



# 2023 ESG Report

Jinmao Property Services Co., Limited

Stock Code: 00816. HK

Think Far, Grow Further





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# About the Report

This is the third ESG report issued by Jinmao Property Services Co., Limited. This report is prepared mainly with reference to the *Environmental, Social and Governance Reporting Guide* (ESG Reporting Guide) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited published. The report discloses the company's actions and achievements in environmental, social and governance issues in 2023.

## Report coverage and scope

The reporting period is from 1 January to 31 December 2023, part of the contents extends to January 2024. This report covers the Company's headquarters, subsidiaries and project units, and is consistent with the company's financial statements.

## Release Cycle

This is an annual report.

## Reference Instruction

For better presentation and readability, "Jinmao Property Services Co., Limited " in the report is also referred to as "Jinmao Services", "the Company" or "We".

## Reporting Commitment

Jinmao Services assures that this report is free of any false representations, misleading statements or material omissions, and is responsible for the authenticity, accuracy and completeness of the contents.

## Data Source

The financial information contained in this report is all from the audited financial statements of Jinmao Services in 2023,Other information is mainly based on 2023 statistics and official documents, and also includes the forecast of the future in terms of business policies and strategies at the time of reporting preparation.

## Reference Criteria

This report is prepared mainly with reference to the *Guidance on Social Responsibility Reporting* (GB/T 36001–2015) and *Environmental, Social and Governance Reporting Guide* (ESG Reporting Guide) issued by The Stock Exchange of Hong Kong Ltd.(SEHK), and follows the reporting principles of “materiality” , “quantitative” , and “consistency” .

## Report Access

The report is available in traditional Chinese and English. Please visit the Company’ s website to obtain the electronic version of the report.

## Contact Us

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# Corporate Message

2023 marked the first year of fully implementing the guiding principles of the 20th CPC National Congress and a crucial juncture to implement China’ s 14th Five–Year Plan. This year, holding firm to the original aspiration of “Think Far, Grow Further” , Jinmao Services unswervingly embraced the development strategy of “High, Comprehensive, Innovative and Fast” to enhance our service capabilities. In collaboration with our stakeholders, we bolstered cooperation and communication to generate value across society, industry, environment, and people’ s livelihood and contributed to China’ s carbon peak and carbon neutrality goals, thus empowering the sustainability of cities.

## |Ingenuity quality and premium services are at the heart of everything we do.|

By weaving our advanced service concept and quality management into our value system and empowering operations with technology and digitalization, we secure enduring value through a full–cycle product service system. Our strength in scenario design and quality output adds value to individuals, businesses, and cities alike. We innovate in digital services with smart systems and digital tools. Specifically, we leverage cutting–edge technologies, such as artificial intelligence and the Internet of Things, to create a smart management system aimed at transforming smart services. We stand firm as a proponent of long–termism within the swiftly evolving industry, ensuring that our property services are founded on trust, defined by quality, and valued for their worth.

## |In harmony with the nature, we pursue low–carbon and eco–friendly stewardship.|

Adhering to green and low–carbon development, we contribute to green, sustainable cities with good environmental governance. We have always championed a green and sustainability approach, evidenced by our promotion of the Fore Runner System (FORUS) throughout the year. We have also refined and implemented the Measures for the Management of Environmental Protection of Jinmao Services and other policies to constantly raise our environmental governance level. Embracing an enduring commitment to “green DNA” , we encourage an energy–efficient, eco–friendly, and low–carbon lifestyle. Through campaigns such as green office and green charity, we actively address climate change and consistently respond to ESG topics.

## |Our humanistic care helps nurture a better society.|

Committed to the people–oriented employment, we safeguard rights of employee and support their growth. With great enthusiasm, we participate in community building, charity, rural vitalization, and voluntary services, such as “MAO Neighborhood” and activities for promoting educational support, caring for the disadvantaged, and improving people’ s livelihood. These efforts allow us to drive forward social harmony with a profound sense of responsibility. In addition, we pay attention to local economic development. By contributing to local employment, we show our care for and determination to deliver hope and the good across the society in concrete actions.

## |Enlightened by ambition, we journey towards a distant horizon. |

Looking to the future, our commitment to sustainability remains unwavering. Anchored by our original mission, we will maintain our role as a “proponent of long–termism of the property industry” to shoulder our mission and responsibility of this era, all in pursuit of a sustainable and thriving future.





# About Jinmao Services

Jinmao Property Services Co., Limited ("Jinmao Services" for short) was listed on the Main Board of the Stock Exchange of Hong Kong Limited(Stock Code: 00816.HK)in March 2022, back on China Jinmao Holdings Group Limited ("China Jinmao" for short), the city operation platform of Sinochem Holdings Corporation Ltd. ("Sinochem Holdings" for short), a Fortune Global 500 company. The Company is a rapidly growing high-end property management and urban operation service provider in China. It manages a diverse portfolio of properties covering both residential properties and non-residential services.

## Business Network

Relying on leading brand reputation, extensive resource advantages, rich service experience and comprehensive technical capabilities, Jinmao Services continues to provide high quality and value-oriented property management services, value-added services to non-property owners, and value-added community services to different types of customers. We also provide urban operation services covering three business lines.

**Property management services:** We provide a range of property management services to property owners and residents, as well as property developers, including, among others, security, cleaning, greening, gardening and repair and maintenance services for the operating facilities in public area. Our property management portfolio covers residential properties, in particular, high-end ones, and a wide range of non-residential properties, including commercial properties, such as office buildings and shopping malls, and public and other properties, such as schools, government facilities and other public spaces.

**Value-added services to non-property owners:**Our services in this aspect include sales assistance services to property developers to assist with their sales and marketing activities at property sales venues and display units, and consultancy and other value-added services such as pre-delivery and consultancy services, mainly to property developers.

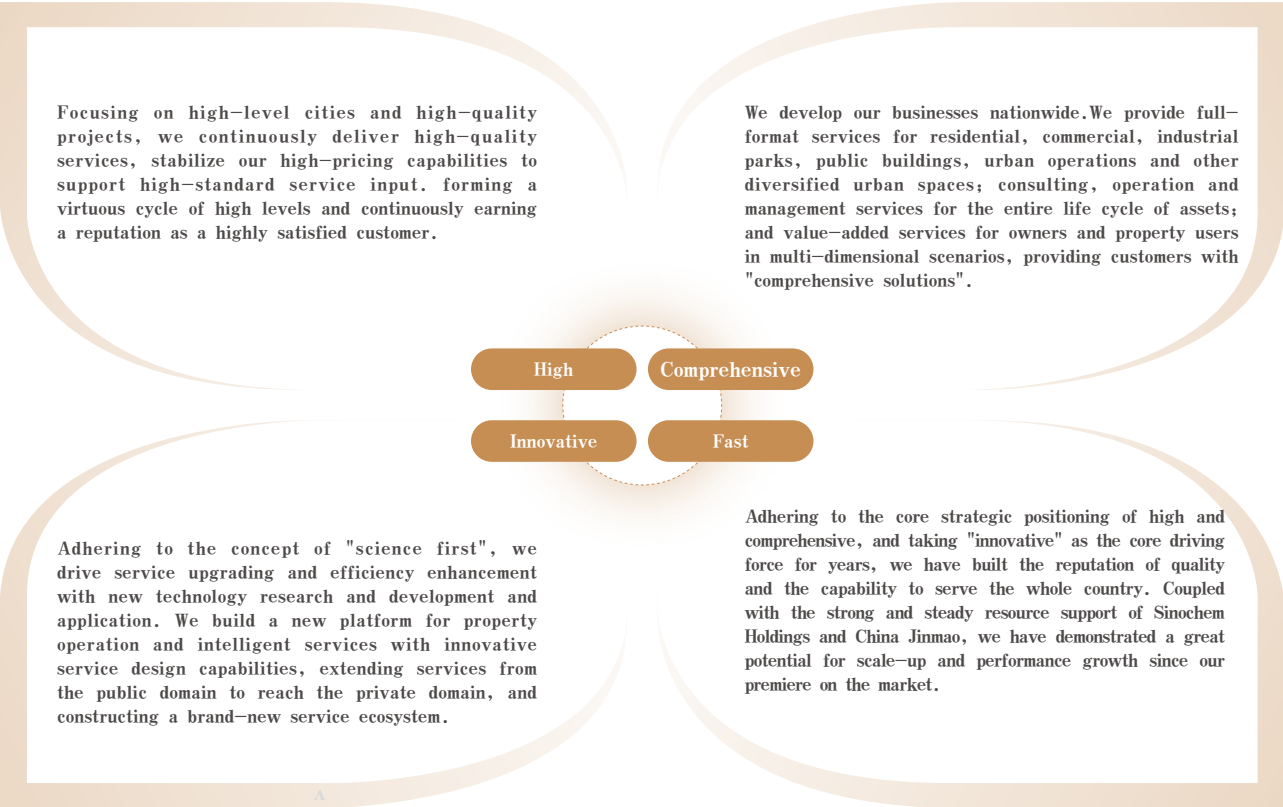
**Value-added community services:** We provide such services mainly to property owners and residents of our managed properties to address their daily lifestyle needs, which mainly consist of platform services for interior decoration, community living services such as housekeeping, new retail and catering services, community space operation services, elevator advertising services, car park space management services, and real estate brokerage services.

Additionally, we provide city operation services in multiple forms to assist governments and enterprises in the optimization, innovation and distribution of urban resources and the delivery of value-added public services to citizens.

|                                  |                                     |                                |
|----------------------------------|-------------------------------------|--------------------------------|
| By the end of 2023,              |                                     |                                |
| 70                               | 501                                 | 8,421 million m²               |
| Cities covered by our businesses | Operating projects under management | Area under management in total |
| In 2023,                         |                                     |                                |
| 36.14 billion                    | 27.04 billion                       | 4.47 billion                   |
| Total assets                     | Operating income                    | Profits before tax             |

# Corporate Culture

|                                                                                                               |                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>Vision                 | Realizing future human habitats and city dreams                                                                                                                           |
| <br>Mission                | Adhering to long-term doctrine and promoting long-term value growth                                                                                                       |
| <br>Values                 | Honest Cooperation, Customer Orientation, Entrepreneurship and Innovation, Pursuit of Excellence                                                                          |
| <br>Strategic localization | Through long-term development of operation and business practice, Jinmao Services builds the core competitiveness featured by "high, comprehensive, innovative and fast". |



Three Core IPs

Jinmao Services actively builds three core IPs: "quality", "intelligence" and "co-development".

Quality

- Building excellent customer-oriented scenario design and stable service capabilities
- Providing property management services and quality life solutions that exceed customers’ expectations

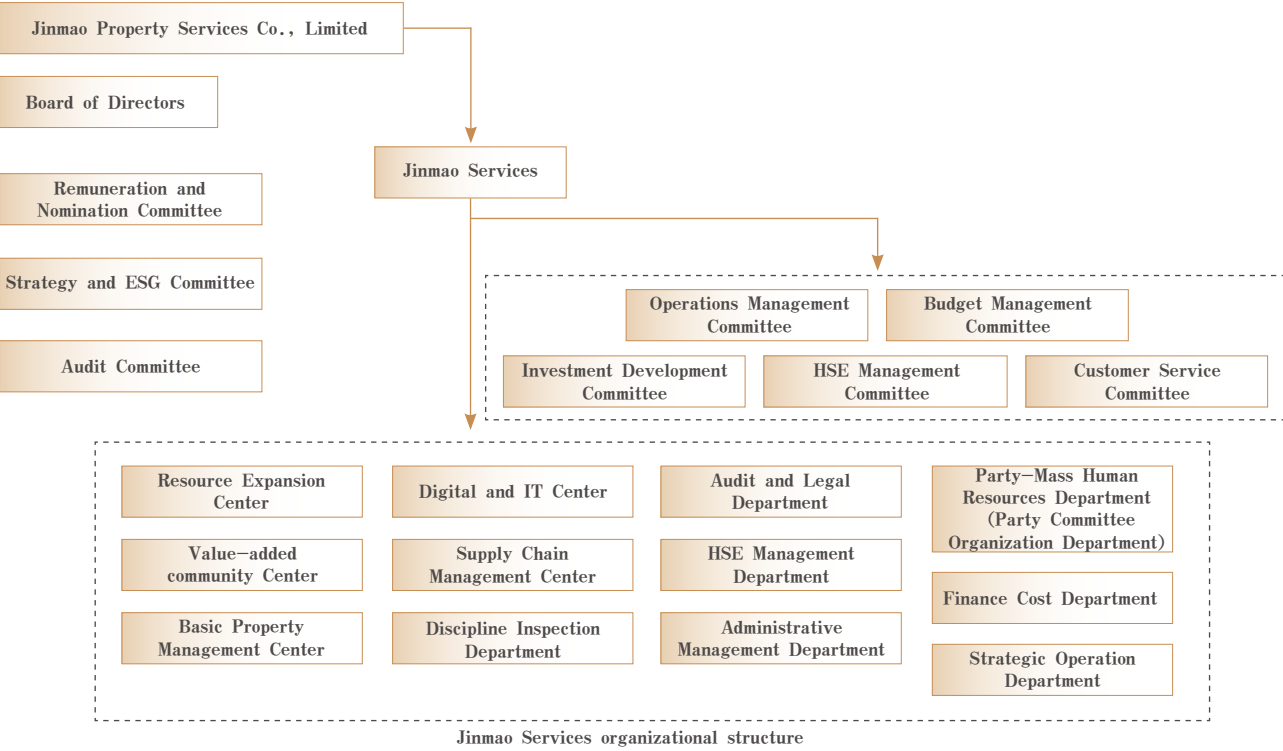
Intelligence

- Facilitating the digital transformation and promoting technology-driven service upgrade
- Continuously improving the efficiency of management services and digital experience of users with IoT-enabled facilities and mobile Internet-based services

Co-development

- Co-development with the environment; introducing the low-carbon, eco-friendly and green concept of sustainable development
- Co-development with the community; strengthening community ecosystem to build a model of community governance in the new era
- Co-development with the city; Building up the dimensions to expand urban properties to make cities better
- Co-development with the society; assuming social responsibility to improve people's well-being with services

Organizational Structure



Highlights 2023

Honors

| Honors                                                                                |                                                                                  | Awarders           |                                        |
|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|--------------------|----------------------------------------|
|    | 2023 Top 100 Property Management Companies in China                              | TOP15              | Beijing China Index Academy            |
|    | 2023 Chinese State-owned Property Service Companies                              | TOP4               | Beijing China Index Academy            |
|    | 2023 China High-end Property Service Leading Company                             |                    | Beijing China Index Academy            |
|    | 2023 Leading Chinese Property Management Company in Terms of Service Quality     |                    | Beijing China Index Academy            |
|    | 2023 Leading Chinese Company in Terms of Property Service Growth                 |                    | Beijing China Index Academy            |
|  | 2023 Leading Company in Smart City Service of China’s Property Management        |                    | Beijing China Index Academy            |
|  | 2023 Excellent Chinese Office Property Management Company                        |                    | Beijing China Index Academy            |
|  | Top 100 Companies in Terms of Property Service Capacity in 2023                  | TOP10              | CRIC China                             |
|  | High-End Property Service Force Enterprises in China in 2023                     | TOP20              | CRIC China                             |
|  | 2023 Leading Chinese Company in Terms of Satisfaction of Property Service        |                    | CRIC China                             |
|  | 2023 Chinese Listed Property Companies in Terms of Growth Rate                   | TOP1               | CPM Think Tank, CPM Research Institute |
|  | Top 20 Listed Property Companies in China's Property Management Industry in 2023 | 15th among the Top | CPM Think Tank, CPM Research Institute |
|  | Top 10 Chinese State-owned Assets Listed Real Estate Companies in 2023           | 5th among the Top  | CPM Think Tank, CPM Research Institute |
|  | Chinese Listed Property Companies in Terms of Investment Potential in 2023       | TOP3               | CPM Think Tank, CPM Research Institute |

Milestones

January

Jinmao Services held its first General Manager’s Office meeting of the year 2023.

February

The Company’s leadership attended the first (enlarged) meeting of the China Jinmao QHSE Committee of the year 2023.



March

Jinmao Services convened its first routine Board meeting of the year 2023.



April

The 2022 ESG Report of Jinmao Property Services Co., Limited was released.

May

The third HSE Committee meeting of the year 2023 & seminar on the promotion and arrangement for significant improvements in safety management was held.



August

The Company organized an interim results roadshow and investor relations meeting of the year 2023.

October

The Jinmao Services FORUS audit meeting was held.

November

The Company’s leadership attended the eighth meeting of Sinochem HSE Committee & the eco-friendly and low-carbon work meeting of the year 2023.

Corporate Governance

Jinmao Services is dedicated to establishing a high-quality modern corporate governance structure with transparent rights and responsibilities. Upholding the board diversity policy, we refine our governance system to enhance the company value while safeguarding shareholders’ interests.

Business Management

In strict compliance with Appendix 14 *Corporate Governance Code* to the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited* released by the Stock Exchange of Hong Kong Limited (“SEHK”), the Company keeps improving the corporate governance structure and management system. We have established a diversified Board of Directors composed of property management and related senior professionals with different genders, ages, and cultural and educational backgrounds. Our Board comprises three executive directors, two non-executive directors and three independent non-executive directors, with female directors representing 37.5%. Furthermore, three specialized committees are set up under the Board, namely Audit Committee, Remuneration and Nomination Committee, and Strategy and ESG Committee, to promote the standardized operation and scientific decision-making of the Board together.

In 2023,

5

Board meetings held

6

Written resolutions made

Investor Rights

Information disclosure

In strict accordance with relevant policies, laws and regulations, Jinmao Services timely publishes annual and interim reports and other disclosable announcements through channels such as HKExnews on SEHK and our official website, ensuring that all information disclosures are complete, accurate and compliant.

In 2023,

2

Financial reports (2022 Annual Report, 2023 Interim Report) released

56

Announcements published on SEHK

52

Updated synchronously to the “Investor Relations” section of the Company’s website



Investor communication

Jinmao Services maintains smooth and efficient communication with investors through investor relations email and investor hotline. By actively engaging in roadshows and strategic sessions organized by securities firms, we have established a positive image on the market.



Risk Management and Control

Jinmao Services places a high priority on internal risk prevention and control. The Board assumes the overall responsibility for risk management and internal control, and its Audit Committee is tasked with identifying, managing, supervising, and controlling all types of risks. By improving the risk management system, the internal management policy and strengthening the awareness of risk prevention and control, we ensure robust support for sound operations.

Risk management

Jinmao Services adopts a tiered approach to management that encompasses the general manager of the Company, functional departments at the headquarters of the Company and its subsidiaries, and the Risk Control and Audit Department. In accordance with the *Risk Management Measures*, we have identified 66 risk items in all projects under management. We have also assessed the risk prevention and control capability of all projects under management in five key areas: legal compliance, quality and safety, engineering maintenance, internal management and financial control. This ensures our centralized risk assessment, routine risk monitoring and quantifiable risk control results.

In 2023, the Company completed and issued the *Contract Management Measures*, *Reference Guidelines for the Review of Common Points of Contract*, *Reference Guidelines for Risk Assessment of Projects Under Management*, and *Standards for the Management of Sensitive Businesses*, and revised the *Standards for the Management of Legal Affairs*. We achieved a 100% legal review rate for contracts and organized 46 legal compliance training sessions in 2023 to effectively elevate the risk awareness of all employees.

Internal control

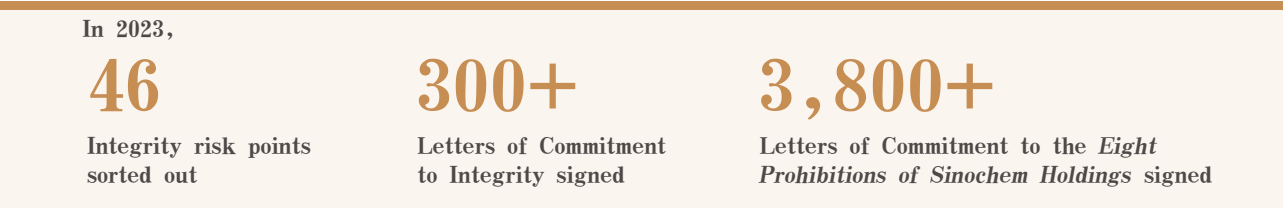
Jinmao Services keeps improving the internal control system. By formulating and revising the *Standards for Internal Control Evaluation Management*, we have promoted the effective implementation of the internal control system. In 2023, the Company performed 66 audits and inspections, including a special procurement audit and the “Foundation Building Action” inspection. We actively rectified the internal control defects found in supervisory reviews and urged the relevant departments to strengthen management and established robust policies to avert the recurrence of similar issues.



Legal compliance training

Anti-corruption and Integrity

Jinmao Services intensifies the mechanism that officials do not have the audacity, opportunity, or desire to be corrupt. According to internal policies such as the *Administrative Measures for the Supervision and Enforcement of Discipline Inspection Commission* and *Administrative Measures for Discipline Inspection, Petition and Whistleblowing*, we launch company-wide integrated supervision featuring full and rigorous Party self-governance and inspection of all production activities to effectively prevent and mitigate integrity risks. We engage all staff in self-audits for integrity risk points and sign Letters of Commitment to Integrity and the *Eight Prohibitions of Sinochem Holdings*, guiding them to enhance self-improvements and build a fortified defense against corruption.

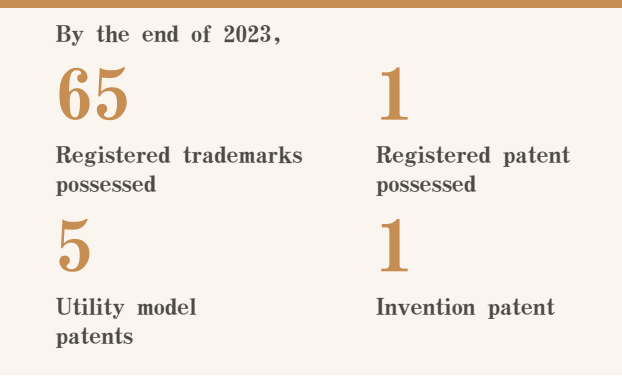


The whistleblowing telephone number of our Discipline Inspection Commission are 010-59368198; 010-56973033. By organizing collective integrity talks and integrity education training for key positions, and reporting typical violations of regulations or disciplinary rules, Jinmao Services aims to create a clean development environment and enhance the awareness of integrity and self-discipline.



IPR Protection

Jinmao Services strictly abides by the laws and regulations such as the *Trademark Law of the People’s Republic of China* and *Patent Law of the People’s Republic of China*. We have published the *Standards for Trademark Management* and *Standards for Intellectual Property Rights Management* to further standardize IPR management and safeguard our own legitimate rights and interests while avoiding infringement upon the intellectual property rights(IPRs) of others.





Sustainability Management

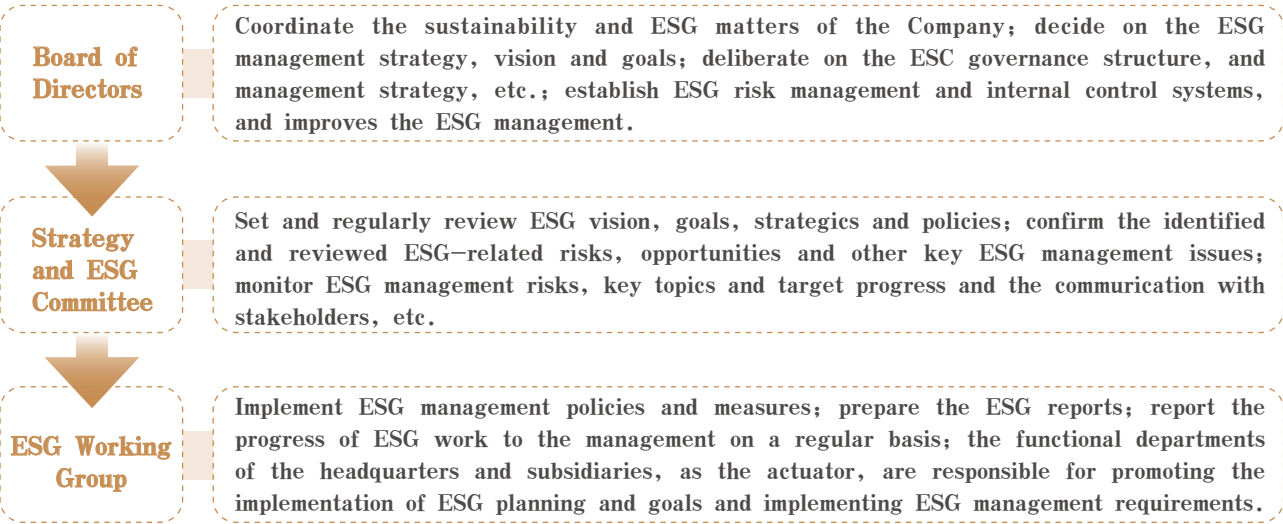
Adhering to the core concept of “Think Far, Grow Further” , Jinmao Services places a high emphasis on ESG management. By enhancing the Board engagement, raising the level and performance of ESG governance and working closely with stakeholders, we penetrate the sustainability philosophy into corporate strategies and business decisions.

Board Statement

As the highest decision-making and supervisory body for ESG management, the Board places great importance on and thoroughly oversees ESG matters. The Board remains sustained attention to global and domestic sustainability trends and intensifies the assessment of material ESG topics. Moreover, by combining the external economic and social environment with our internal development strategy, we constantly improve our ESG management structure, ensuring that we possess adequate and effective capacity to manage sustainability matters.

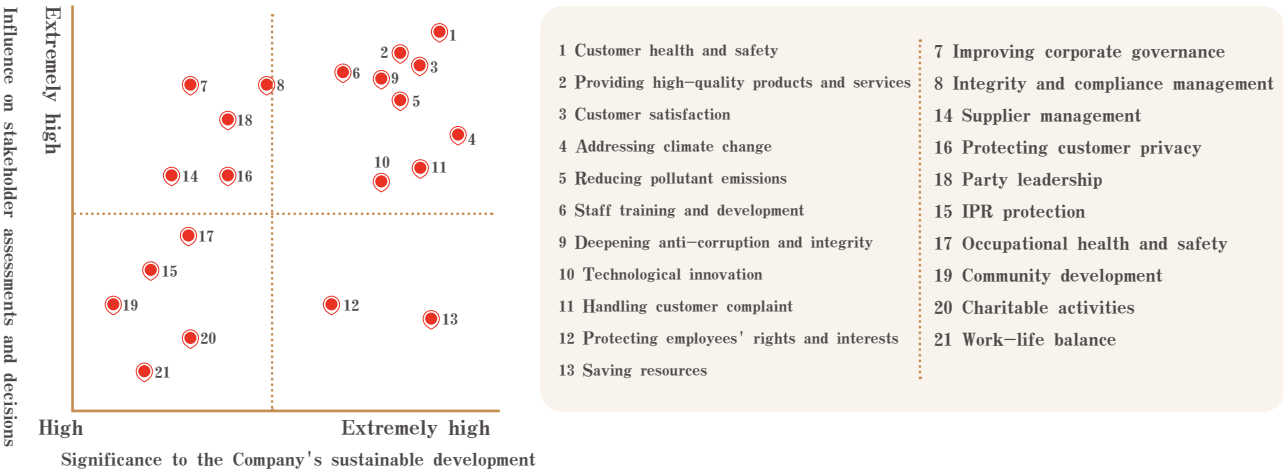
ESG Management Structure

Jinmao Services has established an ESG governance structure with the Board serving as the highest decision-making body. The Board has authorized the establishment of the Strategy and ESG Committee, which assists the Board in guiding and supervising all aspects of ESG management. The ESG Working Group, formed under this committee and composed of functional departments of the headquarters and subsidiaries, is responsible for comprehensive follow-up and execution of various ESG tasks.



Materiality Analysis

To better respond to the expectations and requirements of stakeholders, clarify ESG practices and information disclosure priorities, Jinmao Services determines the materiality of topics from two dimensions: "Significance to the Company’s sustainable development" and" influence on stakeholder assessments and decisions" based on the internal and external situation of the Company. After the internal review, we have identified 21 material sustainability topics and formed an analysis matrix based on prioritization. The disclosure of key topics is presented in subsequent chapters.



Stakeholder Communication

Jinmao Services has established a regular communication mechanism with stakeholders, incorporating issues concerned by stakeholders into the Company's operations and decision-making processes. We actively respond to stakeholder demands and expectations, and enhance the Company's sustainability capabilities.

| Stakeholders                                                                                                 | Expectations and requirements                                                                                     | Communication and response                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Government/Regulators   | Operation in compliance with laws and regulations<br>Paying tax in accordance with laws                           | Strengthening compliance management<br>Paying taxes on time and in full with the laws                                                                                                                              |
|  Shareholders/investors | Financial performance<br>Improving organizational structure<br>Disclosing information                             | Continuously improving profitability<br>Improving corporate governance institutions<br>Daily information disclosure                                                                                                |
|  Customers/owners       | Quality property services<br>Customer safety<br>Privacy protection<br>Harmonious community environment            | Improving the service system and innovating in service methods<br>Protecting consumers’ rights and privacy<br>Colorful activities held on MAO Neighborhood platform                                                |
|  Employees              | Respecting and protecting basic rights<br>Career development and training<br>Working environment<br>Employee care | Signing contracts and competitive salary system<br>Improving career development path and providing diversified training<br>Safeguarding occupational health<br>Carrying out various cultural and sports activities |
|  Suppliers and partners | Honoring commitments<br>Win-win cooperation                                                                       | Improving supplier management<br>Contracts fulfillment in accordance with the law<br>Participating in industry exchange                                                                                            |
|  Communities            | Protecting the local environment<br>Supporting community development<br>Promoting employment<br>Charity           | Carrying out energy saving and emission reduction<br>Protecting the ecological environment<br>Providing quality cultural resources<br>Providing employment opportunities<br>Carrying out charitable activities     |



# Pursuit of Excellence • Building New Human Habitats

In line with customer-centric philosophy, Jinmao Services capitalizes on advantageous quality services and city operation services to help upgrade human habitats and cities. We innovate in our service models and continuously enhance our smart service system with digital technology. By listening attentively to the voices of customers, we gain insight into their needs, striving to be a steadfast provider of superior services.

## Response to SDGs



## Response to HKEX ESG indicators

B6.2/B6.3/B6.5/B8.1/B8.2

## Highlights of this chapter

In 2023, satisfaction level maintained at **90<sup>th</sup>** percentile

In 2023, the Company conducted **746,321** customer visits, **448,075** customer interviews and **2,515** community events







## Red leader, creating a happy position for homeowners

Jinmao Services, imbued with the cultural DNA of a central SOE, upholds the revolutionary tradition. Under the Party leadership, we assist the government in fully mobilizing various forces to enhance primary-level governance. Through the creation of our Red Butler service brand, we serve owners with our revolutionary commitment, continually crafting harmonious and ideal communities that embody the spirit of co-creation, co-governance and shared benefits.

26

To date Local collaborative projects developed

By the end of 2023,

887

## Pennants of honor

In 2023,

149 times

Customer service operations supported by pioneering squads, commando teams, and task forces of Party branch members

205

**Collaborative activities for  
Party building conducted**

190

Letters of commendation  
received by the Company's  
management center

## Local collaborative Party building to enhance primary-level governance

In accordance with the *Work Plan for Local Collaborative Party Building*, Jinmao Services has extensively initiated collaborative local Party building through such means as “joint Party classes”, “joint activities” and “joint work management” .



The company and Xinghu Community Party and Mass Service Center carried out joint construction activities



Organized and carried out learning activities on The 20th CPC National Congress

### Red Butler brand system

By contributing to premium properties with revolutionary properties, the Company integrates Party building into property management. Partnering closely with primary-level governments, such as sub-district offices, we have made significant strides in services like waste sorting and community legal education, earning the trust and accolades of local sub-districts and property owners.



Red Butler brand system logo

## Pioneering squads of Party members to pursue excellence

Harnessing the key role of Party organizations and the vanguard and exemplary role of Party members, Jinmao Services ramps up efforts to combine production with Party building. At key work sections, we form pioneering squads composed of Party members to dive into the front line of production through campaigns such as “paired assistance” and “showing the identity of Party members”.



Pioneering squads composed of Party members launched "paired assistance" and "showing the identity of Party members" activities



# Service Experience Upgrade

Jinmao Services always delivers premium property management services and city operation services of consistent quality to various types of customers, distinguished by unique features across various dimensions. Starting from customer needs, we also offer one-stop, considerate, full-cycle value-added services and value-added services to non-property owners through management service capabilities across diverse property types, full cycles, and all scenarios.



## Upgrading service capabilities to optimize customer experience for diverse property types

Iterating MOCO premium characteristic services and extending GOLDEN services from property services, the Company has shifted from individual to city-wide orientation, producing a suite of professional, customized service solutions.

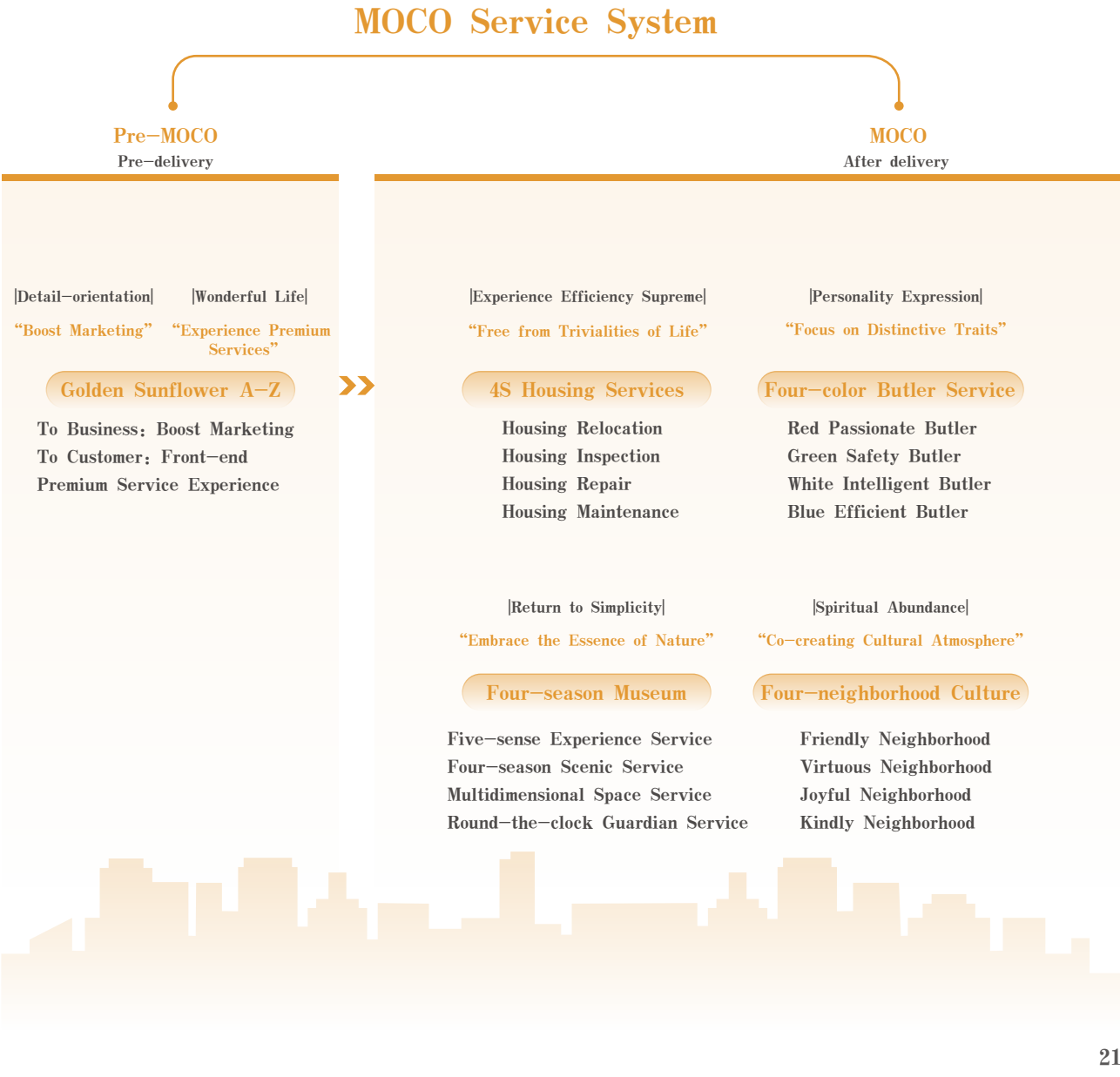
### MOCO services

Jinmao Services introduces MOCO premium characteristic services, extending from characteristic services across 12 aspects like property extension, customization, children and elderly care, pet care, humanistic building, and green charity to fine services for home maintenance, butler service, activity operations, community culture, and the like. By delving into the needs of property owners, we satisfy both their basic requirements and emotional identification. This allows us to nurture an inviting service atmosphere that enhances the cherished moments within the community.

Jinmao Services upholds service philosophy of “People Orientation, Fine Service and No Disturbance” for Qingzhou Museum, satisfying clients with five-pronged one-stop services in efficient cleaning, quality engineering maintenance, high-standard fire control and safety management.

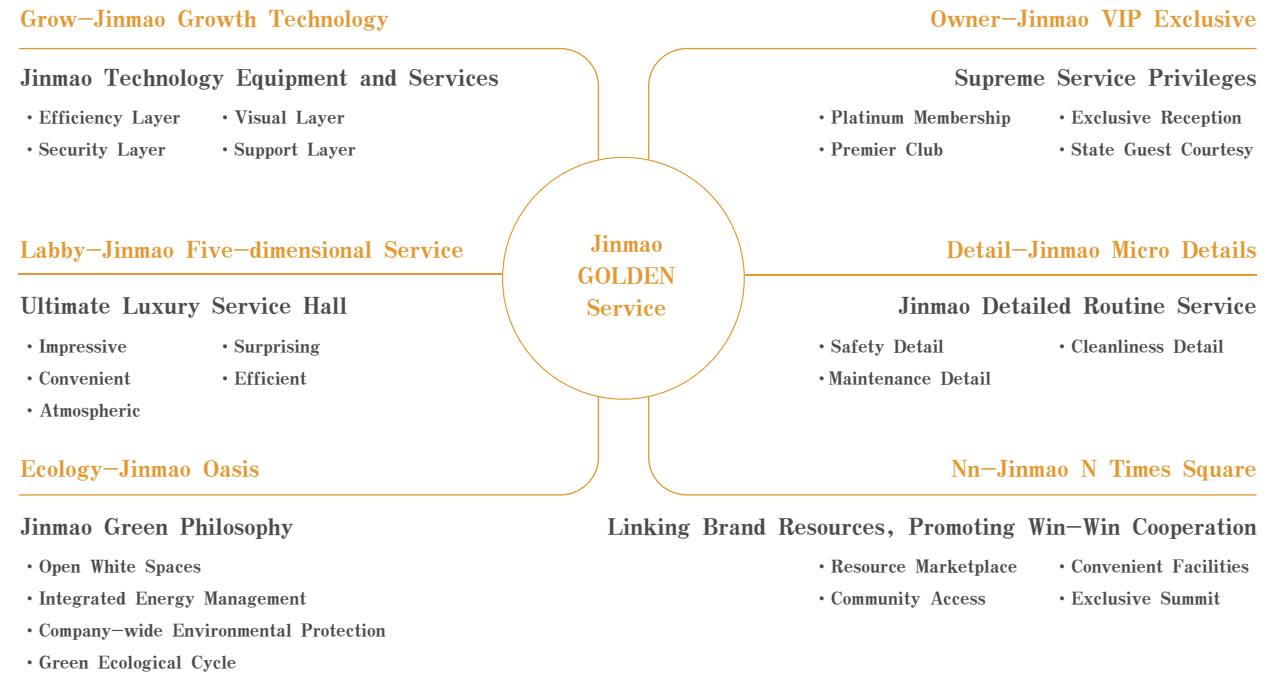
Jinmao Services renders integrated services, including order maintenance and security, conference reception, administrative service and engineering support, geared to the four strategic functions of Nezha Automobile Headquarters in Shanghai, namely, Flagship Experience Center, Intelligent Research and Development Center, Data Center and Service Center.

In Sinochem Quanzhou Petrochemical Co., Ltd., a resource-intensive chemical plant, Jinmao Services engages with the production area and the families’ residential area to facilitate logistics such as canteen group meal, mobile canteen and conference service in addition to basic service regarding security, cleaning and central control, meeting the diverse needs of the enterprise.



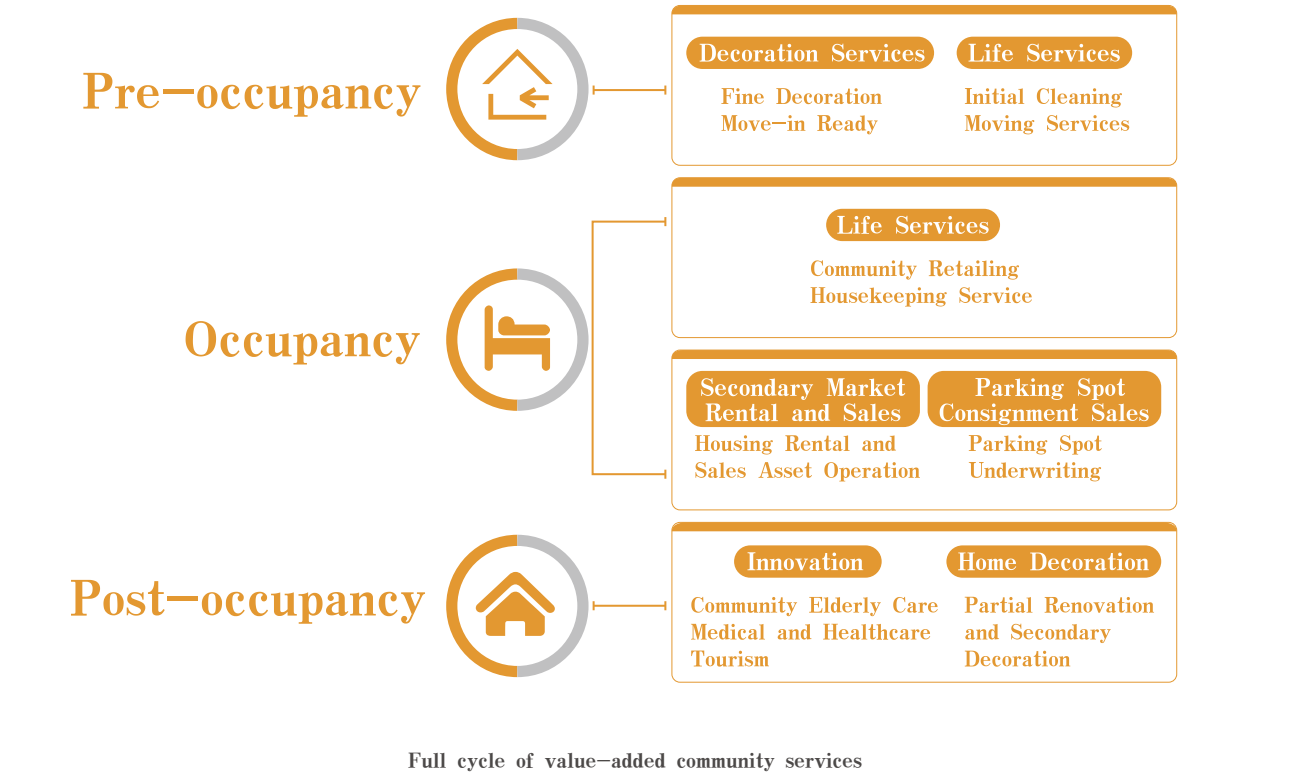
GOLDEN services

Jinmao Services explores in great depth the features and needs of office building owners. With a focus on their anticipated long-term anti-inflation hedging capability and guaranteed brand service capability, we have developed GOLDEN services to facilitate their all-round upgrade of office experience in six modules: “Grow, Owner, Labby, Detail, Ecology and Nn.” Through premium office building management models represented by Jinmao Centre, Chemsunny World Trade Centre, and Lanzhou Asia-Europe International Building, we empower the office building ecosystem with quality.



<





Asset brokerage business

We focus on cities with a high resource density, expanding second-hand brokerage outlets, developing new channels for customer acquisition and ensuring cohesive management of basic businesses. Leveraging the resource advantages of Sinochem and Jinmao Services, and exploring the operation projects with moderate assets.



Highlights of asset brokerage business

Home decoration business

**Move-in ready home products:** We attract investment in the joint operation of home products for furnished new and nearly new houses, and expand sales channels online.

**Space retrofit:**On the demand side, we coordinate merchant profiles in office buildings; on the supply side, we coordinate the supply chain for self-operated centralized purchasing and develop a library of potential suppliers.



Showcase of home decoration business

Space resource business

We improve the efficiency of launching new products, including self-operated charging piles, integrated marketing, self-operated advertising and Fiber-to-the-Home (FTTH) services.



Highlights of space resource business



Community living business

**Consumer services for furnished houses:**Laundry, household appliances cleaning, and in-home repair services.  
**Tap the potential of office buildings:**We utilize the Joy Sight app to invigorate revenue streams from office buildings.  
**Stimulate channel vitality:**We explore the new mode of livestreaming marketing.



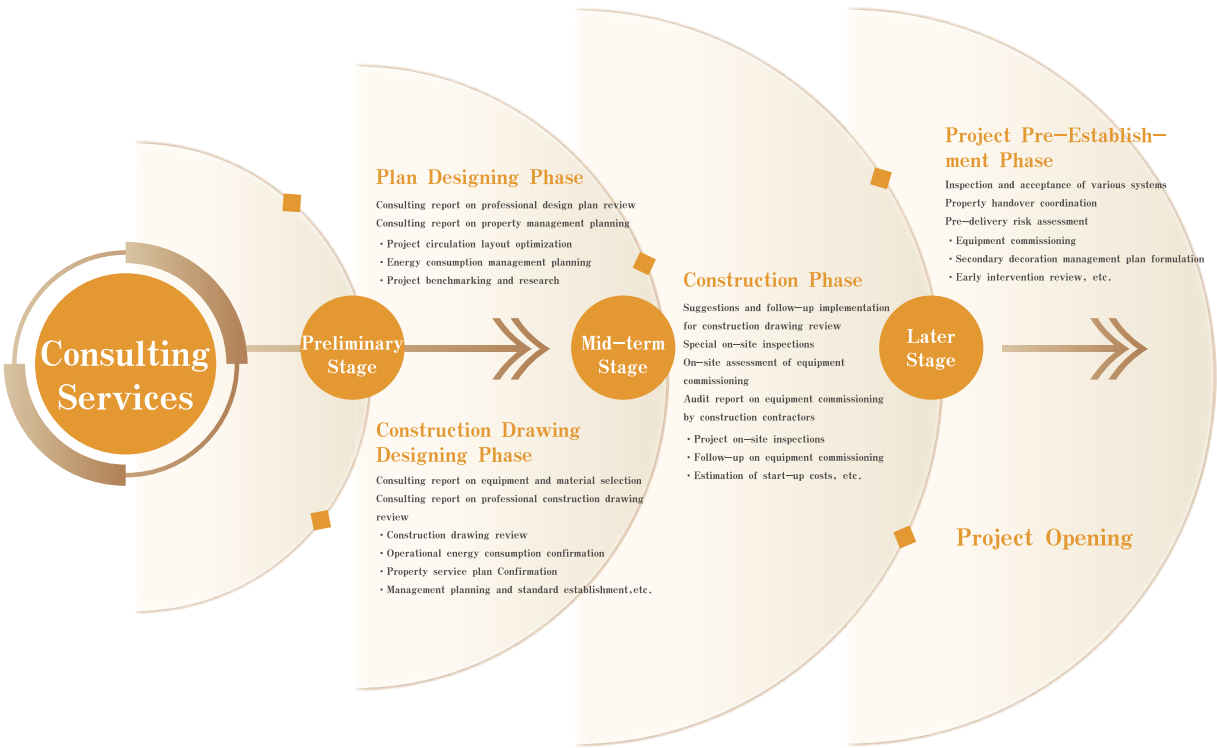
Showcase of community living business

Value-added services to non-property owners

Jinmao Services offers value-added services like consulting, sales assistance, and demonstration area services for property developers. In addition, we constantly explore our management and service capabilities under diverse property types, full cycles and all scenarios.

Consulting

At the real estate development and design stage, we offer strategic advice on design and planning, coupled with targeted recommendations for engineering rectifications. Our aim is to ensure optimal product design, minimize construction costs, avoid rework, and guarantee timely occupancy for property owners.



Consulting service process

Demonstration area services

As the initial touchpoint for showcasing properties on sale, demonstration areas offer clients a one-stop, personalized service experience, aiming to build up visibility and reputation of on-sale property projects.



Golden Sunflower Basic Service process



# Application of Smart Technologies

Jinmao Services applies smart technologies to the internal digitalization strategy and external customer service experience upgrade. We prioritize nine digitalization projects, involving customer experience management and customer complaint handling, while continuing to integrate smart technologies into daily services around three core dimensions of community life: space, assets and people.

## Digitalization

Benchmarked against advanced enterprises, Jinmao Services has formulated a three-year plan for digitalization to increase investment in this field, empowering long-term growth.

In 2023, we focused on nine digitalization projects.



Highlights of digitalization

## Smart life experience

Through innovative technologies, such as artificial intelligence, Internet of Things, cloud computing and big data, we consistently invest in high-level intelligent software and hardware to boost property owners’ senses of living happiness and security, embedding smart services into daily life. Jinmao Services keeps innovating in the smart service system through digital technology. By extending digital services across "public + private" scenarios with smart operations, we consistently upgrade our technology to ensure that property owners in Jinmao communities enjoy a convenient life enabled by diverse smart scenarios.

|  |                              |                                                                                                                                                                                                                                                                                                                                   |
|--|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Intelligent assistant        | Intelligent robots and automatic cleaning equipment can assist in a wide range of services, such as express delivery sorting, waste sorting and community cleaning.                                                                                                                                                               |
|  | Intelligent elevator control | We have intelligently renovated the elevator to connect with unit access, enabling property owners to call elevators with just a gesture, which can minimize contact with the public buttons for enhanced health and safety.                                                                                                      |
|  | Smart security               | A combination of smart surveillance and facial recognition systems provides 24-hour security without any blind side.                                                                                                                                                                                                              |
|  | Smart lighting               | Our smart community lighting system automatically adjusts brightness based on ambient light levels. Additionally, smart lampposts display time and weather information, and even feature a voice intercom function, contributing to community services.                                                                           |
|  | Smart sprinkler irrigation   | By sensing soil temperature and humidity, our smart sprinkler irrigation system optimizes operational processes for staff, contributing to community landscape with smart information.                                                                                                                                            |
|  | Smart fire control           | By virtue of intelligent fire supervision system thanks to technological innovation, man-powered and technical prevention measures are applied to dynamically supervise community fire safety.                                                                                                                                    |
|  | Intelligent APP              | “JINMAO Luxuriance” app and “Yuelin Life” mini-program developed by Jinmao Services offer a suite of functions including property fee payments, property repair request, property work evaluation, and commodity purchase. They enrich consumption services with membership rewards to always serve the needs of property owners. |
|  | Smart parking                | Our unified cloud management platform for parking charges manages affairs related to car parks, including temporary parking charge. At present, it has been piloted in projects such as Daxing Jinmao Residence in Beijing and Yuzui Runfu in Nanjing.                                                                            |
|  |                              |                                                                                                                                                                                                                                                                                                                                   |

# Customer Feedback



Jinmao Services embraces the service ethos that “customer demand is our pursuit” . Dedicated to the original aspiration of high-quality services, we focus on user experience and service quality. By promptly addressing feedback and requests from property owners, we design a variety of fascinating community cultural activities, aiming to provide property owners with a service experience that is more convenient and of higher quality.

## Enhance customer satisfaction

From the customer’ s point of view, Jinmao Services constantly refines the customer experience management system. We build and maintain customer relationships at every stage, upgrade innovative services, and organize an annual quality improvement campaign, all aimed for elevating customer experience and satisfaction.



In 2023,

746,321

Customer receptions organized

448,075

Customer interviews

2,515

Community activities

90 points

Customer satisfaction for residences

### R&D of service products

The Company has established a service product R&D system and released the *Management Measures for R&D of IPD Service Products*. We advance research on 8 IPD projects in such areas as basic services, value-added products and innovative IFM service products to enhance product competitiveness and customer satisfaction across the board.

### Membership system

Jinmao Services has developed a membership system, redefining membership grades through member growth values and enabling grade interoperability among members. The introduction of a feature allowing property fees to be offset with bonus points closes the loop on bonus point application in basic services. “Yuelin Life” mini-program’ s combined payment function ensures that property owners of different grades enjoy their bonus point benefits.

### Protection of customer privacy

Jinmao Services values customer privacy. In accordance with the *Management Measures for the Protection of Users’ Personal Information*, we standardize the requirements for the collection, storage and disposal of user data. We put in place a complete information security management system, set up a leading group of network information led by the leadership team, and appoint full-time staff to supervise daily work, and ramp up efforts to achieve information security by constantly improving the information security guarantee and evaluation mechanism.

Resolve customer complaints

To better serve our customers and hear their genuine feedback, Jinmao Services introduces a Voice of the Customer (VOC) system. Composed of customer experience officers, complaints, inquiries, assistance requests, insights into customer research experience projects, and steward-customer interviews, this system ensures each piece of customer feedback is treated seriously and addressed promptly. In 2023, we received 5,318 customer complaints, enlisted approximately 236 customer experience officers, gathered over 200,000 original feedback entries, and issued more than 1,600 micro-alert work orders, effectively minimizing complaint rates and improving customer experience.



Community activities

Relying on “MAO Neighborhood”, a dedicated neighborhood social contact platform, Jinmao Services launches differentiated and interesting cultural activities of community groups for property owners. Through continuous innovative services, we integrate colorful and meaningful community cultural activities into every family, striving to foster a harmonious and positive community atmosphere.

To date, “MAO Neighborhood” has established **301** groups spanning over **30** types of interests in four categories: parent-child growth, health & sport, art of life and public welfare, covering **92** projects nationwide. A total of **16,710** property owners have met with like-minded friends in such groups



Jinmao choir



“MAO Neighborhood” badminton club



“MAO Neighborhood” cycling club

Case

Organizing the Chinese Jinfu Festival to immerse in the millennia-old charm of traditional Chinese culture

“MAO Neighborhood” hosted a variety of activities, such as Jinmao Neighborhood Fair, Neighborhood Bazaar, Cultural Show, and Traditional Chinese Garment Show. These events broadened our services, enriching the community life for property owners. Immersed in the atmosphere of Mid-Autumn Festival, property owners experienced the traditional Chinese culture and attire together, contributing to a better community life.



Case

Achieving a big dream via the Little Officer community group

By arousing children’s sense of ownership, the “MAO Neighborhood” Little Officer community group motivates people around the children, their families, and the society to join in creating a better community life, realizing the ultimate goal of educating a child to drive a family and influence the entire society. After a year and a half of operation, this group has organized 23 activities including outdoor educational trips, movie watching, and book exchanges, providing young residents with a unique and wonderful childhood.





# Eco-friendly Practices • Contributing to a Greener Environment

Jinmao Services unswervingly pursues an eco-friendly, green, and low-carbon path to high-quality development. By bolstering our environmental management level and safety management system, we join hands with all sectors of society to forge a sustainable future.

### Response to SDGs



### Response to HKEX ESG indicators

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

A3.1/A4.1/B2.1/B2.2/B2.3/B5.1/B5.2/B5.3/B5.4

### Highlights of this chapter

Pollutant discharge up to standard **100%**

Standard disposal rate of hazardous wastes **100%**

Hidden dangers identified **25,898**, rectification rate **100%**





CSR Story

Conducting the Earth Hour campaign

Earth Hour is a worldwide energy-saving movement organized by the World Wildlife Fund (WWF) against global climate change. On March 25, 2023, Jinmao Services rallied its workforce and property owners to participate in the event. Utilizing a variety of communication forms including banners, display boards, and publicity stands, the knowledge of energy saving and environmental protection was promoted effectively. Promotional slogans were prominently displayed, and lights were turned off in offices and public areas for one hour, all without interruption to work or daily living. Complemented by encouraging property owners to participate, this event demonstrated our commitment to environmental protection and sustainable development, and heightened environmental awareness among our workforce and communities we serve.

In 2023,

24 provinces

Jinmao Services rallied its

70 cities

388 projects

nationwide to participate in Earth Hour



Illustration of the Earth Hour event



# Low-carbon Philosophy



Jinmao Services earnestly practices the development concept that “lucid waters and lush mountains are invaluable assets”. In response to the national call for energy-saving and emission reduction, we advance green operations, encourage green office, join environmental public welfare, and contribute to ecological conservation.

## Green operations

In accordance with Environmental Protection Law of the People’s Republic of China and Environmental, Social and Governance Management Standards of China Jinmao, Jinmao Services has formulated relevant documents, including Measures for the Management of Environmental Protection and Chemicals Safety Management Standards, and weaved them into daily operations and management. Through ongoing improvements of our environmental management system in daily operations, We have passed the ISO 14001 Environmental Management System and ISO 50001 Energy Management System Supervision Audit Certification. To weave the green philosophy into operations, we specify environmental protection requirements in HSE responsibility statements and launch energy-saving, emission-reducing, low-carbon, and environmental protection campaigns.

To enhance the living experience of property owners and minimize the impacts on the surrounding ecosystem of the communities, we always maintain the green plants in the industrial parks according to the regional and seasonal conditions, sweep the roads and eliminate the four pests (rats, bedbugs, flies and mosquitoes). As a service-focused company, Jinmao Services has exerted minimal impacts on the environment and natural resources.

Energy conservation and environmental protection in 2023

| Indicator                                  | Goal | Performance |
|--------------------------------------------|------|-------------|
| Environmental pollution incident           | 0    | 0           |
| Rate of pollutant discharge up to standard | 100% | 100%        |
| Standard disposal rate of hazardous wastes | 100% | 100%        |

## Use of resources

In strict accordance with the Law of the People’s Republic of China on Energy Conservation, Jinmao Services advances energy management across all operational facets. We refine our energy management system, bolster water resource conservation, and facilitate the efficient and economical use of energy.

Energy management

For newly delivered projects, the Company develops a full-cycle management model. Through targeted energy-saving and consumption reduction measures such as elevator and air conditioning control, optimization of dehumidifier operating time, smart lighting retrofit, we ensure effective and meticulous energy management.



In 2023, **213** energy-saving renovation projects were launched, saving energy consumption expenditures of RMB **454.14** million; **9** energy-saving knowledge training sessions were provided for more than **720** attendees

Water resource management

The Company encourages the sustainable use of water resources. We post water-saving signs in water use areas for avoidance of any venting, emission, dripping, leakage, or running water. We strengthen the management of water for cleaning and greening, rationally plan for water intake points, and repurpose wastewater from our direct drinking water systems for second use in our reclaimed water facilities.

In 2023, the company's total water consumption was **858,085.44** tons, which was a decrease by **858,759.96** tons compared to the previous year's total consumption

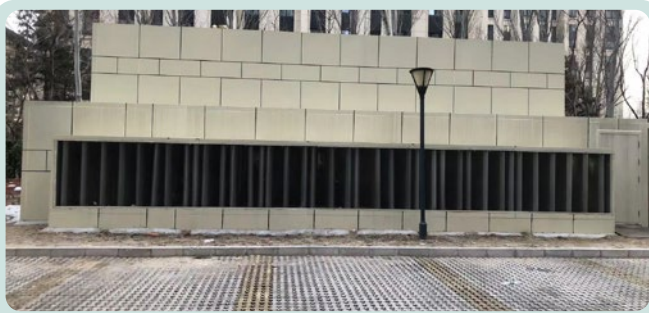
In 2023, the company's water consumption intensity was **3.16** tons per RMB 10,000, which represented a decrease of **3.89** tons per RMB 10,000 compared to the previous year's intensity

| Resource consumption <sup>Note</sup>                                                                     |           |           |           |
|----------------------------------------------------------------------------------------------------------|-----------|-----------|-----------|
| Indicator                                                                                                | 2021      | 2022      | 2023      |
| Comprehensive energy consumption(tons of standard coal)                                                  | 12,502.00 | 14,728.07 | 21,449.27 |
| Comprehensive energy consumption per RMB 10 , 000 of operating income( tons of standard coal/RMB 10,000) | 0.08      | 0.06      | 0.08      |
| Electricity consumption(GWh)                                                                             | 87.5318   | 102.4973  | 156.0574  |
| Natural gas consumption (10,000 m3)                                                                      | 109.88    | 132.34    | 178.97    |
| Diesel consumption (ton)                                                                                 | 7.00      | 11.40     | 2.89      |
| Petrol (liter)                                                                                           | 3,640     | 3,283     | 3,062     |
| Outsourced heat (GJ)                                                                                     | 7,882     | 14,753.08 | 14,808.43 |

Note: The statistical scope includes the projects managed by Jinmao Service in Shanghai, Qingdao, Nanjing, Chongqing, Changsha, Guangzhou and Beijing.



Replacement of constant lamps to LED radar dual-brightness lamp



Installation of air source heat pump units in some projects

Addressing climate change

Climate change is a global issue that demands collective action to manage the crises and challenges it poses. In active response to the requirements of higher authorities for the “carbon peak and carbon neutrality” goal, Jinmao Services has established a dedicated leading group. The group is tasked with identifying and addressing the impact of climate change on business, and developing strategies and objectives against climate change, thereby contributing to reducing carbon emissions.

| GHG emissions <sup>Note</sup> |                                                      |                                          |                                           |                                                |
|-------------------------------|------------------------------------------------------|------------------------------------------|-------------------------------------------|------------------------------------------------|
|                               | Total GHG emissions<br>(Scope 1+ Scope 2)<br>(tCO2e) | Direct GHG emissions<br>(Scope 1)(tCO2e) | Indirect GHG<br>emissions(Scope 2)(tCO2e) | GHG emission<br>intensity(tCO2e/RMB<br>10,000) |
| 2023                          | 118,547.77                                           | 3,881.22                                 | 114,666.56                                | 0.437                                          |

Note1 : GHG emissions are the sum of direct GHG emissions (Scope 1) and indirect GHG emissions (Scope 2). Direct GHG emissions (Scope 1) include GHG emissions generated from the consumption of natural gas, diesel and gasoline. Indirect GHG emissions (Scope 2) include GHG emissions generated from the consumption of electricity and heat.

Note2 :Jinmao Services calculated according to the calculation formula and coefficients in the *Greenhouse Gas Emission Accounting Methodology and Reporting Guidelines for Public Building Operators (Trial)*, the statistical scope includes the projects managed by Jinmao Service in central cities of Shanghai, Qingdao, Nanjing, Chongqing, Changsha, Guangzhou, and Beijing.

Emission and discharge management

In strict compliance with relevant Chinese laws and regulations, such as the Law on the Prevention and Control of Atmospheric Pollution, Water Pollution Prevention and Control Law, and Law on the Prevention and Control of Environmental Pollution by Solid Waste, Jinmao Services rationally disposes of wastes generated in the process of operation to minimize the discharge of waste water, waste gas and hazardous waste. We also strictly implement waste sorting and advocate for the recycling of resources.

| Major emissions and discharge <sup>Note</sup> |                    |                                 |                           |
|-----------------------------------------------|--------------------|---------------------------------|---------------------------|
|                                               | COD emissions(ton) | Ammonia nitrogen emissions(ton) | Wastewater emissions(ton) |
| 2023                                          | 102.20             | 14.14                           | 415,552.90                |

Note: The above disclosure scope in 2023 includes Xicheng Jinmao Center, Chemsunny World Trade Tower and Nanning Jinmao Plaza.

| Waste discharge <sup>Note</sup> |                          |                                                     |                         |                                                  |
|---------------------------------|--------------------------|-----------------------------------------------------|-------------------------|--------------------------------------------------|
|                                 | Non-hazardous waste(ton) | Intensity of non-hazardous<br>waste(ton/RMB 10,000) | Hazardous<br>waste(ton) | Intensity of hazardous waste(ton/<br>RMB 10,000) |
| 2023                            | 256.97                   | 0.00095                                             | 4.12                    | 0.0000152                                        |

Note: The statistical scope covers hazardous and non-hazardous wastes generated by all the projects of Jinmao Services’ subsidiaries in Shanghai, Qingdao, Nanjing, Chongqing, Changsha, Guangzhou, Beijing and the Company’ s administrative lines.

Our non-hazardous wastes mainly include paper and kitchen waste.

Our hazardous wastes mainly include mercury-containing fluorescent lamps or energy-saving lamps, waste toner cartridges and ink cartridges, waste electronic and electrical equipment, waste batteries, and paint barrels.

About treatment of hazardous wastes

Hazardous waste involved in the Company's operations is entrusted to professionally qualified companies for disposal.

Green office

Jinmao Services champions a low-carbon and eco-friendly work and life style, proactively advocating for energy-saving and consumption reduction. We encourage our employees on business trips to choose public transportation for low-carbon mobility. Embracing a paperless culture, we prioritize electronic circulation of documents to cut down on printing while avoiding color prints and copies unless absolutely necessary. Office supplies are procured based on actual needs, with a preference for reusing non-consumable items. To conserve energy, we ensure lights are off post-work, adjust operating temperature and opening time of air conditioning, and intensify daily maintenance and management of water facilities. All these endeavors are aimed at fostering a green and low-carbon office environment.



Energy-saving signs installed

Green charity

Building on its dedication to green operations, Jinmao Services organizes a diverse array of environmental training and charity campaigns to promote the green concept, contributing to the vision of harmony between mankind and nature.



Competition for “FORUS FOR FUTURE” Creative Promotional Works

Case

“Spring Season of Hope” green charity campaign

In March 2023, Jinmao Services organized the “Spring Season of Hope” green charity campaign across various projects. Property owners participated enthusiastically in the full gamut of tree-planting, from sapling erection to soil filling and watering. While garnering positive feedback from property owners, this event heightened our workforce’s environmental consciousness.

**A property owner shared:** “Seeing the trees I’ve planted fills me with immense joy. It’s tiring work, but the sense of accomplishment is undeniable.”



A sapling planted by two property owners

Group photo on the site

Case

Organizing the World Environment Day event

On June 5, 2023, Jinmao Services launched the World Environment Day event themed on “Embracing a Low-Carbon Convention to Safeguard Green Buildings”. Customers engaged in meaningful activities such as “Plastic Reduction and Collection”, “Eco-Friendly Basket Shooting”, “Recycling for Rewards”. It encouraged a broader engagement in environmental protection, contributing to a conducive atmosphere and sustainable city operations.



The World Environment Day event



# Safety Line of Defense

Jinmao Services steadfastly prioritizes customer safety as well as employee health and safety. In 2023, we gained ground in FORUS, pursued better safety performance in operations, boosted operational safety management, and improved workplace safety conditions. Our goal is to foster a safer and healthier ecosystem for our employees and customers.



## Customer safety

In accordance with the *Law on Work Safety of the People’s Republic of China*, *Fire Protection Law of the People’s Republic of China*, as well as other laws and regulations, the Company has developed and refined a series of internal rules and regulations, including the *Measures for Work Safety Management*, *Measures for Fire Safety Management*, and *Measures for Emergency Management*, outlining the safety workflows and practices in place to safeguard customer safety effectively.

### Work safety management

In line with the requirements for the post-based standardization of operations, sites, and activities, Jinmao Services diligently follows standardized processes to push forward post-based standardization in both internal and external pilot projects. Notably, Jinmao Residence in Qingdao China–Europe International City (North Zone 1), Shanghai Daning Jinmao Palace, and Guangzhou Xinda Jinmao Palace were honored as benchmark projects in China Jinmao’s post-based standardization.

The company is vigorously advancing the construction of the FORUS system, continuously cultivating core competitiveness in HSE. According to the "*Implementation Guide for the 309 Mandatory Requirements of the FORUS System*" and the "*Suitability Assessment and Implementation Guide for the 156 Best Practices of the FORUS System*", the FORUS system implementation at seven operating units was audited and evaluated following the 2+2 audit model (comprising 2 headquarters personnel and 2 operating unit personnel).

In 2023, the Company organized self-evaluations on post-based standardization across

160

projects,

achieving an average score of

86.60

### Hidden safety danger management

According to the Management Standards for Investigation and Treatment of HSE Hidden Dangers, Jinmao Services strictly identifies and rectifies the hidden safety dangers through oversight inspections, project self-examination, cross-checking, and special troubleshooting, with a focus on major projects and key areas. We have launched a special safety overhaul campaign to thoroughly inspect and manage the identified hidden safety dangers.

In 2023, the Company identified

25,898

hidden dangers, achieving a

100%

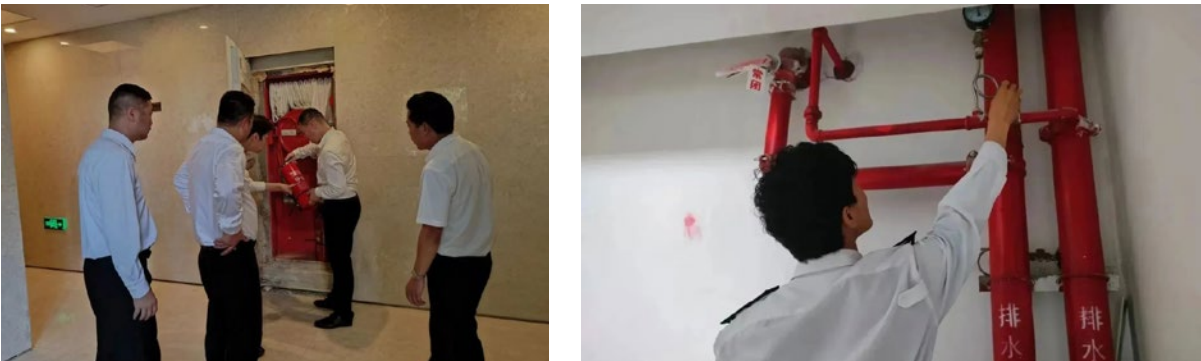
rectification rate

## Case



### Inspecting the hidden fire safety dangers

During the autumn and winter months of 2023, in conjunction with a 100-day safety contest and safety rectification, Jinmao Services embarked on a special inspectvion for “hidden fire safety dangers” and “fire operations” . Throughout these efforts, we uncovered over 1,600 hidden dangers, all of which were recorded in our hidden danger management system and urged for rectifications.



The inspection for hidden fire safety dangers

### Emergency management

We have developed the *Implementation Plan of Jinmao Services for Emergency Management in 2023*. The plan outlines the content, frequency, and requirements of emergency drills in various types of business, such as residences, demonstration zones, and office buildings. We have actively organized the implementation of drill plans and verification of execution effects by project teams in combination with daily inspections, aiming to improve our emergency response capability across the board.

In 2023, emergency drills organized

4,532



Firefighting emergency drill



Flood control emergency drill



Elevator trapping emergency drill



Safety concept publicity

By organizing safety knowledge publicity, posting safety slogans, and distributing the *Firefighting Knowledge Brochure*, Jinmao Services popularizes knowledge about fire safety and emergency rescue. By raising the safety awareness and improving self-protection ability of property owners, we foster the culture of safety and create a safe environment.



Safety slogan



Fire safety publicity board

Case



Conducting a drowning prevention safety publicity event

On August 10, 2023, in collaboration with the Changsha Blue Sky Rescue Team, Jinmao Services launched a drowning prevention safety publicity event themed on “We Only Have One Life.” Through “Indoor Lecture on Drowning Prevention” and “Real-Life Underwater Teaching on Drowning Prevention”, property owners were provided a detailed explanation on safety knowledge about emergency rescue, self-rescue, and mutual-rescue in drowning. This event enhanced their safety awareness and response capability to jointly ensure life safety.



The safety publicity event

Occupational health and safety

Jinmao Services pays attention to employee health and safety. We actively conduct occupational protection and regularly organize safety training, striving to create a healthy and comfortable living environment for our workforce. There was no general or above work injury accident in the past three years.

Number of work-related fatalities and lost working hours <sup>Note</sup>

|                                          | 2021 | 2022 | 2023 |
|------------------------------------------|------|------|------|
| Work-related fatalities                  | 0    | 0    | 0    |
| Percentage of work-related fatalities(%) | 0    | 0    | 0    |
| Lost days due to work injury(day)        | 453  | 150  | 309  |

Note: Lost days due to work injury were calculated according to the *Classification for Casualty* (GB 6441–1986) and the *Lost Workdays Standard for injury Accidents* (GB/T 15499–1995).

Occupational health and safety management

Strictly abiding by *laws and regulations such as the Law on the Prevention and Control of Occupational Diseases*, Jinmao Services works to establish a sound occupational health and safety management system. We diligently publicize the prevention and control of occupational diseases and equip personal protective facilities in place, protecting the well-being and life safety of our employees.

Occupational health and safety training

The Company regularly organizes employees to attend work safety training. Through the systematic study of the *Law on Work Safety*, we deepen their understanding of basic work safety requirements. Additionally, we provide post-based training, ensuring that employees are familiar with the safe operation procedures and potential risks in their respective positions.



A snapshot of safety training

Work safety trainings for employees

|                               | 2021  | 2022  | 2023  |
|-------------------------------|-------|-------|-------|
| Work safety training sessions | 4,060 | 6,301 | 5,062 |
| Work safety training hours    | 4,756 | 7,881 | 6,331 |



# Win-win Partnership

At Jinmao Services, we are dedicated to forging win-win partnerships. We create a fair, just and open business environment for suppliers, encourage multi-party collaboration, and leverage complementary strengths to grow together.



## Supplier management

In strict compliance with the Bidding Law of the *People’s Republic of China, Regulation on the Implementation of the Bidding Law of the People’s Republic of China*, and other laws and regulations, Jinmao Services has developed and implemented policies including the *Supply Chain Management Standard, Rules for the Management of Bidding Procurement*, and *Rules for the Management of Supplier Management*. Our sound management and review process for supplier access, evaluation, communication, and exit paves the way for a sustainable supply chain characterized by integrity, compliance, openness, transparency, and eco-friendliness. In 2023, we proudly collaborated with a total of 1,363 suppliers.



| Number of suppliers in Headquarters and subsidiaries |     |                                              |     |
|------------------------------------------------------|-----|----------------------------------------------|-----|
| Headquarters functional departments                  | 88  | Shanghai Central City Company                | 278 |
| Beijing Central City Company                         | 261 | Changsha Central City Company                | 138 |
| Guangzhou Central City Company                       | 104 | Chongqing Central City Company               | 155 |
| Nanjing Central City Company                         | 190 | Huimao Building Technology(Beijing)Co., Ltd. | 60  |
| Qingdao Central City Company                         | 89  |                                              |     |

## Transparent procurement

Jinmao Services mandates all suppliers to execute a *Transparent Agreement*, which includes the anti-corruption clause and contact information of our disciplinary inspector. To forestall corruption, our discipline inspection department conducts patrol inspections annually.

## Supplier performance

Environmental protection is clearly defined in our procurement policy. On an equal footing, eco-friendly, energy-saving, and consumption-reducing products are preferred, and this commitment is enforced through inspections. During the supplier pre-qualification phase, we enter into a letter of commitment to social responsibility with suppliers, who promise to abide by local laws and the SA 8000 standard, with an annual review to ensure compliance. Before starting to supply goods, supplier are trained to familiarize with contract specifics and ensure their performance by means of supervision.

In 2023, the Company assessed **1,315** suppliers, achieving a **96.48** % performance evaluation rate.

## Cooperation and exchanges

Jinmao Services intensifies cooperation and exchanges with local governments, industry associations, institutions of higher education, and enterprises. By capitalizing on the unique strengths and resources of each party, we strive to steer the industry towards a new journey of higher-quality development. In 2023, we signed a number of contracts on projects such as the Zangang Management Committee of Xiong’ an New Area, Lijiang · Phoenix Water City, and Xiong’ an City Services. In collaborations with Sinochem Holdings and Xiongjian Group, we leveraged our complementary advantages to foster diverse cooperation together.

### Case

#### Crafting a new landmark in Lijiang with Sichuan Shenghua Group

On April 3, 2023, Jinmao Services held the signing ceremony for the Lijiang · Phoenix Water City cooperative project with Sichuan Shenghua Group. By maximizing respective strengths and experience, the two sides will explore and cooperate in-depth on the development and services of cultural tourism and healthcare industries, marking a crucial step towards the sustainable development of local tourism economy.



The signing ceremony

### Case

#### Establishing a joint venture with Xiongjian Group

On July 5, 2023, Hebei Xiong’ an Xiongmao City Services Co., Ltd., a joint venture between Jinmao Services and Xiong’ an Xiongzhou Construction Investment Group Co., Ltd., was established. This partnership is set to serve as a platform for both sides to maximize the operational potential of managed projects with respective strengths for mutual benefits. Together, the joint venture will facilitate Xiong’ an to unleash its urban vitality towards high-quality development.

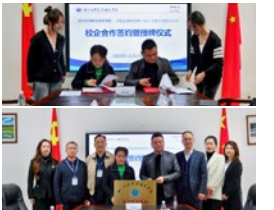


The signing ceremony for the establishment of the joint venture

### Case

#### Jinmao Services started school-enterprise cooperation with Sichuan Water Conservancy Vocational and Technical College

On November 23, 2023, Jinmao Service signed a school-enterprise cooperation agreement with Sichuan Water Conservancy Vocational and Technical College, and representatives of both sides jointly participated in the awarding ceremony of the internship base. The company strongly supported the talent training of the school and the internship and employment of students, and the two sides conducted in-depth exchanges on the development of professional characteristics, curriculum system, and personalized talent needs. And take this as an opportunity to further promote school-enterprise cooperation, integration of industry and education, achieve win-win results in the fields of talent training, curriculum development, teaching resources construction, and double teacher training, and walk out of a path of integration, innovation, sharing, and win-win cooperation and development.



The signing and awarding ceremony of school-enterprise cooperation between the company and Sichuan Water Conservancy Vocational and Technical College

# Heartwarming Acts • Contributing to the Society

Committed to the "people-oriented" philosophy, Jinmao Services spares no efforts to nurture an inclusive and diverse corporate culture. We are proactive in fulfilling social responsibilities and passionately engaging in charitable activities to contribute to the society with concrete actions, showcasing our compassionate corporate citizenship.

Response to SDGs



Response to HKEX ESG indicators

B1.1/B1.2/B3.1/B3.2/B4.1/B4.2/B8.1/B8.2

Highlights of this chapter

The total amount of all kinds of training investment is RMB**1.1834** million

Employee training coverage: **100%**

Employee satisfaction reached **90.80%**

**969** local employees hired and **49** local employees newly hired





CSR  
Story

“Jin Neighborhood” towards the Future

RESPONSIBILITY

In April 2023, Jinmao Service unveiled the “Jinmao Community Public Welfare Co-construction Plan” to convey a culture of “Co-creation, Sharing, and Growth Together” to employees, property owners, and office building customers. By bridging public welfare concept such as the goodwill, good deeds, and donations of personnel from across a diverse array of segments, this series program demonstrated the profound impact of charity.



“Jin Neighborhood towards the Future” activity

In July 2023, the Company held the “Children’s Safety Public Welfare Month” event, at which volunteers from the Child Safety Fund and property owners provided the *lesson on Empowering Child Safety with Five Preventative Measures*. By helping children develop the ability to protect themselves, this activity will nurture their confidence and independence for a happier upbringing.



Children’s public welfare lesson

258

Volunteer property owners

2,000+

Participants

200+

hours

Public welfare lessons

“Action of MAO Neighbors” for children in remote mountainous areas

In November 2023, the Company organized the “Action of MAO Neighbors” to care for children in remote mountainous areas. Property owners were invited to present customized warming packs and supply kits and teach science experiments to the primary school students in remote mountainous areas, bringing warmth and light to them with the power of charity.



“Action of MAO Neighbors” for children in remote mountainous areas

# Employee Empowerment

Jinmao Services upholds the employee values of “Create, Share, Grow Together” and actively devotes resources to areas including protecting employees’ rights, developing employees’ skills, and protecting employees’ well-being. While facilitating employment diversification and fostering a respectful workplace, Jinmao Services constantly improves employees’ sense of happiness and achievement.



## Employee rights

The Company respects international human rights and adheres to labor standards. We strictly abide by the relevant law and regulations, including the *Labor Law of the People’s Republic of China*, and the *Law of the People’s Republic of China on the Protection of Minors*. By establishing sound internal management mechanisms and systems, we comprehensively protect employees’ legal rights in job applications, work promotion, resignation and dismissal, working hours, salaries, social insurance, privacy, and other areas.

Equal work opportunities

The Company has established and constantly enhanced the social management system, SA8000 Standard, and strictly abides by the relevant laws and regulations. We recruit employees regardless of their nationality, gender, age, ethnicity, disability, sexual orientation, marital status, religion, geographical location, childbearing status, etc. Based on this principle, we ensure legal, just, equal, non-coercive, open, and transparent employment and create a diversifying and inclusive work environment, effectively protecting employees’ equal employment rights.

In addition, the Company prohibits child labor and forced labor. We also resist harassment, abuse, and other illegal practices in the workplace. If such incidents occur, we will notify the appropriate law enforcement departments right once and take measures to stop them from happening again. There were no reports of child labor, forced labor, harassment, abuse, or other violations of employee rights in 2023.

Employee employment situation in 2023

| Employment                 |                                     | 2023  |
|----------------------------|-------------------------------------|-------|
| Total employees(headcount) |                                     | 2,098 |
| By gender                  | Male employees (headcount)          | 1,327 |
|                            | Female employees (headcount)        | 771   |
| By age group               | 30 years old or younger (headcount) | 382   |
|                            | 31–50 years old (headcount)         | 1,567 |
|                            | 51 years old or older (headcount)   | 149   |

By the end of 2023,

2,098

Employees in total, all of whom were full-time employee, achieving a

100 %

Labor contract signing rate

| Employment                |                                                             | 2023  |
|---------------------------|-------------------------------------------------------------|-------|
| By educational background | Master’ s degree or higher (headcount)                      | 105   |
|                           | Bachelor's degree (headcount)                               | 830   |
|                           | Junior college or lower (headcount)                         | 1,163 |
| Other indicator           | New employment number(headcount)                            | 198   |
|                           | Percentage of female management (%)                         | 29.60 |
|                           | Proportion of employees from minorethnic (%)                | 3.86  |
| By geographical region    | Headquarters Functional Departments (headcount)             | 179   |
|                           | Beijing Central City Company (headcount)                    | 507   |
|                           | Shanghai Central City Company (headcount)                   | 432   |
|                           | Changsha Central City Company (headcount)                   | 237   |
|                           | Chongqing Central City Company (headcount)                  | 116   |
|                           | Guangzhou Central City Company (headcount)                  | 207   |
|                           | Nanjing Central City Company (headcount)                    | 220   |
|                           | Qingdao Central City Company (headcount)                    | 188   |
|                           | Huimao Building Technology (Beijing)Co., Ltd. (headcount)   | 1     |
|                           | Maotong Property Management (Shanghai)Co., Ltd. (headcount) | 11    |

Employee turnover in 2023

| Employee turnover          |                                                     | 2023  |
|----------------------------|-----------------------------------------------------|-------|
| Employee turnover rate (%) |                                                     | 25.52 |
| By gender                  | Male employees (%)                                  | 25.47 |
|                            | Female employees (%)                                | 25.61 |
| By age group               | 30 years old or younger (%)                         | 27.25 |
|                            | 31–50 years old (%)                                 | 25.34 |
|                            | 51 years old or older (%)                           | 20.00 |
| By educational background  | Master’ s degree or higher (%)                      | 27.20 |
|                            | Bachelor's degree (%)                               | 28.13 |
|                            | Junior college or lower (%)                         | 23.61 |
| By geographical region     | Headquarters Functional Departments (%)             | 19.10 |
|                            | Beijing Central City Company (%)                    | 20.25 |
|                            | Shanghai Central City Company (%)                   | 25.98 |
|                            | Changsha Central City Company (%)                   | 18.84 |
|                            | Chongqing Central City Company (%)                  | 34.08 |
|                            | Guangzhou Central City Company (%)                  | 38.39 |
|                            | Nanjing Central City Company (%)                    | 34.12 |
|                            | Qingdao Central City Company (%)                    | 14.73 |
|                            | Huimao Building Technology (Beijing)Co., Ltd. (%)   | —     |
|                            | Maotong Property Management (Shanghai)Co., Ltd. (%) | —     |



Compensation and benefits

In compliance with relevant laws and regulations, the Company implements its policies on employee compensation and benefits. Meanwhile, we establish and optimize internal compensation and benefits standards and provide our employees with competitive pay and a differentiated incentive system. Consequently, employees are inspired to maintain their enthusiasm and initiative.

As required by national regulations, the Company guarantees its employees’ legal rights of social insurances, paid work break, and public holidays. We offer a variety of benefits, such as social insurances, housing provident fund, paid holidays, supplementary medical insurance and other benefits for female employees, including nursing and maternity leaves. In this way, the Company effectively project employees’ benefits, and treatments.

Democratic communication

The Company actively hears employees’ voices and ensures, open communication channels. With the methods of communicating through the worker’ s congress, the labor union, and coordination groups, we learn the employee's demands and expectations in a timely manner and help solve them effectively, thus improving employee satisfaction.



A conference attended by labor union representatives

In 2023,

90.80 %

Employee satisfaction

2.48 %

Increase from 2022

Employee training and development

Jinmao Services supports talent cultivation and empowers employees with training programs. In addition to other staff training and development systems, the Company has formulated the *Staff Training Management Standards* and constantly updates them. As a result, employees are empowered to develop themselves in a multi-dimensional way, and talent teams are formed.

Employee training

When it comes to developing talent teams, Jinmao Services closely integrates the needs of the personnel organization and the Company’ s business goals. We develop multi-dimensional trainings, including study maps for butlers, Jinpu internal education classes, sand tables for the Party building, internal mentors, etc. By conducting training and cultivating lecturers, we successfully establish a learning organization that fosters the growth of our staff members.

Employee training data

| Employee Structure |                                               | 2023      |
|--------------------|-----------------------------------------------|-----------|
| By gender          | Training hour of male employees (hour)        | 21,494.85 |
|                    | Percentage of male employees trained(%)       | 100       |
|                    | Training hour of female employees (hour)      | 11,574.15 |
|                    | Percentage of female employees trained(%)     | 100       |
| By rank            | Training hours of senior employees (hour)     | 1,420     |
|                    | Percentage of senior management trained(%)    | 100       |
|                    | Training hours of mid-level management (hour) | 7,834     |
|                    | Percentage of mid-level management trained(%) | 100       |
|                    | Training hours of ordinary employees (hour)   | 23,815    |
|                    | Percentage of ordinary employees trained(%)   | 100       |

Case



Creates a panorama of talent training

The Company launched its strategic talent programs in 2023, including the Skyward Plan (Lingyun), Prosperity Plan (Zhujin), Golden Plan (Dianjin), Rising Plan (Xiangyang). These programs aim to create empowerment trainings for various employee groups, and foster the development of Technical Talents (T), Managerial Talent(M), Added-value Talent (A), Commercial Talent (C), Skilled Talents (S). The goal is to create a panorama of talent development and enhance the managerial skills and professional skills of talents.

By the end of 2023, Jinmao Services’ training programs involve 235 certified lecturers, 503 classes, and the following results: a study map for customer services, 9 premium classes for customer service, and one Party building-themed sand table.



Skyward Plan (Lingyun)



Golden Plan (Dianjin)



Prosperity Plan (Zhujin)



Rising Plan (Xiangyang)

In 2023,

12,172

Employees participants in all trainings

The total amount of all kinds of training investment is RMB

1.1834 million

100 %

Employee coverage

33,069 hours

Total training hours

14.86 hours

Average training hours per employee





Development of talent teams

Jinmao Services encourages the cultivation of talents, creating a broad, open environment for their development. We support both vertical and horizontal career growth methods for employees. Simultaneously, with targeted programs for young talents, we facilitate their growth and promote internal talent circulation.

In 2023,  
**41** %

The Rising Plan (Xiangyang) targets at young “rising talents” who were recruited into the program between 2021 and 2023, and its members achieved a promotion rate of



Case

“Rising Plan” for cultivation of new hires

In 2023, Jinmao Services implemented the managerial actions of “selection, training, and support” and launched the “Rising Plan” for nurturing fresh graduates into 'Rising Talents' within three years after their graduation. Through this program, we aim to create a core talent pool of individuals who have a strong commitment to the Company’s cultures, take on challenges with courage, and constantly make innovations. Consequently, we support the company by developing new talents and bringing onboard potential senior-level managers.



“Rising Talents” thematic discussions



“Rising Talents” moments



“Rising Talents” on the front line



“Rising Talents” exhibition tour

Employees care

Prioritizing employee work and life balance remains crucial for the Company. Jinmao Services carries out diverse cultural and sports events for employees, such as holiday celebrations, and birthday parties. It also launches “Heartwarming Actions” to offer help for employees in difficulty and go hand in hand with them.



Employee birthday celebrations



Pitch-pot fun activity for employees



Visiting front-line employees at the Spring Festival



Flower arranging activity on "Women's Day"



Team building activities for all employees

In 2023,  
**20**

Staff associations added

**233**

Staff associations developed

**15,000**

Cultural activities carried out in various forms, including outdoor outreach activities, fun activities and sports events



# Engagement in Charity

Jinmao Services actively undertakes the corporate responsibility given by the country and the times. To give back to the society, we organize social welfare activities, such as community building, rural vitalization, voluntary services and charity, and promote local employment.

## Community participation

Dedicated to creating a harmonious and healthy community, Jinmao Services actively participates in community building. We carry out joint construction activities, and provide thoughtful and convenient public services, etc., supporting the community to make steady progress towards harmony. Meanwhile, we promote local employment, which fully demonstrates our strong sense of responsibility.



Community free clinic



“Airing quilts” for community homeowners



By the end of 2023,

969

Local employees hired

46.20 %

Percentage of local employees in its workforce

In 2023,

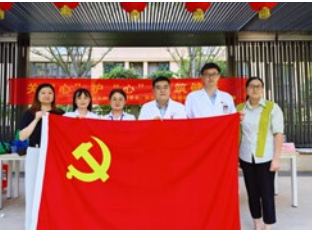
49

Local employees newly hired

### Case 1

#### “Free Clinic” campaign held to strengthen community Party building

On August 31, 2023, the Nanjing Party Branch of the Company cooperated with the Anhui Hefei local streets and hospitals to jointly carry out the free clinic campaign of “Caring for Health, Starting from Heart”. All staff members actively guided the participants, registered the information and lent an arm to support the elderly. By the series of heart-warming activities, the homeowners’ sense of well-being and recognition were improved. The campaign attracted the participation of nearly 200 owners.



Free clinic campaign of the Party branch



Free clinic for owners



### Case 2

#### “Popularizing Legal Knowledge in Community” prevents Internet fraud

On September 13, 2023, the Nanjing Party Branch of the Company held a campaign of popularizing legal knowledge in community with the theme of “Caring for the Elderly, Preventing Internet Fraud” in Changzhou Longcheng Jinmao Mansion. They assisted the local police in door-to-door distribution of publicity brochures, notification letters and warm tips, and popularized common sense during door-to-door measurements of blood pressure. With those actions, the elderly owners were educated about preventing Internet fraud in an easy and comfortable way.



Door-to-door brochure distribution and fraud alerts



Door-to-door blood pressure measurements and popularizing common sense in preventing Internet fraud



## Charity

Jinmao Services actively fulfills the social responsibility as a central state-owned enterprise. Devoted to charity, we actively participate in various charity and voluntary services and endeavor to promote the rural vitalization, thus contributing to the harmonious and stable development of the society.

In 2023, the Company donated a total of RMB150,000 to

Xijing Ganen Community Kindergarten and Xijing Chunlei Primary School in Gulang County, Gansu Province, for the maintenance of school buildings and the purchase of teaching equipment

In 2023, the company purchased a total of RMB322,700 of agricultural products in the supporting region

### Case

#### Post-disaster rescue after Typhoon Doksuri

From July 29 to August 2, 2023, the Party Vanguard of Beijing Central City Company went to Tianjiayuan Community in Fangshan District, which was flooded by Typhoon Doksuri, to support the post-disaster rescue. Focusing on the basement water pumping and draining, the washing of silt in the low-lying areas and other work, they tried every effort to protect the safety of people’s lives and properties.



Post-disaster rescue



# Outlook 2024

A strong ambition always comes with actions. The year 2024 marks a crucial year of fully implementing the guiding principles of the 20th CPC National Congress and the time to implement the 14th Five-Year Plan. Jinmao Services is set to forge ahead with resolve and tenacity. Embracing “Think Far, Grow Further” in fulfilling the duties and missions of this era, we will ramp up efforts across our six CSR fields to steer the economy, environment and society towards high-quality and balanced development.

## Responsible for customers

Following an approach to high-quality development that harmonizes scale with quality, we will venture into every area of city life beyond service boundaries and break new ground in diverse types of business. Our expertise in comprehensive urban services will produce high-quality, diverse, distinctive, and customized services to customers with diverse types of business.

## Responsible for employees

We keep valuing employee growth and will improve our compensation and benefit system and ensure smooth democratic communication. We will broaden pathways for promotion and cultivate a comprehensive talent system. We will care for the work and life of our employees and nurture a conducive environment, constantly enhancing the well-being of our workforce.

## Responsible for partners

We will actively expand the circle of friends for win-win cooperation, build a collaborative and sharing platform with multiple partners, and create a new external synergistic ecosystem with them. Committed to responsible procurement, we will continuously refine our supplier management mechanism to nurture a green supply chain. Additionally, we will extend our market influence and share our industry insights to steer the industry towards healthy and sustainable development.

## Responsible for the environment

Adhering to green, low-carbon and sustainable development, we will safeguard our ecological environment by taking proactive actions against climate change. To practice green operation and low-carbon lifestyle, we will encourage green office and organize environmental charity activities, weaving the concept of environmental responsibility into our corporate culture and values.

## Responsible for the economy

We will ramp up efforts in diverse types of business, aiming for a city-wide coverage as well as high-quality development that harmonizes scale with quality. We will enhance compliance and risk control, resolutely eliminate violations of business ethics, and embed the concepts and practices of sustainability into our operations and development strategies.

## Responsible for the public

Embracing the social responsibilities and missions of the new era, we will cultivate harmonious and healthy community environments and encourage both employees and property owners to participate in a diverse array of charity activities. We will pay attention to and promote local employment as well as industrial development, and support rural vitalization, consistently contributing to a harmonious and prosperous society.

# Appendix



## Indicator Index >>>>

| Category and Aspect  | General Disclosures and KPIs                                                                                                                                                                                                                                                      | Disclosure page number |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| A. Environmental     |                                                                                                                                                                                                                                                                                   |                        |
| Aspect A1: Emissions | General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. | P37                    |
| A1.1                 | The types of emissions and respective emissions data.                                                                                                                                                                                                                             | P37                    |
| A1.2                 | Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).                                                                                                         | P37                    |
| A1.3                 | Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).                                                                                                                                                  | P37                    |
| A1.4                 | Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).                                                                                                                                              | P37                    |
| A1.5                 | Description of emission target(s) set and steps taken to achieve them.                                                                                                                                                                                                            | P35, P37               |
| A1.6                 | Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.                                                                                                                                  | P35, P37               |



| Category and Aspect                              | General Disclosures and KPIs                                                                                                                                               | Disclosure page number                                                                                        |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| Aspect A2: Use of Resources                      | General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.                                                           | P35–P36                                                                                                       |
| 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). | P36                                                                                                           |
| A2.2                                             | Water consumption in total and intensity (e.g. per unit of production volume, per facility).                                                                               | P36                                                                                                           |
| A2.3                                             | Description of energy use efficiency target(s) set and steps taken to achieve them.                                                                                        | P35                                                                                                           |
| A2.4                                             | Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.                       | P36                                                                                                           |
| A2.5                                             | Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.                                                   | Not applicable (the company belongs to a service-oriented enterprise and does not involve product packaging). |
| Aspect A3: The Environment and Natural Resources | General Disclosure: Policies on minimising the issuer's significant impacts on the environment and natural resources.                                                      | P35                                                                                                           |
| A3.1                                             | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.                                        | P35                                                                                                           |
| Aspect A4: Climate Change                        | General Disclosure: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.           | P37                                                                                                           |
| 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.                    | P37                                                                                                           |

| Category and Aspect                  | General Disclosures and KPIs                                                                                                                                                                                                                                                                                                      | Disclosure page number |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| B. Social                            |                                                                                                                                                                                                                                                                                                                                   |                        |
| Employment and Labor Practices       |                                                                                                                                                                                                                                                                                                                                   |                        |
| Aspect B1: Employment                | General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. | P50–P52                |
| B1.1                                 | Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.                                                                                                                                                                                                                  | P50–P51                |
| B1.2                                 | Employee turnover rate by gender, age group and geographical region.                                                                                                                                                                                                                                                              | P51                    |
| Aspect B2: Health and Safety         | General Disclosure: Information on the policies and 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.                                                                               | P43                    |
| B2.1                                 | Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.                                                                                                                                                                                                                 | P43                    |
| B2.2                                 | Lost days due to work injury.                                                                                                                                                                                                                                                                                                     | P43                    |
| B2.3                                 | Description of occupational health and safety measures adopted, how they are implemented and monitored.                                                                                                                                                                                                                           | P43                    |
| Aspectv B3: Development and Training | General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.                                                                                                                                                                                     | P52–P54                |

| Category and Aspect                | General Disclosures and KPIs                                                                                                                                                                  | Disclosure page number |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| B3.1                               | The percentage of employees trained by gender and employee category (e.g. senior management, middle management).                                                                              | P52                    |
| B3.2                               | The average training hours completed per employee by gender and employee category.                                                                                                            | P53                    |
| Aspect B4: Labor Standards         | General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor. | P50                    |
| B4.1                               | Description of measures to review employment practices to avoid child and forced labor.                                                                                                       | P48                    |
| B4.2                               | Description of steps taken to eliminate such practices when discovered.                                                                                                                       | P48                    |
| Product Practices                  |                                                                                                                                                                                               |                        |
| Aspect B5: Supply Chain Management | General Disclosure: Policies on managing environmental and social risks of the supply chain.                                                                                                  | P44                    |
| B5.1                               | Number of suppliers by geographical region.                                                                                                                                                   | P44                    |
| B5.2                               | Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.                               | P44                    |
| B5.3                               | Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.                                                  | P45                    |

| Category and Aspect               | General Disclosures and KPIs                                                                                                                                                                                                                                                                | Disclosure page number                                                                                                                                              |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B5.4                              | Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.                                                                                                                             | P44                                                                                                                                                                 |
| Aspect B6: Product Responsibility | General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. | P13, P29–P30                                                                                                                                                        |
| B6.1                              | Percentage of total products sold or shipped subject to recalls for safety and health reasons.                                                                                                                                                                                              | Not applicable (the company belongs to service-oriented enterprises, does not involve product production and manufacturing, and does not involve product recycling) |
| B6.2                              | Number of products and service related complaints received and how they are dealt with.                                                                                                                                                                                                     | P30                                                                                                                                                                 |
| B6.3                              | Description of practices relating to observing and protecting intellectual property rights.                                                                                                                                                                                                 | P13                                                                                                                                                                 |
| B6.4                              | Description of quality assurance process and recall procedures.                                                                                                                                                                                                                             | Not applicable (the company belongs to service-oriented enterprises, does not involve product production and manufacturing, and does not involve product recycling) |
| B6.5                              | Description of consumer data protection and privacy policies, and how they are implemented and monitored.                                                                                                                                                                                   | P29                                                                                                                                                                 |
| Aspect B7: Anti-corruption        | General Disclosure: Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.                                                                                  | P13                                                                                                                                                                 |



| Category and Aspect             | General Disclosures and KPIs                                                                                                                                                                               | Disclosure page number |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 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.                                         | P13                    |
| B7.2                            | Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.                                                                                                 | P13                    |
| B7.3                            | Description of anti-corruption training provided to directors and staff.                                                                                                                                   | P13                    |
| Community                       |                                                                                                                                                                                                            |                        |
| Aspect 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. | P56–P57                |
| B8.1                            | Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).                                                                                                 | P56–P57                |
| B8.2                            | Resources contributed (e.g. money or time) to the focus area.                                                                                                                                              | P56–P57                |

# Verification Statement of ESG Report



TÜV NORD (Hangzhou) Co., Ltd. ( ‘TÜV NORD’ for short) has been commissioned by Jinmao Property Services Co., Ltd ( ‘Jinmao Services’ for short) to carry out an independent verification to the 2023 Environment, Social and Governance Report ( ‘ESG report’ for short).

Jinmao Services is responsible for the collection, analysis, summary and presentation of information within the Report. TÜV NORD is responsible for conducting this work (verification the report) in accordance with terms of reference agreed in the scope of engagement with Jinmao Services. Jinmao Services is the intended users of this statement.

This statement is based on the 2023 ESG report which prepared by Jinmao Services, who is responsible for the integrity and authenticity of the information and data in the report.

### Verification Scope

- Key environment, social and governance performance and relevant information disclosed in the 2023 ESG report;
- We evaluate the collection, analysis, aggregation of the information and data;
- The economic data is audited by other third party, so no repeated verification.

Verification of the Report was done from 18th Mar 2024 to 19th Mar 2024.

### Verification Methodology

- Verification process including following activities;
- Review the document information which provide by Jinmao Services;
  - Interview the person who collected the report information;
  - View the related websites and media reports, and verify the data and information through sampling method;
  - Evaluate reports in accordance with the reporting requirements of the Stock Exchange of Hong Kong's *Environmental, Social and Governance Reporting Guidelines* (HK–ESG);
  - Refer to AA1000AS (V3) Verification methodology;
  - Verification activity is based on TÜV NORD *Report Verification Management Procedure*.

### Verification Conclusion

- The 2023 ESG Report of Jinmao Service objectively reflects the company's environmental, social and governance performance in 2023. The data in report is reliable and objective. TÜV NORD didn’ t find the system or substantial error.
- **Materiality:** Focusing on 21 substantive issues such as “supplier management” , "customer health and safety", "addressing climate change", Jinmao Service disclosed the company's significant and objective performance in the environmental, social and governance fields in 2023, and promptly responded to expectations of investors and other stakeholders;
  - **Quantitative:** In the report, key performance indicators such as Area under management in total, satisfaction score, electricity consumption, water consumption in total are disclosed in a quantitative manner;
  - **Balance:** The report discloses data such as the number of deaths in the line of duty, the number of customer complaints, with a certain balance;
  - **Consistency:** The Strategic Operations Department of Jinmao Services is responsible for collecting, recording, arranging and analyzing the information and processes used in the preparation of the report. The data sampled during the verification process can be traced to the source, ensuring the quality and substance of information to a certain extent.



**Suggestion for Improvement**

Through verification and evaluation, we had following improvement suggestion for the improvement of Jinmao Services in the practice and management of sustainable development:

- Be able to disclose important key performance data in the environmental, social and management fields for three years or more, increasing the comparability of reports;
- It is suggested that the company collect the voice of customers through multiple channels (such as third-party platforms) and take it as the direction of future work, so as to comprehensively improve customer satisfaction.

**Special Statement**

This statement excluding:

- The activity outside information reveal;
- The position, idea, faith, object, future developing direction and promise which stated by Jinmao Services.

**Statement of Independence and Competence**

TÜV NORD Group is the world’s leader Certification Authority in inspection, testing and verification, operating in more than 100 countries throughout the world and providing services which include management systems and product certification; quality, environmental, occupational health and safety, social responsibility auditing and training; environmental, social responsibility and sustainability report verification.

TÜV NORD (Hangzhou) Co., Ltd. is an independent organization registered and established by TÜV NORD Group in China and ensure that there are no conflicts of interest with Jinmao Services or its branches and stakeholders during the implementation of the verification process of this report. All information in this report was provided by Jinmao Services, and TÜV NORD was not involved in the report preparation process.

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The team leader: Ms. Huang Li  
Date: 29.03.2024

The authorized person: Mr. Song Haining  
Date: 29.03.2024

Note: When there is a conflict between the Chinese and English versions of the statement, please refer to the Chinese version.

# Feedback

Dear readers,

Hello! Thank you very much for taking the time to read this report amidst your busy schedule. In order to improve the company's sustainable development management and report preparation work, and enhance Jinmao's service responsibility, we sincerely request your assistance in completing the relevant issues raised in the feedback form. Please provide feedback to us by mail or email, and we ensure that your feedback information is not obtained by third parties.

1.What is your overall evaluation of this report?

☐ Excellent                      ☐ Good                      ☐ Average                      ☐ Fair                      ☐ Poor

2.Do you think this report reflects the significant impact of Jinmao Services on the economy, society, and environment ?

☐ Excellent                      ☐ Good                      ☐ Average                      ☐ Fair                      ☐ Poor

3.How clear, accurate and complete do you think the information, data and indicators disclosed in this report are?

☐ Excellent                      ☐ Good                      ☐ Average                      ☐ Fair                      ☐ Poor

4.How do you think the structure of this report is arranged?

☐ Very reasonable                      ☐ More reasonable                      ☐ Average                      ☐ Fair                      ☐ Poor

5.What do you think of the layout and presentation design of this report?

☐ Very reasonable                      ☐ More reasonable                      ☐ Average                      ☐ Fair                      ☐ Poor

6.What are your other opinions and suggestions on the company's sustainable development work?

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