

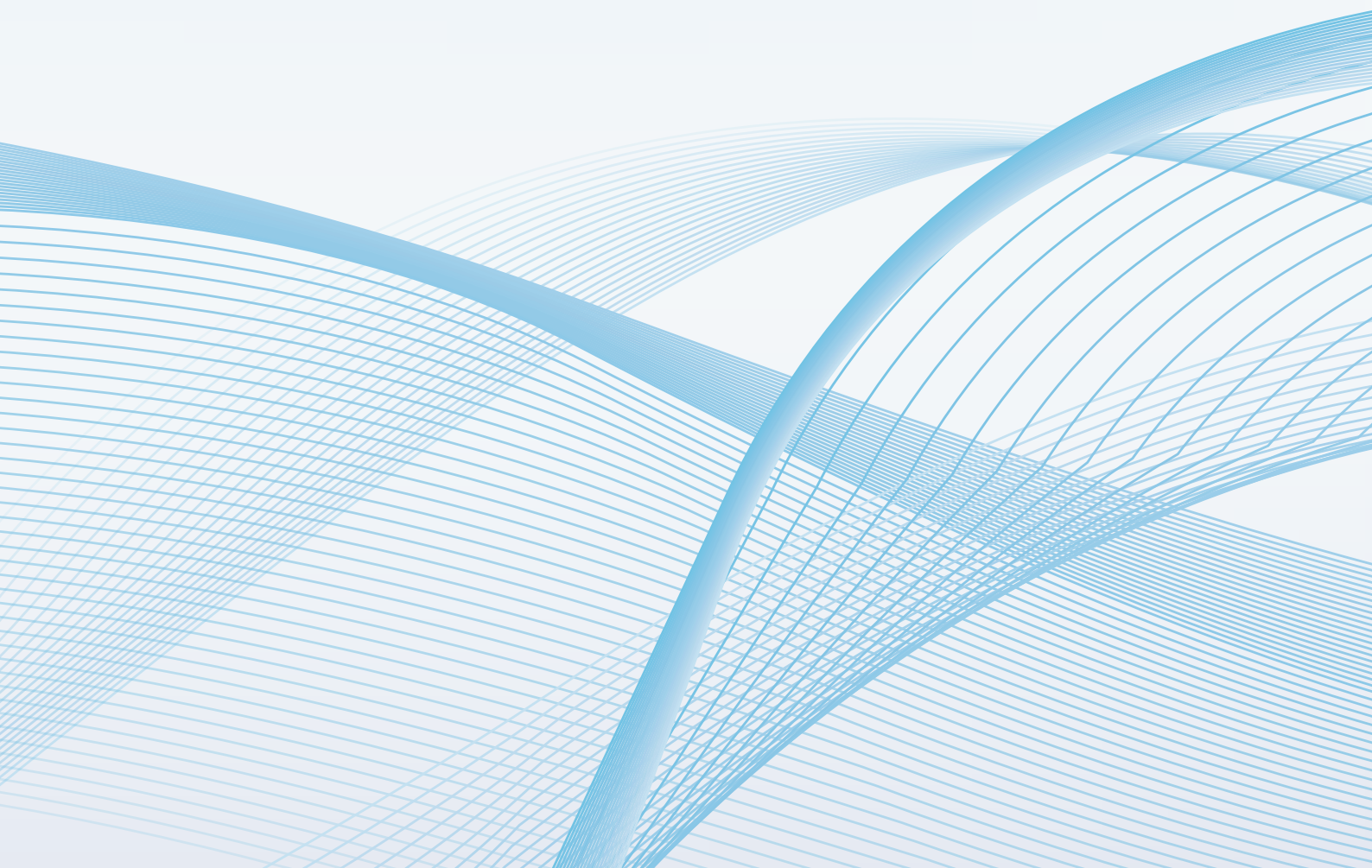
Evergrande Property Services Group Limited

恒大物業集團有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 6666

**2023
Environmental, Social, and
Governance Report**







CONTENTS

I. ADDRESS FROM CHAIRMAN	2	SCHEDULE I. SOCIAL HONOURS	98
II. ABOUT THIS REPORT	4	SCHEDULE II. OVERVIEW OF ESG KEY PERFORMANCE INDICATORS FOR 2023	100
III. ABOUT EVERGRANDE PROPERTY SERVICES GROUP	7	SCHEDULE III: PARTICIPATED INDUSTRY ASSOCIATIONS	105
IV. COMMITMENT TO SUSTAINABLE DEVELOPMENT	9	SCHEDULE IV. LIST OF MAJOR ESG POLICIES, LAWS AND REGULATIONS	107
V. GOVERNANCE FOR SUSTAINABLE DEVELOPMENT	13	SCHEDULE V. COMPARISON TABLE OF THE SEHK ESG REPORTING GUIDE	111
VI. STAKEHOLDER ENGAGEMENT MECHANISM	15	SCHEDULE VI. INDEX TO GLOBAL REPORTING INITIATIVE (GRI) SUSTAINABLE DEVELOPMENT REPORT CORE OPTIONS CONTENT	116
VII. MATERIALITY ASSESSMENT	17		
VIII. COMPLIANCE GOVERNANCE, INTEGRITY AND HONESTY	19		
IX. FOCUS ON SERVICE, GREEN SUPPLY	25		
X. LOW CARBON ENVIRONMENTAL PROTECTION, CARE FOR THE ENVIRONMENT	52		
XI. PEOPLE-ORIENTED, MOVE FORWARD TOGETHER	73		
XII. COMMITMENT TO PUBLIC WELFARE, GIVE BACK TO SOCIETY	91		
XIII. LOOKING TO THE FUTURE	97		

I. Address from Chairman

On behalf of Evergrande Property Services Group, I am pleased to present the Group's ESG Report for 2023, reporting to everyone on the Group's sustainable development governance initiatives and practical achievements. Since its establishment in 1997, the Group has always adhered to the service concept of "conscientious services and heartfelt companionship", insisted on "standardized operation, professional services and market-oriented development", and taken high quality and sustainability as the guideline for business development to actively create a better life environment and living experience for our customers.

In 2023, the Group proactively responded to the changes in the property industry, by halting blindly pursuing rapid expansion in scale and bidding farewell to reckless growth, and starting to pursue sustainable development with high quality, well quality and good benefits, and actively promoting the risk transformation and the opportunity seizure related to the ESG. The Group has actively responded to the United Nations Sustainable Development Goals (SDGs) and has selected 9 out of the 17 SDGs that are the most relevant to its own operations and incorporated them into the Group's operational strategies and practical actions, and will further optimize its strategies and actions in the future in order to live up to our commitment to sustainable development.

The Group has always adhered to the service concept of "conscientious services and heartfelt companionship", and is committed to providing diversified services to customers and building a people-oriented and livable community, with the needs of property owners as the guide and satisfaction of property owner as the goal. During the year, the Group increased its investment in value-added services related to community life, and continued to explore a variety of value-added services such as community group purchasing, convenient housekeeping, asset management, etc., to enhance the satisfaction of community residents and customer loyalty, and to steadily build a 15-minute convenient life circle. In addition, the Group also actively carried out a series of community cultural activities covering a wide range of aspects such as life, art, education, sports, social life and culture, so as to extend the concept of sustainable development to every Evergrande community and create "happy neighbourhoods" with warmth.

The Group has continued to adhere to the strategy and policy of "green operation, environmental protection" and actively responded to the national goal of "carbon peak and carbon neutral" by promoting green operation at all levels and in all aspects of business operations and practising environmental protection concepts. During the year, the Group continued to achieve our greenhouse gas emission goals, energy efficiency goals, waste minimization goals and water efficiency goals through a series of energy saving and consumption reduction measures while ensuring service quality. Meanwhile, the Group actively practised the green and low-carbon environmental protection concept by rolling out healthy and green environmental protection activities, guiding the community residents to take the initiative to participate in environmental protection actions, guarding the beautiful environment, creating a green future together, and contributing to the cause of environmental protection.



The Group has always adhered to the concept of “talent is the principal resource” and continuously improving the whole chain of work operation mechanism for the cultivation, introduction, utilization, evaluation and motivation of talents, due to the strategic needs. Adhering to the principle of putting the rights and interests of staff first, the Group provides staff with a well-established, safe and healthy working environment. During the year, the Company continued to improve the talent cultivation and incentive mechanism, continuously increased the care and support for frontline staff, encouraged staff to put forward constructive suggestions to continuously improve the level of property management services, stimulated the potential and creativity of staff, helped staff find their own space for growth, enhanced the sense of belonging to the enterprise and loyalty of staff, and ensured that the excellent talent team served as the support for business development to ensure the high-quality service output and sustainable development of the enterprise.

The Group has always adhered to the corporate concept of “giving back to the society and creating value together”, always paying attention to society and people’s livelihood, taking social responsibility, participating in community building with practical actions and injecting positive energy into the community. During the year, the Group increased its investment in a series of humanistic activities such as the Friends and Neighbours Festival, including “Pleasure & Sports (悦動)”, “ Young Flowers(花young)”, “Filial Affection(孝悌)” and “ Warm Winter (暖冬) “, to strengthen the close relationships between the property, the community and the customers, to enhance the trust and satisfaction of the customers towards the Group, and to achieve the harmonious integration between the enterprise and the community. In addition, we take the initiative to assume social responsibility and write our commitment with actions, actively carrying out a number of social welfare activities such as supporting the military and family (擁軍優屬), assisting farmers, solving employment problems, rescuing and providing disaster relief (救援賑災), caring for the elderly, and providing convenient services to the public, etc., which had won us extensive praise from various levels of governments and property owners.

Looking ahead, the Group will continue to fulfil the corporate social responsibilities, care for our staff, give back to the society, and work with our stakeholders to create a prosperous and sustainable future based on our high quality of service and the concept of sustainable development.

II. About this Report

Purpose of reporting

Evergrande Property Services Group Limited together with its subsidiaries (hereinafter referred to as “Evergrande Property Services Group”, “Property Services Group”, the “Group” or “we”) are pleased to release the Environmental, Social and Governance Report 2023 (hereinafter referred to as the “Report” or “ESG Report”). The purpose of the Report is to publicly and transparently disclose and demonstrate the Group’s progress and performance in the areas of ESG in 2023, to demonstrate to stakeholders the Group’s philosophy and performance in practicing sustainable development, to continue to improve our ESG performance.

Scope of reporting

The information contained in the Report covers the Group’s principal businesses, including property management services, community living services, asset management services and community operation services. The economic and social KPIs disclosed in the Report cover the headquarters, subsidiaries and regional companies, while the environmental KPIs only cover relevant data from the headquarters, subsidiaries and some regional companies¹. As the Group’s internal information collection mechanism continues to be improved, the Group will gradually expand the breadth and depth of disclosure. The Report covers the period from 1 January 2023 to 31 December 2023 (the “Reporting Period” or the “Year”), in line with the Group’s financial year, with some extensions where appropriate.

Reporting standards and reporting Principles

The Report has been prepared with reference to the Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) in Appendix C2 of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), with reference to the core options of the Global Reporting Initiative’s Sustainable Development Reporting Guide (the “GRI Code”) and the United Nations Sustainable Development Goals (the “SDGs”). In preparing the Report, we have outlined the Group’s performance on ESG during the year, based on the reporting principles of “materiality”, “quantitative”, “balance” and “consistency”. Please refer to the table below to understand the meaning of and our response to these reporting principles.

¹ The coverage of the Environmental Key Performance Indicators (EKPIs) for regional companies covers projects under management by regional companies that have provided property management services for one year or more in 2023.



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

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

Sources of information

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

Access to the report

The Report is prepared in both Chinese and English. In case of any discrepancy between the Chinese and English versions, the Chinese version shall prevail. You can visit the official website of the Group at <https://www.evergrandeservice.com> or the website of the Stock Exchange at <http://www.hkex.com.hk> for an electronic copy of the Report.



III. About Evergrande Property Services Group

Business Overview

Evergrande Property Services Group is one of the leading integrated service operators in the property management services industry in China, providing a full range of property management services since 1997 and was successfully listed on the Hong Kong Stock Exchange in 2020 under stock code 6666. HK. As of 31 December 2023, the Group had a total of 2,898 projects under management, covering 22 provinces, 4 autonomous regions, 5 municipalities and Hong Kong, with a total area under management of 532 million square metres and serving over 3.63 million households.

After 27 years of development and precipitation, the Group has over 90,000 staff and a highly qualified, highly educated and young middle management team with a bachelor's degree rate of over 90%, and continues to build a diversified work team, with a male-to-female ratio of 61:39 (2022: 64:36). Evergrande Property Services always adheres to the service concept of "conscientious services and heartfelt companionship", insists on "standardized operation, professional services, market-oriented development", and provides customers with high-quality property management services, community living services, asset management services and community operation services, and services cover residential properties, commercial office buildings, industrial parks, public construction and city services such as government buildings, high-speed railways, and airports. In 2023, we received more than 70 awards and honours in the industry, and continued to promote social welfare activities and actively participated in national and local industry associations to foster the quality development of the industry, thus gaining wide recognition for our contribution to the society.

Our services include:

Property management services

The Group offers a wide range of property management services to residents, property developers and tenants of non-residential properties. Our services include butler services, security services, cleaning and greening services, and repair and maintenance services.

Community living services

The Group has been focusing on the diversified needs of residents and has already made in-depth deployment in the core tracks of community group purchasing, domestic housekeeping service, home decoration and home furnishing services.

Asset management services

Leveraging on its natural advantage of property proximity services, the Group provides property owners with services such as car parking space leasing, housing rental and sale, and operation of sports, cultural and entertainment complexes.

Community operation services

The Group carries out media operation, venue leasing and other community operation services through the rational utilization of community resources.

Contact information

We welcome any comments and suggestions on this Report and other issues relating to the Group's sustainable development by contacting us at:

Email: IR@evergrandeservice.com

Address: 9/F, Guangzhou Evergrande Centre, No. 78 Huangpu Avenue West, Tianhe District, Guangzhou

Postcode: 510660

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



IV. Commitment to Sustainable Development

The United Nations Sustainable Development Goals

In 2015, the United Nations adopted a resolution and formulated 17 Sustainable Development Goals (SDGs), which call on all countries to develop their economies while promoting the well-being of their people and improving the world’s social, economic, and environmental development issues. These goals include eradicating poverty, tackling famine, achieving equality and combating climate change.

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

ESG Core Areas of Concern	Our Contribution and Measures	The United Nations Sustainable Development Goals
<p>Compliance Governance, Integrity and Honesty</p> 	<p>Promote a sunny and clean culture of practice and establish a transparent and unobstructed complaint mechanism to promote stable and sustainable development.</p> <ul style="list-style-type: none"> • Anti-corruption mechanism and supervision • Anti-corruption management measures • Anti-corruption training • Business ethics and integrity • Protection of Intellectual Property Rights 	

**Focus on
Service,
Green Supply**

Create inclusive, safe and happy homes for property owners, advocate healthy lifestyles and enhance the well-being of people of all ages.

- Adhere to service quality
- Create a diverse community
- Increase customer satisfaction
- Protect customers' rights and interests

We pursue mutual benefit and growth with our partners, improve the management mechanism of our partners and create a sustainable supply chain.

- Supply chain management
- Sustainable supply chain management



**Low Carbon
Environmental
Protection,
Care for the
Environment**

Vigorously develop green properties, actively explore energy saving and waste reduction measures, enhance climate change risk management capabilities, and contribute to the green development of society.

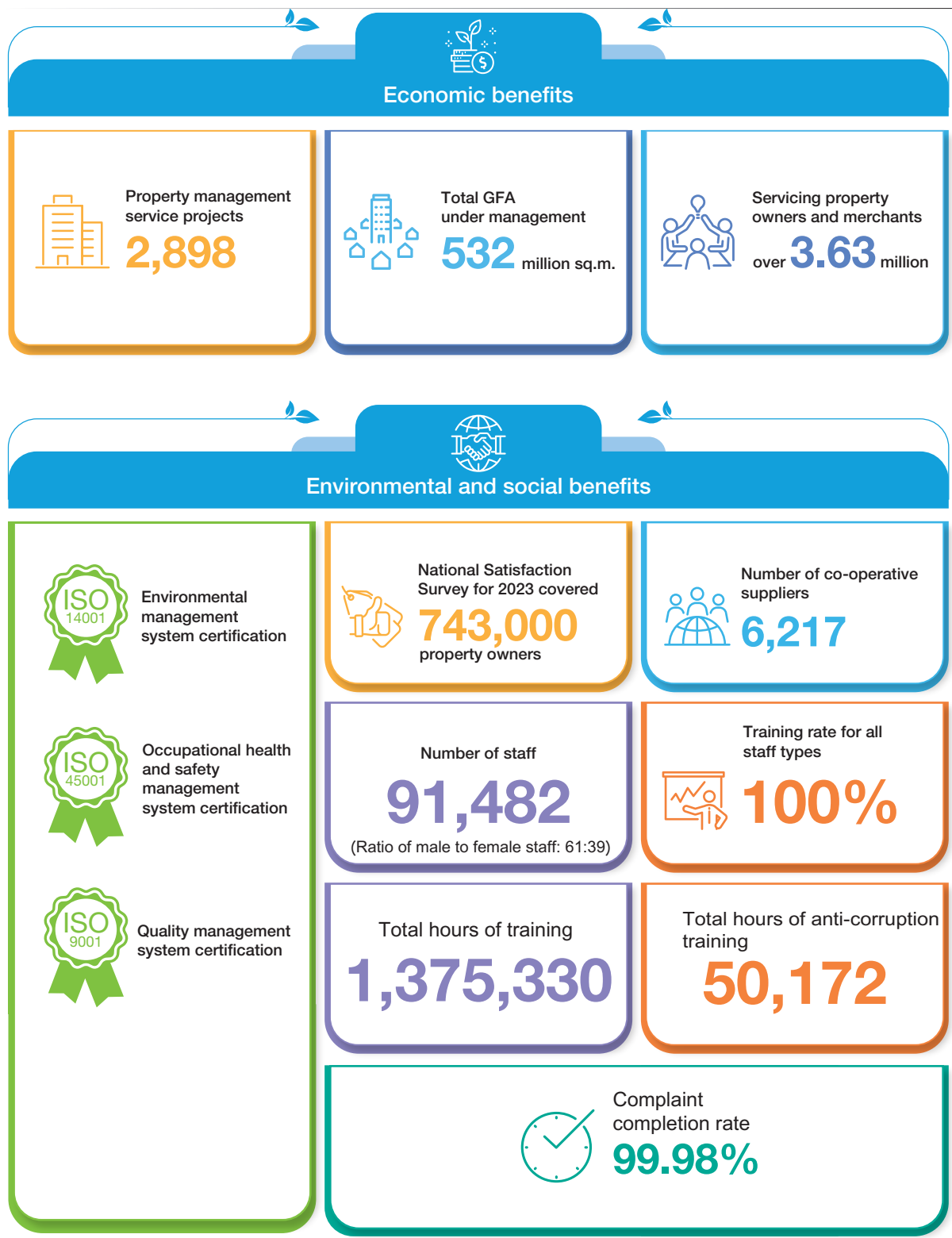
- Set environmental management goals
- Waste classification and recycling
- Promote energy and resource conservation
- Green office
- Climate change risk response





ESG Report Chapter	Our Contribution and Measures	The United Nations Sustainable Development Goals
<p>People-Oriented, Move Forward Together</p> 	<p>Advocate a diversified and equal corporate culture, attach great importance to occupational health and safety and create a people-oriented working environment.</p> <ul style="list-style-type: none">• Diversified talent absorption and retention• Protection of occupational health and safety• Robust staff training and development• Staff communication and care	  
<p>Commitment to Public Welfare, Give Back to Society</p> 	<p>Be enthusiastic about public welfare undertakings, create employment opportunities, strive to improve social welfare and promote social and economic growth.</p> <ul style="list-style-type: none">• Participate in precision poverty alleviation• Organize community benefit activities	  

Key Performance for Sustainable Development during the Year





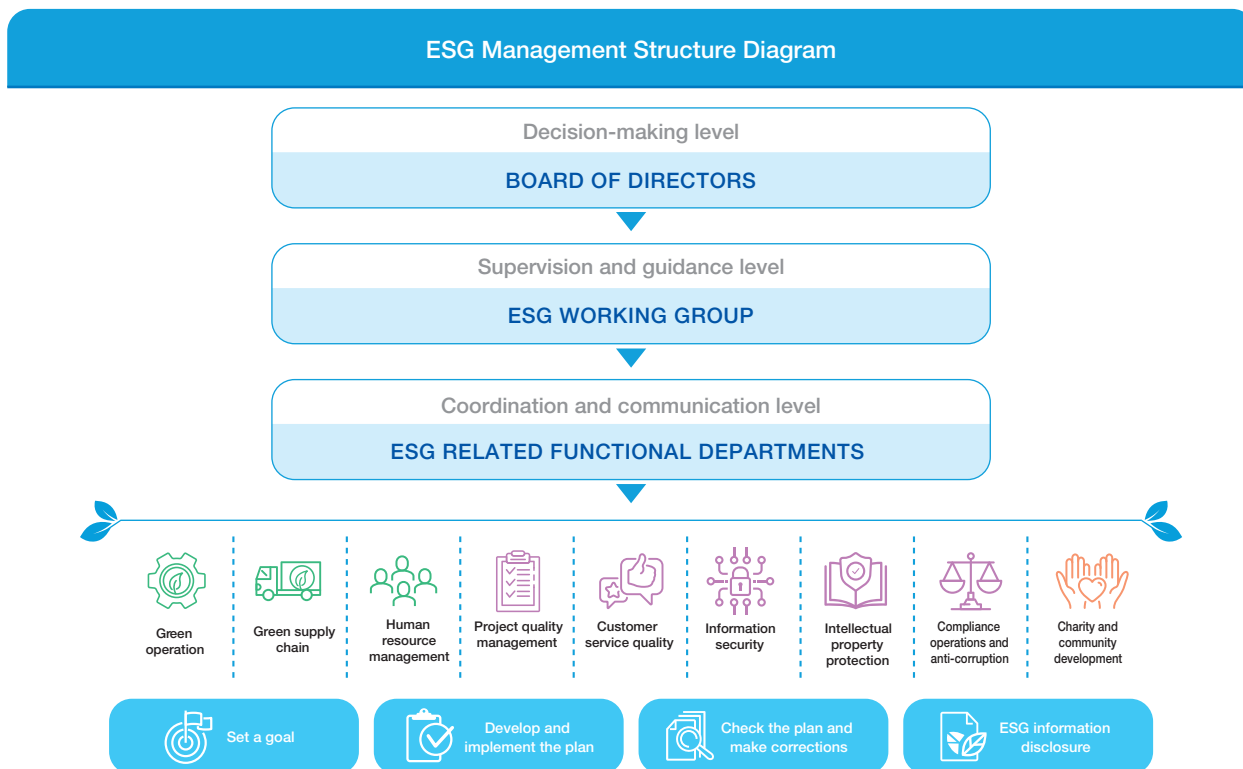
V. Governance for Sustainable Development

We understand the importance of fulfilling its corporate citizenship responsibilities to the sustainable development of the Group. The Group actively integrates the concept of sustainable development into its daily business and decision-making, maintains close ties with various stakeholders, continuously improves its corporate culture and jointly promotes the sustainable development of the enterprise.

Sustainable development governance structure

In 2020, the Group formally established an ESG framework to promote and implement its corporate sustainable development strategy. The Group's Board of Directors is fully responsible for leading the Group's ESG strategy and reporting, reviewing and formally approving the annual ESG report, and integrating the Group's business vision with sustainable development to fulfil its commitment to the environment and society; the Group's management plays a supervisory role in operation and implementation by setting up an ESG Working Group to be responsible for ESG risk management and internal control, co-ordinating the work and making recommendations for implementation in accordance with the ESG strategy, reporting ESG related risks to the Board of Directors, and co-ordinating with different departments to promote effective co-operation amongst them; the Group's functional departments are responsible for the specific implementation of the ESG strategy, and for the implementation of relevant policies and compliance with laws and regulations in the daily operation of their work.

The Group's ESG management structure is set out below:



ESG Working Group



In order to improve the Group's ESG data collection and analysis mechanism, and raise the awareness of ESG data management among the staff of the Group and regional companies, we specially invited a third-party professional institution to provide ESG-specific training for the Group's ESG Working Group and ESG data leaders from relevant functional departments of the Group, regional and project companies. The training has covered ESG compliance requirements, data collection and management and environmental target setting, etc. In addition, various functional departments of the Group and regional companies also focused on ESG issues in respect of service quality, employment management, anti-corruption and community benefit in daily business training, raising the cognition of ESG issues among personnel in various functional departments so that to strengthen the daily management and performance in ESG at all levels of the Group.








VI. Stakeholder Engagement Mechanism

The views and expectations of stakeholders can help the Group identify possible risks and opportunities in its business operations and are a critical consideration when the Group formulates its development strategy. In order to establish closer ties with stakeholders such as investors, shareholders, staff, customers, property owners, suppliers, co-operators, the government, the community and public welfare institutions, the Group has endeavoured to improve its engagement mechanism with various stakeholders and interviewed them through an online survey questionnaire and other means during the year, with a view to further understanding their expectations and requirements and achieving a win-win situation for all.

The following table summarises how the Group communicated with our stakeholders in 2023, their expectations and requirements, and our collation of and responses to the relevant issues:

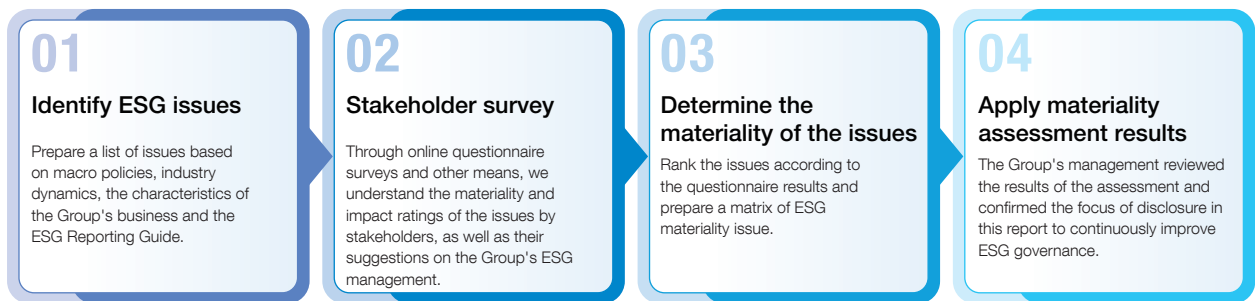
Stakeholder	Communication Methods/ Channels	Key Requirements/ Concerns	Our Action Plan
Investors/Shareholders 	General Meeting	Financial performance	Improve profitability
	The Group's official website and public information	Operational transparency	Convene general meetings
	Presentations/roadshows	Risk management	Daily information disclosure
	Contact phone/ email of investors	Investors' interests	Risk control management
Staff 	Employee research activities	Career development platform	Build talent training pipeline
	EMS system of the Group	Remuneration and benefits	Protect competitive salary and benefits
	Performance appraisal/ interview	Healthy and safe working environment	Improve health and safety management system
	Internal whistleblowing channels	Accept internal complaints/ whistleblowing	Create a clean working atmosphere
	Employee-caring activities	Listen to employees' feedback	Staff communication and establish a grievance mechanism

Stakeholder	Communication Methods/ Channels	Key Requirements/ Concerns	Our Action Plan
Customers/Property owners 	Official website of the Group and public information disclosure Customer visit/satisfaction survey 400 hotline Evergrande Smart Community APP	The quality of products purchased by customers The quality of customer service Customer privacy and security Protection of the rights and interests of customers	Protect service quality Comprehensive and caring services Protect customer privacy Compliant marketing
Suppliers/Partners 	Supplier skills exchange/training sessions Supplier recruitment inspection Regular inspection and evaluation of suppliers	Communication Integrity cooperation Business ethics and credit standing	Improve supplier cooperation mechanism Facilitate daily communication Build a responsible supply chain
Governments/Regulatory departments 	Reporting tax information Reporting information under regulatory requirements Inspection and visit	Operate in compliance with the law Tax payment in accordance with the laws Support local development	Operate in compliance with laws and regulations Pay taxes in full and on time Co-operate with the implementation of relevant policies
Local community/subdistrict offices 	Community activities Public information disclosure	Protect the community environment Promote community development	Practice green operation Promote community culture
Public welfare institutions/organizations 	Community activities News report	Support social welfare Promote social progress	Carry out public welfare projects Dedicate to charity

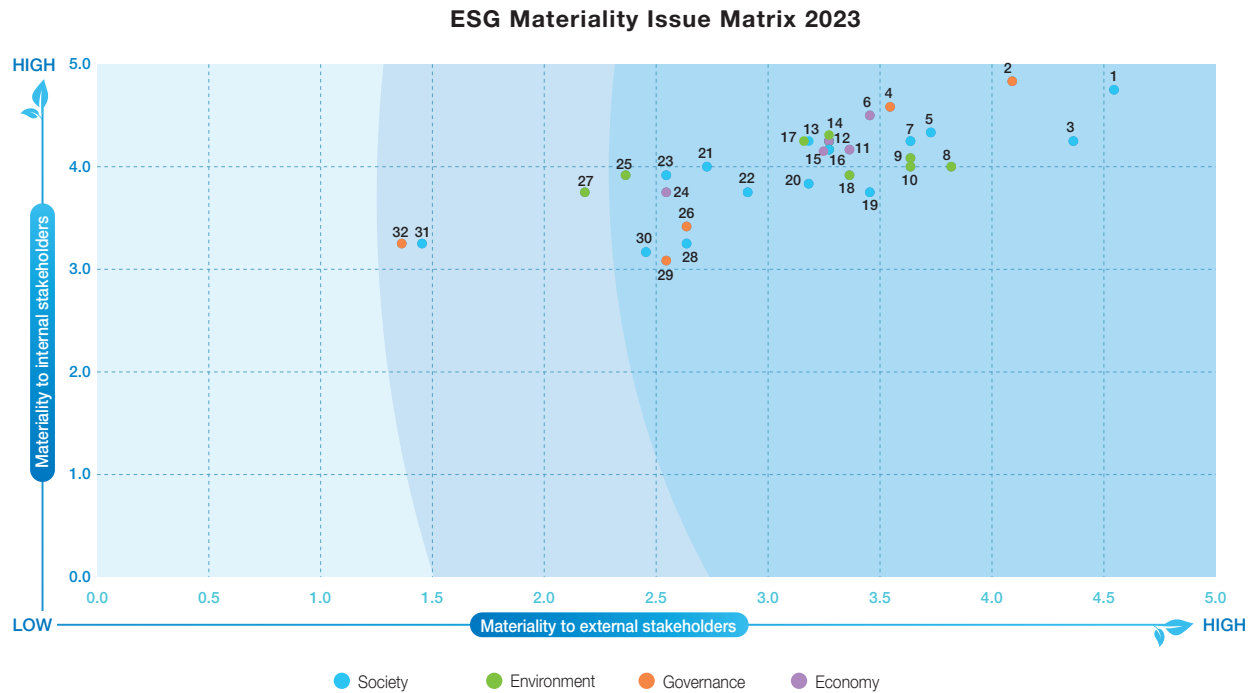


VII. Materiality Assessment

In 2023, Evergrande Property Services Group identified a total of 32 ESG and economic issues and invited stakeholders such as investors, shareholders, customers, property owners, suppliers, government and public welfare organizations to participate in an online questionnaire survey, in order to understand the concerns of each stakeholder on each ESG issue. We consolidated and analyzed the results of the questionnaire survey to rank the materiality and impact of each ESG issue to the Group and stakeholders, and formed a matrix of important ESG issues.



In 2023, the Group's ESG materiality matrix and issues are listed in the following order:



Materiality	No.	Issues	Scope of Issues
Very Material	1	Society	Development and training
Very Material	2	Governance	Disclosure of stakeholders' views and the Company's response
Very Material	3	Society	Service quality assurance
Very Material	4	Governance	Strengthen the focus on sustainable development and related work
Very Material	5	Society	Staff diversity and equal opportunities
Very Material	6	Economy	Procurement model
Very Material	7	Society	Intellectual property protection
Very Material	8	Environment	Air quality management and control
Very Material	9	Environment	Wastewater management
Very Material	10	Environment	General waste recycling and management
Very Material	11	Economy	Indirect economic benefits
Material	12	Economy	Direct economic benefits
Material	13	Society	Customer health and safety
Material	14	Environment	Energy use and conservation
Material	15	Economy	Anti-competitive behaviour
Material	16	Society	Charity and social services
Material	17	Environment	Supplier environmental assessment
Material	18	Environment	Climate change and greenhouse gas emissions
Material	19	Society	Compliance with socio-economic related laws and regulations
Material	20	Society	Labour remuneration and benefits
Material	21	Society	Social assessment of suppliers
Material	22	Society	Occupational health and safety
Material	23	Society	Anti-discrimination in the workplace
Material	24	Economy	Anti-corruption initiatives
Material	25	Environment	Compliance with environment-related laws and regulations
Material	26	Governance	Sustainability goals
Material	27	Environment	Water resource use and conservation
Material	28	Society	Information security and privacy protection
Material	29	Governance	Sustainable development framework
Material	30	Society	Labour standards
Material	31	Society	Brand promotion
Material	32	Governance	Ongoing communication channels with all stakeholders

VIII. Compliance Governance, Integrity and Honesty

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



Chapter Highlight:

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

Key Performance:

Trainings for anti-corruption of the Group:

40,703

Total hours of centralized trainings for anti-corruption:

50,172

Sustainable development goals of this chapter focus on:



Anti-corruption mechanism and supervision

Evergrande Property Services Group has strictly complied with the “Constitution of the People’s Republic of China”, the “Criminal Law of the People’s Republic of China”, the “Companies Law of the People’s Republic of China”, the “Anti-Improper Competition Law of the People’s Republic of China”, the “Anti-Money Laundering Law of the People’s Republic of China”, the “Law of the People’s Bank of China of the People’s Republic of China”, and “Provisional Provisions on the Prohibition of Commercial Bribery”. The Group has also complied with the relevant laws and regulations in relation to corruption, bribery, extortion, fraud, unfair competition and money laundering. The Group has also formulated a series of anti-corruption systems in accordance with the relevant laws and regulations, such as the “Staff Code of Conduct”, the “Cadres Codes 36”, the “Property Services Group Staff Reward and Punishment System” and the “Red and Yellow Lines for Property Services Group Staff Work Style Requirements” and other internal management systems, in order to explicitly regulate and constrain the ethical behaviours of its staff members and to establish the corresponding standards of penalties, so as to create a harmonious and clean working atmosphere, and to endeavour to promote the high quality development and compliant operation of the enterprise.

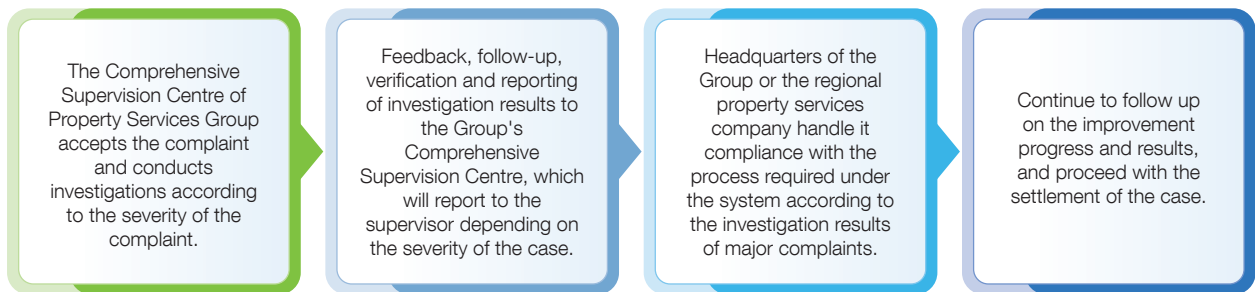
The Group’s Comprehensive Supervision Centre is responsible for the daily supervision of corruption within the Group and conducts quarterly “back-to-back” full-coverage supervision of the business of all the regional companies in China in respect of the projects under management. To ensure effective supervision, the Group has set up 10 local monitoring teams based on the distribution of projects across the country to conduct inspections of business in each region. These teams will regularly report the results of anti-corruption inspections to the Comprehensive Supervision Centre for review and monitoring by their business counterparts. At the same time, the Comprehensive Supervision Centre also organizes regular meetings to request feedback from the local monitoring teams on their work for the month or quarter. In 2023, the Group has conducted a corruption risk assessment for 25 operating segments, and the risk assessment has identified that there is no significant risk of corruption in these operating segments.



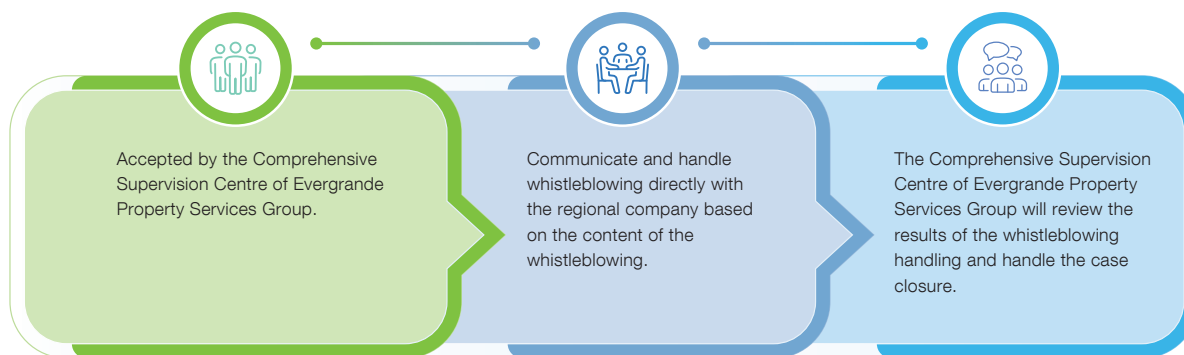
Anti-corruption management measures

To ensure the transparency of corporate governance and safeguard the interests of stakeholders, Evergrande Property Services Group has set up an internal whistleblowing channel. Complaints can be reported through various channels such as WeChat official account of Jinbi Property, Evergrande Smart Community APP, dedicated email boxes, internal whistleblowing and complaint channels of the property system and the 400 customer service hotline. The Group encourages its partners, including employees, customers and suppliers, to make anonymous or real-name whistleblowings on any violation of the Group's policies and any unethical and unfair treatment encountered. Upon receipt of a whistleblowing, the Group will accept the case in the first instance to ensure that all complaints are dealt with swiftly and fairly. If the case is substantiated, the Group will adopt a "zero-tolerance" attitude and deal with the whistleblowing case in a serious manner. The Group will also take disciplinary action or dismiss the staff involved and refer those suspected of committing a crime to the judicial authorities for action.

For major complaints on violations of the "Red and Yellow Lines for Property Services Group Staff Work Style Requirements" and relevant work discipline requirements, the handling process is as follows:



For whistleblowing on consultations or general violations of regulations and rules, the handling process is as follows:



During the whistleblowing processing, Evergrande Property Services Group strictly implements the principle of whistleblower protection, strictly prohibits the leakage of information about the whistleblower, the content of the whistleblowing and the progress of the investigation and other related information in the investigation process, and protects the legitimate rights and interests of the whistleblower from infringement. At the same time, the Group requires all regional companies and individuals not to retaliate against whistleblowers for any reason, and to respond to potential retaliation in advance.

Anti-corruption training

Evergrande Property Services Group actively builds an anti-corruption culture and attaches importance to the promotion of anti-corruption among its staff. The Group has regularly launched integrity education and training for directors and staff at all levels, including organizing thematic meetings, watching integrity warning films and other forms of training activities, in order to raise the awareness of directors and staff at all levels of anti-corruption behaviour and strengthen their judgemental ability in respect of corrupt practices. Through various types of anti-corruption training and education, the Group guides its staff at all levels to “establish integrity, uphold principles, abide by discipline and resist corruption”, so as to build up a team of staff with strict discipline and a strong work ethic. In 2023, the Group organized 40,703 anti-corruption trainings, with a cumulative total of 50,172 hours.



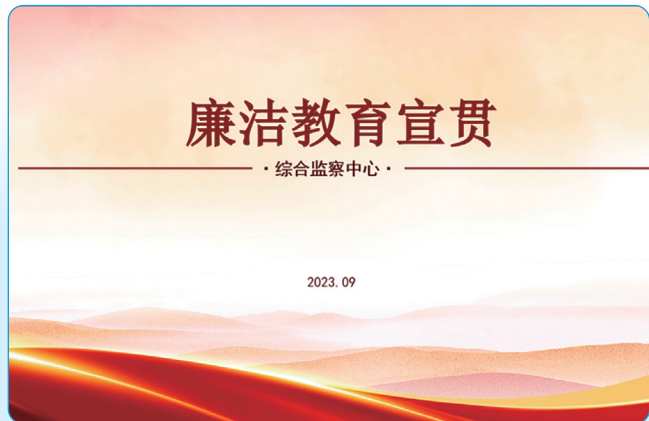
CASE



Commencement of anti-corruption training for new recruits

In order to help new recruits of management trainees develop a correct concept of professional ethics, understand the Company's integrity management requirements and enhance their awareness of resisting corruption and dishonest behaviour, the Group's Personnel and Administration Centre invited all management trainees of 2023 to participate in the training on the "Red and Yellow Lines for Property Group

Staff Work Style Requirements" in September 2023. During the training process, the instructors from the Group's Comprehensive Supervision Centre helped the management trainees to deeply understand the Company's culture of integrity and establish correct values and work style by interpreting the system requirements, explaining the cases, randomly checking the learning results of the trainees after the training, etc.



Business ethics and honesty

Evergrande Property Services Group attaches great importance to honesty and compliance and believes that upholding the highest standards of honesty is the foundation of good governance. The Group signs the “Proposal for Integrity Practices” and the “Commitment to Clean and Honest Practices” with all staff to ensure that they are aware of the Group’s ethical honesty and anti-corruption policy and strictly comply with the them, with a view to promoting a culture of integrity and honesty, preventing all types of conflicts of interest and misconduct such as corruption, bribery, extortion, fraud and money laundering. The Group also conducts business ethics awareness and training through various channels, including but not limited to the Group meetings, induction training and promotion reviews, to help staff enhance their ethical awareness and adhere to ethical principles.

Protection of intellectual property rights

Evergrande Property Services Group attaches great importance to the protection of intellectual property rights and regulates its staff not to make unauthorized use or disclosure of the patents and trademarks of the Group and its customers. At the same time, the Group fully respects the intellectual property rights of its partners, strictly complies with the scope of licensing and assists its partners in resisting infringement of intellectual property rights. Evergrande Property Services Group strictly complies with the “Law of the People’s Republic of China on Liability for Copyright Infringement”, the “Copyright Law of the People’s Republic of China”, the “Patent Law of the People’s Republic of China”, the “Trademark Law of the People’s Republic of China” and other regulations and standard documents, and has formulated and implemented the “Property Services Group’s Intellectual Property Rights Assessment Management Measures” and other systems internally, so as to provide protection for the Group’s own research and development technology and business and protect its own legitimate rights and interests. In addition, the Group conducts regular training on intellectual property rights for the relevant staff of each department to enhance their awareness of intellectual property rights protection.

The Group’s Legal Contract Centre is mainly responsible for the acquisition, change, renewal, licensing, pledge, transfer, cancellation and monitoring of the Group’s intellectual property rights. It is also responsible for the guidance, supervision and management of the intellectual property rights maintenance and protection work of each department, and conducts random checks on the intellectual property rights management work of each department from time to time, and deals with each department which fails to manage their intellectual property rights properly and handle their intellectual property rights affairs in accordance with the Group’s system.






As of 31 December 2023, Evergrande Property Services Group had obtained 117 patents, 60 trademark licenses and 57 copyrights in the PRC, including the copyrights of two Evergrande Smart Community APPs and three ERP systems.

IX. Focus on Service, Green Supply

Evergrande Property Services Group has always adhered to the service concept of “conscientious services and heartfelt companionship”, taking property owners’ needs as the guide and property owners’ satisfaction as the goal, focusing on the needs of community life, continuously exploring diversified community activities and other value-added services, and committing itself to constructing a people-oriented and livable community. Meanwhile, we adhere to the highest level of service and operational ethics, protect the rights and benefits of customers and strengthen supply chain management, and establish mutually beneficial long-term relationships and common values for our customers and business partners.



Chapter Highlight

-  Adhere to service quality
-  Create a diverse community services
-  Increase customer satisfaction
-  Effectively protect customers’ rights and interests
-  Supply chain management
-  Sustainable supply chain management

Key Performance:

Launch the “Lift Safety Publicity Campaign” in

865 projects nationwide.

Collect over

28,790 pieces of property owners

feedback in 2023

More than

6,217 partner suppliers nationwide

Sustainable development goals of this chapter focus on:



Adhere to service quality

In order to create an ideal residential life and environment, Evergrande Property Services Group attaches importance to project acceptance, safety and quality of its services, customer feedback, and customer information and privacy protection. In addition, the Group also attaches great importance to the quality of its services in the community environment, public facilities and in-home maintenance, and strives to provide high-quality housing quality management for property owners, maintain a premium living environment and effectively protect the interests of property owners.

Acceptance process and quality control

In order to ensure the quality of housing, the Group strictly implemented the acceptance standards, further clarified the requirements of acceptance by formulating internal systems such as the “Implementation Rules for Property Acceptance”, perfected and optimized the system construction, and strictly controlled the risks of delivery of buildings. The Group requested the regional companies to complete the undertaking and acceptance work in strict accordance with the requirements of the Group’s system, resolve disputes in the process of the undertaking and acceptance in a timely manner, improve the acceptance efficiency, comprehensively enhance the delivery quality of the properties, consistently implement the “Notice on Making Every Effort to Deliver Buildings”.



Improve maintenance of equipment and facilities in public area

The Group continued to improve the maintenance of equipment and facilities in public areas, checked the quality of equipment and facilities maintenance from time to time, and guided the regional companies to improve the daily inspection mechanism. In addition, the Group continued to improve various professional inspection standards, carried out systematic and special enhancements in response to centralised issues, and improved various templates of equipment contracts and performance evaluation systems to control the quality of equipment and facilities maintenance from the source.



Improve the environment of the road of community

CASE

The roads in Evergrande Palace Wuhu had been put into use for more than ten years, and motor vehicles originated problems such as road collapse and wear-and-tear had gradually emerged. This not only affected the overall aesthetics of the community, but also posed potential safety risks to residents travelling in the community. In order to solve this problem as soon as possible, the project staff urgently applied for special funds from the company, and worked closely with the maintenance team, successfully shortened the construction period by 30 days. And finally, before the end of May 2023, the asphalt paving works on the road surfaces of the north entrance and exit, and some of the road surfaces in the community were completed. This project not only restored the community to its previous appearance, but also ensured the travel safety of the residents.



Community environmental management

Evergrande Property Services Group has formulated the “Enviro-Line Operation Guide” and “Know-How Manual”, to clarify the daily cleaning operation norms and do a good job in sanitation in public areas such as inside and outside area of buildings, parks, underground garages, four-hazard disinfection and water quality treatment in artificial lakes to ensure the cleanliness of the community environment and the beautiful green appearance. The Group continued to explore and optimize the outsourcing mode of cleaning, increased the process of intelligent work, and increased the investment in machinery and equipment for the public areas of large projects to enhance the efficiency of cleaning. The Group continued to carry out community environmental quality inspections and held special environmental hygiene enhancement meetings in conjunction with the results of the quality inspections, and formulated special enhancement measures in response to the outstanding problems returned in order to optimize its services continuously.



Resource utilization for beautifying the environment

CASE

Adhering to the principle of making the best use of things, Property Service Centre of Evergrande Metropolis Beihai transformed the dead trees after the typhoon into wooden benches and civilized publicity boards of practical value, which realized the recycling of resources and achieved the effect of environmental beautification. After the installation of the facilities, the staff carried out the publicity through the media such as WeChat video and property owners' group, and received the recognition and praise of a large number of property owners, who expressed that such a way of utilization not only has environmental significance, but also adds a unique sense of aesthetics and cultural atmosphere to the community.





CASE



Enhancement of the greening quality of the community

In April 2023, Henan Regional Property Services Company actively responded to the Group’s call for “100-day action”, being committed to promoting the implementation of various environmental improvement measures to a high standard. In order to achieve this goal, the Regional Quality Management Department carefully planned and organized the “Home Beautician” Environmental Skills Competition. The competition aimed to encourage staff to use their creativity to discover and create environmental highlights in the community. During the campaign, innovative initiatives such as reusing dead trees, taking cuttings, planting water lilies, creating lotus ponds and rosebud walls were successfully implemented, and “Guide for Seedling Cuttings in Henan Region” and “Cleaning Work Standards and Technique Procedures” were also formulated and issued. Through the combination of guides and competitions, the professional skills of cleaning and greening workers were greatly enhanced, thus achieving a significant improvement in the greening and environmental quality of the community.



Service quality training

In order to ensure the safety and quality of services, the Group provides different types of trainings on a regular basis, including training on topics such as job standards, service etiquette and operational standards, to comprehensively enhance the professionalism and business level of service personnel. Through a series of thematic trainings on service quality, the Group continuously improves the understanding of frontline service staff of the Group's standardized service system, relevant laws and regulations, and enhances their professionalism and service skills, so as to optimize the service experience of property owners and customers. In addition, the Group requires its property service staff to undergo business level examinations, so as to continuously improve the recognition and trust of our property owners with a high level of service quality and responsiveness.

Health, Safety and Order Management

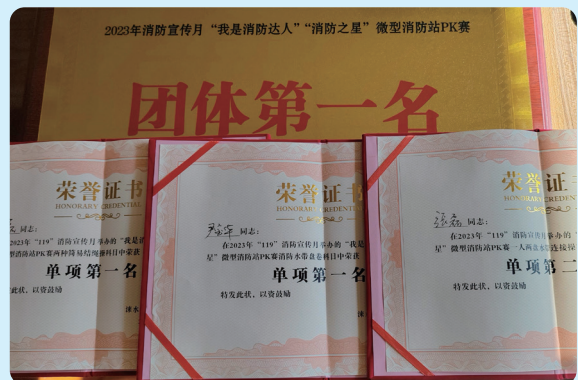
Ensuring the health and safety of the property owners and maintaining the order of the community is the basis for high-quality property services. Evergrande Property Services Group formulated and issued the "Key Points for Major Incident Reporting", "Guidelines for Major Incident Reporting", "Community Management and Control Requirements" and other system documents to clarify the operation specifications of property personnel to actively report and handle fire prevention, theft prevention, and explosion prevention and other emergencies, while safety education and safety inspections were carried out regularly. The Group urged the formulation of special improvement plans to eliminate various safety hazards to provide property owners with a safe and comfortable living experience. Furthermore, the Group guided property owners on the proper use of facilities and equipment by posting safety posters and regularly holding safety lectures to ensure the personal safety of property owners.



Month Activity of National Fire Prevention Promotion

CASE

November 2023 is the 32nd National Fire Prevention Awareness Month. All property service centres, focusing on the activity theme of “prevention first, life first”, joined hands with community district offices, police stations under the jurisdiction of the district, fire rescue team and other departments to carry out fire safety lectures, fire equipment testing, fire safety hidden danger investigation and fire safety combat drills. At the same time, in response to the activity of “National Fire Protection Awareness Month”, some projects also organized their staff to participate in practical fire fighting skills training in the fire brigade, and performed well in the firefighting skills competition held at the same time, achieving excellent results. During this activity, the fire drill and safety seminar organized by Evergrande Palace Tangshan attracted the attention and coverage of the local media, further enhancing Jinbi Property’s brand image in the field of fire safety management.





Activity of Safe Elevator Use Promotion

In order to promote and popularize the knowledge of elevator use safety and build a safety protection network for community elevators, the Group, together with the elevator maintenance department, launched the “Safe Elevator Use Promotion” in 865 projects across the country in October 2023, including online and offline promotion on the safety of elevator use, drills for unexpected elevator traps, and visits to equipment and facilities rooms, etc. Through a series of vivid and intuitive demonstrations, the activity attracted more than 5,000 people to learn about “civilized and safe use of elevators” in the community.





CASE



“100 Days of Police Protection” Activity

Shaanxi Regional Property Services Company, in order to further improve the security management level of each community, has installed eight pieces of explosion-proof equipment for the order maintenance positions of each project under its jurisdiction since May 2023, and actively carried out the “100 Days of Police Protection” activity in conjunction with the police stations under its jurisdiction. In the “100 Days of Police Protection” activity, each property service centre has formulated a detailed anti-burglary and intrusion plan, and conducted a number of anti-burglary and intrusion drills for three different scenarios, namely, garages, buildings and communities. With the close cooperation between the police and the public, Xi’an Evergrande Jiangwan Property Service Centre also successfully assisted the public security authorities in arresting suspects suspected of property infringement, effectively maintaining the security and stability of the community.



Photo 1: Daily routine of the gate guard



Photo 2: Daily patrol in the community

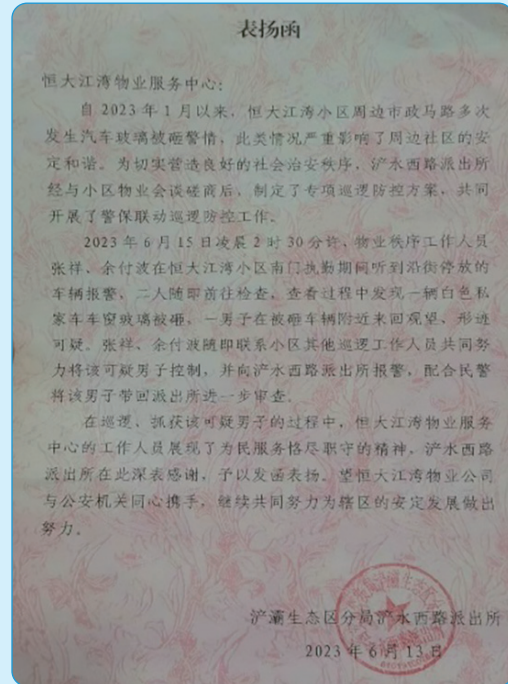


Photo 3: Letter of commendation from the police station

Smart community living

Evergrande Property Services Group relies on advanced technologies such as the Internet of Things, cloud computing, AI, and 5G, and builds an integrated smart community management platform by integrating visual intercom system, pedestrian system, vehicle transportation system, monitoring system, information release system, and elevator control system to create a safe, comfortable and convenient smart community for residents.

The “Evergrande Smart Community APP” and “Evergrande Butler APP” effectively connect the smart management system and the smart community management platform to achieve full coverage of business processes and functional modules, strengthening the Company’s standardised operating system through technological means, and creating a smart community.

Smart butler



The Group’s information technology team is continuously strengthening the construction of AI functions to further enhance the overall customer service capability. “Evergrande Smart Community APP” now provides 7*24-hour service response and supports text, voice, telephone communication and service evaluation, and can realize functions such as quick pull-up of service functions, automatic response to frequently asked questions and AI customer service quality inspection.

Smart life



The Group promotes “Evergrande Smart Community APP”, which has realized functions such as visitor invitation, remote door opening, online reporting of incidents and repairs, online complaints, etc., and provides online one-click payment services of parking fee and property management services fee, etc., effectively enhancing the convenience of property owners’ life and meeting their diversified living needs.

Smart community



The Group has perfected the construction of Internet of Things system platforms including access barriers, park monitoring, information release, smart ladder control, large-screen display device for command and dispatch, basically covering various property service scenarios, and forming a complete set of smart park overall plan.

Smart management




The Group promotes the construction of ERP system of Evergrande Property Services, including business modules such as charge management, online customer service, dispatch management, service supervision, equipment maintenance, asset management, to improve the Company’s standardised operating system through scientific and technological means.



Create diversified communities services

Diversified value-added services

In addition to providing property owners with high-quality basic property services, Evergrande Property Services Group also actively creates colourful communities, provides diversified value-added services and organizes rich and varied cultural activities for property owners, so as to meet their needs and enhance their sense of belonging to their communities. The Group also regularly organises regional companies to hold business analysis meetings to discuss key and difficult issues in community management and share excellent community management measures, compile typical business cases, summarise and analyse the development of community operations across the country, and graft high-quality social resources according to the actual needs of the property owners to provide property owners with a one-stop and all-ecological convenient community life. During the year, the Company increased its investment in value-added services related to the lives of property owners, focused on community group purchasing services, and established a professional team for housekeeping services, etc, to enhance the satisfaction of community residents and customer loyalty, so as to steadily build a one-minute convenient community living circle.




Community living services

By integrating the nation's high-quality living service resources and continuously integrating them into the various scenes of residents' daily lives, we provide residents with safe, convenient, professional and considerate services such as housekeeping services, community group purchasing, home decoration and home furnishing and other services.



Assets management services

By making use of the property resources of the projects under its management, the Group provides car parking space leasing, sports and entertainment complex management services to its tenants, as well as second-hand property rental and sale assistance services in a self-operated mode and in co-operation with merchants.



Community operation Services

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

Carry out community group purchasing service online and offline, expand a number of well-known manufacturers as a long-term strategic partners.

Provide the property owners with paid maintenance services to solve their in-house maintenance problems.

Carry out housing rental agency services, grasp first-hand housing resources, and facilitate the proper owners.

Expand the housing management business and provide quality management services to property owners.

Carry out second-hand property trading services.

Expand the provision of convenient housekeeping services, such as traditional cleaning, garden maintenance, ventilation services and home electrical appliances cleaning services.

Carry out self-operated businesses such as direct drinking water and charging piles for the convenience of property owners.

Carry out whole-house complementary and home decoration upgrade services to provide the property owners with high quality whole-house furnishing solutions.





CASE



Improving Community Ancillary Facility

In order to further improve the quality of life of the property owners, and to enrich the amateur life of the property owners, in 2023, Property Service Centre of Wuhan Evergrande Science and Technology Tourism City has successfully added the badminton court, basketball court and leisure seats and other leisure facilities for the imperfect situation of the community's ancillary facilities. The addition of these facilities perfectly meets the needs of the property owners and has not only won the praise of the property owners in the community, but also the affirmation of the governmental departments.



Photo 1: Additional leisure facilities

江夏区房地产业经营风险化解维稳工作指挥部办公室

感谢信

武汉金碧物业服务有限公司: 2021年9月, 武汉科大科技园项目出现逾期交付风险以来, 按照中央、省、市“保交楼、保民生、保稳定”工作要求, 区“保交楼”工作专班组织贵司等单位组建专班, 累计完成房屋交付4000余户。贵司以其履行前期物业服务合同约定, 积极组织开展物业服务工作, 在公司面临严峻的情况下, 也能克服重重困难和压力, 扛起物业公司应尽的社会责任, 让上千户业主安居乐业, 安心入住。 一年多来, 贵司按照区“保交楼”工作专班的要求, 积极配合交付保交楼工作, 展现始终坚持以服务初心和居民主人翁, 在物资公司有限的资源上承担起更多社会责任, 现场管理团队不辞辛劳, 积极解决业主诉求, 对待业主关心的重点问题上积极协商解决, 主动牵头解决业主生活的交通出行、快递服务、帮助业主以及生活困难的等民生实际问题, 并能够开展各项社区活动丰富社区文化, 让人民群众生活更加舒心、安心, 并赢得业主代表群体的一致认可, 展现了贵司不忘服务初心、勇于担当的企业精神。

Photo 2: Government's Appreciation Letter

特致谢, 对武汉金碧物业服务有限公司全体物业管理干部和员工表示感谢! 望贵公司继续秉持业主至上的服务理念, 服务好业主, 助推我区“保交楼”工作圆满实现。





Ever Happiness Community Care Plan

In 2023, by focusing on the needs of property owners and combining the requirements of on-site quality enhancement activities, Henan Regional Property Services Company launched the first phase of the “Ever Happiness Community Care Plan”, which has been successfully promoted to the fifth phase so far. The Company has carefully explored the service highlights of each community in terms of detail management, and adhered to the main theme of the activity “Multiple Measures, Multiple Paths to empower Ever Happiness and Good Life”, so as to satisfy the diverse and deep-rooted needs of property owners with attentive and thoughtful services. After a year of actively creating community highlights and optimizing the quality of the community, the relevant plan has led to the addition of 110 new highlights in various communities in Henan, which has greatly enhanced the living experience of the property owners.





CASE



Concept of Evergrande Optimization Online Store

After in-depth analysis and careful study of the sales and after-sales service process of the online store products, the Community Management Centre of the Property Group has elaborated the on-shelf and off-shelf guides as well as perfect after-sales strategies of Evergrande optimization online store in view of the key dimensions of the brand reputation, suppliers' qualification and product quality. We adhered to the operational concept of "selection at source, service to the home, and carefree after-sales service", and proactively promoted and implemented after-sales policies such as "compensation for bad fruits" and "seven-day no-reason return".

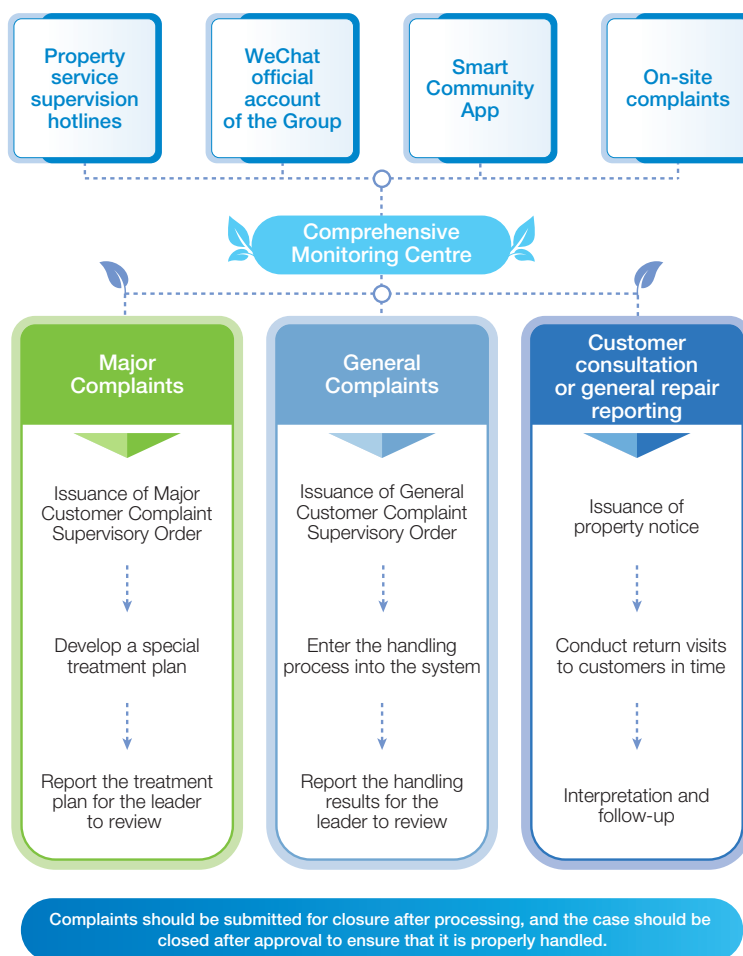


Improve customer satisfaction

1. Customer Service Management

Evergrande Property Services Group always regards customers as important stakeholders for the sustainable development of the Group, strictly abides by the “Law of the People’s Republic of China on the Protection of Consumer Rights and Interests” and other laws and regulations, and has formulated a number of internal systems such as the “Management Measures for Comprehensive Supervision of Property Services Group”, so as to improve the customer complaint management mechanism.

Property owners can make complaints through channels such as the 24-hour property service supervision hotline, the WeChat official account of Jinbi Property and the Evergrande Smart Community APP. The Group also posted complaint posters in the lobby of each building and required the department to deal with the complaints as per the procedures in a timely manner after receiving the complaints and conduct return visits to the property owners after the complaints are handled, to ask about the property owners’ satisfaction, pay attention to the property owners’ appeal, and effectively protect the interests of the property owners. The Group’s handling process for property owners’ complaints is as follows:





The Group carries out regular appraisals of the results of customer complaints handling, and ranks the general complaint handling orders on the basis of two indicators, namely the closure rate and the timeliness rate, and links the results of the appraisals to the performance of the corresponding responsible persons. Evergrande Property Services Group timely conducts regular evaluations on the results of handling customer complaints, and comprehensively scores and ranks the two indicators, i.e., the settlement rate and timeliness rate of general complaint supervisory order, and links the evaluation results to the performance of the corresponding person in charge. We timely trace the source of dereliction of duty and malpractice that caused complaints to prevent slowness and delays, falsification, evasion of responsibilities, and improper response in the complaint handling process. The Comprehensive Supervision Centre of the Group regularly summarises and analyses the systemic problems with relatively concentrated customer complaints, and feeds back the systemic problems and optimization suggestions to the relevant departments. The relevant departments formulate and issue optimization plans, guidelines, standards, etc., to systematically increase customer satisfaction.

The following is the data of complaints received by the Group from the property owners as of 31 December 2023:

Customer service data	2023	2022
Number of complaints and enquiries received from various sources (time)	59,413	56,547
Complaint completion rate	99.98%	95.59%
Number of return visits after complaint handling (time)	19,402	27,974

2. Customer Satisfaction Survey

Evergrande Property Services Group conducts customer demand surveys and customer service satisfaction surveys to keep abreast of the status quo of customer satisfaction, collect customer feedback, and improve service quality. The content of the survey includes the overall satisfaction of customers with property services, the degree of recognition of the property service staff, and the perceived degree of service priorities at each stage. The Group strictly requires all projects to maintain customer information in a timely and accurate manner, to ensure the security of customer information, and to maximize the fairness and impartiality of the survey.

At the same time, the Group has also embedded in the property owners satisfaction survey such dimensions as butler service, security service, environmental hygiene, facilities and equipment, property owners' demands and other dimensions, collecting property owners' comments and suggestions on property service quality, forming a multi-level quality rating for regional companies and projects, and tracking the service quality of grassroots staff in three dimensions. The Group continues to urge regional companies to provide targeted guidance and assistance to lagging projects, taking property owners' demands as an entry point to enhance property owners' satisfaction and build quality communities. In 2023, the Group launched a cumulative satisfaction survey of 25 regional companies and 743,000 property owners nationwide.



3. Listen carefully to the views from property owners

In order to strengthen the management foundation and improve customer relationship, we listened carefully to the views from property owners, took property owners' demands as the base point, and devoted itself to improving property owners' living experience and community management level, solving small difficulties and pain points encountered in the course of daily management and service, creating small surprises for property owners, and continuously increasing the sense of obtainment and happiness of property owners. In 2023, the Group made a total of 1,770 visits to the projects throughout the year, and 28,790 feedback suggestions were collected from property owners, and improvements have been made to the Group's services based on the property owners' comments. Below is a summary of the measures taken by the Group to respond to the feedback received from property owners in 2023 and the results of these efforts:



Separation of pedestrian and vehicular traffic and traffic management

CASE

In order to optimize the living environment of Shishi Evergrande Shoufu community and solve the problems of pedestrian-vehicle mixing and random parking of electric vehicles, the Property Service Centre actively adopted the views of the property owners and determined the corresponding improvement measures by way of voting and publicity. The community has successfully realized the segregation of pedestrians and vehicles in September 2023, greatly reducing the potential danger posed by electric vehicles driving in the community. Today, the community has a new look and the pavements and spacious and tidy.



▶ Photo 1: Separation of pedestrian and vehicular traffic in the community



▶ Photo 2: Non-motorised Vehicle Parking Location



Promotion of permanent electricity supply connection in the community

Since the first batch of buildings of Qinhuangdao Evergrande Yuefu were handed over in July 2021, the project has been in a state of temporary electricity operation. During the peak periods of electricity consumption in summer and winter, the project frequently suffered from overall electricity cuts, which was a major safety hazard. In order to solve the remaining problems of temporary electricity supply that had been troubling the property owners, the project manager, together with the property owners and the government task force, continued to communicate with the developer. After repeated communication and advancement of on-site work, the local government formally started the permanent electricity supply connection work of Evergrande Yuefu in early June 2023, and successfully transformed formal electricity into the whole community in November of the same year. After the completion of this permanent electricity supply connection work, the relevant leaders of the Bureau of Housing and Urban-Rural Development also highly praised the performance of Qinhuangdao Evergrande Yuefu project, especially praising the important role of the property team in this work and affirming the high standard of service it had demonstrated in its daily services to ensure the handover of the building.

表 扬 信

金碧物业有限公司秦皇岛分公司：

秦皇岛恒大悦府项目作为保交楼项目，维护购房业主权益，提供可靠物业服务责任重大。贵司承接管理该项目物业服务工作，交楼以来积极响应工作要求，克服困难，在配合政府接通居民正式电做出了贡献，提升现场园区品质起到了积极作用。

在此对贵司提出表扬。望贵司认真贯彻落实我市各项物业管理服务法规政策，进一步开展好小区居民的物业服务，给秦皇岛恒大悦府小区创造良好的社区居住环境和物业服务品质。

秦皇岛市住房和城乡建设局
2023年12月5日



▶ Photo 1: Letter of Commendation from the Local Housing Authority

▶ Photo 2: Inventory and Inspection of Metered Equipment



Effectively protect customers' rights and interests

Customer Information and Privacy Protection

Evergrande Property Services Group attaches great importance to the protection of customer privacy and information security, strictly abides by the “Cybersecurity Law of the People’s Republic of China”, the “Regulations for the Protection of Personal Information of Telecommunication and Internet Users” and other laws and regulations, and has implemented the “Information Management Measures of Property Services Group”, “Management Measures for Information System Development of Property Services Group” and other relevant provisions on information confidentiality and safety management.

At a time of rapid development of network technology, information security is at a critical juncture of change and upgrade. The Ministry of Industry and Information Technology has timely launched the “Administrative Regulations on the Protection of Personal Information of Mobile Internet Applications”, which formulate relevant policies on the basis of two fundamental principles of personal information protection, namely informed consent and minimum necessary, and operating enterprises must guard three red lines for data security: red line for data collection, red line for data storage and red line for data flow.

Evergrande Property Services Group serves millions of households nationwide, and the importance of safeguarding the security of customer information is self-evident. During this year, the Group actively carried out systematic self-correction and self-examination, further revised and improved the “Group’s Information Security Management Measures”, and made the corresponding optimization in the basic dimensions of the privacy policy, system interaction, data collection and data application, as well as carried out comprehensive system security assessment, in-depth penetration testing and security issue repair in collaboration with leading professional network security institutions in the industry based on OWASP TOP10 and relevant national information security standards, enabling the platform system to be maintained in a stable and reliable operation at all times to protect the information security of our customers.

The Group have also established special management regimes and procedures to ensure information security, including establishing the Personal Information Security Impact Assessment System, and regularly checking the effectiveness of privacy policies, related regulations and security measures. In addition, the Group formulates emergency plans for personal information security incidents, invites external professional organizations to conduct vulnerability analysis on the systems annually, and regularly organises relevant internal personnel to conduct emergency response training and emergency drills.

The Group strictly limits the scope of access to information, adopts the principle of “minimal authorization” for staff who may have access to customer information, and provides training to staff on relevant laws and regulations and privacy and security guidelines to continuously strengthen awareness of the security of customer information. The Group’s Information Centre conducts checks on the status of information security and will impose appropriate sanctions for breaches of information security depending on the severity of the circumstances. If such breaches involve major safety hazards or constitute crimes, they will be transferred to the judicial authorities for investigation of relevant responsibilities in accordance with the law. In 2023, the Group did not receive any complaint regarding infringement of customer privacy or knowledge of customer information.

Compliance Marketing

Evergrande Property Services Group strictly abides by the “Advertising Law of the People’s Republic of China” and other laws, regulations and industry standards, and strictly abides by the principles of comprehensiveness, compliance, and effectiveness for business promotion, and ensures that the public information is legal, compliant, true and accurate, to protect the legitimate rights and interests of property owners. Evergrande Property Services Group also dispel rumors or make announcements against false information or information that may mislead property owners, adopt legal measures to resolve violations of property owners and the Group, to effectively protect the legitimate rights and interests of the property owners and the Group. In 2023, the Group was not aware of any non-compliance or complaint matters relating to product liability.



Supply chain management

Evergrande Property Services Group attaches great importance to upstream and downstream supply chain management, and incorporates the management of sunshine procurement, green procurement, anti-corruption and information technology into the supply chain management of the Group, and endeavours to implement sustainable development. The Group has formulated the “Property Services Group Management Measures” and the “Property Services Group Procurement and Bidding Management Measures” to regulate the Group’s procurement and bidding work and strengthen supply chain management.





Carry out training related to vendor entity recruitment

In June 2023, the headquarters of Evergrande Property Services Group organized the whole staff of the national bidding and procurement system to carry out the “Evergrande Property Services Group Entity Recruitment Training” in the form of video. The training instructor, after explaining in detail the basic principles of entity recruitment, the entity recruitment process, the use of the entity inventory, the management of the entity inventory, etc., and answering questions raised by the attendees of the training, clarified the work norms of the entity recruitment process and the use of the requirements in each region, in order to unify the operating principles, unify the work requirements, and emphasize the work standards.





Sustainable Supply Chain Management

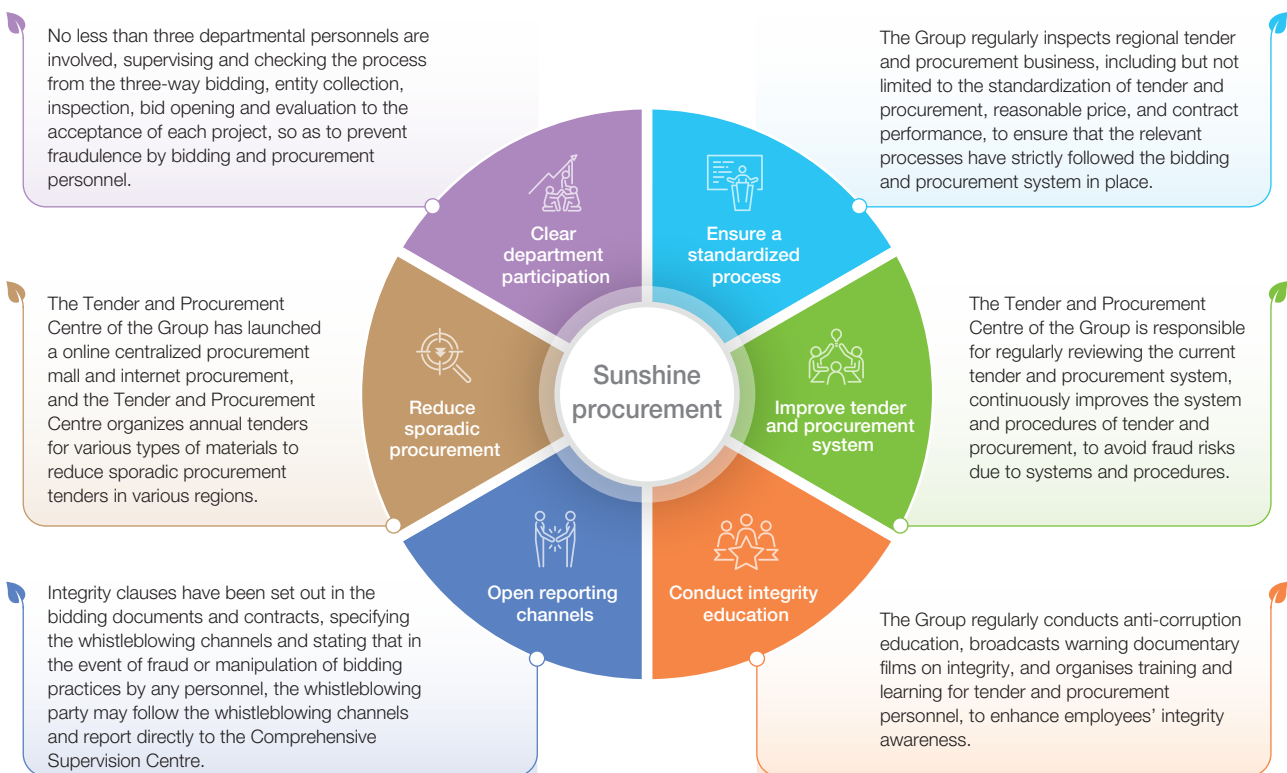
Green Procurement

We deeply believes that incorporating sustainability considerations into the Group's supply chain management is a critical step in driving long-term business development. The Group continues to comprehensively review the environmental impacts of its business model and formulate improvement measures in response to the impacts to ensure that the Group's supply chain is sustainable at the environmental, social and economic levels.

As such, the Group has always endeavoured to study its own business model and will set stringent improvement targets each year to build a more sustainable supply chain. In considering the access of suppliers, we will also incorporate environmental, social and governance elements into the supplier assessment and selection process, encourage regional companies to invite local suppliers to participate in the selection process, and include small enterprises, social enterprises and ethnic minority organizations as potential suppliers where conditions permit. We also support sustainable development by prioritizing the purchase of environmentally friendly products and services wherever practicable. In addition, the Group places equal emphasis on compliance and ensures that its selected suppliers comply with relevant environmental and social laws and regulations.

Sunshine procurement

To ensure that the bidding and procurement process complies with the principles of open, fair and equitable, Evergrande Property Services Group is committed to practicing the “Sunshine Procurement Policy” to ensure that the bidding and procurement process is in line with business practices, and will not tolerate any form of corruption in business operations or the supply chain. The Group is committed to maintaining a fair and transparent bidding and procurement process and has adopted and improved the following systems, regulations and measures to eliminate and prevent commercial corruption and unfair competition that may arise in the procurement process:





Supply Chain Overview

As of 31 December 2023, the number of suppliers with which Evergrande Property Services Group has partnered has reached 6,217. The suppliers are currently located in 25 provinces, autonomous regions and municipalities in Mainland China. The regional distribution of the Group's suppliers is set out below. The regional distribution of the Group's suppliers is set out below:








X. Low Carbon Environmental Protection, Care for the Environment

Evergrande Property Services Group strictly complies with the “Law of the People’s Republic of China on Environmental Protection” and other laws and regulations, and implements relevant internal systems in order to reduce energy and resource consumption and waste emissions during the Group’s operations and contribute to the green development of society. In 2023, the Group did not have any cases of violation of laws and regulations relating to environmental protection.



Chapter Highlight

-  Set environmental management goals
-  Waste classification and recycling
-  Promote energy and resources saving
-  Green office
-  Response to climate change risk

Key Performance

ISO 14001:2015

Environmental Management System Certification

Hefei Evergrande Yuilongtai won the

“Hefei Water-Saving Community” award.

The SDGs issues responded to in this Chapter





Set environmental management goals

Evergrande Property Services Group strictly complies with the “Environmental Protection Law of the People’s Republic of China”, the “Pollution Prevention and Control Law of the People’s Republic of China”, and the “14th Five-Year Plan for the Control of Greenhouse Gas Emissions”, etc., and implements the relevant internal systems, such as the “Energy Consumption Management Measures of Property Services Group” and the “Property Services Group Vehicle Management System”, so as to reduce the consumption of energy and resources and the emission of waste in the course of the Group’s operation, and to contribute to the green development of the society.

During the year, the Group formulated a series of environmental targets:

Exhaust gas emission goal



The Group has been actively communicating and co-operating with property owners and government parties to select suitable projects for the introduction of new energy facilities such as solar photovoltaic panels and smart charging piles, with a view to reducing the reliance of the projects on traditional energy sources, lowering the overall energy consumption and emissions, and achieving more environmentally friendly operations. In the future, the Group will continue to take forward this initiative and in doing so promote the use of electric transport to further reduce air pollution within the projects in line with the emission goals.

Greenhouse gas goal



In order to reduce and manage energy use and the greenhouse gas emissions it generates, the Group continues to implement energy-saving renovations such as unloaded water supply, replacement of high-efficiency pumps and AI for central air-conditioner in older projects, as well as utilize technological means for smart management of energy-intensive facilities and equipment within the projects. In addition, the Group plans to implement energy-saving lighting renovations in the common areas and basements of more projects, adopting measures such as the installation of radar sensors and time-controlled switches, with a view to further reducing energy consumption and promoting energy-saving.

Non-hazardous waste goal



In respect of waste reduction, the Group has implemented the strategy of waste reduction at source by promoting paperless office and green office, and gradually realizing the online use of notices, requisitions, reports and other documents, thereby reducing the use of office paper and other items.

Hazardous waste goal



The Group actively co-operates with property owners and community residents to promote waste classification and recycling items and facilitate the proper disposal of hazardous waste, with a view to building a clean and environmentally friendly community environment. To achieve this goal, the Group gives priority to environmentally friendly cleaning supplies and products in the provision of services and procurement to reduce the generation of hazardous chemicals and minimize the adverse impact on the environment.

Energy usage efficiency goal



To enhance energy usage efficiency, the Group also carries out monthly statistical analyses of energy consumption at the Group-region-project level, with particular attention to water and electricity energy usage in public areas. Through monitoring and concluding the causes of problems, the Group will implement refined management to save energy. Meanwhile, the Group also actively monitors the implementation of energy consumption management measures in the regions and promotes the effective implementation of the relevant management measures, so as to ensure that the regions achieve sustainable energy usage goal and that the electricity consumption goal for self-use and apportioned use in the properties is not more than 0.2522 kWh/sq.m. • month.

Water usage efficiency goal



In terms of water usage efficiency, the Group carries out regular inspections and maintenance of the pipeline system. In addition to monthly meter readings, the Group will further introduce an ultrasonic monitoring system where practicable to ensure that abnormalities in pipelines can be detected in a timely manner and that emergency maintenance measures can be taken to prevent unnecessary loss of water resources and that the water consumption goal for self-use and apportioned use of properties is not more than 0.0064 tonne/sq.m. • month.



The Group deeply understands that the Company has an important responsibility for sustainable development. Looking back to 2023, the Group's business operations did not have any significant impact on the environment, but the Group has nonetheless set specific environmental goals to meet the growing demands and expectations of various regulators and stakeholders. We have made substantial progress against our environmental goals and the key achievements are summarized below:

Scopes		2023	2022	Change
Exhaust gas and greenhouse gas emissions	SOx emissions	7.06 kg	7.67 kg	down
	NOx emissions	1,333.67 kg	788.62 kg	up ⁵
	Particulate matter	51.93 kg	21.96 kg	up ⁵
	Total greenhouse gas emissions ¹	518,437.36 ton	519,695.83 ton	down
	Greenhouse gas emission intensity ²	11.91 ton CO ₂ -equivalent/ 10,000 sq.m.	11.79 ton CO ₂ -equivalent/ 10,000 sq.m.	equal
Solid waste	Total generation of non-hazardous waste ³	192,168.06 ton	256,534.51 ton	down
	Non-hazardous waste emission intensity	4.41 ton/ 10,000 sq.m.	5.82 ton/ 10,000 sq.m.	down
	Total generation of hazardous waste	69.57 ton	61.47 ton	equal
	Hazardous waste emission intensity	0.0016 ton/ 10,000 sq.m.	0.0014 ton/ 10,000 sq.m.	equal
Electricity⁴	Total electricity consumption	894,007.72 MWh	900,025.18 MWh	down
	Total energy consumption intensity	20.54 MWh/ 10,000 sq.m.	20.41 MWh/ 10,000 sq.m.	equal
Water resource	Total water consumption	25,027,141.42 m ³	26,001,478.56 m ³	down
	Water consumption intensity	574.87 m ³ / 10,000 sq.m.	589.69 m ³ / 10,000 sq.m.	down
Other resource³	Gasoline consumption	141,877.42 L	56,221.26 L	up ⁵
	Consumption of liquefied petroleum gas	167,919.96 kg	585,931.04 kg	down
	Consumption of pipeline gas	353,749.87 m ³	464,384.50 m ³	down

¹ The emission factors have been calculated using the "Notice on Doing a Good Job in the Management of Greenhouse Gas Emission Reporting for Enterprises in the Electricity Generation Sector for the Years 2023-2025" issued by the Office of the Ministry of Ecology and Environment. To ensure consistency, the data for indirect GHG emissions in 2022 (Scope II) has been recalculated.

² The floor area included in the calculation for the year was 435.35 million sq.m., comprising office and property management common areas of the headquarters, subsidiaries and 16 regional companies, as well as non-outsourced staff canteens.

³ As the statistical method for general domestic waste in 2022 is not the same as that of the current year, the data for general domestic waste in 2022 has been adjusted to ensure consistency of the statistical method and comparability of the data.

⁴ Energy consumption has been calculated in accordance with the conversion factors of the National Standard of the People's Republic of China "Comprehensive Energy Consumption Calculation General Principles" (GB/T 2589-2020) and conversion factors provided by scientific research institutions.

⁵ The organisational structure of the Company was adjusted in 2023. As a result, the number of vehicles included in 2023 is higher than 2022, resulting in a larger difference in the relevant petrol usage and total emissions.

Waste classification and recycling

The Group deeply understands the serious public health hazards associated with waste that is not properly collected. Unreasonable waste disposal methods, such as open dumping and burning, not only aggravate the spread of infectious diseases and increase the risk of gastrointestinal and respiratory infections, but also cause irreversible damage to land, fresh water and groundwater, leading to local air pollution and climate change, and directly increase the cost of property management, lower the quality of the living environment, and even impair the Group's productivity.

Therefore, Evergrande Property Services Group's regional projects actively respond to local government policies and carry out waste recycling and garbage classification in an orderly manner. The Group arrange full-time garbage classification supervisors in the community to supervise around the rubbish bins of buildings during the morning and evening peak garbage collection periods, and distribute garbage classification pamphlets door-to-door to patiently answer residents' questions about their daily garbage classification challenges. Meanwhile, the Group has set up garbage classification publicity boards and additional self-service recycling counters to encourage people to start from their daily lives and to be participants in garbage classification, creating an atmosphere of active community participation in garbage classification. In 2023, the Group's total hazardous waste emission intensity was 0.0016 tonnes per 10,000 square metres, while the total non-hazardous waste emission intensity was 4.41 tonnes per 10,000 square metres. In addition, the Group implemented the following series of measures and activities in 2023 to reduce waste and at the same time guide the residents in the community to take the initiative to participate in various environmental actions:



CASE

Community Rubbish Classification Promotion

In order to further enhance the awareness of community residents of rubbish classification, Property Service Centre of Evergrande Metropolis Hebi in August 2023, jointly with Qishuiwan (the demonstration area) district office to carry out the “fun games to grow knowledge, rubbish classification adds colour” promotion activity. At the activity site, the staff set up fun interactive games such as rubbish classification sandbag throwing and flying chess, and the residents actively participated by throwing the rubbish classification sandbags in their hands into the bins corresponding to the correct colours.

While carrying out the fun games, property service staff and volunteers popularized the knowledge of rubbish classification to the property owners, and the activities vividly and graphically taught the property owners the value of waste classification and reuse. . One of the property owners said at the site: “Participating in this activity of waste classification is particularly meaningful, so that our neighbours in the community, both adults and children, have learned a lot of useful knowledge. I believe that this knowledge can also help us well in our future life and make our homes more beautiful and cleaner.”





Construction of Demonstration Community for Classification of Domestic Rubbish

As a pioneering force of local property departments, Fuqing Evergrande City (福清恒大城) has actively responded to the call of the local government of Fuqing City since April 2021 and comprehensively carried out the property-based management of rubbish classification. Through close co-operation and joint efforts with the property owners, after three years of comprehensive



management, rubbish classification in the community has been effective, not only has the problem of mosquito breeding been effectively curbed, but the entire environment of the community has also been refreshed. With these remarkable results, Fuqing Evergrande City was awarded the “Model Community for Classification of Domestic Rubbish” in May 2023 by Fuzhou Evening News. Subsequently, the Municipal Garbage Classification Office and relevant leaders visited Fuqing Evergrande City to inspect the situation, highly evaluated the implementation of rubbish classification on site, and gave valuable guidance and suggestions on the follow-up work of rubbish classification.


Promote energy and resource conservation

Energy

The Group puts forward the call of “reducing energy consumption, improving quality”, formulates and implements the “Property Services Group Energy Consumption Management Measures” within the Group, and endeavours to effectively reduce energy consumption of water, electricity and gas while seeking to improve the quality of services. The Group’s Engineering Management Centre is responsible for formulating energy consumption management norms and standards, formulating “red and green energy consumption management” measures, providing guidance, supervision, inspection and assessment of the energy consumption management of the regional companies, as well as taking charge of the statistics and analysis of the energy consumption of projects and the implementation of various energy-saving measures.



The Engineering Management Centre of the Group and the Regional Engineering Management Departments have also proposed energy saving and consumption reduction measures to effectively reduce the energy consumption of water, electricity and gas based on guaranteeing service quality, so as to achieve reasonable expenditure on energy consumption costs and eliminate waste of resources, after taking into account the needs of the property owners and the actual local situation. In 2023, the Group's total energy consumption intensity was 20.54 MWh per 10,000 square metres. The following are some of the energy saving and consumption reduction measures implemented by the Group during the year:


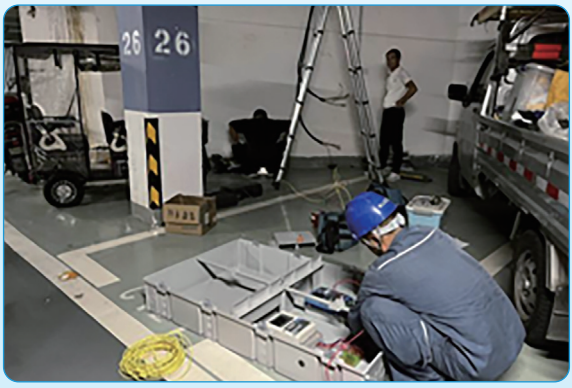


Installation of New Energy Photovoltaic Equipment

CASE

In October 2023, Property Service Centre of Evergrande Yujing Peninsula Meizhou (梅州恒大禦景半島) finally confirmed the overall design scheme of the new energy photovoltaic equipment after a site visit and, after communicating with the relevant property owners, the electricity supply bureau and other government departments for approval, successfully installed photovoltaic electricity generation panels on the project's shop skyline as well as grid-connected electricity generation.

Within just one month of commissioning, the electricity generation capacity has exceeded 4,000 kWh, with an estimated average annual electricity generation capacity of 63,000 kWh. Compared with traditional coal-fired electricity generation, this set of photovoltaic equipment can reduce carbon dioxide emissions by 62.7 tonnes, sulphur dioxide emissions by 1.9 tonnes and nitrogen oxide emissions by 0.9 tonnes per year.





Energy Saving Renovations on Electrical Systems

In 2023, various regions across the country continued to promote energy-saving renovations, including measures such as transformer low-load energy-saving decommissioning, garage sensor radar light renovation, building sensor light renovation, and regional installation of time-controlled switching and control equipment, which resulted in cumulative savings of as much as 5.3 million kWh of electricity, with a total of 1.5 million kWh of electricity saved by the implementation of low-load energy-saving decommissioning of transformers at 35 projects across the country.





CASE

Energy Saving Renovations on Negative Pressure-Free Pumps

In 2023, the National Energy Consumption Team, comprising the Group's Engineering Management Centre and the Regional Engineering Management Department, carried out negative-pressure energy-saving renovations for 50 projects across the country through the use of municipal residual-pressure methods of energy saving, with an average energy-saving rate of more than 50%, resulting in a cumulative annual energy saving of 5.45 million kWh.



Use of Water

The water supply system is an important infrastructure for the life of urban residents and economic development. With the gradual ageing and obsolescence of water supply facilities, geological subsidence and environmental corrosion, leakage from the pipe network has become one of the major causes of wastage of water resources. To address this phenomenon, the Group has focused on strengthening the inspection and maintenance of fire-fighting, water supply and drainage, and gardening and greening pipe networks. Through the purchase of water leakage detectors, combined with meter readings and analysis, and the practical application of inspection techniques, leakage points with obvious leakage phenomena and shallow depth of buried pipes were investigated and repaired, and at the same time, the Group also combined with the outsourcing of professional forces to investigate and repair hidden leakage points of the pipeline network that are more difficult to carry out work, so that projects in various regions not only improved the sewage discharge and water conservation mechanism, but also a large number of projects were awarded with the honour of being a water-saving communities. In 2023, the Group's total water intensity was 574.87 m³ per 10,000 sq.m., representing a reduction of approximately 3% from 589.69 m³ per 10,000 sq.m. in 2022. The following are the water management measures adopted by the Group during the year:



CASE



Practical Application of Cloud-Based Water Leak Detection Technology

As the frequency of water meter reading is not enough to detect the leakage of pipeline completely, the leakage of water supply and fire-fighting pipeline of large-scale projects could not be detected in time. In 2023, the Engineering Management Centre, after discussion and screening, decided to carry out a pilot ultrasonic flowmeter leakage detection in Evergrande Yujing Peninsula Shijiazhuang (石家莊恒大禦景半島).

The staff monitored the real-time water consumption of the community pipe network through the cloud-based ultrasonic flowmeter to determine the potential leakage pipe section, and immediately organized professional staff to carry out excavation and repair work. Subsequently, the Engineering Management Centre summarized the practical experience related to this leakage detection technology and published it in a science and technology magazine, which provides valuable reference for leakage detection and repair work nationwide.



Extract of Relevant Technical Articles



Self-build Water Reclaim and Reuse System

Evergrande Jinbi Tianxia Tianjin (天津恒大金碧天下) project is not connected to the municipal sewage network in the vicinity of the project, resulting in a long-standing problem of sewage discharge in the community. In order to solve the sewage discharge and disposal problems mentioned above, the project invested in 2023 to build a water reclaim and reuse system with a design scale of 1,200m³/d, which adopts the MBR (Membrane Bio-Reactor) process. Meanwhile, in order to ensure that the effluent water quality always meets the standard, the property has also engaged a professional operation and maintenance company to carry out daily maintenance and management.

Through the water reclaim and reuse system, the project has successfully solved the sewage discharge problem that has long plagued the community, and converted the disposed sewage into valuable recycled water resources, which can be widely used in the community's green irrigation, artificial lake replenishment and other aspects, greatly improving the community's economic and ecological benefits. After the completion of the water reclaim and reuse system in 2023, it is estimated that the project can save about 130,000 tonnes of tap water per year.





CASE



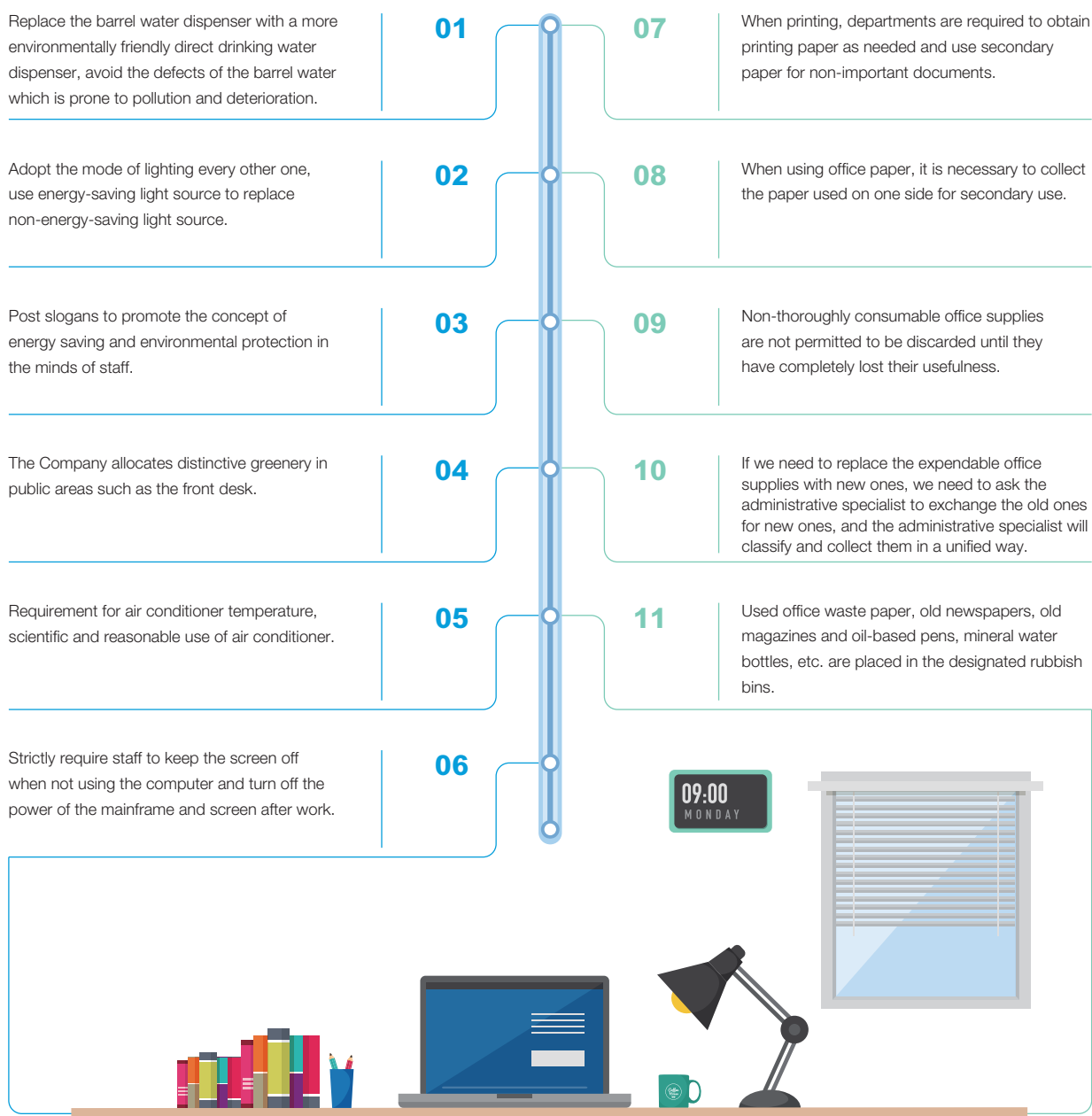
Create a Water-Saving Community Together

In order to continue to promote water saving, leaders at all levels of the Company have not only carried out a comprehensive sorting out and assessment of the existing water saving measures, but also actively introduced advanced technology and management experience. The promotion and popularization of water saving knowledge has been strengthened at the residents' end. Through holding lectures and distributing promotion materials, residents have been guided to establish a sense of water saving and develop good habits of saving water. Meanwhile, the property management team, in conjunction with home appliance manufacturers, also launched a subsidy policy for water-saving household appliances to encourage residents to purchase and use water-saving household appliances, thereby reducing household water consumption. On the property side, we have focused on strengthening water management in the gardens. Through scientific and systematic training for greening personnel, their awareness and skills in water saving have been enhanced. At the same time, the traditional sprinkler irrigation has been optimized to sprinkler irrigation, which has greatly improved the efficiency of water use and effectively curbed the over-consumption of water. Through these measures, some of the projects have achieved remarkable results in water saving, and have been awarded the honorary title of water saving community by the government department.



Green office

Green, low-carbon and environmental protection has always been one of the guiding principles of Evergrande Property Services Group's corporate operations. In order to make better use of resources and reduce pollution while giving staff a peaceful and comfortable office environment, the Company has made a number of improvements to its offices as follows:





Climate change risk response

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

The Group's projects under management are mainly affected by extreme weather events such as typhoons, rainstorms, snowstorms, cold waves and high temperatures, which are considered to be acute physical risks. In view of the transitional risks arising from the increasingly stringent requirements of policies and legislation relating to climate change, the Group not only proactively adopts contingency measures before and after the occurrence of inclement weather events to safeguard the safety of property owners, but also establishes a comprehensive mechanism for energy saving and water consumption in its projects to protect property owners and staff in various regions. In addition, the Group has also established comprehensive energy and water conservation mechanisms in each of its projects to safeguard the safety of the water and electricity consumption of property owners and staff in each region. The following are the preventive and contingency measures to be taken by the Group against extreme and unexpected weather events in 2023:



In 2023, the Group did not experience any incident of injurie or death of property owners and staff due to extreme weather conditions. In addition, the following are the countermeasures taken by the Group in 2023 in response to the actual situation:



Response to Extreme Weather

CASE

The 72 hours of wind and flood prevention is not only a battlefield to fight against natural disasters, but also an examination room to test the property service staff's commitment. Property service staff gave full play to their role as pioneers and role models, and did their best to minimize property losses and protect the safety of property owners.

In 2023, Typhoon "Doksuri(杜蘇芮)" made landfall in Fujian ,Henan and other regions, affecting various projects in the regions. The property team responded immediately, keeping an eye on the official information of the Weather Channel, releasing early warning and forecast information and flood prevention and safety precautions in a timely manner, deploying in advance, responding proactively, and firmly grasping the initiative of flood and wind prevention and taking the corresponding measures to prevent typhoons and floods. Property service staff also "carpeted" comprehensive inspection of the community and the surface of the drainage pipe wells and ditches, cleaned up clogging, checked the operation of the catchment well pump, reinforced or evacuated risky objects, prepared for the flood control sandbags and other materials, etc. All staff stood by and got ready in advance for the passage of the typhoon.

Before Typhoon Doksuri entered the Puyang area, the Property Service Centre was fully prepared for the "battle", checking the rainwater grates, elevator rooms, pump rooms, equipment rooms, rooftop drainage and investigating hidden dangers in the community.

In order to reduce the impact of heavy rainfall, the Property Services Centre moved sandbags in advance to block the entrances of shops on lower ground to avoid backflow of rainwater, and used sandbags to match the terrain for diversion and drainage; at the same time, for vehicles still not moved out of the basement, the property owners of parked cars were contacted one by one to avoid damage to the vehicles. In addition, the transformer failure of Evergrande Metropolis Zhumadian (駐馬店恒大名都) caused electricity outage of some households. The engineering and maintenance staff quickly joined hands with the Electricity Bureau to investigate the fault and successfully delivered electricity in just 20 minutes, and then checked whether there were any households with irregularities in electricity consumption. The timely resolution of the electricity problem by the property service staff in spite of the wind and rain won unanimous favourable comments from the property owners.





Flood Prevention

In July 2023, with the flood season approaching, in order to ensure that the drainage pipe network of the community was normal without being obstructed by rubbish and fallen leaves, and to avoid the well cover of the network being washed up by a larger volume of water and sending people to fall, the property service staff of Evergrande Yayuan Huaibei (淮北恒大雅苑) took the initiative to respond by installing a total of 120 dust nets and 70 pieces of galvanised steel grids at the mouths of the drainage pipe network in order to prevent fallen leaves and rubbish from entering the drainage pipe network. The well covers of the main roads in the community were also fitted with anti-drop nets to ensure the safety of the property owners and staff in the community. During this year, the project's flood response plan was good, and it was selected as a flood control pilot project by the Huaibei City People's Congress and the Xiangshan District Government, which led to multiple visits of the relevant departments, and multiple information exchanges and learning sessions with other property services companies.





CASE



Snow Removal in Winter

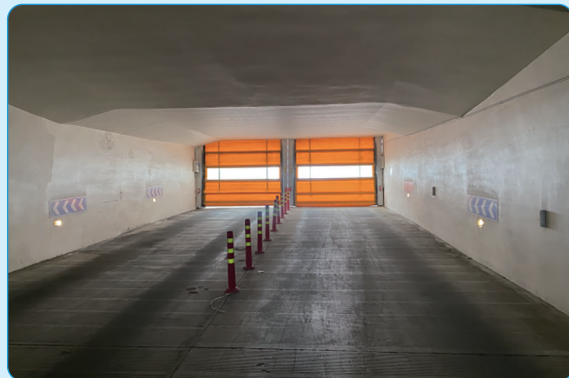
In December 2023, snow and wind came to Shanxi Province. In order to protect the travelling safety of property owners, each project of Shanxi Regional Property Services Company heard the snow and acted as the first time to start the winter “snow removal war” to protect the property owners’ travelling safety. The property service staff cleaned up the snow on the road, wiped the snow on the licence plates, laid non-slip grass mats, dealt with the snow on the car bodies, built electricity for the vehicles and cleaned up the snow on the garages to reduce the negative impacts of the snowy weather and reduce the accidents such as slipping and falling of the residents and vehicle cuttings and dabbling.





Operation of Cold-Prevention and Freezing-Prevention

In order to further implement the operation guides on cold and freezing prevention and the guides on cold and freezing prevention for equipment and facilities in the northern region, the National Energy Consumption Team has collated and analyzed the problems of cold and freezing prevention for equipment and facilities in the northern region in 2022, and put forward the relevant precautions and preventive measures to the property companies in the northern region. In response to the problems of preventing cold and freezing of equipment and facilities in the northern region, the Group's Engineering Management Centre and the Engineering Management Departments of a number of northern region companies carried out a number of in-depth communications and cooperation, jointly categorizing the problems and discussing the optimization of solutions. After the implementation of the precautions related to the management of equipment and facilities against cold and freezing in the northern region, the effect of preventing freezing damage had been achieved in a more satisfactory manner. From October to December 2023, the national freezing prevention problem was greatly reduced, and only several projects had freezing prevention problems, and the economic loss caused was reduced to about RMB2,800, which fully demonstrated the effectiveness of the property in the work of cold-prevention and freezing-preventio.



XI. People-Oriented, Move Forward Together

With a responsible attitude towards its staff, the Group has been able to stimulate their enthusiasm for work while safeguarding their physical and mental health through sound job safety management, a comprehensive job training and grade promotion system, competitive remuneration packages and a wide range of cultural and sports activities.



Chapter Highlight

-  Diversified talent absorption and retention
-  Protect occupational health and safety
-  Robust staff training and development
-  Staff communication and care

Key Performance

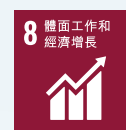
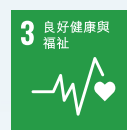
ISO 45001: 2018

Occupational Health and Safety Management System Certification

Average number of hours of training for staff:

15.03

The SDGs issues responded to in this Chapter



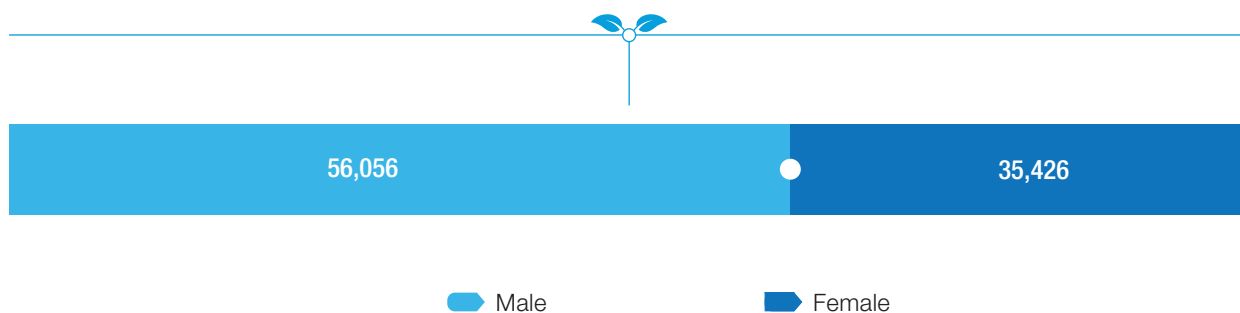
Mature talent policies for diversified talent absorption and retention

Talent Recruitment and Introduction

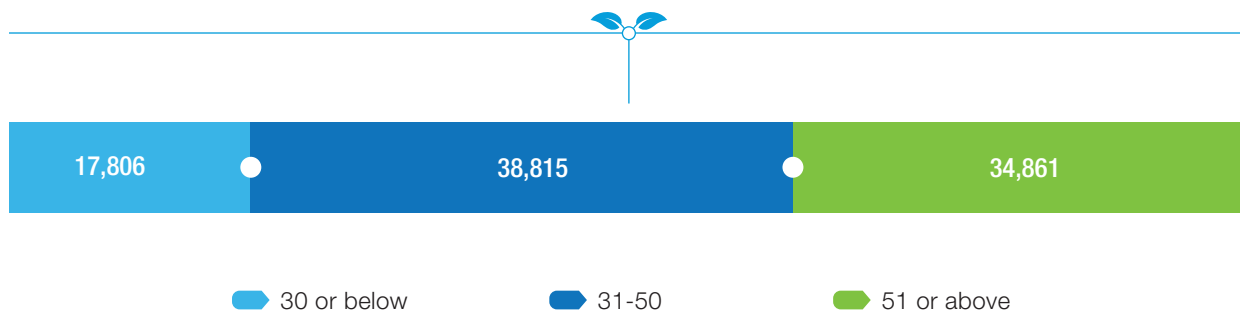
Evergrande Property Services Group cooperates with a number of national and regional recruitment platforms through online, supplemented by offline talent market, specialized job fairs and internal staff recommendation, etc. for talent recruitment according to the staff compilation and management plan and actual business needs. Meanwhile, the Group strictly manages the internal recommendation channels and avoids recruitment malpractices in accordance with the principles of fairness and impartiality and avoidance of postings.

As of 31 December 2023, the Group had a total of 91,482 employees¹ and the breakdown of employees by gender, and age is set out below:

Employee data by gender



Employee data by age



¹ As a result of the restructuring of the Company's organizational structure in 2023, a number of employees who were previously excluded from the regular and part-time workforce have been included during the reporting period, and therefore the relevant workforce data such as the total number of relevant employees and the number of new hires are not directly comparable with the 2022 data.



Protect the Rights and Interests of Staff

“People oriented” has always been upholding the core value of Evergrande Property Services Group. The Group strictly abides by the “Labour Law of the People’s Republic of China”, the “Labour Contract Law of the People’s Republic of China” and other laws and regulations on human rights protection, pays staff salaries in full and on time, pays social insurance and housing fund, and provides staff with paid annual leave, staff flats, working meal and other benefits. The Group has also established a labour union to organize staff activities regularly, to promote exchanges between staff and the Group, and among staff.

The Group actively promote fair employment, respect the rights of women and ethnic minorities, and prohibit any form of discrimination due to race, gender, region, religion, physical health, political parties, etc. We do not tolerate any discrimination against human rights. In 2023, the Group continued to build a diversified and inclusive working environment with equal employment opportunities, with a male to female ratio of 61:39 (2022: 64:36). Evergrande Property Services Group take into account international labour standards and norms, prohibit forced labour, prohibit child labour, combat discrimination, ensure equal pay for equal work and protect the rights of staff in collective bargaining. The Group abide by the Provisions on the “Prohibition of Using Child Labour of the PRC” and conduct strict onboarding reviews. The Group regulate the working hours, vacation system and employment methods of various positions to ensure that various departments employ labour in accordance with laws and regulations, and prohibit forced labour. In 2023, the Group did not have any incident or phenomenon involving discrimination, child labour or forced labour.

Protect Occupational Health and Safety

Staff Safety Management

“Safety first, prevention-focused” is the basic principle of safety management that Evergrande Property Services Group has been adhering to for many years. As such, the Group has equipped itself with comprehensive safety equipment and formulated operational guides with clear requirements for different positions, setting out in detail the safety risks and protection procedures in the course of operations. In order to avoid dangerous situations to the greatest extent possible, the Group also combines daily inspections with regular checks and attaches great importance to emergency response and drills for all types of emergencies and hazardous operations.

In addition to formulating relevant operational systems and emergency response plans, the Group also actively conducts occupational safety education and practical job training, for example, lift rescue training and fire and theft prevention training for security guards; work-at-height training and training on maintaining electrically charged equipment for engineering maintenance personnel. At the same time, the Group analyse and summarise potential safety risks and supervise the implementation of corresponding rectification and improvement plans to continuously improve the Group’s occupational health management policy. To ensure the safety of staff, the Company has provided various channels and made public announcements at workplaces for staff to report potential safety hazards and dangerous conditions at their workplaces. Comprehensive Supervision Centre of the Group directly accepts reports from staff on improper projects or situations that jeopardise their legitimate interests, and keeps the information strictly confidential. If retaliation against whistleblowers is found, the Company will take severe action. In order to cope with unexpected safety incidents, the Group has, formulated relevant policies, procedures, training as well as risk assessment and preventive measures. In compliance with the management requirements set out in the ISO45001:2018 Occupational Health and Safety Management System Certification, the Group seriously implemented an emergency response mechanism, promptly launched investigations and formulated appropriate solutions, and, in the spirit of people-oriented management, has done a good job in reassuring and safeguarding its staff to ensure that the safety and health of our staff at work are safeguarded.

To enhance staff’s awareness of safety precautions, ability to respond to emergencies and risk avoidance skills, the Group conducted a number of pieces of training on fire evacuation and fire-fighting drills in 2023 and invited firefighters to give lectures on fire prevention skills.

In addition, the Group is committed to using its influence to promote occupational health and safety management throughout the supply chain. For suppliers who provide services that involve major environmental factors and significant occupational health and safety risks, the Company will communicate the Group’s environmental and occupational health and safety requirements to their counterparts, so that their behaviours will comply with the relevant requirements.



Carry out Specialised Training on Elevator Safety Management

CASE

The Group continues to enhance the professional competence of its elevator management staff and the level of elevator management, with a view to minimizing elevator failures, preventing operational accidents, building a strong defence against elevator safety and enhancing the sense of security of property owners using the elevator.

In 2023, the headquarters of the Group carried out special trainings for elevator administrators across the country, including theoretical training, elevator factory visits, practical training, on-site training on real elevators, emergency plans for trapped people and special seminars, etc., in order to practically enhance the professional skills of elevator safety administrators and their ability to supervise the quality of elevator maintenance. As of December 2023, the number of participants in the special trainings for elevator administrators has reached 2,200.





Carry out Trainings on Fire-Fighting Skills and Safety Awareness

In November 2023, Sichuan Regional Property Services Company invited a senior instructor from the Xin Zhong An Vocational Skills Training School (新中安職業技能培訓學校) to commence training in order to comprehensively enhance its staff's fire prevention skills and safety awareness. The instructor gave lectures on professional ethics, fire prevention, building fire prevention, basic knowledge



of fire fighting facilities, relevant legal knowledge, facility monitoring, facility operation, etc. He also arranged the trainees to put what they had learnt into practice, and went to Zhong An Vocational Skills Training School after the training to carry out practical learning and take the fire fighting final examination.

After passing the fire final exam, many of the trained staff were so encouraged that they chose to continue their education and apply for the Intermediate Fire-Fighting Facility Operator Certificate.



Staff Health Management

The Group attaches great importance to the physical and mental health of its staff and actively provides occupational health services to its staff to enhance work efficiency and strengthen their sense of belonging:

01

Provide a canteen and dormitory for the project's grassroots staff, and conduct regular hygiene and safety checks.

02

Require staff in the staff canteen to have health certificates and regular medical checks.

03

Provide relevant labour protection equipment or pandemic prevention materials, etc. for employees in positions with safety risks.

04

Pay medical insurance, maternity insurance and work injury insurance for each staff in accordance with national requirements, and major illness insurance in some areas in accordance with local requirements, etc.

05

Organize group activities during spare time to enrich the daily life of staff.

06

A comprehensive training mechanism for new recruits, including induction training, on-job training as well as final examinations, to help new recruits integrate into the work quickly and smoothly.

07

Organize regular health checks for staff to help them manage their own health and alert them to potential health problems.

Robust staff training and development

Strengthen Career Development

Talents are the most fundamental driving force for the Group's development. Therefore, the Group attaches great importance to the all-round career development of its staff and the building of a talent pipeline. The Group has built a good career platform for its staff, who can develop and equip themselves through both management and technical channels. The Group provides its staff with a wealth of training and learning opportunities through various channels in accordance with their job responsibilities and the different needs of their career paths, with a view to upgrading their professional competence and overall quality. In 2023, all staff of the Group have been provided with training at different levels. Below is the overall training situation of the Group in 2023 and the relevant training that has been commenced:





CASE



Carry out Trainings for New Recruits

In order to help new staff to promote cultural identity, help them to quickly integrate into the enterprise, improve professionalism and shape a healthy professional mindset, the Personnel and Administration Department of Shanxi Regional Property Services Company organized a training for 34 new staff in May 2023, which covered five parts, namely, corporate culture, core business, basic system, industry dynamics and professionalism, and was taught by a number of internal instructors.

During the training, the instructor organically integrated the key contents with the training programme by means of “training and learning + development activities”, guiding the new staff to familiarize themselves with the Company’s culture and management requirements, and helping them to integrate into the enterprise quickly. The training course implemented the autonomy of the class committee, and new staff actively participated in the election of class officers, contributed to the class, established a good communication and collaboration mechanism, and stimulated the sense of service. In the course of training, “I am the best new staff of Evergrande” development activities were also organized, in which the corporate culture and key businesses were presented in the form of painting, drawing and presentation, and the new staff ‘ understanding of the Company’s business concept and service purpose were further strengthened through intra-team cooperation and inter-team PKs.

After intense and fulfilling learning, the trainees finally passed the final examination of the induction training with excellent results.

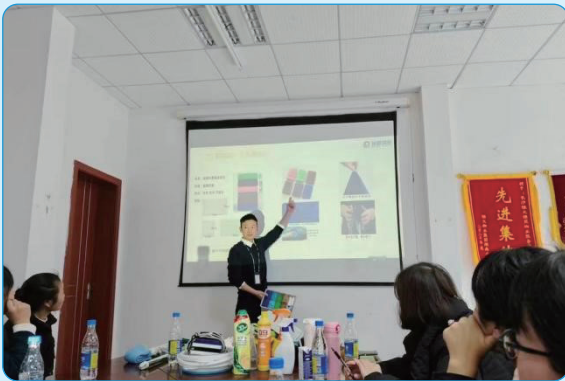




Carry out a “Gold Medal Butler Training Camp”

Between November and December 2023, the Group invited senior instructors in the housekeeping industry to organize a nationwide “Jinbi Home • 2023 Gold Medal Butler Training Camp” tour, with the aim of providing face-to-face training for housekeeping self-employed service teams. Through instructors’ theoretical explanations, real-life simulations, practical assessments and exams, the service skills of frontline butlers were significantly improved, and the quality of housekeeping self-employed services was standardized across the country. In addition, the training camp also carried out humanistic and caring activities such as summary commendation and tea party, so that the staff can deeply feel the Company’s care, strengthen the corporate culture and team cohesion, so as to make the housekeeping self-operation service team more combatant.

Up to now, the training camps have covered 16 regions. Nearly 100 of them have been awarded the internally certified “Gold Medal Butler” title, while some of the staff have successfully obtained the “Butler (Intermediate)” qualification certificate issued by the Bureau of Human Resources and Social Security.





Attendance at Trainings on Property Management and Facilities Management

CASE

In September 2023, the Group dispatched a number of outstanding staff to attend the “Property FM Facility Management CEO Training Course”. During the training, the trainees mastered the advanced equipment management concepts and the application of advanced technologies in equipment management through learning the relevant knowledge of facilities management; and in the practice of different cases, they comprehensively learnt the paths and methods of equipment condition monitoring and fault diagnosis, as well as the experience and skills they need to master in the process of monitoring and diagnosis.





Carry out the Order Elite Training Camp

In order to inherit the good working style of the order line, and continue to improve the cohesion, execution and fighting force of the order team to further enhance the level of management and service awareness, the Personnel and Administration Department of Henan Regional Property Services Company and the Quality Management Department jointly organized the “Order Elite Training Camp” in July 2023, which was attended by a total of 52 staff, and the training content included work skills, work standards, military fitness, team management, and so on.

During the training period, in-house business instructors shared sessions on “The Role of Order Maintenance Department in Property Services Centre”, “Leadership Role of Squadron Leaders” and “Analysis of Property Owner Satisfaction”, and carried out brainstorming sessions on topics such as enhancing property owner satisfaction and optimizing safety management. In addition, the training also focused on core team management issues such as “How to Create a Harmonious Working Atmosphere” and “Effective Methods of Inter-departmental Co-ordination”, in which both the instructors and the trainees shared their valuable experiences.

Through the team melting and physical training, it further strengthened the military quality of the team, improved the overall image, business ability and service awareness of the order team, and showed the new style of the order team of Henan Regional Property Services Company.



▶ Group Photo of the Training Camp



▶ Military Physical Fitness Training



Performance Appraisal and Promotion

In order to optimize the allocation of human resources and align with the Group's strategic transformation goals, Evergrande Property Services Group regularly conducts talent inventories and organizational restructuring exercises. In this year, the Group completed a talent inventory and personnel appointments and dismissals of middle-level and above cadres at the headquarters and regional company headquarters, and through job sorting and optimization, we improved the posting standards of project cadres, expanded the scale of project management, and enhanced project manpower efficiency.

The Group has a well-established performance appraisal and remuneration incentive mechanism, and sets reasonable remuneration standards with reference to the industry's market remuneration levels and internal remuneration positioning, and in principle, carry out remuneration reviews and adjustments on an annual basis. Meanwhile, the Group formulates the "Regulations on Payroll Computing Management of Property Services Group" in strict accordance with the laws and regulations of each region to ensure that the salaries offered are gender-neutral and competitive in the market so as to effectively motivate the staff. In addition, the Group also strictly complies with the "Cadre Selection and Appointment System of Property Services Group" in selecting and promoting cadres to ensure that the entire process is open, fair, selective and orderly. In 2023, the Group set performance and assessment standards in various areas such as satisfaction with the quality of property services, collection of property fees, income from a variety of operations and external expansion, etc. We also track the completion of the indicators for each department on a monthly and quarterly basis, and allocate performance bonuses, such as monthly bonuses and special bonuses, according to the assessment system and assessment results. Meanwhile, the achievement of performance indicators is also an important consideration for promotion assessment, thus encouraging staff to continuously improve themselves and pursue excellence, and to jointly promote the Group's forward development.

Staff communication and care

Staff Communication Mechanism

Staff' views often enable the Group's management to understand the actual situation of the Company's daily operations and help identify potential problems within the Group for timely resolution. In view of this, the Group has set up a comprehensive two-way communication channel for staff to obtain their views and suggestions. This not only enhances humanistic care and psychological guidance for our staff, but also enhances their sense of cohesion and belonging. In order to effectively protect the rights and interests of staff's complaints and to establish a fairer, faster, more efficient and transparent working environment, the Group has established diversified internal complaint channels such as telephone, letters and social media. Staff can lodge various complaints or grievances with the Group's Comprehensive Supervision Centre through the above channels, which will be followed up and dealt with in a timely manner.

The Group also holds regular seminars on the training plan for management trainees in order to keep abreast of the work and study conditions of the management trainees, to further enhance interaction and communication with the management trainees, and to collect the views of the management trainees in order to continuously optimize the training plan.

Staff caring activities

In order to increase mutual understanding between the Company and its staff, enhance the cohesion and sense of belonging of the staff and show the Company's care for its staff, the Company also organized a series of staff caring activities. Below are staff care activities organized by the Group in 2023:



Staff Fun Games

CASE

In order to strengthen the enterprise culture construction, enrich the spare time cultural life of the staff, improve the team cohesion and centripetal force, show the staff's vitality and enthusiasm, and at the same time increase the communication among the staff of different departments, Henan Regional Property Services Company organized a staff collective activity in 2023 May.

Through fun tug-of-war, forest, blind swordsman, pouncing, tearing nametags and other types of games to test teamwork and challenge the spirit of the game, the communication and cooperation between members had been greatly strengthened, they could better understand each other's strengths and specialties, increased trust and tacit understanding, while stimulating the creativity and thinking ability of the staff, so that they were in a relaxed and enjoyable atmosphere to better give full play to their personal potential, and to promote the self-improvement of value.

Driven by the common goal, team members collaborated and supported each other to overcome difficulties and challenges. This kind of cooperation experience not only exercised the staff's teamwork ability and skills, but also inadvertently cultivated the team's sense of honour and collective sense of belonging. The Fun Games not only strengthened the team cohesion and physical fitness, but also let the staff deeply feel the company's care and attention to them, which greatly enhanced the staff's sense of identity and sense of belonging to the company, and injected a strong impetus for the stability and development of the company.



▶ Group Photo of the Activity



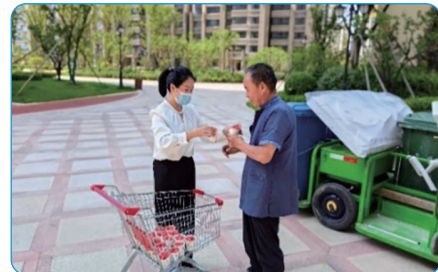
▶ Photo of the Team Building of the Staff



Summer Heat Relieving Activity and Winter Warming Activity for Frontline Staff

1. Summer Heat Relieving Activity

In the hot summer, the persistent hot weather has a great impact on the physical and mental health of frontline staff, making them more prone to physical and mental fatigue, which undoubtedly increases the probability of accidents. In order to effectively care for and maintain the physical health of the staff during the high temperature period, the labour union of Shanxi Regional Property Services Company organized a series of summer heat relieving activities from July to August 2023. The labour union requested each project to try to ensure that outdoor cooling actions were carried out at least twice a week, which included, but were not limited to, the distribution of heat relieving food such as green bean soup, watermelon and ice porridge. Meanwhile, the labour union also uniformly purchased patchouli water for each staff of the project to cope with sudden heat stroke.



▶ Summer Heat Relieving Activity - Condolences to Cleaning Staff

2. Winter Warming Activity

Winter had arrived, the temperature around Shanxi plummeted, in order to effectively care for the physical and mental health of staff, to ensure that the frontline staff to work safely and warmly through the winter. After the preliminary project demand research, Shanxi Regional Property Services Company's labour union organized a winter warming activity of "the same winter, different warmth" to send winter condolences to frontline staff, so that everyone could feel the company's attention and warmth.



▶ Summer Heat Relieving Activity - Condolences to Door Staff

- (1) Purchase leather gloves, warm neck masks and hand cream for each staff uniformly by labour union to ensure that each staff is warmer and more comfortable when working outdoors.
- (2) Distribute winter subsidies for each project, encouraging project teams to organize their own special activities with the theme of winter warming according to their own characteristics, enhancing team cohesion and creating a warm and harmonious working atmosphere.
- (3) Carry out warming activities especially for night shift staff, purchasing instant noodles, milk and other materials to send condolences to night shift security guards and maintenance masters, so that they could feel the company's warmth and care even in the cold night.



▶ Winter Warming Activity - Condolences to Door Staff



CASE



Summer Heat Relieving Activity and Winter Warming Activity for Frontline Staff

In 2023, 272 summer heat relieving activities and 32 winter warming activities were carried out for frontline staff of Shanxi Regional Property Services Company's projects. These activities not only effectively promoted the positive attitude of the staff, but also gave them a deep sense of their own value and respect in the enterprise, thus greatly enhancing their enthusiasm for work and loyalty to the enterprise. At the same time, the activities create a more harmonious working atmosphere, further improve the team cohesion, so that staff have a better understanding of each other, it is easier to reach a consensus in the work, more conducive to the development and implementation of work.



▶ Winter Warming Activity -
Condolences to Night Shift Staff



Quarterly Condolences to the Frontline Staff and Annual Team Building Activity

In order to enhance the physical and mental health of staff, improve teamwork awareness, enhance the company's collective cohesion, create a healthy and upward corporate cultural atmosphere, and promote the overall development of the company's corporate culture and spiritual civilization, the labour union of Shanxi Regional Property Services Company actively organized quarterly condolences to the frontline staff of the project and the annual team building activities.

The quarterly "condolences to the frontline staff" activities mainly are in the form of symposiums, condolences, etc., aimed at allowing frontline staff to experience the company's deep concern and warm greetings. There is no limit to the form in which the annual team building activities can be organized, and the project can draw up them according to the actual situation.

In 2023, various projects of Shanxi Regional Property Services Company organized a total of 83 frontline activities and 10 annual team building activities. Through regular activities, the company further understood the work situation of its staff and the difficulties and needs they faced at work, so as to formulate timely and targeted solutions and measures. Team building activities also make staff feel their importance to the company, thus enhancing their motivation and loyalty to the company and creating a harmonious and upward working atmosphere.



▶ Mid-autumn Condolences to Frontline Staff



▶ Staff Birthday Party

XII. Commitment to Public Welfare, Give Back to Society

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



Chapter Highlight:

-  Participate in precision poverty alleviation
-  Organize community benefit activities

Key Performance

Organize activities such as “love and help for agriculture” and community love relay donation to promote public welfare and cultural development in the community

Organize a total of more than 46,000 community public welfare activities in 2023

Sustainable development goals of this chapter focus on:



Evergrande Property Services Group has been upholding the corporate concept of “giving back to the society, creating value together”, actively undertaking corporate social responsibility, continuously focusing on social welfare issues, promoting the steady development of the community and creating social value. In 2023, Evergrande Property Services Group had been actively developing its corporate values in the areas of underprivileged groups, environment and culture, encouraging its staff to participate in volunteer services and community activities, and realizing the harmonious development of the enterprise and the community, and the Group organized more than 46,000 community activities and carried out a series of projects and activities to help promote the development of the community during the year, including:

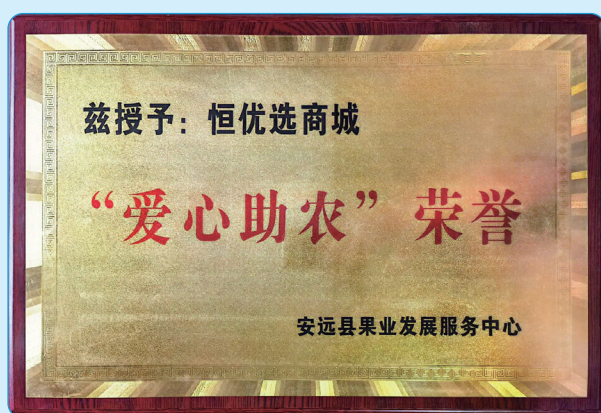
Participate in precision poverty alleviation



“Love and Help for Agriculture” Activity

CASE

In order to assist the development of the agricultural industry, the Evergrande Optimisation Team, adhering to the principle of selecting products from the source and selling them directly at the production site, had launched a number of popular products such as “Guanxi Honeydew Pomelo” and “Ganan Navel Oranges”, and supplied high-quality agricultural products from the production site directly to the urban community, which had successfully generated a revenue of up to RMB50 million for the farmers’ co-operative and had been awarded the title of ambassador for the promotion of local products and honours and awards from many local governments.





CASE



Community Love Relay Donation Activity

In April 2023, Evergrande Jinbi Tianxia Project Shijiazhuang (石家莊恒大金碧天下項目) of Beijing Regional Property Services Company received the “Notice on Love Fundraising Activity for the Sick and Dangerous People” issued by Longquan West Community Resident Committee. After receiving the notice, Property Service Centre of Evergrande Jinbi Tianxia immediately passed the community love fund-raising activities and the situation of the recipients truthfully through the property owners’ WeChat group, circle of friends and other channels, and carried out an independent and voluntary love relay donation activity among the project staff and property owners. In just two days, Jinbi Tianxia Community Shijiazhuang had already raised 16,300 RMB, becoming a property entity with the largest donation in this activity. The community’s initiative to assume social responsibility in this activity not only won the praise of property owners and caring people from all walks of life, but also received awards from the local authorities and extensive media coverage. More importantly, this action inspired more caring people in the community to participate in the love transfer activities, and jointly contribute more positive energy to society.



Organize community benefit activities



“March 3 Song Festival” Activity

CASE

In April 2023, the “March 3 Song Festival (三月三歌圩節)”, a traditional ethnic festival in Guangxi Zhuang Autonomous Region Festival”, was held. To celebrate this festival with deep historical and cultural heritage, the Property Services Centre of the Beihai Project carefully planned and launched a series of colourful and entertaining activities. In order to ensure the smooth progress of the activities, the Property Service Centre actively communicated and cooperated with the sponsors in the pre-event period, and prepared various materials in advance; it also joined hands with the district office, kindergarten and other peripheral organizations in the project to jointly prepare for the activities, and at the same time, the Property Service Centre actively publicised the activities in the property owners’ WeChat group, and invited the property owners to participate in the activities on a one-to-one basis. On the day of the activity, the atmosphere was hot and active, with a variety of cultural performances, parades and food appraisals, attracting the participation of a large number of property owners. It is worth mentioning that the activity also incorporated many elements of Guangxi’s local characteristics. Property owners not only enjoyed the unique bamboo pole dance performance, but also made five-coloured glutinous rice with excellent colour and flavour, and participated in ethnic activities such as the competitive embroidery ball throwing. These activities not only allowed the property owners to feel the strong ethnic festive atmosphere, but also gave them a deeper understanding of Guangxi’s traditional culture.

There were over 1,000 property owners participating in the activity, 2 co-branded official organizations, 5 sponsors. The property owners responded enthusiastically to the activity, saying that it not only enriched their community life, but also strengthened the cohesion of the community.





CASE



Hundred Families Banquet Activity

In November 2023, on the occasion of Thanksgiving Day, the Property Service Centre of Evergrande Palace Nanning (南寧恒大華府) specially planned a unique 100-family banquet for the property owners in order to enhance the friendship and harmony among neighbours. In order to ensure the smooth implementation of the activity, the Property Service Centre carried out in-depth communication with the property owners' representatives in advance and carried out thorough preparations. The Property Service Centre took the initiative to contact the sponsoring entities to ensure funding support for the activity, and carried out one-on-one activity invitation and publicity work among the property owners' WeChat groups to enable more property owners to understand the relevant information of the activity. Meanwhile, to ensure the safety and compliance of the activity, the Property Services Centre also worked closely with the Market Supervision Authority, public security authorities and community organizations to make a proper record of the activity and to strictly control food safety and on-site order.

Under the hard work of the property service staff and the active participation of the property owners, Evergrande Palace Nanning held two hundred feasts in the evening of 18th and 25th November in the community of Phase I and Phase II respectively as scheduled, inviting all the neighbours to participate in the activity, and everyone gathered together to enjoy the warm and harmonious atmosphere. On the day of the activity, the Property Service Centre of Evergrande Palace Nanning carefully arranged colourful community activities during the day, integrating the cultural activities that the property owners were pleased to see, and arranged a sumptuous dinner, wonderful cultural performances and exciting lucky draws for the proper owners in the same day, in order to drive the atmosphere of the activity and encourage more property owners to participate in it. The activity attracted the active participation of more than 900 property owners and received enthusiastic sponsorship from 3 official organizations and more than 30 merchants, with the total value of the sponsored materials reaching RMB 130,000. The property owners at the activity site responded enthusiastically, not only enriching the cultural life of the community, but also enhancing the sense of belonging of the property owners to the community.





Activity of the Festival of Filial Affection and Friendship with Neighbours

CASE

Chongyang Festival (重陽節) is a festival of respect and filial affection for the elderly. In order to carry forward the traditional virtue of respecting and loving the elderly and create a warm festival atmosphere, Property Service Centre of Evergrande Yayuan Huaibei (淮北恒大雅苑) held the activity of “9-9 Chongyang, Thick Respect for the Elderly” with the theme of “Caring for the Elderly, Feeling Affectionate” in October 2023 in conjunction with the Festival of Filial Affection and Friendship with Neighbours. In the activity, Property Service Centre of Evergrande Yayuan Huaibei specially invited a professional barber to provide free charity cutting service for the elderly. Meanwhile, in order to be close to the needs of the elderly property owners, the property service centre also handed out Chongyang Festival gift packs to nearly one hundred property owners over 75 years of age, in which hung noodles meaning longevity as well as nine eggs meaning longevity were elaborately prepared for each elderly person. In addition, at the entrances and exits of the community, the property service staff prepared more than a hundred hot longevity noodles and delivered them to every elderly property owner passing by, conveying their deep blessings to the property owners with a bowl of hot noodles. This activity delivered care to more than 200 elderly people in the community. In the interaction and communication with the elderly, we conveyed our strong respect for the elderly and let them feel the warmth from the property service staff

The success of this activity not only created a strong atmosphere of respecting, honouring, loving and helping the elderly, but also built a bridge between the property and the property owners. The activity was well received by the elderly property owners and their children, who said that such activity made them feel the warmth of home and made them cherish the time they spent with their families more.





XIII. Looking to the Future

The Group has always adhered to the service concept of “conscientious services and heartfelt companionship”, focusing on “standardized operation, professional services, and market-oriented development”, incorporating the principles of sustainable development into daily operations and services of the Group, shaping a healthier environment and community, and striving to create shared value for all stakeholders.

In the future, Evergrande Property Services Group will continuously focus on promoting green operations and digital transformation, relying on technological innovation to strengthen the Group’s ESG performance, while making efficient use of quantitative ESG data management tools to improve data collection, analysis and disclosure, and continuously exploring opportunities for high-value business insights and opportunities to enhance the Group’s ESG performance in order to contribute to social expectations.

The Group believes that building mutual trust is fundamental to doing business. Therefore, the Group will place greater emphasis on fulfilling its corporate social responsibility, caring for its staff, giving back to the society and moving forward with all stakeholders to build a prosperous and sustainable future together.

Schedule I. Social Honours (partial extract)

No.	Award Name	Awarding Unit
1	2023 The Fourth Among the Top 100 Property Services Companies in China	
2	2023 Top 10 Residential Property Service Enterprises in China	
3	2023 Top 100 High-quality Service Property Management Companies in China	China Materials Intelligence Centre
4	2023 Top 100 Brand Influential Property Management Companies in China	China Real Estate Research Institute
5	2023 Leading Property Management Companies of China in Value-added Services Operation	
6	2023 Top 30 Property Management Companies in South China	
7	Evergrande Property was honoured as one of the “2023 China’s Top 20 Listed Property Companies”	Daily Economic News
8	Jinbi Property was honoured as “Best Member of Guangdong Province Property Management Industry Association in 2023”	
9	Jinbi Property was honoured as “Integrity Benchmarking Enterprise” in Guangdong Property Management Industry for 2022-2023	Guangdong Property Management Industry Institute
10	Jinbi Property was honoured as “2023 Greater Bay Area Property Services Brand Enterprise	
11	Evergrande Yuelongtai Hefei-Hefei Water-efficient Communities	Hefei Water Authority
12	Evergrande City Fuqing-Demonstration Community of Household Waste Classification in Fuqing	Fuzhou Evening News
13	Evergrande Royal Scenic Peninsula Chengdu-Demonstration Community of Household Waste Classification in Chengdu	Chengdu Leading Group Office for Promoting the Household Waste Classification



No.	Award Name	Awarding Unit
14	Evergrande Yujing Peninsula Qinzhou-The First Unfraudulent Community in Qinzhou	Qinzhou Public Security Bureau
15	Zhejiang Jindu Property Management Company Limited-Safe Property	“Safe Hangzhou” Construction Leading Group of the Hangzhou Municipal Party Committee of the Communist Party of China (CPC)
16	Evergrande Atrium Kunming, Evergrande JiuLong Bay Kunming, Evergrande Metropolis Kunming-Safe Community	“Safe Kunming” Construction Leading Group Office
17	Linfen Branch Office of Jinbi Property Management Company Limited- “Advanced Enterprise” in Civil Air Defence Evacuation Drills	Linfen Municipal People’s Government Defense Mobilization Office
18	Evergrande Royal Scenic Peninsula Chengdu-No.1 (Construction Sector) in East Area Industry Finals in the 2nd Session of Social Fire Force and Skills Competition of Chengdu	Chengdu Fire Safety Incident Command Office
19	Ningxia Branch of Jinbi Property Management Company Limited-The 2nd Runner-up (Group Section) in 2023 Property Service Industry Skills Competition in Yinchuan	Bureau of Yinchuan Housing and Urban-Rural Development, Yinchuan General Labor Union, Yinchuan Municipal Human Resource and Social Security Bureau
20	Jindu Hafu Hangzhou-”Civilization Unit of Respect for the Elderly	Hangzhou Committee for Elderly Affairs & Party Committee of the North Luomaying Community
21	Jinbi Property Management Company Limited-“Helping Rural Revitalization Charity Enterprise”	Rural Revitalization Bureau of Lankao County, Henan Province
22	Jinbi Property Management Company Limited-2023 Gannan Orange Promotional Ambassador	Fruit Industry Development Service Center of Anyuan County

Schedule II. Overview of ESG Key Performance Indicators for 2023

Environmental Performance¹

Key Performance				
Indicators	Indicators	Unit	2023	2022
A1.1 Emissions	SOx emission	kg	7.06	7.67
	NOx emission	kg	1,333.67	788.62
	Particulate matters	kg	51.93	21.96
A1.2 Greenhouse gas emissions²	Direct greenhouse gas emissions (Scope 1)	tCO ₂ e	8,584.76	6,411.47
	Indirect greenhouse gas emissions (Scope 2)	tCO ₂ e	509,852.60	513,284.36
	Total greenhouse gas emissions (Scope 1 and Scope 2)	tCO ₂ e	518,437.36	519,695.83
	Greenhouse gas emission intensity	tCO ₂ e/10,000 sq.m ³ .	11.91	11.79
A1.3 Hazardous waste	Discarded bulbs/tubes	ton	58.34	40.09
	Weight of waste electronic products	ton	7.65	9.57
	Weight of waste ink cartridge/toner	ton	3.58	11.81
	Total generation of hazardous waste	ton	69.57	61.47
	Emission intensity of hazardous waste	ton/10,000 sq.m.	0.0016	0.0014
A1.4 Non-hazardous waste	General household waste	ton	152,642.01	209,420.99 ⁴
	Garden waste	ton	39,526.05	47,113.52
	Total generation of non-hazardous waste	ton	192,168.06	256,534.51
	Emission intensity of non-hazardous waste	ton/10,000 sq.m.	4.41	5.82



Key Performance				
Indicators	Indicators	Unit	2023	2022
A2.1 Resource use ⁵	Direct energy consumption	MWh	9,772.84	16,189.71
	Indirect energy consumption	MWh	894,007.72	900,025.18
	Total energy consumption	MWh	903,780.55	916,214.89
	Total electricity consumption	MWh	894,007.72	900,025.18
	Total energy consumption intensity	MWh/10,000 sq.m.	20.54	20.41
	Gasoline consumption	L	141,877.42	56,221.26
	Consumption of liquefied petroleum gas	kg	167,919.96	585,931.04
	Consumption of pipeline gas	m ³	353,749.87	464,384.50
A2.2 Water consumption	Total water consumption	m ³	25,027,141.42	26,001,478.56
	Water consumption intensity	m ³ /10,000 sq.m.	574.87	589.69

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

² The emission factors have been calculated using the “Notice on Improving the Management of Greenhouse Gas Emission Reporting for Enterprises in the Electricity Generation Sector for the Period of 2023-2025” issued by the Office of the Ministry of Ecology and Environment. To ensure consistency, the data for indirect GHG emissions in 2022 (Scope 2) have been recalculated.

³ During the year, the total floor area included in the calculation is 435,350,000 square metres, including the office and property management common areas of the headquarters, subsidiaries and 16 regional companies, as well as non-outsourced staff canteens.

⁴ As the statistical methodology for general domestic waste in 2022 is not consistent with the current year, the general domestic waste data for 2022 has been adjusted to ensure consistency of methodology and comparability of data.

⁵ The energy consumption has been calculated according to the conversion factors of the National Standard of the People’s Republic of China “General Rules for Calculating Comprehensive Energy Consumption” (GB/T 2589-2020) and the conversion factors provided by scientific institutions.

Social Performance

Total number of employees by gender, employment type, age group and geographical region		Number of employees for 2023	Percentage of staff turnover (%) for 2023	Number of employees for 2022	Percentage of staff turnover (%) for 2022
By gender	Male	56,056	36%	46,363	35%
	Female	35,426	33%	25,713	35%
By age group	30 below	17,806	46%	15,883	44%
	31-50	38,815	28%	33,537	28%
	51 above	34,861	36%	22,656	38%
By geographical region	China (including Hong Kong, Macau and Taiwan)	91,482	35%	72,076	35%
By employment type	Full-time	66,671	33%	71,835	35%
	Part-time	24,811	41%	241	33%
Total number of staff		91,482 ⁶	35%	72,076	35%

Breakdown of new employees		2023	2022
By gender	Male	37,648	25,461
	Female	23,282	12,482
By age group	30 below	18,365	12,722
	31-50	17,050	12,281
	51 above	25,515	12,940
By geographical region	China (including Hong Kong, Macau and Taiwan)	60,930	37,943

⁶ Due to the restructuring of the Company's organizational structure in 2023, a number of employees who were previously excluded from the regular and part-time workforce have been included during the reporting period, and therefore the relevant workforce data, such as the total number of relevant employees and the number of new hires, are not directly comparable with the 2022 data.



Accidents with work injury loss	2023	2022
Number of working days lost due to work injury (day)	20,162	13,505
Accidents with work injury (excluding fatalities)	786	267
Number of work-related fatalities	11	1
Work-related fatality rate	0.01%	0.0014%

Percentage of employees trained		2023	2022
Total employees trained		100%	100%
By gender	Male	100%	100%
	Female	100%	100%
By title type	Management	100%	100%
	Senior Staff	100%	100%
	Junior Staff	100%	100%

Average training hours		2023	2022
Average training hours for the employee		15.03	19.19
By gender	Male	15.04	20.47
	Female	15.02	16.87
By title type	Management	10.89	56.78
	Senior Staff	30.20	55.74
	Junior Staff	14.63	14.76

Customer service data	2023	2022
Number of complaints and enquiries received from various sources (time)	59,413	56,547
Complaint completion rate	99.98%	95.59%
Number of return visits after complaint handling (time)	19,402	27,974
Protection of intellectual property rights	2023	2022
Number of cases of alleged infringement of intellectual property rights by products and services during the reporting period	0	0
Number of copyrights	57	42
Number of trademarks	60	60
Total number of hours of anti-corruption trainings	2023	2022
Total number of hours of anti-corruption trainings (hour)	50,172.00 ⁷	11,795.50
Community investment	2023	2022
Total investment amount (RMB)	33,951,931.00	20,216,662.00
Number of volunteers ⁸	N/A	16,956
Total hours of volunteering service	N/A	2,960,596.00

⁷ Due to the pandemic and the organizational restructuring of the Group in 2023, the newly included personnel were required to re-train on Evergrande Property standardization system, thus the number of hours of anti-corruption training in the current year has increased significantly as compared with 2022.

⁸ We have not compiled data on the number of volunteers and the total number of hours of volunteering in 2023 during the reporting year, and therefore we do not have overall data on volunteering in 2023, etc. This section is not applicable.



Schedule III. Participated Industry Associations

The headquarters of Evergrande Property Services Group and regional branches actively participate in local industry associations, the industry associations participated in include but not limited to the following:

Branch	Associations	Positions held
Jinbi Property Management Company Limited	China Property Management Institute	Honorary Vice President
Jinbi Property Management Company Limited	Guangdong Property Management Association	Vice President
Hefei Branch of Jinbi Property Management Company Limited	Hefei Property Association	Vice President
Beijing Branch of Jinbi Property Management Company Limited	Beijing Property Management Industry Association	Member unit
Tianjin Branch of Jinbi Property Management Company Limited	Tianjin Property Management Association	Permanent Member Unit
Shijiazhuang Branch of Jinbi Property Management Company Limited	Hebei Property Management Industry Association	Vice President
Fujian Branch of Jinbi Property Management Company Limited	Fuzhou Property Management Association	Member unit
Lanzhou Branch of Jinbi Property Management Company Limited	Gansu Property Association	Vice President
Ningxia Branch of Jinbi Property Management Company Limited	Yinchuan Property Association	Director
Guilin Branch of Jinbi Property Management Company Limited	Guilin Property Services Industry Association	Director
Guiyang Branch of Jinbi Property Management Company Limited	Guizhou Property Management Association	Vice President
Hainan Branch of Jinbi Property Management Company Limited	Hainan Property Management Association	Director
Zhengzhou Branch of Jinbi Property Management Company Limited	Henan Property Management Association	Member unit
Harbin Branch of Jinbi Property Management Company Limited	Heilongjiang Property Management Association	Managing Director
Wuhan Branch of Jinbi Property Management Company Limited	Hubei Property Management Association	Director
Changsha Branch of Jinbi Property Management Company Limited	Hunan Property Management Association	Vice President
Shanghai Branch of Jinbi Property Management Company Limited	Shanghai Property Management Industry Association	Member unit
Zhejiang Jindu Property Management Company Limited	Hangzhou Property Management Association	Vice President
Changchun Branch of Jinbi Property Management Company Limited	Jilin Real Estate Industry Association	Vice President

Branch	Associations	Positions held
Nanchang Branch of Jinbi Property Management Company Limited	Jiangxi Property Management Industry Association	Vice President
Shenyang Branch of Jinbi Property Management Company Limited	Liaoning Property Management Industry Association	Director
Hohhot Branch of Jinbi Property Management Company Limited	Property Association of Inner Mongolia Autonomous Region	Vice President
Taiyuan Branch of Jinbi Property Management Company Limited	Shanxi Real Estate Industry Association	Managing Director
Chengdu Branch of Jinbi Property Management Company Limited	Sichuan Real Estate Industry Association	Deputy director unit
Urumqi Branch of Jinbi Property Management Company Limited	Property Professional Committee of Urumqi Real Estate Association	Deputy director unit
Kunming Branch of Jinbi Property Management Company Limited	Property Management Branch of Yunnan Real Estate Association	Director
Chongqing Branch of Jinbi Property Management Company Limited	Chongqing Property Management Association	Managing Director
Chongqing Tongjing Property Services Company Limited	Chongqing Property Management Association	Member unit
Guangzhou Branch of Jinbi Property Management Company Limited	Guangzhou Property Management Industry Association	Managing Director
Guangzhou Jinbi Huafu Property Services Company Limited	Guangzhou Property Management Industry Association	Member
Guangzhou Jinbi Shijia Property Services Company Limited	Guangzhou Property Management Industry Association	Member
Guangzhou Jinbi Hengying Property Services Company Limited	Guangzhou Property Management Industry Association	Member



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

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

ESG level	Laws and Regulations	Policy
A1.Emissions	<ul style="list-style-type: none"> • Law of the People’s Republic of China on Environmental Protection • Law of the People’s Republic of China on Prevention and Control of Environmental Noise Pollution • Law of the People’s Republic of China on the Prevention and Control of Air Pollution • Water Law of the People’s Republic of China • Law of the People’s Republic of China on the Prevention and Control of Water Pollution • Law of the People’s Republic of China on Marine Environmental Protection • Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste • Law of the People’s Republic of China on the Prevention and Control of Soil Pollution 	<ul style="list-style-type: none"> • Management Measures of Property Services Group • Energy Consumption Management Measures of Property Services Group • Property Services Group Vehicle Management System • Property Services Group Administrative Management Measures
A2.Use of resources	<ul style="list-style-type: none"> • Law of the People’s Republic of China on Environmental Impact Assessment • Law of the People’s Republic of China on the Prevention and Control of Radioactive Pollution • Regulations of Environmental Protection Management of Construction Projects 	
A3.Environment and natural resources	<ul style="list-style-type: none"> • Regulations of the Administration of City Appearance and Environmental Sanitation • Law of the People’s Republic of China on Energy Conservation • Urban and Rural Planning Law of the People’s Republic of China • Water and Soil Conservation Law of the People’s Republic of China • Forest Law of The People’s Republic of China • Management Measures for Urban Living Garbage • Regulation of the Management of Urban Construction Garbage 	
A4.Climate Change	<ul style="list-style-type: none"> • Work Plan for Greenhouse Gas Emission Control under the 14th Five-Year Plan • Law of the People’s Republic of China on Coping with Climate Change 	

ESG level	Laws and Regulations	Policy
B1. Employment	<ul style="list-style-type: none"> Labour Law of the People's Republic of China Labour Contract Law of the People's Republic of China Law of the People's Republic of China on the Promotion of Employment 	<ul style="list-style-type: none"> Management Measures of Property Services Group Recruitment and On-boarding of Property Services Group Labour Contract Management System of Property Services Group Human Resources Management Measures of Property Services Group
B2. Health and Safety	<ul style="list-style-type: none"> Social Insurance Law of the People's Republic of China Law of the People's Republic of China on Work Safety Fire Protection Law of the People's Republic of China Law of the People's Republic of China on Response to Emergency Regulation of Hazardous Chemicals Safety Management Regulation on the Reporting and Investigation of Production Safety Accidents Interim Provisions on the investigation and control of hidden safety accidents Provisions on the Supervision and Administration of Occupational Health at Work Sites Law of the People's Republic of China on the Protection of Minors Regulation of the People's Republic of China on Work-Related Injury Insurance 	<ul style="list-style-type: none"> Policy on Labour Discipline of Property Services Group
B3. Development and training	<ul style="list-style-type: none"> Minimum Wage Regulations of the Ministry of Labour and Social Security of the People's Republic of China 	<ul style="list-style-type: none"> Cadre Selection and Appointment Management System of Property Services Group
B4. Labour standards	<ul style="list-style-type: none"> Law of the People's Republic of China on Prevention and Control of Occupational Diseases Provisions on the Prohibition of Using Child Labour 	<ul style="list-style-type: none"> Policy on Formal Employment of New Employees of Property Services Group Employee Demission Management System of Property Services Group Policy on Management of Archives of Property Services Group Regulations on Social Insurance and Housing Fund Management of Property Services Group Regulations on Payroll Computing Management of Property Services Group Administrative Office Management System of Property Services Group Notice on Relevant Regulations regarding the Standardizing Business Cooperation and Plugging Loopholes of Property Services Group



ESG level	Laws and Regulations	Policy
B5. Supply Chain Management	<ul style="list-style-type: none"> • Law of the People’s Republic of China on Tenders and Bids • Government Procurement Law of the People’s Republic of China 	<ul style="list-style-type: none"> • Management Measures of Property Services Group • Management Measures for Bidding and Procurement of Property Services Group
B6. Product responsibility	<ul style="list-style-type: none"> • Product Quality Law of the People’s Republic of China • Regulations on Property Management • Tort Law of the People’s Republic of China • Copyright Law of the People’s Republic of China • Trademark Law of the People’s Republic of China • Patent Law of the People’s Republic of China • Law of the People’s Republic of China on the Protection of Consumer Rights and Interests • General Provisions of the Civil Law of the People’s Republic of China • Advertising Law of the People’s Republic of China • Cybersecurity Law of the People’s Republic of China 	<ul style="list-style-type: none"> • Management Measures of Property Services Group • Management Measures for Customer Appeals and Complaints of Property Services Group • Major Events Management Regulations of Property Services Group • Management Measures for Property Service Fee Collection of Property Services Group • Vacant Property Management Measures of Property Services Group • Order Management Measures of Property Services Group • Parking Management Measures of Property Services Group • Project Management Measures of Property Services Group • Management Measures for Maintenance Work of Property Services Group • Management Measures for Equipment and Facilities Undertaking Inspection of Property Services Group • Management Measures for Special Maintenance Fund of Property Services Group • Elevator Maintenance Management Measures of Property Services Group • Paid Maintenance Management Measures of Property Services Group

ESG level	Laws and Regulations	Policy
		<ul style="list-style-type: none"> • Maintenance and Warranty Operation Guide of Property Services Group • Engineering Operation Guide of Property Services Group • Implementation Rules for Acceptance Work of Property Services Group • Club Service Management Measures of Property Services Group • Asset Management System of Property Services Group • Management Measures for Intellectual Property Evaluation of Property Services Group • Administrative Measures for Genuine Software of Property Services Group • Seal Management System of Property Services Group • Confidentiality System of Property Services Group • Information Management Measures of Property Services Group • Management Measures for Information System Development of Property Services Group • Management Measures for Information System Testing of Property Services Group • Management Standards for Information System Release and Change of Property Services Group • Management Measures for Scattered Demands in Information System of Property Services Group • Quality Management Measures for Basic Services of Property Services Group
B7. Anti-Corruption	<ul style="list-style-type: none"> • Interim Provisions on Banning Commercial Bribery • Anti-Unfair Competition Law of the People's Republic of China • Anti-Money Laundering Law of the People's Republic of China • Law of the People's Republic of China on the People's Bank of China • Company Law of the People's Republic of China • Criminal Law of the People's Republic of China • Code of Integrity Management 	<ul style="list-style-type: none"> • Management Measures for Comprehensive Supervision of Property Services Group • Employee Code of Conduct • Cadres Codes 36 • Red and Yellow Lines for Managing Cadres



Schedule V. Comparison Table of the SEHK ESG Reporting Guide

Key scopes, dimensions, general disclosures and key performance indicators		Disclosure status	Chapter/Explanation
A. Environmental			
Aspect A1: Emissions			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and nonhazardous waste.		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A1.1	The types of emissions and respective emissions data.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A1.2	Direct (Scope 1) and energy indirect (Scope 2) GHG emissions (in tonnes) and, where applicable, density(e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator A1.3	Total quantity of hazardous waste generated (in tonnes) and, where applicable, density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator A1.4	Total quantity of non-hazardous waste generated (in tonnes) and, where applicable, density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator A1.5	Description of emission target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A1.6	Description of how hazardous and nonhazardous wastes are handled and a description of reduction target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Aspect A2: Use of Resources			
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A2.1	Direct and/or indirect energy consumption (e.g. electricity, gas or oil) by type in total (in thousands of kWh) and intensity (e.g. calculated per unit of production, per facility).	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator A2.2	Water consumption in total and density (e.g. calculated per unit of production, per facility).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.

Key scopes, dimensions, general disclosures and key performance indicators		Disclosure status	Chapter/Explanation
Aspect A3: Environment and Natural Resources			
General Disclosure Policies on minimizing the issuer's significant impacts on the environment and natural resources.		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Aspect A4: Climate Change			
General Disclosure Policies on identification and mitigation of significant climate related issues which have impacted, and those which may impact, the issuer.		disclosed	X. Low Carbon Environmental Protection, Care for the Environment
Key Performance Indicator A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
B. Social			
Employment and labour practices			
Aspect B1: Employment			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.		disclosed	XI. People-Oriented, Move Forward
Key Performance Indicator B1.1	Total workforce by gender, employment type (e.g. full-time or part-time), age group and geographical region.	disclosed	XI. People-Oriented, Move Forward Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator B1.2	Employee turnover rate by gender, age group and geographical region.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Aspect B2: Health and Safety			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		disclosed	XI. People-Oriented, Move Forward
Key Performance Indicator B2.1	The number and rate of work-related fatalities in each of the past three years (including the reporting year).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator B2.2	Lost days due to work injury.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator B2.3	Description of occupational health and safety measures adopted and how they are implemented and monitored.	disclosed	XI. People-Oriented, Move Forward



Key scopes, dimensions, general disclosures and key performance indicators		Disclosure status	Chapter/Explanation
Aspect B3: Development and training			
General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		disclosed	XI. People-Oriented, Move Forward
Key Performance Indicator B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator B3.2	The average training hours completed per employee by gender and employee category.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Aspect B4: Labour Standards			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.		disclosed	XI. People-Oriented, Move Forward
Key Performance Indicator B4.1	Description of measures to review employment practices to avoid child and forced labour.	disclosed	XI. People-Oriented, Move Forward
Key Performance Indicator B4.2	Description of steps taken to eliminate such practices when discovered.	disclosed	XI. People-Oriented, Move Forward
Operating practices			
Aspect B5: Supply Chain Management			
General Disclosure Policies on managing environmental and social risks of the supply chain.		disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.1	Number of suppliers by geographical region.	disclosed	IX. Focus on Service, Green Supply Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply

Key scopes, dimensions, general disclosures and key performance indicators		Disclosure status	Chapter/Explanation
<i>Aspect B6: Product Responsibility</i>			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator B6.2	Number of products and service related complaints received and how they are dealt with.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator B6.3	Description of practices relating to observing and protecting intellectual property rights.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.4	Description of quality assurance process and recall procedures.	disclosed	IX. Focus on Service, Green Supply
Key Performance Indicator B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	disclosed	IX. Focus on Service, Green Supply
<i>Aspect B7: Anti-corruption</i>			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud, and money laundering.		disclosed	VIII. Compliance Governance, Integrity
Key Performance Indicator B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and outcomes of the cases.	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
Key Performance Indicator B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	disclosed	VIII. Compliance Governance, Integrity
Key Performance Indicator B7.3	Description of anti-corruption trainings provided to directors and staff.	disclosed	VIII. Compliance Governance, Integrity



Key scopes, dimensions, general disclosures and key performance indicators		Disclosure status	Chapter/Explanation
<i>Community</i>			
<i>Aspect B8: Community Investment</i>			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration communities' interests.	disclosed	XII. Commitment to Public Welfare, Give Back to Society
Key Performance Indicator B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	disclosed	XII. Commitment to Public Welfare, Give Back to Society
Key Performance Indicator B8.2	The resources contributed (e.g. money or time) to the focus area.	disclosed	XII. Commitment to Public Welfare, Give Back to Society Schedule II. Overview of ESG Key Performance Indicators for 2023

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

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 2: General Disclosure 2021</i>			
<i>Organization and Reporting Practice</i>			
2-1	Organization Information	disclosed	III. About the Group
2-2	Entities included in the sustainability report	disclosed	III. About the Group
2-3	Reporting period, reporting frequency and contact person	disclosed	II. About this Report
2-4	Information reprogramming	disclosed	II. About this Report
2-5	External assurance	disclosed	No external assurance has been provided for the Report and the Group will consider the adoption of external assurance in the future based on the current status of report preparation and data management.
<i>Operating activities and staff information</i>			
2-6	Activities, value chains and other business relationships	disclosed	III. About the Group IX. Focus on Service, Green Supply
2-7	Employee	disclosed	XI. People-Oriented, Move Forward
2-8	Non-employed staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
<i>Governance</i>			
2-9	Governance Structure and Components	disclosed	Annual Report 2023 - Corporate Governance Report V. Governance for Sustainable Development
2-10	Nomination and selection of the top governing department	disclosed	Annual Report 2023 - Corporate Governance Report
2-11	Chairman of the top governing department	disclosed	Annual Report 2023 - Corporate Governance Report
2-12	The role of the top governance department in relation to monitoring impact management	disclosed	Annual Report 2023 - Corporate Governance Report
2-13	Delegation of responsibility for impact management	disclosed	Annual Report 2023 - Corporate Governance Report
2-14	The role of top governance department in sustainable development report	disclosed	IV. Commitment to Sustainable Development



GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 2: General Disclosure 2021</i>			
2-15	Conflict of interest	disclosed	Annual Report 2023 - Corporate Governance Report
2-16	Communicate material key issues	disclosed	VII. Materiality Assessment
2-17	Group knowledge of the top governance department	disclosed	V. Governance for Sustainable Development
2-18	Performance evaluation of the top governance department	disclosed	V. Governance for Sustainable Development
2-19	Remuneration policy	disclosed	Annual Report 2023
2-20	The remuneration decision process	disclosed	Annual Report 2023
2-21	Total annual remuneration ratio	disclosed	Annual Report 2023
2-22	Sustainable development strategy statement	disclosed	II. About this Report
2-23	Policy commitments	disclosed	V. Governance for Sustainable Development Evergrande Property Services Group's human rights, equal opportunities policy and whistleblowing policy are internal documents and therefore cannot be described in detail.
2-24	Integration policy commitments	disclosed	V. Governance for Sustainable Development X. Low Carbon Environmental Protection, Care for the Environment
2-25	The process of compensating for negative impacts	disclosed	IX. Focus on Service, Green Supply
2-26	Mechanisms for seeking advice and raising concerns	disclosed	IX. Focus on Service, Green Supply
2-27	Compliance with laws and regulations	disclosed	Schedule IV. List of key ESG policies and regulations
2-28	Membership of public associations	disclosed	Schedule III. Industry Associations Participated In
2-29	Approach to stakeholder communication	disclosed	VI. Stakeholder Engagement Mechanism
2-30	Collective bargaining agreements	disclosed	During the reporting period, there were no incidents of collective bargaining agreements in Evergrande Property Services Group.

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 3: Material Issue 2021</i>			
<i>Disclosure of material issues</i>			
3-1	Process for determining material issues	disclosed	VI . Stakeholder Engagement Mechanism VII . Materiality Assessment
3-2	List of material issues	disclosed	VII . Materiality Assessment
<i>GRI 201: Economic Performance 2016</i>			
3-3	Management of material issues	disclosed	III. About the Group
201-1	The direct economic value generated and distributed by the organization	disclosed	XII. Commitment to Public Welfare, Give Back to Society
201-2	Financial implications and other risks and opportunities arising from climate change	disclosed	X. Low Carbon Environmental Protection, Care for the Environment The Group did not experience any personal injury or death of property owners and staff due to extreme weather conditions in 2023.
201-4	Financial assistance from the government	disclosed	During the reporting period, Evergrande Property Services Group received tax relief from the government for veterans, as well as talent subsidies, and no other financial assistance.
<i>GRI 202: Market Presence 2016</i>			
3-3	Management of material issues	disclosed	III. About the Group
202-1	Ratio of standard entry level salary to local minimum salary by gender	disclosed	The Group has formulated the “Regulations on Payroll Computing Management of Property Services Group” in strict accordance with the laws and regulations of each region, and the salary fixing strategy is not related to gender.
202-2	Proportion of senior management hired from the local community	disclosed	The Group’s senior management are all from the countries in which it operates and therefore the proportion of senior management employed from local communities is 100%.
<i>GRI 203: Indirect Economic Impact 2016</i>			
3-3	Management of material issues	disclosed	XII. Commitment to Public Welfare, Give Back to Society
203-1	Infrastructure investment and supportive services	disclosed	XII. Commitment to Public Welfare, Give Back to Society



GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 205: Anti-Corruption 2016</i>			
3-3	Management of material issues	disclosed	VIII. Compliance Governance, Integrity
205-1	Operating sites that have been assessed for corruption risk	disclosed	During the year, the Group carried out a corruption risk assessment of 25 operating segments and identified no sites with significant corruption risk through the risk assessment.
205-2	Communication and training on anti-corruption policies and processes	disclosed	VIII. Compliance Governance, Integrity
205-3	Confirmed incidents of corruption and actions taken	disclosed	During the reporting period, the Group recorded a total of three legal cases relating to staff corruption, one of which has been concluded with judgement passed against the staff concerned, and two of which are still in the process of litigation and have not yet been concluded. The staff involved in these cases have been dismissed.
<i>GRI 206: Anti-competitive Behaviour 2016</i>			
3-3	Management of material issues	disclosed	VIII. Compliance Governance, Integrity
206-1	Legal actions for anti-competitive behaviour, anti-rust, and monopoly practices	disclosed	VIII. Compliance Governance, Integrity
<i>300: Environment</i>			
<i>GRI 301: Materials 2016</i>			
3-3	Management of material issues	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-1	Weight or volume of material used	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-2	Recycled feedstock used	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.
301-3	Recycled products and their packaging materials	disclosed	Products of Evergrande Property Services Group do not involve the use of packaging materials and therefore this section is not applicable.

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 302: Energy 2016</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
302-1	Energy consumption within the organization	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2023
302-3	Energy intensity	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2023
302-4	Reduce energy consumption	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
<i>GRI 303: Water and draining Water 2018</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
303-1	Shared water interactions	disclosed	In 2023, water for Evergrande Property Services Group's operations mainly came from municipal water supplies in the areas in which it operated and waste water were discharged in accordance with local laws and regulations. Therefore, there are currently no problems with access to water sources and no significant water related impacts arising from the Group's operations.
303-2	Manage the impacts associated with drainage	disclosed	Evergrande Property Services Group complies with local regulatory requirements relating to drainage.
303-5	Water consumption	disclosed	X. Low Carbon Environmental Protection, Care for the Environment Schedule II. Overview of ESG Key Performance Indicators for 2023
<i>GRI 305: Emissions 2016</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
305-1	Direct (Scope 1) GHG emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
305-2	Energy indirect (Scope 2) GHG emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
305-4	GHG emissions intensity	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023



GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 306: Waste 2020</i>			
3-3	Management of material issues	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-1	Waste generation and significant waste-related impacts	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-2	Management of significant waste-related impacts	disclosed	X. Low Carbon Environmental Protection, Care for the Environment
306-3	Waste generated	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
<i>GRI 308: Supplier Environmental Evaluation 2016</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
308-1	New suppliers screened using environmental standards	disclosed	IX. Focus on Service, Green Supply
308-2	The negative impact of the supply chain on environment and the actions taken	disclosed	IX. Focus on Service, Green Supply
<i>GRI 401: Relations between employee and employer 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward
401-1	New and departing staff	disclosed	XI. People-Oriented, Move Forward
<i>GRI 403: Occupational Safety and Health 2018</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward
403-1	Occupational safety and health management system	disclosed	XI. People-Oriented, Move Forward
403-2	Hazard identification, risk assessment, and accident investigation	disclosed	XI. People-Oriented, Move Forward Schedule II. Overview of ESG Key Performance Indicators for 2023
403-3	Occupational Health Service	disclosed	XI. People-Oriented, Move Forward
403-4	Worker involvement, consultation and communication on occupational safety and health	disclosed	XI. People-Oriented, Move Forward
403-5	Worker training on occupational safety and health	disclosed	XI. People-Oriented, Move Forward
403-6	Worker Health Promotion	disclosed	XI. People-Oriented, Move Forward
403-7	Prevention and mitigation of occupational safety and health shocks directly linked to business relationships	disclosed	XI. People-Oriented, Move Forward
403-9	Occupational injury	disclosed	XI. People-Oriented, Move Forward

GRI Code Indicator	Description	Disclosure status	Chapter/Explanation
<i>GRI 404: Training and Education 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward
404-1	Average hours of training per year per staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
<i>GRI 405: Diversity and equal opportunity for staff 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward
405-1	Diversity in governance department and staff	disclosed	Schedule II. Overview of ESG Key Performance Indicators for 2023
<i>GRI 406: Non-discrimination 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward
406-1	Incidents of discrimination and actions taken by the organization to improve them	disclosed	XI. People-Oriented, Move Forward
<i>GRI 408: Child Labour 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward
408-1	Significant risks of child labour at operating locations and suppliers	disclosed	XI. People-Oriented, Move Forward The Group employs workers in strict accordance with national laws and regulations and does not engage in illegal employment practices.
<i>GRI 409: Forced or compulsory labour 2016</i>			
3-3	Management of material issues	disclosed	XI. People-Oriented, Move Forward
409-1	Operating sites and suppliers with significant risk of forced or compulsory labour incidents	disclosed	XI. People-Oriented, Move Forward The Group employs workers in strict accordance with national laws and regulations and does not engage in illegal employment practices.
<i>GRI 413: Local Community 2016</i>			
3-3	Management of material issues	disclosed	XII. Commitment to Public Welfare, Give Back to Society
<i>GRI 414: Social Evaluation of Supplier 2016</i>			
3-3	Management of material issues	disclosed	IX. Focus on Service, Green Supply
414-1	New suppliers screened using social criteria	disclosed	IX. Focus on Service, Green Supply
414-2	Negative social impacts in the supply chain and the actions taken	disclosed	IX. Focus on Service, Green Supply



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

