' professional identity and sense of belonging, and enhance their professional confidence.



The anniversary celebration fashion show

# Joining Hands for Win-Win Cooperation

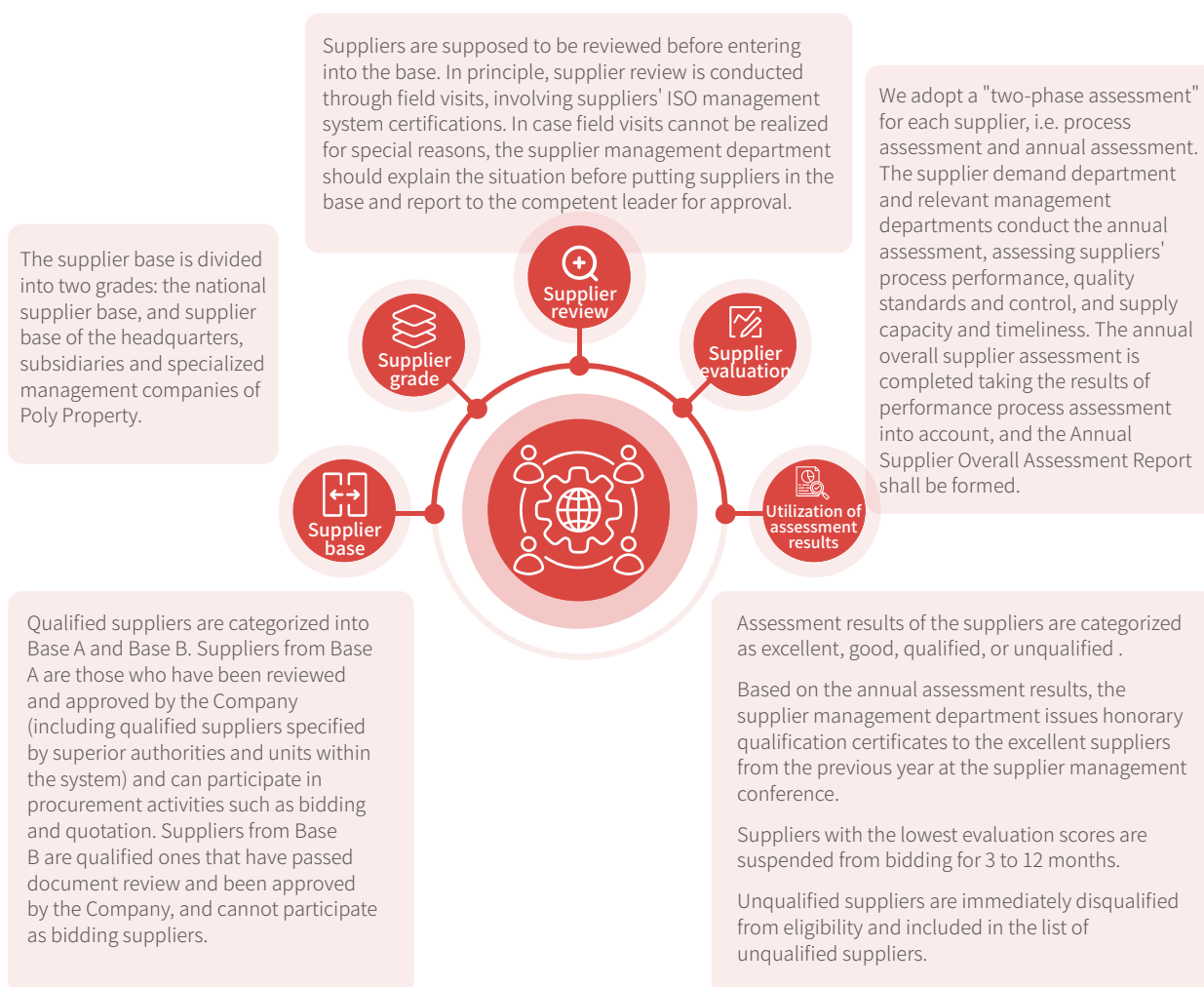
Upholding the concept of joining hands for win-win cooperation, we continuously improve the upstream and downstream supplier management, actively build a responsible supply chain, and collaborate with universities, peer enterprises and research institutions to promote the sound development of the industry and join hands with partners for a more sustainable future.

## Building a responsible supply chain

We adhere to the principle of fair competition, strictly comply with applicable anti-monopoly laws and regulations, and select and manage our suppliers based on the same criteria, jointly building a fair and just, honest and trustworthy, and transparent business ecosystem. In 2023, we continued to strengthen supplier management and empowerment, and actively practiced transparent and green procurement, working together with suppliers to build a responsible supply chain. To address the ESG (Environmental, Social, and Governance) risks management of suppliers, we inspect suppliers' ISO management system certifications before putting them in the base. Furthermore, we specify the requirements for product and service quality, technology, environmental protection, occupational health and safety before signing contracts or agreements, and clarify provisions on integrity, environmental protection, and other provisions in systems and contracts, thereby ensuring comprehensive management.

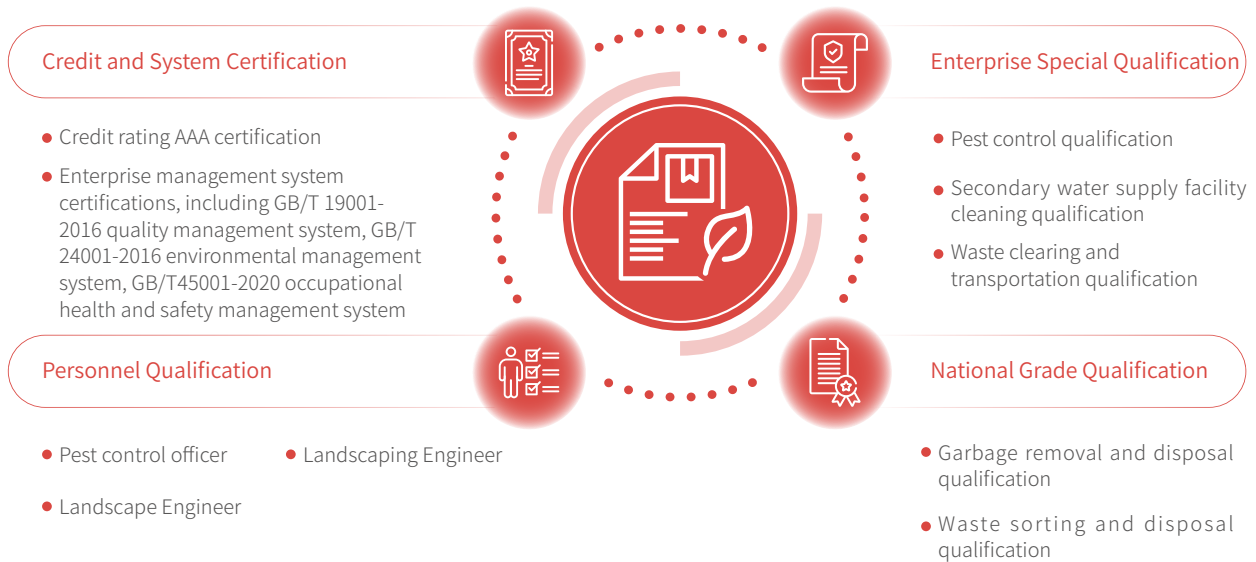
### Suppliers management

We designate personnel for supplier management in different business lines. In accordance with the guiding principle of "dividing management and operation responsibilities", suppliers are investigated, selected and assessed based on their grade and bases. The supplier management conference is regularly held to contribute to building a responsible supply chain.



## Transparent and green procurement

We actively practice transparent procurement. In the process of procurement, we adopt the principle of avoidance and stipulate prohibited behaviors, assessment methods, and accountability measures in systems. The principles of fairness, impartiality, and honesty are applied in bidding to ensure fair competition and select suppliers with high social credibility, advanced technical management capabilities, strong performance, and reasonable prices. The integrity cooperation regulations specify the integrity requirements that suppliers shall observe and handling measures for violations, and are bound by procurement contracts that include clauses on integrity and honesty. To encourage green procurement, we provide protection of labeling, handling, packaging, and storage throughout the service process, ensuring that service quality and effectiveness are not affected and meet quality and environmental requirements.



## Boosting industrial development

We join hands with partners to move forward with unity and solidarity. By continuously deepening exchanges and cooperation with universities, peer enterprises, research institutions, etc., sharing development achievements and experiences, and participating in industry standard construction, we aim to jointly promote innovation practices and knowledge sharing in the property industry, and bring new momentum to its development.

### Strengthening cooperation with universities

In 2023, the "Public Service Think Tank", jointly built by Shanghai University of Finance and Economics and Poly Property, further deepened its operation under the theme of "Social Governance and Public Service". In March, expert teams from the think tank visited Guangzhou to study the overall service model and engage in discussions with the team of the Company, contributing wisdom and insights to the "holistic model" of public services. In June, several think tank experts were invited to participate in the Fourth Town Mayor Forum, where they shared innovative practices and the latest research in urban governance.

In March 2023, a team of experts from the Institute of Creative Communication for China's Story of Huazhong University of Science and Technology visited Guangzhou to survey the mode of property companies participating in grassroots governance and exchange thoughts with senior management of Poly Property. Both parties decided to have more in-depth exploration and communication on new modes of modern grassroots governance with Chinese characteristics, jointly promoting the communication research and practice of "Telling China's story" that integrate multiple voices to sound and upward development.

## Deepening industry exchange and sharing

In February 2023, at the Property Management Industry High-quality Development Conference of Guangdong Province, Zhao Guangfeng, Executive Vice President of Guangdong Provincial Property Management Association and South China Region Director of Poly Property, delivered a keynote speech titled "Lean Management Empowers High-quality Development". He shared Poly Property's exploration and experience in lean management in operations, quality, team organization, and management.

In September 2023, the Fourth Guangzhou SPM Expo officially opened at exhibition center of China Import and Export Fair. The "2023 Urban Light: Town and Street Holistic Service Governance Expo and Special Forum", sponsored by Guangzhou Association of Urban Services Operation, was also held concurrently. As the president unit of the Association and the representative of the pilot enterprises for holistic urban services, Poly Property was invited to attend the forum to discuss the exploration and development of urban service governance.



Roundtable forum on holistic service governance

In October 2023, the China International Property Management Industry Expo opened in Shenzhen. The first big property humanistic story museum named "A Beam of Light · A Piece of Story", created by Poly Property, made its debut at the event. By telling service stories, the museum showcased Poly Property's adherence to its original intention and its persistence in professional service, calling on the industry to uphold its original service intention of goodwill and value amid the waves of scale development and technological innovation.



For more information, please scan the QR code .

## Participating in national standard construction

The national standard Guidelines for the *Standardization of Basic Public Services*, which Poly Property participated in drafting as the main drafting unit, was officially released in March 2024. Wu Lanyu (Chairman of Poly Property), Jin Qin (Deputy General Manager), Zhu Ruijia (Deputy General Manager) and the other manager, participated in the drafting.

In July 2023, the Standard Technology Management Department of State Administration for Market Regulation issued a notice approving the appointment of Jin Qin, Deputy General Manager of Poly Property Service Co., Ltd., as a member of the National Technical Committee of Service Standardization (SAC/TC264). Member Jin Qin has participated in multiple review meetings on the establishment and review of national public service standards.

# Fulfilling Social Responsibility

To give back to the community with practical actions, we leverage our advantages to create distinctive charity brands and advance rural vitalization in the fields of educational assistance, vulnerable groups aid, and disaster relief. We actively engage in volunteer services to promote the common prosperity of the whole society.

## Contributing to rural vitalization

In response to the national rural vitalization strategy, we fully play our role as a property management enterprise to optimize urban management and boost rural revitalization with talent vitalization. We engage in assistance through consumption and empower industries and culture with innovative approaches, actively fulfilling the social responsibility of SOEs.

### Empowering urban governance

To empower rural vitalization with property services, Poly Property chooses urban area as the entry point. Since 2016, focusing on governance efficacy in rural vitalization efforts, we have been exploring the property service market in urban and rural areas, actively promoting urban-rural public service equalization and making breakthrough for central SOEs contributing to rural vitalization.

In the Xitang whole-area project, Poly Property, through the efficient collaboration model of "Party Building + Intelligence + Grid", guaranteed the travel of tourists, smooth operation of scenic spots, promoting the integration of culture and tourism and civil vitalization. In November 2023, Poly Property ' Grid Team dispatched 50 people to guarantee the safety and order at the main venue and places along the route at the 11<sup>th</sup> China Xitang Han-Fu Cultural Festival, and worked hard to maintain the order of the major events. Grid workers conducted 24-hour dynamic inspections to ensure safety and security at 10 activity sites and 16 important points.



In September 2023, the public service projects in Xitang Ancient Town and Yaozhuang Town, managed by Poly Property, received government honors, setting an example for grassroots social governance.



### Supporting talent vitalization

To further promote rural vitalization on all fronts, Poly Property has upgraded and opened the eighth term of "Poly Spark Class" by optimizing student quality, adjusting curriculum design and expanding employment opportunities. This term of Spark Class, enrolls 69 students with high school education or above. After three months of professional training, 69 participants officially joined the Poly team as "Poly New Recruits" at the closing ceremony of the eighth Poly Spark Class, embarking on their journey of realizing dreams.



Poly Spark Class: Assisting Rural Vitalization with Training and Employment was honored as the

**"Excellent Case of State-owned Enterprise Party Building Brand"** in 2023.

### Conducting assistance through consumption

Aiming to serve the property owners, Poly Property is committed to providing residential and consumer services to nearly 2 million households nationwide. We actively contact with relevant brands and origins of products to provide quality products directly to communities. In the biweekly Poly Harmonious Market, a special section is dedicated to displaying various rural agricultural products, such as organic vegetables, fruits, grains, and processed foods, while also having interpreters to introduce their features and advantages to residents.



In 2023, we organized assistance activities through consumption, such as "Agricultural Products Week"



## Empowering industry and culture

Poly Property integrates its own advantages with the resources features and government demands of the assisted counties, focusing on industrial and cultural assistance. In May 2023, Poly Property Shanxi Company cooperated with Hequ County, Yizhou, Shanxi Province, one of the targeted assistance counties of Poly Group, to create the first pilot area of rural "Industrial and Cultural Empowerment". They organized activity themed with "Poly and Hequ Move Towards the Future Together", bringing Hequ's characteristic industries and traditional arts to the people of Longcheng City. The event generated over RMB 48,000 of transactions volume, facilitating cooperative purchases with supporting supermarkets of about RMB 30,000. The cultural performance with unique Hequ characteristics received enthusiastic feedback from the property owners.



## Building a charity brand

We actively build charity brand projects with distinctive Poly Property characteristics, spreading positive energy to society through long-standing initiatives such as "Delivering Warmth to Mountainous Areas with Books Donation" and "Harmony Courtyard Dandelion Legal Education".

### Delivering Warmth to Mountainous Areas with Books Donation

Taking into consideration the actual study and life situations of children in the mountainous areas, we donate reading rooms and advocate reading through targeted and engaging activities, enriching the literary atmosphere in these regions. Since its inception in 2011, the initiative has been committed to the mission of public libraries of inheriting civilization and serving society. In 2023, under the theme of "Delivering Warmth to Mountainous Areas with Books Donation", we partnered with the Zhongshan Library of Guangdong Province to establish the 115 reading room at Hengjian Primary School in Leizhou City. Over 3,000 books were collected from more than 20 office buildings, benefiting rural primary and secondary schools and towns in underdeveloped mountainous areas.



We conducted the

**「Delivering Warmth to Mountainous Areas with Books Donation」**

initiative for the fourth time and participated in the South China Book Festival

**「Donating Books for Supporting**

**Education, Warming Hearts in Rural Areas」**

### Harmony Courtyard Dandelion Legal Education themed activities

"Harmony Courtyard Dandelion" is a public welfare campaign launched by Poly Property in 2021 for Harmony Courtyard communities. Taking legal publicity and services as the starting point, it aims to enhance residents' legal literacy, and promote legal governance, community self-governance, and democratic management in neighborhoods, contributing to the development of harmonious communities. On November 19, 2023, Poly Property successfully launched the Harmony Courtyard Dandelion Legal Education campaign at Poly Chuangzhi Jincheng in Chengdu. The event was also live-streamed, attracting over 7,000 online viewers and receiving more than 11,000 likes, earning praise from residents and community committees.




## Engaging in voluntary services


To address the challenging tasks of business operations, the Party Committee and Youth League of Poly Property issued a youth initiative to deepen the establishment of youth task forces such as the "Vanguard Team" and volunteer service teams, encouraging young people to achieve new accomplishments in development and transformation. By 2023, a total of 165 youth task forces have been established, including 9 "Youth Model Unit" and 11 "Model Youth Work Safety Post" at scenic spots and other service areas, with a total participation of about 2,000 employees. Among them, Youth teams from Xitang and Guangzhou Tower successively won "National Youth Model Unit Award", "National Youth Workplace Safety Demonstration Post" and "Central Enterprise Youth Model Unit Award".

### Poly Spark volunteer service project

Since September 2020 when the Poly Public Service has created volunteer service project in the holistic governance project of Xitang, Zhejiang, it has been cooperating and communicating with relevant government departments and community workers, and established a Poly Spark volunteer service team led by Party member. Leveraging project resources and property advantages, the team aims at holistic public governance and provides services in streets, communities, and households. Focusing on affection, love, and convenience, the team pays great attention on retired soldiers, elderly people living alone, impoverished households, and some special workers in the community. They provide free repairs for small home appliances, cleaning services for empty nesters and elderly people, haircuts, blood pressure measurements, and other volunteer services, bringing warmth and care to the community.



Awarded the title of  
**「Best Volunteer Service Project」**  
 in Jiashan County



### Donating Old Clothes, Building Happy Homes public welfare project

From November 6 to 10, Guangzhou Poly Commercial Property, a subsidiary of the Company, collaborated with the Communist Youth League Committee of Haizhu District, Guangzhou City, to join the "Donating Old Cloth, Building Happy Homes" public welfare project. Working as public welfare partners, they set up old clothes donation booths in Poly buildings, and encouraged property owners and employees to participate in the activity, regenerating old clothes, spreading love and bringing Poly care to disadvantaged youth.



### Providing barrier-free facilities to meet the needs of passengers with disabilities

In Terminal 2 of Guangzhou Baiyun Airport, Poly Property and the Terminal Equipment Engineering Department brainstormed and formed a three-member innovation team to set up barrier-free reminder devices for visually impaired passengers, in an effort to make every passenger with disability feel at home at Terminal 2.

# Strengthening Governance-Laying a Solid Foundation for Development

As a key player in the era of comprehensive property, Poly Property continues to strengthen the cornerstone of high-quality corporate development, continuously improves the corporate governance system and tighten the bond of between the Company and investors. We strictly comply with business ethics and market rules and further promote compliance management in accordance with the law, safeguarding the Company's sound and sustainable operation.

## Goal Setting

Continue to improve corporate governance, promote the diversity of the Board of Directors, strengthen investor relations management and the protection of shareholders' rights and interests, and consolidate the foundation of enterprise development

Deepen compliance management and risk control, work hard to build an enterprise of integrity, and ensure compliance and sound operation

## Progress Review

Improving corporate governance through a series of internal systems, review the diversity of the Board of Directors in a timely manner, and conduct investor relations management through multiple channels, platforms and methods.

Upgrade the enterprise risk management (ERM) system in terms of organizational structure, risk areas and management processes, and carry out diversified training activities on integrity and intellectual property protection.

### UN Sustainable Development Goals (SDGs)





# Enhancing Corporate Governance

We continue to improve the governance structure system and clarify the remit o all levels and ensure the diversity of the Board of Directors. Meanwhile, we intensify our efforts to protect shareholders' rights and interests and better investor relations management to secure shareholders' rights to make proposals and queries in corporate affairs as well as the right to information via a diversified communication platform. By doing so, we have laid a solid foundation for the Company's development.

## Governance structure system

Poly Property has established a corporate governance structure comprising the Shareholders' General Meeting, the Board of Directors (the Board) and specialized committees, the Supervisory Committee and the Operation Management. We have also standardized its operation and made scientific decisions in strict accordance with the relevant laws, the Articles of Association and their respective terms of reference, thus forming a governance mechanism with clearly defined powers and responsibilities, coordinated operation and effective checks and balances. During the reporting period, the Company continued to improve its corporate governance structure and the mode of operation of the three meetings, and convened 3 Shareholders' General Meetings, 14 Board meetings, 5 meetings of the Supervisory Committee, 9 meetings of specialized committees, which played a positive role in the sustainable, healthy and stable development of the Company.



In 2023

**3** Shareholders' General Meetings held

**14** Board meetings held

**5** Meetings of the Supervisory Committee held

**9** Meetings of specialized committees held

### Shareholders' General Meeting

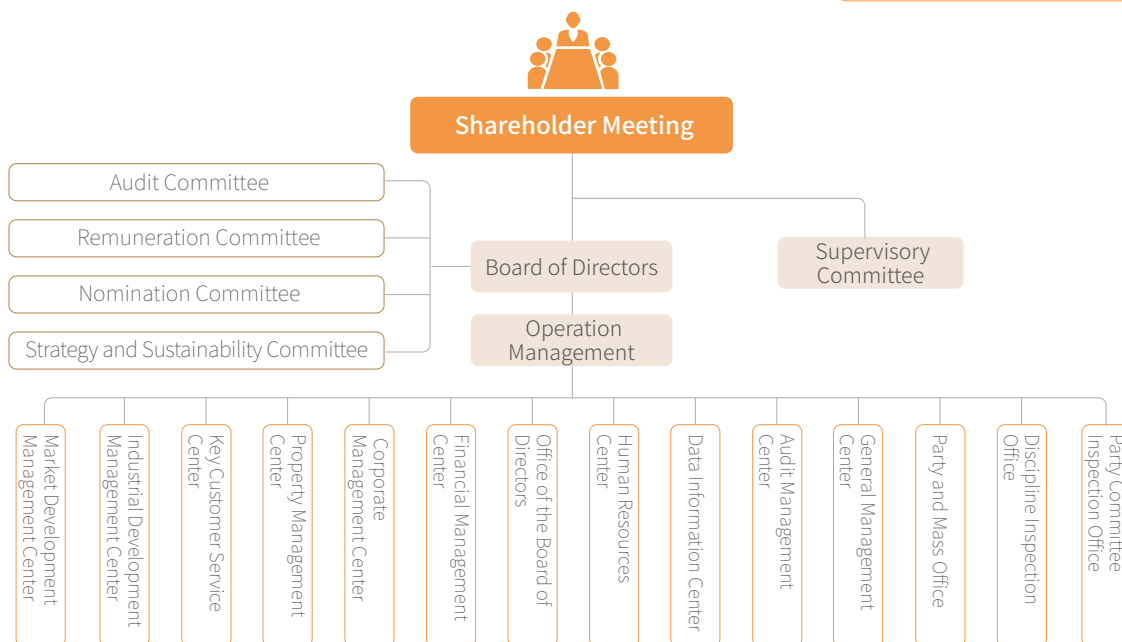
As the highest authority of the Company, it exercises the right to make decisions on major matters such as business policies, investment plans, financial budget and profit distribution in accordance with the law.

### Board of Directors

Responsible to the General Meeting of Shareholders for the overall management of all businesses, it set up the Audit Committee, the Remuneration Committee, and the Nomination Committee, etc. who collaborate and supervise effectively to continuously improve the corporate governance.

### Supervisory Committee

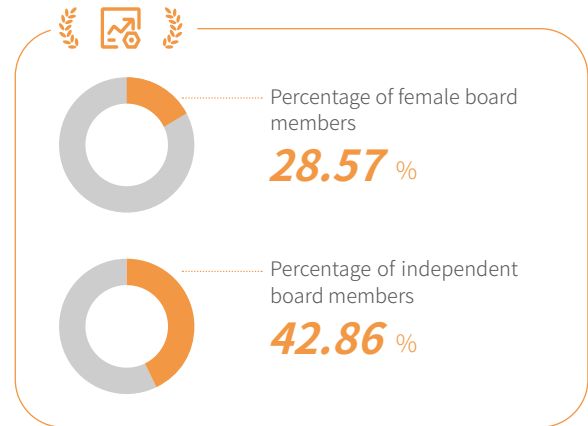
It exercises supervisory functions over the Company's directors, senior executives and finance in accordance with laws, administrative regulations and the Articles of Association. The Supervisory Committee consists of 3 supervisors, including 1 employee supervisor.



## Board diversity

The Board adopts the Policy on Diversity of Board Members, which includes objectives and factors that will be considered in order to achieve Board diversity, and recognizes the increasing diversity at the Board level as a key element in supporting its strategic objectives and maintaining sustainable development. In setting the composition of the Board, the Company considers Board diversity from a number of perspectives including, but not limited to, professional qualifications and industry experience, gender, age, cultural and educational backgrounds, and tenure of service. Ultimately, the decision is made on the basis of the contribution that a candidate can make to the Board.

As of December 31, 2023, the Board consisted of 7 members, including 3 independent directors and 2 female directors, all of whom have in-depth industry experience or professional qualifications in finance and accounting, law, and financial investment.



Name	Position	Gender	Age
Wu Lanyu	Chairman of the Board	Female	44
Liu Ping	Non-Executive Director	Male	55
Hu Zaixin	Non-Executive Director	Male	55
Huang Hai	Non-Executive Director	Male	48
Wang Xiaojun	Independent Non-Executive Director	Male	69
Tan Yan	Independent Non-Executive Director	Female	59
Zhang Liqing	Independent Non-Executive Director	Male	60

## Investor relations management










Regarding compliance, fairness, integrity and proactivity as the basic principles, Poly Property has formulated and implemented the Regulations on Investor Relationship Management which clarifies the purpose, targets, duties, communication contents and methods of investor relationship management. Accordingly, we will conduct investor relations management through multiple channels, platforms and methods, continuously strengthen our communication and exchanges with investors, and enhance investors' understanding of the Company. These efforts will maximize the legitimate rights and interests of the Company, shareholders and other relevant stakeholders.

The Board Office has been set up as the competent department for investor relations management of the Company, assisting the Secretary of the Board in the implementation of investor relations management. The first person responsible for investor relations management affairs is the Chairman of the Board while the Secretary of the Board is the person in charge of such affairs and is responsible for the corresponding organization and coordination.

### Investor Relations Management Purposes

- To strengthen communication with investors through adequate information disclosure and promote investors' understanding, recognition, acceptance and support of the Company's development strategy and business philosophy in order to maximize the Company's value and shareholders' interests.
- To establish a stable and quality investor relations management platform, shape a good market image, create a favorable capital market financing environment for the Company so as to gain long-term market support.
- To promote integrity and self-discipline, standardize operations, increase transparency of corporate management and improve the governance structure.
- To develop a corporate culture and company values that serve, respect and protect investors.

### Investor Communication Channels

	<b>Announcement</b>	This includes both statutory and autonomous announcement disclosed externally by the Company, and the Company shall endeavor to enhance the accuracy, effectiveness and readability of the announcement.
	<b>General Meeting of Shareholders</b>	We shall make sound arrangement of the general meeting of shareholders, such as, paying attention to the time and place of convening and shall give enough time for investors to communicate with the Company's directors, supervisors and senior executives during the meeting.
	<b>Website Column for Investor Relations</b>	A special column for investor relations is set up in the Company's official website, and investor hot-lines and mailboxes are set up to collect and respond to investor questions, complaints and suggestions, as well as to publish and update relevant information on such affairs.
	<b>Results Presentation</b>	The Company organizes the Results Presentation at the end of its regular reporting period, where the the management team reviews the Company's operating and financial performance and looks ahead to future plans.
	<b>Brokerage Strategy Session</b>	The Company actively participates in strategy meetings organized by brokerage firms, strengthens communication and interaction with institutional investors, and share corporate value to attract institutional investors.
	<b>Road Show</b>	The Company may hold road shows in accordance with the relevant regulations deemed necessary.
	<b>Field Visit and Survey</b>	The Company combines the research needs of investors, analysts and its actual performance to reasonably arrange field visit and project survey.
	<b>Mailing</b>	The Company shall as it request if an investor has a need for public disclosure information to be mailed.
	<b>Others</b>	Other means of compliance with regulatory requirements.

# Upholding Business Ethics

We have coordinated compliance management in strict accordance with the requirements. For example, we have redoubled efforts in the following areas: improving the ERM system, strengthening internal audit supervision, actively establishing a culture of integrity and facilitating intellectual property protection. All these are necessary for the Company's sound development.

## Compliant operation

In order to standardize the compliance management, the Company has sorted out and formed "three lists", i.e., the Compliance Risk Identification List, Process Control List and the List of Compliance Duties for Key Positions, which serve as the basic tool for the compliance management and effectively guide the headquarters' functional centers and subsidiaries to carry out such affairs.

## Tax management

The finance department of our headquarters regularly issues the latest tax incentives and regulations for the subsidiaries to study, informs them of the real-time polices and dynamics, and urges them to constantly study new tax policies and planning methods to avoid tax risks. Besides, the tax management system has been gradually established and improved to facilitate informatization and upgrading of tax management. Tax-related daily businesses have been effectively supervised, which can better control the tax risks, and form a long-term tax supervision mechanism.

## Risk management

Effective risk management and internal control are indispensable to the long-term business growth and sustainable corporate development. Poly Property has continuously improved the ERM system in terms of organizational structure, risk areas and management processes, and has established a working system of mutual supervision, balance, dynamic connection and sharing of results among risk, internal control and internal audit based on their respective functions in the three stages, namely, pre-event, during the process and post-event.

### ERM System





## Governance Structure of Risk Management

Competent Department	Level	Duties
Board of Directors	Decision-making	Functioning as the leader of the Group's ERM efforts and the final decision maker on major risks in the overall process, the Board assesses and determines the nature and level of risks that the Group is willing to accept in order to achieve its strategic objectives and makes sure that the Group establishes and maintains appropriate and effective risk management and internal control systems, and is accountable for the ERM effectiveness.
Audit Committee	Decision-making	Responsible for overseeing the Group's risk management system and internal control system, it discusses them with the management and ensures that the management has fulfilled its responsibility to put in place an effective system.
Operation Management	Leadership	It makes decisions on general risk management matters and primarily review major risks, as authorized by the Board of Directors.
The management team of Headquarters and subsidiaries	Execution	They are responsible for the identification, assessment, analysis report and response of ERM, with specific operations being undertaken by the Audit Management Center; They are responsible for the promotion and implementation of specific measures, the monitoring of various types of risks in the businesses, and the timely reporting to the Operation Management.
Audit Management Center	Supervision	Responsible for establishing and improving the ERM supervision and evaluation system, it formulates corresponding systems for the Group's centers and subsidiaries, carries out supervision and evaluation, issues reports and arranges audits of the internal control system, and assesses the independence through internal audit.

## Risk assessment

Based on the completed ERM system, the Company conducts enterprise risk assessment at the headquarters and subsidiaries, and communicates with the competent departments to determine the risk response measures for the identified risks. Risk management and control will be constantly deepened to further standardize the internal operation and management and to prevent business risks.

## Internal audit

Through "Inspection and Audit", the Audit Management Center and the Party Committee Inspection Office jointly carry out pre-audit investigation and on-site audit to deliver audit rectification and improve the effectiveness of audit supervision, yielding solid outcomes by single cooperation.



In 2023, we have completed **6** sessions of economic responsibility audits and **3** sessions of special audits.

## Building a culture of integrity

Faithfully implementing the policy of full and rigorous Party self-governance, Poly Property insists on "zero tolerance" for the violation of integrity discipline and continues to improve the anti-corruption management system. We work hard to unblock the channels of public supervision by letters and visits, and launch a series of anti-corruption education activities to create a clean and upright political atmosphere, and navigate the high-quality development with high-quality supervision.

## Anti-corruption management

Focusing on "More Education, Strict Supervision, Sound Governance", we carry out the "One Theme Per Quarter" and the series of educational activities of "Enhancing Legal Awareness of Grassroots", implement the comprehensive supervision mechanism, and train grassroots disciplinary supervisors. Thanks to these efforts, we have achieved sound development. In 2023, Poly Property strictly complied with the central Party leadership's eight-point decision on improving work conduct, the Rules for Supervision and Discipline, the Internal Accountability Measures and other systems. Organizations and employees who violated relevant regulations were held accountable in accordance with procedures.

## Monitoring and reporting

Strictly complying with the Regulations on Handling of Visits and Letters for Discipline Inspection, we continue to ensure the smooth access to 6 reporting channels, seriously investigate and handle all clues. A three-in-one drive has been launched, with "warning and education, disciplinary inspection proposal, and special initiatives" combined for substantiated cases, to help make up for shortcomings for the subsidiaries, fix the loopholes in operation and management, and avoid irregularities and indiscipline problems.

### Public Access to Anti-corruption Reporting

**E-mail:** polyjijian@polywuye.com

**Hotline:** 13544576242

**Website:** <http://x.polywuye.com/baoli/searchAnony.jsp>

**Address:** Discipline Inspection Office, 49/F, Poly Plaza, 832 Yuejiang Zhong Road, Haizhu District, Guangzhou



QR Code for Online Reporting System

## Integrity training

### Strengthening the primary role of online and offline promotion of integrity through publication and WeChat official account.

The "Integrity Mirror" special edition has been published and WeChat official account "Poly Integrity" has been created, with functions "Power of Role Models" and "Spotlight" added, to call on all the staff to uphold integrity through positive and negative typical cases.



### Launching a series of educational activities on "one theme per quarter".

We carry out quarterly thematic education centered on the four major themes of "Know and Fulfill Your Responsibilities", "Stay Vigilant and Cautious in Good or Bad Times", "Power of Role Models", and "Maintain Integrity and Harmony", and take the "Five Ones" as the key driver to enhance the awareness of disciplinary laws of the whole staff through distinctive, down-to-earth, and effective activities.



### Holding a conference on clean governance and anti-corruption in 2023.

All the employees watched the integrity education video together and urged leading officials at all levels to learn from the real cases, to further enhance the awareness of integrity and self-discipline, and to effectively enhance the determination and strength of integrity.



### Launching an initiative "Enhancing Legal Awareness of Grassroots".

We have filmed micro-videos and organized a lecture for upholding integrity. All relevant courseware are collected for specified seniors, middle and grass-roots levels, with lecture tours to 11 units in total. This initiative continuously improves the relevance, effectiveness and vividness of the education for the general public.

## IPR protection

To protect Intellectual property right (IPR) is of great significance to our core competitiveness and commercial interests. Poly Property actively carries out patent application to effectively protect core technology, and continuously improves the IPR risk prevention mechanism. We hold regular trainings on IPR protection, clarify IPR clauses and confidentiality agreements in contracts, and conduct IPR audits. By establishing a comprehensive IPR protection system, we can ensure that our innovations are protected to the greatest extent possible.



As of December 31, 2023, Poly Property has accumulated

**36** patents

software copyrights

**98**

domain names

**4**

On March 22, 2023, the Company successfully passed **the high-tech enterprise certification.**

# Appendix

## List of ESG Policies, Laws and Regulations

ESG Aspects	Laws and Regulations	Company Internal Policies
<b>A Environment</b>	<p><i>Environmental Protection Law of the People's Republic of China</i></p> <p><i>Energy Conservation Law of the People's Republic of China</i></p> <p><i>Water Pollution Prevention and Control Law of the People's Republic of China</i></p> <p><i>Atmospheric Pollution Prevention and Control Law of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise</i></p> <p><i>Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste</i></p> <p><i>Regulation on the Safety Management of Hazardous Chemicals</i></p> <p><i>National Catalogue of Hazardous Waste</i></p>	<p><i>Regulations on Cost Control Management</i></p> <p><i>Work Safety Management System Compilation</i></p> <p><i>Measures for Administration of Energy Conservation and Environmental Protection</i></p>
<b>B1 Employment</b>	<p><i>Labor Law of the People's Republic of China</i></p> <p><i>Labor Contract Law of the People's Republic of China</i></p> <p><i>Employment Promotion Law of the People's Republic of China</i></p> <p><i>Social Insurance Law of the People's Republic of China</i></p>	<p><i>Measures for the Administration of Compensation</i></p> <p><i>Labor Contract Management Measures</i></p> <p><i>Measures for Recruitment Management</i></p> <p><i>Employment Management Regulations</i></p>
<b>B2 Health and Safety</b>	<p><i>Fire Control Law of the People's Republic of China</i></p> <p><i>Construction Law of the People's Republic of China</i></p> <p><i>Law on Safety of Special Equipment of the People's Republic of China</i></p> <p><i>Work Safety Law of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on Prevention and Control of Occupational Diseases</i></p> <p><i>Emergency Response Law of the People's Republic of China</i></p> <p><i>Provisions on the Administration of Safety Technology Training and Examination for Special Operation Personnel</i></p> <p><i>Regulations on Work-related Injury Insurance</i></p> <p><i>Administrative Measures for Work Safety Training</i></p> <p><i>Guide for Emergency Drill of Work Safety Accidents</i></p> <p><i>Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers</i></p>	<p><i>Work Safety Management System Compilation</i></p> <p><i>Management System Manual</i></p> <p><i>Internal Audit Management Measures</i></p> <p><i>Audit Measures for Internal Control System</i></p> <p><i>Guidelines for the Management of Residential Property Records and Information</i></p>
<b>B5 Supply Chain Management</b>	<p><i>Civil Code of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on Tenders and Bids</i></p> <p><i>Property Management Regulations</i></p>	<p><i>Supplier Management Measures</i></p> <p><i>Procurement Management Regulation</i></p> <p><i>Bidding Management Measures</i></p> <p><i>Management System Manual</i></p>
<b>B6 Product responsibility</b>	<p><i>Law of the People's Republic of China on Urban Real Estate Administration</i></p> <p><i>Property Management Regulations</i></p>	<p><i>Management and Control System for the Ultimate Standardized Residential Services</i></p> <p><i>Overall Standard System for Holistic Urbanization 1.0</i></p> <p><i>Standard System for Rail Transport Project 1.0</i></p> <p><i>Standard System for Teaching and Research Properties 1.0</i></p> <p><i>Nebula Ecology Standard System 1.0</i></p> <p><i>Measures for the Administration of Merchants Within Community Value-added Services</i></p> <p><i>Guidelines for the Management of Residential Property Files and Data</i></p> <p><i>Standards for Value-added Customer Services</i></p> <p><i>Operational Guidelines for Customer Requirements</i></p>
<b>B7 Anti-corruption</b>	<p><i>Company Law of the People's Republic of China</i></p> <p><i>Anti-money Laundering Law of the People's Republic of China</i></p> <p><i>Anti-monopoly Law of the People's Republic of China</i></p> <p><i>Anti-Unfair Competition Law of the People's Republic of China</i></p> <p><i>Interim Provisions on Banning Commercial Bribery</i></p>	<p><i>Letter of Commitment to the Construction of a Clean and Honest Party</i></p> <p><i>Measures of Implementing Discipline Inspection and Supervision System</i></p> <p><i>The Ten Prohibitions and the Forty No's</i></p> <p><i>Internal Accountability Management Measures</i></p> <p><i>Integrated Approach to Oversight</i></p> <p><i>Regulations on Discipline Inspection, Letters and Calls Reporting</i></p>
<b>B8 Community investment</b>	<p><i>Charity Law of the People's Republic of China</i></p>	<p><i>Measures for Donation</i></p>

## ESG Index

General Disclosure and Key Performance Indicators (KPIs)		Corresponding Sections
<b>A</b>	<b>Environmental</b>	
<b>A1:</b>	<b>Emissions</b>	
	General disclosure	Contributing to Ecological Harmony via Green Development
A1.1	The types of emissions and respective emissions data	ESG Key Performance Indicators
A1.2	GHG emissions and intensity	ESG Key Performance Indicators
A1.3	Total hazardous waste produced and intensity	ESG Key Performance Indicators
A1.4	Total non-hazardous waste produced and intensity	ESG Key Performance Indicators
A1.5	Description of emissions target(s) set and steps taken to achieve them	Contributing to Ecological Harmony via Green Development
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	Contributing to Ecological Harmony via Green Development
<b>A2:</b>	<b>Use of resources</b>	
	General disclosure	Contributing to Ecological Harmony via Green Development
A2.1	Direct and/or indirect energy consumption by type in total and intensity	ESG Key Performance Indicators
A2.2	Water consumption in total and intensity	ESG Key Performance Indicators
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	Contributing to Ecological Harmony via Green Development
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency targets set and steps taken to achieve them	Contributing to Ecological Harmony via Green Development
A2.5	Total packaging material used for finished products and with reference to per unit produced	Not Applicable
<b>A3:</b>	<b>Environment and natural resources</b>	
	General disclosure	Contributing to Ecological Harmony via Green Development
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Contributing to Ecological Harmony via Green Development
<b>A4:</b>	<b>Climate change</b>	
	General disclosure	Addressing Climate Change
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	Addressing Climate Change
<b>B</b>	<b>Social</b>	
<b>B1:</b>	<b>Employment</b>	
	General disclosure	Growing Together with Employees
B1.1	Total workforce by gender, employment type, age group and geographical region	ESG Key Performance Indicators
B1.2	Employment turnover rate by gender, age group and geographical region	ESG Key Performance Indicators
<b>B2:</b>	<b>Health and safety</b>	
	General disclosure	Growing Together with Employees
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	ESG Key Performance Indicators
B2.2	Lost days due to work injury	ESG Key Performance Indicators
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Growing Together with Employees

<b>B3:</b>	<b>Development and training</b>	
	General disclosure	Growing Together with Employees
B3.1	The percentage of employees trained by gender and employee category	ESG Key Performance Indicators
B3.2	The average training hours completed per employee by gender and employee category	ESG Key Performance Indicators
<b>B4:</b>	<b>Labor standards</b>	
	General disclosure	Growing Together with Employees
B4.1	Description of measures to review employment practices to avoid child and forced labor	ESG Key Performance Indicators
B4.2	Description of steps taken to eliminate such practices when discovered	ESG Key Performance Indicators
<b>B5:</b>	<b>Supply chain management</b>	
	General disclosure	Joining Hands for Win-Win Cooperation
B5.1	Number of suppliers by geographical region	ESG Key Performance Indicators
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	Joining Hands for Win-Win Cooperation
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	Joining Hands for Win-Win Cooperation
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	Joining Hands for Win-Win Cooperation ESG Key Performance Indicators
<b>B6:</b>	<b>Product responsibility</b>	
	General disclosure	Delivering Heartfelt Service
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not Applicable
B6.2	Number of product and service related complaints received and how they are dealt with	Ensuring Customer Satisfaction
B6.3	Description of practices relating to observing and protecting intellectual property rights	Upholding Business Ethics
B6.4	Description of quality assurance process and recall procedures	Not Applicable
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	Securing Customer Safety
<b>B7:</b>	<b>Anti-corruption</b>	
	General disclosure	Upholding Business Ethics
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	ESG Key Performance Indicators
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	ESG Key Performance Indicators
B7.3	Description of anti-corruption training provided to directors and staff	Upholding Business Ethics, ESG Key Performance Indicators
<b>B8:</b>	<b>Community investment</b>	
	General disclosure	Fulfilling Social Responsibility
B8.1	Focused areas of contribution	Fulfilling Social Responsibility
B8.2	Resources contributed to the focused areas	Fulfilling Social Responsibility, ESG Key Performance Indicators

## ESG Key Performance Indicators

ESG KPIs		Unit	2023	
A1.1	The types of emissions and respective emissions data	Nitrogen oxides	kg	860.42
		Sulfur oxides	kg	1.77
		Particulate matter	kg	82.01
A1.2	GHG emissions in total and intensity	GHG emissions (Scope 1, Scope 2 and Scope 3) <sup>3</sup>	tonnes CO <sub>2</sub> e	457,683.57
		GHG emission intensity <sup>2</sup>	tonnes CO <sub>2</sub> e/million sq.m.	636.04
		Direct GHG emissions (Scope 1) <sup>4</sup>	tonnes CO <sub>2</sub> e	4,640.62
		Indirect GHG emissions (Scope 2) <sup>5</sup>	tonnes CO <sub>2</sub> e	451,981.49
		Other indirect GHG emissions (Scope 3) <sup>6</sup>	tonnes CO <sub>2</sub> e	1,061.46
A1.3	Total hazardous waste produced and intensity	Total hazardous waste produced <sup>7</sup>	kg	29,401.94
		Hazardous waste intensity <sup>2</sup>	kg/million sq.m.	40.86
		Hazardous lamp	kg	22,383.87
		Waste printer cartridge	kg	4,375.35
		Waste ink cartridge	kg	2,642.72
A1.4	Total non-hazardous waste produced and intensity	Total non-hazardous waste produced <sup>8</sup>	tonnes	866.05
		Non-hazardous waste intensity <sup>2</sup>	tonnes/million sq.m	1.20
		Food waste	tonnes	832.89
		Office paper waste	tonnes	33.16
A2.1	Direct and/or indirect energy consumption by type in total and intensity	Total energy consumption <sup>9</sup>	MWh	821,644.77
		Total energy consumption intensity <sup>2</sup>	MWh/million sq.m.	1,141.81
		Direct energy consumption <sup>10</sup>	MWh	19,186.99
		Indirect energy consumption <sup>11</sup>	MWh	802,457.78
		Gasoline <sup>12</sup>	Litre	120,057.29
		Diesel <sup>13</sup>	Litre	852,388.52
		Natural gas <sup>14</sup>	m <sup>3</sup>	833,083.67
		Piped gas <sup>14</sup>	m <sup>3</sup>	1,421.00
		Tanked LPG <sup>14</sup>	kg	86,641.03
		Methanol <sup>14</sup>	kg	10,093.00
		Purchased electricity	MWh	769,984.01
		Electricity consumption for cooling and heating	MWh	32,473.77
		A2.2	Water consumption in total and intensity	Water consumption in total
Water consumption intensity <sup>2</sup>	m <sup>3</sup> /million sq.m.			20,334.34

ESG KPIs			Unit	2023	
B1.1	Total workforce by gender, employment type, age group and geographical region	Total number of employees		Headcount	33,902
		By gender	Male	Headcount	21,022
			Female	Headcount	12,880
		By employment type	Full-time staff	Headcount	33,902
			Part-time staff	Headcount	0
		By age group	Aged 30 and under	Headcount	11,790
			Aged 31-50	Headcount	18,559
			Aged 51 and above	Headcount	3,553
		By geographical region	Northeastern China	Headcount	1,726
			Northern China	Headcount	5,254
			Northwestern China	Headcount	1,305
			Southern China	Headcount	9,734
			Eastern China	Headcount	7,841
Southwestern China	Headcount		3,886		
	Central China	Headcount	4,156		
B1.2	Employee turnover rate by gender, age group and geographical region	Employee turnover rate		%	37.00
		By gender	Male	%	39.25
			Female	%	33.47
		By age group	Aged 30 and under	%	40.13
			Aged 31-50	%	33.51
			Aged 51 and above	%	30.75
		By geographical region	Northeastern China	%	38.63
			Northern China	%	30.63
			Northwestern China	%	44.17
			Southern China	%	24.77
Eastern China	%		44.17		
	Southwestern China	%	31.94		
	Central China	%	45.80		
B2.1	Number of work-related fatalities	Number of work-related fatalities		Headcount	0
		Rate of work-related fatalities		%	0
B2.2	Lost days due to work injury	Lost days due to work injury		Days	420
B3.1	The number and percentage of employees trained by gender and employee category	Total number of employees trained		Headcount	33,902
		By gender	Male	Headcount	21,022
			Female	Headcount	12,880
		By employment type	Managerial Staff	Headcount	2,032
			Non-managerial Staff	Headcount	31,870
		Percentage of employees trained in the total employees		%	100.00
		By gender	Percentage of male employees in total employees trained	%	62.01
			Percentage of female employees in total employees trained	%	37.99
By employment type	Percentage of managerial personnel in total employees trained	%	5.99		
	Percentage of non-managerial personnel in total employees trained	%	94.00		
B3.2	The average training hours completed per employee by gender and employee category	Total training hours		Hours	1,777,142.84
		By gender	Male	Hours	1,105,336.76
			Female	Hours	671,806.08
		By employment type	Managerial Staff	Hours	73,700.64
			Non-managerial Staff	Hours	1,703,442.20
		Average training hours completed by employees		Hours	52.42
		By gender	Male	Hours	52.58
Female	Hours		52.16		
By employment type	Managerial Staff	Hours	36.27		
	Non-managerial Staff	Hours	53.45		

ESG KPIs		Unit	2023	
B5.1 Number of suppliers by geographical region	Number of suppliers		Entity	4,103
	By geographical region	Northeastern China	Entity	239
		Northern China	Entity	814
		Northwestern China	Entity	154
		Southern China	Entity	981
		Eastern China	Entity	1,107
		Southwestern China	Entity	318
		Central China	Entity	490
B5.2	Number of suppliers reviewed in accordance with the practices relating to engaging suppliers in 2022	Entity	4,103	
B6.2 Number of products and service related complaints received	Service complaints received in the property category		Times	7,166
	Engineering complaints received in the property category		Times	3,534
	Safety complaints received in the property category		Times	2,634
	Other complaints received in the property category		Times	2,991
B7.1	Number of concluded legal cases regarding corrupt practices brought against the company or its employees during the reporting period	Number of corruption cases filed or concluded	Cases	0
B7.3 Description of anticorruption training provided to directors and staff	Number of directors participating in anti-corruption training		Headcount	7
	Number of employees participating in anti-corruption training		Headcount	33,902
	Length of anti-corruption training provided to directors and employees		Hours	182,043
B8.2	Resources contributed to the focused areas	Employee participants in voluntary activities	Person-time	6,478

- ① The disclosed environmental data in 2023 covers the headquarters of Poly Property, office areas of its subsidiaries, and office areas and non-shared public spaces of its subordinate projects.
- ② The GHG emissions intensity, hazardous waste intensity, non-hazardous waste intensity, energy consumption intensity, and water consumption intensity of Poly Property in 2023 are calculated based on the total area under management of Poly Property in 2023, i.e., 719.6 million m<sup>2</sup>, as the denominator.
- ③ The GHG emissions are the sum of direct GHG emissions (Scope 1), indirect GHG emissions (Scope 2) and other indirect GHG emissions (Scope 3).
- ④ Direct GHG emissions (Scope 1): Including GHG emissions generated from consuming gasoline, diesel, natural gas, piped coal gas, liquefied petroleum gas, and methanol. Direct GHG emissions are calculated according to the Requirements of the Greenhouse Gas Emissions Accounting and Reporting for Public Building Operating Organizations (Enterprises) (Trial) promulgated by the National Development and Reform Commission of China.
- ⑤ Indirect GHG emissions (Scope 2): Including indirect GHG emissions result from the purchase of electricity and heat; indirect GHG emissions from purchased electricity and heat are calculated according to the Requirements of the Greenhouse Gas Emissions Accounting and Reporting for Public Building Operating Organizations (Enterprises) (Trial) promulgated by the National Development and Reform Commission of China.
- ⑥ Other GHG emissions (Scope 3): Other GHG emissions are mainly from employees' business trips, etc. The quantification process and emission factors are calculated by the ICAO Carbon Emissions Calculator.
- ⑦ Total hazardous waste produced includes waste modulator tubes, toner cartridges, and ink cartridges.
- ⑧ Total non-hazardous waste produced includes kitchen waste and waste paper in offices.
- ⑨ Energy consumption is the sum of directly and indirectly consumed energy.
- ⑩ Direct energy consumption is the total consumption of gasoline, diesel, natural gas, piped coal gas, liquefied petroleum gas, and methanol.
- ⑪ Indirect energy consumption is the total consumption of purchased electricity, heat, and cooling.
- ⑫ Gasoline consumption covers the gasoline consumed by Poly Property owned and rented vehicles.
- ⑬ Diesel fuel consumption statistics are derived from the diesel fuel consumed by the engineering facilities and equipment of the projects managed by Poly Property, as well as the fuel consumed by the cafeteria.
- ⑭ Piped gas, tanked LPG, and part of the natural gas cover consumption of the canteens operated by Poly Property. The rest of the natural gas consumption comes from heating for subordinate companies and projects.

Unless otherwise specified, the conversion coefficients and calculation methods refer to How to Prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs, How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs released by Hong Kong Stock Exchange.



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