



天津津燃公用事業股份有限公司

**TIANJIN JINRAN PUBLIC UTILITIES COMPANY LIMITED**

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

Stock Code: 1265



Environmental,  
Social and  
Governance Report  
**2023**

# CONTENTS

ABOUT THIS REPORT	2
STATEMENT FROM THE BOARD	3
1. IMPROVING CORPORATE GOVERNANCE	4
1.1 ESG Governance	4
1.2 Integrity and Legal Compliance	10
1.3 Supply Chain Management	15
2. ADHERING TO OPERATIONAL EXCELLENCE	16
2.1 Stable Gas Supply	16
2.2 High-quality Service	19
2.3 Technology Upgrade	23
3. STRICTLY OBSERVING THE SAFETY RED LINE	25
3.1 Safety Management	25
3.2 Safety Culture	29
3.3 Gas Use Safety	31
4. PRACTICING GREEN DEVELOPMENT	34
4.1 Environmental Management	34
4.2 Response to Climate Change	35
4.3 Green Construction	38
4.4 Green Office	40
5. PROMOTING HARMONIOUS COEXISTENCE	42
5.1 Employment Management	42
5.2 Talent Development	43
5.3 Care for Employees	46
5.4 Social Empowerment	54
HKEx ESG REPORTING GUIDE INDICATORS INDEX	55

## ABOUT THIS REPORT

This report is the eighth environmental, social and governance (hereinafter referred to as “ESG”) report (hereinafter referred to as “this report”) published by Tianjin Jinran Public Utilities Company Limited. This report is prepared in accordance with the actual operational data of the Company, and responds to the important issues of concern to stakeholders in the main body of the report, which truly reflects Jinran Public’s performance of its economic, social and environmental responsibilities. The Board of the Company has reviewed this report and is responsible for the authenticity and validity of the information contained.

### I. SCOPE OF THE REPORT

This report focuses on Tianjin Jinran Public Utilities Company Limited and its subsidiaries. This report covers the period from 1 January 2023 to 31 December 2023, and it may include information beyond the period in order to maintain the consistency of information.

### II. GUIDANCE FOR THE REPORT

This report is prepared with reference to the Environmental, Social and Governance Reporting Guide in Appendix 27 of the Main Board Listing Rules issued by the Stock Exchange of Hong Kong Limited.

### III. EXPLANATIONS ON DATA

The data and cases cited in this report are extracted from the statistical report and the internal communication documents of Jinran Public. In case of any discrepancies between financial data and the annual report, the latter shall prevail. Unless otherwise stated, Renminbi is used in this report as the functional currency.

### IV. PUBLICATION FORM

This report is published in Chinese and English. Please log in to <http://www.jinrangongyong.com/> for the electronic version.

### V. EXPLANATIONS ON SHORT NAMES

For ease of presentation, Tianjin Jinran Public Utilities Company Limited is expressed as “Jinran Public”, “Company”, “we” and “us”.

### VI. CONTACT INFORMATION

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## STATEMENT FROM THE BOARD

Jinran Public attaches great importance to environmental, social and governance (hereinafter referred to as “ESG”) and is well aware of its significance to the long-term sound development of the Company. The Company, therefore, has established an effective ESG management and governance mechanism. As the highest decision-making body on ESG matters, the Board of Directors is responsible for approving the Company’s sustainable development strategies, policies, objectives and risks, reviewing the progress of achieving ESG targets to achieve a more independent, efficient and professional ESG management by the Board of Directors; and establishing an ESG panel to manage social and governance matters, thus ensuring the integration of ESG concepts into the Company’s policies, the implementation of ESG management in the Company, and exploring a new sustainable development model that integrates ESG into the Company’s business.

Jinran Public attaches importance to the material impact that ESG risks may have on the Company. Based on external socio-economic macro environment and our internal strategy, the Company conducts regular assessment of important ESG issues, and reports them to the Board for review. The Board discusses and identifies our ESG risks and opportunities, makes the management and enhancement of important issues an ESG priority and takes it in account of the Company’s overall strategy and carries out corresponding measures. Looking ahead, the Company will continue to actively respond to climate change risks and enhance its capability to manage climate risks and opportunities.

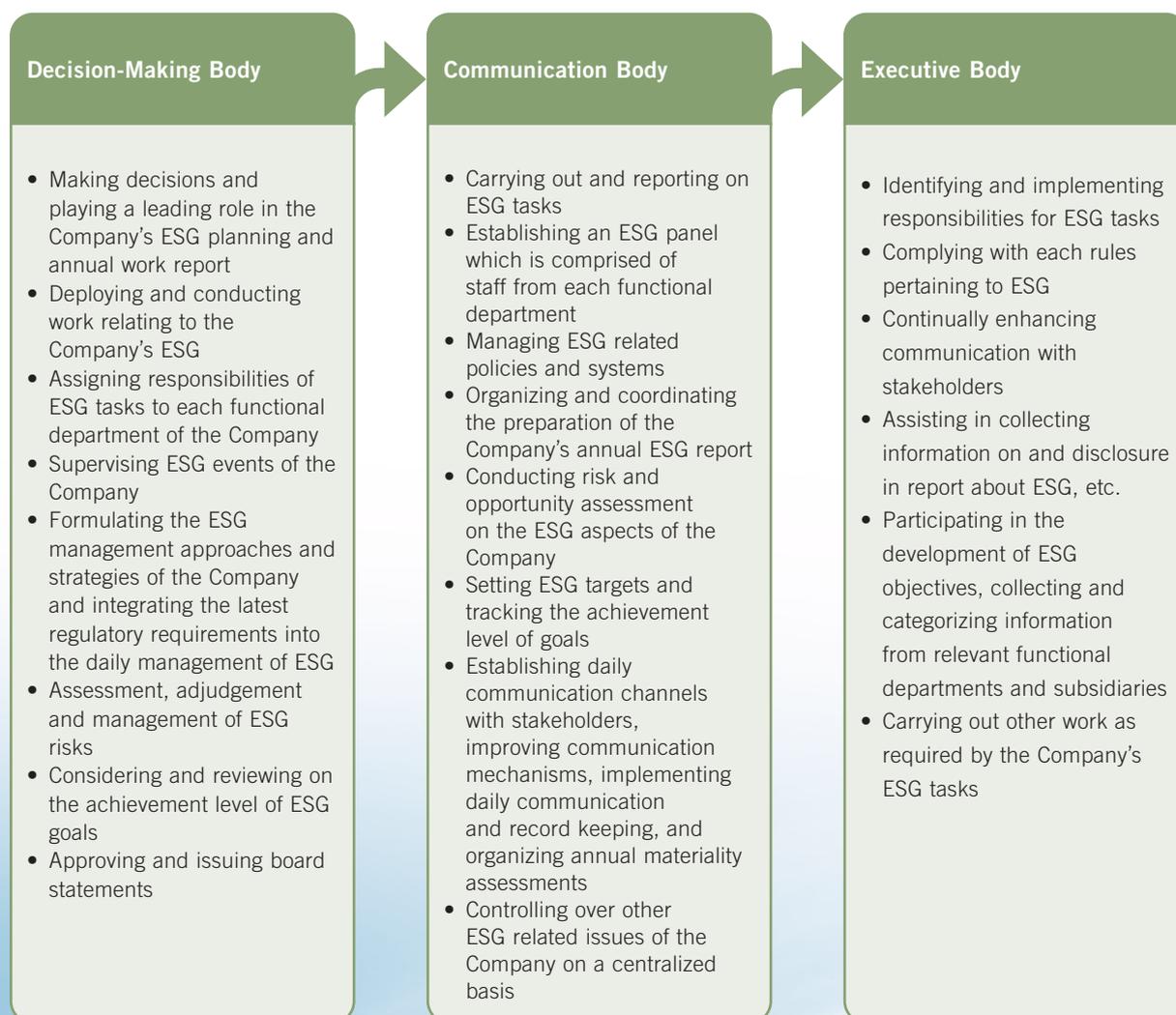
This report discloses the details of progress and effectiveness of ESG work of Jinran Public in 2023, which was considered and approved by the Board on 28 March 2024. The Board of the Company and all directors thereof guarantee that the information contained in this report does not contain any false representations, misleading statements or material omissions, and jointly and severally accept responsibility for the truthfulness, accuracy and completeness of the content of this report.

# 1. IMPROVING CORPORATE GOVERNANCE

Jinran Public has been establishing a modern corporate system with Chinese characteristics, and integrates the concept of sustainable development into corporate governance process while improving the corporate governance system. Adhering to the principle of integrity and compliance, we endeavor to prevent risks and strengthen internal control, and always advocate the corporate culture of integrity and self-discipline to ensure the long-term and sound development of the Company.

## 1.1 ESG GOVERNANCE

In the course of its development and operation, Jinran Public has always been determined in strengthening its management on ESG issues. In accordance with the Administrative Measures for the Social Responsibility of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司社會責任管理辦法》), the Company, through an ESG panel, is in charge of placing effective control over, inter alia, organisation and planning, index management and performance appraisal pertaining to ESG issues, in order to further regulate and improve the level of the Company's ESG management.



# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## Communication with Stakeholders

Jinran Public highly concerned about the demands of its stakeholders. Based on the characteristics of industry dynamics and the development of the Company, we identify internal and external stakeholders and proactively establish a communication mechanism with them. The Company actively communicates with stakeholders by convening annual results presentation and general meetings, participating in investment seminars, receiving visiting investors from the mainland and overseas, listening to their advice and responding in a timely manner.

In order to listen to the opinions of stakeholders, the Company provides direct communication channels for stakeholders around the country. Any interested party related to the local business and development of the Company can contact us directly at the company level by email: [zhbgs@jinrangongyong.com](mailto:zhbgs@jinrangongyong.com). We value the concerns and suggestions of relevant parties and will respond in a timely manner and properly handle.

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

Stakeholders	Issues of Concern	Response Channels	Effectiveness of communication
Government and regulatory agency	Lawful operation Tax compliance Increasing employment opportunities Promoting sustainable and healthy economic development	Daily report and communication Seminars and on-site meeting Forum and exchange programme	Developed strategic cooperation with local governments Created good external environment for enterprise development
Shareholder and investor	Satisfactory investment return Good market value	Annual reports and announcements Roadshows Investors meetings General meeting	Established good relationship with investors Improved the credibility of investors Obtained the support from investors and shareholders on material decisions
Client	Stable supply of products High-quality and safe products Considerate and convenient service Smooth communication channels	Customer forums Telephone service hot-line Customer satisfaction survey	Continuous improvement on business operation based on customers' feedback Efficient and timely solutions for customers' complaints Continuous improvement on customers service
Business partner	Fair procurement Sincerity and mutual benefit Long term and stable cooperation	Supplier conference Strategic cooperation	Enhanced suppliers management, improved effectiveness of supply chain Facilitated co-development of business partners

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

Stakeholders	Issues of Concern	Response Channels	Effectiveness of communication
Employee	Comprehensive rights and interests protection Good platform for career development Work-life balance Occupational health	Employee congress Complaint mail box	Communication among staff Clarified career path Created a harmonious workplace Built a healthy and safe working environment
Communities and non-governmental organisations	Community development Establishment of a harmonious community	Community propaganda Participating in public welfare	Established good relationship with community Created a good external environment for the enterprise development
Media	Financial performance Corporate governance Information disclosure	Annual reports and announcements Press conference News releases and publications Media inquiries	Established a good relationship with media Maintained company image and obtained public recognition
Environment	Practice energy conservation and emission reduction Practice green operation	Annual reports and announcements Project and environmental impact survey Communication with environmental organizations	Implement energy conservation and emission reduction plans

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

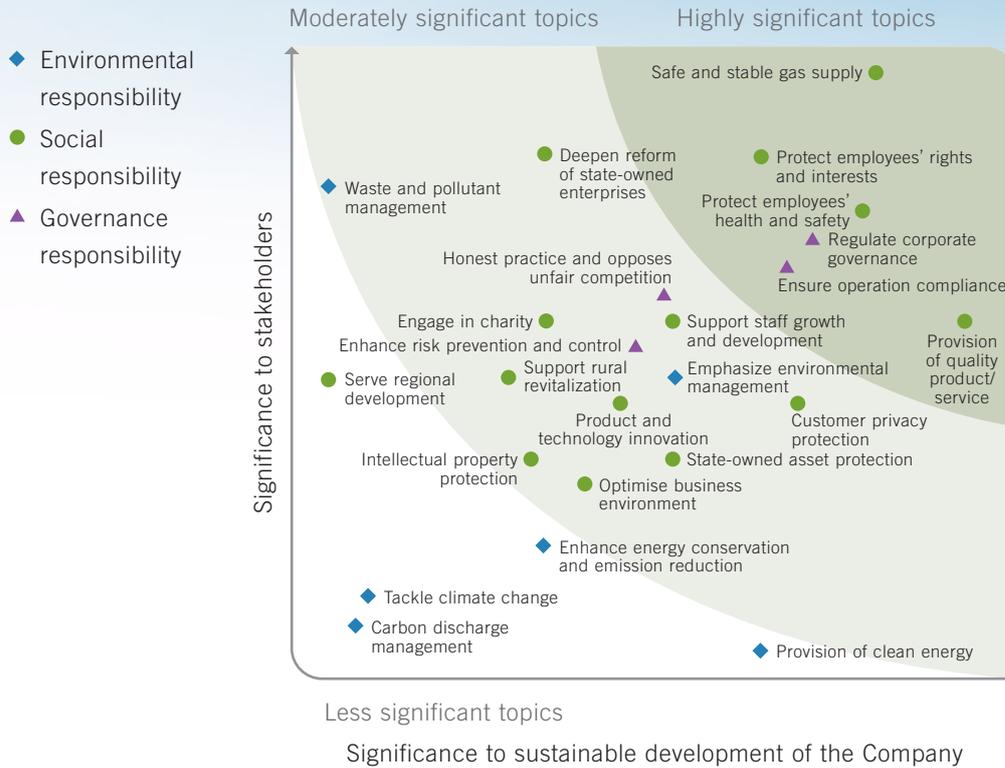
## Significant Topics Screening

According to the requirements of the Environmental, Social and Governance Reporting Guidelines issued by Hong Kong Stock Exchange and with reference to the international general ESG initiatives and standards and the general concern of industry ESG topics, Jinran Public carries out the identification and screening of ESG topics through anonymous questionnaire surveys every 3 to 5 years. A matrix of material topics is created after the analysis and evaluation of questionnaire data, and alternative topics are identified to be submitted to the Board for review and approval.

Screening Process of Topics on Social Responsibility
<b>Topic Sources</b>
<ul style="list-style-type: none"><li>• Suggestions from the management of the Company</li><li>• Analysis and recommendations from internal and external experts</li><li>• Analysis on media information</li><li>• Benchmarking research on domestic and overseas players in the industry</li><li>• Guidance on social responsibility</li></ul>
<b>Screening Criteria</b>
<ul style="list-style-type: none"><li>• Contribution to sustainable development</li><li>• Common concerns of stakeholders</li><li>• Emphasis of guidance on social responsibility</li><li>• Satisfying demands arising from strategic development of the Company</li></ul>

In 2023, the Company identified and screened the sustainable development topics related to Jinran Public by means of seeking for the suggestions from the management of the Company, benchmarking research on domestic and overseas players in the industry, analysis on imedia information and on-site investigation, so as to understand the concerns of stakeholders, and screen out significant topics finally.

# 1. IMPROVING CORPORATE GOVERNANCE (continued)



**Matrix of Significant Topics of Jinran Public in 2023**

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## 1.2 INTEGRITY AND LEGAL COMPLIANCE

Adhering to the vision goal of “building an integrity and compliance enterprise and being an integrity and compliance gas person”, Jinran Public is committed to integrating the compliance culture concept of “operating business with integrity and ensuring gas safety by compliance” into the whole process of corporate operation. The Company has continuously strengthened the construction of an integrity and compliance management system by establishing the Integrity and Compliance Committee and the Joint Committee and carrying out integrity and compliance management work in accordance with the Integrity and Compliance Work Plan. In 2023, we established and implemented a compliance officer system to strengthen the first line of defence against compliance risks and amended the “Regulations on Integrity and Compliance Management of Tianjin Jinran Public Utilities Company Limited” to further clarify the functions of each level.

We require our employees, contractors, and suppliers to stick to integrity and self-discipline by annually signing the Statement of Integrity and Self-discipline Commitment and the Pledge of Integrity and Self-discipline with all the staff to establish the concept of integrity and compliance, with a signing rate of 100% in 2023. We also organised each partner to sign the Integrity Compliance and Integrity Agreement, with a signing rate of 100% in 2023.

**Table: Highlights of the List of Integrity and Compliance Obligations of Jinran Public in 2023**

- |   |                                   |
|---|-----------------------------------|
| • Trade transaction                                     | • Contract management             |
| • Safety and environmental protection                   | • Projects and operation          |
| • Labour employment                                     | • Overseas business risk          |
| • Financial tax   | • Brand maintenance               |
| • Intellectual Property Rights and Information Security | • Social donation and sponsorship |
| • Product and service quality                           | • Legal and general management    |
| • Corporate governance                                  | • Management of listed companies  |
| • Asset management and foreign investment               |                                   |

Jinran Public attaches great importance to integrity and compliance risk management, regularly updates the Integrity and Legal Compliance Risk List of Tianjin Jinran Public Utilities Company Limited, actively carried out annual integrity and compliance risk identification and evaluation based on the List, and deeply analysed identified risks to determine the risk level. The Company timely formulates risk response strategies and the corresponding measures for the identified risks in conjunction with the Company's business actualities and comprehensive consideration for risk appetite and risk levels. We have integrated risk management awareness into the management process of the Company's major issues, given top priority to risk management, and conducted timely risk alerting. As of 31 December 2023, the Company had no significant risk events.

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

2023 Integrity Compliance Specialisation:

- **Connected Transactions:** The Company formulated the “Connected Transaction Management System”, compiled the “Guidelines on Integrity and Compliance for Connected Transactions” and launched supporting public activities to standardise the management of the Company’s connected transactions and enhance the level of compliance with connected transactions.
- **Contract management:** The Company adjusted the authority of approval permits for contracts to improve the efficiency of contract signing; updated 30 contract templates for 10 categories, including construction works, procurement, services, etc.; and initiated training on contract management by legal staff to further regulate the use of contract templates and contract management.

In order to enhance the awareness of all the staff in integrity and compliance, we have incorporated the evaluation of integrity and compliance into its overall performance assessment and evaluation system, established differentiated evaluation indicators, and encouraged the staff to work on integrity and compliance; incorporated integrity and compliance training into the annual training plan, and launched special training on integrity and compliance system construction for management and all the staff; launched integrity and compliance publicity on a regular basis to form a sound atmosphere for integrity and compliance work.

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## Case: Special Training on Contract Management

In July 2023, the Legal Department of the Company organised a special training on contract management, which explained in detail the important clauses in the Contract Management System and illustrated the special work on updating the contract templates initiated by the Company to clarify the requirements for further contract management work and the possible risk sources in the contract auditing work. Responsible persons from each department, contract administrators, and colleagues in relevant positions attended the training.



Photo: Contract management training site

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## Internal Audit

Jinran Public has established an internal audit management structure led by the Board of Directors and with the audit leading group responsible for guiding the implementation of specific tasks to continuously improve its internal audit mechanism. The Company has actively encouraged the development of the internal audit system, amended the Internal Audit System, and established systems, such as the Measures for the Announcement and Notification of Internal Audit Results, the Implementation Rules for Audit Rectification, and the Implementation Rules for Self-Evaluation of Investment Projects, to further improve the internal audit workflow, enhance the quality of audit work and facilitate the utilisation of audit results.

Internal audit was conducted by the Company in an orderly manner by conducting internal audit against important business, major matters and high-risk areas with the focus on key risk areas and key business process. In 2023, focusing on four areas including capital management, investment project, tender and procurement, and contract management, we carried a self-evaluation of internal control and cooperated with relevant department of the Company to conduct on-site investigation to ensure the effective operation of internal control; and conducted post-employment economic obligation audit on key personnels to urge them to fulfill their duties and use power with integrity and to promote further improvement on management by relevant department for the purpose of enhancing level of control.

Giving full play to the monitoring and securing function of internal audit, we strengthened audits on major matters and provided risk warning in advance. In 2023, in accordance with the Rule of System Establishment and Management (《制度體系建設管理規則》), we conducted review on whether new or amended rules and systems are in compliance with requirements of risk control and compliance. By conducting review and finding defects in the process of system establishment, we are able to strengthen the reasonableness and enforceability of design of systems for the purpose of improving internal control and management of the Company and achieving the target of reform and development.

## Anti-corruption and Integrity

Jinran Public promoted the building of anti-corruption and integrity culture in Party conduct and proactively carried out anti-corruption activities, in bid to cultivate a culture of integrity and self-discipline by strictly complying with the Company Law of the People's Republic of China, the Criminal Law of the People's Republic of China, the Supervision Law of the People's Republic of China, the Constitution of the Communist Party of China, the Disciplinary Sanction Provisions of the Communist Party of China, the Supervision and Discipline Enforcement Rules for Discipline Inspection Authorities of the Communist Party of China, the Anti-corruption Provisions for Performance of Duties by Heads of State-owned Enterprises, the Main Board Listing Rules of the Hong Kong Stock Exchange – the Code of Corporate Governance and other laws and regulations. In 2023, there were no corruption litigation cases against Jinran Public.

## 1. IMPROVING CORPORATE GOVERNANCE (continued)

Jinran Public strictly implemented the responsibility of full and rigorous Party self-governance, and strengthened efforts to improve Party conduct and uphold integrity, to ensure 100% coverage of anti-corruption and integrity training among employees. In 2023, the Company carried out anti-corruption trainings for the Board of 1 hour and anti-corruption trainings for all employees of a total of 30 hours, arranged unified watch of integrity warning education videos for 4 times, visit to integrity education bases for 2 times and the Party class of integrity for 2 times. In addition, the Company issued letters of integrity to the Party Members and cadres to further clarify requirements of anti-corruption and integrity. The Company proactively arranges publicity month of integrity culture activity for staff annually to enhance their consciousness of integrity and self-discipline through various forms of publicity education activities.



Photo: 2023 Anti-corruption Training of the Company

To ensure the effectiveness of anti-corruption system of the Company, Jinran Public conducts monitoring work for anti-corruption on a regular basis to monitor the conduct of personnel on key positions from time to time and carries out specific monitor combined with key areas of work for the year. At the same time, we set up reporting boxes in places where are easy to find out at the Company and its subsidiaries to encourage employees to actively report corruption that violates ethics of business and keep communication channels open. Every petition is taken carefully by Jinran Public as we firmly believe that “no petty matter is involved in a petition”. The Company strictly follows the requirements of Energy Group and Jinran China Resources to handle complaint or proposal timely, reports to the leaders in charge at the outset, and organises the relevant departments to actively communicate and negotiate with the petitioners, striving to fundamentally solve the problems at one time and preventing the occurrence of repeated petitions. The Company has promptly and appropriately addressed the petitions received throughout the year.

# 1. IMPROVING CORPORATE GOVERNANCE (continued)

## 1.3 SUPPLY CHAIN MANAGEMENT

Jinran Public continuously improves administrative system of suppliers to form a sound cooperative relationship with supply chain. In accordance with the Law of the People’s Republic of China on Bidding and Tendering, Regulations on the Implementation of the Law of the People’s Republic of China on Bidding and Tendering and other laws and regulations, internal rules and regulations are formulated, such as the Administrative Rules on the Procurement Management of Tianjin Jinran Public Utilities Company Limited.

Leveraging the information technology, the Company established the online platform for procurement to conduct electronic management for the entire process of the procurement, which enables a clearer and more effective procurement process. Moreover, the Company regularly arranged specific trainings for procurement personnels and continues to improve its ability to manage suppliers, so as to proactively construct a fair, transparent and sustainable supply chain.



**Diagram: Bidding and procurement process of Jinran Public**

To ensure the stability of the supply chain, the Company constantly standardizes the supplier access rules and optimizes the whole management process of qualification review, access, audit and evaluation of suppliers. The Company has established the Supplier Audit Form for record by setting up the access conditions according to supplier types and requiring suppliers to provide corresponding audit materials. The Company regularly carries out performance evaluations of various types of suppliers, assesses the ability of suppliers in terms of product quality, technical support, supply capacity, business reputation and other aspects, and carries out targeted rectification based on the assessment results. In 2023, Jinran Public cooperated with a total of 18 suppliers, all of which were registered suppliers in Mainland China.

Regions	Tianjin	Outside of Tianjin
Number	6	12

Jinran Public actively built a sustainable supply chain, regularly supervised and inspected the implementation of environmental protection measures at each construction site, and provided training to construction units on environmental protection measures, while signing environmental protection agreements with each construction party to prevent the occurrence of environmental protection incidents. The Company proactively promoted “Green Procurement” by prioritizing products featuring no or less harm to the environment in their whole life, higher utilization and lower energy consumption during procurement. In addition, we advocated the protection of workers’ interests and drove the entire supply chain to practice environmental protection and fulfill social responsibility. As at 31 December 2023, the contracting rate of environmental protection agreements for Jinran Public was 100%.

## 2. ADHERING TO OPERATIONAL EXCELLENCE

Taking the stabilization of natural gas supply as its task, Jinran Public guarantees high-quality project operation. While ensuring the supply, we also constantly improve the service methods, so as to provide satisfactory service for users. We continue to enhance the technical strength and intelligence, so as to promote the sustainable development of the Company and the industry.

### 2.1 STABLE GAS SUPPLY

Jinran Public actively fulfilled its responsibilities as a state-owned enterprise, and guaranteed stable gas supply by complying with relevant systems such as the Administrative Measures for Gas Pipeline Network Patrols of Tianjin Jinran Public Utilities Company Limited, Administrative Measures for Gas Operation of Tianjin Jinran Public Utilities Company Limited, Regulations on the Administration of Repair of External Networks of Tianjin Jinran Public Utilities Company Limited and Maintenance System of Gas Pipeline Facilities of Tianjin Jinran Public Utilities Company Limited. The Company conveyed stable gas supply requirements to the whole process of operation through engineering construction, gas facility maintenance, pipeline network operation, emergency repair and replacing old meters, which guaranteed the stability and safety of gas supply. In 2023, Jinran Public sold pipeline natural gas of 523.96 million cubic meters with the length of gas pipeline network of 2,252.1168 kilometers and the total number of gas users of 596,100.

In order to ensure the high-quality operation of projects, Jinran Public strictly controlled the project quality, and constantly enhanced the quality management during the construction stage through pre-control, in-process control and post-control. In 2023, Jinran Public organized a total of 7 disclosures and constructions for ancillaries of residential gas projects involving 5,862 households in total, 39 disclosures and constructions for industrial and commercial users and 6 business expansions of medium voltage project.

Table: 2023 Engineering Construction Process of Jinran Public	
Early stage of project	The Company organized the parties responsible for construction, supervision, design and other areas to make thorough on-site disclosures, and required them to communicate and resolve any doubts encountered during the construction and any uncertainties about the drawings promptly, so as to ensure the implementation of the latest workflow of “1+3”.
Project-in-process stage	The Company strictly controlled the project progress, ensured the quality and safety of the construction and conducted inspection and quality acceptance after completion, so that the expected quality shall be satisfied for each construction. In case of any problems and defects identified, we shall feedback to relevant units in a timely manner and propose improvement measures.
Post-project	The Company makes sure the engineering quality is controlled upon the completion of construction and follows up step by step so as to conclude the pre-acceptance and completion smoothly.

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

Jinran Public continuously carried out the maintenance of gas facilities with regular maintenance of additional valves, compensators, condensate tanks, water distributors and pressure regulating facilities of its gas pipelines, to ensure a stable and safe gas supply. We strictly comply with the requirement of “5+1” for the ancillaries of gas pipelines, i.e. no structures forming an enclosed space, no leakage, no blockage, no loss and no debris in the wells together with sensitive valves for opening and closing, to effectively extend their service life, ensure the quality of pipeline operation and reduce the occurring frequency of hidden dangers. In 2023, to further prolong the service life of pipelines, the Company organized the whole retrofitting of medium voltage pipelines, and completed the retrofitting of cathodic protection in 49 parts throughout the year, covering all the medium voltage pipelines in Hexi District under management.

Jinran Public recognises that the reconstruction of the old pipeline network is a key measure to ensure the safety and stability of gas operations. The Company carried out reconstruction of the old pipeline network, and established an effective communication mechanism with relevant government departments, district departments and community committees to make scientific coordination and monitor project quality closely. By implementing the safety and environmental protection measures of six “one hundred percent” at the construction site, we control the quality from the very beginning of construction. We had completed the scheduled reconstruction plan for the old pipeline network in 2023. Moreover, in order to prevent leakage of the pipeline network due to soil corrosion, we actively use PE pipes to ensure a stable gas supply after the project is put into operation. In 2023, Jinran Public has reconstructed a total of 7 old pipeline network projects, involving 10.431 km of old pipelines.

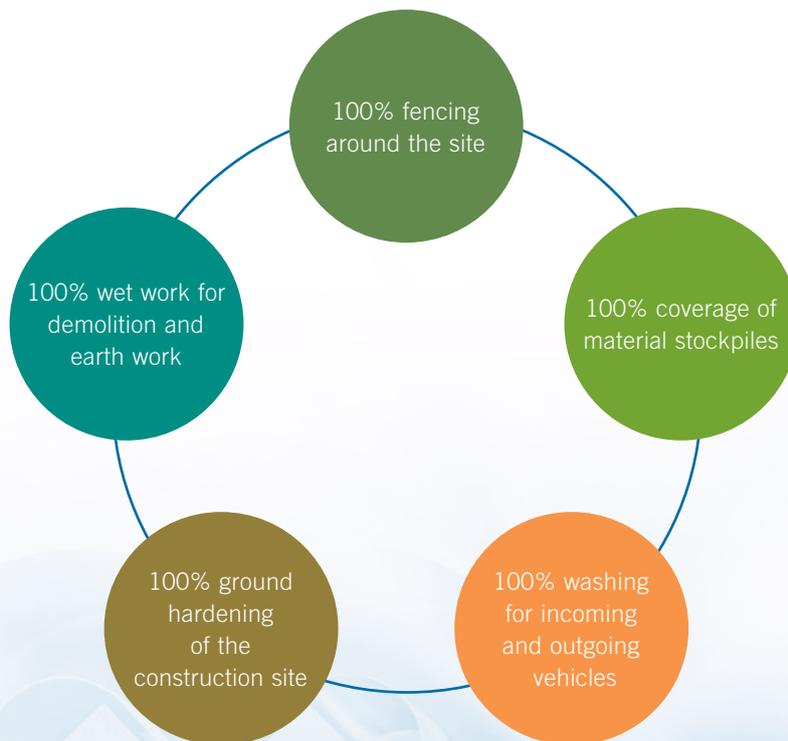
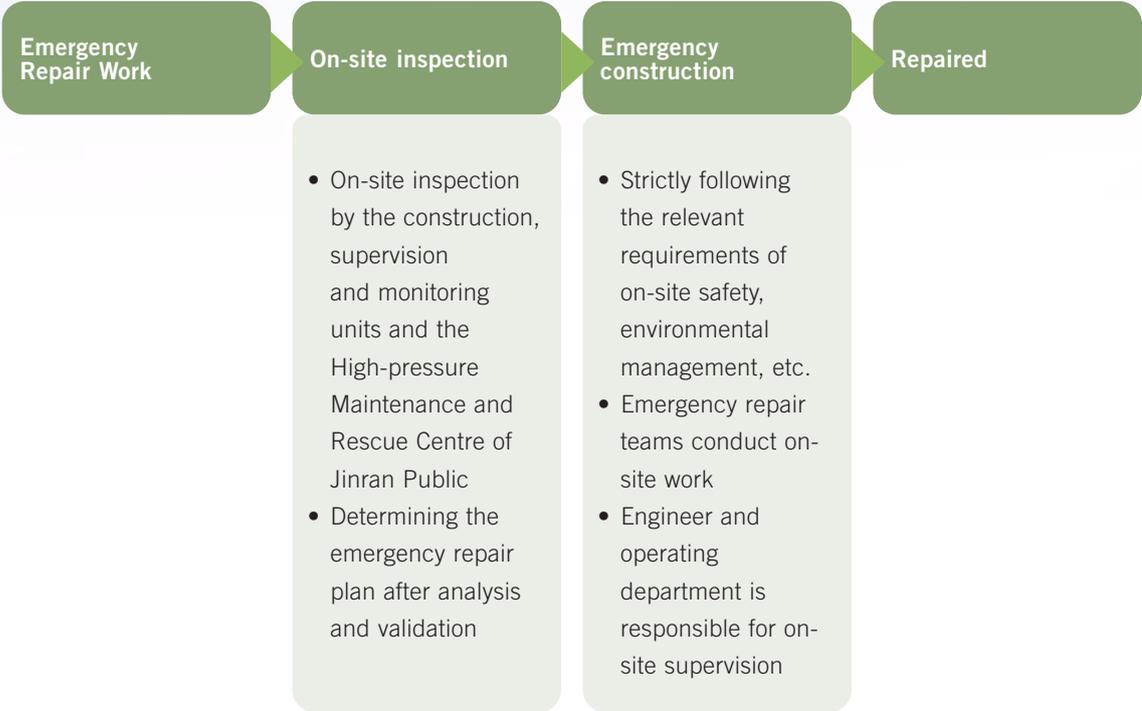


Diagram: six “one hundred percent” onsite construction requirements of Jinran Public

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

Jinran Public strictly followed the repair workflow for emergency repair to ensure the emergency construction completed in a timely and safe manner. We also commit to dispatching the repair vehicle within 5 minutes after receiving the emergency call for repair and arrive at the site of the pipe leak within 30 minutes to ensure the problem addressed timely. In 2023, the timely handling rate of gas emergency of Jinran Public reached 100%.



**Chart: Jinran Public Gas Outdoor Emergency Repair Measures**

The Company has been actively developing smart gas and carrying out projects to renew and reconstruct indoor gas facilities. Specifically, the Company has promoted the renewal and replacement of old meters for residential customers and the upgrade of Internet of Things meters for industrial and commercial customers, as well as the application of smart technology in public services. Pursuant to the implementation programme for the replacement of Internet of Things meters, the Company has enhanced the application of Internet of Things meters for residential and commercial and industrial customers. As of 31 December 2023, we had upgraded 60,747 Internet of Things meters for civil users and exchanged such meters for 18 industrial and commercial users. Besides, the Company also adjusted the maximum flow limit of 112,493 Internet of Things meters from the existing 4 cubic meters per hour to 2.4 cubic meters per hour.

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

### 2.2 HIGH-QUALITY SERVICE

Jinran Public attaches great importance to continuously improve users' experience in gas use. It has strictly implemented management measures such as Management Regulations on Indoor Maintenance for Residential Users (《居民用戶戶內維修管理規定》), Management Regulations on Customer Service (《客服管理規定》), Job Description for Internal Office (《內勤崗位職責》) and Ten Service Commitments (《十項服務承諾》) to strengthen service awareness of employees and continuously improve service, quickly respond to customer demands and protect customer privacy.

#### Optimizing Gas Use Experience

Jinran Public implemented the concept of “user-centered” and took various measures to improve their experience of safe use of gas. The Company has strengthened the co-construction of social enterprises, implemented the construction of “file establishment on each household basis” for non-resident users and the safety inspection for gas users, enhanced the users' awareness of safe gas use, and achieved dynamic control, unified information, standardized contracts, and joint management. In 2023, the Company formulated the “Regulations on Contract Management for Non-resident Users”, “Regulations on the Management of Security Inspection Operations for Non-resident Users” and the “Special Plan for the Investigation and Rectification of Hidden Gas Safety Hazards for Non-resident Users” to further strengthen the construction of “file establishment on each household basis” for non-resident users. We have also launched categorized security checks for resident users, further improved the security inspection management methods and the security inspection process, ensured the quality and efficiency of user security inspections through assessments, increased the rate of rectification of hidden dangers, and enhanced the users' gas experience.

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

Jinran Public continued to carry out the “Six Hundred Percent” project and formulated an indoor gas facility renewal and renovation plan from 2023 to 2025, involving 138,147 residential customers in three areas: Hexi District, Jinnan District, and Xiqing District, to ensure the safety of gas use by residential customers. In 2023, the Company upgraded and renovated the indoor gas facilities of resident users with a pipeline operating time of 20 years or less by installing self-closing valves, replacing metal-coated hoses with double-screwed connections, replacing with Internet of Things gas meters, valves in front of the meters, and branch pipes behind the meters, and replacing gas risers for those users that really needed to replace their gas risers. During the year, a total of 60,747 IOT meters, 78,035 pieces of metal hoses with screwed connections, 107,083 self-closing valves, 17,344 valves in front of the meters, 6,791 branch pipes behind the meters, and 188 indoor risers were replaced, with a total investment of RMB44.179 million.

<b>Internet of Things meters</b>	100% use of Internet of Things Meters. With functions including data upload, remote control, provision of convenience for users to purchase gas, gas supply cutoff and alarm in abnormal conditions	<b>Flame failure stove</b>	100% use of flame failure stove With function of automatic close of burner in conditions where the burner fails to ignite, accidental flameout or flame detector fails
<b>Gas self-closing valves</b>	100% installation of gas selfclosing valves With manual reset mechanism, which can be reset after cut-off -10-40°C design working temperature	<b>Gas warning device</b>	100% installation of gas warning device
<b>Stove connecting pipies</b>	100% use of metal hoses with screwed connection in both ends	<b>Product quality</b>	100% qualification of all product

Chart: Jinran Public’s “Six One Hundred Percent” Project 2023

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

Jinran Public is dedicated to providing quality services to customers. We have continued to improve the efficiency of our business operations and optimize our business processes to achieve the goal of “No Visit at All” for 28 gas business items. By constantly benchmarking against leading domestic gas enterprises, drawing on their experience in the interconnection and interoperability of gas customer service-related systems and using the specific content available from the information shared among different systems under an extensive customer service system, the Company focuses on building a professional, interconnected and interoperable business system, which leverages information technology to overcome the barriers occurred during the processes of the customer services, operation, safety inspection, maintenance, emergency repair, and connection regarding gas use, facilitate the systematic flow of service items, maintain full process tracking of work orders, exert full-time control and assist in the establishment of an all-channel, full time and coverage extensive customer service system, in a bid to enhance the one-time settlement rate of business items.

In terms of offline services, the Company uses “Five Enhancements and Five Improvements” as levers to strengthen the housekeeping and service management of its service stations, striving to achieve the goal of “One-time Notification with All Details” and “No Visit at All”; in terms of online services, we strive to achieve the goal of completing services such as “Government Affairs Online (政務一網通)” and “WeChat Business Platform (微網廳)” within just one working day. A total of 342,303 various business items were handled throughout 2023. In the meantime, the Company actively improved the gas service functions of “Jinxin Office (津心辦)” App to enhance its integrated government service platform. We continued the construction of the “Internet+” multi-channel billing system, which allows Internet of Things (IoT) meter users to pay their bills online via WeChat public account, “Jinxin Office (津心辦)” APP, China Merchants Bank APP and “MengSu Office (蒙速辦)” APP. Users using IC card natural gas meters can purchase gas remotely through the self-service terminals of Agricultural Bank of China and “online payment (網充寶)” equipment, etc., enjoying convenient services.

Jinran Public continued to improve the procedures and convenience of the gas connection application. The Company has smoothed the channels for users to apply online for gas connection, given them guidance on operation and offered them door-to-door services. In order to further optimize the gas connection application procedures, in 2023, the Company had, in accordance with the Implementation Plan for Gas Application and Installation (《燃氣用氣報裝實施方案》), made improvements to the Implementation Plan for Gas Application and Installation by Small and Medium-sized Private Enterprises (《小微民營企業用氣報裝實施方案》). In strict compliance with the implementation plan for gas connection application and installation, it carried out all kinds of works, controlled the timeframe for the whole process, and enhanced its overall level of services.

Aiming to build smart gas, the Company continued to promote digital transformation, adhere to innovation drive, and leverage digital technologies to improve the quality of customer services. In 2023, we actively promoted the integration of the customer services management system by organizing the industrial and commercial personnel from Hexi Branch to clean up industrial and commercial accounts, paving the way for the system to go online, and by commencing the application of the maintenance visualization system, a total of 739 repairs was recorded and completed in the maintenance visualization system. Meanwhile, leveraging on WeChat public platform and Douyin platform, we actively operated our official account to carry out self-media publicity online. The Company regularly posted feeds on public service information such as general knowledge about safe gas use, usage management regulations and tips for gas use, and actively explored the practice of interactive application by adding the intelligent reply function to quickly respond to customer needs, so as to enhance customers’ service experience. In 2023, Jinran Public published a total of 45 pieces of information for the people’s convenience, as well as 107 articles and videos on the promotion of gas safety.

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

### Protecting the Rights and Interests of Customers

Jinran Public has always adhered to its commitment to protecting the rights and interests of customers, and has continued to promote service standardization and improve the complaint handling process. In the meantime, we attach great importance to the protection of customer privacy, strictly comply with relevant laws and regulations, and meticulously manage the authority of staff to guarantee customers an efficient and safe service environment.

In accordance with the Implementation Plan for “Positive or Negative Feedback” Evaluation on Services of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司服務「好差評」評價工作實施方案》), Jinran Public evaluated the quality of customer services through service windows and consultation hotlines, responded to customers’ enquiries and opinions in a timely manner, and regularly evaluated and analyzed the results of customers’ feedback in order to enhance customers’ satisfaction. Meanwhile, the Company conducted surveys on customer satisfaction through regular window evaluations and safety inspections, contributing to good customer satisfaction in 2023.

The Company has established rigorous and efficient process of handling customer complaints, which follows a series of procedures including customer service terminals receiving complaints, verifying internally, contacting users by phone to know their concerns, appointing time and resolving, to ensure that the problems of customer are solved in a timely and effective manner. After receiving the complaints, we will immediately contact the responsible department and the team leader, and work closely with the users to negotiate an optimum solution. We are committed to providing excellent customer experience and ensuring that complaints of each customer are properly handled. In 2023, Jinran Public achieved a 100% handling rate for rational user complaints.

In order to fully promote the construction of the “Three Reports” service system led by the Company’s party, Jinran Public implements conduct rectification, special action to improve service quality and the practice themed at “Take practical actions in the interests of the masses”, so as to effectively enhance the people’s sense of well-being and security. To ensure the implementation of high-quality services, we strengthen the construction of a high-quality service guarantee system in combination with publicity and training, and provide special training for window service personnel. In addition, we have enhanced the upgrade and reconstruction of software and hardware facilities, gradually formed the one-stop “Internet +” service system integrated with online and offline to provide a more efficient and convenient service experience.

**From January 1, 2023 to December 31, 2023, Jinran Public received a total of 135,827 customer hotlines with a timely handling rate of 100%.**

Jinran Public proactively protects the information security of users, and has formulated the Administrative Measures for Authority to Use Gas Management Informationisation Integrated Platform System of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司燃氣管理信息化綜合平台系統管理辦法》), which standardizes the working process of Gas Management Informationisation Integrated Platform System, strengthens the authority control and makes sure the safety of operating system in an orderly and stable manner. In 2023, there was no privacy leakage incident in Jinran Public.

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)

### 2.3 TECHNOLOGY UPGRADE

Jinran Public is committed to creating more welfare and value for the country and its people through continuous technological progress and improvement. Pursuant to the relevant laws and regulations such as the People's Republic of China on Scientific and Technological Progress, the Regulations on State Science and Technology Awards, the Regulations of Tianjin Municipality on the Promotion of Scientific and Technological Progress, and the Interim Measures for the Administration of Science and Technology Innovation Awards of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司科技創新獎勵管理暫行辦法》), we advocate efficient allocation of innovation resources and enhancement of system integration, as well as unity and collaboration, joint research and independent innovation.

Jinran Public actively constructs the scientific and technological innovation system, standardizes the process of initiation, execution, and acceptance of scientific and technological project, sorts out the expenditure and cost attribution process of research and development project, and clarifies the responsibilities of each department involved in scientific and technological project management. In 2023, we recorded a total expenditure on science and technology activities and research and experimental development (R&D) of RMB9,716,600, of which RMB3,684,000 was spent on R&D, with a R&D investment rate of 0.55%.

We attach great importance to intellectual property protection and have established strict confidentiality measures. Corresponding legal measures are taken against any infringement of intellectual property rights to protect our technological innovation achievements. In order to encourage our employees to apply for patents and stimulate their enthusiasm for scientific and technological innovation, we have set up five awards for scientific and technological achievements. Moreover, we have established a Review Team, headed by the competent leader of the Company, with each of the Company's leaders in charge as deputy leaders and the responsible persons of the Company's departments as members. The Review Team conducts detailed assessment on all applied scientific and technological innovation projects and scores them with different ratings. For projects with high ratings, we will provide corresponding rewards to encourage and promote the sustainable development of internal scientific and technological innovation.

## 2. ADHERING TO OPERATIONAL EXCELLENCE (continued)



Diagram: Awards for Scientific and Technological Innovation Set by Jinran Public

Jinran Public continued to enhance the intelligence level, strengthen the construction of information technology, and improve the technological level of management of the pipeline network by applying advanced technology, in order to provide better services to the users. In 2023, we launched the underground gas pipeline monitoring system, which helped us identify problems in the city gas pipeline network and prevent them in advance. The system contains seven functional modules, i.e. management cockpit, gas module, alarm response platform, integrated operation and maintenance platform, unified workbench, area management, and system information record. Through these modules, we can manage basic data resources, handle alarm events, access integrated applications and display monitoring analysis in a unified manner, thus enabling our management decision-making to be fact-based, alarm events to be handled in a coordinated way and equipment operation and maintenance to be more efficient, which in turn provides data services and application support for the city gas pipeline network and promote technological advancement in the industry.

## 3. STRICTLY OBSERVING THE SAFETY RED LINE

Adhering to the concept of “people first and safe development”, Jinran Public continues to improve its safety management system for safe development, and establishes a sound mechanism for safety risk assessment, monitoring and early warning to enhance its emergency management capability. In addition, we have introduced innovative digital technology supervision means to vigorously promote the construction of safety culture, comprehensively coordinate the safety management work, and diligently implement the fundamental safety management work, aiming to ensure the safety of people’s gas utilization and promote the virtuous cycle of high-quality development and high-level safety.

### 3.1 SAFETY MANAGEMENT

Strictly abiding by the relevant laws and regulations such as the Production Safety Law of the People’s Republic of China, the Fire Protection Law of the People’s Republic of China and the Production Safety Regulations of Tianjin City, Jinran Public has continuously strengthened its safety management. In 2023, Jinran Public continued to refine its internal safety system, strictly implement the system of main responsibility, strengthen emergency planning drills, enhance the level of information management, conduct several gas safety inspections throughout the year, and comprehensively implement fire safety work. The Company fully achieved its annual target of “four zeros” (i.e., zero penalty, zero responsible accident, zero notification, and zero exceeding of environmental protection standards), and successfully passed the assessment of senior authorities, which further strengthened the Company’s safety and environmental protection foundation management.

#### Safety Risk Management and Control

Strictly adhering to the regulations of the new safety law and the “Regulations on the Principal Responsibility for Safety in Production and Operation Units in Tianjin”, Jinran Public implemented the main responsibility for safety production in accordance with the laws and regulations, and revised the “Dangerous Operation Management System of Tianjin Jinran Public Utilities Company Limited” (《天津津燃公用事業股份有限公司危險作業管理制度》) and other documents to provide systematic safeguards for safety production and risk management and control. In 2023, the Company re-launched safety standardization rating and focused on the establishment of a double-prevention mechanism. This mechanism aims to identify potential production risks in a timely manner through risk identification in business operations, work sites and processes, so as to enhance the risk prevention capability. We have increased the number of inspection teams and the frequency of inspections for pipeline network, while improving the quality of inspection personnel and the inspection equipment. At the same time, we actively built a “government-enterprise communication bridge” and established mutual assistance WeChat groups with relevant government departments and units responsible for water, heat and electricity supply to reduce the risk of external damage to the pipeline network. In addition, the Company improves the timeliness of risk and hidden danger investigation and ensures safety management by improving the emergency material reserve system, hiring professional units to carry out daily maintenance of the pipeline network through open tenders, and setting up a public reporting mechanism.

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### Emergency Management

Jinran Public continues to improve emergency management system. It has improved its emergency management plans such as the “Emergency Response Plan for Environmental Emergencies” (《突發環境事件應急預案》), “Flood Control Plan” (《防汛工作方案》), “Comprehensive Emergency Response Plan for Work Safety Accidents, and Special Plans for Flood Control, Response to Severe Rainstorms, Terrorist Attack, Occupational Hazards, and Earthquake Disasters” (《安全生產事故綜合應急預案及防汛、應對特大暴雨、恐怖襲擊、職業危害、地震災害專項預案》) and other plans in accordance with the relevant laws and regulations such as the Production Safety Law of the People’s Republic of China to provide guidance for the practice of emergency drills. In 2023, the Company carried out 9 drills of various types, with 184 participants, which enhanced the ability of emergency management personnel at all levels to respond quickly to emergencies and ensured the safe and stable supply of gas. We have accelerated the development of a sound emergency material protection system by adding tents, tables and chairs, hot water supply and other logistical support to temporary office premises, and equipping all on-site personnel with protective equipment for emergency use. In addition, the Company continuously enriches communication channels by updating the contact means of all relevant units to promote external coordination and ensure smooth communication channels.

Type	Frequency
Earthquake disaster emergency planning drill	1
Hazardous weather emergency planning drill	1
Comprehensive emergency plan drill and gas network preventing external damage emergency disposal plan drill	2
Fire incident handling and evacuation drill	1
Flood control emergency planning drill	1
Anti-terrorism and anti-riot drills	1
Gas leak repair emergency planning drill for residential households	1
Limited space drills	1

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### Case: A Practical Drill on Gas Safety Emergency Plans in response to A Severe Rainstorm by Jinran Public

On 4 April 2023, the pipeline inspection team of the Hexi Branch Office of Jinran Public conducted a flood prevention drill at the regulator station. As a member of the Emergency Command, Jinran Public organised emergency response at all levels, formulated corresponding response plans in a timely manner based on the specific situation on site, reported in real time on the flood control and electricity and gas supply and operation situation at all locations, and set up a warning scope. With no gas leaks, the drillers used pumps to drain the water from the regulator station and reported the operation of equipment and facilities, the use of emergency supplies and the preparation of emergency supplies for inspection in a timely manner. After the drill, conclusions and evaluations were made on the drill, with an aim to strengthen the awareness of flood control, effectively improve the Company's overall level of emergency response capability, and ensure the safe and stable operation of the Company to provide high-quality services.



Photos: Flood Prevention Drill of Hexi Branch Office

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### Safety Management Information Construction

In 2023, Jinan Public continued to strengthen the safety management information construction empowered by science and technology, to form a systematic governance mode of monitoring and early warning, emergency response, and summary and enhancement, which helped improve the safety of urban pipeline network. During the year, the Company achieved real-time operation approval and safety expense identification management through OA system, which significantly enhanced the process efficiency and response speed. At the same time, we fully develop and improve the pipeline network inspection system, ensuring comprehensive and accurate supervision through the efficient combination of systematic informationised supervision and on-site random inspections by patrol managers. Among them, the “Lifeline System”, as a powerful supplement to the leakage inspection of pipeline network, further enhances the acuteness of safety inspection, and in response to the alarm system, all the alarms have been repaired after on-site verification. The “Easy Inspection System”, in accordance with the principle of “Three Positions”, requires inspectors to work on a regular basis, and strictly requires trainees to complete inspections on time and on point to ensure the quality of work and attendance of inspectors. The Company has modules for on-line construction sites and hidden dangers, etc. The hidden dangers found are dealt with in a timely manner and closed-loop management is carried out properly. As of 31 December 2023, the usage rate of easy inspection system in the pipeline inspection of Jinan public reached 99.8%, achieving a great improvement in safety and environmental protection management level.

#### Safety Inspection and Remediation

Jinran Public adheres to safety bottom line, throughout the year, a series of gas safety investigations and rectification actions were organised. In response to the national revised industry standards, the Company strictly conducts self-inspection, and establishes potential safety hazards investigation and rectification ledgers to ensure account cancellation management. In 2023, we completed the critical stage of the “six hundred percent” project, and completed the indoor renovation of 510,000 households throughout the year, completely solving the potential safety hazards in households. As of 31 December 2023, the Company’s leaders conducted 36 inspections with teams at the grassroots level and 144 inspections by business departments, with 253 potential hazards identified and 253 rectified.

#### Case: Comprehensive Inspection of Industrial and Commercial Households

In 2023, Jinran Public organised a comprehensive inspection of commercial and industrial households, issued rectification requirements to unqualified industrial and commercial households, carried out classification and detailed management of user hazards, and carried out an all-round reconstruction of the facilities of the households through the replacement of Internet of Things meter, so as to further strengthen the safety and security measures. A total of 3,442 industrial and commercial households were investigated, with a focus on 83 catering households and 137 street-level small businesses, ensuring the safety of gas consumption by commercial and industrial households.

## 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

### 3.2 SAFETY CULTURE

In accordance with the Work Safety Law of the People's Republic of China (《中華人民共和國安全生產法》), the Production Safety Regulations of Tianjin City (《天津市安全生產條例》), the Regulations on the Obligations of the Safety Production Main Body of Production and Operation Entities in Tianjin City (《天津市生產經營單位安全生產主體責任規定》), the Regulation on the Administration of Natural Gas of Tianjin City (《天津市燃氣管理條例》), the Regulations on Natural Gas Engineering Project (《燃氣工程項目規範》) and other regulations and systems, Jinran Public further promotes the education of the safety production responsibility system for all employees, and continuously stimulates the enthusiasm and initiative of all employees to participate in safety production work. The safety education and trainings cover various aspects such as systems and procedures, engineering construction safety, pipeline network inspection, indoor safety inspection, emergency maintenance and repair, fire safety, electrical safety, anti-terrorism, environmental protection, flood control, emergency response, occupational health and earthquake disasters mitigation. As of 31 December 2023, Jinran Public organised 57 safety trainings involving 4,028 participants accumulated and 13,753 training hours in total with a safety training coverage rate of 100%.

#### Case: Fire Safety Training Activities Organised by Jinran Public

On 6 May 2023, Jinran Public organized a fire safety training activity. Combined with recent cases of fires and gas explosions, the experts from Tianjin's fire safety training institutions introduced the daily safety inspection of fire-fighting, the basic knowledge of evacuation and escape, the emergency and prevention of fire-fighting, the correct use of fire-fighting equipment and other related knowledge, and also explained in detail the response to gas fires, electrical fires and automobile fires. Through fire cases in various places, it has profoundly aroused employees' attention to fire safety, strengthened their understanding of job responsibilities, and further enhanced their awareness of risk prevention.



Photo: Fire Safety Knowledge Publicity of Jinran Public

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

Table: Employee safety training in 2023

Trainings for certified personnel	Training times	2
	Trainees	14
Trainings for technical and special operation personnel	Training times	16
	Trainees	1,770
Fire prevention and security trainings	Training times	7
	Trainees	703
Safety education	Training times	32
	Trainees	4,028

## 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

### 3.3 GAS USE SAFETY

Through various channels such as door-to-door inspections, online and offline safety publicity, and signing of security agreements, Jinran Public improves users' awareness of gas safety, and then reduces indoor safety hazards while improving service quality. In order to thoroughly implement the deployment requirements of the Tianjin Municipal Committee and the Tianjin Municipal Government, further arouse the attention of the whole society to gas safety, and enable gas users to master the correct use of gas, the Company strictly complied with the requirements of the superiors to conduct indoor safety publicity and safety hazards investigation work. As of 31 December 2023, the Company had a total of 592,654 households, and completed the safety inspection work of 486,391 households, with the safety inspection rate reaching 82.07%. Through the popularization of gas safety knowledge, legal publicity, compulsory door-to-door safety inspections, on-site lectures on online payment channels, etc., we sincerely and considerately serve the majority of gas users and guide residents to enhance their ability to respond to gas emergencies. As of 31 December 2023, the Jinran Public has conducted a total of 14 gas safety publicity activities and distributed 1,200 copies of promotional materials.

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### Case: “Learning from Lei Feng” Gas Safety Publicity Volunteer Service Activity

From 4 to 5 March 2023, Jinran Public organized “Learning from Lei Feng” gas safety publicity volunteer service activity, with the party and mass organizations working together to lead young volunteers to carry out “knocking action (敲门行动)” in communities such as Gardener Apartment, Changyuan Apartment and Guishanli in the jurisdiction. During such activities, we publicized safe gas knowledge for users, proactively answered daily gas questions for users, carried out Voluntary door-to-door safety inspections, and also made on-site appointments for users who have not completed the rectification of indoor safety hazards. A total of 41 people participated in such “Learning from Lei Feng” gas safety publicity volunteer service activity and distributed more than 1,000 copies of promotional materials, solidly implementing the gas safety investigation.



Photo: Voluntary door-to-door inspections by employees



Photo: “Learning from Lei Feng” Gas Safety Publicity Volunteer Service Activities

### 3. STRICTLY OBSERVING THE SAFETY RED LINE (continued)

#### Case: “Safety Production Month” Gas Safety Promotion Activities

On 16 June 2023, Jinran Public organized a trip for all party members, cadres, and employees to Huajiangli Community in Xiaohaidi, Hexi District for carrying out the “Safety Production Month” gas safety publicity activity. At the site of centralized publicity activities, the staff vigorously carried out safe gas publicity to community users through on-site interpretations, standardized use demonstrations, and distribution of brochures to guide residents’ enhancement in their awareness of safe gas use. For gas meter households in Huajiangli, the staff promoted the “six hundred percent” indoor renovation work through publicity, deepened the depth and widened the breadth of the “five advancements” work, further strengthened local administration integration, and effectively enhanced the public’s awareness and understanding of gas safety by cooperated with streets and communities in carrying out “Gas Safety at Home” and other activities.



Photo: On-Site Interpretation by Staff

Photo: Community Gas Safety Publicity



## 4. PRACTICING GREEN DEVELOPMENT

Jinran Public has always emphasized green and low-carbon development, continuously improved its environmental management system, implemented its environmental responsibility, and actively identified and responded to climate change risks. In the whole process of construction and daily office work, the Company tries its best to conserve resources and protect the environment, practicing green development with practical actions.

### 4.1 ENVIRONMENTAL MANAGEMENT

Jinran Public strictly abided by the laws and regulations including the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Soil Pollution Prevention Law of the People's Republic of China (《中華人民共和國土壤污染防治法》), the Water Pollution Prevention Law of the People's Republic of China (《中華人民共和國水污染防治法》), the Ordinance for the Administration of Pollutant Discharge Licenses (《排污許可管理條例》), and the Regulations on the Management of Environmental Protection of Construction Projects (《建設項目環境保護管理條例》), continues to implement systems such as the Safety and Environmental Protection Responsibility System of Affiliated Institutions of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司所屬機構安全環保責任制》) and the Management Measures for Reward and Punishment of Safety and Environmental Protection of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司安全環保獎懲兌現管理辦法》) to improve the normalized environmental management mechanism and strictly enforce environmental protection responsibilities at all levels. In 2023, there was no environmental pollution incident occurring in the Company.

In order to improve environmental protection responsibility management, the Company and the gas project construction contractor signed the “Gas Project Construction Safety and Environmental Protection Agreement” in 2023 to further ensure the implementation of environmental protection responsibilities and ensure that the entire project construction process complied with relevant environmental protection laws and regulations and complies with the requirements of the “six hundred percent” environmental protection measures.

- 100% of construction fences shall be set up
- Material stacking at the construction site should be 100% covered
- 100% of the exposed ground on the construction site shall be hardened if it is a road
- 100% of the vehicles entering and leaving the construction site shall be sprayed
- Demolition and earthmoving operations should be 100% sprayed
- Slag transport vehicles should be 100% enclosed

**Table: “Six hundred percent” construction environmental protection measures**

In order to improve the Company's energy management mechanism, in 2023, the Company counted the monthly energy consumption data of all departments and subsidiaries, and worked hard on monitoring the use of energy such as electricity, heat, gasoline, and diesel.

## 4. PRACTICING GREEN DEVELOPMENT (continued)

### 4.2 RESPONSE TO CLIMATE CHANGE

#### RISK IDENTIFICATION OF CLIMATE CHANGE

By analyzing national “dual-carbon” and climate change-related policies and natural disaster types, the Company identifies and evaluates climate change-related risks in the light of its own business, and formulates response measures to enhance the Company’s business resilience in the face of climate change-related risks.

**Table: Climate Change Risk of Jinran Public**

Risk Types	Risk Description	Response Measures	
Physical risk	Acute physical risk	Extreme weather events such as blizzards, heat waves, heavy rains, and gales may cause urban water logging, power supply interruption, affecting the normal work of employees, causing damage to corporate assets or affecting the normal operation of the Company’s gas supply	<ul style="list-style-type: none"><li>• Developing targeted extreme weather response plans</li><li>• Increasing the number of pipeline tour inspections to ensure the safety of gas supply</li><li>• Strengthening the management of operating facilities, and carrying out reinforcement and maintenance according to weather conditions</li></ul>
	Chronic physical risk	Risks from long-term changes in climate factors, including temperature changes, droughts, etc., which increase the repair and maintenance cost of gas supply facilities	<ul style="list-style-type: none"><li>• Adopting appropriate heatstroke prevention and cooling measures during constructions to avoid harm to workers’ health caused by hot weather</li><li>• Adjusting the operation time to minimize the impact of hot weather on the progress of the project</li></ul>

## 4. PRACTICING GREEN DEVELOPMENT (continued)

Risk Types		Risk Description	Response Measures
Transition risks	Policy and regulation risk	Domestic and international environmental protection laws and regulations, energy conservation and emission reduction requirements are increasingly stringent. The Company will face legal proceedings and penalties in case of failure to meet such regulatory requirements	<ul style="list-style-type: none"> <li>Monitoring the national environmental protection and energy policies and laws and regulations closely</li> <li>Actively identifying emission sources and reducing our carbon emissions by adopting advanced technologies, implementing carbon offsets, etc.</li> <li>Strengthening cooperation, exploring multi-party cooperation models, reducing technology development costs, and promoting the popularization and application of low-carbon technologies</li> <li>Actively responding to the national call for “dual-carbon” and communicating with stakeholders to formulate and disclose reduction target</li> </ul>
	Technology risk	Low-carbon technologies come with high costs, demand significant R&D investment and require long-term investment	
	Reputation risk	Stakeholders are increasingly concerned about the Company’s proactive management actions on climate change and the low-carbon economy. The Company’s reputation will be affected if it is unable to satisfy such demand	

## 4. PRACTICING GREEN DEVELOPMENT (continued)

### Response to Climate Change Risk

To strengthen the capability of responding to acute physical risks and reduce the impact of extreme severe weather, Jinran Public has prepared and complied with the Emergency Response Plan for Gas Safety in Response to Extraordinarily Heavy Rainstorms, Special Emergency Response Plan for Flood Control, Emergency Response Plan for Environmental Emergency Incidents, and other emergency response plans, and conducted relevant climate plan drills, to enhance the emergency response capability of the staff in the face of extreme weather. In 2023, the Company carried out the flood control emergency drill 1 time, and the heavy pollution weather emergency drill 1 time.

#### Case: Flood Control Drill of Hexi Branch in 2023

On 4 April 2023, in order to improve the emergency response capability of the relevant staff of the branch of coping with the flood situation, 26 workers from the line patrol team of Hexi Branch participated in the flood control drill at the pressure regulating station, which simulated the response to the waterlogging caused by the continuous heavy rain and water ingress at the pressure regulating station. The flood control leading group and line patrol team personnel worked together to block water and drain water as soon as possible under the premise of ensuring safety to prevent other accidents. This drill achieved its predetermined goals and improved the team's emergency response capabilities in dealing with extreme weather.



Photo: Flood Control Drill Site of Hexi Branch

## 4. PRACTICING GREEN DEVELOPMENT (continued)

### 4.3 GREEN CONSTRUCTION

Jinran Public has strictly abided by the “Regulations on Management of Environmental Protection in Construction Projects”, formulated and complied with the “Project Management System of Tianjin Jinran Public Utilities Company Limited”, took the responsibility of environmental protection in construction by signing the “Agreement on Safety and Environmental Protection in Gas Project Construction” with the project contractor, and tries its best to minimize the negative impacts of construction on the surrounding environment.

The Company has been attaching importance to environmental protection during the construction process, and carefully managed dust, noise, waste residue, and other pollutants that may affect the neighboring residents and the environment. The Company requires the construction unit to strictly comply with the “Six hundred percent” dust suppression measures; to ensure that wastewater does not enter the municipal network, and waste soil and slag are not piled up anywhere; and to ensure that the waste generated during the construction process are collected and disposed of under regulations.

## 4. PRACTICING GREEN DEVELOPMENT (continued)

### Case: The Production and Operation Department Visited and Implemented the “Six hundred percent” Environmental Protection Measures

In 2023, the Company’s competent leaders took the initiative to visit the streets and community committees involved in the annual old pipe network renovation work to establish a contact mechanism, implemented “six hundred percent” safety and environmental protection measures at the construction site, strengthened the implementation of corresponding environmental protection measures so as to ensure that dust was effectively suppressed in the entire construction process.



Photo: Environmental Protection Measures for Old Pipe Network Renovation Project

Jinran Public requires line patrol personnel to conduct strict and regular inspections of the gas pipeline network and take records for analysis. To further strictly control methane leakage and improve the intelligent level of gas inspection, in 2023, the Company launched a gas pipeline intelligent monitoring system as a powerful supplement to the pipeline network leakage inspection. Global Safety was entrusted to conduct training on the use of gas intelligent monitoring system terminals, and 9 terminal accounts were set up. Leakage points were discovered efficiently with the help of intelligent systems, and all leakage points were repaired in time.

## 4. PRACTICING GREEN DEVELOPMENT (continued)

### 4.4 GREEN OFFICE

Jinran Public insists on implementing the environmental protection concept of energy saving and low carbon into daily office actions. The Company promotes green office in all aspects by replacing facilities that are more energy-efficient and sustainable, strengthening publicity and reminders on water and electricity conservation, improving information technology construction, and strengthening supervision, etc. In 2023, the Company's gasoline consumption decreased by 21.0% year on year; diesel fuel consumption was basically the same year on year; and the total electricity consumption decreased by 5.9% year on year.

**Table: List of Green Office Actions for Jinran Public 2023**

Water saving	<ul style="list-style-type: none"><li>• Enhance daily maintenance and management of water-consuming equipment and deal with drips and leaks in a timely manner</li><li>• Post warm tips on water saving to remind employees to consciously develop good habits of water saving</li><li>• Replace the bottled drinking water with direct water dispensers and conduct maintenance for water-consuming equipment</li></ul>
Electricity saving	<ul style="list-style-type: none"><li>• Strengthen energy-saving management of lighting by replacing corridor lighting with intelligent sensor lights to achieve bright lights for people coming and dim lights for people leaving</li><li>• Replace and use energy-efficient LED lamps as far as possible to eliminate ordinary incandescent lamps</li><li>• Stipulate that the air-conditioner's temperature shall be set to not lower than 26°C in summer</li></ul>
Fossil energy saving	<ul style="list-style-type: none"><li>• Build and use a smart official vehicle management system with strict management on official vehicles and back-office monitoring of mileage</li><li>• Strictly implement the management system of one fuel card for one vehicle, so that the refueling situation of official vehicles can be traced</li><li>• Calculate the consumption of gasoline and diesel and establish a ledger</li><li>• Advocate the use of public transportation for trips within 3 kilometers</li></ul>
Other resources saving	<ul style="list-style-type: none"><li>• Implement a paperless office and try to conduct office processes online through OA system as much as possible</li><li>• Use Oracle database for data management to reduce resource consumption</li><li>• Adopt an office supplies requisition system and strengthen management of daily office supplies</li></ul>

## 4. PRACTICING GREEN DEVELOPMENT (continued)

Jinran Public attaches great importance to staff environmental awareness training. In 2023, the Company held 5 education and trainings on EHS and environmental protection, with a total of 185 attendances, to strengthen the professional ability of all staff in environmental protection, and establish environmental awareness and social responsibility.

**Table: Environmental Data of Jinran Public for 2021-2023**

Index	Unit	2023	2022	2021
Total power consumption	kWh	<b>961,119.00</b>	1,098,618.00	1,167,050.24
Purchased thermal power consumption	GJ	<b>9,640.75</b>	13,813.44	13,813.44
Gasoline	litre	<b>32,244.24</b>	40,780.82	59,369.41
Diesel	litre	<b>1,986.04</b>	1,998.64	2,748.72
Fresh water usage	ton(s)	<b>18,078.78</b>	14,286.00	18,190.00
Integrated energy consumption <sup>1</sup>	10,000 tons of standard coal	<b>0.0483877</b>	0.0652270	0.0681484
Integrated energy consumption per RMB10,000 in output value	ton(s) of standard coal/RMB10,000	<b>0.00271761</b>	0.00366370	0.00431382
Greenhouse gas emissions (Scope 1) <sup>2</sup>	ton(s) of carbon dioxide equivalent	<b>76.34</b>	95.21	138.31
Greenhouse gas emissions (Scope 2) <sup>2</sup>	ton(s) of carbon dioxide equivalent	<b>1,608.61</b>	2,146.02	2,551.50
Total greenhouse gas emissions	ton(s) of carbon dioxide equivalent	<b>1,684.95</b>	2,241.23	2,689.81
Greenhouse gas emissions intensity	ton(s) of carbon dioxide equivalent/RMB1,000,000	<b>0.95</b>	1.26	1.70
General waste-Domestic garbage	ton(s)	<b>0.35</b>	0.37	0.37
General waste-Office garbage	ton(s)	<b>14.15</b>	14.55	14.65
Asset retirement	ton(s)	<b>14.98</b>	15.00	50.00

<sup>1</sup> The integrated energy consumption is calculated with reference to the General Rules for Calculation of the Comprehensive Energy Consumption (GBT2589-2020) (《GBT2589-2020 綜合能耗計算通則》).

<sup>2</sup> The calculation of greenhouse gas emissions (Scope 1) in 2023 is based on the Accounting Methods and Reporting Guidelines for the GHG Emissions of Other Industrial Enterprises (《其他工業企業溫室氣體排放核算方法與報告指南》), and is calculated by converting gasoline consumption;

<sup>3</sup> The calculation of greenhouse gas emissions (Scope 2) in 2023 is based on the average emission factor of the national power grid for 2022 of 0.5703t CO<sub>2</sub>/MWh as set out in the Notice on the Proper Management of Greenhouse Gas Emissions Reports for Enterprises in the Power Generation Industry from 2023 to 2025 (《關於做好 2023-2025 年發電行業企業溫室氣體排放報告管理有關工作的通知》), and the Accounting Methods and Reporting Guidelines for the GHG Emissions of Other Industrial Enterprises (《其他工業企業溫室氣體排放核算方法與報告指南》) issued by the National Development and Reform Commission of the State Council, and is calculated by converting purchased electricity and purchased heat.

## 5. PROMOTING HARMONIOUS COEXISTENCE

Jinran Public, well acknowledging employee is the most valuable wealth of an enterprise, strives to safeguard and protect the legitimate rights and interests of employees. The Company is committed to building a platform for their growth, smoothing channels for career development, promoting their physical and mental health, fostering an employment environment of equality, diversity and mutual trust, therefore to build a community of common future for employees and enterprise and align the interests of the Company with those of employees. Besides, Jinran Public encourages employees to actively participate in social welfare and return the society.

### 5.1 EMPLOYMENT MANAGEMENT

Jinran Public strictly abides by the relevant laws and regulations, such as the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors, and the Law of the People's Republic of China on the Protection of Rights and Interests of Women and Children, to exactly protect the legitimate rights and interests of all employees. We clearly prohibit forced labour and child labour, equally treat employees of different nationalities, ethnic groups, races, genders, religious beliefs and cultural backgrounds and eliminate any form of employee discrimination, and strive to create a working environment of fairness and justice with a diverse workforce.

As of December 31, 2023, Jinran Public had no child labor or forced labor during employee recruitment, with 100% full-time employees signing labor contracts and labor dispatch in compliance with national regulations. The Company has 615 employees in total, of which 38% are female employees.

**Table: Employment of Jinran Public**

Indicators	Unit	2023	2022	2021
Total number of employees	person	615	695	738
Number of employees by employment type	Contract employees	615	695	/
	Labor dispatch	58	19	/
	Others (Please indicate in the remarks column)	1	2	/
Number of employees by gender	Male employees	380	446	481
	Female employees	235	249	257
Number of employees by age	30 years old and below	29	26	30
	31-50 years old	402	427	453
	Above 50 years old	184	242	255
Number of employees by geographical region	Tianjin	589	668	/
	Mainland China outside Tianjin	26	27	/
	Hong Kong, Macao, Taiwan and overseas	0	0	/
Number of employee turnover by gender	Male employees	0.26%	0.22%	1.03%
	Female employees	0.85%	0.80%	0.39%
Number of employee turnover by age	30 years old and below	0	0	0
	31-50 years old	0.75%	0.47%	1.32%
	Above 50 years old	0	0.41%	0
Number of employee turnover by geographical region	Tianjin	0.51%	0.30%	/
	Mainland China outside Tianjin	0	3.70%	/
	Hong Kong, Macao, Taiwan and overseas	0	0	/

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Jinran Public revised and improved the Management Measures for the Middle Management (Trial), adhered to strict management, established and improved the cadre management system, and further standardized the daily actions of the middle management.

In order to further establish the talent cultivation system and strengthen performance management, Jinran Public made differentiated adjustments to common indicators of the management of the Company and its branches, giving a more accurate reflection of the work priorities of different posts. Meanwhile, the Company optimized the performance contract indicators of deputy management positions of branches, and highlighted the personalized assessment according to the work in charge, which made the performance assessment more conforming to actual situations, and effectively motivated management team members to give full play to their strengths in their respective fields in charge. In 2023, the Company completed the data maintenance of the remuneration module of the human resources information system, and deeply strengthened the management of the total salary amount. At the same time, the Company established a data warning mechanism to promptly identify and resolve problems in the management of total salary amount and improve data quality and efficiency.

### 5.2 TALENT DEVELOPMENT

Well aware that employees are the key impetus for sustainable enterprise development, the Company is committed to establishing a sound employee training system, and building transparent and fair employee promotion channels and feasible performance incentive policies, thereby motivating the vigor of employees, and realizing mutual prosperity of employees and enterprises.

#### Employees' Training

Jinran Public offers diversified forms of training such as new employees' training, on-the-job training and backup talent training with a view to promoting the post competence of employees at various levels and building a talent team with great competitiveness. The Company strictly implements the system for new university students to work at the grassroots level, so that they can better adapt to the working environment and requirements, and inject fresh impetus into the development of the Company.

In 2023, the Company organized several special trainings including continuing education, gas work license training and safety management training for continuous promotion of professional growth of employees and comprehensive enhancement of working efficiency, covering a total of 662 attendances.

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

**Table: training types and contents in 2023**

New Employees' Training	New employees are provided with training on corporate profile, corporate culture and core values, basic rules and regulations and code of conduct, basic business knowledge and work license, to promote new employees' compliance induction, to clarify their job duties, master basic work procedures and methods and promptly blend into the Company.
On-the-job Training	<p>Training for senior management</p> <p>Senior management are provided with training on analysis of policies and industry trend, operating capability, modern corporate management techniques, enhancement of the personal ability and cultivation, and social responsibility, to facilitate them to adapt to the changes in the external operating environment, understand the development trend of the industry, and improve their ability of insight, thinking, cognitive competence and leadership.</p> <p>Training for middle management</p> <p>Middle management are provided with training on knowledge of management, business knowledge, communication skills and interpretation of internal and external policies to further promote their understanding of decisions from the senior management and enhance their management awareness and capability.</p> <p>Training for general employees</p> <p>General employees are provided with training on office skills and business case to enhance their comprehensive competency and professional skills.</p> <p>Training for job-transfer</p> <p>Job-transfer trainings will be provided for those who will engage in a job that is significantly different from their original job.</p> <p>On-the-job continuing education</p> <p>The Company issues names of relevant qualification certificates and encourages serving staff to obtain such certificates and offers support to the management and political staff to pursue continuing education to update their knowledge.</p>
The Cultivation of Backup Talents	The Company properly explores, develops and cultivates the talents, thereby providing talent guarantee for the sustainable development of the Company.

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

**Table: Information on specific training of Jinran Public for 2023**

Total training attendances		662
Training coverage		100%
Percentage of employees trained by gender	Male	67%
	Female	33%
Percentage of employees trained by employee category	Senior	2%
	Mid-level	14%
	General	84%
Total training hours (hour)		7,354
Average training hours (hour)		11.11
Average training hours by gender (hour)	Male	27
	Female	30
Average training hours by employee category (hour)	Senior	27
	Mid-level	28
	General	28

### Employee Promotion

Jinran Public highly values the promotion and selection of employees with the principles of “democracy, openness, competition and talent selection”, striving to create a fair and transparent promotion environment. In 2023, the Company established the Open Competition Scheme for Mid-level Management (《中層管理人員公開競聘方案》) to further standardize the competition process for mid-level management and ensure the fairness and transparency of the entire process. Strictly following the “Four Musts” working requirements, the Company conducted a special review on each candidate’s files, and strictly implemented working procedures to ensure the fairness and seriousness of the competition process. In addition, the Company also formulated the Implementation Plan for the Assessment of Jining Branch Leaders’ Regularization after the Probation Period (《集寧分公司領導人員試用期滿轉正考核實施方案》), and conducted a comprehensive, objective, fair and accurate assessment of the mid-level management during the probation period. This plan evaluates the performance of mid-level management during the probation period in terms of job adaptability, performance of job responsibilities, and working style to ensure that they are competent for the job with sufficient abilities and qualities, which in turn helps the Company to make accurate and fair personnel decisions.

In terms of application for professional and technical titles, the Company strictly implements the mechanism of dual-reviews on materials to strengthen the reviews of title application documents. For materials that do not meet the requirements, the Company promptly instructs such professional and technical staff to make modifications and improvements, thereby increasing the success rate of application. As of December 31, 2023, a total of 7 employees of the Company successfully participated in the application of middle and senior professional and technical titles.

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### 5.3 CARE FOR EMPLOYEES

Jinran Public cares about employees' personal well-being, and attaches great importance to the physical and mental health and living conditions of its employees. By carrying out various entertaining activities, Jinran Public cares for employees' occupational health and safety in all aspects, so as to enhance their happiness index and create cohesive force in the Company.

#### Care with Benefits

With care for employees at its core, Jinran Public continues to optimize management of employees' benefits. Through the establishment of a sound database covering full-time employees and retired employees, Jinran Public provides more distinctive services for employees to ensure the continuous improvement of their wellbeing and working environment.

The Company is committed to creating a healthy, civilized, positive and fully involved culture atmosphere for employees. In order to enrich employees' cultural life in their leisure time, Jinran Public has actively held diversified employee activities. We always guide our employees with core socialist values, and promote theme education of "Chinese Dream, Beauty of labor". To this end, the Company has put more efforts to the construction of the book house for employees, which serve as a carrier for us to innovate forms by widely carrying out cultural activities such as reading clubs and reading sharing. Meanwhile, we also have launched activities such as the online learning activity of "2017-2023: The Golden Age of Industrial Workers – A Tribute to the 18<sup>th</sup> Congress of the Chinese Workers Union", the "Well-being Cup" competition, the exhibition of achievements in safety construction and management of work teams, and the selection of "One Book, One Plan, One Technique for Finding Hidden Dangers Around You" to continuously strengthen cultural construction and safety management.

In terms of cultural and sports activities, we organized a variety of cultural and sports activities for employees in online and offline forms, such as the "Celebration of the Chinese New Year" recreational activities. The Company also actively participated in fitness games such as staff badminton, table tennis, three-person basketball game, group gymnastics organized by the superior labor union and a series of national online staff fitness and sports activities. Such activities not only served as a platform for employees to live a healthy life and show themselves, but also enhanced the friendship between employees from various departments, with a total of more than 100 people actively participating in.

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)



Photo: Participating in the Staff Sports Meeting of “Enthusiasm Cup”



Photo: Participating in the Staff Sports Meeting of “Gathering Energy to Make Progress Together”

The Company organized a group counseling activity with a theme of “Workplace Stress Relief, Relaxation and Happiness” to help employees relieve stress and create a vibrant working environment full of understanding.



Photo: Group Counseling Activity of “Workplace Stress Relief, Relaxation and Happiness”

The labor union of Jinran Public actively carries out a series of activities to care for female workers and promote their growth, so that female workers can obtain happiness from activities, stimulate their enthusiasm and motivation for work, and contribute to the high-quality development of the Company.

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### Case: Legal Education Month for Female Employees

In 2023, with the theme of “Learning, Publicity and Implementation of the Spirit of the 20th CPC National Congress and Guaranteeing Legitimate Rights and Special Interests of Female Employees in Accordance with the Law”, we extensively carried out the Legal Education Month for female employees, during which we thoroughly publicized and implemented the spirit of the 20th CPC National Congress, the Law of the People’s Republic of China for the Protection of Women’s Rights and Interests, the Special Provisions on the Labor Protection of Female Employees, and the medical check-up of female employees for two cancers, conducted online and offline publicity and training activities concerning laws and regulations on the protection of rights and interests of female employees, organized female employees to watch the live broadcast and lectures concerning the protection of their rights and interests. The legal publicity promoted the female employees’ understanding of legitimate rights and interests, and enhanced their legal awareness.

The Company actively carried out delightful and diversified online and offline activities for female workers, involving family civilization building, mental health, women’s health, care and condolences and other aspects. We organized female workers to participate in the 2023 “Rose Book” recommended book reading activity for female workers and the match-making party on Chinese Valentine’s Day, and successfully planned for the brisk walking and Q&A activity for female employees with the theme of “In-depth Learning of the Spirit of the 20th CPC National Congress, and Enhancement of Fitness, Vigor and Development”. Meanwhile, the Company focused on the implementation of the 2023 Female Employees’ Health Plan, and paid for mutual assistance of all the female employees; we showed concern and provided practical service for female employees in great need or special periods.

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)



Photo: "Rose Book" Recommended Book Reading Activity for Female Workers



Photo: Brisk Running and Q&A Activity for Female Employees

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

Jinran Public is committed to providing inclusive service for employees in difficulties, giving top priority to the solutions to employees' problems. In 2023, we continued to show concern and provide assistance for employees with critical illness, offered exclusive aid for card-holding members and mutual assistance for members, and paid more than RMB58,000 for mutual assistance for all the members. In addition, we offered hospitalization condolences to employees with critical illness from time to time and helped more than 20 members obtain over RMB70,000 as hospitalization assistance. Meanwhile, we organized consolation activities including "2022 Winter Warming", "2023 New Year's Day & Spring Festival", "2023 Summer Cooling" and "Mid-autumn Day & National Day", offering consolation to more than 3,600 employees and investing over RMB810,000 as consolation funds.



Photo: "Winter Warming" Consolation Activity for Employees at the Grassroots Level and in Difficulty

### Occupational Health and Safety

In compliance with the Labour Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, and the Regulations on Work-Related Injury Insurance, Jinran Public attaches great importance to construction safety, employee health management and guarantee, constantly improves labor conditions, reduces and prevents various safety accidents. To keep our employees informed of their health status in a more timely and detailed manner, we lift the standards for annual health check-up for our employees and additional targeted physical examinations for employees in special positions to reduce the incidence of occupational diseases in the workplace. In 2023, all employees of Jinran Public were included in the physical examination program, and there were no work-related fatalities, zero work-related fatalities for three consecutive years and 0 day lost due to work-related injuries.

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

**Table: Measures Taken to Ensure Occupational Health and Safety in 2023**

<b>Safety management</b>	Management System for Hazardous Operation of Tianjin Jinran Public Utilities Company Limited was revised
<b>Mental health</b>	Online psychological counseling and caring activities were launched to keep an eye on the physical and mental health of employees
<b>Knowledge on safety</b>	<p>Trainings on laws and regulations such as the Production Safety Law, the Regulation on the Administration of Natural Gas of Tianjin City and the Regulations on the Production Safety Responsibility of Production and Operation Entities in Tianjin City were conducted</p> <p>The Company carried out the Production Safety Day on a monthly basis, continued to improve the safety education and training system, and added relevant learning on the “prevention of work-related injuries”, in order to further enhance the employees’ awareness of occupational health</p> <p>Employees were organized to participate in the anti-terrorism publicity on “April 15<sup>th</sup>” National Safety Day</p>
<b>Safety protection</b>	All the grassroots employees were equipped with protective equipment including gas leakage detectors, noise protection, dust protection, anti-static work clothes, etc.; the construction site was equipped with safety helmets, tripods, blowers, respirators and other equipment
<b>Safety protection</b>	Heatstroke protection supplies were disseminated as needed and high-temperature warnings were sent in a timely manner
<b>Safety skills</b>	A “Rescue Skills Quiz” was organized

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### Case: Anti-terrorism Publicity on “April 15<sup>th</sup>” National Safety Day

In April 2023, Jinran Public actively organized anti-terrorism publicity on “April 15<sup>th</sup>” National Safety Day. The Company printed and issued the “Plan for Anti-terrorism Publicity on 2023 National Safety Day of Jinran Public”, initiated one online anti-terrorism Q&A, and organized 4 times of learning, which were attended by 146 participants. Hexi Branch and Jining Branch alternately displayed anti-terrorism slogans and paid reporting of violence and terrorism clues on the electronic screens, and played anti-terrorism publicity in the external service windows. 16 persons from the service targets participated in the publicity, distributing 107 leaflets and 29 brochures.



Photo: Anti-terrorism Publicity



Photo: Anti-terrorism Publicity Posters

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### Democratic Communication

Adhering to strengthening the democratic management consciousness, Jinran Public convenes meetings for employee representatives on a regular basis in accordance with the Rules on Meetings for Employee Representatives and the Regulations on the Management of Meetings for Employee Representatives of the Company, in order to guarantee employees' right to know, participate, express and supervise in accordance with the law, and give full play to the democratic supervision. While protecting the legitimate rights and interests of employees, it also promotes the harmonious development of labor relationships, fully mobilizes their enthusiasm, motivation and creativity, continuously improves the level of enterprise management, and enhances healthy enterprise development. In 2023, Jinran Public held 2 meetings for employee representatives.

#### Case: Jinran Public Held Meetings for Employee Representatives

In 2023, Jinran Public held the second meeting for employee representatives, during which they listened to and adopted the "2023 Work Report of Tianjin Jinran Public Utilities Company Limited" through deliberation, listening to the "Meetings for Employee Representatives of Tianjin Jinran Public Utilities Company Limited & Report on Handling of Proposals and Rationalization Suggestions for 2022 Working Conference" and "Meetings for Employee Representatives of Tianjin Jinran Public Utilities Company Limited & Report on Collection of Proposals and Rationalization Suggestions for 2023 Working Conference", and finally passed "2023 Collective Wage Agreement of Tianjin Jinran Public Utilities Company Limited (Draft)" through voting, fully guaranteeing employees' right of democratic participation and decision-making.



Photo: Meetings for Employee Representatives

## 5. PROMOTING HARMONIOUS COEXISTENCE (continued)

### 5.4 SOCIAL EMPOWERMENT

Bearing social responsibilities and mission in mind, Jinran Public has been returning the society in various forms, such as participating in public welfare undertakings. In 2023, Jinran Public invested 226 hours in public welfare activities, with a total investment of RMB24,200.

#### Case: Ensuring Gas Safety with Preventive Measures in Tianjin and Jining

On 7 November 2023, Jinran Public respectively carried out the publicity of the Kick-off Day of “November 7<sup>th</sup>” 100-day Gas Safety Publicity in Hexi District, Tianjin City and Jining District, Ulanqab City, Inner Mongolia. During the activity, the Company acquainted residents in the district with the basic knowledge of gas safety as well as precautions and safe operation methods in gas usage, and enhanced residents’ awareness of gas safety by setting up gas safety publicity panels, distributing gas safety leaflets and demonstrating the use of gas safety equipment on site. The Company actively promoted the addition and renovation of a series of gas safety devices including adding self-closing gas valves and replacing the meters of Internet of Things, conducted random inspections on the addition of gas safety devices, and guaranteed effective implementation of safe gas usage measures.



Photo: Setting up Gas Safety Publicity Panels



Photo: “November 7<sup>th</sup>” 100-day Gas Safety Publicity Kick-off Day

# HKEx ESG REPORTING GUIDE INDICATORS INDEX

ESG Indicators			Locations of Disclosure
Environment	A1 Emissions	<p>General Disclosure: Information on:</p> <p>(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, generation of hazardous and non-hazardous wastes, etc.</p>	4. Practicing Green Development
		A1.1 The types of emissions and respective emissions data	4. Practicing Green Development
		A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
		A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
		A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	4. Practicing Green Development
		A1.5 Description of emission target(s) set and steps taken to achieve them	4. Practicing Green Development
		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	4. Practicing Green Development

## HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators	Locations of Disclosure
A2 Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials
	4. Practicing Green Development
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)
	4. Practicing Green Development
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility)
	4. Practicing Green Development
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them
	4. Practicing Green Development
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, as well as water efficiency target(s) set by results and steps taken to achieve them
	4. Practicing Green Development
	A2.5 Total packaging materials used for finished products (in tonnes) and, if applicable, with reference to per unit produced
	4. Practicing Green Development

## HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators		Locations of Disclosure
A3 The Environment and Natural Resources	General Disclosure: Policies on minimising the issuer's significant impact on the environment and natural resources	4. Practicing Green Development
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	4. Practicing Green Development
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	4. Practicing Green Development
	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	4. Practicing Green Development
Society	B1 Employment	5. Promoting Harmonious Coexistence
	(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, antidiscrimination, and other benefits and welfare	
	B1.1 Total workforce by gender, employment type, age group, and geographical region	5. Promoting Harmonious Coexistence
	B1.2 Employee turnover rate by gender, age group and geographical region	5. Promoting Harmonious Coexistence

## HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators		Locations of Disclosure
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	5. Promoting Harmonious Coexistence
	B2.1 Number and rate of work-related fatalities	5. Promoting Harmonious Coexistence
	B2.2 Lost days due to work injury	5. Promoting Harmonious Coexistence
	B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored	5. Promoting Harmonious Coexistence
B3 Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	5. Promoting Harmonious Coexistence
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	5. Promoting Harmonious Coexistence
	B3.2 The average training hours completed per employee by gender and employee category	5. Promoting Harmonious Coexistence

## HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators		Locations of Disclosure
B4 Labour Standard	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 or forced labour	5. Promoting Harmonious Coexistence
	B4.1 Description of measures to review employment practices to avoid child and forced labour	5. Promoting Harmonious Coexistence
	B4.2 Description of steps taken to eliminate such non-compliance when discovered	5. Promoting Harmonious Coexistence
B5 Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain	1. Improving Corporate Governance
	B5.1 Number of suppliers by geographical region	1. Improving Corporate Governance
	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	1. Improving Corporate Governance
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	1. Improving Corporate Governance
B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	1. Improving Corporate Governance	

## HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators		Locations of Disclosure
B6 Product Responsibility	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress	2. Adhering to Operational Excellence
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not involved
	B6.2 Number of products and service related complaints received and how they are dealt with	2. Adhering to Operational Excellence
	B6.3 Description of practices relating to observing and protecting intellectual property rights	2. Adhering to Operational Excellence
	B6.4 Description of quality assurance process and recall procedures	2. Adhering to Operational Excellence
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored	2. Adhering to Operational Excellence

## HKEx ESG REPORTING GUIDE INDICATORS INDEX (continued)

ESG Indicators		Locations of Disclosure
B7 Anti-corruption	General Disclosure: Information on:  (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to prevention of bribery, extortion, fraud and money laundering	1. Improving Corporate Governance
	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	1. Improving Corporate Governance
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	1. Improving Corporate Governance
	B7.3 Description of anti-corruption training provided to directors and staff	1. Improving Corporate Governance
B8 Community Investment	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 the communities' interests	5. Promoting Harmonious Coexistence
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	5. Promoting Harmonious Coexistence
	B8.2 Resources contributed (e.g. money or time) to the focus area	5. Promoting Harmonious Coexistence