

Jinke 金科服务

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2023 JINKE SERVICES

ENVIRONMENTAL
SOCIAL AND GOVERNANCE REPORT

2023
JINKE SERVICES

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ABOUT THIS REPORT

This is the Environmental, Social and Governance (“ESG”) Report (hereinafter referred to as “this Report”) of Jinke Smart Services Group Company Limited (hereinafter referred to as “Jinke Services”). This Report reflects how Jinke Services works to fulfill its economic, social and environmental responsibilities to achieve sustainable and high-quality development and responds to issues of general interest to stakeholders. The Company’s Board of Directors has reviewed this Report and is responsible for the authenticity and validity of the information contained in the Report.

Reporting period

The reporting period is from January 1, 2023 to December 31, 2023, though it may be extended for some of the contents.

Scope of this report

This Report focuses on Jinke Smart Services Group Company Limited and its subsidiaries.

Data sources

All data and information disclosed in this Report come from the Company’s official documents, statistical and financial reports and ESG information collected, compiled and reviewed by the Company. This Report is published in Chinese and English. If there are any discrepancies between the two versions, the Chinese version shall prevail. Unless otherwise stated, the currency unit in this Report is RMB.

Preparation basis

This Report is prepared in accordance with Appendix C2- Environmental, Social and Governance Reporting Guide of the Main Board Listing Rules (hereinafter referred to as the “HKEX ESG Guidance”) of the Stock Exchange of Hong Kong Limited (“HKEX”). This Report complies with all the “comply or explain” provisions as set out in the HKEX ESG Guidance.

Reporting principle

This Report strictly complies with the four reporting principles of Materiality, Quantification, Balance and Consistency, and strives to fully reflect the effectiveness of ESG management.

Materiality → Jinke Services employs a third party institution to analyze and evaluate key issues of the current ESG in combination with its characteristics, industry and experts, and submit the results to the Board of Directors for review, so as to finally determine the materiality ranking of ESG issues this year, and take this as an important basis for the preparation of ESG reports and basic materials for management improvement.

Reporting principle

Quantization → The Company's data quantification is completed by the working group under the guidance of ESG Committee, and standard data collection tools and review mechanisms have been established and are being improved year by year. Where applicable, the annual data disclosed in this Report can be compared with the data of previous years, so that stakeholders can better understand the ESG status of the Company.

Balance → This Report presents the ESG performance of the Company fairly and objectively, and discusses the improvement and promotion of key issues in addition to disclosing the results.

Consistency → The quantitative information in this Report is consistent with the measurement and collection methods of previous reports, so that the data used by all parties to analyze or evaluate the Company's performance in different periods have comparability. If the collection scope of data changes or the measurement method is updated, Jinke Services will make corresponding annotations for the reference of report users.

Reporting specification

For ease of presentation and readability, Jinke Smart Services Group Company Limited is hereinafter referred to as "Jinke Services", the "Company" or "We" in this Report.

Access to this report

This Report is available for review and download from the HKEx website (www.hkexnews.hk) and the Company's website (www.jinkeservice.com).

Annual progress of sustainable development

Economic responsibility	Operating revenue	Area under management	Contracted area
	RMB 49,797,000,00	2,676,000,00 m ²	3,509,000,00 m ²
Service responsibility	Frequency of safety training	Frequency of emergency drill (for residential building)	
	3,168	2,076	
Environmental responsibility	Total energy consumption	Total greenhouse gas emissions	Total water consumption
	538,901.42 MWh	306,866.25 tonnes of carbon dioxide equivalents	520.68 tonnes
Responsibility of supply chain	Total number of suppliers		
	757		
Employees' responsibility	Coverage of training	Total number of trainees	Training hours per capita
	100%	12,955	32.28 hours

Board of Directors' Statement

Jinke Services always implements the concept of sustainable development management. By continuously improving our ESG management and business sustainability in a targeted manner through practice and seeking the effective integration of corporate governance, society and the environment, we are committed to making our contributions to social and environmental stability, in order to demonstrate our corporate values.

Based on the external environment and our strategic planning, during the reporting period, Jinke Services surveyed our internal and external stakeholders to identify key ESG issues and our Board of Directors considered these relevant issues to define key goals for the year to improve the overall level of sustainable development. In 2023, we took several specific measures to accelerate our sustainable corporate development:

In terms of corporate governance, we continuously refine our ESG management and prioritize risk management; focus on effective communication with all stakeholders, assess key ESG issues and clarify the direction of ESG management. We vigorously implement our anti-corruption policy, standardize our supplier management, and conduct responsible marketing activities, to steadily promote our sustainable corporate development.

In improving service quality, we continue to enhance service quality, extend the service chain, improving profitability, maintain open access to complaint channels, protect the privacy and security of our customers, and further refine services while enhancing customer experience.

In terms of people management, we adhere to the concept of putting people first, comply with regulations on employee hiring, enhance the building of talent pipelines, and care for the health, safety and lives of our employees in our day-to-day management while striving to create a comfortable, friendly and harmonious work environment.

In terms of low carbon and environmental protection, we set clear management objectives, practice the concept of green development, actively implement the national "carbon peaking and carbon neutrality" strategy, promote the management of green low-carbon parks and zero-carbon communities, integrate green management into enterprise operations, and strive to achieve energy conservation, emission reduction and water conservation, so as to reduce the adverse impact on the environment.

In practicing social responsibility, we adhere to the concept of "giving back to society with heart and gratitude", and have carried out a series of public welfare and volunteer activities to show our corporate responsibility through concrete actions.

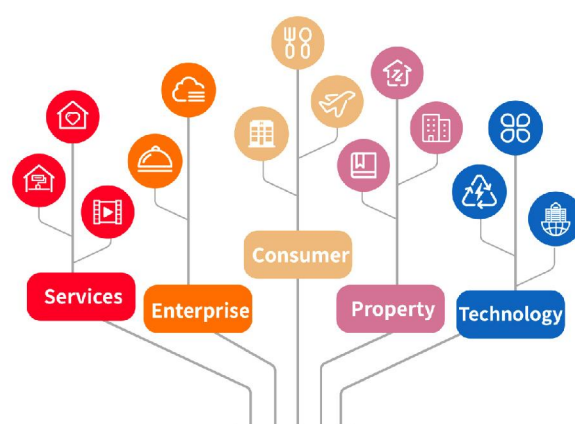
This Report fully discloses the progress and effectiveness of our ESG work in 2023, which was reviewed by the Board of Directors on March 27, 2024. Our Board of Directors and all Directors hereby solemnly promise that this Report is free from any misrepresentations, misleading statements or material omissions, and agree to assume joint and several liabilities for the truthfulness, accuracy and completeness of its contents.

ABOUT THE COMPANY

As a high-quality third-party integrated service provider taking the lead in China and ranking the first in the southwest, we have established a multi-format and all-round service product matrix covering residential buildings, mid-to-high end commercial buildings, industrial parks, schools, hospitals, public buildings and urban services. Adhering to the concept of long-term development, we firmly implement the strategy of "Service+Technology, Service+Ecology", lay out cultural and sports tourism for the elderly and the young, and continuously expand the four major customer business groups, i.e. S (large community business group), E (public institution and enterprise business group), C (consumer business group) and P (property business group) as well as T (digital intelligence technology platform).



3+2H strategic ecological layout



SECP, four major customer business groups +T, digital intelligence technology platform

We are committed to providing one-stop and 24-hour high-quality services for government, corporate and individual customers. With the industry-leading comprehensive strength and brand influence, we have been rated as the TOP 10 among 100 Enterprises of Property Services in Comprehensive Strength in China by China Index Academy ("CIA") for eight consecutive years and successfully ranked among the TOP 8, and ranked second in the two lists of "Leading Enterprises in Satisfaction" and "Leading Enterprises in Service Quality". In addition, we adhere to the urban density strategy and the multi-service layout strategy.

In 2023, faced with constant changes in the market, the property service enterprises actively adjusted their strategies, focused on quality service, and sought longer and more stable development, so that the overall industry scale was improved in an orderly manner. With the adjustment of the capital market, the industry value gradually returned to rationality. In the process of adjustment, Jinke Services always took a warm attitude towards the market and unwaveringly implemented the foundation of "Service+Ecology, Service+Technology". We have won the praise of the market with star-rated services, and paid close attention to the catering services while realizing the high-quality services. We will create a differentiated business matrix covering "high-end meals, large-scale mid-to-high end group meals and community catering" and actively build the second growth pole.

Furthermore, we will adhere to the high-quality, sustainable and differential development road and forge ahead towards the goal of becoming a world-class high-quality third-party integrated service provider.

HONORS AND MILESTONES



AWARD	AWARDED BY
2022 Best Employer in China	China Enterprise Confederation
2023 TOP10 Chengdu Property Service Enterprises in Comprehensive Strength	China Index Academy
2023 TOP10 Wuxi Property Service Enterprises in Comprehensive Strength	China Index Academy
2023 TOP10 Zhengzhou Property Service Enterprises in Comprehensive Strength	China Index Academy
2023 Outstanding IFM Service Enterprise in China	China Index Academy
2023 Leading Enterprise of Characteristic Property Services in China -Urban Services	China Index Academy
2023 TOP 100 Leading Enterprises of Property Services in Service Quality in China	China Index Academy
2023 TOP 100 Leading Enterprises of Property Services in Satisfaction in China	China Index Academy
2023 TOP 10 among 100 Enterprises of Property Services in Service Scale in China	China Index Academy
2023 TOP 10 among 100 Enterprises of Property Services in Comprehensive Strength in China	China Index Academy
2023 Leading Enterprise of Property Empowered by Technology in China	China Index Academy
2023 Outstanding Enterprise of Hospital Property Management in China	China Index Academy
2023 TOP10 Chongqing Property Service Enterprises in Comprehensive Strength	China Index Academy
2023 TOP 10 Listed Companies of Property Services in Scale in China	China Index Academy
2023 TOP10 (the 3rd) Listed Companies of Property Services in Market Expansion Ability in China	China Index Academy
2023 TOP10 (the 5th) Listed Companies of Property Services in Growth Potential in China	China Index Academy
2023 TOP10 (the 5th) Listed Companies of Property Services in Comprehensive Strength in China	China Index Academy
2022 Level-A Taxpayer	Chongqing Jiangbei Taxation Bureau, State Administration of Taxation
2023 TOP 10 Enterprises of Property Services in Comprehensive Strength in China	CRIC and China Property Management Research Institution
2023 Leading Enterprise of Commercial Property Services in China	CRIC and China Property Management Research Institution
2023 TOP 100 (the 9th) Enterprises of Property Services in Comprehensive Strength in China	China Property Management Think Tank and China Property Management Research Institute
2023 TOP 100 Enterprises of Property in Brand Influence in China	China Property Management Think Tank and China Property Management Research Institute
2023 TOP 20 Enterprises of Property Services in Southwest China	China Property Management Think Tank and China Property Management Research Institute
2023 TOP 10 Enterprises of Industrial Park Property Services in China	China Property Management Think Tank and China Property Management Research Institute
2023 Leading Enterprise of Property Value-added Service Operation in China	China Property Management Think Tank and China Property Management Research Institute
2023 TOP 100 Enterprises of Property Service Capability in China	CRIC and China Property Management Research Institution
2023 TOP 100 Enterprises of Property Services in Brand Value in China	CRIC and China Property Management Research Institution
2023 TOP 20 Brand Enterprises of Property Services in Southwest China	CRIC and China Property Management Research Institution
2023 TOP 20 Listed Companies of Property in China	National Business Daily
Member of Supplier Library of China International Property Management Industry Expo (Valid from October 2023 to September 2024)	Periodical Office "China Property Management"
2023 Excellent Enterprise of Characteristic Operation -IFM Excellent Enterprise	China Index Academy
2023 TOP 50 Enterprises of Property Services in West China	China Index Academy
2023 Chongqing Leading Enterprise of Property Service in Satisfaction	China Index Academy
2023 TOP 10 Enterprises of Property Services in Chongqing	China Index Academy
2023 TOP 10 Enterprises of Property Service in Jiangsu Province	China Index Academy
2023 TOP 10 Brand Property Service Enterprises of Residential Property in Chongqing	ZWHZ and China Property Management Research Institute
2023 TOP 10 Brand Property Service Enterprises of Public Construction Property in Chongqing	ZWHZ and China Property Management Research Institute
2023 TOP 10 Brand Property Service Enterprises of Residential Property in Chengdu	ZWHZ and China Property Management Research Institute

Sustainable Development Management



Sustainable Development Goal

Due to the "domino effect" of a series of international emergencies, such as the health and safety problems resulting from the COVID-19, the physical and transition risks caused by the climate crisis, the immigration safety problems caused by the Russia-Ukraine War and the energy safety, the sustainable development has become an important issue that countries around the world need to deal with urgently.

For enterprises, actively fulfilling social responsibilities and undertaking environmental protection obligations will make important contributions to the sustainable development of the country. While refining the dual engines of "ecology+technology" year by year, Jinke Services has carefully combed the relationship between sustainable development goals (SDGs) and business. We assess the relevance of various businesses and stakeholders' concerns, and combine the characteristics of the upstream and downstream enterprises of our own supply chain and the property management industry to make practical efforts to integrate SDGs into our core business. This not only avoids the simple application of SDGs, but also fully enhances our competitiveness in sustainable development. We aim to make contributions to the sustainable development with practical actions.



Core Business	Corresponding SDGs
Social responsibility Jinke Services actively undertakes social responsibilities, attaches importance to employees' career development, solves problems of employment and pays attention to gender equality in work.	
Environmental responsibility We examine our own business, practice energy conservation and emission reduction within our capabilities, rationally plan energy use, and provide green services.	
Responsibility of supply chain We optimize the selection process of suppliers, upgrade the whole process management, take promoting green procurement and transparent procurement as our own responsibility, and build a healthy and sustainable supply chain.	

ESG Management Architecture

After deeply understanding the core task of sustainable development, the Company builds an ESG management architecture based on pyramid structure to promote the ESG construction and information disclosure of Jinke Services in an orderly manner. In this architecture, the Execution Level constitutes the base, and the ESG working group is responsible for sorting out the specific objectives and implementation methods of ESG related policies in the current year, regularly updating quantifiable data according to the policy orientation in close combination with the Company's development and reviewing the first draft of the report after completion. Then, the Company set up the ESG Committee to supervise the operation of the Execution Level, review the progress of ESG work from a global perspective, communicate with all parties on a regular basis, and evaluate and sort out potential related risks and opportunities from multiple perspectives. After the working group collates and reviews the first draft, the ESG Committee will make a re-examination, report to the Board of Directors and put forward targeted opinions.

The Decision-making Level is fully undertaken by the Board of Directors, which is responsible for making key decisions such as ESG overall strategy. This architecture ensures the comprehensiveness and effectiveness of ESG management so that the Company can promote sustainable development in an orderly and in-depth manner and constantly adapt to the changing environment and policy orientation.



Communications with Stakeholders

Jinke Services is committed to building a "mutual development and win-win" development model, actively maintaining communications with all stakeholders to meet the expectations and demands of all stakeholders. Based on our business characteristics and actual circumstances of business activities, we have identified our major stakeholders, including investors, shareholders, customers, homeowners, employees, suppliers, partners, government and regulatory authorities, society and the public.

In the practice of ESG management, Jinke Services not only has rich communication channels, but also pays attention to ensuring the openness and effectiveness of these channels. We fully understand the opinions and suggestions of various stakeholders through diversified communication means and make active response. This open and transparent communication mechanism enables Jinke Services to better understand and meet the needs of all parties and provide a solid foundation for achieving the goal of sustainable development. We look forward to achieving more remarkable results in practice through continuous communication and cooperation to jointly promote the development concept of symbiosis and win-win.



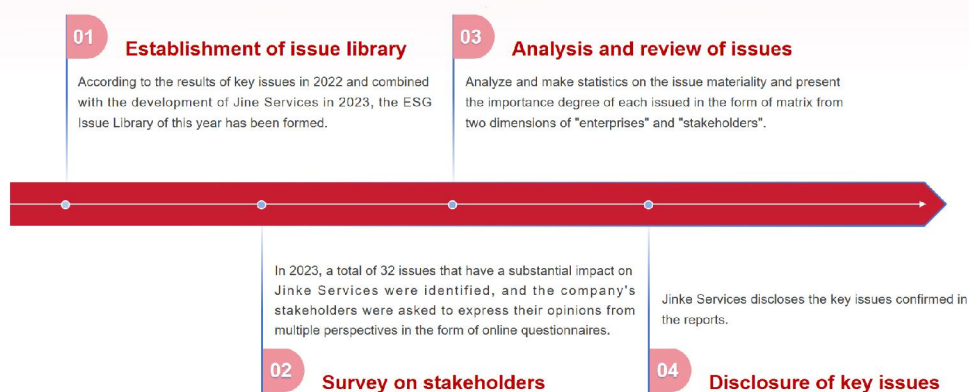
STAKEHOLDERS	EXPECTATIONS AND DEMANDS	COMMUNICATION CHANNELS
INVESTORS/ SHAREHOLDERS	<ul style="list-style-type: none"> · Protection of shareholders' rights and interests · Maintain sustainable profitability · Improve information and management transparency · Implement effective risk management and control 	<ul style="list-style-type: none"> · Corporate communications, such as circulars to shareholders and notices of meetings · General meetings of shareholders · Press releases of results announcements and financial reports · Regular disclosure of operating and investment information · Investor relations activities, such as investor tours
CUSTOMERS/ HOMEOWNERS	<ul style="list-style-type: none"> · Improved service quality · Satisfied customer demand · Protected customer privacy · Solutions for customer suggestions and complaints · Protected customer rights and interests 	<ul style="list-style-type: none"> · Customer satisfaction surveys and interviews · Customer relationship management · Customer service center · Customer visits and communication · Meetings with homeowners · Community cultural activities · National 400 service hotline · Jinke Grand Community APP
EMPLOYEES	<ul style="list-style-type: none"> · Protected labor rights · Safeguarded occupational health and safety · Gender equality · Competitive compensation packages · A sound and fair career development path · Fair communication and complaint channels · Prohibition of forced labor · Diversified and equal opportunities for employment 	<ul style="list-style-type: none"> · Meetings and interviews · Staff training · Job performance discussions · Seminars and lectures · Internal publications · Employee communication conferences
SUPPLIERS AND BUSINESS PARTNERS	<ul style="list-style-type: none"> · Win-win cooperation · Fair, open and equitable procurement · Fulfillment of contracts in accordance with the law · Adherence to business ethics · Experience sharing 	<ul style="list-style-type: none"> · Routine bidding and procurement communication · Regular appraisals and evaluations · Supplier conferences · On-site inspections · Business exchange meetings
GOVERNMENT AND REGULATORY AUTHORITIES	<ul style="list-style-type: none"> · Ensured compliant operations · Implementation of national policies · Participation in public governance · Support to local development · Improvement of energy utilization · Tackling climate change 	<ul style="list-style-type: none"> · Compliance with laws and regulations, tax declarations · Inspection by government authorities · Report on implementing meetings and policies
SOCIETY AND THE PUBLIC	<ul style="list-style-type: none"> · Support to public welfare projects · Keeping green operations · Support to social livelihood · Promoting community and social development 	<ul style="list-style-type: none"> · Social welfare activities · Charitable donations and volunteer activities · Poverty alleviation and educational activities · Activities for ecological environment protection · Community events



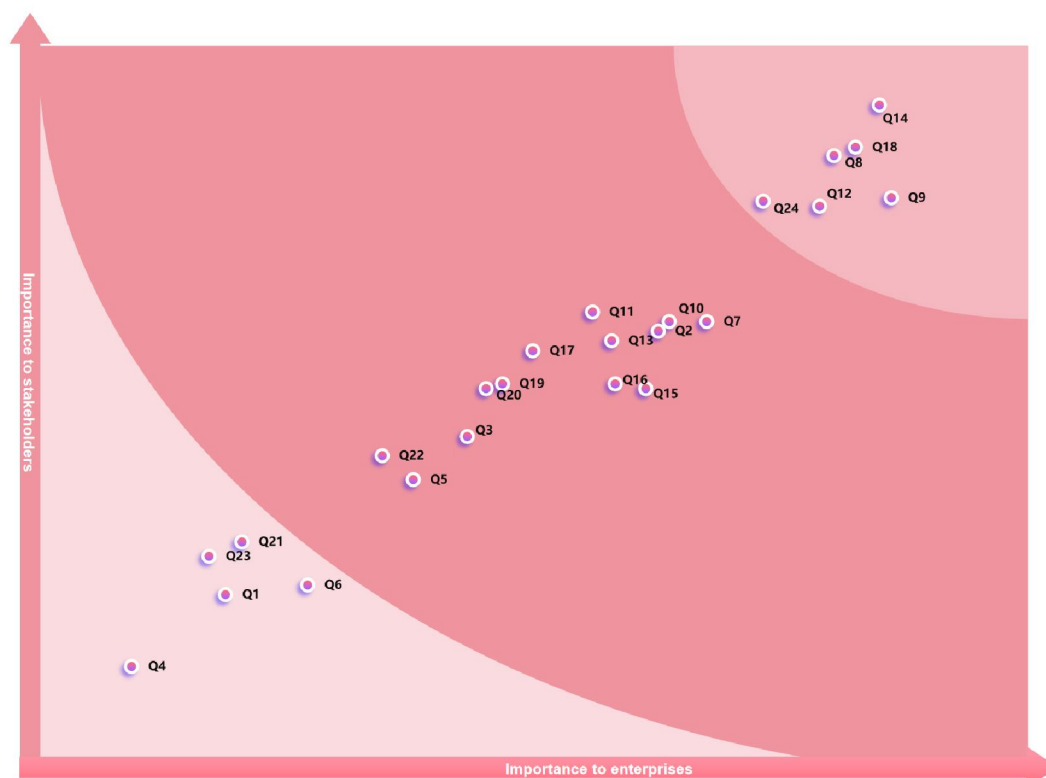
Assessment of Key ESG Issues

To better assess stakeholders' concerns regarding our environmental, social and governance ("ESG") issues, Jinke Services, based on the results of key ESG issues in 2022 and combined with the development of the Company's business operations in 2023, the impact of national policies and the development and changes of the industry, has invited internal and external stakeholders to participate in the identification of key ESG issues through interviews, on-site visits, questionnaires, and assess the materiality of such ESG issues through the following steps.

Assessment Process of Key Issues



Based on the relevant guidelines on information disclosure with respect to sustainable development, we have identified key industry-related ESG issues, analyzed the result of materiality assessment of ESG issues by stakeholders, and developed the following materiality assessment matrix. According to the assessment results and the HKEX ESG Guidance, we will focus on social and corporate governance.



IMPORTANCE	NO.	ISSUE	SCOPE
HIGH IMPORTANCE	14	Product and service quality	Social issue
	18	Business compliance and standardization	Governance
	8	Employees' compensation and benefits	Social issue
	9	Employees' career development	Social issue
	12	Health and safety of customers/homeowners	Social issue
	24	Energy management	Environmental management
MEDIUM IMPORTANCE	7	Employees' legitimate rights and interests	Social issue
	10	Supply chain management	Social issue
	2	Water resources management	Environmental issue
	11	Community events	Social issue
	13	Promotion of community development	Social issue
	16	Protection of information security	Social issue
	15	Protection of intellectual property	Social issue
	17	Charity and community service	Social issue
	19	Anti-corruption and anti-money laundering	Governance
	20	ESG risk management	Governance
	3	Corporate behavior and transparency	Governance
	22	ESG information disclosure	Governance
	5	Pollutants and wastes	Environmental issue
LOW IMPORTANCE	4	Tackling climate change	Environmental issue
	6	Carbon emission	Environmental issue
	23	Taxation transparency	Governance
	1	Impact of environment on finance	Environmental issue
	21	Diversity of Board of Directors	Governance

Chapter 1

Chapter One

Practicing Social Responsibility and Highlighting Corporate Responsibility

- 1.1 Party Building Guidance +Digital Intelligence Platform Facilitates Grassroots Governance
- 1.2 Charity+Community Rejuvenation Focuses on People's Livelihood and Well-being
- 1.3 Improved supply chain management creates a bright future



1.1 Party Building Guidance +Digital Intelligence Platform Facilitates Grassroots Governance

Jinke Services adheres to the principle of long-term development and actively practices the social responsibility while pursuing economic benefits. We stick to promoting the deep integration of Party building and business work, adopting the digital intelligence technology, participating in the grassroots governance and making contributions to the society. At the same time, we stay true to the mission, creating employment opportunities for special groups, organizing public welfare activities, constantly giving back to the society, and showing the corporate value. We also focus on cooperation and symbiosis and aim to build a better future with suppliers and create more value.

Party building guidance helps to create red property

Jinke Services adheres to the three major corporate culture constructions of "hard work, longtermism and employees first", takes "people's longing for a better life is our goal" as the direction, firmly implements the Party building guidance, promotes the construction of red property, and builds a new pattern of social grassroots governance.

Party building guidance helps to lay a solid foundation for corporate development

From the three aspects of Party building guidance, ideological construction and organization development, the Party Committee of Jinke Services consolidates the basic work, enhances the value of Party building, builds the brand of Party building, empowers the business and boosts the company's development. At present, the Party Committee of Jinke Services has set up 10 Party Branches and 11 Joint Party Branches.

Jinke Services' party building matrix



Combined with Party building and employee health management, Jinke Services organizes abundant Party building activities regularly every year, and encourages Party member to remember history, carry forward the lofty spirit of revolutionary martyrs, and integrate the spirit of hard work and dedication into the work, with a view to activating employees' vitality, enhancing employees' ideological consciousness, improving service quality and implementing the red property work while inheriting the red revolutionary spirit.



< Red activity "Party Lecture" >

In 2023, Jinke Services launched the 3rd "Party Lecturer" among Party members for study and practice, organized Party members and leading cadres to visit red scenic spots and exchange red studies, so that we can bear in mind the history of the Party, stay true to the mission and forge ahead, with a total of 158 participants from each branch throughout the year.



< "Nationwide Relaxed Field Training" 2023 Chishui River Challenge >

In September 2023, in order to further strengthen the leadership of Party building, promote the construction and landing of corporate culture, inherit the spirit of the red revolution, and improve the enthusiasm of employees to persist in long-term and hard struggle, we launched the < "Nationwide Relaxed Field Training" 2023 Chishui River Challenge >, with more than 1,000 participants across the whole group.



Build a red property to deeply integrate into grassroots governance

With the management policy of "high-quality Party building leads high-quality development", Jinke Services continuously promotes the construction of red property, reduces conflicts through linkage with subdistrict communities and owners, and realizes co-governance, co-construction, co-management and sharing, with a view to improving service satisfaction, actively cooperating with regional Party building culture display, and demonstrating the role of grassroots governance.

Since 2022, Jinke Services has comprehensively promoted the construction of red property, visited many advanced red property construction enterprises and integrated the corporate culture and Party building culture of the company to create a red property construction system with corporate characteristics. It has refined the implementation plan from the aspects of Party building guidance, red position, Party-mass linkage, innovation engine, etc., and promoted the construction of red property in an orderly and efficient manner in combination with the community service activities.

Construction system of Jinke Services' red property

Deepen Party building guidance

Opportunities for government and corporate combination

establish joint Party branches by linking communities, and strive to develop quota of party members.

Improvement of organizational construction

investigate party member information, sort out branch work, and manage the three platforms well

Regulation of workflow

pay attention to the life of Party organizations/ general Party membership meeting, branch committee, Party group meetings and Party lectures, and focus on red education/anti-corruption education.

Pioneer model guidance

ideological guidance/style guidance, announcement of identity as a Party member

Launch innovation engine

Create red brands

carry out the Plan of Red Heart for Neighbors, volunteer assistance and colorful community activities

Launch the red butler service system

provide community convenience services and care for special groups

Build the smart platform for Party building

official WeChat account of Party Working Group and OA Party Building Learning Platform

Empower business development

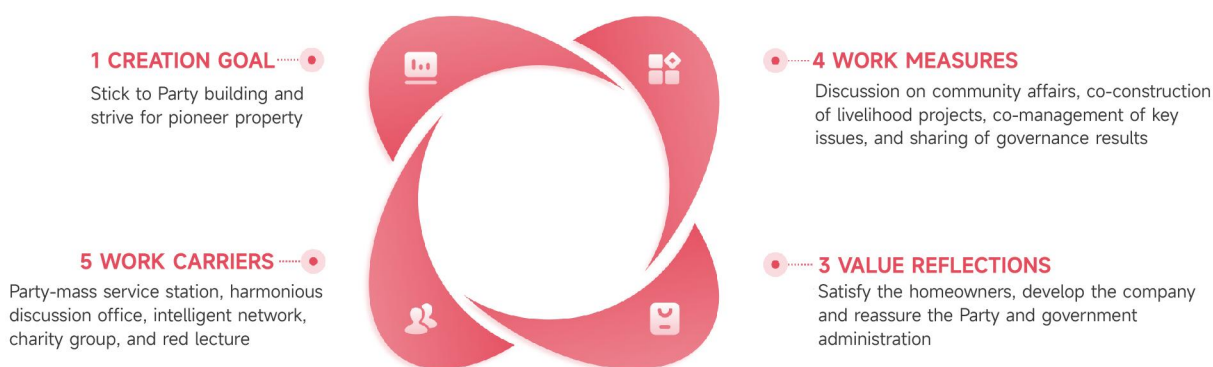
increase exchange and learning between government and corporate to enhance the competitiveness of enterprises

Focus on Party-mass linkage

Realize linkage with community party organizations, homeowners and property management companies, comprehensively improve community service supply and resource integration, and promote Party-mass linkage activities.

At the same time, Jinke Services takes the Red Butler Service Center as the carrier, deepens the integration of property management into grassroots governance, creates a working mode of red butler for pioneer property, establishes a red butler service system and a pioneer demonstration post among Party members, and plays a vanguard and exemplary role. At present, Jinke Services has formed a unique "1543" pioneer property working mechanism to build a harmonious, friendly and happy community with the community and homeowners.

"1543" pioneer property working mechanism



Jinke Services adheres to promoting work in all areas by drawing upon the experience gained on key points. Starting from the project level, we create a red property benchmark project, demonstrating the exemplary role and providing reference for other projects to promote the construction of red property. At present, we have completed more than 20 red property projects, including Jinke Shiniancheng, Wuxi Jinke Guanting, Neijiang Jinke Central Park City, Chongqing Jinke Kaizhou City and Wuhan Jinke City, and received hundreds of visits and investigations from leaders of provinces, cities and counties, non-public enterprises and property peers, winning wide acclaim.

Pioneer case of Jinke Shiniancheng

The Party Committee of Jinke Services joins hands with the Party Committee of Shiniancheng Community and the Chongqing Party Branch to build a red housekeeper service center, including a red exhibition hall, a shared bookstore, a tripartite conference room, an intelligent command center, and a convenient caring station, to provide residents with convenient services such as psychological consultation, legal aid, benefit policy consultation, and volunteer service, and deepen the integration of "Party building+property service". The Party member representatives of this project spontaneously participate in various public welfare service activities for more than 80 times every year, and go deeper into the resident groups to provide warmer services. In April 2023, this project was awarded the title of 2022 "Xiaojiangyingchuxin" Pioneer Property in Jiangbei District, Chongqing, and Jinke Services received Jiangbei District People's Government, Nan 'an District People's Government, National Security Bureau and other important strategic partners for more than 40 times, which was highly praised.

Party-Mass Service Center of Jinke Shiniancheng



GATE TO PARTY-MASS SERVICE CENTER



CONVENIENT CARING STATION



RECEPTION OF PARTY-MASS SERVICE CENTER



PARTY-BUILDING CULTURE WALL



1543 CULTURE DISPLAY SCREEN



COMMUNITY SHARED LIBRARY

Construction of digital intelligence empowers high-quality urban development

By adopting technologies such as AIOT, big data, cloud computing, digital twinning and digital and intelligent Internet of Things, Jinke Services integrates virtual and reality, builds a digital intelligence technology platform, actively helps the digital construction of cities, and improves the efficiency of grassroots governance. Combined with the characteristics and demands of urban development, Jinke Services integrates the digital economy, builds a B2B transaction model of "traditional enterprise+digital operation of platform", integrates merchant data, creates a digital economy operation platform, promotes the construction of smart cities, and accelerates the "intelligent" governance of urban grassroots.

Adhering to the strategy of "Service+Technology" and "Service+Ecology", Jinke Services builds a super city plan "Cloud City 100", empowers urban development with technology, promotes the construction of smart cities, and has successively cooperated with Yancheng High-tech Zone in Jiangsu, Liuyang Economic Development Zone in Hunan, Neijiang Economic Development Zone in Sichuan and Wuhan Economic Development Zone in Hubei to empower urban economic development, upgrade life experience and boost urban growth.

With smart property and affordable housing as the core construction goals and based on the construction idea of 1+1+3+N, Huanggang Urban Operation Service Platform builds a decision-making analysis cockpit for the government, an application system of the property and affordable housing system for the enterprises and a life service application system for the residents.



<Smart city system in Wuhan Economic Development Zone>



<Huanggang Urban Arithmetic System>

1.2 Charity+Community Rejuvenation Focuses on People's Livelihood and Well-being

Passing on warmth of corporate through public charity

Jinke Services actively practices social responsibility and advocates employees to participate in various public welfare activities. We give full play to the volunteer spirit, organize a series of volunteer services and public welfare activities, such as caring for the elderly, the special groups and the left-behind children, and poverty alleviation and convey warmth with heart and interpret social responsibility with practical actions. We actively provide suitable jobs for various special groups and undertake the social responsibility as a corporate. By the end of 2023, we had 6,861 rural registered employees and employed nearly 1,000 retired soldiers, disabled people and poverty-stricken people.

Annual Highlights

"Volunteer Activities in Large Communities"



Jinke Services has carried out the "Volunteer Activities in Large Communities" for seven consecutive years, and implemented the charity activity "Remain True to the Original Aspiration and Inherit the Caring Love" for the elderly, to give back to the society. These volunteer activities are carried out throughout the year, with a view to promoting the volunteer spirit of "dedication, friendship, mutual assistance and progress".

Protection of ecological environment of the Xiangjiang River

In March 2023, Jinke Services organized a public welfare activity of "Learning from Comrade Lei Feng, I'm protecting the Xiangjiang River" to clean up the scraps of paper, weeds, cigarette butts and sundries along the Xiangjiang River, contribute to the protection of the ecological environment, and publicize the environmental protection to the surrounding passengers, and pass the positive energy.



Care for left-behind and underprivileged children



In April 2023, the Party member representatives of Jinke Services and the homeowners formed a team of caring volunteers, and walked into Yanwo Primary School in Hechuan, Chongqing to donate caring materials and explain patriotic education courses, caring for children's growth with actions.

Support for farmers

In order to help farmers solve the problem of unsalable agricultural products, in December 2023, the employees of Jinke Services went deep into the fields in Nanyang, Henan to help farmers pick nearly 6,000 kilograms of fresh carrots and then gave these carrots to more than 500 homeowners in the managed communities for free, warming homeowners while caring for farmers.



Community rejuvenation creates beautiful homeland

Jinke Services also pays attention to the environment and safety of the community, and has implemented the Plan of Beautiful Homeland for seven consecutive years, and invested special funds to make the community present in a new look. From the first investment of special funds to the implementation across the country, the Plan of Beautiful Homeland has been continuously updated and improved, and the service details have been polished with care, and thousands of quality service improvement items have been sorted out, so that homeowners can experience professional, comfortable and satisfactory services. In the past seven years, the accumulated investment has exceeded RMB 300 million, maintaining a new look for the community and fully meeting the “expectation”.

In 2024, Jinke Services will upgrade the block-style property in an all-round way, and the community environment will be rejuvenated from the aspects of rejuvenation of old communities, improvement of living safety, improvement of on-site quality, and fitness and leisure facilities. It is estimated that the Plan of Beautiful Homeland will be implemented in 463 communities, with 1,971 rectification measures and an investment of RMB 68.49 million.

Accumulated investment
over seven years

RMB **300** MILLION

Estimated rectification
measures

1,971 PIECES

Estimated investment

RMB **68.49** MILLION



1.3 Improved supply chain management creates a bright future

Jinke Services adheres to the principle of openness, transparency and fairness in procurement and selection, and is committed to building a healthy and complete supplier management system. In the process of operation and development, we continuously perfect the selection norms of suppliers, aiming at achieving sustainable development together with suppliers. We also actively identify the potential social and environmental factors in the supply chain and earnestly fulfill the corporate responsibility.

In the past development, Jinke Services has further improved the supply chain management mechanism, deepened the internal system, and issued the Management Measures for Master Data of Jinke Services Suppliers and the Management Rules for Key Suppliers of Jinke Services (Trial) to further complete the supplier selection methods. This series of measures aim to improve the transparency and standardization of the supply chain and ensure that the principle of fairness, justice and openness can be better reflected in the process of selecting suppliers.

Jinke Services will make continuous efforts to improve supply chain management, and constantly improve the selection standard and execution, so as to ensure close cooperation with suppliers and jointly promote the goal of sustainable development. This commitment aims to build a healthier, just and sustainable supply chain system and create a more favorable environment for the common development of the company and suppliers.

PROJECT ESTABLISHMENT AND APPROVAL

Initiate the requirements for bidding project establishment and approval three months in advance and complete the research report → prepare the bid → improve the bidding process for filing.

BIDDING IMPLEMENTATION

Issue the bidding announcement/invite eligible companies → pre-examine the information → notify eligible companies passing the pre-examination → collect information fees → issue the bid → collect bid bond → complete the filing for bid opening → organize bid opening and evaluation → complete the filing for bid winning → publicize the bid winners.

SIGNING AND ACCEPTANCE

Print and issue the letter of acceptance → enter the suppliers' information in the database → hand over the files → refund the bond → organize eligible suppliers for negotiation → sign the contract.

Establishing a rating system

In order to ensure the good quality of the project, Jinke Services evaluates the continuous suppliers on an annual basis, and sets up corresponding reward and punishment mechanisms according to the evaluation results. By establishing a rating system, we can manage and cooperate with suppliers more pertinently, ensure the efficient operation of the supply chain, and implement appropriate management and supervision for different types of suppliers, which will help improve the overall procurement and service quality and promote the company's sustainable development.

Rating System of Jinke Services' Suppliers

SUPPLIER'S RATING LEVEL	REWARDS AND PUNISHMENTS
Level-A supplier, with assessment results ≥ 85	The contract can be directly renewed, and the top three projects are rewarded with RMB 2,000
Level-B supplier, with assessment results ≥ 70	The contract can be directly renewed
Level-C supplier, with assessment results < 70	The contract will not be renewed and the supplier will be re-arranged
Rated as an annual strategic supplier of the Group	Business category will increase by up to 60% in the next year
Rated as an annual provincial strategic supplier	Business category will increase by up to 40% in the next year
Rated as an annual provincial qualified supplier	Business category will increase by up to 20% in the next year
Rated as an annual provincial exit supplier	Business category will decrease by 100% in the next year

Supply chain risk management

Jinke Services is committed to promoting the overall performance ability of the supply chain, supervising and advocating the suppliers selected to strictly abide by business ethics and actively practice corporate social responsibility. When selecting suppliers, Jinke Services actively identifies environmental and social risks in each link of the supply chain and takes measures to mitigate or remove risks.

ACCESS THRESHOLD

Access threshold: Check suppliers' own risks, avoid risk transfer, pre-examine the business qualifications of all suppliers, and finally determine partners according to different procurement methods and standardize the access.

MAINTENANCE AND MANAGEMENT

Maintenance and management: Continuously optimize the supplier structure, improve the service quality, check the suppliers' qualifications every year, and eliminate suppliers identified as unqualified, cancelled or subject to breach of trust and with abnormal operations and no cooperation all the year round.

SUPPLY AND USE

Supply and use: According to the annual evaluation data, classify suppliers, conduct differentiated management, standardize the use principles of suppliers at all levels, focus on supporting strategic suppliers of the Group, promote cooperation and progress, and continuously boost the company's development.

Communication and exchange with suppliers

Adhering to the principle of maintaining mutually beneficial cooperation with all parties, Jinke Services regularly holds talks and training with suppliers in order to deepen mutual understanding, in addition to daily communication.

In March 2023, Jinke Services and suppliers from all over the country focused on common development and jointly explored the way of partnership and symbiosis. While reviewing the cooperation results in 2022, we reached a consensus with a number of suppliers on procurement development in 2023, and officially launched the "Partner Program". This program strengthened the close cooperative relationship between Jinke Services and suppliers and realized common development. Through the "Partner Program", we will work together to give full play to our respective advantages and achieve mutual benefit and win-win results. This is not only an upgrade of deep cooperation, but also a continuous affirmation of long-term cooperative relationship, which reflects our high trust and attention to suppliers. This initiative is expected to bring more opportunities and benefits to the strategic development of both sides.



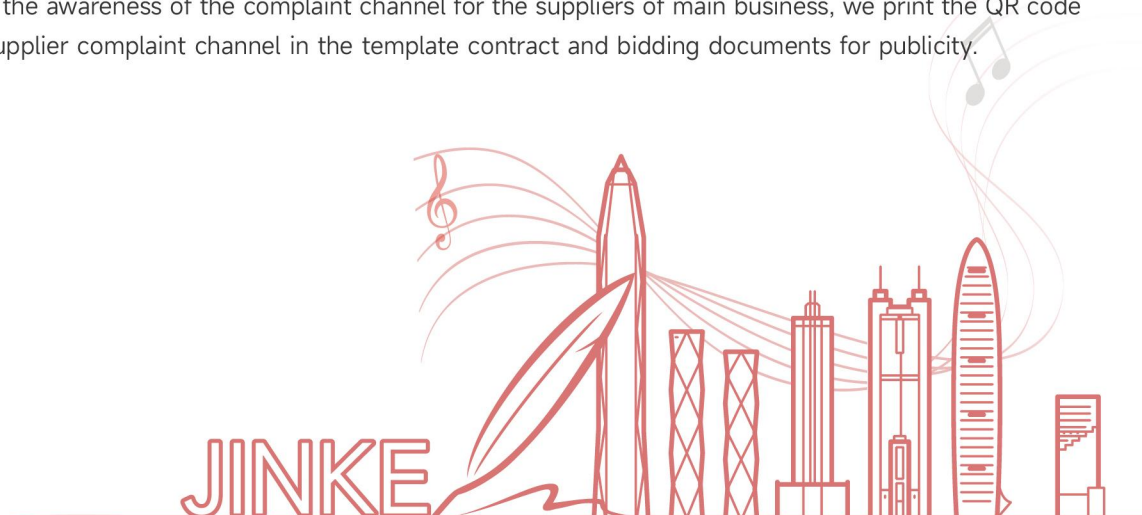
As of December 31, 2023, the total number of Jinke Services providers is 757, all located in mainland China, including 198 in the environmental category, 101 in the order maintenance category, 56 in the mechanical and electrical maintenance category and 402 in the “other” category; 212 suppliers have the ISO9001 certification, 199 have the ISO14001 certification, and 198 have the ISO45001/OHSAS18001 certification.

Table: Number of Jinke Services' Suppliers in 2023

INDICATOR	UNIT	QTY.
TOTAL NUMBER OF SUPPLIERS	NOS	757
—ENVIRONMENT	NOS	198
—ORDER	NOS	101
—MECHANICAL AND ELECTRICAL SERVICE	NOS	56
—OTHERS	NOS	402
NUMBER OF SUPPLIERS IN CHINESE MAINLAND	NOS	757
—SOUTHWEST	NOS	461
—EAST AND SOUTH CHINA	NOS	129
—CENTRAL CHINA	NOS	119
—OTHERS	NOS	48
NUMBER OF OVERSEAS, HONG KONG, MACAO AND TAIWAN SUPPLIERS	NOS	0
NUMBER OF SUPPLIERS PASSING ISO9001 CERTIFICATION	NOS	212
NUMBER OF SUPPLIERS PASSING ISO14001 CERTIFICATION	NOS	199
NUMBER OF SUPPLIERS PASSING ISO45001/OHSAS18001 CERTIFICATION	NOS	198

Feedback mechanism for suppliers

In order to meet the needs of high-quality development, Jinke Services strengthens the cooperation intention with suppliers and consolidates the cooperative relationship. By opening the communication platform on the WeChat, we have established a communication channel between suppliers and the company in the official WeChat account "Jinke Services", so as to respond to the effective demands of suppliers in a timely manner, providing an objective basis for the dynamic management of later performance. In order to improve the awareness of the complaint channel for the suppliers of main business, we print the QR code of the supplier complaint channel in the template contract and bidding documents for publicity.



Chapter 2

Chapter Two

Quality First and Service with Satisfaction

- 2.1 Improvement of service quality
- 2.2 Improvement of customer satisfaction
- 2.3 Customer safety and health
- 2.4 Information security and privacy protection



2.1 Improvement of service quality

Jinke Services continues to provide excellent service, constantly adjust the service content according to the business development, design fine service with care, and optimize the service experience with the help of scientific and technological means to improve the service quality in all directions.

Residential service

Adhering to the service core of "Love Is Everywhere", Jinke Services systematically plans the annual service scheme and implements the service concept from top to bottom. We continuously make great efforts to build large-scale activities, such as "Wonderful Chinese Spring Festival", "Tour for Ten Thousand People in the Neighborhood", "Spring Outing in the Neighborhood", "Golden Carnival", "Neighborhood Art Festival" and "Games for Ten Thousand People", and implement the ultimate service details, including flower arrangement on holidays, "Neighborhood Light-chasing Festival", "20 Service Days" and "Service Menu for Customers on Holidays", deepening the neighborhood culture IP in large communities. We have built neighborhood communities to narrow the distance with the homeowners, highlight intimate service from details, and effectively improve service quality.

At the same time, we actively build benchmark projects, playing an exemplary role and leading projects to improve service quality. We formulate the Management Measures for Benchmark Projects of Housing Service Quality of Jinke Services, comprehensively evaluate the management projects by fully considering the basic quality indicators, benchmark value indicators and operating quality rate indicators, create service benchmarks for other projects and promote the improvement of overall service quality.

In order to further optimize the environment of residential projects, we formulate the Measures for the Management of Residential Quality and Efficiency Funds of Jinke Services to show the company's dedicated service and improve the satisfaction level of homeowners. In 2023, Jinke Services carried out 33 rectification projects involving quality and efficiency funds, and completed 254 rectification contents, involving an amount as high as RMB 20,490,000.

Annual Highlights

Inherit neighborhood culture to build a warm community

"Golden Carnival"



Jinke Services focuses on "Golden Carnival" in every midsummer. The "Golden Carnival" is composed of various activities according to the needs of homeowners of different ages, including universal fun games such as the starry sky music festival, water gun battle, dream bubble show, fishing game, etc. in the community, and integrated experience classes for children, thus enriching the spare time of homeowners. In 2023, Jinke Services held more than 2,000 "Golden Carnival" activities, attracting 260,000 participants.

"Neighborhood Art Festival"

In September 2023, Jinke Services organized the "Neighborhood Art Festival" activities to celebrate the Mid-Autumn Festival in which the Mid-Autumn Festival Gala, Mid-Autumn Festival Tour, traditional folk experience, neighborhood fairs were set, enjoying a happy holiday with homeowners. We also organized the surprise birthday celebrations and real-time interactions with LED, providing each homeowner with warmth.



"Wonderful Chinese Spring Festival"



The "Wonderful Chinese Spring Festival" activity organized by Jinke Services kicks off at the end of each year. The decorative lamps set for the service items are lighted up, showing "Lighting Ceremony at the Spring Festival". In addition, some featured activities such as lantern show, fair, sweet soup ball banquet are held, allowing the homeowners to experience the happiness of the holiday in a full sense of ceremony and feel the warm service.

"Jinyue RUN Sports Community"

At the initiative of the homeowners, Jinke Services established the Jinyue RUN Sports Community. From 2020 to 2023, the runners expanding from 1 to 15,000 recorded their lives with their footsteps from communities, parks to urban marathon sites, and also passed on the power of running, so that more people could enjoy the happiness brought by a healthy lifestyle. In 2023, the participants of the Jinyue Run ran about 110,000 times in 100+ cities across the country, for about 1,450,000 km.



Implement the "Care Funds for Elevators" plan to improve service quality

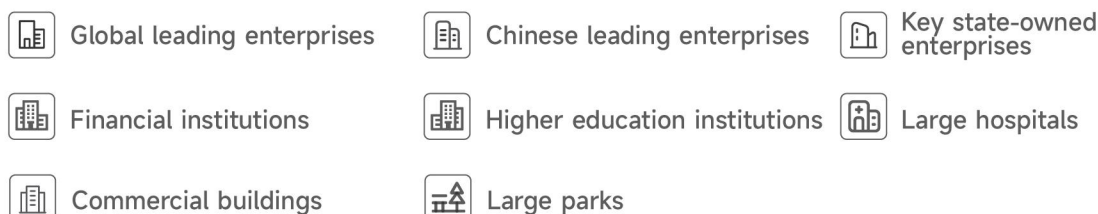
Jinke Services launches the "Care Funds for Elevators" to recover the mood of trapped people, highlight the caring service, improve the satisfaction of homeowners, and force elevator maintenance departments and project directors to improve the quality of maintenance and management at the same time to reduce elevator operation failures. In June 2023, Jinke Services started the pilot project invested by the first batch of "Care Funds for Elevators". During the pilot period of 3 months, the average elevator failure rate decreased by 9.6%, and the trap rate decreased by 30%, with remarkable results.

Government and corporate services

Jinke Services continuously breaks through the traditional property boundary, constantly upgrades the integrated IFM ecosystem, and builds a comprehensive space service system from facility maintenance, energy management, security service, cleaning service to asset management and catering service, realizing the transformation from enterprise property service to enterprise logistics service.

At present, we have completed the layout of service scenes in multiple formats: providing meticulous family service, consolidating campus logistics support in daily life, and creating 24-hour warmth for teachers and students. Based on the experience of doctor-patient diagnosis and treatment, we will create a customized all-round health service plan to provide the hospital with butler logistics services, formulate multi-level service schemes for different types of industrial parks, and empower industrial clusters with star service standards and create a refined and intelligent solution to bring the high-quality and efficient business office experience to the commercial office format. We always adhere to customer-centeredness, and have been recognized by many large customers with star services, ranking first among the excellent IFM service enterprises in China in 2023.

Layout format of Jinke Services



When providing government and corporate services, Jinke Services deeply studies customer needs, issues "Jinyue Corporate and Administrative Reception Service Standard" and "Operational Guidelines for Government and Corporate Customer Value Management", standardizes administrative reception services and customer relationship services, increases customer stickiness, and organizes skill competitions to strengthen employees' service capabilities, improve service quality and establish industry reputation. We also regularly select excellent service cases, and publish "Jinke Smart Service Government and Corporate Superstar Operation Team Appraisal" to create a competitive atmosphere, stimulate employees to independently improve their business ideas and comprehensively improve the service quality of government and corporate projects. In 2023, Jinke Services selected 5 regional companies, accumulated 14 outstanding cases, and issued 5 notifications of commendations, involving 11 projects.

The Government and Corporate Service Department of Jinke Services regularly conducts customer service training to enhance professional service skills, improve employees' service awareness and promote service quality. In 2023, Jinke Services held 2,217 customer service training sessions, attracting 23,673 participants, involving "Post Behavior Etiquette Training", "Meeting Reception Service Training", "Meeting Setting and Practical Training", "Training on Room and Office Area Layout Standard", "Training on Standards of Dormitory Safety, Hygiene and Usage", "Business Etiquette Training", "Ten Prohibitions for Government and Corporate Services", etc., and strengthened the service ability of employees in multiple dimensions. In addition, we also conducted special inspections on quality services through third-party inspections, self-inspection of regional functions, and inspection of headquarters functions to improve the service level of government and corporate.

Annual Highlights

Releasing the first white paper on administrative service standard



In May, Jinyue Corporate Service, a high-end government and corporate service brand subordinated to Jinke Services, released the first white paper on service standard—"White Paper on Jinyue Corporate and Administrative Reception Service Standard", with a view to setting a model for the systematic construction of high-end services. Jinyue Corporate Service has accumulated many years of service experience, and put forward 915 service rules from the dimensions of image standard, business etiquette, reception standard, teahouse service, private banquet service, engineering service and environmental management, so as to create high-end service standards in an all-round way, strictly regulate manners, refine processes, sort out the key points of conference service standards, and build 7S interval management standards to enhance service quality and create a more ceremonial business experience.



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Five-star services for the 31st FISU World University Games

In 2023, Jinke Services escorted the 31st FISU World University Games through refined operation and maintenance management and high-quality services. Jinke Services condensed the strength of outstanding employees, and built a professional event maintenance team composed of one-stop coordination team, powerful concierge team, heavyweight security team, venue environment improvement team and all-round operation and maintenance team to contribute to sports events.



One-stop coordination team

focus on comprehensive management and handle daily affairs in time during the Games, organize professional training to improve the staff's professional skills, and ensure the accuracy of personnel's identity without zero error, the guarantee the adequacy and compliance of materials supply, thus ensuring the orderly conduct of the Games.

Powerful concierge team

select high-quality concierge talents and carry out hundreds of high-standard exercises so that the concierge team can quickly and effectively complete the seating arrangement and guest guidance, showing the VIP courtesy with the ultimate services.

Heavyweight security team

improve the business ability and familiarity of order staff through high-intensity military training, arrange full-time EHS security system construction and supervision personnel on site and set up detailed emergency plans to ensure the safety of the venue in all directions.

Venue environment improvement team

adhere to zero-interference operation standards, optimize service details, pay attention to rubbish and solid waste treatment, pay attention to the cleanliness of the venue environment, and improve the overall atmosphere of the venue.

All-round operation and maintenance team

on the basis of routine inspections, start customized special inspections, investigate potential hidden dangers, solve problems in a targeted manner, deal with unexpected accidents in time, achieve zero accident standards, and ensure the normal operation of venues.

Festival activities

According to festivals and special nodes, combined with the service characteristics of various formats, Jinke Services generally holds a series of festival activities to narrow the distance with customers, highlight the warmth and intimacy of corporate services and enhance brand influence. For example, Jinke Services' Government and Corporate Service Department specially plans the theme activity of "Enjoying Time" to enliven the atmosphere of the park and enhance service perception.



DRAGON BOAT FESTIVAL



MID-AUTUMN FESTIVAL



BACK-TO-SCHOOL SEASON

2.2 Improvement of customer satisfaction

Abiding by the "Law of the People's Republic of China on the Protection of Consumer Rights and Interests" and other laws and regulations, Jinke Services always focuses on customers' needs, respects and protects their rights and interests and is committed to improving customer satisfaction from multiple dimensions. We refine services through standardized management, enhance employees' service awareness and continuously optimize service quality. We pay high attention to customer satisfaction feedback, conduct satisfaction surveys regularly, improve the satisfaction management system, and find service pain points and difficulties in time in order to improve customer experience.

We adhere to the customer-oriented service concept, integrate the satisfaction into business assessment, strive to improve service brand and establish a good service reputation. Jinke Services conducts satisfaction surveys through telephone interviews, door-to-door visits, investigation by QR code, etc., deeply analyzes the survey results, explores the merits and demerits of services, and actively makes up for the shortcomings of services. In 2023, the satisfaction degree of Jinke Services' residential service and group meal service exceeded 90%, and the satisfaction degree of government and corporate service exceeded 95%.

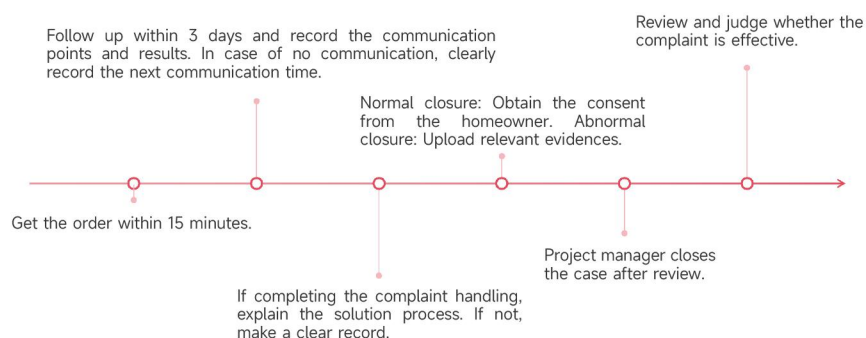
Based the satisfaction survey results and customers' complaint feedback and according to the characteristics of different businesses, Jinke Services customizes the measures to improve the satisfaction of each business, as follows:

RESIDENTIAL SERVICE	Optimize the satisfaction management, improve the satisfaction management node and index management system, and revise the measures for the satisfaction management of residential services. Collect customers' voices in real time, realize 360 EIA management, and incorporate the survey results into supplier management evaluation to monitor the service quality of the project in real time.
IFM-GROUP MEALS	Communicate regularly through meetings, telephone calls and online surveys to understand the needs and feedback; Provide personalized services and customized solutions; Strengthen employee training to improve their professional literacy and skill level; Establish close cooperative relationship and focus and pay attention to customers' needs; Follow up problems and complaints in time and give feedback and solutions; Track and monitor the satisfaction regularly, make continuous improvement and optimize service quality and customer experience.
GOVERNMENT AND CORPORATE SERVICES	Standardize the satisfaction management, improve the indicator survey system and executive standard and revise the "Measures for the Management of Satisfaction of Jinke Services' Major Government and Corporate Customers" and carry out special satisfaction surveys on services of various formats.

Improvement of compliant management

Jinke Services continues to improve the complaint management mechanism so that the customer complaint can be dealt with quickly in a high-quality manner, enhancing the customer satisfaction. At present, we have established the complete compliant management process to strictly implement the complaint management, make response with the specified time limit, complete the complaint communication on time and record the whole complaint process. In 2023, our Residential Service Department received and dealt with 340 complaint cases in total.

Complaint handling process



2.3 Customer safety and health

Jinke Services regards customer safety and health as an important responsibility. We always attach great importance to safety work and strictly abide by the requirements of laws, regulations and guidelines such as "Law of the People's Republic of China on Safe Production", "Fire Prevention Law of the People's Republic of China", and "Guideline of China Occupational Safety and Health Management System", and formulate "Operational Guidelines for Prevention and Control of Common Major Safety Hazards", "Fire Emergency Handling Procedures", "Guidelines for Combining and Responding to Burglary Paths in the Park", "HSE Compliance Management Measures", "Special Emergency Plans for Food Safety Accidents", "Fire Safety Emergency Plans", "Special Emergency Plans for Accidental Injuries", "Special Emergency Plans for Extreme Weather", "Emergency Rescue Manuals (Comprehensive Plans)", "Emergency Plans for Infectious Disease Outbreaks", "Special Emergency Plans for Power Failure, Water Cut and Gas Interruption", "Detailed Rules for Food Safety Management", "Detailed Rules for Chemical Compliance Management" and "Detailed Rules for Certification and Ticket Verification Compliance Management" and other management methods and emergency plans, specifying safety production operations and emergency plans in detail. We also set up self-inspection ledgers for hazardous sources for real-time monitoring, and conduct regular safety risk investigation and management to ensure the safety and health of customers. During the reporting period, Jinke Services did not have any major production safety accidents.

Jinke Services also regularly organizes safety knowledge education training for employees to strengthen the safety awareness of all employees. In 2023, the Residential Service Department organized four headquarters-level safety production training, 20 regional company-level training and 3,168 project-level training, with more than 38,000 participants. At the same time, we enhanced employees' resilience through emergency drills to ensure customer safety. In 2023, our Residential Service Department conducted 2,076 fire emergency drills, covering 645 projects.

For IFM group meal service, we formulate exclusive service system and plan to prevent safety risks in advance, set up a three-level inspection mechanism, investigate potential safety hazards through project self-inspection, headquarters inspection and joint inspection, make unannounced visits to quality and safety with the help of third parties and fill leaks, and pay attention to safety publicity, push compliance reports, and warn employees to improve their safety awareness through cases. In 2023, the training on legal system, food safety and management improvement was carried out for specific groups such as project management, compliance management and grassroots employees. A total of 94 training were held, with 2,921 participants for 105 hours. In addition, 11 issues of compliance reports including 3 special issues. Meanwhile, Jinke Services developed 22 online food safety micro-courses, and advocated employees to learn food safety knowledge by making use of fragmented time. In addition, to implement the requirements of food safety norms, the IFM Service Department formulated the Food Safety and Hygiene Manual (Ver. 1.0), which specifies the key elements and specific works of food safety management in detail, and improves the food safety awareness and level of employees.

Annual Highlights

Fire safety education and training, as well as fire emergency drills have been conducted.

To strengthen customer safety, Jinke Services has regularly carried out fire safety education and training, popularized fire safety knowledge in terms of fire prevention, fire extinguishing, escape, self-rescue, etc., explained the use of various fire equipment, and organized fire safety emergency drills to improve emergency response capabilities as well as evacuation and escape capabilities in case of fire, enhance fire safety awareness of employees, improve the ability to respond to fire safety emergencies, and protect customer safety.



CHONGQING BRANCH OF POSTAL SAVINGS BANK



CHONGQING CINDA INTERNATIONAL



LONGDING ENTERPRISE CENTER

2.4 Information security and privacy protection

Jinke Services strictly abides by relevant provisions and explanations of The Cybersecurity Law of the People's Republic of China, and the Provisions of the Supreme People's Court on Certain Issues Concerning the Application of Law in the Trial of Civil Cases Involving Processing of Personal Information Using Facial Recognition Technology, focuses on privacy protection and formulates Rules on Using of Mobile Phones in Working of Jinke Services' Housekeepers and other policies, and standardizes the facial recognition promotion and confidentiality system, so as to improve information security.

Jinke Services agrees that customer information is related to personal privacy. The Company is obligated to prevent customer information from being disclosed. So the following measures have been taken to protect customer information and privacy.

CONTROLLED USING OF MOBILE PHONES	All customer information in the phone of an employee shall not be disclosed or spread externally by means of screenshot or other ways, otherwise the employee shall be punished according to the confidentiality system of the Company.
DEFINITION OF FACIAL RECOGNITION PROMOTION REQUIREMENTS	Informing the public that it is not a necessity but a choice: the customer must be notified through the notice board that there are many ways of authentication, the customer may select by themselves. Homeowners can choose voluntarily to authorize the saving of their files: it is prohibited to force or disguised force the user to authorize the facial recognition and collection services. Any authorization shall be recorded.
CONTROLLED AUTHORIZATION OF IFM GROUP MEAN BUSINESS	IFM Service Department has established a project-specific customer network for client information. Except key leaders and customer management posts, no one has access to all project customer information.

Chapter 3

Chapter Three

Recruiting More Capable Personnel for High Quality Development

- 3.1 Attracting talents widely and safeguarding rights and interests and employees
- 3.2 Caring for the health, safety and lives of our employees
- 3.3 Deepening the multi-dimensional training system and empowering employees to grow



3.1 Attracting talents widely and safeguarding rights and interests and employees

Employees are the cornerstone for long-term development of a company. Jinke Services always regards employees as the most precious wealth. We attach importance to the growth of talents, and adhere to the talent concept of "talents are the primary resource and cadres are the key minorities". We recruit talents widely, build a healthy, inclusive and fair working environment, and create a diversified talent development management system, to improve business capabilities of employees, listen to their true aspirations, and work together with them to promote the high-quality development of the Enterprise.

Attracting talents widely

Jinke Services adopts the recruitment strategy of double-track recruitment system to improve the recruitment efficiency and select high quality talents for the Enterprise. Meanwhile, Jinke Services has created a "one-stop delivery center" which covers all posts to break through the supply chain of talents, achieve integrated recruitment business and improve the recruitment efficiency. In 2023, Jinke Services reformed the "one-stop delivery center". The HRSSC digitization system was put into service, which optimized the recruitment resource management mode, integrated online recruitment resources into the recruitment database, and initially completed the integration of recruitment business and enabled the recruitment work from multiple levels.

CAMPUS RECRUITMENT	Jinke Services set up two recruitment brands "Star Student" and "Starlight Trainee" for college graduates in positions such as operating management, market development, quality management, service, in order to train functional experts and business management experts, and make them a main force of Jinke Services' talent team. In 2023, Jinke Services employed a total of 562 fresh graduates.
NETWORK RECRUITMENT	Through "Joint happiness all the way" online publicity, social groups, new media live telecast recruitment and other Internet channels, Jinke Services expands the scope of recruitment, attracts the attention of outstanding talents, enhances the influence of recruitment, and introduces external supplier talent resources to enrich its talent pool.
INTERNAL RECOMMENDATION	Internal recommendation of employees is an important way to obtain high quality talents. According to the policy "All employees are talent scouts", Jinke Services encourages all employees to recommend talents to the Company, and offers bonuses to employees who are successful in internal recommendation. In 2023, the proportion of recruitment through internal recommendation accounted for 18.2% of the total recruitment of Jinke Services.

Adhering to the principle of diversity and equality, Jinke Services fully implements the norms for the whole process of recruitment and employee management, sticks to providing employees with a non-discriminatory, diverse and inclusive working environment, and clearly defines the relevant requirements in the management measures. We are committed to not treating employees differently based on any difference.

During recruitment, Jinke Services gives full consideration to the background of employees in terms of culture, experience, specialty, quality, etc. to positively promote a diverse employee team. We also strive to recruit candidates with different backgrounds through external channels to enrich the diversity of our employees and continue to expand our talent team. At the end of 2023, Jinke Services had 12,955 official employees, including 5,707 male employees and 7,248 female employees. The number of female employees accounted more than 50% of the workforce. There are 7,672 management employees and 5,283 grassroots employees, and all of them are in Chinese mainland.

FIGURE: SEX STRUCTURE OF EMPLOYEES

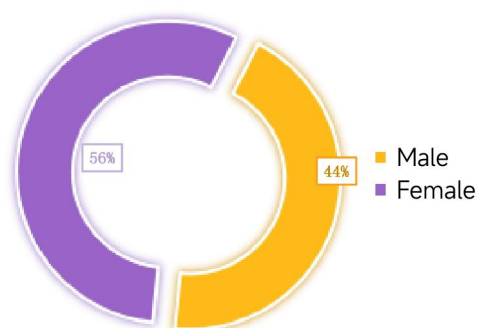
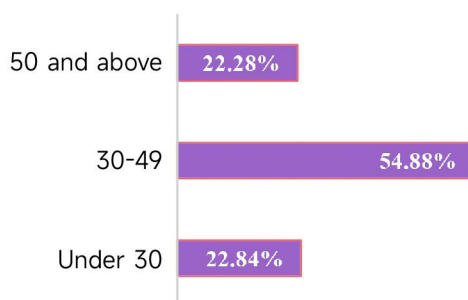


FIGURE: AGE STRUCTURE OF EMPLOYEES



AWARD	AWARDED BY
2023 Best HR Team	HRoot
2023 Talent Management Benchmarking Enterprise Award	Yongyou Dayi and Digital HR Association
"Digital Empowered Learning Item Award" Excellence Award	Institute of Organization and Talent Development and CEIBS Business Review
2023 Best Property Employer in China	Keyan think tank
2023 GHR Best HR Practice Award - Team	GHR Lib

Safeguarding rights and interests of employees

Jinke Services respects and strictly follows Core Conventions of Labor Standard, Ten Principles of United Nations Global Compact, and other international conventions and principles, abides by the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Employment Promotion Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors. We have formulated and implemented Jinke Services Recruitment Management Measures and Employee Rights and Interests Protection Management Policy, Employee Relations Management Methods and other internal management policies to improve the compliance of the employment environment in a sustained way, build a fair and just development channel for employees, and comprehensively protect the legitimate rights and interests of employees.

Protection of rights and Interests

Jinke Services respects the legal rights and interests of each employee and continuously improves the internal staff management policy to create a diverse and equal development environment and protect staff growth. Jinke Services strictly implements relevant laws, regulations and internal management policies to ensure the compliance and legalization of employment, and signs labor contracts with all employees, and strictly stipulates the working hours and work contents of employees in the contract.

Jinke Services attaches importance to the legal rights and interests of all groups. Jinke Services explicitly prohibits the employment of child labor and forced labor, resolutely resists discrimination and harassment in the workplace, and treats every employee equally. The Company also pays attention to special employment groups, and actively recruits special employment groups of a certain proportion to help them adapt to their posts, better integrate into society and realize their self-worth.

CHILD LABOR AND FORCED LABOR	<ul style="list-style-type: none"> Jinke Services strictly prohibits child labor and forced labor in any form and explicitly prohibits the employment of labors less than 18 years old; We have set a direct complaint channel at headquarters to deal with any form of forced labor immediately and sternly. We had no violation of laws and regulations related to child labor and forced labor in 2023.
EQUALITY AND ANTI-DISCRIMINATION	<ul style="list-style-type: none"> Jinke Services always adheres to the principle of equality in employee recruitment, salary setting, talent training and internal promotion. We resolutely resist discrimination caused by gender, region, religion and other differences. Management system implemented: Personnel Management Rules were formulated to manage talent selection and fair promotion; Recruitment Management Measures were formulated to manage the whole recruitment flow to eliminate any discrimination.
SPECIAL EMPLOYMENT GROUP	<ul style="list-style-type: none"> Jinke Services attaches attention to special employment groups to actively promote employment and contribute to social stability. As of December 31, 2023, Jinke Services has employed a total of nearly 1,000 retired soldiers, disabled people and poverty-stricken people.

Attention to growth of female employees

Jinke Services also pays attention to the growth of female employees. We actively protect the legitimate rights and interests of female employees, strictly abide by the Constitution of the People's Republic of China, the Law on the Protection of Women's Rights and Interests, the Provisions on Labor Protection for Female Employees and other relevant laws and regulations, fully implement the three-stage protection of female employees, and ensure the right of female employees to leave during pregnancy, childbirth and lactation. Meanwhile, Jinke Services also advocates that female employees should have the same labor rights and social security rights, and be treated equally with male employees in terms of promotion and training. We pay attention to the growth and development of female employees, and clarify the proportion of female employees in management and the front line of service. In addition, Jinke Services also take care of female employees in a sustained way. According to different needs of female employees, Jinke Services builds a whole-life cycle system of care, customizes care programs, regularly carries out condolence activities for front-line female employees, conduct exclusive festival activities, selects and award outstanding female employees, so as to enhances the sense of belonging and happiness of female employees.



<Commendation of excellent female employees>



<Special day for female employees>



<Salon of female employees>



<Condolence of female employees of difficulty>

In September 2023, under the guidance of Chongqing Women's Federation, Jinke Services established the first Women's Federation of a listed company in Chongqing, which would strive for more rights and opportunities for tens of thousands of female employees, so that more women could contribute "She-Power" to work and life. In the future, Jinke Services will continue to pay attention to the growth and development of female employees, unite women's strength, and continue to empower enterprises to promote long-term development and social equity and progress.



Remunerations and benefits

Jinke Services is committed to building a fair and attractive compensation system to attract more high-quality talents and improve talent retention. Jinke Services has formulated and executed Administrative Measures for Remunerations and Benefits, Performance Evaluation Measures, Employee Relationship Management Measures and other relevant policies, to standardize salary assessment, performance assessment, welfare management, and respect the value of employees.

SALARY ASSESSMENT

- Jinke Services assesses and regulates employee salaries according to factors such as post, level, performance and working years in the Company based on company rules. Jinke Services also provides timely rewards, special incentives and innovative and rational rewards to employees of outstanding contribution.

PERFORMANCE EVALUATION

- Jinke Services continuously improves the employee performance evaluation system, sets corresponding performance management requirements for employees of different business, levels and positions, reasonably allocates annual performance bonuses and target responsibility incentives, tests the work effectiveness of employees in multiple dimensions, and evaluates employee performance in a comprehensive way.

EMPLOYEE REWARD

- To retain and motivate outstanding talents and increase the Company's competitiveness in the recruitment market, Jinke Services uses part of the income obtained from the purchase of the Company's H shares in the secondary market as a reward to the Company's key personnel to stimulate more subjective initiative of employees.

BENEFITS

- Jinke Services implements a multi-level welfare system. We put into practice the Labor Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, Regulations on Paid Leave of Employees, and other relevant policies, pay social insurance for employees, buy commercial insurance for employees (including interns), and guarantee the annual leave, marriage leave, maternity leave and other statutory holidays of employees to enhance their feeling of happiness.

Smooth communication

Jinke Services always listens to the voice of employees, keeps the complaining channels of employees unblocked, provides a variety of feedback channels and communication methods to ensure the smooth, effective and timely communication of employees, and establishes a complaint mechanism to accept the supervision of all employees so as to jointly create a bright, healthy, safe and happy working environment.

3.2 Caring for the health, safety and lives of our employees

Jinke Services pays attention to the health and safety of employees. We are committed to providing employees with a comfortable, safe, healthy and friendly working environment. Jinke Services abides by laws and regulations such as Law of the People's Republic of China on the Prevention and Control of Occupational Diseases. The Company constantly improves the internal system construction with reference to documents such as Quality Management system, Environmental Management System, and Occupational Health Safety Management System, to create a green, harmonious, comfortable, healthy, clean and safe working environment for employees. Jinke Services mainly takes precautions in advance through active prevention and comprehensive improvement, to reduce uncertain risks, ensure a safe working environment of employees, actively integrate the concept of green management, reduce environmental pollution, create an comfortable office environment, and ensure the physical and mental health of employees.

Jinke Services pays attention to the health of employees, and advocates the integration of health sports into corporate culture. The Company has formulated and implemented the Jinke Services Employee Health Management Measures, which made the employees find the beauty of life in sports, alternated work with rest, and stimulated the vitality of employees. In 2023, Jinke Services organized a physical examination for all employees, making them know their health conditions in a timely manner.

This year, Jinke Services had a only one work-related fatal accident (excluding outsourced labor), and 42 work-related injury accidents. There were a total of 164 days lost due to work-related injuries. By strengthening safety guarantee measures at the project site, intensifying practical operation and safety training, and organizing safety drill education for all employees, Jinke Services actively carries out safety inspection to minimize the probability of similar accidents, avoid the recurrence of similar accidents and ensure the safety of employees.

Table: 2021-2023 Jinke Services Work-Related Death

INDEX	2023	2022	2021	UNIT
Work-related death	1	0	0	PERSON
Percentage of work-related death	0.003	0	0	%

Jinke Services also cares about the lives of Employees. We are committed to creating a warm working atmosphere for employees. According to festivals, seasons and other factors, Jinke Services regularly carries out employee care activities such as holiday package delivery, "Fighter" activities as well as winter and summer condolences to accompany employees to grow up and enhance their sense of belonging and happiness.



Comfort in Hot Summer



Warmth in Winter



1024 Programmers Day



Employees' Whitewater Rafting

3.3 Deepening the multi-dimensional training system and empowering employees to grow

According to different talent growth paths, Jinke Services builds a diversified and targeted talent development management system, develops a multi-level and internally complete talent training system, and formulates training programs that adapt to the rapid and high-quality growth of all kinds of talents, to help the Company and talents to make progress together and lay a good foundation for sustainable development of the Company. Jinke Services continuously improves the talent development management system, and manages talents in a multi-dimensional dynamic way. The Company selects talents in a targeted way to protect employees' growth by formulating a highly adaptable talent selection standard, checking talents and carrying out qualification certification on a regular basis.

HALF-YEAR QUALIFICATION CERTIFICATION

We organize the qualification certification half a year, which is open to all employees. Employees can be promoted after passing the talent assessment meeting and talent development meeting.

HIGHLY ADAPTABLE TALENT SELECTION STANDARD FOR FINE SERVICES

We establish and develop competency quality models, job portraits and qualification standards that match different positions in different sequences, and update the standards in time to select high-quality talents.

REGULAR CHECK OF TALENTS

We regularly check the number of key talents, sort out the advantages and disadvantages of existing talents, and cultivate reserve forces in a targeted and customized manner.

Jinke Services follows the principles of systematization, institutionalization, initiative, diversification and efficiency. The Company builds a talent training system in an all-round way, and formulates specific management measures such as Jinke Services Training Management Measures and Jinke Services Lecturer Management Rules to manage talent training and lay a solid foundation for growing into a learning and growth company.

TRAINING SYSTEM	DETAILED CONTENT
"STAR" PLAN: RESERVE TALENT TRAINING	<ul style="list-style-type: none"> Training and selection of reserve cadres According to the job requirements of reserve positions, we select corresponding cadres through six ways, such as tutor teaching, autonomous learning, online learning, reserve camp learning, practical tasks and action learning. After a six-month focus period, based on the five dimensions of centralized training, action learning, teaching evaluation, performance growth and ability after-test, we adopt the points system to assess and select corresponding cadres, and cultivate a professional and leading talent team for the Company. There are spark plan - director reserve, star flare plan - supervisor reserve, nebula plan -director reserve.
"PAE CLASS", "PAE TRAINING CAMP": PROFESSIONAL SKILLS TRAINING	<ul style="list-style-type: none"> We focus on the growth of front line employees to train professional talents. We mainly provide channels for the professional promotion and comprehensive development of front-line employees. From all business lines, we combine the work needs, and provide professional courses for different positions to comprehensively improve the professional skills of employees and accelerate the improvement of company efficiency.
"YOUNG GUARDS TALENT PROGRAM", "RAINBOW PROGRAM", ETC.: SPECIAL TRAINING	<ul style="list-style-type: none"> The "Young Guards Talent Program" focuses on the training of young talents, aiming at selecting and cultivating young talents with good character, literacy and ability, providing them with high-quality resources and platforms and helping them develop their self-potential, thus consolidating the "backbone" of the company. The "Young Guards Talent Program" was launched in 2018, through which more than 300 employees had been cultivated by the end of 2023. "Rainbow Program" continuously improves the ability of internal lecturers, and constantly strengthens their ability according to the teaching level of different lecturers, and recommends excellent internal teaching works for external competitions, so as to comprehensively improve the ability of internal lecturers, build a stable team of internal lecturers, and provide high-quality fertile learning ground for employees.
"TRAINING OF NEW FORCES": TRAINING FOR NEW EMPLOYEES	<ul style="list-style-type: none"> For new employees, we organize internal training of general and workplace knowledge to help them quickly adapt to their posts and truly join Jinke Services.
"JINKE'S GOLDEN KEY (IFM)": TALENT CERTIFICATION	<ul style="list-style-type: none"> We focus on the IFM field, pay attention to the service details and cultivate high-quality service talents. We combine teaching and practice through face-to-face communication with masters, classroom learning and thinking, team integration, benchmark display and professional knowledge learning, etc., to comprehensively enhance the service ability of employees. In addition, we apply for the certification of "Jinke's Golden Key" separately and obtain the name patent.

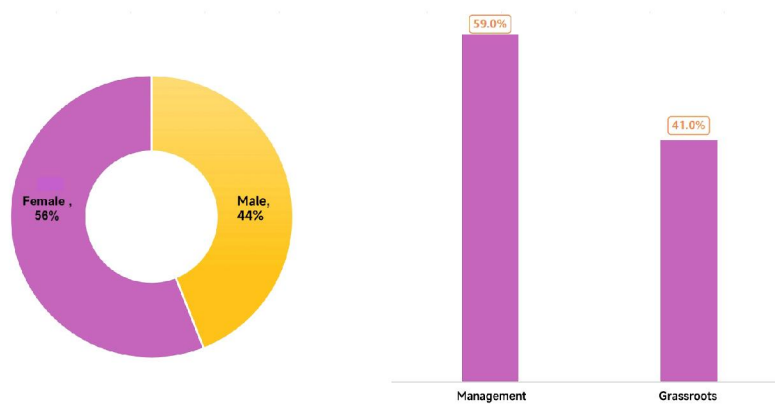
In addition to the training plan for the management, the growth of front-line employees is a key part of the company's training work, which is incorporated into the overall plan of the training system to provide dual channels of professional development and comprehensive development. Among them, in the dimension of post specialization, different professional courses are offered for different professional job scenarios based on professional lines, which have been organized and implemented in the three-level training system in the form of PAE class and training camp.

2023 PAE Training in Western Chongqing

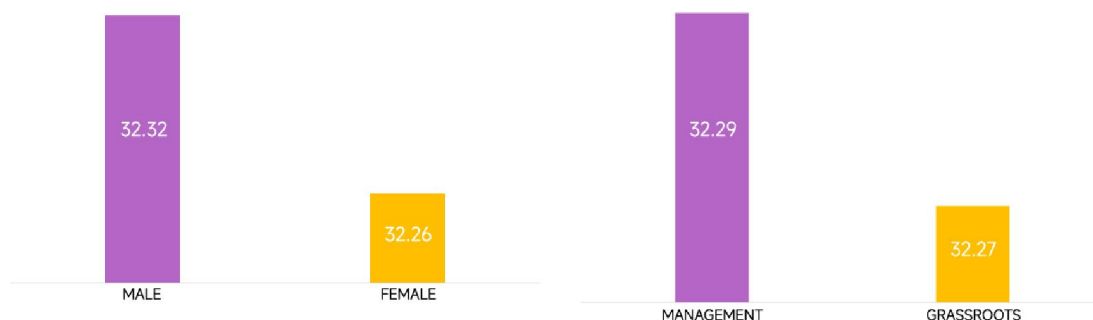


We also encourage employees to continuously improve their own business ability, which has certain educational benefits for on-the-job employees to improve their academic qualifications, thus improving their comprehensive quality and boosting the business development. In 2023, all employees participated in employee training, with a total training time of 628,793 hours and an average training time of 32.28 hours.

Picture: Training for employees (according to gender and class of employees)



Picture: Average training time of employees (according to gender and class of employees)



Chapter 4

Chapter Four

Optimizing Management Mechanism and Prudent Business Operation

4.1 Compliance operation

4.2 Risk control

4.3 Anti-corruption



Jinke Services adheres to the concept of sustainable development management, constantly optimizes ESG management in practice, and promotes business sustainability in a targeted way. We always operate in compliance with laws and regulations, constantly improve the corporate governance system, continuously improve the level of governance and increase the management efficiency, and strive to achieve a high level of corporate governance. We also attach importance to the construction of anti-corruption culture, advocate honest management, take risk management as the starting point, form a strict, effective and high-quality internal control system, consolidate corporate governance and lay a solid foundation for the company's long-term development.

4.1 Compliance operation

Jinke Services is convinced that compliance is the key factor to ensure the normal operation of the company. We always strictly abide by the requirements of the "Listing Rules", the "Company Ordinance" and other rules and regulations, constantly improve the internal management system, and actively carry out compliance training in order to effectively reduce operational risks. We have established a clear corporate governance structure, including the Board of Directors, the Audit Committee, the ESG Committee, the Remuneration Committee and the Nomination Committee. All members of these Committees perform their duties in strict accordance with relevant policies and regulations and form a sound governance structure.

In addition, we formulate and implement a series of compliance management policies, and flexibly adjust relevant policies according to changes in laws and regulations, strategic direction and business development. We conduct regular compliance training covering all levels from the management to the front-line employees, so as to enhance their awareness of compliance operation. By standardizing contract management and actual operation, we strengthen the compliance construction of various business lines and ensure that the operations are carried out within the framework of legal compliance.

Disclosure of information

We actively fulfill its information disclosure obligations, adhere to the principles of truthfulness, timeliness and compliance, and disclose the company's information on major issues such as finance, operation, personnel and ESG governance to all shareholders, investors and the public. Jinke Services always keeps integrity, attaches great importance to investor relations, ensure smooth communication channels between stakeholders and the public, and constantly improves its management of investor relations to protect the legitimate rights and interests of investors. In 2023, Jinke Services disclosed information to the public for 153 times.

Diversity of Board of Directors

The diversification of the board of directors is a key for sustainable development of the enterprise. To guarantee the balanced and diversified development of board members, Jinke Services comprehensively considers many factors, such as specialty, experience, skills, knowledge reserve, gender, age, cultural and educational level, nationality, length of service, etc. when selecting members of the board of directors, so as to realize the diversification of the board of directors, improve the corporate governance, and make decisions of the board of directors more balanced. During the report period, the board of directors of Jinke Services has 9 members, including 3 female members, accounting for 33.33%.

Standardized construction

In addition, Jinke Services also improves management efficiency, promote standard management and strengthening enterprise development through accelerating standardized construction and prompting information-based construction. With 2023 as the first year of the Company's standardization infrastructure construction, Jinke Services comprehensively deepens its standardization construction. The Company strengthens business process, management standardization and information-based digital management from system construction, internal control management, data governance, information security, data sharing and integration of industry and finance to improve the operational synergy mechanism and promote the sustainable development of the Company. Jinke Services completed the establishment of an information system platform in 2023. The Company fully and independently operated systems such as OA, enterprise WeChat, SHR, accounting system, capital, etc., which effectively improved the flexibility and autonomy of systems and make the Company quickly adapt to market changes; The Company started data governance, reconstructed 11 master data systems in terms of projects, suppliers, customers and roles, and sorted out 370,000+master data entries.

Intellectual Property Protection

Jinke Services pays attention to the protection of intellectual property and always abide by the "Trademark Law of the People's Republic of China", the "Patent Law of the People's Republic of China", the "Copyright Law of the People's Republic of China", the "Civil Code of People's Republic of China", and other rules and regulations, and carries out the acquisition, maintenance, application and protection of intellectual property rights in accordance with laws. Jinke Services has formulated the "Measures for Intellectual Property Rights Management", which clearly defines the work related to intellectual property rights, integrated the protection of intellectual property rights into the business, and achieved normal management. We also respected the intellectual property rights of other parties, identified intellectual property rights, and eliminated infringement risks while protecting our own intellectual property rights. In 2023, the Company obtained 9 software copyrights and 8 patents (all of which are utility model patents). By the end of 2023, the Company had accumulated 82 trademarks and more than 100 software copyrights and patents.



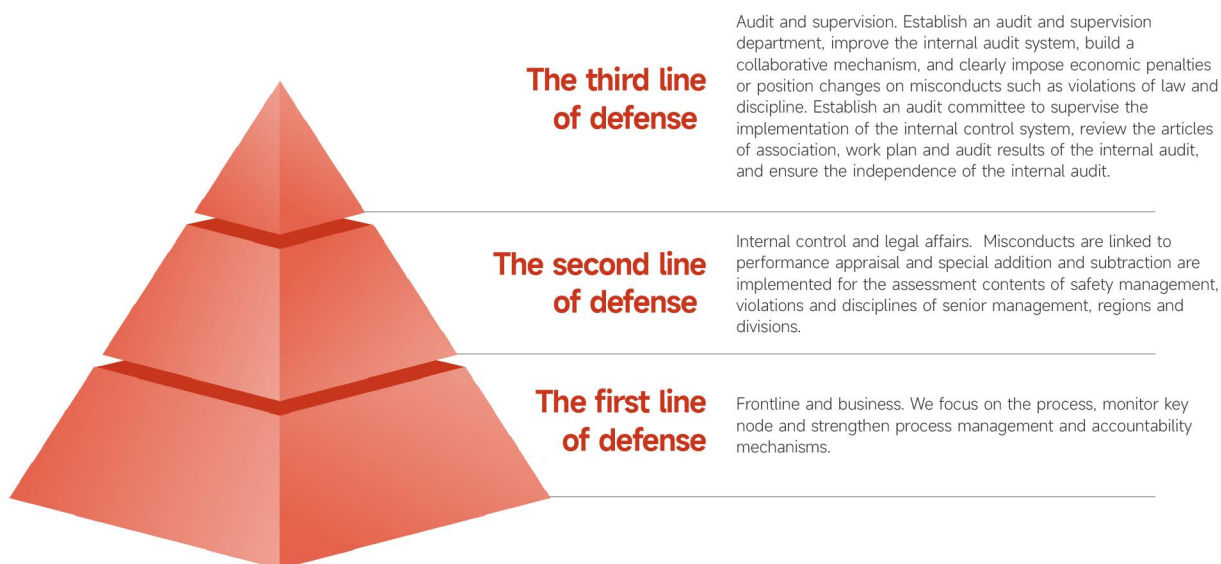
Responsible Marketing

Jinke Services also attaches importance to responsible marketing and brand management to ensure the sustainable development of brands. In 2023, Jinke Services continuously improved the "Jinke Services Brand Management System". The Company strengthened standard brand management from communication management, public opinion management, community activity management, honor and intangible assets management, etc., and make clear the responsibility of each person according to related systems such as "Jinke Services Accountability System", "Jinke Services Public Opinion Management System" and "Jinke Services Intangible Assets Management System". At the same time, Jinke Services upgraded its brand use management system. The Company realized standard management through unified caliber, VI system, standard materials, brand system and other ways to form an online brand database. The Company also implemented a one-to-one review mechanism to ensure the consistency of brand output and create a high-quality brand image.

4.2 Risk control

Jinke Services has continuously strengthened its internal risk management and control system. Based on the actual situation of each department, the Company has formulated relevant policies such as "Jinke Services Risk Management System", "Jinke Services Internal Audit Charter", "Jinke Services Accountability Management Measures", "Jinke Services Audit Accountability Management Measures" and "Jinke Services Audit Rectification Management Measures" to define risk management objectives, risk identification, risk assessment, risk management and monitoring. The Company has established a risk management committee to comprehensively standardize risk management, and improve the risk avoidance ability of the Company as much as possible.

Jinke Services has built a multi-level risk management structure from headquarters to regions, created a "three lines of defense" management model for risk management, and gradually improved its risk management level under the supervision and guidance of the board of directors. Jinke Services implements risk management from up to down. The Company continues to strengthen its management's capabilities in risk identification, risk monitoring, etc., timely adjusts the risk management system, and implements risk management from the headquarters to all business levels.



Guided by the strategic development of the Company, the Audit and Supervision Department of Jinke Services has adopted the "five unifications" management model, built a whole-process risk management mechanism, constantly improved the internal control system and strengthens the risk management construction. At the same time, Jinke Services has built a "comprehensive audit manuscript framework" which was suitable for the development of the Company, and effectively applied it to comprehensive audit to enhance audit granularity, contribute to audit supervision attributes, and improve quality and efficiency for audit. The Audit and Supervision Department of Jinke Services has accumulated experience and paid attention to the approval of authorization process according to business attributes. Key businesses were recorded. After the approval of an audit project, attention was paid to the internal control of the audit unit to deeply learn the audited unit, formulate audit plans and make plans the audit objectives in a targeted way, and evaluate whether the audited unit has the risk of corruption and fraud through substantive tests and compliance tests, so as to continuously strengthen the risk management and control ability of the Company in practice.

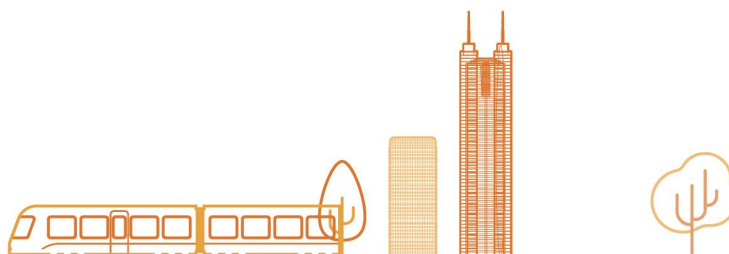
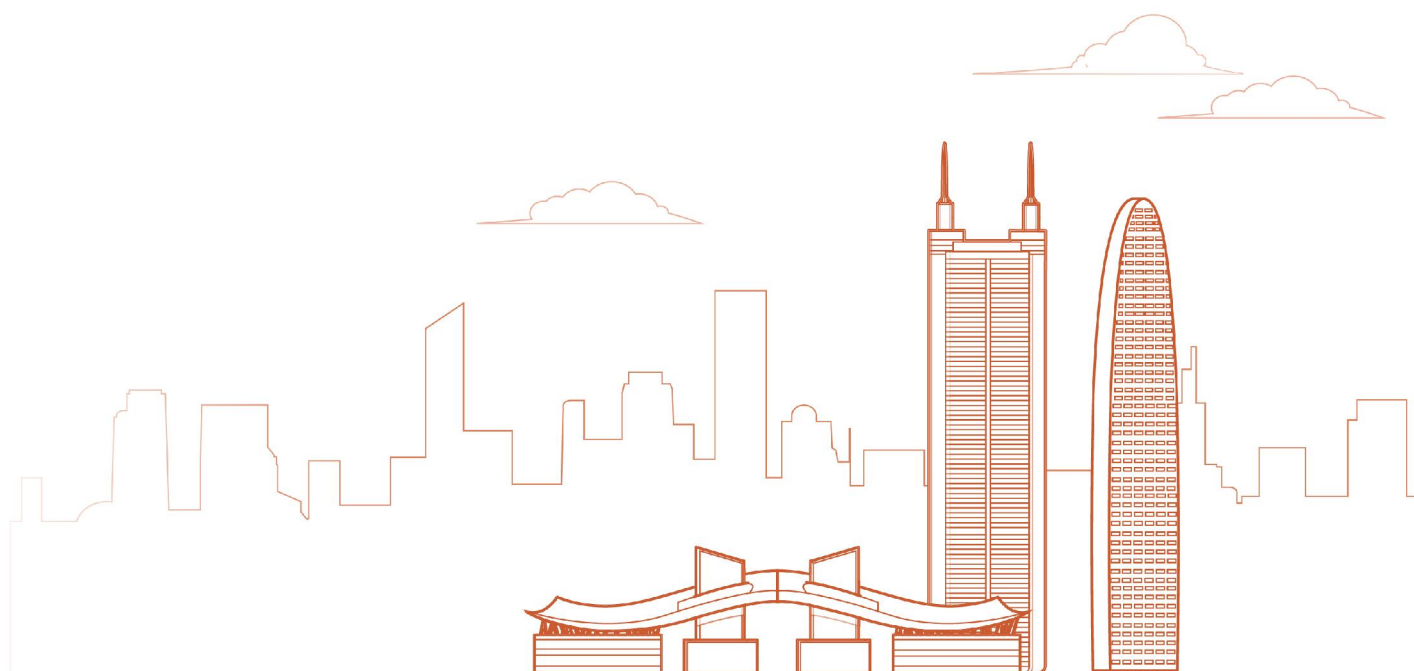


Table: Work Program of Audit and Supervision Department

STRATEGIC GUIDANCE	In response to the requirements of the Board of Directors on control of audit risks, we formulated job responsibilities, job responsibilities and job requirements of employees, clarified work boundaries, and established an audit supervision mechanism that met regulatory requirements.
"FIVE UNIFICATIONS"	According to features of different businesses, we implemented the "Five unifications" management mode (unified approval, unified notice, unified analysis of database information, unified assessment standard and unified report review) to improve the professionalism of auditing and the effectiveness of supervision.
FULL COVERAGE OF BUSINESS RISK MANAGEMENT	We established a whole process risk management mechanism which covers the front end, the middle end and the rear end. Based on the current internal control mechanism, we implemented the classification management of risk inventory system and the hierarchical management of internal control defects, forming a closed loop from problem discovery to problem solving. We also track on a regular basis to realize the normal risk management. By the end of 2023, the correction rate problems found in audit has reached 97%.
IMPROVING STANDARD MANAGEMENT	We continuously optimized our standard management based on the internal control system. We issued the "Jinke Services Internal Audit Charter", "Jinke Services Archives Operating Guidelines for Internal Audit", "Management Measures for Internal Audit Procedures", "Jinke Services Management Measures for Audit Rectification", "Jinke Services Audit Bidding and Purchasing Rules", "Audit Bidding and Purchasing Management Measures", etc. to standardize all businesses and processes and reduce risks.

Jinke Services conducted self-audit through comprehensive audit and special audit to improve the risk management system in a continuous way. In 2023, Jinke Services organized and implemented 4 comprehensive audit projects and 1 special audit project, revealed 126 important internal control defects, promoted the improvement of company rules and regulations twice, and formed a risk list, recovered company financial loss of RMB 1,609,500, avoided economic losses of RMB 3,592,100, and held 30 people accountable for violations of rules and disciplines.

COMPREHENSIVE AUDIT	We comprehensively evaluated the operation quality and efficiency and management compliance of regional companies, and provide constructive suggestions for the business development of regional companies.
SPECIAL AUDIT	We work on businesses of close attention in a targeted way to prevent key risks.



4.3 Anti-corruption construction

Jinke Services strictly abides by "the Criminal Law of the People's Republic of China", "the Criminal Procedure Law of the People's Republic of China", "the Labor Contract Law of the People's Republic of China", "the Anti-Money Laundering Law of the People's Republic of China", "the Anti-Unfair Competition Law of the People's Republic of China", "the Law of the People's Republic of China on Tenders and Bids", "the Interim Provisions on the Prohibition of Commercial Bribery", "Prevention of Bribery Ordinance of Hong Kong Special Administrative Region", and other laws and regulations, continues the construction of a clean culture, treats corruption, bribery, extortion, fraud and money laundering in any form with "zero tolerance", to constantly improve the integrity policy, strengthen the internal punishment mechanism, and keep the supervision and reporting channels unblocked.

Jinke Services also advocates employees to be honest and self-disciplined, and adhere to the bottom line. We implement the integrity education, and jointly create a clean working atmosphere.

Anti-corruption

Jinke Services continues to deepen its anti-corruption construction. The Company has issued management measures such as "Jinke Services Anti-corruption Construction System", "Jinke Services Employee Conducts Supervision and Management Measures", to clarify the connotation of anti-corruption construction, prevent encroachment of any form, abuse of power for personal gain, damage to company interests and other behaviors, restrict employee conduct, and implement the anti-corruption idea.

Jinke Services positively conducts integrity education to strengthen employees' awareness of integrity and deepen the integrity construction of the Company. Prior to important holidays, Jinke Services warns all employees, and publicizes the collection channels for clues on anti-corruption to achieve full staff supervision; For new employees, the Company conducts pre-job anti-corruption training in each quarter, to emphasize anti-corruption policies, and enhance the self-discipline awareness of employees.

In 2023, Jinke Services specially approved to increase the funds for handling cases with integrity, improving the quality and effectiveness of supervision. In 2023, Jinke Services held 30 anti-corruption lectures with a total length of 75 hours, where over 20,000 employees attended, or 96% of the employees. In addition, 4 directors attended 2 anti-corruption trainings.



Jinke Services pays attention to internal supervision. The Company determines risks of internal corruption, organizes regular audit and special inspection, and deals with corruption risks seriously to eliminate any corruption. In 2023, Jinke Services handled 74 cases of internal corruption, of which 4 person have been detained by public authorities due to duty encroachment (1 person has been sentenced and 3 persons are under further investigation); 46 persons have been dismissed in accordance with our rules and regulations due to taking advantage of their positions to accept benefits, encroaching upon operating funds or engaging in other misconduct.

Jinke Services also attaches importance to the anti-corruption construction of the supply chain. The Company advocates the construction of a bright and transparent cooperation environment. Jinke Services has entered into an anti-corruption agreement with each supplier, where any supplier who is found to have offered any bribe, paid, received or requested any gratuity will be subject to economic penalties in the first two instances and directly disqualified as a partner in the third instance; in order to promote integrity of suppliers.

Handling of complaint

Jinke Services is committed to establishing a bright, transparent and healthy working environment. The Company has set up a reporting mechanism to provide employees with diversified reporting channels, including mail, e-mail, telephone, etc., and released the reporting methods through Ting-Talk pop-ups and official websites, and supplied anti-corruption reporting boards in bidding, foreign meetings and other occasions to ensure the smooth reporting channels. The anti-corruption report can be sent to the board of supervisors and supervision department of the Company. Jinke Services promises to keep information of reporters confidential to eliminate disclosure. The Company encourages real-name reporting and also accepts anonymous reporting.

In 2023, Jinke Services accepted and handled over 30 cases of effective complaints. Among them, there is a case that staff of a project in Yunnan, Guizhou, Hunan and other regions had duty encroachment of more than RMB 200,000, the persons involved have been detained by the public security organs in accordance with the law.

Annual Highlights

Holding theme presentation

In May 2023, the Chairman of the Board of Supervisors, held a theme presentation on "adhere to anti-corruption working with firm ideals and beliefs", which covered 85% of the management personnel. In addition, special training was also held for each regional company and each business division to warn all employees and enhance the anti-corruption idea of all employees.

Ant-corruption training of bidding and purchasing system

Jinke Services held anti-corruption training for employees of the bidding and purchasing system to improve their awareness of anti-corruption and self-discipline. In the training, the business development is clearly regulated, the anti-corruption culture and rules of the Company are explained in detail, and the history cases were taken as a lesson, so as to restrain employee behaviors, guarantee regulated operation of the Company and prevent risks.

Chapter 5

Chapter Five

Green Development and Low-carbon Operation

- 5.1 Green property management and operation
- 5.2 Energy management
- 5.3 Emission management
- 5.4 Green office



5.1 Tackle climate change

Tackle climate change

As physical and potential risk problems caused by climate problems are getting worse and worse, Jinke Services is deeply aware that the impact of climate change on enterprises is all-round. The Company pays special attention to the response of enterprises to climate change in ESG management. Based on the established climate risk management system, the Company continuously improves its management system to further reduce the impact of climate change on the Company and improve its ability to resist climate change.

Jinke Services follows the pace of China's green and low-carbon development strategy. The Company implements the concept of sustainable development in enterprise operation, and takes building a high-quality, sustainable and modern property management system as its primary goal. The Company abides by the "Environmental Protection Law of the People's Republic of China" and other relevant legal requirements, and enacts a series of management measures on energy saving, resource management, etc., so as to effectively reduce carbon emissions and practice the concept of green operation. During practical operation, the Company implements refined management, strengthens the energy-saving awareness of all employees, makes company members realize the potential risks that may be brought by climate change, and actively takes actions to provide customers with green and safe services.

To strengthen environmental management benefits, Jinke Services formulates four management objectives on emission reduction of greenhouse gas and waste, energy and water conservation. The Company has obtained many certifications of environmental energy management system, and so have its suppliers.

GOAL CATEGORY	Goals
EMISSION OF GREENHOUSE GAS	Actively respond to the national goals of carbon peaking and carbon neutrality and implement green operations to reduce the overall emission.
EMISSION OF WASTE	Minimize waste discharge and have 100% of hazardous waste treated harmlessly by qualified suppliers.
ENERGY CONSERVATION	Optimize the energy efficiency of the project under management and the office.
WATER CONSERVATION	Minimize water consumption during business operations.



Jinke Services regularly evaluates the climate risks and impacts to its business operations, and identifies climate change events that may significantly impact the company through four dimensions: policy and legal, technical, reputational and physical risks; and develops short-, medium- and long-term strategies to deal with climate change in different periods. In the current short-term strategy of Jinke Services, identifying risks and opportunities that may be brought by climate change is regarded as a top priority. It aims to discover potential opportunities that can bring long-term benefits to the enterprise while avoiding or dealing with the hidden dangers caused by extreme weather. For the medium-term strategy, it aims to further improve the performance evaluation of energy control and environmental protection, realize the quantification of data, and analyze and choose a relatively better energy saving improvement strategy in combination with financial indicators. For the long-term strategy, it aims to implement the policy of sustainable development, which can not do without financial support. Jinke Services will actively explore the development path suitable for the company's characteristics with the support of the middle-term strategy. As a high-quality third-party integrated service provider, Jinke Services will put the sustainable development strategy into practice in characteristic services.

At present, we have established a set of prevention plans and emergency response measures to respond to extreme weather in an orderly manner. We file losses on record in accordance with the Company's "Public Emergency Handling Operation Guidelines," to minimize the negative impact brought upon by climate change. For example, to deal with hot spell, Jinke Services started the emergency response plan at the first time and arranges staff to investigate flammable materials in the management area, inspect various facilities and equipment, promptly eliminate potential safety hazards, and conduct fire drills in a normal manner to ensure the safety of the park in hot seasons.

Protection of environment and natural resources

Jinke Services formulates and implements internal management systems such as Jinke Property Greening Maintenance Manual to strengthen greening construction and promote protection of environment and natural resources. Through various measures such as preventing soil pollution, implementing biological control, protecting tree resources and strengthening greening construction, we actively contribute to the protection of natural resources such as the environment and the maintenance of a virtuous circle of biodiversity and ecological environment.

- Make corresponding maintenance plans according to different locations and seasons to improve the climate ecology and air oxygen content of the parks, increase the plant retention rate through scientific maintenance and reduce vegetation damage. Improve and beautify the cost-free green vegetation cover through the self-built nursery base and continue to strengthen the integrity and richness of vegetation in the parks. At present, the self-cultivation nursery base covers an area of about 7,800 m², cultivating hydrangea, geranium, hibiscus, etc., which reduces the mortality of plants compared with the cultivation of bare-rooted seedlings.
- Standardize the use of insecticides, herbicides, fertilizers, pesticides and other chemicals, strictly implement national standards, give priority to the use of environment-friendly drugs, and avoid pollution to the soil and groundwater environment.
- For soil conservation, carry out reasonable deep digging and drilling to adjust the nutrients and moisture in the soil to prevent scarcity of some nutrients or moisture imbalance; Increase the application of organic fertilizer, plant green manure and apply chemical fertilizers reasonably to recover and enhance the soil fertility and improve the poor soil; Improve the acid soil, alkaline soil and saline soil by means of chemical amendments and irrigation.

In 2023, the Group issued special environmental notices in spring, summer, autumn and winter, effectively improving the greening quality in the parks and creating a green and fresh living environment for customers. In addition, the Group actively organized environmental protection activities such as caring for green plants, sorting garbage, and protecting the environment, so as to convey the awareness and culture of green environmental protection to the homeowners, employees and other stakeholders, and jointly build a green ecological home.

5.2 ENERGY MANAGEMENT

Jinke Services earnestly implements the "carbon peaking and carbon neutrality" policy, and is deeply aware that with the gradual optimization of energy management methods, its operating cost will be reduced, its energy consumption will be reduced, and the operating capacity of its facilities and equipment will be improved, which will help improve the overall management level of the Company.

Main energy consumption items in the operation of Jinke Services are public facilities, such as lighting, air circulation system, elevator and water pumps. During daily operation, Jinke Services abides by relevant laws and regulations such as the "Law of the People's Republic of China on the Conservation of Energy Resources" and the "Environmental Protection Law of the People's Republic of China". Based on these laws and regulations and in combination with the development status of the Company, Jinke Services has formulated "Notice on Strengthening the Code of Conduct for Employees" and other internal standards in the office area of the Company to strengthen the overall awareness of energy saving and consumption reduction of the Company.

At the same time, Jinke Services has also formulated "Jinke Services Management Measures for Residential Energy Consumption" for residential projects. The Company formulated management plans for the energy consumption of stock residential projects and projects to be taken over, including plans on measurement definition and management process specification of energy such as water, gas, electricity and heat, aiming at effectively managing and reducing the energy consumption of residential projects. For government and corporate projects, Jinke Services has set up an energy management special group. The establishment of the special group has standardized the energy management standards of government and corporate projects, which is conducive to improving energy utilization efficiency and reducing unnecessary energy waste.

During the report period, Jinke Services upgraded and reconstructed each project and office area in the Company. Not only the software system was strictly regulated, but also the facilities and equipment were upgraded in hardware. The LED lighting facilities were reconstructed and the computer room was also upgraded.

INDICATOR	UNIT	2022	2023
Electricity	Million KWH	461 ¹	537
Purchased heat	GJ	4,690	4,870
Gasoline	Tonne	18	19
Natural gas	Standard cubic meter	66,191	54,368
Comprehensive energy consumption	Million KWH	463	539
Comprehensive energy consumption density ²	MWh/million square meters	1,820	2,014

With the improvement of water resource protection awareness in the world, the Company actively fulfills its responsibility to save water resources within its business scope and also abides by "the Law of the People's Republic of China on the Prevention and Control of Water Pollution" and other relevant laws and regulations. Water resources of the Company mainly come from municipal water supply. The main consumption includes daily garden water, office water, property water and service water. There is no shortage of water in Jinke Services during the report period.

INDICATOR	UNIT	2022	2023
Total water consumption	10kT	447 ³	521
Water consumption density	Tonne/ million square meters	17,580	19,457



1. In 2023, the data caliber was adjusted to a certain extent. The statistical scope of power consumption scenarios was expanded. For data consistency, the data of 2022 was retroactively adjusted.

2. For comprehensive energy consumption density, the area of 267.6 million square meters under the management of Jinke Services in 2023 is adopted. Calculation basis "General Principles for Computing Comprehensive Energy Consumption GB/T 2589-2020"

3. In 2023, the data caliber was adjusted to a certain extent. The statistical scope of water consumption scenarios was expanded. For data consistency, the data of 2022 was retroactively adjusted.

Annual Highlights

New energy-saving actions

Jinke Services reconstructed the garage in terms of LED, etc. to realize dormancy of lamps where there is no one around and achieve energy saving and environmental protection. The Company added rainwater collection and irrigation devices to improve the utilization capacity of water resources. In 2023, the Company reconstructed 242 elevators, realizing an average energy saving rate of 32% and saving a total of RMB 80,000 in electricity cost.



Consumption reduction of new equipment

Jinke Services carries out energy-saving reconstruction on the air conditioner in the equipment room to turn on and off the air conditioner according to the time setting, and monitor the ambient temperature in real time to ensure the energy-saving operation of the air conditioner and effectively reduce the operation consumption. In allusion to the operation management of lighting facilities in the park, the Company combines light control and time control, which effectively solves the operation management of lighting and improves customer satisfaction. For transformers operating at low load, the terminal energy demand is comprehensively calculated, and then the power supply transformers operate in parallel by technical transformation to stop no-load and extra-low load operation, so as to reduce the operation loss and energy consumption of transformers.



Platinum-Level Green Building Evaluation Logo

In October 2023, Jinke Zhaomushan Project, which was transformed by Jinke Services and implemented with intelligent operation service, was appraised by experts of Chongqing Housing and Urban-Rural Construction Committee and obtained the first "Platinum-Level" Three-Star Green Operation and Maintenance Logo of public buildings in Chongqing. The application of green building technology not only improves the ecological environment of residential areas, but also reduces the operation and maintenance costs, bringing remarkable economic and environmental benefits.

5.3 Emission management

Jinke Services abides by the "Law of the People's Republic of China on Prevention and Control of Atmosphere Pollution" and the "Law of the People's Republic of China on the Prevention and Control of Water Pollution", and other laws and regulations. We have formulated and implemented internal policy guidelines to control the management of greenhouse gases, waste gas, waste water, noise and other emissions and reduce the negative impact of daily operations on the environment.

EMISSION TYPE	MANAGEMENT MEASURES
Emission of greenhouse gas	Jinke Services is committed to reducing the emission of greenhouse gas. We mainly focus on the energy consumption of public areas and office areas of property projects. To this end, the Company continues to promote energy-saving reconstruction of equipment, and uses environmentally friendly refrigerants with low global warming potential to reduce the emission of greenhouse gas.
Waste gas management	In order to improve the indoor air quality in the operating places, Jinke Services installed air purifiers in the decoration places to reduce exhaust emissions.
Waste water management	We adopt rain and sewage diversion system to manage and supervise the discharge of waste water.
Noise management	We manage noise emission actively. For instances, we set a reasonable decoration period, encourage the use of environmentally friendly materials and processes, and monitor the noise level through on-site patrols, and listen to the opinions and requirements of the homeowners on noise control.

In operation and production, Jinke Services resolutely implements the "Law of the People's Republic of China on the Prevention and Control of Environmental Pollution" by Solid Waste and other relevant policies and regulations, conscientiously implements the guiding spirit of "Opinions of the CPC and State Council on Implementation of Comprehensively Strengthening Ecological and Environmental Protection and Resolutely Fighting against Pollution Prevention and Control", "Notice of General Office of the State Council on Forwarding the Implementation Plan of Household Waste Sorting System of the National Development and Reform Commission and Ministry of Housing and Urban-Rural Development", and implements the "Notice on Comprehensively Carrying out Household Waste Sorting in Cities at and Above the Prefecture Level" issued by the Ministry of Housing and Urban-Rural Development and other departments.

Wastes in daily operation of the Company mainly include household waste, kitchen waste, recyclable material, other waste and hazardous waste.

Household waste Sorted waste recycling bins are provided in the Company to ensure the reasonable classification of household wastes. The Company assists the government to promote waste sorting in the project community and carry out waste sorting in pilot projects.

Kitchen waste As the Company actively carried out IFM related businesses during the report period, the level and scope of businesses also improved significantly. While expanding the business scope and improving performance of group meals, the Company also actively conducted regulated management and implemented internal safety regulations such as "Detailed Rules for Food Safety Management", "Detailed Rules for Chemical Compliance Management" and "Food Safety and Hygiene Manual". The kitchen waste and household waste were handled properly. The food waste, waste grease and other wastes in the kitchen were kept separately and marked clearly for identification. The qualification and compliance of the cleaning service providers are reviewed strictly. A record was kept for waste disposal. The waste collection process was filed.



Annual Highlights

Waste sorting for several projects, awarded with honors

In Chongqing, Jinke Services has actively carried out the creation of "waste-free communities" and implemented community garbage sorting for several projects. The project team will regularly improve the quality of parks, publicize the waste-free community, and carry out small activities such as garbage sorting, and unite streets, communities and community homeowners to jointly create a beautiful and livable homeland. Shiniancheng Project was appraised as "Chongqing Demonstration Pilot in Waste Sorting". In Jinke Tianchen Project, the Company actively cooperated with Chenjiaqiao Sub-district in waste sorting, and its staff won the honorary title of "Excellent Sanitation Workers". Bishan Bocui Tianyue Project and Zhongkai Huafu Project won the title of "Waste-free Pilot in Bishan District".



Table: Amount of waste generated by Jinke Services in 2022-2023

INDICATOR	UNIT	2022	2023
Used toner cartridges	KG	566	605
Used ink cartridges	KG	62	72
Waste light bulbs	KG	1,210	1,368
Waste batteries	KG	199	170
Waste electronic products	KG	898	905
Total amount of hazardous waste discharge	KG	2,935	3,121
Density of hazardous waste discharge	KG/million square meters	12	12
Greening waste	Tonne	26,507	30,953
Kitchen waste	Tonne	880	669
Total amount of harmless waste discharge	Tonne	27,387	31,622
Density of harmless waste discharge	Tonne/million square meters	108	118

Table: Jinke Services emissions of exhaust pollutants in 2022-2023

POLLUTANT TYPE	UNIT	2022	2023
Total amount of sulfur oxides emission	g	360	380
Total amount of nitrogen oxides emission	KG	194	199
Total amount of particulate matter emission	KG	19	19

5.4 Green office

Jinke Services adheres to the concept of green office, implementing sustainable development practices in our day-to-day management; We have developed and implemented a series of internal management systems for energy conservation and control, with clear regulations on the conservation of energy and other resources, striving to reduce energy and natural resources consumption and promoting a green and sustainable business operating model. In 2023, the Company continued to optimize internal resource management on the basis of 2022. The Company issued the "Notice on Strengthening the Code of Conduct of Office Employees", combined "85 Measures for Office Energy Saving and Consumption Reduction" and "5S Office Standard", to control and reduce the energy consumption in work from details.

Office Management measures

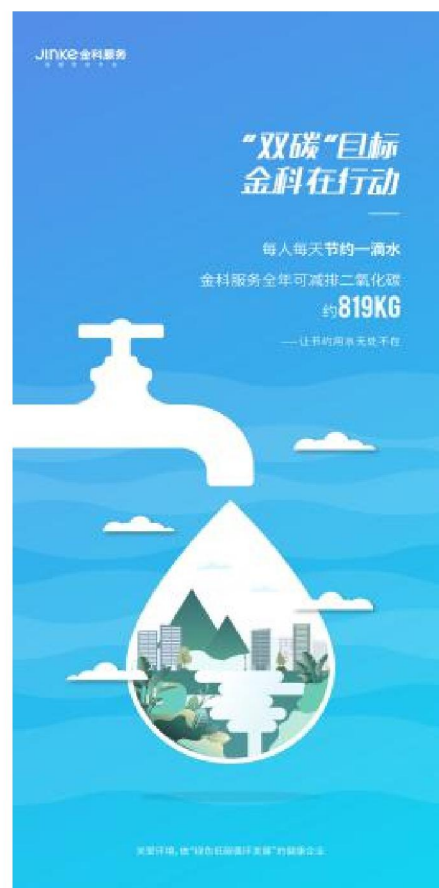
Energy saving and consumption reduction measures	
SAVE ELECTRICITY	<ul style="list-style-type: none"> · Natural light is mainly made of use. The lamp is used according to the weather conditions; · Specify the conditions for turning on of air conditioner; · Limit the use of high-power electrical appliance.
WATER CONSERVATION	<ul style="list-style-type: none"> · Use long-acting economical water purifier; · Strengthen daily maintenance of water equipment to avoid waste.
OFFICE SUPPLIES	<ul style="list-style-type: none"> · Advocate paperless office; · Reasonably plan the demand of office supplies; · Save conference supplies.
CANTEENS FOR WORKERS	<ul style="list-style-type: none"> · Reduce to-go boxes and advocate bringing food containers by ourselves; · Investigate the supplier on a regular basis.

Table 2022-2023 Jinke Services Greenhouse Gas Emissions⁴

INDICATOR	UNIT	2022	2023
Scope 1 greenhouse gas emissions	Tonne of CO2 equivalent	198	177
Scope 2 greenhouse gas emissions	Tonne of CO2 equivalent	263,453	306,690
Total greenhouse gas emissions	Tonne of CO2 equivalent	263,651	306,866
Greenhouse gas emission density	Tonne of CO2 equivalent/million square meters	1,036	1,147

4. Direct greenhouse gas emissions (Scope 1) include emissions from the combustion of petrol in administrative and transport vehicles as well as direct CO2 emissions from the use of natural gas. Indirect greenhouse gas emissions (Scope 2) include indirect emissions of carbon dioxide from the purchase of electricity and heat. Gasoline, natural gas usage and purchased heat GHG conversion factors are based on the "Methodology for Calculating and Reporting Greenhouse Gas Emissions from Other Industrial Enterprises" and electricity consumption is converted with reference to the "Methodology for Calculating and Reporting Greenhouse Gas Emissions from Enterprises for Power Generation Facilities (Revised Version 2022)" by the Ministry of Ecology and Environment of the People's Republic of China.

Energy saving and consumption reduction posters



Appendix: Index of Environmental, Social and Governance Reporting Guide of the Main Board Listing Rules

SCOPE	TOPIC	PERFORMANCE INDICATOR	APPLICATION
Environ-ment	A1 Emission	General disclosure: On emissions of gases and greenhouse gases, effluent to water and land, generation of hazardous and non-hazardous wastes, etc. (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on the issuer	Green development and low-carbon operation
		A1.1 : Types of emissions and related emission data	Green development and low-carbon operation
		A1.2: Direct (scope 1) and indirect energy (scope 2) GHG emissions and (in tonnes) and (where applicable) density (e.g. per unit of production or per facility).	Green development and low-carbon operation
		A1.3: Total amount (in tonnes) and (where applicable) density of hazardous waste generated (e.g. per unit of production or per facility).	Green development and low-carbon operation
		A1.4: Total amount (in tonnes) and (where applicable) density of non-hazardous waste generated (e.g. per unit of production or per facility).	Green development and low-carbon operation
		A1.5: Description of emission targets established and the steps taken.	Green development and low-carbon operation
		A1.6: Description of methods for the treatment of hazardous and non-hazardous waste, and the waste reduction targets set and the steps taken.	Green development and low-carbon operation
	A2 Resource using	General disclosure: Policies on effective using of resources (including energy, water and other raw materials).	Green development and low-carbon operation
		A2.1 : Total consumption of direct and/or indirect energy (e.g. electricity, gas or oil) by type (in 1,000 KWH) and density (e.g. per unit of production or per facility).	Green development and low-carbon operation
		A2.2: Total water consumption and density (e.g. per unit of production or per facility).	Green development and low-carbon operation
		A2.3: Description of energy efficiency targets set and the steps taken to achieve the targets.	Green development and low-carbon operation
		A2.4: Description of problems with access to applicable water sources, the water efficiency targets set and the steps taken to achieve the targets.	Green development and low-carbon operation
		A2.5: The total amount (in tonnes) of packaging material used in the finished product and (where applicable) the proportion of per unit of production.	Green development and low-carbon operation
	A3 Environment and natural gas	General disclosure: Policies on reduction of the issuer's significant impact on the environment and natural resources	Green development and low-carbon operation
		A3.1 : Description of significant impacts of business activities on the environment and natural resources and actions taken to manage such impacts.	Green development and low-carbon operation
	A4 Climate change	General disclosure: Policies to identify and address significant climate-related issues that have and may have an impact on issuers	Green development and low-carbon operation
		A4.1 : Description of significant climate-related issues that have and may have an impact on the issuer and actions taken to manage such an impact.	Green development and low-carbon operation
Society	B1 Employment	General disclosure: On pay and dismissal, recruitment and promotion, working hours, leave, equal opportunity, diversity, anti-discrimination and other treatment and benefits: (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on listed companies.	Recruiting more capable personnel for high quality development
		B1.1 : Total number of employees by sex, type of employment (e.g. full-time or part-time), age group and region.	Recruiting more capable personnel for high quality development
		B1.2: Turnover rate of employees by sex, age group and region.	Recruiting more capable personnel for high quality development
	B2 Employee health and safety	General disclosure: On emissions of gases and greenhouse gases, effluent to water and land, generation of hazardous and non-hazardous wastes, etc. (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on the issuer	Recruiting more capable personnel for high quality development
		B2.1 : The number and rate of work-related deaths in each of the past three years (including the reporting year).	Recruiting more capable personnel for high quality development

Appendix: Index of Environmental, Social and Governance Reporting Guide of the Main Board Listing Rules

SCOPE	TOPIC	PERFORMANCE INDICATOR	APPLICATION
Society	B2 Employee health and safety	B2.2: The number of working days lost due to work-related injury.	Recruiting more capable personnel for high quality development
		B2.3: Description of occupational health and safety measures adopted as well as relevant implementation and monitoring methods.	Recruiting more capable personnel for high quality development
	B3 Development and training	General disclosure: Policies on enhancing employees' knowledge and skills in performing their job duties. Description of training activities.	Recruiting more capable personnel for high quality development
		B3.1: The percentage of trained employees by sex and types of employees (e.g. senior management, middle management).	Recruiting more capable personnel for high quality development
		B3.2: The average hours of training completed per employee by sex and type of employee.	Recruiting more capable personnel for high quality development
	B4 Labor code	General disclosure: On prevention of child labor and forced labor: (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on the issuer.	Recruiting more capable personnel for high quality development
		B4.1: Description of measures to review recruitment practices to avoid child labor and forced labor	Recruiting more capable personnel for high quality development
		B4.2: Description of steps taken to eliminate the violation when it is discovered.	Recruiting more capable personnel for high quality development
	B5 Management of supply chain	General disclosure: Policies on environmental and social risks of supply chain	Practicing social responsibility and highlighting corporate responsibility
		B5.1: Number of suppliers by region.	Practicing social responsibility and highlighting corporate responsibility
		B5.2: Description of practices relating to the employment of suppliers, the number of suppliers to whom the practices are performed, as well as relevant implementation and monitoring methods.	Practicing social responsibility and highlighting corporate responsibility
		B5.3: Description of practices for identifying environmental and social risks at each link of the supply chain, as well as relevant implementation and monitoring methods.	Practicing social responsibility and highlighting corporate responsibility
		B5.4: Description of practices for promoting more environmentally friendly products and services in the selection of suppliers, as well as relevant implementation and monitoring methods.	Practicing social responsibility and highlighting corporate responsibility
	B6 Product responsibility	General disclosure: On health and safety, advertising, label and privacy matters and remedies for the products and services provided (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on the issuer.	Putting quality first to realize coordination between service and satisfaction
		B6.1: The percentage of product that must be recalled for safety and health reasons in the total products sold or shipped.	N/A
		B6.2: The number of complaints received about products and services and ways to deal with them.	Putting quality first to realize coordination between service and satisfaction
		B6.3: Descriptions of practices related to the maintenance and protection of intellectual property rights.	Optimizing management mechanism and stabilizing business operation
		B6.4: Description of quality verification process and product recovery procedures.	N/A
		B6.5: Description of consumer data protection and privacy policies, as well as relevant implementation and monitoring methods.	Putting quality first to realize coordination between service and satisfaction
	B7 Anti-corruption	General disclosure: On prevention of bribery, extortion, fraud and money laundering: (a) Policy; and (b) Information on compliance with relevant laws and regulations that have a material impact on the issuer.	Optimizing management mechanism and stabilizing business operation
		B7.1: The number and litigation outcome of corruption proceedings initiated and concluded against the issuer or its employees during the report period.	Optimizing management mechanism and stabilizing business operation
		B7.2: Description of prevention measures and complaint procedures, as well as relevant implementation and monitoring methods.	Optimizing management mechanism and stabilizing business operation
		B7.3: Description of anti-corruption training provided for directors and employees.	Optimizing management mechanism and stabilizing business operation
	B8 Community investment	General disclosure: Policies on community engagement to understand the needs of the community in which it operates and to ensure that its business activities take community interests into account.	Practicing social responsibility and highlighting corporate responsibility
		B8.1: Areas of contribution with focus (e.g. education, environmental issues, labor needs, health, culture, sports).	Practicing social responsibility and highlighting corporate responsibility
		B8.2: Resources (such as money or time) used in the area of focus.	Practicing social responsibility and highlighting corporate responsibility

