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China Resources Mixc Lifestyle Services Limited

Sustainability Report 2021



# EXCEPTIONAL CITY-BEING MIXC FLOURISHING Sustainability Report



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# About the Report

### Reporting Period

The report is the second sustainability report disclosed by China Resources Mixc Lifestyle Services Limited. The board of directors approved it in May 2022.

### Report Scope

The report covers the period from 1 January 2021 to 31 December 2021 in relation to the headquarters, six business regions, ten property centres and two directly managed projects of China Resources Mixc Lifestyle Services Limited. In order to enhance the comparability and integrity of the report, some of its contents have been traced back to previous years as appropriate.

### Reporting Process

The preparation process of this report referred to the requirements of the above standards, and was carried out in accordance with the steps of peer benchmarking, questionnaire survey, stakeholder interview, social responsibility research, information collection, information review, report writing, management approval, etc., so as to ensure the completeness, materiality, authenticity and balance of the report contents.

### Reporting Principles

The preparation process of this report complied with the principles of materiality, quantification, balance and consistency. It accurately responds to stakeholders' concerns about China Resources Mixc Lifestyle Services Limited.

Materiality

During the preparation of the report, CR Mixc Lifestyle engaged a third-party professional agency to identify the material ESG issues at present by fully considering the Company' s business characteristics and communicating with stakeholders and then submit the results to the board of directors for approval. The board of directors ultimately determined the material issues, which served as the basis for the preparation of this report and were responded by the report.

Quantification

CR Mixc Lifestyle established the ESG data collection and review mechanism to allow stakeholders to understand its quantitative ESG performance.

Balance

CR Mixc Lifestyle discussed the room and plan for improvement with respect to relevant issues in the report to avoid omission or improperly affecting the choice of stakeholders' decisions or judgments.

Consistency

The statistics and disclosure of the quantitative information in the report were conducted in a way basically the same as before. Changes and updates of the scope of some data have been stated and are for stakeholders' reference.

### Data Sources

Data sources of the report include public information, relevant internal statistical statements, third-party researches, statistical data like administrative documents and reports, and official documents.

### Availability of This Report

The report is available in simplified Chinese and English. Both are published in electronic format on the website of the Company.

### Contact Information

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### Commitment

We promise that the report is free of any false records, misleading representations or major omissions. And we are responsible for the authenticity, accuracy and integrity of the contents hereof.

### Reporting Standard

The report was prepared with reference to the Environmental, Social and Governance Reporting Guide ( "ESG Guide" ) issued by The Stock Exchange of Hong Kong Limited (the "Stock Exchange" ), the Basic Framework of the Guide to the Preparation of Corporate Social Responsibility Reports of China by the Chinese Academy of Social Sciences (CASS-CSR4.0), the Guide for Business Action on Sustainable Development Goals (SDGs), the Global Reporting Initiative Sustainability Reporting Standards (the "GRI Standards" ), and China Resources Social Responsibility Management Measures.

### Addressing and Representation

For ease of expression, "China Resources Mixc Lifestyle Services Limited" , "CR Mixc Lifestyle" , "the Company" and "we" mentioned in the report all refer to the headquarters, six business regions, ten property centres and two directly managed projects of China Resources Mixc Lifestyle Services Limited.

# Chairman' s Statement

## UNITE AS ONE TO FORGE AHEAD



Chairman of the board of directors of CR Mixc Lifestyle  
Li Xin

2021 kicked off the "14th Five-Year Plan" and signaled the centenary of the founding of the Communist Party of China (CPC). We remained unwaveringly true to our original aspiration to better serve urban development. Party organizations at all levels of CR Mixc Lifestyle carried out in-depth learning and education on the CPC' s history, aiming to gain momentum from the century-old CPC' s history. We carried forward the corporate culture of "always struggle to define yourself" , and illuminated the way forward with the light of spirit. In 2021, we adhered to strategic guidance, went further in reform and innovation on a continuous basis, and stimulated internal corporate vitality, thus laying a solid foundation for the Company' s kick-off of the "14th Five-Year Plan" .

2021 was a year of rapid industry development, and a milestone for the development of CR Mixc Lifestyle. All colleagues united as one to forge ahead, and satisfactorily achieved each set goal. In response to market changes, we focus on our targets and make breakthroughs in our multi-dimensional layout. In terms of property management, we adhere to the positioning of a "provider of urban space operation services" to proactively integrate into national development and aid in the governance, transformation and upgrading of urban communities; In terms of business management, we insist on building up a strong presence in major cities, and changing a city with the concept of "one city" , thus opening the new landscape of "multiple exchanges in one city" and "multiple cities with multiple exchanges" and playing an important role in promoting urban commercial development.

We proactively interact with society and the public. On the first listing anniversary of the Company, we rolled out a new brand concept, "Exceptional Mixc" , revealing CR Mixc Lifestyle' s value proposition about humanities, technology, space and ecology. We continuously deepened the practice of fulfilling social responsibilities, as demonstrated at numerous unforgettable moments. With the normalization of pandemic prevention and control, the anti-pandemic declaration of "exceptional city, guarded by CR Mixc" ; The competition spirit of "success involves me but is not decided by me" in the National Games, National Games for Persons with Disabilities and National Special Olympic Games, as well as the intrepid people running on the front line of urban flood-fighting and emergency rescues in the face of extraordinary rainstorms... CR Mixc Lifestyle always shares a common destiny with our country and develops together with cities.

Standing at a new starting point, CR Mixc Lifestyle will ride on the momentum to work hard to open up a new chapter. We insist on taking high-quality development as the traction power, adhere to the positioning of an "urban quality life service platform" , and seize market opportunities to promote the leap forward of property management business. In terms of business management, we will focus on three product lines of MIXC, MIXONE and MIXC World, on the principle of "guarantee both speed and efficiency" , and consistently build "the No.1 brand in China' s commercial operation management" . We will continue to be a builder of urban development and a provider of better life, provide innovative products and services, make efforts to promote the construction of a "large membership" ecosystem, and fulfill the social responsibilities of central enterprises with a strong sense of responsibility.

We shall always define ourselves with struggle and forge ahead in the forefront of the times. In 2022, let us stay firm to our original aspiration and push forward towards a sustainable future.



President of CR Mixc Lifestyle  
Yu Linkang

## RISE ABOVE SETBACKS FOR RESILIENT GROWTH

2021 marked the first anniversary of CR Mixc Lifestyle in the capital market. Thanks to the efforts of all colleagues, the Company’s core performance indicators were significantly improved. We have fully fulfilled the commitment in the first year of listing, delivering satisfactory performance for the capital market and all parties who care about and support CR Mixc Lifestyle.

This year was also crucial for the sustainable development of CR Mixc Lifestyle. The Company established a top-down sustainable development management structure, fully complying with the new ESG regulations of SEHK (The Stock Exchange of Hong Kong Ltd.), improving the disclosure of the Company’s sustainable responsibility performance information, organizing ESG report preparation training for the headquarters and subordinate units, as well as promoting the systematic and standardized development of sustainable development management. In terms of ESG rating, CR Mixc Lifestyle was awarded “BBB” rating by MSCI (Morgan Stanley Capital International Index) in 2021 and was also rated as “low risk” in Sustainalytics rating; its overall rating performance was at the forefront of the industry.

In terms of green development, we actively respond to the national “dual-carbon” strategy, and have started the research on the implementation path of carbon peaking and carbon neutrality. In addition, we promote the integration of sustainable management and business, with continuous exploration and practice in fields such as green buildings, green shopping malls, energy management, as well as publicity and education of environmental protection. In 2021, the Company added a green gross floor area (GFA) of 1.025 million sq.m. with a total GFA of 3.85 million sq.m., where star-rated projects account for 52.2%. We also added 4 new green shopping malls throughout the year, of which 3 won the title of “Na-

tional Green Shopping Mall”. In the meanwhile, both the comprehensive energy consumption/RMB10,000 operating income and the comprehensive energy consumption/RMB10,000 added value decreased.

In terms of serving urban development, CR Mixc Lifestyle adheres to the positioning of an “urban quality life service platform”, and continues to build a “2+1” integrated business model which involves two principal operations (property service and commercial operation) and a large membership system. With the normalization of pandemic prevention and control, we built several safety lines of defense in communities, shopping centers, office buildings, and urban public spaces to ensure the safety and health of our owners, consumers, customers and employees; We smoothly entered in CR Hope Town in Yan’an to integrate the concepts of modern property services into the construction of beautiful rural areas. Furthermore, we built an event service guarantee team with nearly 1,500 members, so as to make professional contributions to the perfect performance of the 14th National Games and the 11th National Games for Persons with Disabilities and 8th National Special Olympic Games.

In terms of humanistic care and public welfare, CR Mixc Lifestyle adheres to the “people-oriented” corporate culture, actively safeguards the rights and interests of employees, and improves its internal employee policies. During the year, we established a charity fund to help employees in need; We also further upgraded the training system for talents, aiming to gradually expand channels for employee growth. As an enterprise heavily involved in public life, CR Mixc Lifestyle regards fulfilling social responsibility as a significant issue of development, and gives full play to resource advantages to help social vulnerable groups and give back to society.

2022 will be a year of both opportunities and challenges. CR Mixc Lifestyle will maintain its strategic focus, strengthen cooperation with stakeholders to continuously improve the Company’s fulfillment of its responsibilities for customers, economy, employees, partners, the environment and communities, and team up with others to create a sustainable and better tomorrow together.





# About Us — ^ —————

## Corporate Profile

As a member of CR Land, a strategic business unit under China Resources Group, a Fortune Global 500 company, China Resources Mixc Lifestyle Services Limited (stock code: 1209.HK) is leading in the property management and commercial operational service in China.

CR Mixc Lifestyle went public on the main board of the Stock Exchange in December 2020, was promoted to a constituent stock of Hang Seng Composite Index (HSCI) and HSSCBBI in February 2021 and included in Hang Seng Property Service and Management Index (HSPSM) in April the same year.

Going forward into the “14th Five-Year Plan” period, CR Mixc Lifestyle will conform to the broad trend, take advantage of its commercial and property management resources, and team up with its partners to shape an urban quality life service platform featuring “multiple property types, all-customers and full spectrum of service offerings” by virtue of its outstanding operation capability of all property types, broad platform resources and strong membership system.

Annual retail sales

RMB 118.9 billion

Operating revenue

RMB 8.875 billion

The aggregate GFA under management

164.8 million sq.m.

Number of members

24 million +

Total number of employees

28,654

Customer satisfaction for residential buildings

86.3 points

Consumer satisfaction for shopping malls

98.7 points

Tenant satisfaction for office buildings

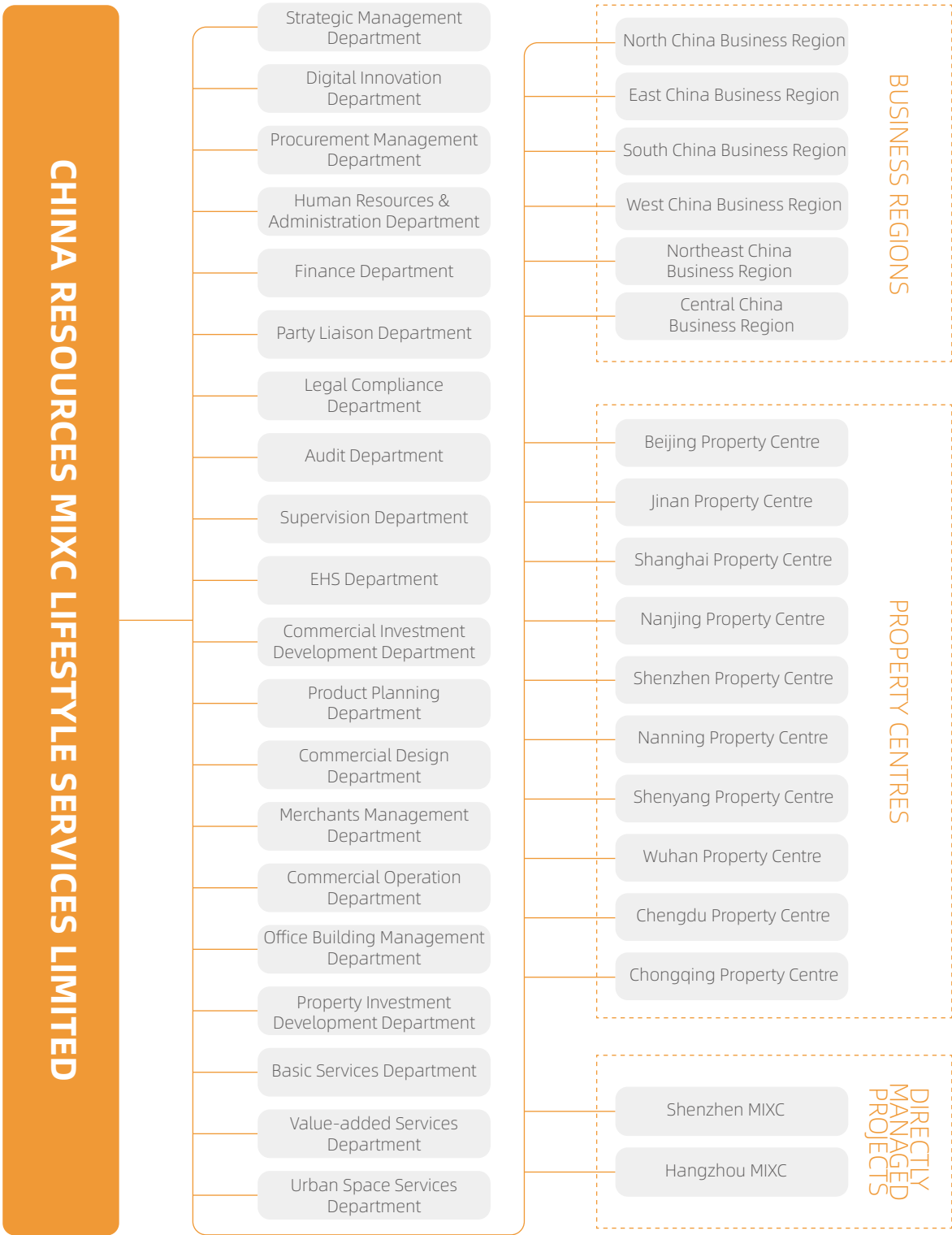
99.3 points



Organisational Structure

CR Mixc Lifestyle implements a three-tier architecture of “headquarters – business regions/property centres – stores/project clusters” and promotes the flat management model.

The headquarters has set up 20 departments, under which there are 6 business regions, 10 property centres and 2 directly managed projects.



Main Business

Property management business

China’s most influential urban space operational service provider

Aspiring to be “China’s most influential urban space operational service provider”, CR Mixc Lifestyle focuses on three sectors: quality communities, urban public spaces, office building and industrial parks. Through the integrated operation of and service for the urban ecosystem, it runs an intelligent technical platform, integrates urban resources, operates urban spaces and serves people in cities in a bid to provide exceptional urban life experience.



Commercial management business

No. 1 brand of commercial operational management in China

Shopping mall operational service

By continuously building the “No. 1 brand of commercial operational management in China”, CR Mixc Lifestyle has developed a strategic landscape consisting of three commercial product lines, namely “MIXC”, “MIXC World” and “MIXONE”. After 18 years of development, it adheres to quality scale growth, proved operation management experience, sharp market vision and distinctive strategic planning to build the commercial management business of CR Mixc Lifestyle into a well-recognized benchmark.



Office building operational service

CR Mixc Lifestyle thoroughly developed its business presence in regions and cities of advantages and connected office building positioning, business attraction, operation, and property management in its full-link service capability to solidify its leading position in China’s commercial office industry.



01

## SALUTE TO THE 100<sup>TH</sup> ANNIVERSARY OF THE COMMUNIST PARTY OF CHINA

stayed true to our original aspiration and bore in mind our mission

02

## FULFILLED OUR PROMISES FOR THE FIRST YEAR SINCE IPO

significant improvement in key indicators

03

## FROM A "CITY" TO A "WORLD"

opened 13 new shopping malls, and expanded into 6 cities

04

## EXCEPTIONAL CITY-BEING, MIXC FLOURISHING

unveiled an amazing all-new brand system

05

## IMPROVED OUR DIGITAL OPERATING SYSTEM

technology-powered production, digital operation, data capitalization, and intelligent space

06

## CONSTRUCTED A LARGE MEMBERSHIP SYSTEM

24 million + members

07

## CONSTANTLY FUELLED UP SUSTAINABLE DEVELOPMENT

fully integrated low-carbon and sustainability into operation and management

08

## ROBUST PERFORMANCE ON THE CAPITAL MARKET

selected as a constituent stock of a number of Hang Seng indexes

09

## "ROSE UP TO THE CHALLENGE" TO PROTECT OUR CITIES

built a powerful line of defence for the safety and health of owners and customers under normalized pandemic prevention and control

10

## SPARED NO EFFORT TO SAFEGUARD LARGE NATIONAL EVENTS

organized an event service team of more than a thousand people to ensure success of the National Games and the National Games of Disabled Persons



# Sustainability Management

CR Mixc Lifestyle integrates sustainable development into the daily operation and management of the Company. We join hands with stakeholders to deliver value for the society, and take the initiative to assume corporate social responsibility while advancing sustainable development in an orderly way.

## Response to material issues and indicators in this chapter

### Material issues:

Sustainable development management

### SDGs:



### HKEX ESG indicators:

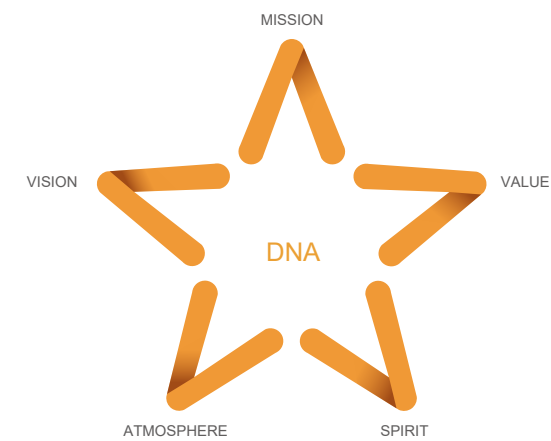
None

### CASS-CSR4.0 indicators:

G1.1 / G1.2 / G2.1 / G2.2 / G2.3 / G2.4  
G3.1 / G3.2 / G3.3 / G4.1 / G4.2 / G4.3  
G5.1 / G5.2 / G6.1 / G6.2 / G6.3

## Sustainability Vision

CR Mixc Lifestyle includes the responsibilities in six aspects, namely “responsibilities for customers, responsibilities for economy, responsibilities for the employees, responsibilities for partners, responsibilities for environment and responsibilities for the public” in its corporate development strategy and daily operation, and regards fulfilling such responsibilities and driving sustainable development as the most solid bedrock for the business development and value contribution of the Company. On the basis of the “14th Five-Year” strategy of the Company, we have established sustainable development management goals with the values of “Integrity First, Performance Driven, Human Oriented, Win-Win Cooperation”.



**DNA:** For the great rejuvenation of the Chinese nation, for people’s better life and for national economic prosperity

**MISSION:** Better Quality Better Life

**VISION:** The most influential urban investor, developer and operator

**VALUES:** Integrity First, Performance Driven, Human Oriented, Win-Win Collaboration

**SPIRIT:** Pragmatism Professionalism Collaboration Dedication

**ATMOSPHERE:** Sincerity, Solidarity, Open-mindedness, Proactivity



## Sustainability Management and System

CR Mixc Lifestyle injects the sustainability concept into the whole process of its production and operation, and acts in line with the China Resources Social Responsibility Management Measures, among others, to improve its sustainability management system on an ongoing basis.

### Leadership and supervision of ESG affairs by the Board :

The Board of the Company assumes the ultimate responsibility for the ESG governance of China Resources Mixc Lifestyle Services Limited. The Board is responsible for overall operation of the Company, formulating sustainable development strategies, inspecting corporate governance practices, establishing and improving the internal control and risk management systems to integrate ESG into the Company’ s internal control, risk management, strategic planning, etc., collaborating with internal working groups from different departments and composed of subordinate units in holding ESG communication meetings and conducting materiality assessment through stakeholder survey, expert evaluation and other methods, deliberating on ESG performance and major plans at regular intervals, reviewing the implementation progress of set ESG goals, and reviewing ESG management policies to ensure their continuous implementation.

In 2021, we organised 1 session of ESG training for the Board to continuously enhance its engagement in the sustainability work. The Board will continue to follow up on the achievement of the Company’ s ESG goals, strengthen the long-term commitment to the Company’ s sustainability business model to further improve its engagement in and supervision on the Company’ s ESG affairs, and proactively integrate ESG into the Company’ s long-term development strategies and material decisions.

### ESG management structure and system:

The Company has built a top-down structure for sustainable development governance, in which an internal working group is responsible for implementing and settling relevant affairs under the leadership of the Board. The headquarters and all subordinate units embody sustainable development in their daily operating activities, regularly identify relevant business and operational risks, and faithfully fulfil the ESG management responsibility.

CR Mixc Lifestyle has established the CR Mixc Lifestyle Social Responsibility Index System that covers operating performance, social performance and environmental performance by reference to the Environmental, Social and Governance Reporting Guide ( “ESG Guide” ) issued by The Stock Exchange of Hong Kong Limited, the Basic Framework of the Guide to the Preparation of Corporate Social Responsibility Reports of China by the Chinese Academy of Social Sciences (CASS-CSR4.0), the Guide for Business Action on Sustainable Development Goals (SDGs), and China Resources Social Responsibility Management Measures.

## Stakeholder Communication

We attach great importance to the communication with stakeholders, and keep close engagement with the government, regulators, customers, employees, partners, investors, communities, media, etc. by various ways.

Stakeholders	Expectations and Demands	Communication and Feedback
Government/regulators	Legally Compliant Operation Support regional development Implement national policies	Reinforce compliance management Participate in governmental meetings and cooperation Respond to national policies
Customers	Product and service quality Protection of legal rights and interests	Conduct customer satisfaction survey Establish and improve the customer service system Improve the customer complaint mechanism
Employees	Protection of employee rights and interests Promote employee growth Care for employees’ health Participate in company management	Establish a competitive remuneration and welfare system Organize employee training, improve promotion channels, and build a development platform Improve working conditions and care for employees with difficulty Organize employee activities and strengthen employee communication
Suppliers/ partners	Promote industrial development Work for mutual prosperity	Further procurement integrity and build a responsible supply chain Participate in industrial organization and promote industrial sustainable development
Investors/shareholders	Legally Compliant Operation Strict risk control Robust value creation Transparent and open information	Operate in accordance with laws and regulations Identify and timely prevent operating risks Improve information disclosure
Industry associations/ chambers of commerce	Comply with industrial standards Promote industrial development Promote industrial innovation	Strengthen external communication and cooperation. Participate in industrial innovative research Participate in industrial appraisal and provide suggestions on industrial codes
Communities	Support community public services Create jobs	Make charitable donations and carry out public services Engage in campus and social recruitment
Public service organizations/ social groups (environmental protection and charity organizations)	Support community public services Reasonable use of resources Environmental protection	Carry out green construction, create green buildings and develop green communities Improve energy and resource efficiency. Pursue energy conservation and emission reduction Reinforce environmental information disclosure and manage environmental risks
Media	Pursue information transparency	Improve the disclosure system and optimise the public opinion feedback mechanism

## Materiality Analysis

The support of stakeholders is the cornerstone of our steady development. Combining various social responsibility standards and guidelines, CR Mixc Lifestyle analyses and manages substantive issues of sustainability. Through questionnaire survey, opinions from our stakeholders were collected and a materiality matrix was developed.

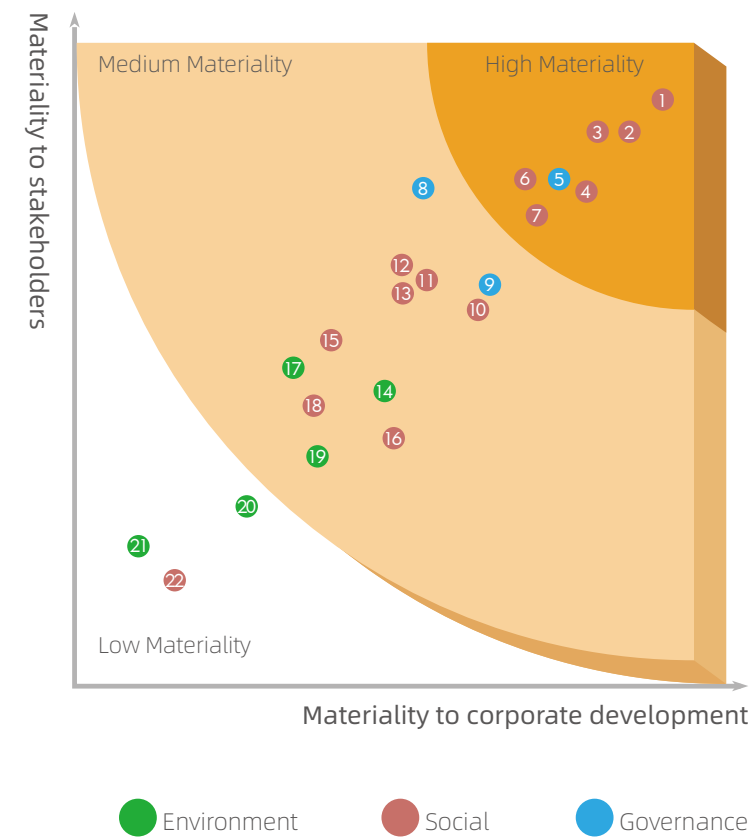
**01 | Issue identification**  
Identify industry-wide material topics through industrial benchmarking, and form a topic bank.

**02 | Issue prioritization**  
Assess the significance of topics to the Company and the stakeholders based on the survey results in 2020, and prioritize the topics.

**03 | Issue review**  
Review the prioritization of material topics. External experts review the material topics and their prioritization and propose suggestions.

**04 | Issue disclosure**  
Provide targeted disclosure of material topics in the report according to the materiality analysis results.

Materiality Analysis in Sustainability Report of CR Mixc Lifestyle



Materiality	Ranking	Topic	Scope	Position in the Report
High Materiality	1	Employee safety and health	Social	Chapter 3 Responsibilities for the Employees
	2	Customer information and privacy protection	Social	Chapter 1 Responsibilities for customers
	3	Employee rights and interests	Social	Chapter 3 Responsibilities for the Employees
	4	Customer satisfaction	Social	Chapter 1 Responsibilities for customers
	5	Legally Compliant Operation	Governance	Chapter 2 Responsibilities for economy
	6	Customer safety and health	Social	Chapter 1 Responsibilities for customers
	7	Employee growth	Social	Chapter 3 Responsibilities for the Employees
Medium Materiality	8	Sustainability management	Governance	Sustainability management
	9	Business performance	Governance	Chapter 2 Responsibilities for economy
	10	Staff recruitment and team building	Social	Chapter 3 Responsibilities for the Employees
	11	Protection of intellectual property rights	Social	Chapter 2 Responsibilities for economy
	12	Full-cycle service quality management	Social	Chapter 1 Responsibilities for customers
	13	Policy response	Social	Chapter 2 Responsibilities for economy
	14	Green property	Environment	Chapter 5 Responsibilities for environment
	15	Innovative service	Social	Chapter 1 Responsibilities for customers
	16	Responsible supply chain	Social	Chapter 4 Responsibilities for partners
	17	Reduce energy consumption	Environment	Chapter 5 Responsibilities for environment
	18	Community communication and integration	Social	Chapter 6 Responsibilities for the public
	19	Green office	Environment	Chapter 5 Responsibilities for environment
Low Materiality	20	Advocate low-carbon life	Environment	Chapter 5 Responsibilities for environment
	21	Carbon emission and fighting climate change	Environment	Chapter 5 Responsibilities for environment
	22	Community public services	Social	Chapter 6 Responsibilities for the public



# RESPONSIBILITIES FOR CUSTOMERS

CR MIXC LIFESTYLE

## PART 01

### Response to material issues and indicators in this chapter

#### Material issues:

Customer health and safety  
Customer information and privacy protection  
Customer satisfaction  
Full-cycle service quality management  
Innovative services

#### SDGs:



#### HKEX ESG indicators:

A4.1 / B6 / B6.2 / B6.4 / B6.5

#### CASS-CSR4.0 indicators:

M2.2 / M2.4 / M2.7 / M2.8 / M2.9 / M2.10 / M2.11  
M2.13 / M2.14 / M2.15 / M2.16 / M2.17 / M2.18 / E1.2



Focusing on “spaces, customers, and services”, CR Mixc Lifestyle has built a system featuring multiple property types, all-cus-  
tomers and full spectrum of service offerings. We listen to customers to meet and constantly exceed customers expectations,  
and deliver beauty with high-quality products and services.

Goal Progress

Goal setting

- Adhere to high quality, optimize the man-  
agement and continuously improve the  
customer satisfaction.
- Increase the application of science and  
technology in the operation of shopping  
malls and property services to improve  
the operational efficiency.

Progress review

- mplement the basic management  
improvement plan “cornerstone  
action” of shopping malls, carry out  
satisfaction improvement plan for  
residential projects and provide guid-  
ance for projects with low satisfaction.
- In 2021, the consumer satisfaction was  
98.7, and the tenant satisfaction was 98.9,  
up by 1.4 and 0.2 from 2020, respectively,  
and the residential satisfaction was 86.3,  
at the forefront of the industry.
- Actively promote the application of  
“E-MIXC” APP mini programme and  
provide intelligent transaction services.

Plan for next step

- Continuously respond to customers’  
needs, improve the customer service  
system and lay a solid foundation for  
high quality.
- Promote the digital business transfor-  
mation and further explore innovative  
and intelligent services.

Responsibility Story

Listen to Customers for a Better City

In recent years, civilized pet raising has become a topic of social con-  
cern. Against the backdrop of “pets” becoming an important part of  
the urban life, nonstandard or uncivilized pet raising also causes trou-  
ble to the city. Zhengzhou MIXC has implemented a package of mea-  
sures of “friendly shopping mall” in combination with the reality,  
which not only meets the needs of customers, but also provides a CR  
model for self-governance of civilized pet raising.

Before the launch of “pet-friendly shopping mall” , there have been  
customers who often bring their pets into shopping malls, causing  
trouble to other customers. Shopping malls receive complaints from  
customers almost every week. It is better to provide guidance than pro-  
hibition. Zhengzhou MIXC decides to take a different approach. Upon  
analysis, Zhengzhou MIXC holds the opinion that “customers’ needs  
are changing under the background of constant social and economic  
development. The malls are not only shopping places, but also under-  
taking social and recreational functions. The customer’ s demand of  
bringing pets should be answered.”

The launch of “pets street” receives a lot of positive feedback. Zhengzhou MIXC introduced multiple pet stores,  
many of which are the first store in the city, filling the gap in the brand structure. In the future, we will continue to  
provide intimate pet services for pet lovers through continuous operation and diversified activities.



Protecting Customer Rights

Protecting customer privacy

CR Mixc Lifestyle attaches great importance to information safety and privacy protection of customers. The Company strictly  
abides by the Cybersecurity Law of the People’ s Republic of China, Data Security Law of the People’ s Republic of China, Per-  
sonal Information Protection Law of the People’ s Republic of China and other laws and regulations, and improves manage-  
ment measures to ensure the security of customers’ information.

Measures to Protect Customer Privacy

- Revise the “E-MIXC” app’ s user agreement, and specify that the rights and interests  
are only limited to the account owner, with a liability retroactivity clause added.
- Clarify that employees are not allowed to tamper, destroy, leak or take advantage of their  
power and functions to illegally obtain and use member information, and implement stan-  
dar dized operator permission control on products and functions involving customer privacy.
- Use HTTPS certificates to encrypt data transmission, and perform encryption and  
desensitization on key user information.
- Perform assessment on information security risk and cyber security attack and  
defense drills to improve coping capabilities.
- Strictly regulate the operation involving customer data in processes like property services  
and shopping mall operations.
- Strictly abide by the “Privacy Policy and Service Agreement” ,and take measures for safe data  
storage and management to ensure data desensitization.

Conduct responsible marketing

We protect consumers’ rights of fair trade when they purchase goods or receive services. In addition, we are committed to  
safeguarding customers’ rights to know, ensuring that information is open, transparent, complete and true, as well as regular-  
ly issuing announcements on potential risk warning, and requiring merchants to publish price information. As to house  
owners, we regularly publish property service information in the form of “monthly reports” and “weekly reports” .

In 2021, CR Mixc Lifestyle publicized the legal knowledge for the marketing behavior of shopping mall merchants, requiring  
regular self-examination on publicity and normalization. We also standardized the publicity content of residential projects and  
eliminated false and controversial publicity information in accordance with internal policies such as the Working Guide on Res-  
idence Information Release.



# Guarantee Customer Safety — ^ —————

CR Mixc Lifestyle focuses on customer safety, and establishes a safety management system ranging from early prevention to later protection. Additionally, in order to overcome the impact of extreme weather due to climate change, we constantly improve the risk response process and system, continue to expand the coverage of safety assurance, refine response measures for safety assurance, and carry out publicity and implementation activities aimed at raising safety awareness, so as to ensure customer safety in multiple aspects.

## Living safety

We regularly perform residential safety checks, safety drills, as well as safety training for employees, so as to create a safe and comfortable living environment.

- Safety check:** Perform special risk inspections such as gas, fire control, safe production and pandemic prevention and control.
- Safety knowledge popularization and training:** Popularize fire safety knowledge and provide first-aid knowledge training for employees and owners.
- Safety drills:** Perform emergency drills, inviting local fire department staff to participate and guide, so as to improve employees' emergency response capabilities.



^ In order to popularize anti-fraud knowledge, Shenyang Property Center and the local police station cooperated to shoot a short video for anti-fraud promotion, so as to enhance owners' awareness of prevention. The video covered more than 100,000 owners.



^ The Nanjing Property Center introduced an elevator car blocking (battery car) system, which captures the image of battery cars with AI technologies. The system will issue a voice warning and suspend the elevator operation to eliminate potential safety hazards.



^ Shenzhen Park View Mansion ( 润 府 ) (Phase I) property staff installed automatic external defibrillators (AEDs) in the lobby of each building, and arranged employees and owners to learn first-aid operation methods, with the aim to create an atmosphere where everyone attaches importance to rescue.

## Shopping mall safety

We have developed contingency plans for flood control and extreme weather to continuously improve the capacity to respond to climate risks. Besides, in view of densely populated shopping malls, we conducted drills for anticipated emergencies such as fire hazards, gas leakage, trapping in elevators, clamping in escalators, protection from cold and freezing, and COVID-19. All these measures focus on improving the ability to handle emergencies, and optimizing the security management nodes of tenants.



^ In conjunction with the city' s fire emergency rescue system, Taiyuan MIXC builds a "Safe MIXC' s Fire Control Experience Hall" , and arranges commentators and experience officers who are CPC members at each fire control location, so as to provide customers with scene experience services and explain the knowledge of fire self-rescue and escape, aiming to enhance customers' ability of self-rescue and escaping in case of distress.

- ^ Kunshan MIXONE launched a safety management improvement plan for tenants:
- Install automatic fire-extinguishing devices in the kitchen for all tenants involving open flames; All catering industry tenants shall clean flue pipes each month, and online management tools shall be used in combination with personnel inspection to ensure that the daily store closing procedure complies with safety norms.
  - Install a total of 4,760 electric leakage protection devices for tenants, with the installation ratio of 100%.
  - Add 1,425 electric leakage protection devices for public area lighting, with the device installation ratio of 100% for public area lighting and sockets.

## Office safety

To serve the corporate tenants in office buildings, we carry out first-aid knowledge training and fire-control drills from time to time, with the aim to create a safe and secure office environment.



▲ Fire-control emergency drill for office buildings.



▲ Arrange professional trainings on first-aid knowledge for office building tenants.



▲ Dynamically update the ledger of the AED first-aid devices in the office building to ensure that tenants know the distribution location of devices.

## Food safety

CR Mixc Lifestyle constantly improves the food safety management mechanism from the following aspects: merchant access mechanism, daily management, dynamic inspection etc.

Establish the access conditions for catering industry merchants, assign special posts for food safety management, and conduct regular food safety inspections

Develop a store management system, enable the mobile inspection function for food safety inspection, and dynamically supervise the improvement of food safety of merchants

Create best management practices for food safety

### Wuxi MIXC built a Food Safety Demonstration Street

In 2021, Wuxi MIXC actively cooperated with regulatory authorities to help merchants fulfill principal responsibilities for food safety, and carried out a series of trainings on food safety for both catering enterprises and their supply chains. In addition, Wuxi MIXC performed inspections on food production and operation during daily supervision, and was successfully listed online as the “Food Safety Demonstration Street”, becoming the first online and offline demonstration street in Wuxi.



# Creating High-Quality Services

## Customer service system

CR Mixc Lifestyle has built an operation and management system for standardization of basic businesses, and set codes and standards for the appearances, service attitudes and service quality of service personnel by referring to internal documents such as the CR Mixc Lifestyle Basic Customer Service Management Manual for Commercial Properties.

By reorganizing the basic property service standards and processes, we set a unified business standard through diagnosis, restructuring and other means, aiming to consolidate the foundation of high-quality property services; We also complied the guidelines for implementing property services by learning from the property guarantee experience in the National Games and the Paralympic Games. In addition, we established a standard service system for new business forms such as industrial parks, public venues, parks and river courses.

In 2021, the Company's property management services obtained ISO 9001 quality management system certification.

## Improving service quality

CR Mixc Lifestyle regards high quality as the cornerstone of corporate development. In 2021, we launched a special campaign “Cornerstone Action” to improve the basic management of shopping malls, which focused on consolidation of the physical environment of shopping malls and customer services. In addition, we constantly focused on the owners' customer satisfaction levels, helped and guided the projects with low satisfaction scores, effectively identified pain points in customer service, and helped improve the quality of property services.

### Core Measures

#### Commerce

Establish a high-end service standard system, and develop a mobile customer service system to accurately respond to customer requirements.

Hold the first National Key Account Manager Skills Competition, involving a total of 30 representatives of key account managers, who communicated with each other in the competition to improve service capabilities.

#### Property

Implement the basic property service quality improvement plan “Rejuvenation Action”, rectify on-site service quality focus on customer service awareness, strengthen professional empowerment, popularize high-quality culture, and improve business supervision and management closed-loop mechanism.

The overall score of the third-party customer satisfaction survey in 2021 was 86.3 points, which is at a leading level in the industry, with the balance and quality of overall business further improved.



# Creating High-Quality Services

## Customer Satisfaction Survey

In 2021, we optimized the customer satisfaction survey mechanism, and the survey covered 61 commercial projects and 359 residential projects in China:

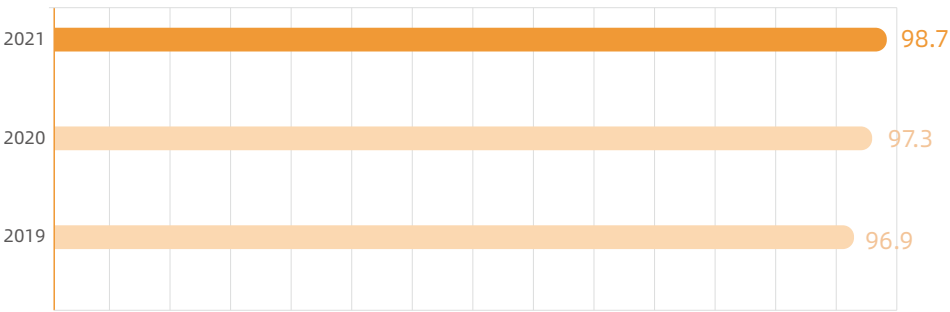
### Commerce :

Adjust the indicators and accurately point out the direction for improvement, combined with the service standards of product lines in shopping malls.

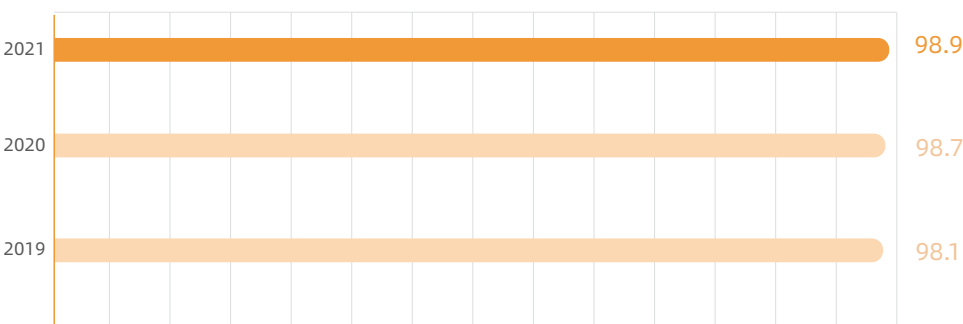
On the consumers' need-to-know basis, collect their original opinions through multiple channels to improve the accuracy of customer evaluations.

Pay attention to instant experience. After consumers interact with the shopping mall by means of successful bonus points, parking payment and so on, we will promptly send questionnaires to understand consumer satisfaction.

### 2019-2021 Consumer Satisfaction with Shopping Malls



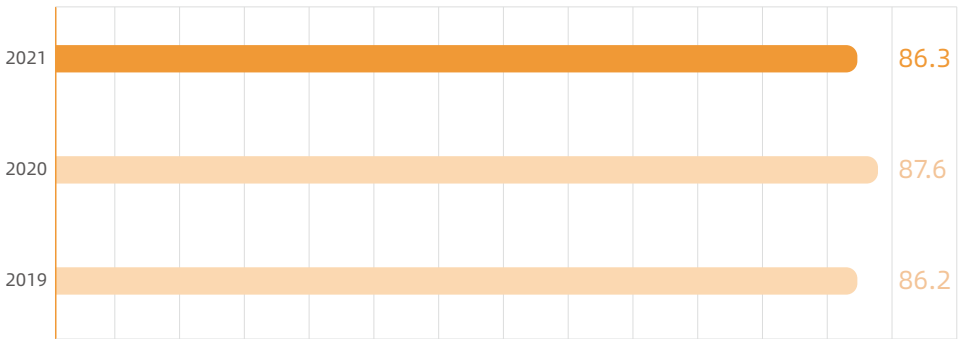
### 2019-2021 Commercial Tenant Satisfaction with Shopping Malls



### Property :

Initiate online satisfaction surveys, and combine customer requirements and pain points in business management at different stages to optimize survey strategies and improve efficiency and rationality of surveys, so as to promote service optimization and improve service quality.

### 2019-2021 Property Customer Satisfaction



## Response to customer demands

We constantly optimize the customer service system, which ranges from pre-sales to after-sales stages and complaint handling, so as to enable the full-process management of customer demands.

In 2021, regarding business operations, we reviewed high-frequency customer complaints and improved 23 management guidelines. In addition, we combined high-frequency customer complaints to conduct two customer complaint empowerment trainings for more than 300 customer service employees in China, and compiled two manuals on expertise of customer complaint handling. Regarding the customer complaints about projects, we carried out targeted rectifications, completing 153 rectifications in a single month. After the rectification, a total of 27 projects witnessed a decrease in customer complaints throughout the year, with an average decrease rate of 35%.



## 💡 Actively Handling Customer Complaints to Help Improve Management

Based on the analysis of customer complaint cases, we summarize the deep causes for customer complaints, and reduce these complaints by improving internal management and optimizing service processes, with the aim to safeguard customer rights and interests.

### Complaint unit:

Qingdao Mixc

### Complaint time:

7 February 2021

### Complaint content:

Ms. Zhang, a customer, called the shopping mall and said that there was still a balance of more than RMB2,000 in the stored value card in a store. Because the store was closed, the refund could not be processed. She hoped that the shopping mall would assist her in processing this matter.

### Processing process:

After receiving the complaint, Qingdao Mixc promptly confirmed the cardholder information, contacted the store, and urged the store to deal with the refund as soon as possible. The store staff said that they would expedite the processing for the customer, and the customer expressed satisfaction with the assistance of the shopping mall.

### Management improvement:

In response to the content of complaints, Qingdao Mixc established a risk classification management mechanism for tenants' stored-value cards, requiring stores to notify customers of stored-value risks in accordance with unified standards. In addition, it refined store management rules and required stores to publicize store withdrawal plans and refund procedures in advance; By developing the system, it was connected with the store's stored value system to timely track the store's stored values and protect the rights and interests of consumers.

## 💡 “Worry-free Consumption” action to protect consumers' rights and interests

Nanhu Place in Jiaxing actively created a good consumption environment, enhanced merchants' commercial integrity awareness, and improved consumers' satisfaction. It mobilized over 170 merchants to sign the Letter of Commitment to Worry-free Consumption, which smoothed channels for consumer rights protection by introducing the offline unconditional return policy, setting rights protection service stations, and other means. In 2021, the handling closure rate of complaints at Nanhu Place in Jiaxing was 100%. The project won the titles of “Worry-free Consumption Business Circle” and “Outstanding Consumer Rights Protection Liaison Station in Nanhu District in 2021”.



# Innovative Service Forms

## Innovative intelligent services

CR Mixc Lifestyle continually increases the application of technologies, and deepens the exploration of “technology plus service”, thus bringing customers a more convenient and smarter service experience.

### Smart business area

Strengthen the application of technologies in business operation, and continuously improve consumption experience in the business area by way of building a commercial traffic system, integrating commercial brand resources, and introducing functions such as store AR navigation and AR searching for parking spaces.

In 2021, tools such as the “E-MIXC” APP and mini program were used to promote consumption expansion, with an increase of 27.8% in online sales.

### Smart community

Develop an intelligent system for residential property management to improve community living experience.

**Smart traffic:** Customer information is connected to traffic facilities to improve traffic efficiency.

**Smart security:** Build a security system to fully guarantee the safety of owners.

**Smart property management:** Set up intelligent scenarios such as commuting, maintenance statistics, etc. to improve the efficiency of owners.

**Smart home:** Owners can configure various modes such as dining and sleeping through the APP, and experience indoor services full of the sense of technology.

## Innovative value-added business

CR Mixc Lifestyle closely follows the trends of customer requirements. While providing regular services for customers, it constantly innovates service areas, providing diverse value-added services for consumers, owners and office tenants in shopping malls.

### Commercial value-added business

The “E-MIXC” APP enables the drawing of a heat map of active users to optimize marketing strategies and offline advertising plans, as well as more accurate push of marketing information.

### Property value-added service

Based on customers' different needs, such as property purchase, settlement, and living, we provide them with various services such as rental and sales, decoration, butler service, and space operation.

### Office building operation value-added service

Create a resource link and value-added service platform, and take the South China Business Region as a pilot to carry out decoration value-added services for office building tenants.



# RESPONSIBILITIES FOR ECONOMY

CR MIXC LIFESTYLE

## PART 02

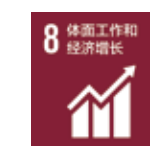
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### Response to material issues and indicators in this chapter

#### Material issues:

Compliant operation  
Business performance  
Policy response  
Intellectual property protection

#### SDGs:



#### HKEX ESG indicators:

B6.3 / B7 / B7.1 / B7.2

#### CASS-CSR4.0 indicators:

M1.1 / M1.2 / M1.3 / M1.4 / M3.1 / M3.4 / M3.5  
M3.6 / S1.1 / S1.2 / S1.4



CR Mixc Lifestyle adheres to operating in accordance with the laws and regulations, combines high-quality corporate growth with urban development, actively fulfills the social responsibilities of a central enterprise, and shares development results with the society.

Goal Progress

Goal setting

- Improve the corporate governance structure and standardize corporate management measures.
- Prohibit all illegal business practices involving bribery, corruption and unfair competition.
- Promote the high-quality development of enterprises, continually creating value for the society.

Progress review

- Improve the corporate governance rules and regulations, thoroughly investigate the legal risk points of projects, and ensure that various business activities are carried out legally. In 2021, the Company carried out a total of 58 training sessions on legal empowerment.
- Fully implement the supervision work of the great supervision system, and strictly investigate the business practices involved in each business procedure. In 2021, the number of lawsuits involving corruption, bribery, extortion, fraud and money laundering was zero.
- Actively expand social employment. In 2021, East China Business Region, West China Business Region, and North China Business Region carried out special recruitments with merchants, with a total of over 6,000 positions available.

Plan for next step

- Continuously deepen the establishment and management of the enterprise’ s internal compliance system, and cultivate the legal literacy of employees.
- Expand the scope of the “great supervision system” , strengthen the supervision of bribery, corruption and other acts, and further promote the construction of a clean-fingered culture.
- Keep up with the trends of China, pay attention to social pain points, and carry out targeted projects based on its own business characteristics.

Responsibility Story

Developing a Booming Nighttime Economy to Energize the City

Shenyang Tiexi MIXONE is located in the core development location of the Cross Golden Corridor in the center of Tiexi, which is a famous old industrial area that has witnessed the transformation of Tiexi District from an old industrial base to a modern livable urban area, and possesses the unique life atmosphere of Tiexi.

The west square of the project is a frontage square, adjacent to the main road of Tiexi, with a long moving line, but it is disconnected from the atmosphere of the commercial streets on the north and south sides. With the government’ s advocacy of the nighttime economy, Tiexi MIXONE adapted to local conditions, utilized the project layout to innovate and develop outdoor square plots, organically connected the sunken square with the B2 block, and planned and launched the night culture IP “Into the Tomato” . By focusing on the creation of Tiexi Cultural Corridor, Works Exhibition of Lumei Academy of Fine Arts, Handicrafts of Intangible Cultural Heritage and other characteristic units, Tiexi MIXONE presented an opportunity for people to appreciate the beauty of intangible cultural heritage art while looking back and feel the influence of the city’ s nighttime economy, which in turn added new elements to Tiexi’ s nightlife.



Improving Corporate Governance

Standardizing corporate governance

CR Mixc Lifestyle strictly complies with the Company Law of the People’ s Republic of China and the Corporate Governance Code of The Stock Exchange of Hong Kong Limited, regards the standardization of corporate governance as the focus of its overall work, and strives to solidify the foundation, shore up its shortcomings and strengthen the effectiveness of supervision. By continuously standardizing the functions and power of the main body and implementing its operational responsibility, CR Mixc Lifestyle further strengthens the standardized management and operation of the Company and ensures the stable development of the Company on the road of compliant governance.

Strengthening risk management

The Company continues to strengthen the construction of a risk management system, and in accordance with the Civil Code of the People’ s Republic of China, it developed policies related to commercial project leasing, revised the Store Leasing Contract, Office Building Leasing Contract, and other documents, and organized internal learning and publicity, through law popularization lectures, legal professional training and other activities, to improve the legal knowledge of employees.

In 2021, CR Mixc Lifestyle

Carried out legal risk inspection on 6 projects before they opened for business, and found 13 types of risks  
the rectification rate was 100%  
Held 58 legal empowerment training sessions

Building a clean enterprise

The Company has implemented internal policies such as China Resources Group Code of Business Conduct, CR Land Integrity Standards, Integrity Agreement of CR Land with Partners, and Sunshine Declaration, unswervingly adheres to the work guideline of “strict management + great kindness” , strengthens the construction of discipline inspection teams, adheres to strict disciplinary accountability, gives full play to the fundamental role of the “great supervision” system in the fight against corruption and the promotion of clean governance, and focuses on building a system where “people dare not, could not, and would not corrupt” .

In 2021, CR Mixc Lifestyle

Held more than 830 integrity warning and education activities, covering 66,000 person-times  
Established 134 cadre integrity files      Replied to advice on integrity, involving 483 person-times  
Held integrity conversations with cadres before they took office, involving 620 person-times  
0 lawsuit in which the Company was involved in corruption, bribery, blackmail, fraud or money laundering



## Protecting the interests of medium and small investors

In accordance with the principle of truthfulness and reliability, the company discloses business information to shareholders and investors in a timely and accurate manner. In compliance with the securities requirements of The Stock Exchange of Hong Kong Limited, we timely update the information about related-party transactions, issue interim reports and performance reports, live-stream the entire performance press conference, continuously update the financial development information on our official website, continuously improve the Company's compliant operation capabilities, and smooth the communication channels for medium and small investors.

We have also issued the Notice on the Need for CR Mixc Lifestyle to Announce Transaction and Listing Compliance Management Requirements, Notice on Compliance Management Requirements for the Related-Party Transactions and Listing of CR Mixc Lifestyle, and the List of Connected Persons of CR Mixc Lifestyle, which clarifies and clearly indicates the connected persons of each unit to facilitate future identification and management, thus further maintaining the compliance management of the listed company. At the same time, we have formulated rules and regulations such as the Terms of Reference of the Remuneration Committee, and improved and practiced the Procedure for Shareholders to Nominate Candidates for Election as Directors and the Board Diversity Policy.

## Anti-unfair competition

CR Mixc Lifestyle actively fulfills the relevant provisions of the Anti-unfair Competition Law of the People's Republic of China and the China Resources Group Code of Business Conduct, resolutely prevents any unfair competition, treats partners equally in accordance with the "open, just and fair" trade principles, and establishes a simple, win-win cooperative relationship to jointly create a fair and positive competition environment while avoiding damage to the interests of operators and consumers.

In 2021, we formulated the CR Mixc Lifestyle Procurement Management Rules to standardize procurement behavior, and regularly trained relevant personnel to improve the compliance of procurement work and the professionalism of procurement personnel, and prevent improper behavior in the procurement process.

## Intellectual property protection

In order to implement the "14th Five-Year Plan" - National Intellectual Property Rights Protection and Application Plan, stimulate innovation with intellectual property rights, and promote brand trademarking, in 2021, we revised the Detailed Rules of CR Mixc Lifestyle on Trademark Management and formulated the CR Mixc Lifestyle Trademark Management Strategy, thereby implementing hierarchical management of trademarks and standardizing criteria for external licensing.

Taking laws and regulations and industry norms into consideration, we built an intellectual property management model under a multi-level structure and supervised the implementation of this model, established a trademark monitoring mechanism to resolutely safeguard brand value and enhance brand awareness, and carried out trademark registration protection for innovative brands according to the principle of good faith. In the meantime, we upheld the principle of respecting and protecting intellectual property rights, and strictly required suppliers to implement intellectual property protection requirements.

As of 31 December 2021, CR Mixc Lifestyle

Owns **755** registered trademarks (including the well-known brand "MIXC" )

Owns **9** granted patents (including **2** patents for invention)

Has completed the (software) copyright registration of **12** works and **26** pieces of computer software

# Striving to Be a Corporate Citizen

## Advancing community co-building

CR Mixc Lifestyle integrates enterprise development into the process of building a harmonious society. In 2021, we entered CR Hope Town in Yan'an, to integrate the modern property service model into the construction of beautiful villages. We utilized our resource advantage and worked with communities and enterprises to establish a red alliance, so as to promote communication and collaboration among member units through resource sharing.

### Red administrator service to boost rural revitalization

CR Hope Town in Yan'an is the eleventh "Hope Town" of China Resources. It was launched in 2018 and completed in 2021, with a planned area of about 270 mu, benefiting 167 rural households and a total of 563 villagers. The project is within the planned scope of the Nanniwan Scenic Area, close to the tourist reception center, so its geographical location is advantageous. In accordance with the unified arrangement of China Resources Group, CR Mixc Lifestyle planned the town property service scheme from the perspectives of quality management, project operation, party building culture, etc., and officially entered the site in May 2021, integrating the modern property service model into the construction of beautiful villages and rural social governance. After moving in, the property team started to provide residents with policy inquiries, life services, medical insurance and social security data sorting and other services, and provide employment positions for villagers. The community also regularly holds activities such as birthday parties for the elderly, Lei Feng activities, and Women's Day, which not only enriches residents' life but also boosts rural construction.



### Red Alliance of the Guangdong-Hong Kong-Macao Greater Bay Area

On 8 December 2021, the Opening Ceremony of the Red Concentric Circles of the Greater Bay Area and the Greater Bay Area Red Lecture were officially held. Under the guidance of party building, the Red Concentric Circles aggregates high-quality resources from the government, well-known enterprises, tenants, owners and other parties to build a large business circle platform that integrates "party building, operation, life and public welfare". The first batch of 17 member units, including Shenzhen Bay MIXC, Shenzhen Bay Sports Centre, Shenzhen Property Center, etc., provide members with a variety of colorful high-quality life proposals through innovative cutting-edge activities such as visits to well-known enterprises, volunteer services, industry salons, and Red Forums of the Guangdong-Hong Kong-Macao Greater Bay Area (湾区红色讲坛). At the same time, through party history education, public welfare activities, industry exchanges, business interaction, resource sharing and other forms, the member units promote party building among different groups and business integration, thereby opening up a communication platform.



# Striving to Be a Corporate Citizen

## Creating jobs

With respect to the creation of jobs, we continued to contribute our “CR power”. In 2021, we recruited 624 new graduates. In addition, we joined hands with shopping mall merchants to hold special recruitment activities and cooperated with service centers for people with disabilities, veteran affairs offices, etc. to extensively recruit employment groups.

New graduates recruited

624

For 10 consecutive years, Shenyang Property Center has cooperated with the Bureau of Veterans Affairs to carry out special recruitment activities for veterans.

Xiamen MIXC, in collaboration with Xiamen Veterans Affairs Administration, held two recruitment communication meetings in 2021 and recruited more than 40 veterans.

The business regions of North China, East China, and West China collaborated with merchants to hold special recruitment fairs, providing more than 6,000 positions.





# RESPONSIBILITIES FOR EMPLOYEES

CR MIXC LIFESTYLE

## PART 03

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### Response to material issues and indicators in this chapter

#### Material issues:

Employee safety and health  
Employee development  
Employee rights and interests  
Employee recruitment and team building

#### SDGs:



#### HKEX ESG indicators:

B1 / B1.1 / B1.2 / B2 / B2.1 / B2.2 / B2.3  
B3 / B3.1 / B3.2 / B4 / B4.1 / B4.2

#### CASS-CSR4.0 indicators:

S1.6 / S2.1 / S2.2 / S2.3 / S2.4 / S2.5 / S2.6 / S2.7  
S2.8 / S2.9 / S2.10 / S2.11 / S2.12 / S2.13 / S2.14  
S2.15 / S2.16 / S2.17 / S2.18 / S2.19 / S2.20 / S3.1  
S3.2 / S3.3 / S3.4 / S3.5 / S3.6 / S3.7 / S4.2 / S4.3



CR Mixc Lifestyle implements the corporate culture of “people-oriented” . We attach great importance to safeguarding the rights and interests of employees, ensuring the safety and health of employees, as well as creating a good internal environment for the development and growth of employees.

### Goal Progress

#### Goal setting

- Ensure compliance and fair employment, and implement the policy of equal and diversified employment.
- Optimize the occupational safety management system, strengthen occupational safety education, and promote safe production.
- Continuously improve the talent training system and strengthen the construction of key talent teams.
- Strengthen employee care and improve employee satisfaction.

#### Progress review

- Continuously train business talents to cover all processes of talent team training in commercial shops.
- Upgrade the training plans for property project managers and the training programs for property customer service stewards.
- Build the “Yuezhi (悦知)” mobile learning platform, which provides more than 1,400 online courses, with the average monthly activity level of employees of 36.6%.
- Carry out campus recruitment, social recruitment and veteran recruitment.

#### Plan for next step

- Strengthen the development and application of internal course resources.
- Enrich the online course system.
- Update talent training plans, supporting and supervising the implementation of plans.
- Improve the internal “living water” mechanism to provide sound system guarantees for employees to develop across departments and professions within the Company.
- Promote the development of work safety supervision and training, and improve the training effect.
- Enrich employee care activity programs to ensure the physical and mental health of employees.

### Responsibility Story

#### Gathering the Strength of Struggle to Kick Off the “14th Five-Year Plan”

CR Mixc Lifestyle took the opportunity of the “14th Five-Year Plan” China Resources (CR) Culture Release to deepen corporate culture publicity and implementation, focusing on management themes such as team and new employee integration, enhance employee cohesion, and help the Company to kick off the “14th Five-Year Plan” smoothly.

In November 2021, CR Mixc Lifestyle held a nationwide celebration of the 25th anniversary of CR Land’ s listing in the market. The event lasted for a month. During this period, we conducted various activities to encourage employees to understand the development process of CR Land and CR Mixc Lifestyle, such as watching the corporate culture release ceremony, inviting “top leaders” to discuss the culture, learning about China Resources’ historical documentaries, and visiting China Resources Archives. All these activities enabled employees to systematically study the corporate culture of the Company and stimulate spiritual strength.



## Protect Employee Rights and Interests

### Employment in compliance

CR Mixc Lifestyle strictly complies with regulations and requirements such as the Labor Law of the People’ s Republic of China, the Contract Law of the People’ s Republic of China, and the Law of the People’ s Republic of China on the Protection of Minors, fully protects the legitimate rights and interests of employees in terms of entry, promotion, resignation, working hours, remuneration and benefits, privacy and so on, prohibits the use of child labor and strictly examines candidates’ identities during recruitment.

In 2021, CR Mixc Lifestyle had 28,654 employees in total, 32.26% of whom were female employees and 51.24% were local employees. In 2021, CR Mixc Lifestyle recruited 8,463 new employees and had an employee turnover rate of 28.94%, representing an average level in the industry.

#### Labor contract signing rate

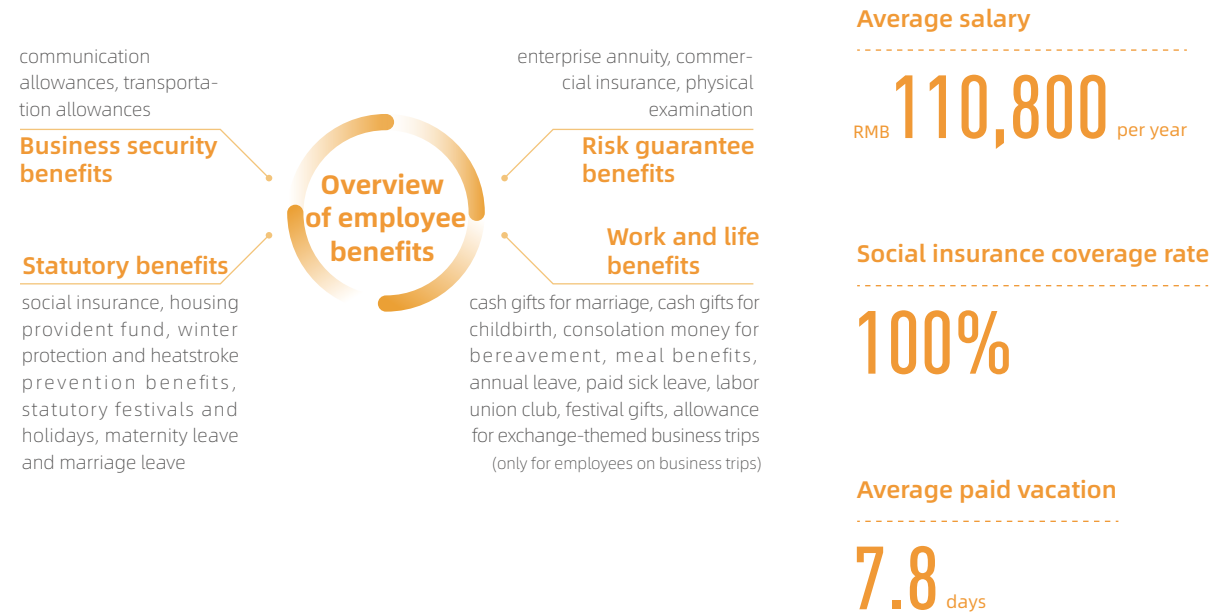
100%

#### Events of child labor, forced labor, harassment or abuse

0

### Compensation and benefits

We are committed to building a fair and competitive compensation system. In line with business logic and requirements and in full alignment with the external market, with value creation as the basis, we have established a compensation system in “asset-light mode” . In 2021, we introduced special incentive plans such as market expansion allocation and property project arrears settlement to continuously improve the effectiveness of resource allocation. We have created a diversified welfare system which involves statutory benefits, business security benefits, risk guarantee benefits, and work and life benefits.





## Democratic communication

We established an employee communication mechanism featuring multiple online and offline channels, providing employees with opportunities to speak freely through trade unions, employee representative conferences, forums and other means, and we also collect employees' opinions in the form of emails and hotlines.

In 2021, we launched a free talking program "Nanshan Night Talk (《南山夜话》)", inviting management staff to share experience and insights on work, study and life. **A total of 4 sessions of the program were held, with more than 400 people participating on-site and more than 20,000 people participating online.**

The headquarters provides communication channels (such as the employee representative meeting) to respond to and resolve employees' demands, and issues rules and regulations such as vacation, overtime, and attendance. In order to facilitate employee communication, **the Company organized three "Mixc Family (万象大家)" activities in 2021** with employees through project visits and learning and front-line job experience.

The business region of Central China launched the "CR Mixc Echo Plan (万象回声计划)" to collect employees' opinions. In 28 face-to-face activities with general managers and store managers, the managers answered questions from employees, **with 107 special plans formed**, all of which were followed up and implemented.



## Protect Employee Health

In accordance with the Labor Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, and Work Safety Law of the People's Republic of China, CR Mixc Lifestyle formulated internal management documents such as the Employee Health Management Regulations. We incorporated occupational health management into the EHS target responsibility statement of units at all levels, formulated occupational health management plans, and obtained ISO 45001 and other occupational health and safety management system certifications.

### Improve safety awareness

We released the Safety Training Management Regulations and formulate EHS responsibility goals every year, ensuring that EHS management requirements are communicated to every employee, and all employees of the Company sign the EHS responsibility statement. We employ third-party training institutions to carry out training on regulation update and fire control management for safety management personnel.



^ Chengdu Property Centre organized employees to participate in the training of Red Cross rescuers, with all 96 employees obtaining certificates. In addition, Chengdu Property Centre completed the special training for more than 300 on-duty staff in the fire control room, with the pass rate of 100%.



^ Ganzhou MIXC organized lectures on women's health to improve employees' safety and health awareness.

In 2021, the Company carried out more than

**1,800** safety empowerment training sessions with various themes, with the total participation of

**406,592** person-times



# Protect Employee Health

## Refinement of safety management

In 2021, we strengthened work safety management, revised and completed internal policies such as the EHS Accountability System of Roles, Regulations on the Management of Hazard and Environment Identification, Evaluation and Control, EHS Emergency Management Regulations, etc. The signing rate of the EHS commitment letter among current employees was 100%. In addition, we actively applied the EHS information platform and the intelligent fire control centralized control platform, and adopted the kitchen automatic fire extinguishing system, kitchen fire separation system and other safety precaution technologies, so as to continuously improve the Company's safety management level.

In 2021, CR Mixc Lifestyle invested

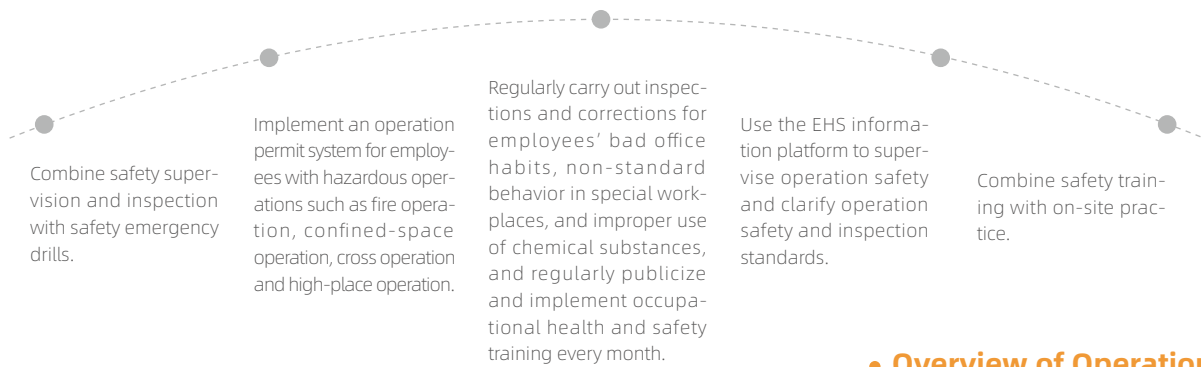
RMB **100.406** million in work safety

had

**0** work safety accidents

and lost

**0** working days due to any work-related injury



### Overview of Operation Safety Measures



Regularly carry out safety education training.

## Safety Supervision and Inspection

The Company formulates annual inspection plans and conducts safety supervision and inspection every month, including pre-holiday inspections, special inspections, opening inspections, cross-inspections, etc., so as to promptly investigate and deal with various hidden dangers, and follow up rectification, to ensure that no work safety accidents occur.



Shenzhen MIXC conducted investigations on potential safety hazards in safety management behavior and safety management status. In 2021, a total of 36 supervision and inspection operations were carried out and accepted, eliminating 1,154 potential safety hazards of various types.

## Safety Emergency Response Drills

We organize scientific drills to prevent accidents in advance, thus minimizing the impact of accidents. In 2021, the Company organized a total of 4,196 drills at all levels, with the total participation of 62,510 person-times.

Emergency safety drills

**4,196**

Participation in drills

**62,510** person-times





## Provide employees with physical examination

To protect the health of employees, CR Mixc Lifestyle provides employees with free labor protection supplies and health examinations.

### Physical examination coverage

100%



▲ Hefei Ode to Joy teamed up with a hospital to carry out interpretation of physical examination reports, arranging doctors to individually interpret the physical examination results for employees. This activity sorted out the occupational health risks of employees and raised their health awareness.



▲ The West China Business Region organized staff in positions exposed to occupational hazards to take occupational health checkups and established occupational health management archives (each employee corresponds to a specific set of archives).

## Emphasis on Employee Growth

### Comprehensive training system

CR Mixc Lifestyle builds a training system covering business operations and property management. In 2021, with regard to business operations, the Company continuously carried out the training programs of high-ranking talents for shopping malls and management talents for shopping malls, which are named “CR Mixc Elite” and “CR Mixc Talents”. In addition, we released the “CR Mixc Key Talents” plan for training professional talents, and set up a three-year training plan called “CR Mixc Rising Talents” (万象育才) for the commerce-oriented on-campus recruitment groups. For property management business, we optimized the talent training plan for key positions of property management, strove to create benchmarking programs such as property project manager training and property steward training, and set up a three-year training plan for property-oriented on-campus recruitment groups to accelerate the growth of talents recruited from the campus.

Our male employees  
were trained for

43.27 hours on average

while our female employees  
were trained

43.56 hours

and RMB

12.0598 million was invested  
in employee trainings



▲ “CR Mixc Talents” program launched by the Northeast China Business Region.



▲ Property Project Manager Training Program (pilot) of Shanghai Property Centre.

### Smooth development channels

CR Mixc Lifestyle implements a “dual-track system” in which positions and ranks are both adopted, namely, a management sequence track and a professional sequence track. By way of internal competition, job rotation, talent exchange and so on, we provide employees with career space and growth opportunities to realize self-fulfilment. We continuously conduct integrated surveys on the aspects of employees’ professionalism and job preference, and establish a scientific and standardized promotion channel for employees.

In 2021, we carried out a talent review involving all employees, which lasted 2.5 months, with more than 912 people participating in job debriefing. We also held more than 100 talent conferences, involving 11,270 people. In addition, we established high-potential talent pools and cadre-aimed talent pools for cadres and employees at all levels, aiming to help the Company to identify high-potential employees and build a talent reserve echelon, thus accelerating talent training and transformation of employment.

# Carrying Out Employee Care

## Helping employees with difficulties

CR Mixc Lifestyle continuously strengthens its assistance to employees with difficulties, encourages subordinate units to improve employee assistance systems and policies, and regularly carries out sympathy activities to convey the Company' s concern. In 2021, the Company established the "Love Fund for Grass-roots Employees " to deal with family difficulties caused by illness or accidents of employees/immediate family members. In addition, the Company encourages subordinate units to provide innovative models to further care for employees.

Chengdu Property Centre established **a love fund characterized by employee mutual-help**. Employees can participate voluntarily and can be covered by paying only a low monthly membership fee.

**In combination with festivals and other events to convey the Company' s care**, during the Spring Festival in 2022, the Company called on the heads of all units to go deep into the front line to express consolation and send the Company' s care to the employees on duty during the Spring Festival, employees spending the Spring Festival away from hometowns, and employees with difficulties.

The torrential rain on 20 July in Zhengzhou caused water and power cutoff in some employees' families, which affected their basic life. **Zhengzhou MIXC organized grass-roots employee care activities** and distributed drinking water, food and other supplies to affected employees.



## Balance between life and work

CR Mixc Lifestyle advocates balancing life and work for employees. We organize and carry out various activities for employees, such as regular birthday parties, reading parties, and fun sports meetings. In addition, we plan activities in combination with specific festivals to help employees relieve work pressure.

### An employee of CR Mixc Lifestyle born in the 1990s won gold at the National Games

Meng Dongxiao is an employee in the Customer Relationship Department of Shenzhen MIXC World. She joined the company six years ago. Shuttlecock, as a traditional national sport, entered the National Games for the first time in 2021. On September 27, Meng Dongxiao represented the Guangdong provincial team in the 14th National Games and won the championship in the double shuttlecock competition.



## Conducting psychological counseling

The Company pays close attention to the mental health of employees, calling on them to face up to psychological problems, and organizes activities such as symposiums and heart-to-heart talks to help employees maintain mental health. In 2021, through China Resources Group Run Xin Fang, we carried out mental care activities to address psychological stress due to the pandemic, psychological anxiety, etc.



Shenyang MIXC organized a "Roast" show (stand-up comedy) for employees to understand the difficulties and problems of their work, and to resolve employees' psychological pressure and negative emotions in a timely manner.

We hold employee-aimed mental health lectures to help employees eliminate workplace stress and troubles and develop a positive and healthy attitude.



# RESPONSIBILITIES FOR PARTNERS

CR MIXC LIFESTYLE

## PART 04

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### Response to material issues and indicators in this chapter

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#### Material issues:

Responsible supply chain

#### SDGs:



#### HKEX ESG indicators:

B5 / B5.1 / B5.2 / B5.3 / B5.4

#### CASS-CSR4.0 indicators:

M3.2 / M3.3 / M3.4 / M3.6 / M3.7 / M3.8  
M3.9 / M3.10 / M3.11 / M3.12 / M3.13  
M3.14 / M3.15 / M3.16 / S4.4 / E1.6



CR Mixc Lifestyle is committed to creating a win-win relationship with partners in an interactive way. We strictly abide by national laws and regulations, continuously improve the supply chain management system, strengthen the internal management system, actively carry out industry exchanges and cooperation, and make progress together with partners.

### Goal Progress

#### Goal setting

- Achieve lasting prosperity of the Company with partners, create a cooperative atmosphere characterized by "compliance, simplicity and sustainability", and build a healthy business ecosystem.
- Strengthen cooperation and exchanges on industrial technologies, continuously share industry trend information, and promote the green, innovative and diversified development of the industry.

#### Progress review

- Formulate the Detailed Rules of CR Mixc Lifestyle for the Implementation of Supplier Management, establishing the full-life-cycle supplier management mechanism consisting of supplier introduction, supplier evaluation, and supplier withdrawal.
- Participate in preparation of standard systems such as Technical Guidelines for the Adjustment of Electromechanical Systems in Public Buildings, cooperate with the College of Design and Innovation, Tongji University to promote the research on the digital application of commercial real estates.
- Promote third-party cooperation, with contracts signed for 12 third-party commercial projects.

#### Plan for next step

- Continue to establish guidelines for certification inspection, contract performance guidelines, contract performance evaluation, supplier classification and roster management on the basis of the Detailed Rules of CR Mixc Lifestyle for the Implementation of Supplier Management.
- Further refine and clarify the supplier management requirements of various categories, normalize the supplier management process and standards, and consolidate the business foundation.
- Expand industry exchange activities, actively participate in standard formulation, promote the docking and coupling of industry chains, and strengthen cooperation with scientific research institutes and colleges and universities.

### Responsibility Story

#### Building a Healthy Win-Win Partnership

CR Mixc Lifestyle implements the concept of "win-win cooperation", aiming to establish a healthy win-win partnership with partners. In 2021, we put particular emphasis on strengthening the interaction with suppliers, and held supplier conferences in many places, attracting nearly a thousand cooperative units. In order to help suppliers familiarize themselves with the bidding and procurement system, we carried out 7 integrity publicity and implementation sessions for sporadic material procurement during the year. Through the combination of regular and irregular methods, we maintained communication with contract-performing suppliers, promptly solved problems, provided internal supervision for contract performance and built healthy partnerships.



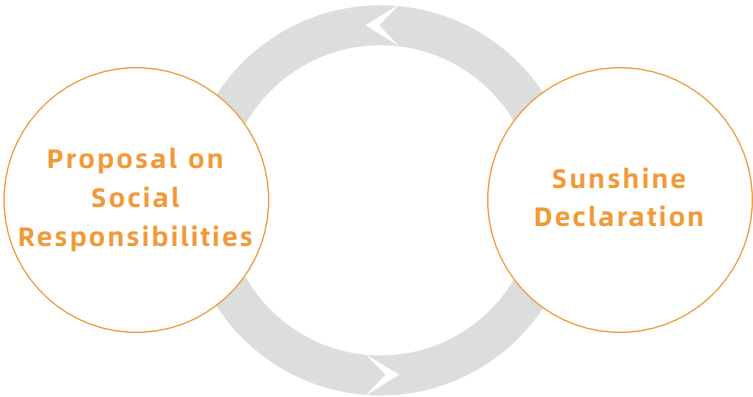
## Jointly Building a Responsible Supply Chain\_^\_\_\_\_\_

CR Mixc Lifestyle continuously deepens the compliance management of suppliers, builds a standardized procurement system and an open and transparent competition mechanism. In 2021, we realized the full life cycle management of supplier introduction, evaluation and withdrawal mechanism, and built a responsible supply chain.

### Policies, initiatives and requirements on social responsibilities

We formulated internal policies on supplier management such as the Detailed Rules of CR Mixc Lifestyle for the Implementation of Supplier Management, and build a standardized procurement system. We attach great importance to green procurement, and urge suppliers to fulfill EHS management responsibilities by signing the Letter of Commitment to On-site Work Safety with suppliers. At the same time, we sign the Honest Cooperation Standards, the Sunshine Declaration and the Proposal of CR Mixc Lifestyle on Social Responsibilities of Suppliers with suppliers, so as to promote the establishment of a clean and just procurement environment and urge partners to undertake corresponding social responsibilities.

- Advocate the provision of full life cycle services for products and services
- Highly value and comply with international codes of behavior and supervisory regulations
- Be honest and trustworthy, and consciously maintain a fair competition environment
- Actively explore innovative products and services
- Green and low carbon, energy saving and emission reduction, with green procurement supported
- Embrace symbiosis and win-win cooperation, respect and protect the interests and intellectual property rights of all parties

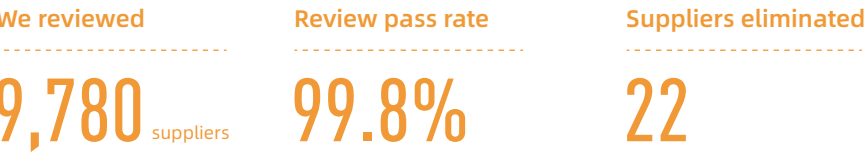


- Do not provide benefits to company employees and specific related parties
- Do not reach a tacit agreement or hold private talks with any employee on trade secrets and contract terms
- Encourage employees to stop soliciting or accepting bribes, and make public the reporting mailbox
- Take the initiative to report whether there is vital interest with any employee
- Do not use improper means to compete, or make false, fraudulent, or misrepresented reports on the construction amount



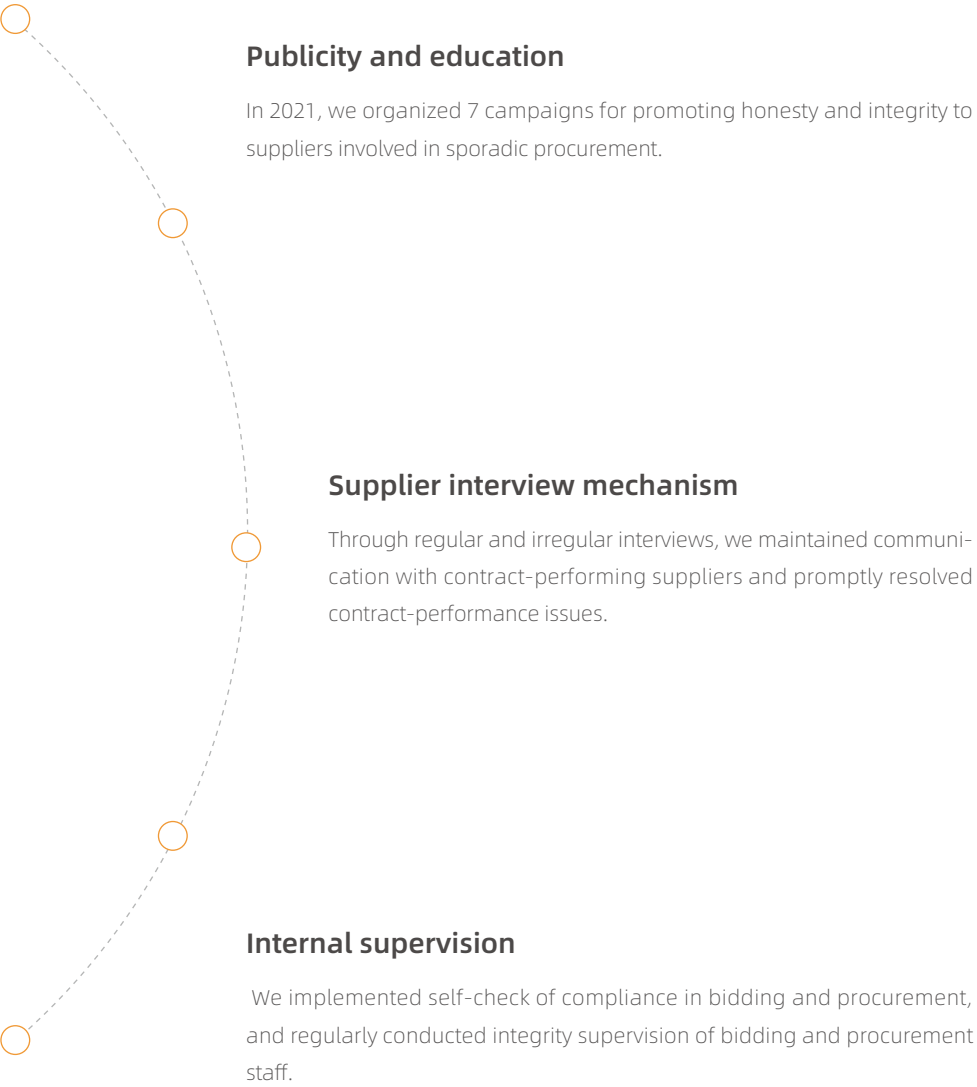
Social responsibility review

The Company has established a supplier review mechanism through qualification review, supplier negotiation, inspection and other methods. We raise strict technical requirements on energy saving and environmental protection, and implement relevant mechanisms (such as daily inspection and scoring) for service procurement to regulate service behavior. We actively implement local procurement policies to reduce carbon emissions caused by the movement of people and goods in different places.



Protecting the rights and interests of suppliers

CR Mixc Lifestyle is committed to protecting the rights and interests of suppliers and establishing a fair and open mechanism for supplier introduction. The Company strictly abides by the Anti-Unfair Competition Law of the People’s Republic of China, and prevents any commercial bribery or other improper business practices by means of signing agreements, publicity and education, and internal supervision.



# Jointly Promoting High-Quality Development of the Industry

We participate in the formulation of industry standards and norms, carry out cooperation and exchanges on industrial technologies, share information on industry trends, and engage in close exchange of ideas on sustainable development of the industry to create a greener, more innovative and more diversified industry.

## Industry communication

CR Mixc Lifestyle is concerned about industry development trends, actively participates in industry exchange activities, engages in formulation of standards, and encourages subordinate enterprises to join local industry organizations to facilitate healthy development of the industry.

On April 23, 2021, the annual ranking ceremony of the Van Sound Club was held in Beijing. Wei Xiaohua, the vice president of CR Mixc Lifestyle, gave a keynote speech on “Jointly Creating a New City”, focusing on contents such as asset-light projects, future business ecology cultivation, and the “14th Five-Year Plan” prospect to communicate with peers and media reporters.

In terms of industry standards, we were invited to contribute to the compilation of T/CECS 764 Technical Guidelines for the Adjustment of Electromechanical Systems in Public Buildings, which was approved and released by China Association for Engineering Construction Standardization in March 2021. We also contributed to the compilation of the Regulations for the Adjustment of the Whole Process of Electromechanical Engineering in Public Buildings, and the review of the Technical Regulations for the Application of High-Efficiency Refrigerating Station Systems issued by China Association for Engineering Construction Standardization.

Entrusted by the Chongqing Municipal Commission of Housing and Urban-Rural Development and Chongqing Municipality Property Management Association, Chongqing Property Centre took the lead in compiling the System for Preserving, Utilising, Renovating, and Transforming Existing Buildings. On January 8, 2021, this topic was reviewed and approved by the review meeting, providing important reference for preserving, utilizing, renovating, and transforming existing buildings in the city.



## Enterprise cooperation

We actively seek cooperation with external partners. In 2021, we signed 12 third-party commercial projects, which are located in first- and second-tier cities such as Shanghai, Shenzhen, and Hangzhou. While revitalizing the existing projects, we stimulate the commercial vitality of cities and regions, creating a win-win situation among CR Mixc Lifestyle, partners, cities and local consumers.

### Actively carry out industrial cooperation to promote the implementation of smart cities

On 8 December 2021, CR Land, CR Mixc Lifestyle and iFLYTEK jointly signed a strategic cooperation agreement. The three parties will conduct strategic cooperation by focusing on smart city research and development, research and development of urban space smart technology products, benchmarking project construction, industrial real estate, brand co-building for innovation and entrepreneurship, and cooperation model innovation, and promote the application of smart city scientific research results.



Number of strategic cooperation agreements signed

5

## Industry-university-research cooperation

CR Mixc Lifestyle is committed to seeking the connection and coupling of technological innovation industry chains, and attaches importance to the cooperation among scientific research institutes and colleges and universities, continuously expands the space for industry-university-research cooperation, in the construction of practice bases, continuing education for talents and job training, and provides outstanding talents to the industry.



▲ In 2021, we established cooperation with the College of Design and Innovation, Tongji University, striving to promote research on the digital application of commercial real estates.



# RESPONSIBILITIES FOR ENVIRONMENT

CR MIXC LIFESTYLE

## PART 05

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### Response to material issues and indicators in this chapter

#### Material issues:

Green property  
Promoting low-carbon life  
Green office  
Reducing power consumption  
Carbon emissions and combating climate change

#### SDGs:



#### HKEX ESG indicators:

A1.1 / A1.2 / A1.3 / A1.4 / A1.5 / A1.6 / A2.1  
A2.2 / A2.3 / A2.4 / A2.5 / A3.1 / A4.1

#### CASS-CSR4.0 indicators:

E1.1 / E1.3 / E1.4 / E1.5 / E1.7 / E1.8 / E1.9 / E1.10  
E1.11 / E1.12 / E2.1 / E2.2 / E2.3 / E2.4 / E2.6 / E2.7  
E2.8 / E2.9 / E2.10 / E2.11 / E2.12 / E2.13 / E2.14  
E2.15 / E2.16 / E2.17 / E2.18 / E2.19 / E2.20 / E2.22  
E2.23 / E2.24 / E2.25 / E3.1 / E3.2 / E3.3 / E3.4 / E3.5  
E3.6



Achieving environmental friendliness is an important theme for the development of CR Mixc Lifestyle. We continuously optimize the environmental management system, continuously explore the path of low-carbon transformation, energy conservation and emission reduction, adhere to green design, promote green property development and innovation, and insist on integrating the green office concept into our daily operations.

### Goal Progress

#### Goal setting

- Improve the environmental management system, and comprehensively formulate plans for energy conservation and consumption reduction.
- Continuously promote the concept of green building and promote the green building certification.
- Increase the utilization rate of clean energy, promote the upgrading of energy-saving technologies, reduce carbon emissions and contribute to the national dual-carbon targets.
- Improve the utilization rate of water resources and reduce the waste of water resources.
- Carry out green and environmental-friendly community activities, promote the classification, recycling and cyclic utilization of wastes and advocate the concept of green life.

#### Progress review

- Launched the Crus Vientiane Life "Double Carbon" Implementation Path Research Project.
- Formulate the Guideline/Manual for Key Points of Early Intervention of Project Energy Conservation and other systems, and improve internal mechanisms for energy conservation and emission reduction.
- In 2021, 7 star-level certification projects for green construction of commercial projects were completed with the GFA of about 1.025 million sq.m.. A total of 30 star-level certification projects of green construction have been completed with the GFA of about 3.85 million sq.m.
- In 2021, a total of more than 580 environmental protection publicity and training activities were implemented, with the total number of participants reaching 12,000 person-times.
- The property and commercial centers carry out garbage sorting, and guide customers and owners to attach great importance to and participate in the waste recycling.
- In 2021, the comprehensive energy consumption (comparable price) of 10,000 yuan of operating income decreased by 41.5%.

#### Plan for next step

- Refine the implementation path of "double carbon", continuously improve the environmental management system, and implement energy conservation and emission reduction in all aspects of production and operation.
- Actively improve the proportion of green building certification in operational buildings.
- Strengthen the application of energy-saving technologies, and strictly manage the emissions.
- Continuously conduct green environmental protection publicity and public welfare activities for environmental protection in communities, and advocate such green life concepts as energy conservation, emission reduction and waste recycling.

### Responsibility Story

#### Actively explore the energy conservation of cooling stations to contribute to energy conservation and emission reduction

Air conditioning cooling station is one of the major energy consumption sources of shopping malls. In 2021, CR Mixc Lifestyle took improving the energy efficiency of the air conditioning cooling station and achieving energy conservation of the cooling station as the priority of energy conservation and emission reduction. At the front end of design, we include the energy efficiency of the cooling station into the design scheme comparison, and propose the energy efficiency target value of the cooling station in the design node management.

By selecting Nanjing MIXC World and Haikou MIXC as the pilot units of efficient machine room, a set of high-efficiency machine room design points suitable for commercial projects are formed. Compared with the industry, the energy efficiency target value of the cooling station of the pilot project can be further improved by 15%-30%. In addition, we actively participate in the research and development of the national topic "intelligent system platform technology of new buildings", take the lead in applying the swarm intelligence technology to large commercial projects, and achieve the goal of efficient operation of the cooling station in Jinan MIXC and Wujiang MIXONE.

In recent years, the refrigeration operation efficiency of own commercial projects opened by CR Mixc Lifestyle has generally reached a good level in the industry, saving more than 30% energy on average compared with the previous project. It is estimated that in the next 5 years, there will be more than 50 own commercial projects opened, and more than 30 million kWh can be saved annually by energy efficiency improvement of the cooling station.



## Environmental Management System

CR Mixc Lifestyle focuses on reducing the environmental impacts and the resource consumption caused by enterprise operation. We strictly abide by such laws and regulations as the Environmental Protection Law of the People's Republic of China and the Energy Conservation Law of the People's Republic of China, continuously improve the internal environmental management system and actively conduct energy conservation and emission reduction.

In 2021, we complied relevant guidelines for sales-type office buildings and possessing-type office buildings, developed an energy conservation guidance manual and monitored and analyzed energy consumption data. We sorted out and analyzed internal energy consumption cases, and output Compilation of Energy-Saving Practice Cases of Residential and Office Buildings for internal reference. During the reporting period, the total investment of CR Mixc Lifestyle in the environmental protection is RMB7.5505 million.



▲ China CR Building Well HSR health-safety evaluation and certification.




# Promote Low-Carbon Operation

## Carry out green lease

We are committed to driving relevant parties to practice green environmental protection, hold theme activities including “Earth Hour” and “World Earth Day”, and call on tenants and employees to pay attention to global climate changes. By identifying potential environmental impact factors of merchants in shopping malls, we formulated the Regulations on Decoration Management of Merchants of Shopping Malls, proposing environmental protection guidelines and requirements for such links as on-site construction equipment, material selection and use and construction process.



▲ Hold “World Earth Day” theme activity.

 **Shenzhen MIXC actively promoted the energy conservation of tenants**

In 2021, Shenzhen MIXC put forward the target of building green malls, and specified that energy conservation management shouldn't be limited to public areas, but should drive the joint participation by on-site and off-site merchants. Under this goal, Shenzhen MIXC proposed three optimization measures:

- Include tenant energy conservation into the Tenant Management Manual to ensure the implementation of tenant energy conservation from the system
- Strengthen the investigation of lighting shutdown at nights, carry out inspection on electricity facilities of tenants and reduce the use of equipment with high energy consumption
- Regularly hold merchants and shop managers meeting to report the energy conservation condition and supervise the energy conservation

Through the above measures, the number of lights left on of merchants in Shenzhen MIXC was **decreased by 50%**, and the electricity consumption in the second half year was **decreased by 4.62%** year on year, about **760 thousand kWh**.

## Environmental protection publicity and education

CR Mixc Lifestyle organized and implemented various environmental protection publicity and education activities, called on customers and employees to participate in public welfare practices of environmental protection, and focused on environmental issues such as climate change and biodiversity.

Publicity and training activities for environmental protection

580

Accumulative participation

12,000 person-times

## Call attention to the climate change

Luzhou MIXONE and the Environmental Protection Bureau of Luzhou City jointly held the Environment Day of “enjoying green shoot credit points and promoting harmonious coexistence” on June 5. More than 30,000 people registered in the six months after the launch of “green shoot credit points”, covering more than 500,000 audiences. During the activity, more than 13,000 saplings were planted, more than 400,000 fishes were released for the ecology, and garbage cleaning of Yangtze River channel was conducted 15 times. In June 2021, “green shoot credit points” was awarded as one of top ten public participation cases of “I am the doer for beautiful China” by the Ministry of Ecology and Environment and the Office of the Spiritual Civilization Development Steering Commission.



## Focus on the biodiversity

Chongqing Property Centre and Chongqing MIXC launched the Yangtze River Beach Environmental Protection Volunteer Action with the territorial government to protect the environment along the Yangtze River, cleaned the garbage along the Yangtze River with pupils and firemen and called on the public to pay attention to the ecology of the Yangtze River.



## Green building certification

CR Mixc Lifestyle attaches great importance to the promotion of green buildings, emphasizes the use of green materials and renewable energy sources in the design of building functions, promotes building energy conservation, reduces pollution emissions, and promotes resource recycling. We actively create green shopping malls to integrate the concept of safety, health and environmental protection into the operation and management of shopping malls.

## As of 31 December 2021, CR Mixc Lifestyle

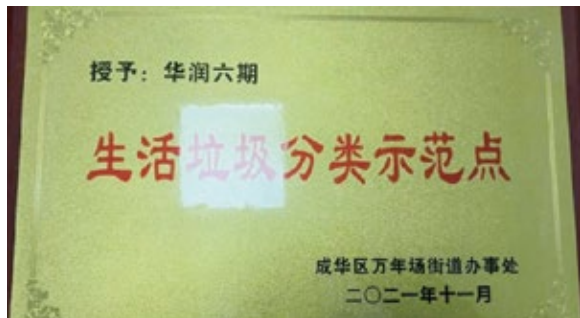
- Had completed **30** projects with “green building” certification, with the GFA of about **3.85** million sq.m., and the proportion of star-level projects was **52.2%**.
- Added **7** “green building” projects in 2021, with the GFA of about **1.025** million sq.m.
- Added **4** “green shopping malls”, of which three are “state-level green shopping malls”, and the total number of green shopping malls reached **11**.

## Emissions management

We provide garbage classification guidance for shopping malls, office buildings and residences, and cooperate with local government departments to guide customers to sort garbage in the right way and enhance the environmental protection awareness of all personnel.



^ We set up garbage-sorting cans at the main entrances and exits of shopping malls.



^ Our residential project won the honor of "Garbage Sorting Demonstration Site".

## Energy resources management

### Energy management

CR Mixc Lifestyle actively promotes energy conservation and emission reduction, identifies energy consumption points in business operation and property management, and ensures that energy systems and equipment are in the optimal energy-saving state. In 2021, we strengthened energy resources management mainly from the aspects of equipment transformation, management optimization, and introduction of renewable energy sources, realizing the unification of social benefits and economic benefits.

**Air conditioning energy conservation:** Shanghai MIXC optimized the group control function of the central air conditioning system, saving 514,000 kWh of electricity per year and saving about 13% of energy year-on-year.

**Elevator energy conservation:** Shenyang Property Center explored a solution for optimizing the automatic main landing return function of elevators. In 2021, this solution was implemented in 61 residential projects, saving 1,299,900 kWh of electricity during the year.

**Renewable energy sources:** Wenzhou MIXC increased the application of renewable energy sources and achieved higher power generation efficiency by installing high-efficiency solar panels. In 2021, these solar panels generated a total of 230,000 kWh of electricity.

**Energy conservation management:** Anshan MIXONE implemented a comprehensive energy conservation solution featuring "management energy conservation + technical energy conservation + auxiliary measures". Through modification of the lighting system, as well as the power and socket systems, adjustment of air conditioning operation policies, and precise adjustment and control of the heating system, energy consumption for the whole year was reduced by 32.28%.

## Water resources management

CR Mixc Lifestyle continuously strengthens the daily monitoring of water equipment in communities and office areas, prevents water leakage and water seepage caused by equipment aging and damage, and reduces unnecessary water waste. In 2021, a number of projects of the Company won provincial and municipal water-saving unit awards.



^ Luzhou MIXONE modified the technology of the glass dome cooling device, to realize the recycling of sprayed water mist and save about 400 tons of water per year.



^ Dachong City Garden followed the government's call for energy conservation and was granted the "Water-saving Residential Community" award by Shenzhen Water Conservation Office in December 2021.

## Practicing Green Office

We thoroughly practice green office, use energy-saving lighting sources, and control air conditioning systems according to seasonal changes. We strengthen the implementation of paperless office through data release, notification and reminders. Besides, we have built the OA office system and video conferencing system to reduce employee travel and promote the use of new energy vehicles.





# RESPONSIBILITIES FOR THE PUBLIC

CR MIXC LIFESTYLE

## PART 06

### Response to material issues and indicators in this chapter

#### Material issues:

Community communication and integration  
Community charity

#### SDGs:



#### HKEX ESG indicators:

B8.1 / B8.2

#### CASS-CSR4.0 indicators:

S4.1 / S4.6 / S4.8 / S4.9 / S4.10 / S4.11 / S4.12  
S4.13



CR Mixc Lifestyle adheres to the philosophy of sharing the development achievement, and actively performs its social responsibilities as an enterprise. It constantly shows love for the public and promotes the construction of a harmonious society by carrying out public benefit events such as the care for the vulnerable groups, rural revitalization, charity disaster relief, etc.

Goal Progress

Goal setting

- Actively shoulder the corporate social responsibilities and play a constructive role in social and public affairs.
- Organize and carry out various voluntary activities to care for vulnerable groups.

Progress review

- Initiate the “Red Concentric Circles” charity program, and make use of the “E-MIXC” to assist in the sales of agricultural products, in order to promote the process of rural revitalization.
- 4,735 volunteers were mobilized in total in 2021 to provide voluntary services for a total of 8,900 hours.

Plan for next step

- Make use of enterprise strength to optimize the existing platform and improve the systematic level of the Company’s charity and public welfare work.

Responsibility Story

Fulfilling Responsibilities of a Central Enterprise and Sticking to the Frontline of Rescue

On 20 July 2021, Zhengzhou, Henan was hit by a heavy downpour, exposing a megacity to an ordeal. After the heavy downpour, the project of CR Mixc Lifestyle in Zhengzhou quickly took actions and worked with CR Land Zhengzhou Office to hold fast to the frontline of rescue. Zhengzhou MIXC Management Center and New Times Plaza sales office arranged the activity area of the member center and made available the rest area for tenants as a result of coordination, orderly providing a centralized shelter for those citizens who couldn’t go home due to the downpour.

Somewhere else in the city, the property service employees of Top Mansion (悦府), Palace Glorious (紫云府) and others in Zhengzhou, who rescued the trapped people in the rain, went to the nearby subway stations after wading through the waist-high floodwater to help stranded owners and pedestrians to return home. They shuttled back and forth between the subway station and community to cover a distance of nearly 300 meters more than one hundred times for more than four hours, and carried the aged, children or people with disabilities on their backs to get them home. With their help, more than 60 owners and more than 200 pedestrians returned home safely.



Support to the Community Development

As an enterprise closely related to the lives of the public, CR Mixc Lifestyle keeps strengthening the interactions with communities and strives to create beautiful lives. We encourage our employees to participate in social charity events, build volunteer service teams and promote the building of harmonious neighbourhood. We give full play to our advantages as a service platform for city life, playing a constructive role in the pandemic prevention and control and the response to flood disasters.



Innovate the definition of the roof space to build the “Youth Zone” brand

Luyang MIXONE used the outdoor overhead runway on the top floor to build the “Youth Zone”, providing a free exercise and education base for teenagers in the area on a regular basis. In April 2021, Luyang MIXONE held a large-scale charity event of popularization of aerospace science “Our Songs Come to the Outer Space” in the “Youth Zone”, which became a demonstration base for popularization of aerospace science and helped teenagers study and learn aerospace knowledge. Luyang MIXONE also actively claimed the task of building a youth activity base, which was categorized as a characteristic service for “micro-service”, in order to break the barriers for space and make effective use of space resources to serve teenagers.



^ MIXONE on Qinghe Middle Street in Beijing, in cooperation with Tencent Charitable Foundation platform, worked with the Eye Disease Aid Center for Child of China Charities Aid Foundation for Children to set up charity donation points and to carry out fund-raising events for children with low vision.

^ Beijing Property Centre worked with MIXONE on Qinghe Middle Street in Beijing to carry out the charity activity of “Love and Respect the Aged and Review the Days of Glory” .



# Assistance to Rural Revitalization

Actively responding to the call for rural revitalization, CR Mixc Lifestyle provided assistance to rural industrial development and expanded the sales channels for agricultural products to aid rural construction.



▲ In response to the government call, Yangzhou MIXONE provided free venues, publicity channels and marketing guidance for local special watermelons, helping to solve the problem of poor sales of agricultural products.



▲ In 2021, Nanning Property Centre introduced a variety of agricultural products to support the sales of distinctive agricultural products from Guangxi to our owners and employees through our micro shopping mall platform, opening up new sales channels.



▲ Central China Business Region and Wuhan Property Centre worked with the CR Hope Town in Hong'an to build the "Red Concentric Circles" charity organization, set up a platform combining "party construction and charity", and promoted the agricultural products from that town by means of the "E-MIXC" APP.

# Promotion of Charity

CR Mixc Lifestyle fulfilled social responsibilities as a central enterprise and contributed to the society through multiple channels while pursuing the enterprise development. We actively carried out activities of helping the disabled, loving and respecting the aged, caring for children with autism, etc., offered materials and spiritual consolation to special groups, and actively mobilized volunteers to rush to the rescue, consoled the people afflicted by a natural disaster and assisted in the orderly rebuilding after the disaster, showing our concerns for such people.



▲ Ganzhou MIXC made free skating activities available to children from special schools, and encouraged children to participate in ice-sports by means of publicity, experience, etc. In 2021, 30 charitable skating activities were held in total.



▲ Haikou MIXC worked with an enterprise to hold the "Little Planet" charity handicraft salon to care for children with autism, and all the proceeds from the charity sales were donated to Hainan Disabled Person's Foundation for assistance to children with autism.



# PROSPECTS FOR 2022

In 2022, we will continue to proceed from the six responsibility segments, pursue the values of “Integrity First, Performance Driven, Human Oriented, Win-Win Cooperation”, fulfill our social responsibilities while maintaining our business growth, and integrate the environmental, social and governance philosophy into the decision-making and day-to-day operation of the Company to promote the corporate sustainable development.



## Responsibilities for customers

We will continue to carry forward the spirit of originality, provide premium services to our customers, and create an integrated ecosystem featuring “multiple property types, all-customers and full spectrum of service offerings” focused on “space, customers and services”.



## Responsibilities for economy

We will further tap into enterprise value, and continuously lift our core business indicators and improve quality and benefits by virtue of our leading ability to run business and ability to manage multiple properties, in an effort to maximize value for our shareholders.



## Responsibilities for employees

We will keep pushing forward the democratic management, improve the training system and create a work atmosphere of mutual benefits, friendliness and health, to achieve the improvements of both the enterprise value and employee value.



## Responsibilities for partners

We will build a fairer and more impartial supplier management mechanism, strengthen the internal management system, develop a healthy, standard and sustainable supply chain management system in depth, actively participate in the industrial development, and extensively consult with, make joint contributions and flourish with our partners.



## Responsibilities for environment

We will promote the implementation of the “dual-carbon” strategy, improve the environmental management system, implement green operation, integrate the sustainable development philosophy into our daily office work and create a cultural atmosphere of green office, contributing to the achievement of the carbon neutrality goal in China by 2060.



## Responsibilities for the public

We will firmly establish our awareness of corporate social responsibilities, make contributions to the society with our developments, actively put our charity concept in place, carry out various charity events and work with communities to build a civilized community environment together.





Appendix

ESG Policies and Regulations

ESG Indicator	Laws and Regulations	Internal Policies
A1. Emissions	Environmental Protection Law of the People’ s Republic of China Law of the People’ s Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Wastes Law of the People’s Republic of China on Prevention and Control of Water Pollution Atmospheric Pollution Prevention and Control Law of the People’s Republic of China Regulations of Guangdong Province on the Prevention and Control of Environmental Pollution by Solid Waste Provisions on the Administration of Urban Construction Garbage Directory of National Hazardous Wastes	Regulations on the Emission Control of Domestic Pollutants of CR Mixc Lifestyle Regulations on the Management of Domestic Solid Waste of CR Mixc Lifestyle
A2. Use of Resources	Energy Conservation Law of the People’ s Republic of China	Regulations on the Management of Energy Conservation and Emission Reduction Guidelines for the Monitoring of Energy Conservation and Emission Reduction Workflow of Energy Conservation Reconstruction Projects Guidelines for the Management of Energy Conservation and Consumption Reduction Guideline/Manual for Key Points of Early Intervention of Project Energy Conservation Guideline/Manual for Adjustment of Project Equipment and Facilities Decoration Management Regulations
A3. Environment and Natural Resources	Environmental Protection Law of the People’s Republic of China	
A4. Climate Change	Administrative Measures on Ecological and Environmental Standards Administrative Measures for Carbon Emissions Trading (Trail Implementation) Guiding Opinions on Integrating and Strengthening Efforts in Climate Action and Ecological and Environmental Protection	-
B1. Employment	Civil Code of the People’s Republic of China Labor Law of the People’s Republic of China Social Insurance Law of the People’ s Republic of China	Board Diversity Policy Employee Handbook Training Management Regulations of CR Mixc Lifestyle Detailed Rules of CR Mixc Lifestyle for Overtime Management of Headquarters Staff Implementation Rules for the Management of Labor Union Committee Rules on Employee Relationship Management
B2. Health and Safety	Individual Income Tax Law of the People’ s Republic of China Labor Contract Law of the People’ s Republic of China Law of the People’ s Republic of China on the Prevention and Control of Occupational Diseases Work Safety Law of the People’ s Republic of China Law of the People’ s Republic of China on the Protection of Minors	Regulations on EHS Organizational Construction and Management EHS Education and Training Management Regulations Employee Health Management Regulations Regulations on the Management of Accountability for EHS Accidents EHS Evaluation and Assessment Management Regulations Regulations on the Management of Hazard and Environment Identification, Evaluation and Control EHS Emergency Management Regulations EHS Accountability System of Roles Regulations on the Management of Hazard and Environment Identification, Evaluation and Control
B3. Development and Training		Employee Handbook
B4. Labor Standards		Training Management Regulations of CR Mixc Lifestyle
B5. Supply Chain Management	Company Law of the People’s Republic of China Law of the People’ s Republic of China on Tenders and Bids Anti-unfair Competition Law of the People’ s Republic of China	Detailed Rules of CR Mixc Lifestyle for the Implementation of Supplier Management Detailed Rules of CR Mixc Lifestyle for the Implementation of Procurement Management (2021 version) Guidelines for Onsite Procurement Honest Cooperation Standards Sunshine Declaration Proposal of CR Mixc Lifestyle on Social Responsibilities of Suppliers Instructions of CR Mixc for Commercial Acceptance and Change of Settlement Onsite Work Safety Commitment Guidelines for Onsite Procurement

ESG Indicator	Laws and Regulations	Internal Policies
B6. Product Responsibility	Product Quality Law of the People’ s Republic of China Consumer Protection Law of the People’ s Republic of China Advertising Law of the People’s Republic of China Trademark Law of the People’s Republic of China Cybersecurity Law of the People’ s Republic of China Data Security Law of the People’ s Republic of China Personal Information Protection Law of the People’s Republic of China Information Security Technology - Personal Information Security Specification	Regulations on the Management of Accountability for EHS Accidents EHS Evaluation and Assessment Management Regulations Regulations on the Management of Hazard and Environment Identification, Evaluation and Control EHS Emergency Management Regulations Detailed Rules of CR Mixc Lifestyle on Trademark Management Service Product Standard Inspection Tool Handbook CR Mixc Lifestyle Basic Customer Service Management Manual for Commercial Properties Grading Standards of Residential Property Service MIXC Benchmark Rating System Guidelines for the Handling of Request for Repair /Complaints from Customers Guidelines on Customer Data Management Guidelines on Customer Property Management Management Handbook of CR Mixc Lifestyle on High-End Customer Services for Commercial Projects (V1.0) Regulations of CR Land on the Operating Process of Commercial Properties Complaint Management Regulations of Property Service Head Office Technical Regulations of Property Service Head Office on Office Network Construction Management Regulations of Property Service Head Office on Office Network Construction Guidelines on Integrated Customer Service Data Processing Regulations of Commercial Management Service Business Division on the Administration of Tenants with Prepaid Cards for Commercial Projects Regulations of CR Land on the Operating Process of Commercial Properties (Promotion Volume) Manual for Early Intervention of Consulting Services and Products Working Guide on Residence Information Release Guidelines on Office Conference Services Implementation Guidelines on Preparation and Organization of Property Services for Large-scale Sports Events CR Mixc Lifestyle Complaint Handling Guidelines for Residential Property Customers CR Mixc Lifestyle Complaint Handling Guidelines for Office Building Customers CR Mixc Lifestyle Customer Relationship Maintenance Guidelines for Public Venue Projects CR Mixc Lifestyle Customer Relationship Management Guidelines for Industry Park Property Management CR Mixc Lifestyle Public Relationship Building Guidelines for Parks and River Courses
B7. Anti-corruption	Company Law of the People’s Republic of China Anti-money Laundering Law of the People’ s Republic of China	Integrity Governance Work Instructions Honest Cooperation Standards Sunshine Declaration China Resources Group Code of Business Conduct CR Land Integrity Standards Integrity Agreement of CR Land with Partners
B8. Community Investment	Charity Law of the People’s Republic of China Law of the People’ s Republic of China on Donations to Public Welfare	-



Corporate Honours

Name of Awards and Titles	Issuer	Time
No. 1 among Top 10 Property Service Enterprises in Terms of Multiple Type Operational Services in China in 2021	Guandian Index Academy	March 2021
No.3 among Listed Property Service Enterprises in China in Terms of Capital Market Performance in 2021	Guandian Index Academy	March 2021
No.3 among Property Service Enterprises in China in Terms of Innovation Ability in 2021	Guandian Index Academy	March 2021
No.1 among Most Influential Commercial Real Estate Enterprises in 2020	Van Sound Club	April 2021
2021 Top 100 Property Service Enterprises in China	China Index Academy	April 2021
Top 10 among Top 100 China Property Management Companies in Terms of Business Performance in 2021	China Index Academy	April 2021
Top 10 among Top 100 China Property Management Companies in Terms of Business Scale in 2021	China Index Academy	April 2021
2021 Exceptional China Commercial Property Management Companies	China Index Academy	April 2021
2021 Top 10 China Property Service Enterprises in Major Cities in Terms of Comprehensive Strengths	China Index Academy	April 2021
2021 Enterprise with Corporate Social Responsibility in the PRC Property Management Service Industry	China Index Academy	April 2021
No. 7 among Top 10 Listed Property Service Companies in China in 2021	E-House Real Estate Research Institute	May 2021
Top 8 Property Service Enterprises in Terms of Comprehensive Strengths	China Property Management Research Institution	September 2021
Leading Enterprises in Urban Services in PRC Property Industry	China Property Management Research Institution	September 2021
Leading Companies of China in Commercial Property Service	China Property Management Research Institution	September 2021
No.1 among Top 100 Commercial Property Enterprises with Outstanding Performance	Guandian	November 2021
2021 Leading Enterprise in the Property Management Market in the Guangdong-Hong Kong-Macao Greater Bay Area	China Index Academy	December 2021
Top 5 in Terms of Service Ability in the Guangdong-Hong Kong-Macao Greater Bay Area	China Property Management Research Institution	December 2021
Top 5 Property Management Enterprises in the Guangdong-Hong Kong-Macao Greater Bay Area	China Property Management Research Institution	December 2021
Top 100 Property Enterprises in the Guangdong-Hong Kong-Macao Greater Bay Area	China Property Management Research Institution	December 2021
Top 5 in Terms of Office Property Service Ability in the Guangdong-Hong Kong-Macao Greater Bay Area	China Property Management Research Institution	December 2021

ESG Indicator Data List<sup>1</sup>

ESG Indicator	Unit	Data in 2021	Data in 2020
A.Environment <sup>2</sup>			
A1. Emissions			
A1.2 Greenhouse gas (GHG) emissions and intensity <sup>3</sup>			
Carbon dioxide emissions	Ton	448,564.31	525,345.92
Direct carbon dioxide emissions (Scope 1)	Ton	16,548.01	12,478.92
Indirect carbon dioxide emissions (Scope 2)	Ton	432,015.30	512,867.00
Carbon dioxide emission per RMB10,000 of revenue	Ton/RMB10,000	0.2405	0.7750
A1.3 Total hazardous wastes produced and intensity <sup>4</sup>			
Waste fluorescent tubes	Piece	47,745	109,985
Waste oil residue	Ton	4.44	8.36
Used battery	Kg	23.38	184.82
Waste toner cartridge	Cartridge	794	1,066
Waste cartridge	Cartridge	716	2,119
Paint bucket	Bucket	1,546	2,056
A1.4 Non-hazardous wastes produced and intensity <sup>4</sup>			
Total non-hazardous wastes	Ton	465.75	1,115.43
Construction waste	Ton	23.60	92.20
Gardening waste	Ton	49.20	69.15
Kitchen waste	Ton	375.90	901.94
Waste paper	Ton	17.05	52.14
A1.6 How hazardous and non-hazardous wastes are reduced and results achieved			
Recycled paper	Ton	6.90	13.47
Recycled battery	Kg	2.36	1714
A2. Use of Resources			
A2.1 Energy consumption and intensity			
Total energy consumption <sup>5</sup>	10,000 tons of standard coal	8.9996	7.6756
Total electricity	10,000 kWh	64,347.48	56,452.12
Gasoline	Ton	19.06	18.03
Diesel oil	Ton	91.09	59.61
Natural gas	10,000 standard cubic meters	752.13	565.93
Total energy consumption per RMB10,000 of revenue	Ton of standard coal/RMB10,000	0.0501	0.1132
A2.2 Water consumption in total and intensity			
Total water consumption	Ton	12,644,142.00	15,687,125.00
Water consumption per RMB10,000 of revenue	Ton/RMB10,000	6.78	23.14
Waste water discharge	Cubic meter	1,393,969.70	1,542,488.50



ESG Indicator		Unit	Data in 2021	Data in 2020
B.Social	B1. Employment			
B1.1	Number of employees by gender, employment type, age group and geographical region			
Headcount		Person	28,654	27,077
Gender	Male	Person	19,410	18,475
	Female	Person	9,244	8,602
Employment type	Full-time	Person	28,654	27,077
	Part-time	Person	0	0
Post level	Senior management	Person	6	6
	Middle management	Person	1,973	2,166
	General staff	Person	26,675	24,905
Education background	Postgraduate and above	Person	653	662
	Undergraduate	Person	4,993	4,489
	Junior college graduate	Person	8,218	7,562
	High school graduate or below	Person	14,790	14,364
Age	Under 30	Person	9,572	9,538
	30-50	Person	17,379	16,043
	Above 51	Person	1,703	1,496
Region	Employees in the Chinese Mainland	Person	28,649	27,072
	Employees in Hong Kong, Macao and Taiwan	Person	5	5
	Overseas employees	Person	0	0
B1.2	Employee turnover rate by gender, age group and geographical region			
Total employee turnover rate		%	28.94	34.93
Gender	Male	%	29.02	34.94
	Female	%	28.76	34.91
Age	Under 30	%	34.89	45.65
	30-50	%	24.91	28.90
	Above 51	%	23.39	21.79
Region	Employees in the Chinese Mainland	%	28.94	34.93
	Employees in Hong Kong, Macao and Taiwan	%	0	0
	Overseas employees	%	0	0
B2.Health and Safety				
B2.1	Number and rate of work-related fatalities <sup>6</sup>			
Fatalities		Person	0	0
Fatality rate per 1,000 employees		%	0	0

ESG Indicator		Unit	Data in 2021	Data in 2020
B2.2	Lost days due to work injury			
Number of work injuries		Case	0	0
Total lost days due to work injury		Day	0	0
B3. Development and Training				
B3.1	The percentage of employees trained by gender and employee category			
Gender	Male	%	100	100
	Female	%	100	100
Employee category	Management	%	100	100
	General staff	%	100	100
B3.2	The average training hours completed per employee by gender and employee category			
Gender	Male	Hour	43.27	42.64
	Female	Hour	43.56	41.10
Employee category	Management	Hour	39.38	34.24
	General staff	Hour	43.66	41.64
B5. Supply Chain Management				
B5.1	Number of suppliers by geographical region			
Total suppliers		Supplier	16,299	10,408
Number of suppliers in the Chinese Mainland		Supplier	16,295	10,200
Number of suppliers in Hong Kong, Macao and Taiwan		Supplier	2	136
Number of overseas suppliers		Supplier	2	72
B6.Product Responsibility				
B6.2	Number of products and service related complaints received			
Total complaints		Case	30,165	27,070
B7. Anti-corruption				
B7.1	Number of legal cases regarding corrupt practices			
Number of filed and concluded legal cases regarding corrupt practices		Case	0	0
B7.3	Anti-corruption training provided to directors and staff			
Total anti-corruption training hours of the board of directors		Hour	18	20
Total number of employees receiving anti-corruption training		Person-time	66,162	57,000
Total anti-corruption training hours of employees		Hour	101,599	114,000
B8. Community Investment				
B8.2	Resources contributed to the focus area			
Number of volunteers		Person-time	4,735	4,481
Volunteering hours of employees		Hour	8,900	7,016

CASS-CSR4.0 Indicator Data List

CASS-CSR4.0 Indicator	Unit	Data in 2021	Data in 2020
Responsibilities for shareholders			
Revenue	RMB100 million	88.75	67.79
Total profit	RMB100 million	23.37	11.35
Net profit	RMB100 million	17.26	8.18
Net profit attributable to the owners of the parent company	RMB100 million	17.25	8.18
Total assets	RMB100 million	215.92	190.76
Net asset	RMB100 million	138.89	124.63
Return on net assets	%	12.43	6.56
Return on total assets	%	11.86	9.22
Preservation and appreciation ratio of state-owned assets	%	111.43	1,208.15
Ratio of profits to cost	%	32.95	19.31
Total investment in fixed assets	RMB100 million	5.27	2.60
Assets liabilities ratio	%	35.67	34.67
Retail sales	RMB100 million	1,189	827
Number of cities covered	City	100	69
GFA of residential and commercial property under property management	1 Million square meters	164.80	118.60
GFA of shopping malls and office buildings providing commercial cloud service	1 Million square meters	17.20	7.60
Number of residential projects under management	Project	754	553
Number of opened shopping malls for commercial operation and sublease	Mall	71	59
Number of opened office buildings providing commercial operation service	Building	25	23
Number of corruption incidents	Case	0	0
Number of publicity events of integrity culture	Case	830	7
Customer responsibility			
R&D investment	RMB10,000	10,054.57	2,275.05
Number of R&D staff	Person	110	111
Number of new patents	Person	0	2
Pilot smart community	Community	46	43
Major innovation awards	Award	0	0
Expenditure of industry-university-research cooperation	RMB10,000	0	0
Customer satisfaction for residential buildings	Point	86.30	88.00
Office customer satisfaction	Point	99.30	98.85
Tenant satisfaction for shopping malls	Point	98.90	98.70
Consumer satisfaction for shopping malls	Point	98.70	97.30
Number of customer complaints	Case	30,165	27,070
Customer complaint handling rate	%	100	99.94
Customer complaint handling satisfaction for residential buildings	%	66	65.34
Consumer complaint handling satisfaction for shopping malls	Point	97.10	96.10
Partner responsibility			
Contact performance rate	%	100	99.70
Number of strategic cooperation agreements signed	Agreement	5	0
Number of potential suppliers rejected due to non-complaint social responsibility	Supplier	22	30
Number of suppliers reviewed in the reporting period	Supplier	9,780	1,561

CASS-CSR4.0 Indicator	Unit	Data in 2021	Data in 2020
Number of suppliers suspended for cooperation due to non-complaint social responsibility	Supplier	0	30
Number of social responsibility training to suppliers	Session	399	1,430
Responsible procurement ratio	%	100	98.30
Percentage of suppliers passing quality, environment and occupational health and safety system certification	%	100	52
Number of international, national or industrial Standards formed through participation	Standard	3	0
Responsibilities for the government			
Number of compliance training	Session	58	228
Total tax paid	RMB100 million	6.10	5.03
Number of new employees	Person	8,463	8,553
Number of fresh graduates recruited	Person	624	131
Responsibilities for the employees			
Total employees	Person	28,654	27,077
Labor contract signing rate	%	100	100
Percentage of females in management	%	37.07	36.90
Number of disabled persons employed	Person	33	24
Days of paid leave per year per employee	Day	7.80	5.52
Average wage level of employees	RMB10,000	11.08	10.90
Social insurance coverage rate	%	100	100
Physical examination coverage rate	%	100	100
Employee training coverage rate	%	100	100
Training investment per employee	RMB/person	412.27	138.42
Training hours per employee	Hour	43.37	42.14
Total employee training investment	RMB10,000/year	1,205.98	374.80
Employee turnover rate	%	28.94	34.93
Safe production			
Number of full-time safety officers	Person	235	229
Number of registered safety engineers	Person	97	90
Number of safety training	Person-time	406,592	182,663
Safety training coverage rate	%	100	100
Number of safety drills	Drill	4,196	1,507
Safety production investment	RMB10,000	10,040.60	4,517.48
Number of general or above accidents	Case	0	0
Accident fatalities	Person	0	0
Injury rate per 1,000 employees	%	0	0
Fatality rate per 1,000 employees due to fire hazard	%	0	0
Economic loss rate per RMB1 million revenue	%	0	0
Fatality rate per RMB1 million revenue	%	0	0
Severe injuries due to stampede in commercial buildings	Case	0	0
Responsibilities for the community			
Proportion of local employment	%	51.24	43.82
Localized procurement ratio	%	95.10	91.32
Number of volunteers	Person	4,557	2,209



CASS-CSR4.0 Indicator Data List

CASS-CSR4.0 Indicator	Unit	Data in 2021	Data in 2020
Responsibilities for the community			
Total hours of volunteering service	Hour	8,900	7,016
Green management			
Number of training and education for environment protection	Session	580	912
Total environmental investment	RMB10,000	755.06	486.83
Carbon dioxide emission	Ton	448,564.31	525,345.92
Carbon intensity	Ton/RMB10,000 operating income	0.2405	0.7750
Proportion of non-fossil energy	%	0.006	0.008
Green production			
Total GFA of certified green buildings	10,000 square meters	385	134.92
Expenditure amount of green procurement	RMB10,000	71.71	128.85
Total energy consumption	10,000 tons of standard coal	8.9996	7.6756
Comprehensive energy consumption/RMB10,000 operating income	Ton of standard coal	0.0501	0.1132
Energy saved	10,000 tons of standard coal	0.0766	0.0449
Use of solar power	kWh	30,235	43,553
Annual water consumption	Ton	12,644,142	15,687,125
Water consumption density	Ton/RMB10,000 operating income	14.25	23.14
Sulphur dioxide emission	Ton	0	0
Ammonia nitrogen emission	Ton	0	0
Waste water discharge	Ton	1,393,969.70	1,542,488.50
COD emission	Ton	0	0
Waste emission	Ton	195.30	275.35
Comprehensive energy consumption/RMB10,000 added value	10,000 tons of standard coal	0.0820	0.1388
Investment in energy conservation technological upgrades	RMB10,000	899.68	467.96
Energy saved through technology	10,000 tons of standard coal	0.0716	0.2465
Green operation			
Amount of recycled papers	Ton	6.90	13.47
Use of packing materials	Ton	0	0
Energy saved in offices	kWh	9,600	6,369

- Notes:
- Unless otherwise specified, the data coverage of this report is consistent with the 2021 annual financial report of CR Mixc Lifestyle. Carbon dioxide emissions /RMB10,000 operating income, comprehensive energy consumption/RMB10,000 operating income and water consumption /RMB10,000 operating income are derived from operating income data calculation in the EHS system of CR Group.
  - The statistical scope of environmental Indicator: (1) Office and public areas of shopping malls in operation nationwide. (2) Office and public areas of national residential properties. (3) Office and public areas of office buildings under management nationwide.
  - In the calculation of GHG emissions for 2021, the Baseline Emission Factors for China Regional Grid in 2012, released by the National Development and Reform Commission in 2012, is adopted for the electric emission factor, whereas in the calculation of GHG emissions for 2020, the Baseline Emission Factors for China Regional Grid in 2017 Emission Reduction Program is adopted. Therefore, the GHG emissions for 2021 were reduced.
  - CR Mixc Lifestyle is dedicated to reducing the wastes it generates. In 2021, it started the LED renovation project, promoted the "paperless" automatization, and standardized the procedures of applying for getting office supplies such as batteries, etc. Therefore, the total hazardous and non-hazardous wastes in 2021 reduced on the whole as compared with that in 2020.
  - In the calculation of energy consumption, General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2008) is adopted.
  - CR Mixc Lifestyle was founded in 2020, so the indicator data “B2.1 Number and rate of work-related fatalities” covers only two years.

ESG and CASS-CSR4.0 Guide Content Index

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7. According to Appendix II: Reporting Guidance on Environmental KPIs of How to Prepare an ESG Report, “A1.1 Emissions and Related Emission Data” is the key performance indicator related to air pollution in the place where the issuer operates, mainly including nitrogen oxides, sulphur oxides and other pollutants regulated by national laws and regulations. As the impact of the business operation process of CR Mixc Lifestyle on air is minimal, the materiality issues were identified as “not applicable” indicators.
8. As the business operation of CR Mixc Lifestyle does not involve packaging materials, “A2.5 Total packaging material used for finished products (int tonnes) and, if applicable, with reference to per unit produced” was identified as “not applicable” indicator.
9. As the business operation of CR Mixc Lifestyle does not involve product recall, “A6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons” was identified as “not applicable” indicator.



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Comments and Feedback

Dear readers,

Thank you for taking the time to read the Sustainability Report 2021 of CR Mixc Lifestyle! This report is the second report released by CR Mixc Lifestyle. In order to continuously improve the level of preparing the sustainability report and increasingly enhance the company’ s ability to fulfil its social responsibilities, we would like very much to hear your comments and sugges-tions. Please assist in answering the relevant questions in the feedback form, and give us your feedback in the way below:

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Your comments on this report: (Please tick √ where appropriate)

	Very good	Good	General	Bad	Unknown
Please make a comment on the extent to which this report reflects the significant impact of CR Mixc Lifestyle on economy, society and environment					
Please make a comment on the response and disclosure made in the report to and of the stakeholder’ s concerns					
Please make a comment on the clarity, accuracy and completeness of the information, Indicator and data disclosed in the report					
Please make a comment on the readability of the report					
Please make a comprehensive comment on the Sustainability Report 2021 of CR Mixc Lifestyle					

What’ s your suggestion for the sustainable development of CR Mixc Lifestyle?

What shortcomings do you think exist in this report?

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