



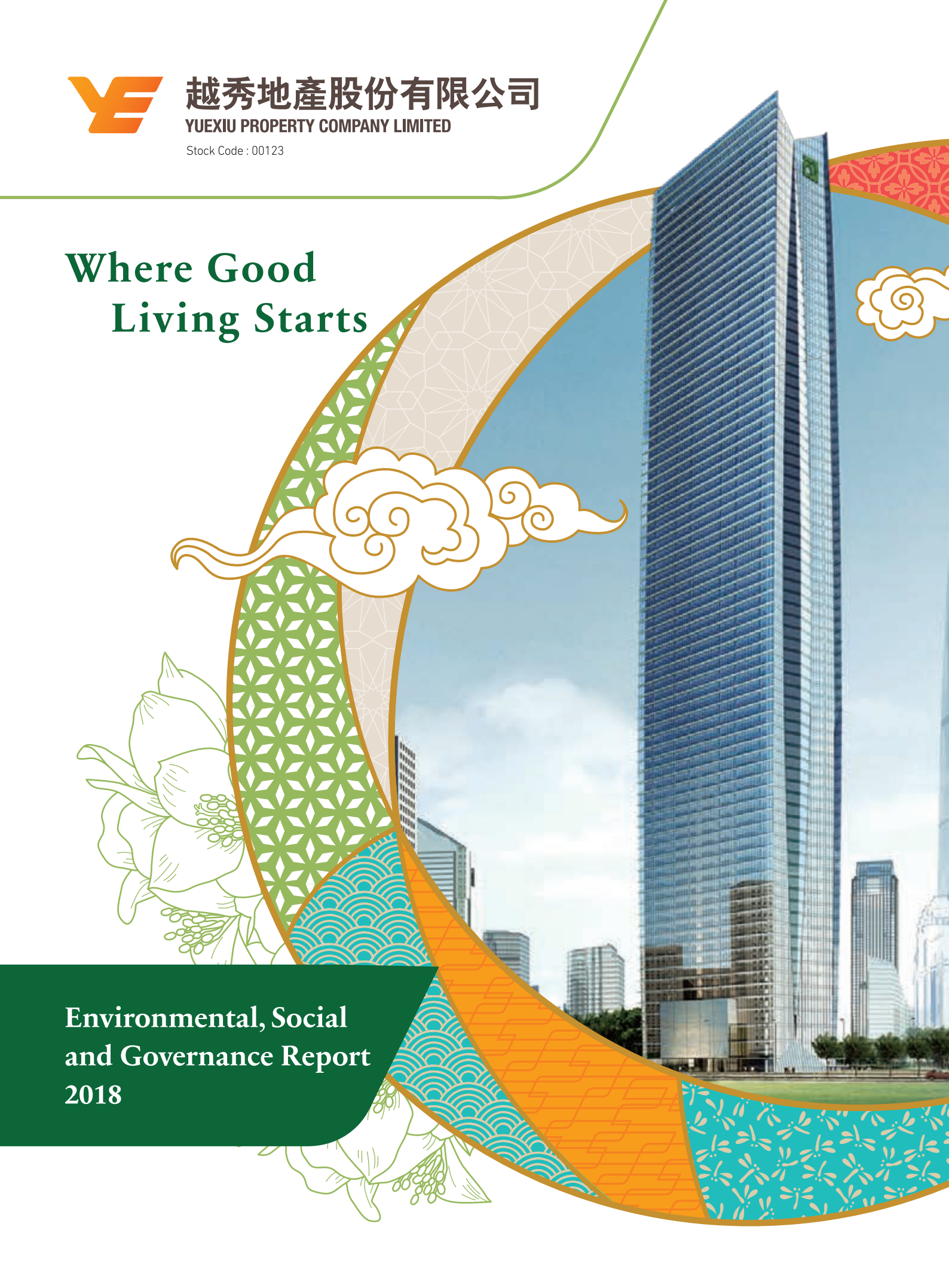
越秀地產股份有限公司

YUEXIU PROPERTY COMPANY LIMITED

Stock Code : 00123

Where Good Living Starts

Environmental, Social
and Governance Report
2018



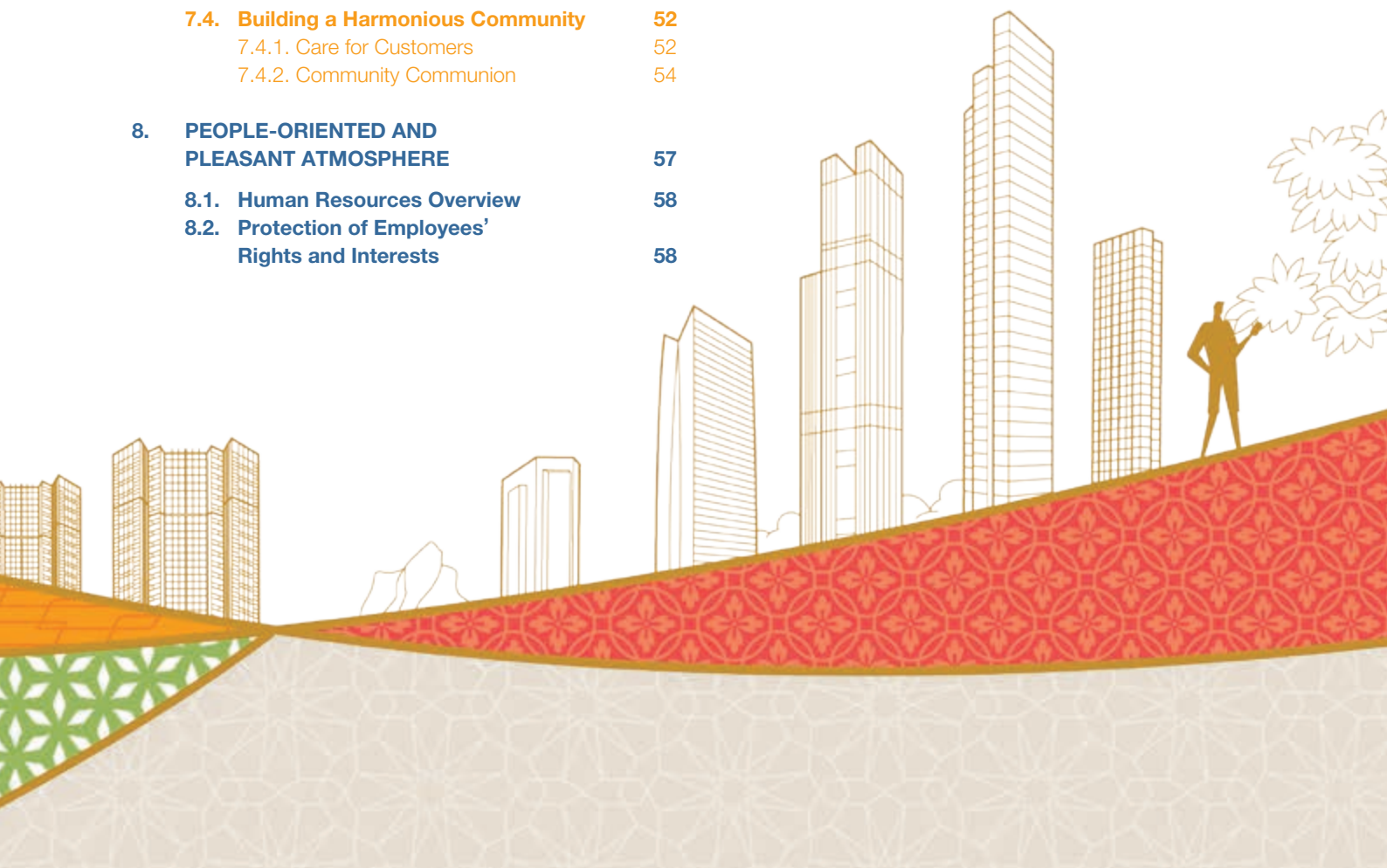
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01 / ABOUT YUEXIU PROPERTY COMPANY LIMITED

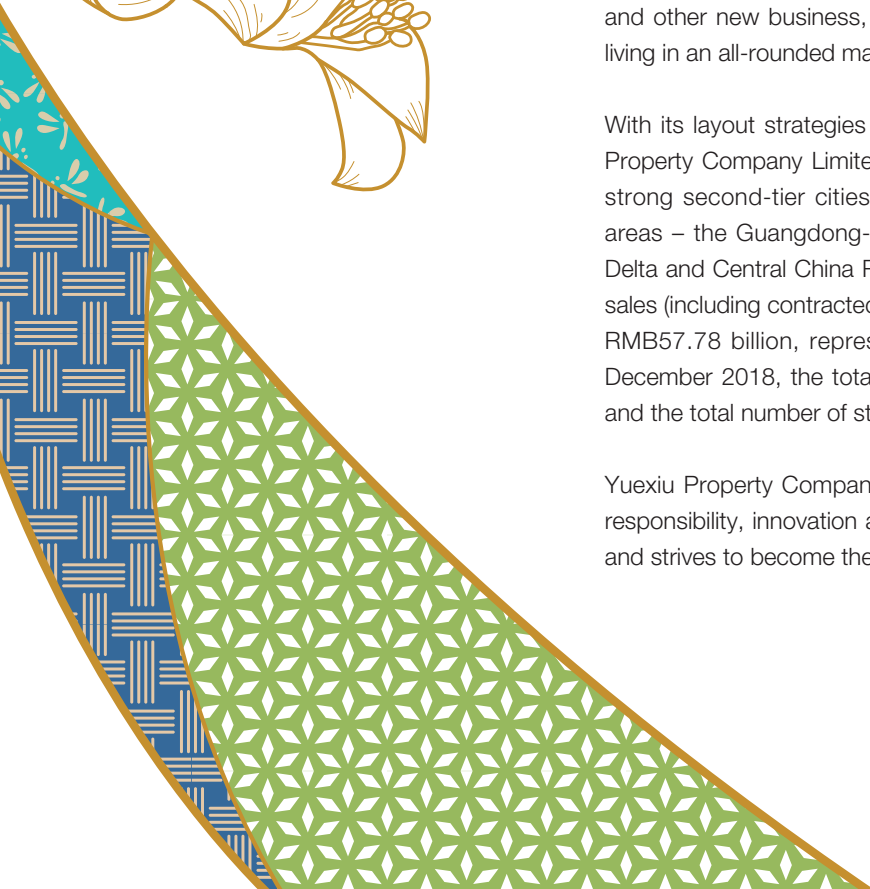
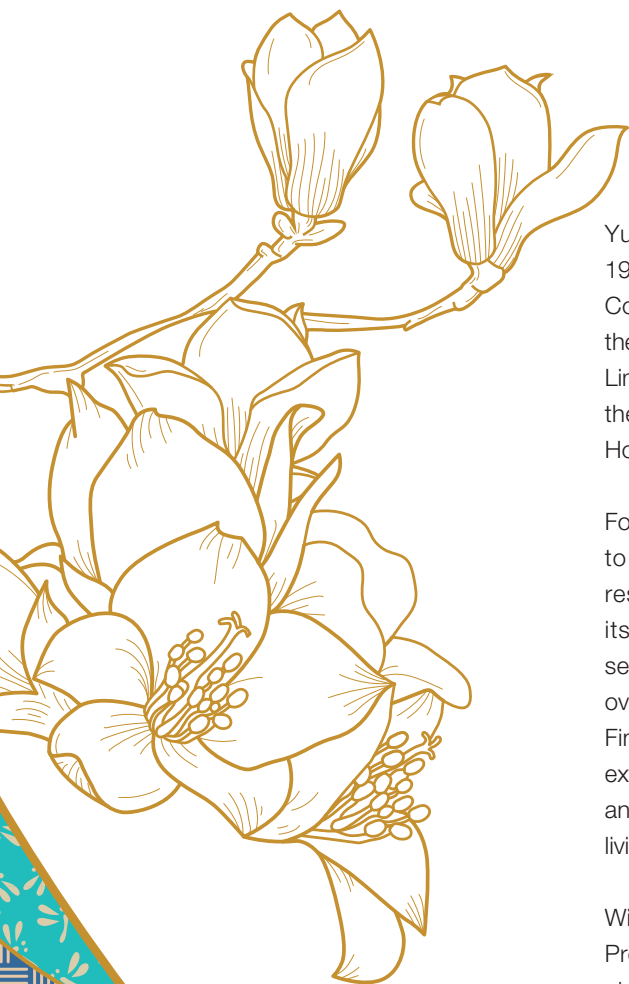


Yuexiu Property Company Limited (Stock code: 00123) was established in 1983 and listed on the Stock Exchange of Hong Kong in 1992. Yuexiu Property Company Limited is one of the first integrated property developers in China, the flagship subsidiary in the property business of Guangzhou Yue Xiu Holdings Limited, the developer of the first generation of commodity housing in China, and the only mainland developer with its own listed real estate investment trust in Hong Kong.

For the past 36 years, Yuexiu Property Company Limited has been dedicated to the brand mission of “Where Good Living Starts” with equal focuses on residential property development and commercial property operation. With its unique and high-end business model of “development + operations + securitization”, it has developed over 200 high quality residential projects and over 40 high quality commercial projects including the Guangzhou International Finance Center (IFC). In recent years, Yuexiu Property Company Limited has extended its areas to elderly-care properties, long-term leasing, urban renewal, and other new business, in order to meet people’s diverse demands for good living in an all-rounded manner.

With its layout strategies in the most vibrant economic areas of China, Yuexiu Property Company Limited has extended its presence to 14 first-tier cities and strong second-tier cities, forming a national business layout with three core areas – the Guangdong-Hong Kong-Macao Greater Bay Area, Yangtze River Delta and Central China Region. In 2018, the value of the aggregate contracted sales (including contracted sales by joint venture projects) reached approximately RMB57.78 billion, representing a year-on-year increase of 41.4%. As at 31 December 2018, the total land bank of the Group reached 19.41 million sq.m, and the total number of staff was close to 8,190.

Yuexiu Property Company Limited adheres to its brand core values of quality, responsibility, innovation and mutual development, follows its original aspiration, and strives to become the leading creator of better urban life.



02 / ABOUT THE REPORT

OVERVIEW

The Report is the annual Environmental, Social and Governance Report (referred to as the “ESG Report”) released by Yuexiu Property Company Limited. It focuses on the disclosure of Yuexiu Property Company Limited and its subsidiary companies (collectively referred to as the “Group”) on their ideas, key progress and results relating to the environmental, social and governance performance under the principles of materiality, quantization, balance and consistency from 1 January 2018 to 31 December 2018.

Since 2010, the Group has proactively published the Corporate Social Responsibility/Environmental, Social and Governance Report for 9 consecutive years.

PREPARATION BASIS

The Report was prepared according to the Environmental, Social and Governance Reporting Guide (ESG Guide) under Appendix 27 of the Main Board Listing Rules of the Stock Exchange of Hong Kong, and with reference to the core part of the Global Report Initiative (GRI) Guidelines and the Guidelines on the Corporate Social Responsibility Report of Real Estate Enterprises of Guangdong Province published by Guangdong Real Estate Association.

The content of the Report was prepared according to a set of systematic procedures. The Report was prepared through the following procedures: identifying key stakeholders, identifying and prioritizing material ESG issues to formulate the ESG Report’s coverage, collecting relevant materials and data, collating and summarizing data, and examining report materials.

SCOPE AND COVERAGE OF THE REPORT

The policies, statements and data in the Report cover the actual business scope of Yuexiu Property Company Limited and its holding companies, except for some specific data with extra notes.

Unless otherwise specified, the Report is presented in Renminbi (“RMB”).

SALUTATION DESCRIPTION

To facilitate presentation and reading, “Yuexiu Property”, “the Group” and “we” all refer to Yuexiu Property Company Limited and its subsidiaries. Guangzhou Yuexiu Service Development Ltd., Yuexiu Property’s subsidiary, is referred to as “Yuexiu Service” in this report, and its regional branches, such as Hangzhou Company and Wuhan company etc, are referred to as “Yuexiu Service Hangzhou Company” and “Yuexiu Service Wuhan Company” etc.

Unless otherwise specified, the Report uses the same definitions of the Group’s “2018 Annual Report”.

DATA SOURCES AND RELIABILITY STATEMENT

The data used herein all comes from Yuexiu Property Company Limited and its subsidiaries. The Board of Directors is responsible for the truthfulness, accuracy and completeness of the contents of the Report.

ACKNOWLEDGEMENT AND APPROVAL

The Report has been acknowledged and released by the Board of Directors.

ACCESS AND RESPONSE TO THE REPORT

The electronic version of the Report can be downloaded from the following website: <https://www.yuexiuproperty.com>; for any comments or suggestions on the environmental, social and governance performance of the Group, please send email to ir@yuexiuproperty.com.


03 / MANAGEMENT MESSAGE



Chairman:
Mr. Lin Zhaoyuan



General Manager:
Mr. Lin Feng



IN 2018, YUEXIU PROPERTY CONTINUED TO TAKE “WHERE GOOD LIVING STARTS” AS ITS MISSION WITH FULFILLMENT OF ITS SOCIAL RESPONSIBILITIES AS ONE OF ITS FUNDAMENTAL PRINCIPLES FOR BUSINESS DEVELOPMENT. YUEXIU PROPERTY COMMITTED ITSELF TO THE CORPORATE MISSION OF “REPAY SHAREHOLDER, EMPLOYEES AND THE SOCIETY”, AND KEPT IMPROVING ITS ECONOMIC AND SOCIAL PERFORMANCES.



ACHIEVEMENT OF GOOD OPERATIONAL RESULTS AND CONTINUOUS IMPROVEMENT IN ESG MANAGEMENT

In 2018, Yuexiu Property’s revenue reached approximately RMB26.43 billion with a year-on year increase of 11.1%; the core net profit was approximately RMB2.81 billion, up 19.6% year-on-year; full-year dividends paid per share amounted to HK\$0.093, up 1.1% year-on-year.

While achieving the said business results, Yuexiu Property continued to improve its ESG management, allocate the rights and responsibilities of management to each functional department, each subsidiary and each employee, monitor the corporate social management performance through multiple sources, and provide targeted solutions, in order to achieve targeted and regulated management, as well as all-rounded sustainability.

SHOULDERING ECONOMIC, ENVIRONMENTAL AND SOCIAL RESPONSIBILITIES

Yuexiu Property insists on starting from the Group’s own products, in the interests of society and environment, ensuring effective extension and development of value chain by producing quality products and promoting technological innovation, to obtain win-win results in corporate development, society, and environment.

With respect to business development, Yuexiu Property implemented the National Development Strategy, and accelerated its layout of new businesses, such as urban renewal, elderly-care properties and rental apartments according to growing market demand. In 2018, the Group expanded its land reserves through open market auction, Group incubation, cooperation with state-owned companies, urban renewal, mergers and acquisitions,

MANAGEMENT MESSAGE

and industrial combination; implemented the “Railway + Properties” development strategy by bringing in Guangzhou Metro as a strategic shareholder; continued to improve its layout in its new businesses of urban renewal, elderly-care properties and long-term rental apartments, reserving resources and creating opportunities for its future development.

With respect to environmental protection, Yuexiu Property strictly complied with the national guidelines on “green building” for its green strategies in project design and construction. In 2018, Yuexiu Financial Tower, Guangzhou Nansha Garden Hotel, and several other projects by the Group passed the “Green Building” certification. To reduce carbon emissions and energy consumption, and develop green property and green office, the Group actively urged the properties and offices under its management to improve resources efficiency and to alter for water and electricity conservation.

With respect to social welfare, the Yuexiu Property poverty alleviation taskforce adheres to the working philosophy of “Build Roads for Convenience, Export Labor for Wealth, Introduce Projects for Development, and Rely on Officials for Implementation”, and continued to carry out targeted poverty alleviation in Chimi Village, Xiniu Town, Qingyuan City, Guangdong Province, so as to repay the society.

With respect to workforce development, Yuexiu Property actively implemented the Swan Program and the Hummingbird Program in 2018 to cultivate a large number of outstanding talents with compound experience, innovative thinking and ability to manage the whole industrial chain. It not only built a development platform for employees to become the backbones of the Group, but also drove the Group forward with the “talent engine” and effectively helped the implementation of the strategic objectives of the “13th Five-Year Plan” at the Group.



MANAGEMENT MESSAGE**WITH RESPECT TO SUSTAINABLE DEVELOPMENT, YUEXIU PROPERTY WILL CONTINUE TO ADVANCE AND ACHIEVE MORE SUCCESSES OVER TIME**

Yuexiu Property has won the high praise of the capital market for its efforts in ESG fields. In 2018, Yuexiu Property was recognized by Hang Seng Corporate Sustainability Benchmark Index (HSSUS) as the “Advanced Enterprise in Environmental, Social and Governance Performance”, awarded with 2018 Gold Award for Corporate Governance and Best Corporate Social Responsibility Initiative Award by The Asset, demonstrating the recognition from the capital market for Yuexiu Property’s outstanding performance in ESG management and reporting.

Sustainable development is not an instant work. The Report presents to stakeholders Yuexiu Property’s ESG performance and demonstrates its commitment to social responsibilities. We will continue to improve the ESG management system and integrate it with corporate strategies, business demands, and social development, in order to shoulder more responsibilities for sustainable corporate development and better life.





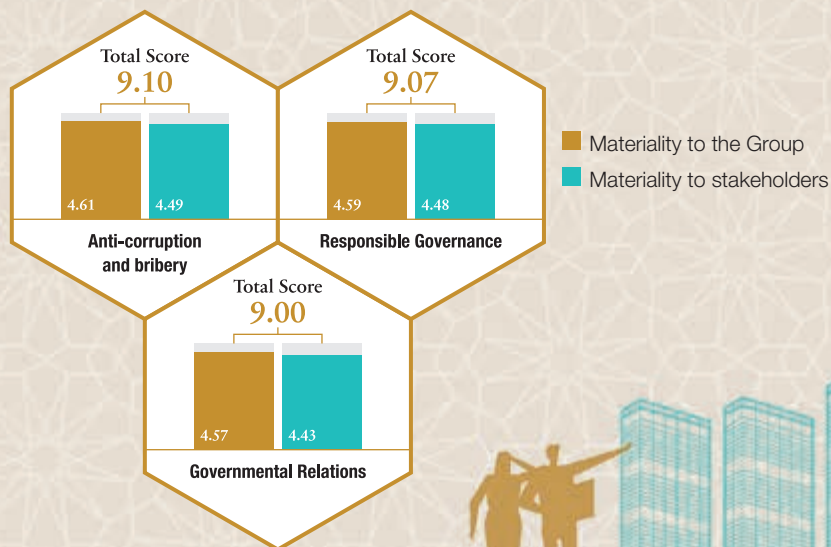
04

SUSTAINABILITY STRATEGY

With a strong sense of responsibility and mission in the field of sustainable development, Yuexiu Property actively shoulders environmental and social responsibilities while ensures its own business development, and achieves a balance among economic, environmental, and social benefits. In 2018, we continued to improve the ESG management system with clearly defined responsibilities of each level from management to execution, and further integrated ESG ideas into corporate development strategies and governance system.

Yuexiu Property has adopted the “Corporate Governance Code” set out in Appendix 14 of the Listing Rules as its corporate governance code and has been conducting business operations in accordance with the requirements thereof.

ESG issues and their materiality in this Chapter:



04 / SUSTAINABILITY STRATEGY

4.1. SUSTAINABILITY FRAMEWORK

The Board of Directors is responsible for the management and disclosure of the Group's ESG-related risks, and ensuring that the Group has established and run an effective ESG risk management and internal control system, and has built regular ESG information communication and disclosure mechanism as per regulating requirements and stakeholders' expectations.

The roles and responsibilities in the daily practice of ESG management of Yuexiu Property are as follows:

Hierarchy of ESG Management	Staffing	Specific Duties
Accountability Board	Led by the general manager and consists of heads of all related functions	<ol style="list-style-type: none"> 1. Discuss sustainable development matters 2. Identify ESG-related risks 3. Develop ESG strategies 4. Review effectiveness of ESG works
ESG Work Management Team	Heads of Departments form an ESG Management Team	<ol style="list-style-type: none"> 1. Study specific work based on overall ESG strategies and direction 2. Arrange corresponding staff to implement the work 3. Supervise concrete implementation of the work 4. Report to the ESG Accountability Board on task implementation
ESG Work Implementation Group	Head office functional departments Regional companies Supporting companies	<p>Head office functional departments, regional companies and supporting companies send dedicated colleagues to set up the working group</p> <ol style="list-style-type: none"> 1. Collect, sort and submit information 2. Implement specific work tasks 3. Promptly report the work status



4.2. SUSTAINABILITY GOALS

Looking ahead to 2018, Yuexiu Property will continue to maintain a high level of corporate governance to provide customers with better quality products and services. While maintaining the steady financial growth, the Group consciously integrates environmental, social and governance concepts with the Group’s mission, values, business and system, and pursues comprehensive and sustainable development.

- Economic responsibilities: to continue to achieve steady and sustained economic growth with the management goal of “Business-driven quality improvement, innovation-driven development”.
- Product responsibilities: to keep our commitment to quality, safety and environment friendliness, so as to provide customers with high quality service and maintain the leading industry standards.
- Staff responsibilities: to establish a scientific and excellent human resources management policy for employees, and provide a healthy, harmonious and efficient working environment.
- Supply chain responsibilities: to strictly control supply chain product procurement, impose high supplier selection criteria, strengthen procurement supervision, build a responsible and green supply chain, and forge long-term and mutual beneficial partnerships.
- Environmental responsibilities: to persist in designing green development projects, improve the management of wastes, resources and emissions to the maximum extent along all of its business processes and whole cycle of products, and effectively control the negative impact of its operation on the environment.
- Social responsibilities: to actively participate in public benefit and charity activities and community development, and further invest in targeted poverty alleviation and industrial assistance among others.

4.3. RESPONSIBLE COMMUNICATION

Yuexiu Property hopes to create sustainable values for its stakeholders including shareholders and investors, employees, customers, suppliers, governments, communities, industry associations, chambers of commerce and media. Therefore, we attach great importance to the communication with stake-holders in order to listen to their expectations and achieve common progress and development, as well as to obtain important sources of input for management optimization.



Residents

Residents of Yuexiu Property residential projects

- The satisfaction of owners and residents with Yuexiu Property residential products and property services is the basis for our long-term development
- Their main concerns: Geographic location, surrounding facilities, internal environment, property service quality, and community security equipment
- Our daily communications: Regular visits, satisfaction surveys, complaint hotlines, and resident property management



Staff: Employees

directly employed by Yuexiu Property

- A growing team of excellent staff is the key to the sustainable development of Yuexiu Property
- Their concerns: Salary and treatment, room for development, employee benefits, promotion policy, training system, corporate reputation, work intensity, and internal communication channels
- Our daily communication: Direct communication, employee mailbox/hotline, and training programs



Mall/office users

Users and customers who work and shop at the office buildings and shopping malls owned by Yuexiu Property

- The direct users of our office buildings and shopping malls are our valuable customers. It is our responsibility to provide them with a safe and comfortable work and shopping environment
- Their main concerns: Malls/office buildings geographic location, internal environment, property service quality, security facilities, energy consumption, rental level, and customer traffic
- Our daily communications: Complaint mailbox, routine inspections, complaint hotline, and satisfaction survey



Government

Local governments of locations where Yuexiu Property is incorporated, listed and operated

- The support of the government to Yuexiu Property is the guarantee that we can have a larger range of positive economic and social impact
- Their concerns: compliance with local laws and regulations, tax payments according to law, local economic growth, boost local employment, and produce positive social benefits
- Our daily communication: Regular visits, and communication on policies

SUSTAINABILITY STRATEGY



Shareholders and investors

Existing shareholders and potential investors of Yuexiu Property

- The existing and potential investors of Yuexiu Property provide the economic foundation for our development. Yuexiu Property is dedicated to creating a sustainable economic return that can meet the expectations of our shareholders
- Their concerns: Stock price, dividend, financial situation, business prospects, future development plan, governance, management selection and employment
- Our daily communication: Information disclosure, shareholders' meetings, investor meetings and roadshows, and investor hotline/mailbox



Media

Media that is interested in Yuexiu Property and reports on our operational performance and services

- Media reports can make the community more aware of Yuexiu Property, and urge Yuexiu Property to improve its operation transparency
- Their concerns: Business and products, financial performance, future development direction, and corporate social responsibility among others
- Our daily communication: Press conferences, interviews, and regular seminars among others



Suppliers

Suppliers who provide Yuexiu Property with equipment and services required for daily operation

- The suppliers provided Yuexiu Property with high-quality products and services, and became an important part of Yuexiu Property operation process. At the same time, they also have to abide by Yuexiu Property's supplier management policy
- Their concerns: Procurement policy, supplier management policy, fair trade, timely payment, and partnership maintenance
- Our daily communication: Supplier review and regular visits



Local communities

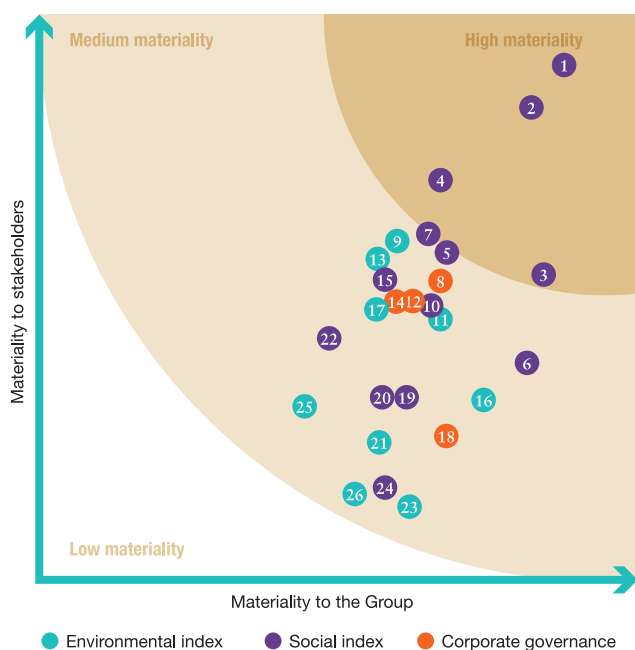
Local communities where Yuexiu Property operates

- The communities where Yuexiu Property operates and local residents support our business growth, while Yuexiu Property also makes its contribution to the development of the communities
- Their concerns: Impact of property construction and management on local communities and residents
- Our daily communication: Community public services and complaint hotline

4.4. RESPONSIBILITY ISSUES

During the report preparation period, in order to further understand the stakeholders’ concerns, Yuexiu Property entrusted an independent consulting company to conduct a materiality evaluation. We obtained comments and expectations on the Group’s sustainability performance from 633 respondents covering suppliers, residents, mall/office users, investors, media, government and regulators, and updated the Materiality Matrix according to the survey results for the reference of the Report, in order to respond to stakeholders’ views.

ESG Materiality Matrix



ESG Materiality Ranking (from high to low)

High materiality	
1	Employee safety and health
2	Customer complaint handling
3	Employee remuneration and welfare
4	Consumer privacy
Medium materiality	
5	Anti-corruption and bribery
6	Employee training and development
7	Product and service quality
8	Responsible governance
9	Waste management
10	Labor rules
11	Energy conservation
12	Reasonable marketing and promotion
13	Water resources management
14	Governmental relations
15	Industrial development
16	Green building
17	Wastewater management
18	Anti-unfair competition
19	Social responsibilities in value chain
20	Talent attraction and retention
21	Biodiversity and land use
22	Protection of intellectual property rights
23	Climate change combat
24	Public services
25	Greenhouse gases and carbon emissions
26	Effective use of materials

4.5. ANTI-CORRUPTION

Yuexiu Property continuously improves its rules and regulations, and comprehensively inhibits any emerging corruption signs, so as to cultivate talents with integrity. The Group requires all employees to abide by the *Interim Regulations on Banning Commercial Bribery*, and issued the *Detailed Rules for Corporate Supervision and Administration*, the *Guidelines for Management of Letters and Visits*, and other internal regulations to guide the implementation of related works. Each position is

screened and organized to sign *Point-of-Risk Management Ledger*, which has been mainstreamed into the onboarding process, and all the staff are required to sign the *Statement of Undertaking of Clean and Honest Conduct*. In addition, Yuexiu Property requires all departments and subsidiaries to report “Three Important and One Large” decisions on a quarterly basis. *Statement of Responsibility for Clean and Honest Governance* is signed every year.

In 2018, there was no lawsuit against Yuexiu Property for corruption, bribery, extortion, fraud, or money-laundering.

SUSTAINABILITY STRATEGY



4.6. SOCIAL RECOGNITION

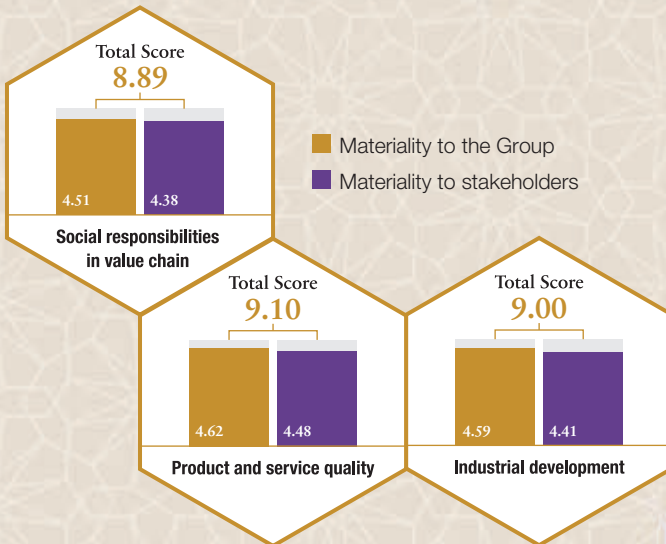
Award	Awarding Unit	Awarding Date
2018 TOP20 Green Credit Index of China Listed Real Estate Companies	The Investment Consulting Special Committee of The Investment Association of China	December 2018
2018 TOP100 Property Management Companies of China (Ranked 29th)	China Property Management Institute E-house China R&D Institute China Real Estate Appraisal	October 2018
China Property Award of Supreme Excellence 2018	Organizing Committee of China Property Award of Supreme Excellence	June 2018
Five-star Pension Institutions (Guangzhou Yiyuan Pension Co., Ltd)	Department of Civil Affairs of Guangdong Province	February 2018
Excellent Learner (Yuexiu Service)	Guangzhou Property Management Association	March 2018
Excellent member of Guangdong Property Management Industry Association 2018 (Yuexiu Service)	Guangzhou Property Management Association	March 2018
Service Integrity Training Base (Yuexiu Service)	Guangzhou Property Management Association	March 2018
President Organization of Guangzhou Property Management Association (Yuexiu Service)	Guangzhou Property Management Association	November 2018
2018 Most Influential City Landmark Award (Yuexiu Fortune Centre)	Southern Finance Omnimedia Corp.	July 2018
Annual Award for Corporate Branding 2018	Southern Metropolis Daily	November 2018
Annual Award for Urban Value Contribution 2018	LEJU	November 2018
Corporate Governance Gold Award	The Asset Magazine	December 2018
2018 TOP30 Enterprises of Green Development Competitiveness	China Real Estate Business office	January 2019
Listed Company Award of Excellence 2018	Hong Kong Economic Journal	November 2018
2018 No. 25 of China Top 100 Players of the Commercial Real Estate (Guangzhou Yuexiu Commercial Real Estate Investment & Management Co., Ltd)	guandian.cn	November 2018
China Top 100 Players of the Commercial Real Estate & Rewards for Best Performance of Commercial (Guangzhou Yuexiu Commercial Real Estate Investment & Management Co., Ltd)	guandian.cn	November 2018

05

QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT

Yuexiu Property attaches great importance to product quality. It has been providing customers with satisfactory buildings and residential products with its unlimited pursuit of craftsmanship. For its own products, Yuexiu Property ensures product quality and safety with supply chain management. In the meantime, Yuexiu Property keeps up with new market demands, actively invests in research and innovation, and is keen to open up new types of businesses, so as to strengthen the powerful engine for urban development.

ESG issues and their materiality in this Chapter are:





05 / QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT

5.1. SUPPLY CHAIN MANAGEMENT

Yuexiu Property is committed to optimizing supply chain management, in order to ensure green sourcing and supply through transparent tendering, responsible sourcing, quality management and delivery evaluation. Such practices are first documented and then implemented at the management level and then at the individual level. Yuexiu Property has formulated the *Tendering and Procurement Administrative Measures (Revised)*, *Construction Project Suppliers Management Rules (Revised)*, *Materials and Equipment Suppliers Shortlisting Guidelines (Provisional)*, and *Design (Consulting) Service Provider Management Rules*, which provide standard procedures and effective management methods for supplier classification management, categorization, inspection and evaluation, and database expansion. The Group has carried out performance evaluation on its suppliers on a regular basis, and blocked or blacklisted the suppliers whose overall rating is “disqualified” according to the opinions of various departments and as required by the relevant rules.

5.1.1. Supplier Management Principles

- Compliance: all tendering activities of the Group should conform to national and local laws and regulations as well as the monitoring of regulators. Any illegal conduct is strictly forbidden, and any institute or individual is banned from illegally interfering with the tendering activities of the Group.
- Fairness: all tendering activities of the Group should disclose corresponding information to achieve information symmetry among tenderers; staff involved in tendering activities should treat each tenderer fairly without any discrimination.
- Integrity: Staff involved in tendering activities should not seek any personal benefits from work. It is strictly prohibited to actively or passively accept benefits from tenderers or to conspire with tenderers to harm the interests of the Group.

5.1.2. Green Supply Chain

Yuexiu Property sees “Sustainable Sourcing” as a key part of the social responsibility management system and integrates related indices into its business practice in supplier assessment, screening, and monitoring. Yuexiu Property prioritizes nearby suppliers to reduce transportation energy consumption, and centralizes procurements to reduce cost and energy consumption.

Yuexiu Property specifies the use of eco-friendly commercial mortar, insulating mortar, and light bricks in the construction contracts to ensure compliance with national regulations on resources and energy conservation.

Yuexiu Property (Guangzhou Regional) includes the requirements of environmental protection and energy conservation inspection as key clauses into contracts, stipulating that the supplier must complete the permit approval, examination, acceptance, and certification works in relation to environmental protection and energy conservation aspects.

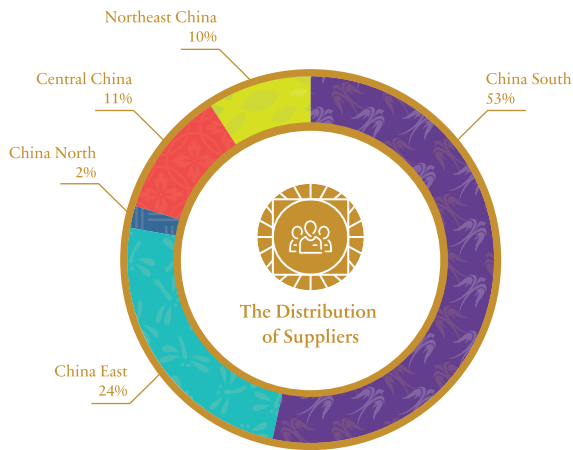


QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT

5.1.3. Responsible Supply Chain

Yuexiu Property includes labor protection provisions into tender/procurement contracts, requiring suppliers to complete employee labor registration, sign labor contracts with employees, clearly define the rights and obligations of both parties, and establish salary security deposit account to protect employees' rights and interests. In the meantime, Yuexiu signs and strictly implements the *Clean Practice Agreement* with suppliers to prevent bribery and corruption.

In the future, Yuexiu Property will follow up the feedbacks from suppliers, continue to improve the anti-corruption mechanism, and reasonably renew internal policies to sustain long-term partnership with suppliers, enhancing mutual environmental, social and economic performances.



5.2. QUALITY ASSURANCE

To further develop “Yuexiu Treasure”, Yuexiu Property has been in strict compliance with the *Construction Law of the People’s Republic of China*, the *Regulations of the People’s Republic of China on Quality Management of Construction Projects* and other laws and regulations for a long time. Yuexiu Property requires all regional companies to strictly abide by the *Guide of Yuexiu Property on Quality Management of Construction Projects* and strive to establish a high standard of quality and safety control system. The Group optimized the whole process, from material, equipment and process control, construction management, quality and safety assessment, quality acceptance, performance appraisal and accountability among others, through improvement of the related requirements on construction quality and safety and precise and strict product quality management.

5.2.1. Quality Evaluation

Quality evaluation mechanism is compulsory for the Group’s quality control. In order to ensure product safety, customer satisfaction and business reputation, Yuexiu Property has formulated evaluation systems, such as *Project Quality Evaluation Management Rules*, *Long-term Incentive Measures for Quality Assessment* and *Third-Party Testing Guide for Materials and Equipment*, and has standardized and institutionalized the quality evaluation process.

The Yuexiu Property Engineering Management Department also formulated the *Detailed Rules for Product Quality Assessment and Accountability*, which not only serves as an assessment and accountability system for the Group’s internal staff, but also explicitly includes project quality into the annual performance assessment of relevant parties (including departments and subsidiaries, and design, supervision and construction units), and holds accountable relevant suppliers for quality events such as customer class litigation, so as to better track product production responsibilities and contribute to product quality assessment.

QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT



Case Study

SPOT-CHECK ON MATERIAL QUALITY TO ENSURE PROJECT QUALITY

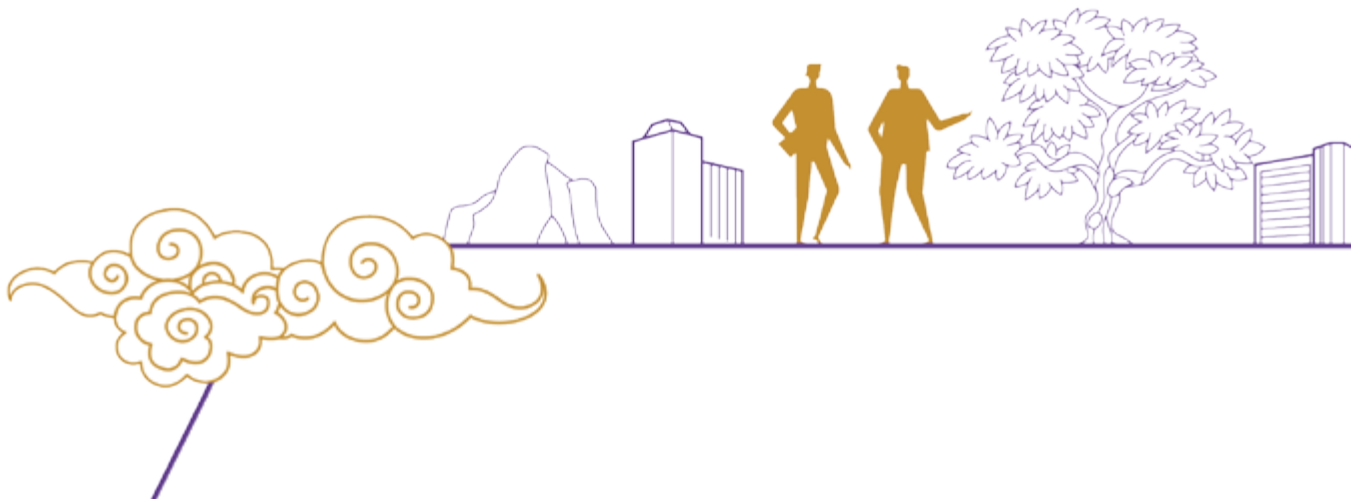
Yuexiu Property Headquarters Engineering Management Department employed a third-party organization, Shenzhen Ruijie Engineering Consulting Co., Ltd., to spot-check the materials of on-going projects, and entrusted Centre Testing International Group Co., Ltd and Guangdong Jianzhun Testing Technologies Co., Ltd to test the materials of construction. In 2018, 135 material samples were spot-checked, and 127 samples were qualified with a pass rate of 94%. Unqualified materials were withdrawn to ensure the overall project quality.



Case Study

THIRD-PARTY PROCESS ASSESSMENT ON 2018 PROJECTS

Yuexiu Property engaged third-party organization professionals for the assessment of project quality, and achieved 86.96 points for the residential general contracting tender section, 85.41 points for the residential fit-out tender section, and 85.53 points for the commercial tender section, all exceeding the average scores among industrial peers. In 2018, the Group delivered 2,582 units of roughcast housing and 1,347 units of housing with fine fit-out, with considerable improvement in housing quality and acceptance satisfaction – complaints per unit of housing with fine fit-out decreased from 6.16 in 2017 to 3.98 in 2018, and complaints per unit of roughcast housing decreased from 1.14 to 0.35, achieving an overall acceptance rate of 99.97%, and an average customer satisfaction rate of 91%.



QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT



Case Study

ENGINEERING INFORMATION MANAGEMENT SYSTEM

In 2018, Yuexiu Property developed and launched its digital platform for engineering information management (mobile APP), achieving mobility, coordination, digitalization, paperless operation and visibility of each construction project from the site administration to the management level, facilitating the Group Headquarter to monitor the quality, schedule, safety, and environmental conducts of each project with easy-to-use digital functions.



QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT

5.3. SAFETY ASSURANCE

In production safety works, Yuexiu Property takes safety culture as the guidelines, accountability as the core, problem solutions as the direction, standard systems as the compass, and key measures as the instrumentality, and comprehensively improves its safety system construction to realize the work goals of “eliminate unsafe conducts of people, unsafe conditions of items, and management defects”, pushing deeper the safety works of the Group. In 2018, Yuexiu Property sustained a stable status of safe production.



Data

YUEXIU PROPERTY 2018 SAFETY MANAGEMENT PERFORMANCE

Recorded **0** case of accountability accidents such as fire, explosion, and collapsing, with financial loss of over RMB100,000;

Recorded **0** case of public security accidents with severe impact on social stability.

Convened **648** safety meetings

Established or revised **346** articles of newly-established or revised regulations.

Completed annual specialized staff training with **521** participants,

Including **13,881** person times of "grade III" safety educations and

42,043 person times of themed safety training.

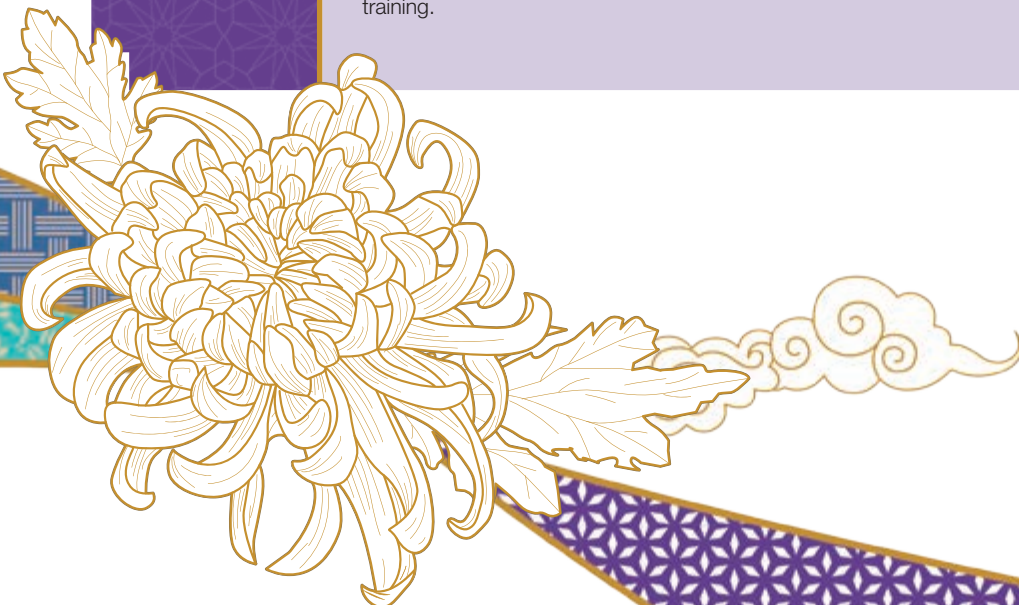
Conducted **917** emergency drills with **27,808** person times.

Conducted **3,365** safety checks on projects;

Issued **1,536** orders for safety risk elimination with **100%** response rate;

Eliminated **8,777** safety risks with **8,775** closed-loop cases, achieving a closed-loop rate of **99.9%**.

Invested **RMB 81,992,500** in safety works.



QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT



Case Study

SAFETY TRAINING

Yuexiu Property persists in improving its safe production capacity and pays key attention to safety education and training, so as to enhance the overall safety control level. In 2018, Yuexiu Property organized training programs in the aspects of commercial property safe production standardized management regulations, driver safety education, food safety management, residential property safe production standardized management regulations, Yuexiu Property safe production management measures, emergency handling skills, etc.



Case Study

EMERGENCY DRILL

To improve the emerging response capability and processing capability to high zone fire hazards of Yuexiu Property residents and property management staff, Yuexiu Service Hangzhou Company involved the local government and resident representatives in an emergency drill.

The drill simulated a fire hazard in the high zone of Building No. 13 of a local community, in which the thick smoke triggered the fire alarm and the fire-fighting team immediately organized resident rescue and evacuation with local administration, public security and sanitation authorities. Ladder trucks were dispatched and fire-fighting and rescue works were carried out according to the conditions of the fire and the trapped people. Residents gave high recognition of the drill for it improved their capability to handle emergencies and save themselves.



In the future, Yuexiu Property will further implement safe production and prioritize safety risk control, in order to support the sustainable and fast growth of the Group with stronger and more accurate measures as well as a deeper sense of responsibility.

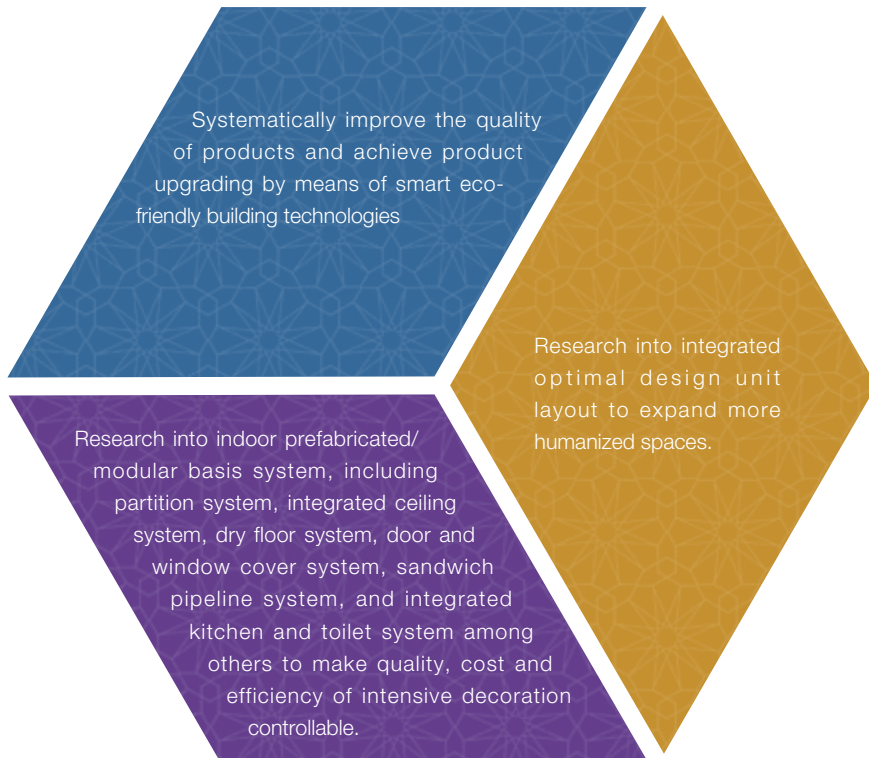
05 /
QUALITY PRODUCT AND
PROGRESSIVE DEVELOPMENT



5.4. RESEARCH AND DEVELOPMENT

Yuexiu Property adheres to the philosophy of respecting innovation and pursuing excellence, continuously cultivates green and healthy human settlement products, continuously fuses advanced concepts in technology and products, and explores innovation. Combined with high-tech intelligent building system, higher requirements are put forward for product development and innovation. The Group continues to explore, actively develop, and further expand innovative products, such as prefabricated buildings and mainstream intensive decoration standards.

Research and development philosophy at Yuexiu Property:



QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT



Case Study

CONTINUOUS INNOVATIONS RESPONDING TO CUSTOMER DEMANDS

In 2018, Yuexiu Property issued the *Research on Indoor Assembly Decoration Design* research report, the *Design Standards for Technical System of Whole-cast-in-situ External Wall*, the *Prefabricated Construction Management Manual*, the *Prefabricated Construction Engineering Management*

Guidelines, and other relevant standards and guidelines to regulate the operations. Besides, to reinforce innovation input and output, the Yuexiu Property Product Center launched “YUE Research Institute” Wechat public account to release outstanding product analysis reports, featured product research contents, and innovative products on a regular basis.



➤ Customer research

To better understand customer demands, Yuexiu Property conducted surveys on 80,000 residents of 31 new projects in 8 cities. After the analysis of 8,434 responses, Yuexiu Property was able to further understand its customer structure, characteristics, product demands, housing purchase and living experience, etc. Yuexiu Property will conduct deeper research in detailed directions to find more supporting facts for its subsequent R&D works.



Case Study

COOPERATION WITH ALIBABA CLOUD COMPUTING FOR INTELLECTUALIZATION UPGRAD

With the rapid development of AI technologies and the increasingly frequent application of AI in the real estate industry, intellectualization upgrading of the industry has become an irreversible trend. To respond to the Guangzhou city's promotion of "IAB" strategic industrial development, Yuexiu Property has been constantly seeking breakthroughs in traditional real estate field to push forward its transformation and upgrading.

Yuexiu Property actively seeks partnership with high-tech enterprises and industrial platforms, and has reached cooperation consensus with outstanding technological companies such as AIV China and Alibaba Cloud Computing,

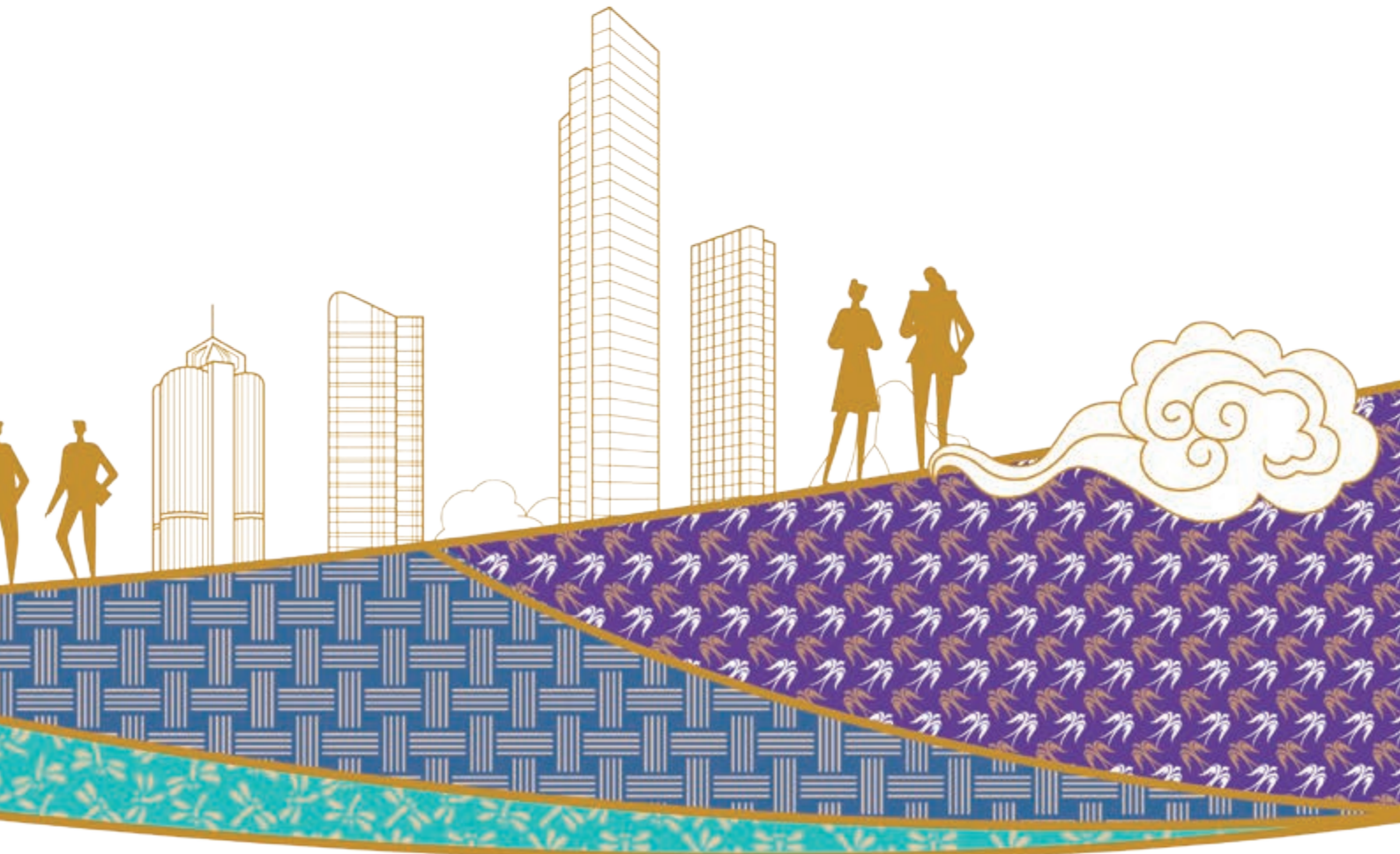
with several trial projects in progress. Yuexiu Property's partnership with Alibaba Cloud Computing is a cross-industry cooperation to jointly promote intellectualization upgrading of the industry. Yuexiu Property with its competitiveness in real estate development, capital pooling, construction, real estate resources, and Alibaba Cloud Computing with its resources in cloud computing, IoT, AI, New Retails, will establish a long-term, stable, and in-depth strategic partnership in technological innovation, technological services, intellectualization, digitalization, and city-industry integration for win-win development.



QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT

5.4.1. Intellectual Property (IP) and Trademark Management

While pursuing innovation and development, Yuexiu Property pays high attention to IP and trademark management of itself and its partners. Yuexiu Property strictly abides by the *Advertisement Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, and other laws and regulations, and established internal regulations on IP and trademark management. The Group safeguards its own intellectual property rights and respects those of others by strictly conforming to the permitted scope of use. Besides, Yuexiu Property strictly requires its brands and marketing-related departments to use authorized materials to reduce risks of right infringement, and actively resorts to legal solutions regarding infringement of the Group's intellectual property rights.



QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT

5.5. NEW BUSINESS DEVELOPMENT

Yuexiu Property constantly looked into the market demand, and explored in the existing product system. Under the guidance of the customer values, we develop differentiated products and humanized products that can create value for customers.

5.5.1. Active Development of Elderly Care Property

As a local state-owned enterprise, Yuexiu Property carefully observes social trends and actively respond to national policies in its operation in the elderly-care industry. Guangzhou Yuexiu Elderly-Care Industry Investment Holding Co., Ltd was formally established with the mission of “Reshape Elderly Living and Explore Happy Life”, providing elderly-care products and services with warmth. Throughout 2018, Yuexiu Property explored new elderly-care methods and brought forward several projects including Yuexiu Haiyi Yuan Whole-Age Elderly-care Community, Yuexiu Yinxing Yiyuan Nursing House, Jinyang Mansion Medicare-nursing complex, and Wuhan Yuexiu Global Financial Center elderly-care apartments.



Case Study

CHARACTERIZED BRAND AND INDUSTRIAL BENCHMARK ESTABLISHMENT

Yuexiu Property has dedicated itself to providing comfortable, safe, and pleasant living environment for the elderly. With 9 projects offering nearly 4,000 beds nationwide, Yuexiu Elderly-care has formed a business layout covering the Pearl River Delta, Central China, and the Yangtze River Delta, with Guangzhou as the core city. All the projects are distributed in the city centers of 1st and 2nd-tier cities with relatively large aging population. These projects are well connected with Class III Grade A hospitals with one-stop special medical service channel.



9 projects

with nearly 4,000 beds nationwide



Case Study

FIVE-STAR ELDERLY-CARE INSTITUTE IN GUANGDONG PROVINCE – YUEXIU YINXING YIYUAN

Regarding its outstanding services for over one hundred elderly residents, Yuexiu Yinxing Yiyuan was recognized as a five-star elderly-care institute in Guangdong Province. Yuexiu Property has provided the seniors with a homeland full of hope, humanistic spirits, and cross-generation communication with convenient, professional, cost-effective, and well-supported modern elderly-care services.

QUALITY PRODUCT AND PROGRESSIVE DEVELOPMENT

5.5.2. Active Participation in Urban Renewal

Yuexiu Property takes the full advantages of combined business and finance, plays the role of urban renewal service provider, actively explores urban renewal models, and promotes the new urbanization in Guangzhou.



Case Study

ORGANIC INTEGRATION OF URBAN RENEWAL AND ELDERLY-CARE BUSINESS

Taking the transformation of Guangzhou Zhenfang Building, a traditional office building, into an urban elderly-care complex as the starting point, Yuexiu Property embarked on a new business model that combines conservation of social resources with solving urban development problems.

The renovated Guangzhou Zhenfang Building will be positioned as a mid to high-end urban elderly-care complex, drawing on the resources of Yuexiu Property as a state-owned company and the advanced elderly-care philosophies from overseas, aiming to forge a benchmarking project in Guangzhou.

5.5.3. Long-Term Rental Business Expansion

Yuexiu Property actively responded to and implemented the call of the Central Government and Guangzhou municipal government to cultivate and develop the housing rental market with multiple platforms, channels, and methods.

With cloud computing and AI technologies and services of Alibaba Cloud Computing, Yuexiu Property has established an intelligent management platform of long-term rental apartments. Yuexiu Property will further cooperate with other platforms in the internet ecosystem, such as Ant Financial, Mogoroom, and Cainiao for traffic infusion, credit rating, community O2O, and other business scenes to create value-adding services that better cater to the needs of urban adolescent.



06

COMMUNION BUILDING AND GREEN DEVELOPMENT

Adhering to the brand mission of “Where Good Living Starts”, Yuexiu Property actively promotes its environmental protection works and integrates the idea of “green development” into the Group’s development strategies. By optimizing resources structure, deepening sustainable operation and green livable communities, and implementing measures of green building, green construction, green property, and green office based on the green strategies, the Group aims to realize a mutual development of the Group and the society, the harmonious co-existence between human and nature, and the common prosperity of ecology, economy, and civilization.

ESG issues and their materiality in this Chapter:



■ Materiality to the Group
■ Materiality to stakeholders



06 / COMMUNION BUILDING AND GREEN DEVELOPMENT

As one of the ten largest green real estate companies in China, Yuexiu Property actively shoulders its social responsibilities. Guided by the green development vision of “Build Green and Harmonious Space, Bring Low-carbon for Good Living”, the Group actively introduces sustainable operation methods, improves its environmental management and monitoring mechanism, and promotes green culture, green office, and green community, in order to reduce adverse environmental impact of business development. We have developed following green development strategies for our sustainable development.

YUEXIU PROPERTY GREEN DEVELOPMENT STRATEGIES

Green building:

improve the environmental management mechanism of construction projects, promote green building and sustainable urban space, and utilize green financial instruments to push forward green development.

Green construction:

actively promote the research on and application of green building systems, reduce environmental impact throughout project development, and protect peripheral ecological environment.

Green promotion:

organize diverse environmental educational activities on a regular basis, promote environmental protection to employees, residents and customers, accumulate environmental protection knowledge, and build green culture in office and communities.

Green property:

promote the idea of sustainable operation, actively introduce intellectualized and informationalized tools to enhance energy consumption management and improve resources efficiency of buildings and facilities, and create a green business and living environment.

Green office:

practise and promote paperless office, actively implement energy conservation measures, promote waste classification, and maximize waste re-utilization.

COMMUNION BUILDING AND GREEN DEVELOPMENT



Case Study

LEVERAGE THE POWER OF GREEN FINANCE: YUEXIU PROPERTY RANKED THE TOP20 LISTED REAL ESTATE COMPANIES IN GREEN CREDIT INDEX

On 22 December 2018, The Investment Consulting Special Committee of The Investment Association of China held the “2018 China Green Finance and Green Building Summit Conference” in Beijing. With its outstanding performance in green finance and green building, Yuexiu Property was awarded the “2018 TOP20 Green Credit Index of China Listed Real Estate Companies”. The chairman of the Board of Supervisors of Key Large Enterprises of the State-owned Assets Supervision and Administration Commission of the State Council delivered the award and expressed recognition of Yuexiu Property’s leading performance in green building practice. In the future, Yuexiu Property will continue to actively respond to national calls, increase investment in green building, improve its innovation and operation capacities, so as to realize the sustainability of the green finance market and the green building industry.

6.1. GREEN BUILDING

The *Green Building White Paper* issued by Yuexiu Property in 2013 specified the overall green building development goals of Yuexiu Property. All the construction projects (including residential, office, commercial, etc) will be built as per green building standards observing the development philosophy of “Intelligent, Green, and Low-carbon”.

According to the Group’s sustainable development strategy, Yuexiu Property designs and builds its own projects with reference to the *National Guidelines for Design of 1- and 2-Star Green Building*, the *Management Measures for 1 and 2-Star Green Building Identification Logo (For Trial Implementation)* and the *Detailed Rules for Implementation of Green Building Identification Logo (Revised for Trial Implementation)*. According to the Detailed Rules for Management of Green Building Construction Projects, Yuexiu Property classifies green building projects based on project significance or green building standards, and adopts comprehensive and full-process project control from the project initiation stage to the post-operation assessment stage. In 2018, we called on our regional companies in central China, east China, Guangzhou City, Nansha District, and the Pearl River Delta to establish the Technical Standards for Residential Projects of Regional Companies, which included the green building technical requirements.

We actively responded to the national call to develop green buildings, and strictly managed our projects from design to operation. In 2018, we obtained 6 green building certifications with a total certified floor area of approximately 900,705m².



In 2018, we obtained 6 green building certifications with a total certified floor area of around **900,705m²**

COMMUNION BUILDING AND GREEN DEVELOPMENT

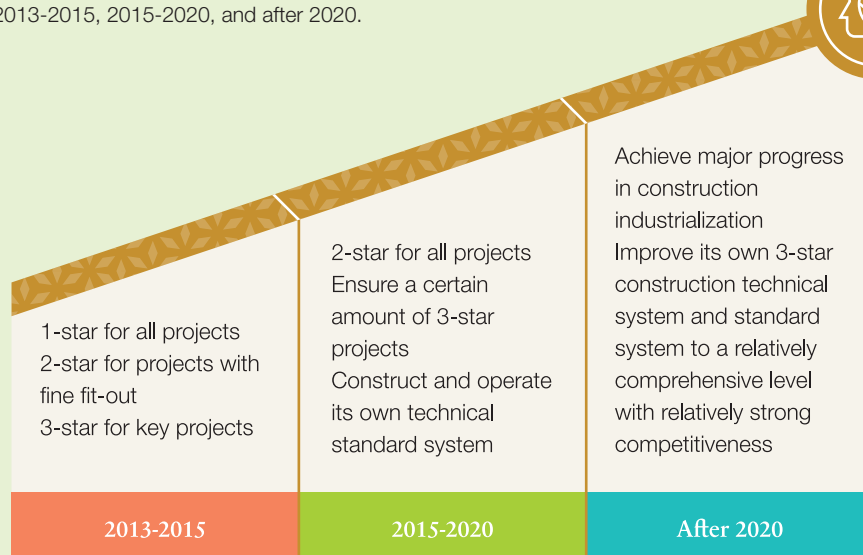
Key projects obtained green building certification in 2018				
Project Type	Project Name	Level of Certification	Year of Certification	Area of Certification (m2)
Commercial property	Yuexiu Financial Tower	LEED EBOM v4 Platinum certification	2018	211,072
Commercial property	Building 1-1 and 1-2 of Zone 7-1, Phase VII, Nansha Binhai Garden	National 2-Star Green Building	2018	118,452.96
Residential property	Building 1-12# of Zone I, Phase X, Nansha Binhai Garden	National 1-Star Green Building	2018	262,158.17
Commercial property	Hotel of Phase V of Nansha Binhai Garden	Provincial 1-Star A Green Building	2018	55,161.16
Commercial property	Building G1 of Zone 1, Phase IX, Nansha Binhai Garden	National 1-Star Green Building	2018	28,166.70
Residential property	Building 1-11# of Phase IX (Phase I), Nansha Binhai Garden	Provincial 1-Star A Green Building	2018	225,694.53



Case Study

GREEN BUILDING DEVELOPMENT STRATEGY

The green building development strategy of Yuexiu Property is divided into three phases: 2013-2015, 2015-2020, and after 2020.



COMMUNION BUILDING AND GREEN DEVELOPMENT



Case Study

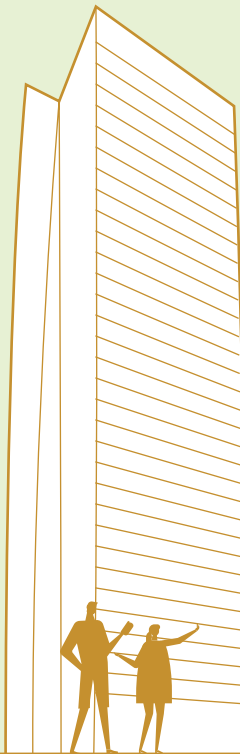
YUEXIU FINANCIAL TOWER OBTAINED THE LEED EBOM V4 PLATINUM CERTIFICATION WITH THE WORLD'S HIGHEST SCORE

Yuexiu Financial Tower obtained the LEED EBOM v4 Platinum certification with the highest score of 97 in the world after the IFC, becoming one of the only two LEED EBOM v4 Platinum certified projects in Guangdong Province after the IFC, reaching a new height for Super Class A green building construction in Guangzhou, Guangdong, China, and throughout the world.

The green technologies and measures adopted in this project included (shown in the section image): solar water heating system (serving 62nd - 68th Floor), rooftop greening, water-conservative irrigation, water-conservative utilities, rainwater collection system, energy-conservative lighting fixtures, flexible shading structure, independent sub-metering system, air quality monitoring system, VAV system, adjustable fresh air ratio, AC zoning and multiple working models, ventilation and heat reclamation, curtain wall ventilator (serving 4th - 14th Floor), light guiding tube, permeable pavement.



Globally
highest
score of
97



Major green building measures:

- Solar water heating system (serving 62nd-68th Floor),
- Rooftop greening
- Water-conservative irrigation
- Water-conservative utilities
- Rainwater collection system
- Energy-conservative lighting fixtures
- Flexible shading structure
- Independent sub-metering system
- Air quality monitoring system
- VAV system, adjustable fresh air ratio
- AC zoning and multiple working models
- Heat recovery from exhaust air
- Ventilation and heat reclamation
- Curtain wall ventilator (serving 4th-14th Floor)
- Light guiding tube
- Permeable pavement
- Underground space
- The structural system of frame core tube with huge inclined bracing and reinforcing layer



Case Study

GREEN DESIGN OF YUEXIU INTERNATIONAL
HEADQUARTER SQUARE

The Yuexiu International Headquarter Square was designed in accordance with the 2-star green building standards with focuses on technological innovation and construction practice. The project was built under people-oriented and nature-oriented principles with all-rounded control of the conservation of land, energy, water, materials, the external environment quality, and subsequent operation and management.

- The roof employs 40mm EPS boards for heat insulation; the external wall employs 200mm aerated concrete bricks for heat and sound insulation; the external window employs 6mm mid-transmittance low-e+9mm air +6mm laminated glass for energy conservation.
- Separate the metering of electricity consumption of power, lighting, air-conditioning, and other special usages. Employ digital monitoring electricity meters with long-distance data transmission functions and communication capability with other systems.
- Provide leveled water metering and pressure-reducing devices to ensure water pressure safety. Select water-conservative utilities. Employ faucets and toilets with Grade II water efficiency.

Green Construction

Yuexiu Property strives to minimize the environmental impact of construction and strictly abides by the *Guangzhou City Construction and Development Co., Ltd Detailed Rules for Civilized Construction Management*, the *Yuexiu Property Standardization Atlas for Safe and Civilized Construction (for Trial Implementation)*, the *Yuexiu Property Standardization Atlas for Safe and Civilized Construction*, and other provisions and standards. In terms of site administration, Yuexiu Property clearly stipulates that the contractors must implement dust control, field hardening, vehicle washing, and contaminated water settling measures to minimize pollution, and conform to night construction and green construction requirements of local government with contract force.

All new projects by Yuexiu Property were constructed strictly following the environmental protection requirements of the government with active self-checking and self-rectification. In 2018, there was no accident with significant adverse impact on natural resources and the environment, and no punishment due to construction pollution. All projects went through the environmental impact assessment, achieving an environmental impact assessment completion rate of 100%.



Environmental impact assessment
completion rate of

100%

COMMUNION BUILDING AND GREEN DEVELOPMENT

6.1.1. Industrialized Construction of Residential Buildings

As an irreversible trend of the real estate industry, the industrialization of residential property construction transforms the traditional semi-mechanical production method. The implementation of a series of national policies on prefabricated buildings and residential property construction industrialization has further proved the urgent need for its development. In 2018, Yuexiu Property developed the Site Standardization Construction System (SSCS) with pilot implementation on Jiangmen Starry Mountain project, Wuhan Hanyang Starry Winking project, and Hangzhou Linan Starry City project, and had a plan for wide application in 2019. During the pilot implementation, the high-accuracy and “whole-process-alternated” SSCS construction method with its eco-friendly techniques enormously improved the construction efficiency and prevented unnecessary consumption and rework, achieving real “green construction”.



Special column

SPECIAL COLUMN: SITE STANDARDIZATION CONSTRUCTION SYSTEM (SSCS)

The SSCS system is an organic collection of a series of standardized technologies and management measures to increase construction accuracy, improve alternated construction efficiency and reduce unnecessary consumption. The SSCS system in essence, is the extension and deepening of construction industrialization with the construction site as the center. Yuexiu Property’s SSCS system focuses on “whole-process-alternated” construction management with three core techniques, namely, aluminum mold board, whole cast-in-situ external wall, and fine-built internal wall, and five main supporting techniques, namely, whole-steel intelligent climbing scaffolding, post-formed and small PC board, accurate embedment of water and electricity facilities, integration of permanent and temporary fire facilities, and floor water interception system.



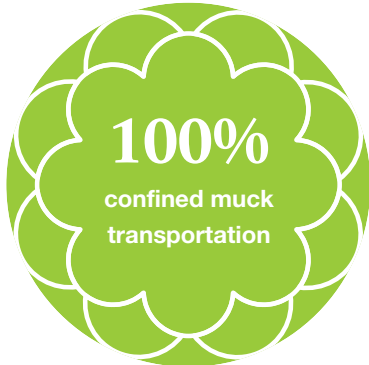
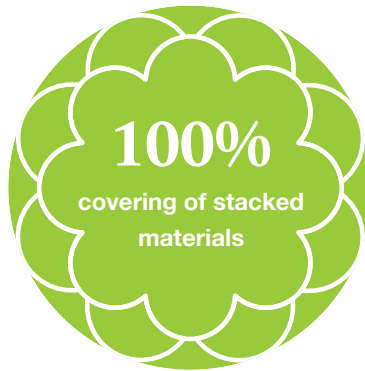
Maintenance of fine quality and environmental impact reduction

- Aluminum mold board: facilitate one-step forming of most structures, significantly reducing unnecessary consumption of labor, materials and energy due to post-forming
- Whole-steel intelligent climbing scaffolding: facilitate efficient construction, repeat usage, and improve construction accuracy, so as to ensure construction quality and safety
- High-accuracy internal wall construction: effectively reduce material and water consumption, and improve construction efficiency
- Integration of permanent and temporary fire water system: conserve temporary resources input and reduce consumption
- Floor water interception system: facilitate organized construction wastewater discharge and water reclamation
- Clean and orderly construction site: effectively reduce air pollution cause by construction dust

COMMUNION BUILDING AND GREEN DEVELOPMENT

6.1.2.Green Construction Practice

To further strengthen site environmental management, Yuexiu Property requires all contractors to comply with related articles in the construction contract and take measures to meet site environmental requirements, including the six “100%” requirements on dust control:



Case Study

GREEN CONSTRUCTION PRACTICE

After ensuring construction quality, Yuexiu Property took full use of its green construction technologies to protect the environment and realized the conservation of energy, land, water, and materials. The achievements of Yuexiu Property's green construction include:

- **Real-time environmental monitoring facilities:** such facilities are installed in The Lingnan Courtyard in Foshan, Shanghai Village, as well as other projects to monitor the real-time level of noise, PM2.5 and PM10 for the reference of subsequent measures to reduce environmental impact
- **LED energy-conservative light belt:** in some projects, LED light belts are employed to replace traditional light bolts, conserving electricity by 0.5kwh/m² of construction area
- **Full-automatic high-pressure vehicle-washing machine:** in some of the project sites, full-automatic high-pressure vehicle-washing machines are employed to replace manual washing. Such machines can achieve better cleaning effect and water reclamation. In the meantime, they can be disassembled and re-assembled for reuse, saving cost by RMB0.5/m² of construction area.

COMMUNION BUILDING AND GREEN DEVELOPMENT



Case Study

GREEN CONSTRUCTION PRACTICE OF THE TIANHE BUSINESSES TRAVEL PROJECT

The Tianhe Businesses Travel project adopted a series of measures to reduce light pollution, noise pollution and dust pollution, considerably reduced disturbance on peripheral residential blocks and ensured the smooth progress of construction. The major measures adopted include:

- 1) Before 21:00, all tower crane lights shed on the construction site; after 21:00, all such lights are turned off.
- 2) Closed scaffoldings and aluminum board supporting system is employed for the construction of the west tower to reduce noise and dust from the source which would otherwise have been generated by traditional wood supporting systems.
- 3) Bamboo cushion for mold removal is employed to reduce noise generated by the direct crash of aluminum board and the floor, significantly alleviating the impact of mold removal.
- 4) Effective measures are implemented to control noise exceeding the stipulated value to ensure compliance with the *Emission Standard of Environment Noise for Boundary of Construction Site*, for example, providing soundproof awnings around concrete pouring pump machines.
- 5) The project assigns third-party testing institute to conduct daytime construction noise tests to timely monitor the noise level.
- 6) Waste concrete and metal are recycled in a timely manner, with a monthly recycle volume of 15 tons of construction wastes and 10 tons of metal wastes.



6.1.3. Biodiversity Protection

Biodiversity is fundamental to the existence and development of mankind. Yuexiu Property's new projects strictly abide by the *Environmental Impact Assessment Law of the People's Republic of China*, and conduct analysis, forecast and assessment on potential or adverse environmental impact (including peripheral ecosystem, biodiversity, etc). During demolition and removal process, Yuexiu Property adopts multiple measures to safeguard the natural habitats and biodiversity. In 2018, there was no case of adverse impact on biodiversity by Yuexiu Property.

COMMUNION BUILDING AND GREEN DEVELOPMENT

6.2. Green Operation

As the society, technologies and philosophies of environmental protection develop, a new trend has emerged to integrate green technologies with urban renewal in low-carbon microrenovations of residential communities. Yuexiu Property and its affiliated property service companies gradually promote and optimize various measures, and establish relevant management regulations in order to reduce carbon emissions, improve electricity efficiency and water saving intensity. In 2018, we upgraded the *Management Procedures of Wastes and Chemical Matters* to the *Management Procedures of Environmental Protection*, which, taking whole life-cycle of property management services into account, extended the management scope to environmental protection, energy and resources conservation besides wastes and chemical matters. The property management departments are required to count and gradually reduce material consumption in planning, procurement, working methods, storage, and transportation to reflect sustainability, high efficiency, multiple functions, and re-utilization, with promotion of non-hazardous and non-toxic techniques and production materials. In the meantime, Yuexiu service companies established the *Management Procedures of Environmental and Health Safety Monitoring* to regulate the measurement and monitoring of operations and activities with potential environmental or health risks.

We are dedicated to creating pleasant and people-oriented community spaces with green and low-carbon technologies, and promoting low-carbon life styles for a harmonious community atmosphere as well as sustainable development of green communities.

Greenhouse gas emissions and density			
ESG indicator	Unit	2017	2018
Scope 1:Carbon dioxide emissions	Ton	640.9	2,318.42
Scope 2:Carbon dioxide emissions	Ton	36,063.5	37,316.53
Total Carbon dioxide emissions	Ton	36,704.4	39,634.96
Emission density	Ton/person	5.04	4.84
Emission density	Ton/RMB1,000,000 revenue	1.54	1.50

6.2.1.Renovation towards Energy Conservation

Yuexiu Property is dedicated to improving the energy efficiency of newly built and existing properties. As electricity consumption is the main source of our energy consumption, we strive to reduce overall energy consumption and carbon emissions by actively promoting lighting renovation and introducing energy-conservative equipment.

Energy Consumption of Yuexiu Property in 2018			
	Total consumption	Density (Per person)	Density
			(per RMB1,000,000 Revenue)
Gasoline (litres)	500,388.12	61.10	21.03
Diesel (litres)	13,899.55	1.70	0.58
Natural gas (m ³)	414,233.00	50.58	17.41
Pipeline gas (m ³)	123,400.00	15.07	5.19
Canned liquefied petroleum gas (kg)	45,469.00	5.55	1.91
Electricity consumption (MWH)	58,681.52	7.17	2.47
Total Energy Consumption (MWH)	68,579.82	8.37	2.88

COMMUNION BUILDING AND GREEN DEVELOPMENT



Case Study

UNDERGROUND GARAGE RENOVATION TOWARDS LIGHTING ENERGY CONSERVATION

Yuexiu Property renovated the underground garages of its all projects, replacing the original T8 fluorescent tubes with LEDT8 intelligent double-luminance light tubes, with the power rate decreasing from 40W to 2.5W in low illuminance and 10W in high illuminance per tube, an average power rate of 4W. Such renovation not only significantly reduced lighting energy consumption, but also created an atmosphere of 'welcome home' for residents coming back home. Through use of energy-conservative

lamb, Starry Blue Ocean in Shenyang saves RMB86,300/year on electricity; through cooperation EMC method, Starry Winking, Starry Emperor, and International Financial City in Wuhan save RMB487,800/year on electricity expense.

(EMC: cooperation for energy conservation renovation wherein the constructor pay for the renovation cost and the user repay the constructor with saved electricity fee)

6.2.2.Renovation towards Water Conservation

Yuexiu Property pays attention to water saving and consumption reduction, starting from daily life, with administrative, technical, economic and other administrative means to strengthen water management, adjust the structure of water use, improve the way of water use, and utilize water scientifically and reasonably, to avoid the waste of water resources and also improve the staff's awareness of water saving.

Water Consumption of Yuexiu Property		
	Year 2018	Year 2017
Total water consumption (m ³)	1,992,817.17	2,805,950.55
Density (per person)	243.32	385.43
Density (per RMB1,000,000 revenue)	75.39	117.93



Case Study

ADOPTION OF LID RAINWATER COLLECTION SYSTEM IN LINGNAN PIEDMONT AND LINGNAN XINYUAN

To respond to the call of sponge city construction and ensure the compliance with runoff control requirements, Yuexiu Service adopted LID rainwater collection system for Lingnan Piedmont, Lingnan Xinyuan and other projects. Rainwater after filtration is utilized for water supplementing of park roads and landscape pools, saving around RMB10,000/year on water consumption expense.





Case Study

REUTILIZATION OF TREATED HOUSEHOLD WASTEWATER IN STARRY MOUNTAIN IN JIANGMEN

The man-made lake of Starry Mountain in Jiangmen was originally supported with municipal water supply with each refilling during dry winter times costing around RMB 10,000. In 2018, its property service center renovated the water system by introducing reclaimed household wastewater. The waste water goes through Grade III filtration and is stored in water tank. When the water level of the man-made lake is lower than the targeted level, the water tank will release stored water to the man-made lake; when the water level is higher than the targeted



Around

RMB 30,000 was saved

level, the excessive water will be discharged to municipal pipelines. With such water recycling system, around RMB 30,000 was saved on costs of water supply in 2018.



Case Study

YUEXIU FINANCIAL TOWER CONTINUES REFORMATION TOWARDS WATER CONSERVATION

Yuexiu Financial Tower comprehensively promotes water conservation and achieved 100% utilization rate of water-conservative utilities. 19.6% of its hot water supply is generated by using the renewable energy. The building is equipped with rainwater collection system for toilet flushing, garage washing, landscape water supplement, and greening irrigation of 12th Floor and below floors. The utilization rate of non-traditional water source is 14.18%. Throughout the year, 10,083.34m³ of rainwater and 11,993m³ of condensated water were consumed, with a total of 22,076.34m³ water consumed from non-traditional water sources.



100%

water-conservative utilities

22,076.34m³

of non-traditional water
sources

6.2.3. Utilization of Resources

According to the business nature and actual operation of Yuexiu Property, the types of wastes generated in property operation are mainly general wastes, such as waste paper and cardboard, with a small amount of wastes that have a greater impact on the environment, such as used lighting tubes and batteries. The key to solid waste management is control at the "source": reducing the volume and weight of wastes generated. Yuexiu Property strictly implements solid waste treatment methods, such as discharge after treatment, separate storage, solid waste recycling, so as to achieve volume reduction, detoxification, resources recycling and more environmental-friendly.

COMMUNION BUILDING AND GREEN DEVELOPMENT



Case Study

PRACTICE OF WASTE CLASSIFICATION IN GLADE VILLAGE AND GREEN GARDEN IN CONGHUA

Glade Village and Green Garden in Conghua actively implemented waste classification as advocated by the government by educating residents with related knowledge and cultivating their habits. In the meantime, the two projects employed intelligent waste classification equipment from Xiaohuanggou, an intelligent waste recycling platform, for residents to dispose metal, plastic, paper, second hand clothes and other recyclable wastes while getting rewards or small gifts. Such operation method not only brings convenience to residents, but also promotes waste classification and improves environmental awareness.



Case Study

YUEXIU SERVICE WUHAN COMPANY UTILIZES GREENING WASTES TO IMPROVE SOIL

To reduce solid wastes generated during property operation, Yuexiu Service Wuhan Company conducts proper re-utilization of greening wastes. After lawn mowing, the wastes are recycled and re-used as soil fertilizer. With composting, most of the greening wastes are turned into fertilizers, saving spaces, improving soil quality, and effectively reducing secondary pollution.



COMMUNION BUILDING AND GREEN DEVELOPMENT

6.3. GREEN OFFICE

In addition to its own products, Yuexiu Property also emphasized the environmental impact in terms of energy consumption and resource use at its own office, and actively implements the philosophy of “Green Office”, and therefore formulated Yuexiu Property Office Area Administration Guidelines to manage the use of energy in its office space and create a green workplace.

We employ OA office system and video conference system to reduce the frequency of business trips and conserve energy and resources. In the future, we will further upgrade our energy-conservative measures and extend them to a broader scale in business and daily operation, so as to promote the environmental protection in China.



Case Study

ELECTRICITY CONSERVATION

The following provisions in the *Yuexiu Property Office Area Administration Guidelines* impose mandatory requirements on energy saving measures in its office areas, and require designated personnel of each department to be responsible for the management of electricity consumption in the office area within the department, so as to ensure that the lights and related fixtures and equipment such as

computers and printers are turned off in time when the last person leaves his or her office. The last leaving colleague is responsible for checking and turning off water taps, lights and other electrical appliances in office area when he or she leaves. Besides, Yuexiu Property requires each regional company to actively promote energy conservation by posting reminder labels around switches.



Case Study

NON-HAZARDOUS WASTES REDUCTION

We encourage employees to dispose used papers or expired archives conforming to solid waste disposal principles to reduce waste volume and pollution. Papers are shredded and classified; double-sided printing is adopted to conserve paper and reduce generation of non-hazardous wastes.

COMMUNION BUILDING AND GREEN DEVELOPMENT

6.4. GREEN PROMOTION

Besides green operation, Yuexiu Property also initiates or participates in public services activities promoting environmental protection. By promoting the low-carbon life style among communities, we call on more people for joint action to protect the environment.



Case Study

YUEXIU SERVICE NANSHA COMPANY ORGANIZED “BETTER ENVIRONMENT, BETTER LIFE” PROMOTIONAL ACTIVITIES

To raise the environmental awareness of employees and residents, Yuexiu Property Service Nansha Company organized the “Better Environment, Better Life” promotional activities. In order to promote the publicity of environmental protection knowledge, Nansha Company conducted a quiz competition on environmental protection knowledge among residents via Wechat public account. At the same time, the company also provided waste classification training to service center staff, and promotion and education about waste classification in the communities.



Case Study

URBAN OASIS, WITH SUPPORTS OF ITS RESIDENTS, PASSED APPRAISAL AS WASTE CLASSIFICATION PILOT PROJECT

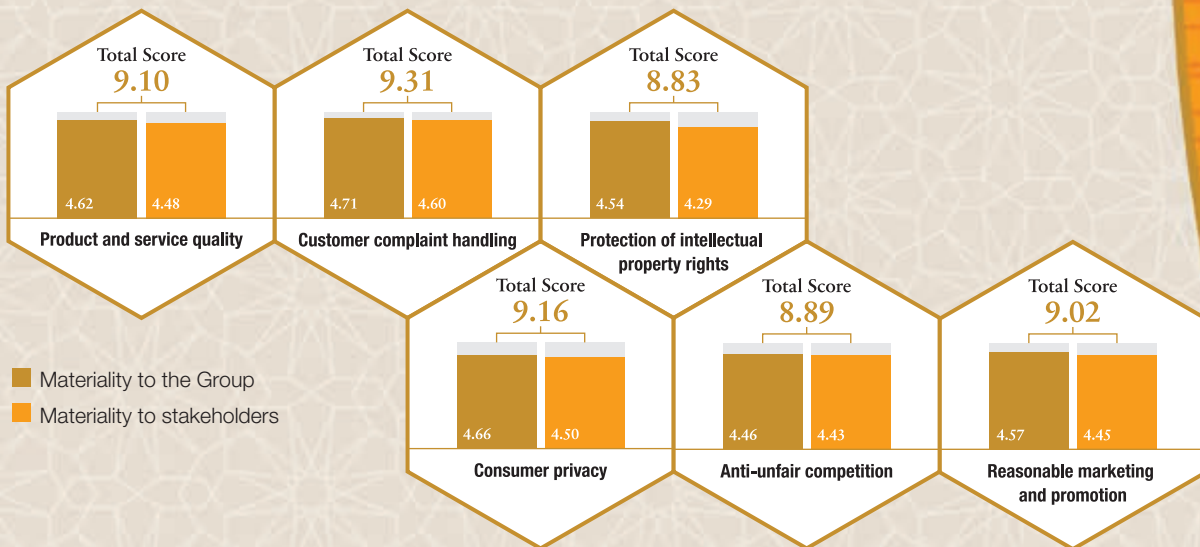
In March 2018, Urban Oasis became one of the pilot project of waste classification in Haizhu District, Guangzhou. Its service center organized multiple promotional events of waste classification with governmental functional departments. With the posting of signs and posters, the door-to-door promotions, and the active responses of community residents, after 6 months, Urban Oasis successfully passed the appraisal organized by the Guangzhou Municipal Government.

07

FULL-HEARTED COMMITMENT AND SINCERE SERVICE

Yuexiu Property is customer-oriented, integrating customers' expectations and requirements into the quality of products and services, and constantly improving customer satisfaction through efforts in customer information security, customer complaint handling, customer care and harmonious community building.

ESG issues and their materiality in this Chapter:



■ Materiality to the Group
■ Materiality to stakeholders





07 /

FULL-HEARTED COMMITMENT AND SINCERE SERVICE

7.1. Protection of Customer Rights and Interests

7.1.1. Information Security

Yuexiu Property strictly abides by the provisions of the *Consumer Protection Law of the People's Republic of China*, strictly implements the *Mobile Case Manager Management Standards (Provisional)* and other relevant internal systems, defines the authority and relevant procedures of the staff on each position with respect to the use of customer information, defines the management responsibilities with respect to customer information, prevents the leakage and loss of personal information, and comprehensively protects the security of customer information. In addition, in accordance with the *Group's Guidelines on Customer Contact Management During the After-Sales Service Phase*, we will strengthen group-wide customer information security management, standardize the process of customer information access and user access rights, standardize the environment in which customer information is kept, reduce the risk of illegal use and dissemination of customer information, provide customers with safe and honest customer service during the period from ordering to delivery, prevent and control contract performance risks, improve service quality and optimize customer experience.



Case Study

CUSTOMER INFORMATION SECURITY AT SALES END

Yuexiu Property always emphasizes protection of customer information, and sets access restriction on sales ends with strict management. The sales persons can only access the information of their own customers, and the project sales directors can only access the customer information of their own projects. We conduct timely review

of information accuracy and completeness to ensure information quality. With all-rounded management and control, we safeguard customer privacy and protect customer rights and interests.

7.1.2. Responsible Marketing

In the process of product marketing and promotion, Yuexiu Property strictly abides by the *Regulatory Measures on the Sale of Commercial Houses* to ensure that the information conveyed in the sales process is true, legal, scientific and accurate, and provides relevant documents to customers for reference, so that the marketing means satisfy the requirements of social responsibility, thus a transparent sales and promotion environment is created.

Yuexiu Property strives to improve its service quality by dispatching employees as “secret customers” for satisfaction survey and comprehensive appraisal of services including sales scene, contract signing and registration services, engineering quality, community planning and design, property services, etc, aiming to improve overall service quality from the basic levels and maintain legal marketing, so as to raise brand recognition.

FULL-HEARTED COMMITMENT AND SINCERE SERVICE

7.2. CUSTOMER SATISFACTION SURVEY

As living standard improves, residents demand better products and services. Yuexiu Property keeps its promises of providing high quality services and ensuring customer satisfaction with constant customer communication and feedback collection.



Case Study

THIRD-PARTY SATISFACTION SURVEY

We employ professional third-party organization every year to rate the overall customer satisfaction and property services satisfaction, so as to objectively observe our service level and further improve our complaint handling mechanism.

Gallup (third-party) rating scores:



Score breakdown of the recent two years

	2016 (rated in April 2017)	2017 (rated in March 2018)
Overall property services satisfaction	77	84
Service manner	86	93
Greening maintenance	89	91
Service center handling efficiency	80	91
Timely release of community information	82	90
Rich community activities	82	90
Timely assistance from property services	82	89
Community security	80	89
Eradication of "four pests"	78	89
Landscape maintenance	89	89
High-end property services	95	89
Clean environment	84	88
Facility maintenance	76	85
Parking lot management	71	82



7.3. CUSTOMER COMPLAINT AND COMMUNICATION

Customer feedbacks are the driving force of our development. Yuexiu Property always prioritizes customers, listens to their voices, and responds to their questions and complaints through service centers in a timely manner. In 2018, Yuexiu Service Guangzhou Company, Wuhan Company and Shenyang Company were all recognized by customers for their high-quality services.

7.3.1. Respond to Customer Demands

Yuexiu Property established the *Detailed Provisions on Customer Complaint Management* and other relevant regulations to ensure timely handling of customer complaints, and maintained close connection with the 12345 Hotline, the Housing Bureau, the Commercial Bureau, and other governmental departments for timely handling of external complaints.



Case Study

CONSIDERATE AND RESPONSIBLE HANDLING OF CUSTOMER DEMANDS

In Green Garden, some of the buildings are designed with 5 steps at the building entrance, which is inconvenient for the access of baby strollers. One of the residents reported such design flaw to the staff of Yuexiu Property Service Guangzhou Company, who conducted timely communication and developed a plan to build a slope. However, such plan was rejected by two other households, claiming that the

slope would narrow down the staircase. After rounds of communication, all parties finally came to agreement: provision of a 60cm wide detachable aluminum slope, with the cost assumed by the service center. Yuexiu Property Service Guangzhou Company treated customer demands with serious attitude and refined services, bringing convenience and satisfactory experience to its customers.

FULL-HEARTED COMMITMENT AND SINCERE SERVICE

7.3.2. Diverse Communication Channels

Yuexiu Property continues to facilitate customer interaction and communication, and provides more individualized, convenient, and comprehensive information services and support for customers through multiple channels and platforms such as the Enjoy Club, Wechat groups, Wechat public account, and SMS platform.



Case Study

MAINTAIN GOOD CUSTOMER COMMUNICATION

- Yuexiu Service actively strengthens customer communication via Building Manager's Wechat and Wechat public account. All Yuexiu Service regional companies have opened WeChat public accounts, such as Yuexiu Service Guangzhou Company (Public account: 越秀物業廣州公司), Yuexiu Service Nansha Company (Public account: 越秀物業南沙公司), and Yuexiu Service Pearl River Delta Company (Public account: 越秀物業珠三角公司), to publish information on service initiatives, community activities and latest developments from these property service companies, and to strengthen communication with owners.
- In the process of services, Building Managers' WeChat is more often used. By adding Building Managers as their own contacts on WeChat, owners can raise requests for services and Building Managers can easily interact with them; and the service centers can conveniently send information on various services, tips and notifications via Building Managers' WeChat accounts for point-to-point contact; Building Managers also record the daily work of the property service staff in form of diary or illustration, giving owners a clear picture of what they are doing every day.



Case Study

THE ENJOY CLUB

The Enjoy Club is a member club established for Guangzhou City Construction and Development Co., Ltd., a member of Yuexiu Property group, and its subsidiary project companies. By registering a Wechat public account of The Enjoy Club, customers are accepted as club members and entitled to various discounts, customized services, member activities, and commercial resources.

- Customers can check house purchasing progress and the fit-out progress of their new homes.
- Residents can pay property management fees by clicking one button on Wechat, use the smart parking services, open building doors via Bluetooth, report accidents and malfunctions, and send feedbacks or complaints at any time.
- Customers can register as a member agent to recommend new customers such as their relatives to visit and purchase Yuexiu Property products, and receive rich reward and double bonus points for successful references.

Apart from the above functions, The Enjoy Club provides members with rich activities and bonuses. Through daily sign-up and mall consumption, members can get abundant bonuses such as free gifts and one-day trips.

FULL-HEARTED COMMITMENT AND SINCERE SERVICE

7.4. BUILDING A HARMONIOUS COMMUNITY

Yuexiu Property always puts what customers need first, and has built a “TOUCH” service system, and provides pleasant services throughout house selection, purchasing, waiting, acceptance and move-in process. Reflecting the philosophy of “Maintain and Raise Customer Property Value”, we established the “LIFE” services system to provide quality and characteristic property services to create a pleasant living environment of the communities, and extract deeper values of living with mutual growth.

7.4.1. Care for Customers

Yuexiu Property sticks to the philosophy of “Serve Customers and Care for Customers” and delivers professional and heart-warming services to customers. In 2018, Yuexiu Service companies carried out a series of customer care activities including customer visits, community convenience services, caring for elderly persons living alone, and festival greetings, in order to build a harmonious community with the customers.



Case Study

YUEXIU SERVICE NANSHA COMPANY HOME VISITS

Care from people is warmer than the winter sun. To thank owners for their understanding and support and to collect their feedbacks and suggestions, Yuexiu Service Nansha Company sent all its employees for home visits, sending warmth and greeting to owners, and helping owners to clean their doors and repair home appliances.



Case Study

COMMUNITY CONVENIENCE SERVICES

- The “Yue Care for Wonderful Life” activities were held in 6 communities in Zhongshan, Foshan, and Jiangmen, including body checks, free haircuts, and flea market services for customers, and wide recognition was earned.
- On 13 December 2018, the service center of Starry Winking in Wuhan held the 2nd “Community Convenience Services Day”, providing free services of chopper sharpening, mending, shoe and umbrella repairing, haircut, blood pressure measurement, cellphone screen protector installation, and health consultation, and customers feedback was positive. Some customers even joined as volunteers. Such activities enhanced the communication between service centers and customers, and improved the brand image and social recognition of Yuexiu Property Service.



FULL-HEARTED COMMITMENT AND SINCERE SERVICE



Case Study

FESTIVAL GREETINGS TO CUSTOMERS

- On the day of the Laba Festival, Yuexiu Service Hangzhou Company cooked Laba porridge for owners. Such activity not only promoted traditional cultures, but also brought warmth to owners.
- At the beginning of the Chinese New Year, Yuexiu Service Shandong Company sent wishes to owners to wish them happiness, and a wealthy life.



Case Study

CASE: CARE FOR SENIOR OWNERS

- To care for senior owners and create a more harmonious community, on 9 December 2018, Starry Emperor in Wuhan visited senior owners and sent them rice and cooking oil to support their daily life.



- Senior owners need special cares. Yuexiu Service Hangzhou Company regularly visits senior owners over 60 years old and records their needs. The Company sends green plants to new move-in seniors, and sends rice cakes and longevity noodles on the Double Ninth Festival to the elderly living alone.
- Starry Blue Ocean in Shenyang assigns customer service staff and engineering teams to visit elderly persons living alone on a regular basis, check the electricity circuits for them and promoting electricity safety knowledge to them, make them feel cared for as if their own children were around.



FULL-HEARTED COMMITMENT AND SINCERE SERVICE

7.4.2. Community Communion

Community communion is the basis of harmonious development of community. Yuexiu Property integrates the needs of the neighborhoods, encourages resident engagement and bonding with the staff of Yuexiu Property Service by holding a series of community events such as community carnival, Bai Lao Hui, youth basketball camp, etc, and strives to create a new era of urban neighborhoods with warmth and passion.



Case Study

“YUE COMMUNITY +” CARNIVAL – COMMUNITY THEME ACTIVITY HELD BY YUEXIU PROPERTY SERVICE

In February 2018, “Yue Community +” Carnival was held in 10 communities including Lingnan Wood, Lingnan Hillside, Starry Golden Sands, Binjiang Yiyuan, Nansha Binhai Juncheng, and Binhai Yuecheng. The activities integrated brand upgrading and value-adding services, and provided children with games and small gifts, bringing a happy atmosphere to the New Year.

Interesting Interaction · Joy+FUN games

We prepared a series of games for owners and their families during weekends.

【+FUN Building Manager】 Owners built their dream house with the building blocks

【+FUN Happiness Wishes】 Owners made their wishes for 2018

【+FUN Artist】 Children received their DIY package and made their dream house.



FULL-HEARTED COMMITMENT AND SINCERE SERVICE



Case Study

“GRATEFUL FOR YOU” ACTIVITIES

At the 35th anniversary of Yuexiu Property, Yuexiu Service organized a series of “Grateful for You” activities including dumpling-making, breakfast and ginger tea distribution, and fun family games.



Dumpling-making: this lively activity improved the dumpling-making skills of owners and enhanced their friendship. All participants were happy to feel the warmth of friends. Guangzhou Lingnan Wanpan Project organized a “dumpling banquet” to showcase the skills of community “chefs”. Starry Blue Bay in Shandong held a dumpling-making competition, bringing the neighborhood together and creating happiness.

Fun family games: Starry Manwah, Nansha Southern Le Sand, and Binhai Yuecheng of Yuexiu Property Service Guangzhou Company held fun family games with active participation of owners. They shared their times with their own children, and brought a special experience to their children’s childhood.



Case Study

NEIGHBORHOOD TRIPS

In 2018, Yuexiu Service Pearl River Delta Company planned several trips for owners. They visited the waterfalls in Qingyuan, took walks in the romantic city of Zhuhai, appreciated Ginkgo leaves in Shaoguan, and wandered in the

beautiful nature of Yunmen Mountain in Ruyuan. Through such trips, owners became friends with each other, and felt the considerate services of Yuexiu Property Service.



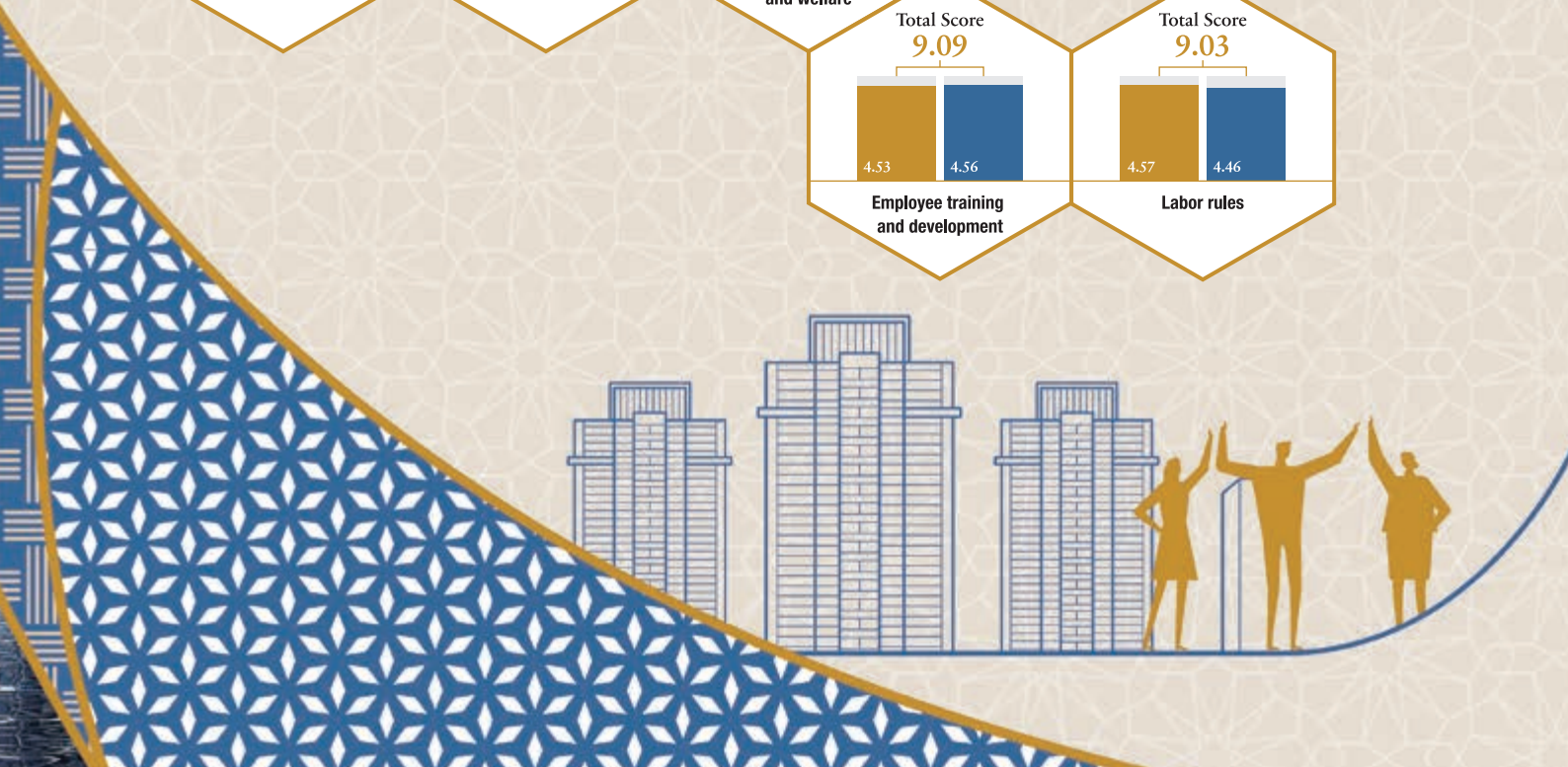
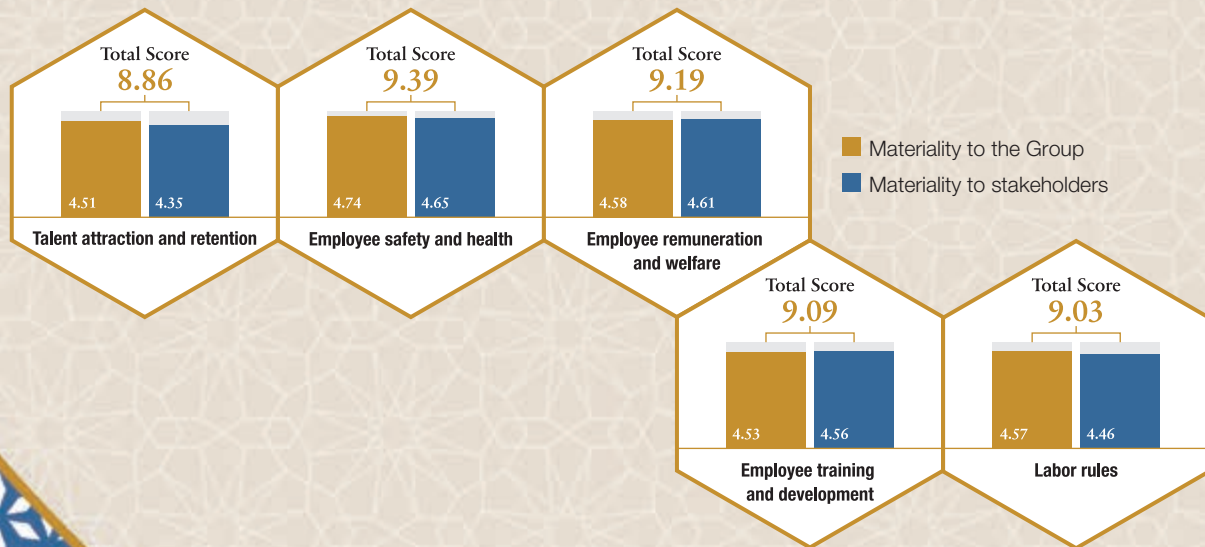




PEOPLE-ORIENTED AND PLEASANT ATMOSPHERE

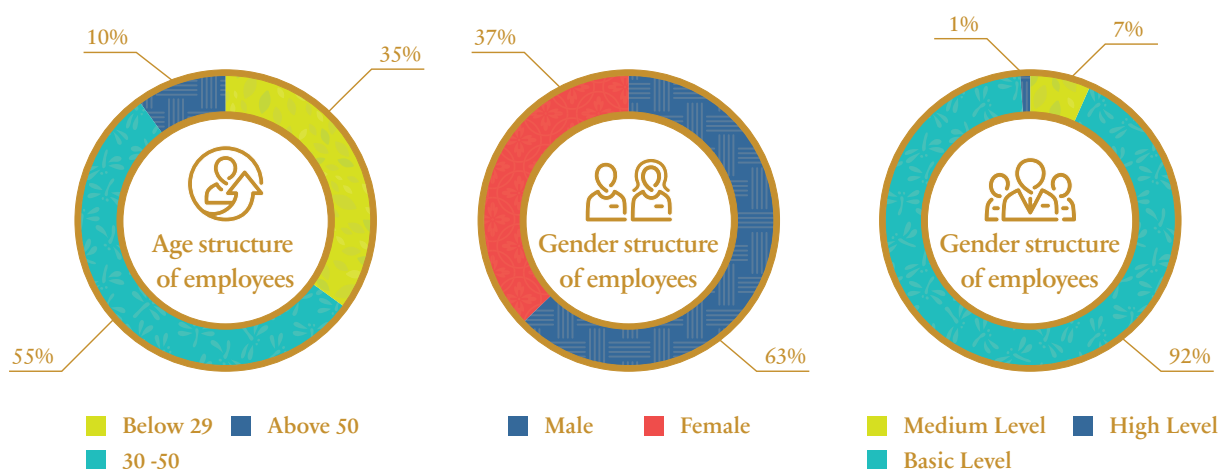
Yuexiu Property takes excellent talents as the foundation for its development, and is committed to building a talent pool of core competitiveness with regulated and people-oriented human resources management system. Yuexiu Property is committed to building an open, efficient and harmonious team, so that passionate and energetic employees can become an important guarantee for the sustainable development of the Group, and mutual growth of talent and the Group can be achieved.

ESG issues and materiality in this Chapter:



08 / PEOPLE-ORIENTED AND PLEASANT ATMOSPHERE

8.1. HUMAN RESOURCES OVERVIEW



Yuexiu Property strictly abides by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, and the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases and other laws and regulations*, and complies with systematic internal human resources regulations such as the *Yuexiu Property Compensation Management Standards*, the *Management Measures of Reserved Talent Cultivation*, and the *Safe Production Accountability Regulations*, covering diversity, anti-discrimination, child labor and forced labor, remuneration and welfare, work times, promotion, occupational training, code of conducts, safety and health, talent development and talent dismissal. By the end of 2018, the total number of Yuexiu Property employees was 8,190, of which the percent of female employees was approximately 37%, and the proportion of employees aged 29 and below was approximately 35%.

8.2. PROTECTION OF EMPLOYEES' RIGHTS AND INTERESTS

Yuexiu Property maintains the basic interests and rights of employees. According to the *Labor Law of the People's Republic of China*, Yuexiu Property has formulated and issued *Yuexiu Property Compensation Management Standards*, *Yuexiu Property Performance Management Standards*, and *Yuexiu Property Employee Onboarding and Offboarding Management Guidelines*, and other human resources management systems. These systems cover the core human resources management activities, such as talent introduction, management, training and development, assessment and exit leave, and protect the legitimate rights and interests of employees in terms of recruitment, salary, welfare, promotion, leave and resignation. We are committed to protecting such rights and interests and ensuring the human rights in daily works.



By the end of 2018, the total number of Yuexiu Property employees was **8,190**, of which the percent of female employees was approximately **37%**, and the proportion of employees aged 29 and below was approximately **35%**.

PEOPLE-ORIENTED AND PLEASANT ATMOSPHERE

Yuexiu Property adheres to equal employment and selects competent talents in an open and transparent manner. We insist on the same salary for the same position, and forbid use of child labor and forced labor, harassment, and labor abuse. We sign labor contracts with employees, with clearly defined rights and responsibilities, and confidential agreements according to relevant regulations. Yuexiu Property prohibits the use of child labor (minors under the age of 16) and forced labor. In 2018, no discrimination and use of child labour or forced labor are identified in all aspects of employment, and labor dispatch was in line with the national requirements.



EQUAL EMPLOYMENT

We create equal employment opportunities and plan our recruitment according to the Group development without discrimination on ethnicity, nationality, gender, religion, age, sexual orientation, political stance, or marital status. In 2018, we recruited 5 disabled people for the archive management positions with the same remuneration package as other employees on the same post.



REMUNERATION AND WELFARE GUARANTEE

Yuexiu Property strictly implements the salary and welfare policy systems of the nation and the Group, provides competitive remunerations in the market, and emphasizes the fairness, rationality and motivation of its internal salary and benefits while recruiting outstanding external talents. We continue to improve and implement our remuneration plans and conduct regular assessment of salary level. In the meantime, we align employees' performance with their salaries by a flexible and variable remuneration system to encourage employees to excel in their works. Besides the basic "five insurances and one fund" and paid annual leaves, we also purchase commercial insurance for employees, and provide compensation on meal, clothes, accommodation, and transportation to enhance employee sense of belongingness.



PROMOTING HUMAN RIGHTS PROTECTION

In 2010, ISO26000 went into effect with one of the 7 principles – "Respect Human Rights" as its guidelines. In the 2030 Agenda for Sustainable Development passed by the United Nation in 2015, "all human beings can fulfil their potential in dignity and equality" was the opening of the "5 P*" chapter.

Yuexiu Property strictly abides by the *Universal Declaration of Human Rights* and other international standards, understands and respects different culture, promotes the human rights of female, foreigners and the disabled, and strives to create a corporate culture with mutual respects of human rights.

8.3. PROMOTE TALENT DEVELOPMENT

Yuexiu Property is committed to broadening the career development path for employees, helping them achieve successes for the Group and themselves. We strictly implement the *Yuexiu Property Post Management Standards*, the new *Yuexiu Property Development Subsidiary Post Management Operation Guidelines*, the *Yuexiu Property Key Talent Development Management Measures (for Trial Implementation)*, and the *Yuexiu Property Middle and Senior Management Selection and Recruitment Management Measures*, and strive to provide a fair, just, and open career development platform in the Group; in the meantime, we established a systematic and comprehensive training system according to the *Training Planning Procedures* revised every year and other related training regulations, helping employees to excel and grow.

8.3.1. Promotion paths

Guided by talent selection and post management policies and regulations, Yuexiu Property specifies the standards of each post and job level, as well as promotional conditions, covering fresh graduates, grass-root employees, and middle and senior management, forging a three-lane career development path of “management + professional skills + marketing”. Meanwhile, the Group has comprehensively built an employee development system through internal open competition for posts, reserve talent training projects, talent review, engagement survey, the Starry talent development platform and so on, combined with post rotation, title-retained training, title-retained learning, short-term transfer and other internal talent exchanging methods, in order to construct a comprehensive employee development security system, maximize and optimize the talent allocation and utilization, extent the career development space for outstanding talents, and provide them with a broad stage to excel.



PEOPLE-ORIENTED AND PLEASANT ATMOSPHERE

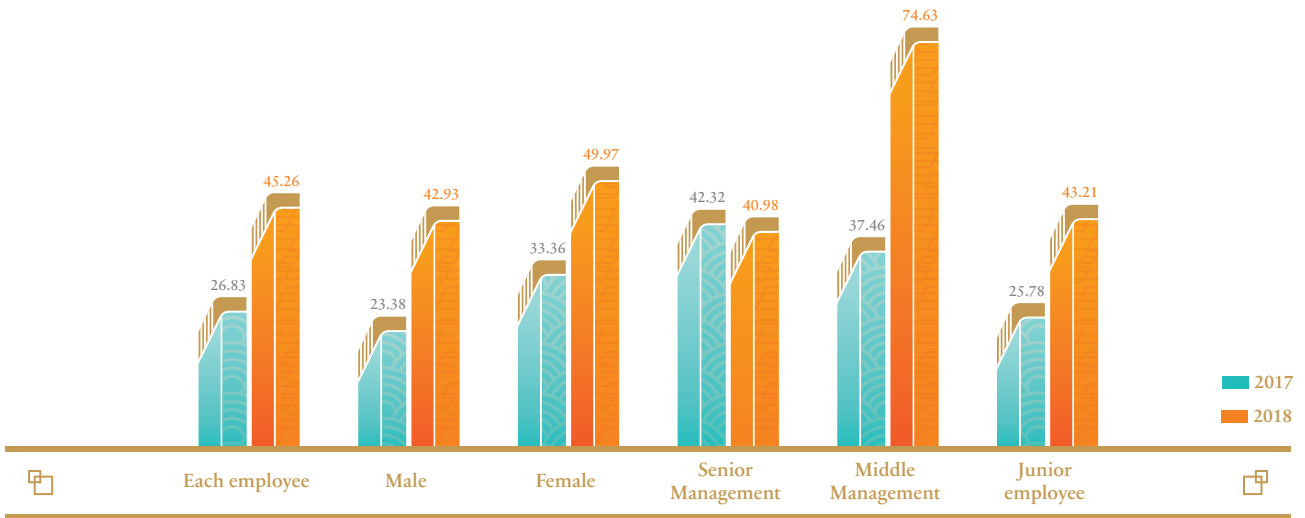
8.3.2. Talent Training System

Firmly believing in the long-term benefits of equipping employees with life-long working skills to employees, the Group, and the society, Yuexiu Property and its subsidiaries established a reasonable and scientific staff development system. The Group developed targeted training strategies for employees by sorting internal and external trainings on the basis of talent review; and according to the results of talent review, the Group established personnel files and paid attention to the staff development trend; at the same time, the Group established an internal lecturer system to provide employees with a showcasing platform, and enhance the personal development of employees; by establishing a professional manager system, the input-output ratio of talent input was raised, and many employees benefited from the system with clearer and more accurate career goals. In 2018, the Headquarters Human Resources Department organized 25 training programs with over 470 participants, and 55 outbound learning trips with over 100 participants.



In 2018, the employees trained by Yuexiu Property was **55,970** person times, and the employees' average training hours were **45.26** (18.43 hours more than 2017).

The Average Training Hours of Employees in 2018 (Hours)



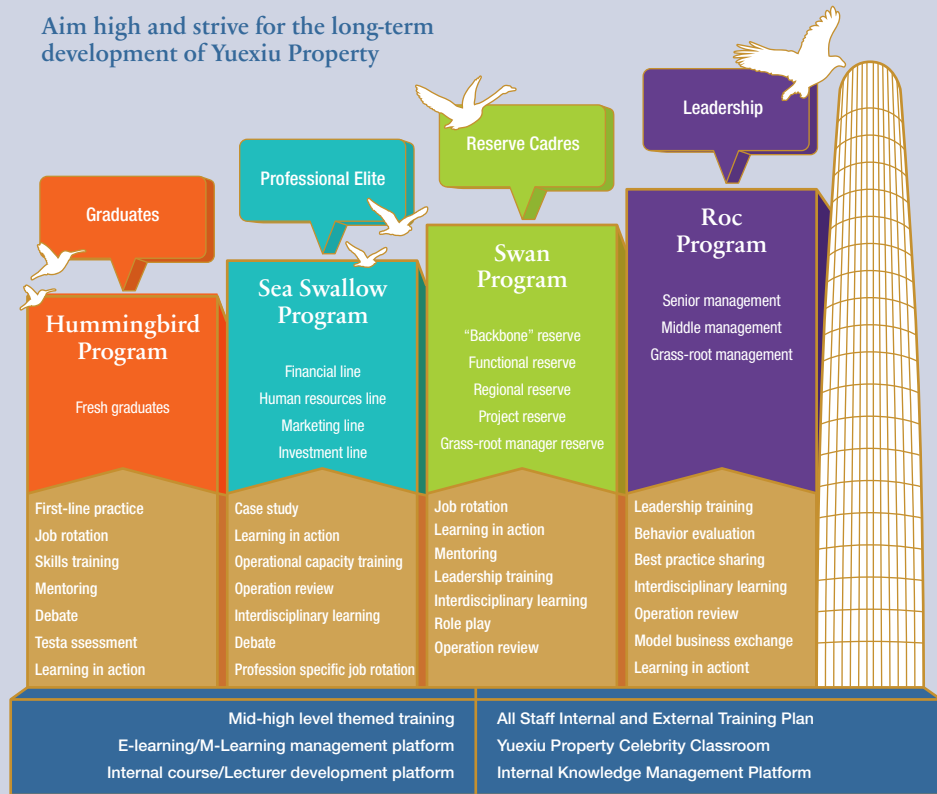


Case Study

YUEXIU PROPERTY TALENT TRAINING SYSTEM

Yuexiu Property talent training system consists of: “Hummingbird Program”, “Sea Swallow Program”, “Swan Program” and “Roc Program”, covering business manner, professional skills, management ability, etc. This training system is designed to pool talents of high calibre, high quality, and high loyalty together, into the Group, and builds a talent reserve pool for the sustainable development of Yuexiu Property.

Aim high and strive for the long-term development of Yuexiu Property



PEOPLE-ORIENTED AND PLEASANT ATMOSPHERE



Case Study

THE SWAN PROGRAM

The Swan Program, officially launched in November 2017, spanned 18 months with over 50 participants. In 2018, the participants completed group learning of four modules, covering the whole value chain of real estate development and the enhancement of leadership skills. Since the kick-off of the practice learning section of the Swan Program in 2018, through warm-up successor training and on-the-job training, the participants successfully completed

their first and second phases of job rotation. Some of the participants were even chosen for first-line practice for their outstanding performances in the mid-term assessment. The rest of the participants is going to start their third phase of job rotation. The Program has shown its great significance in the cultivation of a batch of project heads and regional heads with compound experiences.



Case Study

THE HUMMINGBIRD PROGRAM

The Hummingbird Program targeting fresh graduates was officially launched in July 2018 with over 70 participants, who would go through a series of intensive learning and job rotations to become outstanding reserve cadres of the Group in the following 18 months. The program includes onboard training, mindset transition, communication ability and leadership training, helping fresh graduates to quickly integrate into a new team. At the same time, customized job rotation plans based on professional background, development intentions and business line demands would be formulated, combining internal and external quality courses to quickly turn fresh graduates into backbone cadres.



PEOPLE-ORIENTED AND PLEASANT ATMOSPHERE



Case Study

YUEXIU CRAFTSMANSHIP CUP

To further implement the spirits of the 19th CPC National Congress and respond to the theme of “2018 Year of Service Quality Improvement” raised by the property management industry, Yuexiu Property Service held the “Yuexiu Craftsmanship Cup” job skills contests in property management services, engineering

and equipment management, and security management. With theoretical knowledge and practice examinations, outstanding talents were discovered, and the professional skills and service level of the Group were improved, and first-line working “craftsmen” were able to show their abilities.



8.4. EMPLOYEE SAFETY AND HEALTH ASSURANCE

Yuexiu Property adheres to the management approach of “Put Safety and Prevention First with Comprehensive Governance”, and regards the life safety of its employees as the top priority. In strict compliance with the *Occupational Health Management System*, the *Security/Deposit System for Safe Production Responsibilities*, the *Management Measures for Emergency Plans for Production Safety Accidents*, and other management systems, the Group standardized the detailed rules for the administration of production safety and improved production safety management process, and regularly organized employees to participate in safety knowledge training and fire safety drills according to the process guidelines. The Group also established a production safety accountability system with a Production Safety Committee managing employee safety and occupational health, with the General Manager of the Group as the Committee Director and the person of primary responsibilities. The Group is committed to signing *Production Safety Responsibility Statement* every year to ensure the safety of life of each employee. Besides, the Group organizes rich cultural, sports, entertainment activities and health lectures to create a simple, transparent, positive, inclusive, passionate and sharing working atmosphere for employees. In 2018, there was no work injury or work-related casualty in Yuexiu Property.



0 case

work injury or work-related fatality
in Yuexiu Property in 2018

PEOPLE-ORIENTED AND PLEASANT ATMOSPHERE

8.4.1. Occupational Health and Safety

Yuexiu Property has established a sound safety training management system, and organized trainings covering every aspect of work safety and health according to the safety training work guidelines and fire drill work guidelines, etc. Through promotion of safe production laws and regulations, we urge employees to learn safe operation provisions, skills, and conduct appraisal on their knowledge and practice abilities. Besides, we also hold safe production competitions, fire, explosion, and poisoning emergency drills, and occupational health and safety lectures. We require every new employee joining the Group to take onboarding safety training, fire drill training and vehicle safety training among others. After new employees are trained on the basic knowledge of safety management, they need to complete Yuexiu Property headquarter staff production safety ABC test, and are not allowed to start

their work formally until they pass the test. We strive to improve overall safety awareness among employees, examine their capability to handle emergencies, and take more measures to ensure their occupational health and reduce work-related accidents.

We actively maintain a healthy and safe working environment by posting reminders of occupational diseases and setting up safety protection rails, in order to reduce occupational risks from the sources and prevent occupational diseases.





Case Study

THE “ANKANG CUP” AND THE “SAFE PRODUCTION MONTH” PROMOTIONAL ACTIVITIES

Yuxiu Property continues to carry out the “Ankang Cup” and the “Safe Production Month” promotional activities, ranging from safe production training, to safety drills and exchanges, creating a strong safety culture among employees. In 2018, Yuxiu Property organized the “Safe Production Month” and the “Safe Production - A Thousand Miles Walk” activities, published three issues of the *Yuxiu Property Safe Production Reports*, and the “Ankang Cup” commemorative album.

The “Ankang Cup”

In 2018, Yuxiu Property established the 2018 “Ankang Cup” Competition Plan and launched the “Five Ones” series of activities. 8321 employees signed the safety pledge, 321 safety suggestions, and 210 safety photography, were provided. 121 safety lectures were held, and 202 safety culture display boards were shown. This series of activities continued for 6 months, attracting wide participation, especially the grass-root employees. The Commercial Investment Team, the Property Service Team and other teams totaling 120 people participated in the emergency handling skills competition, achieved satisfactory scores, and considerably strengthened the safety culture of the Group.

Safe Production Month

Taking the opportunities of the “Safe Production Month”, Yuxiu Property and its subsidiaries held a series of safety activities:

- Signature Campaign: to further improve safety awareness and build a safe production atmosphere among employees, on 19 July 2018, we called on employees for the “Life First, Safe Development” signature campaign activity to further strengthen their sense of responsibility and collaboration for safety production.
- Micro-movie of Safety Production: on 28 June 2018, a micro-movie named “There Is No Going Back” was played for employees during a safety training lecture to remind them of the weight of life and the significance of production safety.

8.4.2. Physical and Psychological Health Assurance

Yuxiu Property is dedicated to safeguarding the happiness and health of employees. We organize annual body checks for all employees with additional special checks for female employees to monitor employees’ health, and we established special care plans for in-hospital employees. In 2018, 95 employees applied for such plans. The food supply committee conducts inspection on canteen operating rooms, environmental hygiene, ingredients, and tableware disinfection and cleaning from time to time to strengthen hygiene control of the canteens, collects employees’ feedbacks and improves the services, so as to maintain a healthy and safe dining environment for employees.

PEOPLE-ORIENTED AND PLEASANT ATMOSPHERE

While ensuring physical health, Yuexiu Property also pays attention to psychological health of employees, and cares for them through multiple channels and methods. We organize cultural and sports activities including greetings on the International Women’s Day and at the Mid Autumn Festival, birthday parties of every quarter, speech contests, psychological health lectures, jewel matching lectures, flower arts salon, sports games, interest groups, youth volunteering activities, and donations to sick employees, etc, aiming to create harmonious working and living atmosphere, enrich employee lives, and strengthen collaboration. In the meantime, we actively implement the supporting works for employees in difficulties, solving their needs actions, expressing our love and shouldering our responsibilities.



EMPLOYEE CARE ACTIVITIES

In 2018, Yuexiu Property Labor Union and Yuexiu Group Labor Union organized the “Summer Breeze” activities, with the participation of the Engineering Management Company, the Xingye Company, Yuexiu Property Service, Guangzhou Regional Company, and Nansha Regional Company, implementing the heat-protection and temperature-reduction works for first-line workers.



CULTURAL ACTIVITIES

In 2018, Yuexiu Property organized a poem and lyrics composition contest with active participation of all employees. The contest received 68 works, issued 1 “Best Poem” award, 10 “Entry” awards, and 20 “Outstanding” awards. The poems were made into 3 sample songs. Such activity not only shows the charm of traditional cultures to the employees, but also provides employees with a stage to present themselves.



SPORTS ACTIVITIES

In 2018, Yuexiu Property collaborated with “Codoon” APP to build a running activity platform with the theme of “Yue Running for Better Life”. Through combining online and offline activities and organizing various sports activities, the Group successfully cultivated sports habits, changed the sub-healthy status of employees, created a positive corporate environment, and strengthened the strategic execution capacity of the Group.



Case Study

SUPPORT TO EMPLOYEES IN DIFFICULTIES

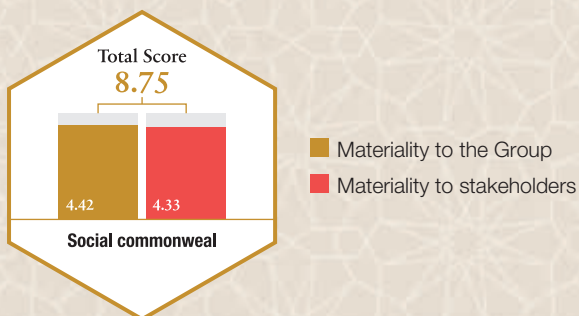
Yuexiu Property Labor Union sticks to the values of “Warmth, Care, and Support”, and record the situations of employees in major illnesses and difficulties in order to provide them with timely care and support. Since 2018, the Group Labor Union and grass-root labor unions have visited over 50 in-hospital employees (including retired and offboard employees), sending them greetings from the management, and providing them with Ankang Insurance Plan to support their living.

09

PAYBACK TO SOCIETY WITH GREAT LOVE

Yuexiu Property continued to contribute to the society while ensuring the sustainable development of the Group. In reflection of the ideology of “social responsibility,” Yuexiu Property actively fulfils its corporate social responsibilities by devoting itself to diversified public welfare practices with surrounding. In 2018, we actively implemented the targeted poverty alleviation strategies through education, and shared our development returns with communities. In the future, we will uphold the spirits of public services, and relentlessly pursue authenticity, kindness, and beauty.

ESG issue and materiality its in this Chapter:





09 /

PAYBACK TO SOCIETY

WITH GREAT LOVE

9.1. TARGETED POVERTY ALLEVIATION

While focusing on its development, Yuexiu Property actively responds to the national call for “targeted poverty alleviation” works. In 2018, we carried out poverty alleviations works with our resources in the forms of money donation or visits to poverty-stricken villages. In the future, we will stick to targeted poverty alleviation strategies and focus on addressing the shortage of public facilities and basic infrastructure in poverty-stricken areas, improving their development conditions, and promoting a harmonious development of the society.



Case Study

PAIRED POVERTY ALLEVIATION WITH CHIMI VILLAGE

Yuexiu Property is paired with Chimi Village for its poverty alleviation. In 2018, to realize “No Worry about Food and Clothing with Compulsory Education, Basic Medical Care, and Housing Guaranteed”, Yuexiu Property called on its regional companies and subsidiaries to actively implement the poverty alleviation works. Under the leadership of the Party Branch Committees of Yuexiu Group and Yuexiu Property, the stationed working team in Chimi Village carried out policy promotions, recorded conditions of each household, and provided targeted poverty alleviation plans, pushing forward the poverty alleviation works with unprecedented efforts. In 2018, the population in poverty of Chimi Village dropped significantly with a consistently decreasing poverty rate, and the production and living conditions of Chimi Village were considerably improved. So far, Yuexiu Property has developed the 2019 Chimi Village Poverty Alleviation Plan with the Group Party Branch Committee to reinforce the poverty alleviation works aiming to lift Chimi Village out of poverty as scheduled.

RESPONSIBLE POVERTY ALLEVIATION

“Mountain Tai can be moved with collaborated efforts”, ensuring poverty eradication as scheduled is a beautiful hope and a heavy responsibility. In November 2018, Guangzhou Regional Company carried out the “Responsible Poverty Alleviation” activities in Chimi Village. 15 party members of the Group Party Branch Committee participated in the activities and visited households. Apart from the targeted poverty alleviation works, the Group donated 100 electronic heaters to bring these households warmth in the cold winter.

2018 poverty alleviation performance:



Education poverty alleviation:

- in 2017-2018 school year, 31 children from households in poverty in Chimi Village went to primary school, middle school, high school, vocational school, and college;
- 31 children from households in poverty were covered by living expenses, with a implementation rate of 100%;
- the 9-year compulsory education enrollment rate of households in poverty was 100%.

**PAYBACK TO SOCIETY
WITH GREAT LOVE**

RESPONSIBLE POVERTY ALLEVIATION (con't)



Industrial poverty alleviation:

- through assisting the Xiniu Town to organize the capital investment in Chinese chive production, the dried cabbage processing plant, Guangdong Jiana Energy Technology Co., Ltd, and Yingde Shiwai Taoyuan Tourism Development Co., Ltd, Yuexiu Property lifted 7 households with 25 people in total out of poverty, with a per capita disposable income of over RMB7,598;
- in the first half of 2018, there were 12 households with self-developed businesses in poverty, receiving a total of RMB51,700 as industrial subsidies; in the second half of 2018, there were 13 such households, receiving a total of RMB51,000 as industrial subsidies.



Employment poverty alleviation:

- there were 29 transfer employments with an employment rate of 100%;
- 47 Chimi villagers participated in occupational skills training, with a training rate of 100%;
- 27 households in poverty applied for the employment award/allowance in a total amount of RMB66,200 in 2018.

9.2. PASSION FOR PUBLIC GOOD

When one drinks water, one should not forget where it comes from. Whiling pursuing business growth, Yuexiu Property sticks to social values and actively participates in public services to build more harmonious and healthier communities. We recognize the volunteering spirits and provide the vulnerable with full care through public services, showcasing our selfless love with actions. In the future, we will seek more opportunities to serve and give back to the society, and remind people of the kindness and love in them.



Case Study

RESPONSIBLE YOUTH OF YUEXIU

To promote the volunteering spirits, in March 2018, 19 young employees from Youth League Branches of Guangzhou Regional Company, Elderly-care Property, and Urban Renewal Group visited Yinxing Yiyuan, a property owned by Yuexiu Elderly-care Property, to bring warmth and care for the elderlies living there, showing the “capable and responsible” image of the young employees of Yuexiu Property.

PAYBACK TO SOCIETY WITH GREAT LOVE



Case Study

THE MASS WALK OF KINDNESS

In 2018, we actively participated in the “Charity Mass Walk” in Zhongshan City, and donated RMB50,000 to several towns in the city, showcasing the Company’s image of active fulfillment of social responsibilities and participation in public services.



Case Study

YUEXIU ELDERLY-CARE VOLUNTEER TEAM

As “devotion, friendship, mutual help, and progress” are widely recognized as volunteering spirits, volunteering activities have stepped into the golden era of development, and people are more willing to engage in public services. The Yuexiu elderly-care volunteer team consists of over 500 members from Yuexiu Group, Yuexiu Elderly-care Investment Holdings Co., Ltd, and other individuals in society. As aging population becomes an obvious issue, with the mission of “Redefining Silver Life” and the service principle of “Integrate Elderlies in the Society with Self Realization”, the volunteer team is improving the living environment of the elderly with actions to address the ageing population of the society.

➤ **Diet services and home visits**

45 members of the Yuexiu elderly-care volunteer team visited the Comprehensive Household Service Center of Nanshitou Sub-district, Haizhu District and provided diet services for 75 elderlies living alone, and expressed their understanding and love.

➤ **Mobile phone ABC course**

The Yuexiu elderly-care volunteer team coordinated with Yuexiu Starry Garden, Badi Shui’an, and Urban Oasis to hold mobile phone ABC courses for elderlies, teaching them how to use mobile phone APPs and answered their related questions.

➤ **Household safety services**

The Yuexiu elderly-care volunteer team carried out household safety services in Badi Shui’an to teach elderlies household safety knowledge, which is essential to improving their safety awareness and living conditions.

➤ **Dumpling-making event in Haiyi Yuan to welcome the Winter Solstice**

The Yuexiu elderly-care volunteer team visited Zhibei community and sent greetings and wishes to the elderly residents. They also made dumplings and Tangyuan, watched movies, made calligraphy and paintings, played chess and cards, and experienced technological products with the community residents in the exhibition hall of Haiyi Yuan.



PAYBACK TO SOCIETY WITH GREAT LOVE



9.3. CARE ABOUT EDUCATION

Education is a grand scheme for the country and the Communist Party. Yuexiu Property aims to improve educational equality and support education poverty alleviation. In 2018, we brought books for left behind children in poverty-stricken villages and offered aesthetics courses to students in Xinmin Primary School. Charity work is a long way to go and demands persistence. In the future, we will continue to devote our effort to charity work and reward the society with action.



Case Study

YUEXIU BROUGHT WARMTH AND LOVE TO LUDIAN, YUNNAN

Voluntary support teaching is a significant means to introduce this world to village children. In November 2018, the Yuexiu support teaching team revisited Xinmin Primary School in Ludian, Yunnan for a two-week support teaching activity. There were over 340 students in Xinmin Primary School with only 10 teaching staff. Such extreme imbalance led to huge burden of teachers as well as impeded the development of the students. By bringing aesthetics courses to the children, the Yuexiu support teaching team has enriched their hearts and improved their capability to appreciate art and beauty.



10 / FUTURE PROSPECTS

As a leading and widely-recognized regional state-owned real estate company, Yuexiu Property actively responds to national calls on sustainable development. In the future, we will further integrate sustainability philosophies into quality of product and service, environmental protection practice, employee care, and charity cause, continue to develop and integrate internal ESG policies, pay close attention to and assess ESG related-risks, and implement our social responsibilities with a down-to-earth attitude.

CONTINUOUS IMPROVEMENT OF PRODUCT AND SERVICE QUALITY

- We will continue to highlight the necessity of product quality by strict quality control at every production section to ensure product compliance and customer satisfaction.
- We will continue to improve customer service and complaint handling mechanisms to protect consumer interests and rights as well as to earn deeper trust from customers.

CONTINUOUS NORMALIZATION OF ENVIRONMENTAL PROTECTION PRACTICE

- We will reinforce our efforts in green office, green construction, green operation and green building by integrating low-carbon ideas and measures in the research, development, design and management of products.
- We will maximize resources efficiency with water conservation and electricity-conservation measures to prevent resources waste and to realize harmony with nature.

CONTINUOUS PROGRESS OF REGULATED EMPLOYEE CARE

- We will continue to improve our employee training and talent gain systems with focuses on employee development and professional ethics.
- We will continue to carry out employee care activities, help employees overcome difficulties, provide them with a working environment full of vibrancy and enthusiasm, and enrich their spiritual life.

Entering into the new era, Yuexiu Property will seize the opportunities, integrate the resources, and develop a visionary business layout. While actively developing its real estate businesses, Yuexiu Property will not forget to shoulder its social responsibilities. In the future, Yuexiu Property will continuously adhere to the brand mission of “Where Good Living Starts”, bring its resources advantages into full play, and promote the construction of a green environment and a harmonious society.

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

POLICY LIST

ESG Indicator	Laws, Regulations/Policies	Internal Policies
A. Environment	<p>National Hazardous Waste Inventory</p> <p>Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste</p> <p>Green Construction Evaluation Standard for Building Engineering</p> <p>Environmental Protection Law of the People's Republic of China</p> <p>Environmental Impact Assessment Law of the People's Republic of China</p> <p>Emission Standard of Environment Noise for Boundary of Construction Site</p>	<p>Management Procedures of Wastes and Chemical Matters</p> <p>Environmental Factor Identification and Evaluation Management Procedures</p> <p>Detailed Rules for Management of Green Building Construction Projects</p> <p>Management Procedures of Environmental Protection</p> <p>Management Procedures of Environmental and Health Safety Monitoring</p> <p>Yuexiu Property Standardization Atlas for Safe and Civilized Construction (for Trial Implementation)</p> <p>Yuexiu Property Standardization Atlas for Safe and Civilized Construction</p> <p>Yuexiu Property Office Area Administration Guidelines</p> <p>Construction Environment Governance Guidelines</p> <p>Guangzhou City Construction and Development Co., Ltd Detailed Rules for Civilized Construction Management</p>
B1. Employment	<p>Labor Law of the People's Republic of China</p> <p>Labor Contract Law of the People's Republic of China</p> <p>Employment Promotion Law of the People's Republic of China</p> <p>Social Insurance Law of the People's Republic of China</p> <p>Provisions of the People's Republic of China on Prohibition of the Use of Child Labor</p> <p>Law of the People's Republic of China on Protection of the Minors</p>	<p>Yuexiu Property Compensation Management Standards</p> <p>Yuexiu Property Performance Management Standards</p> <p>Yuexiu Property Job Position Management Standards</p> <p>Yuexiu Property Reward and Penalty Management Standards</p> <p>Yuexiu Property Employee Onboarding and Offboarding Management Guidelines</p> <p>Management Regulations on Employee Changes</p> <p>Yuexiu Property Development Subsidiary Post Management Operation Guidelines</p> <p>Yuexiu Property Middle and Senior Management Selection and Recruitment Management Measures</p>

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

ESG Indicator	Laws, Regulations/Policies	Internal Policies
B2. Health and Safety	<p><i>Labor Law of the People's Republic of China</i></p> <p><i>Fire Protection Law of the People's Republic of China</i></p> <p><i>Production Safety Law of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on Prevention and Control of Occupational Diseases</i></p> <p><i>Work Injury Insurance Ordinance</i></p> <p><i>Regulations on Safety Production License</i></p> <p><i>OHSAS 18001 Occupational Health and Safety Management System</i></p> <p><i>Regulations on Supervision and Management of Occupational Hygiene in Workplace</i></p> <p><i>Regulations on the Reporting, Investigation and Handling of Production Safety Accidents</i></p>	<p><i>Safe Production Accountability Regulations</i></p> <p><i>Occupational Hygiene Management</i></p> <p><i>Security/Deposit System for Safe Production Responsibilities</i></p> <p><i>Detailed Rules for Implementation of Public Security</i></p> <p><i>Safe Production Assessment, Reward and Punishment System</i></p> <p><i>Occupational Health Management System</i></p> <p><i>Input and Guarantee System for Production Safety</i></p> <p><i>Detailed Rules for Safety Production Performance Appraisal</i></p> <p><i>Reporting Guidelines of Production Safety Accidents and Accidents Involving Danger</i></p> <p><i>Work Suspension and Restoration Safety Management Guidelines</i></p> <p><i>Detailed Rules for Safe Production in Construction Phases</i></p> <p><i>Provisions on Production Safety Risks Investigation and Elimination</i></p> <p><i>Regulations on Production Safety in Sales Fields</i></p> <p><i>2018 Yuexiu Property Production Safety Accountability Appraisal System</i></p> <p><i>Regulations of Production Safety Think Tank</i></p> <p><i>"Three Simultaneous" Regulations on Construction Safety Facilities</i></p> <p><i>Construction Environment Governance Guidelines</i></p> <p><i>Management Measures of Production Safety Accountability</i></p> <p><i>Measures of Investigation on Occupational Diseases-related Accidents</i></p> <p><i>Management Measures for Emergency Plans for Production Safety Accidents`</i></p>
B3. Development and Training		<p><i>Yuexiu Property Learning and Development System</i></p> <p><i>Management Measures of Reserved Talent Cultivation</i></p> <p><i>Mentorship System Regulations</i></p> <p><i>Management Measures of Internal Trainer Team and Training Courses</i></p> <p><i>Yuexiu Property Key Talent Development Management Measures (for Trial Implementation)</i></p>
B5. Supply Chain Management	<p><i>Tendering and Bidding Law of the People's Republic of China</i></p>	<p><i>Management Rules of RFP Leading Team Meetings</i></p> <p><i>Management Guidelines of Bidding Evaluation Experts for Construction Projects</i></p> <p><i>Construction Project Suppliers Management Rules</i></p> <p><i>Management Measures for Contractors and Evaluation Experts Selection</i></p> <p><i>Strategic Procurement Results Management Rules</i></p> <p><i>Management Rules for Bidding Invitation and Procurement for Non-construction Projects</i></p> <p><i>Management Rules for Bidding Invitation for Construction Projects</i></p> <p><i>Tendering and Procurement Administration Measures (Revised)</i></p> <p><i>Construction Suppliers Management Measures (Revised)</i></p> <p><i>Materials and Equipment Suppliers Shortlisting Guidelines (Revised)</i></p> <p><i>Management Rules for Design (Consulting) Service Providers</i></p>

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

ESG Indicator	Laws, Regulations/Policies	Internal Policies
B6. Product Responsibility	<p><i>Trademark Law of the People's Republic of China</i></p> <p><i>Advertisement Law of the People's Republic of China</i></p> <p><i>Patent Law of the People's Republic of China</i></p> <p><i>Construction Law of the People's Republic of China</i></p> <p><i>Fire Prevention Law of the People's Republic of China</i></p> <p><i>Product Quality Law of the People's Republic of China</i></p> <p><i>Law of the People's Republic of China on Protection of Consumer Rights and Interests</i></p> <p><i>Opinions of the General Office of the State Council on the Sustainable and Healthy Development of the Construction Industry</i></p> <p><i>Guiding Opinions of the General Office of the State Council on Vigorously Developing Prefabricated Buildings</i></p> <p><i>Notice of the State Council on Promoting Sustainable and Healthy Development of the Real Estate Market</i></p> <p><i>Opinions on Promoting the Modernization of Housing Industry and Improving Housing Quality</i></p> <p><i>National guidelines for Design of 1- and 2-Star Green Building</i></p> <p><i>Management Measures for 1- and 2-Star Green Building Identification Logo (for Trial Implementation)</i></p> <p><i>Detailed Rules for Implementation of Green Building Identification Logo (Revised for Trial Implementation)</i></p> <p><i>GB 50368-2005 Construction Code for Residential Buildings</i></p> <p><i>Measures for Regulating the Sales of Commercial Houses</i></p>	<p><i>Quality control systems:</i></p> <p><i>Yuexiu Property Guidelines on Real Estate Product Quality Insurance Management</i></p> <p><i>Maintream Product Process Management Manual for Refined Decoration</i></p> <p><i>Residential Project Quality Acceptance Standards</i></p> <p><i>Project Quality Evaluation Management Rules (Revised)</i></p> <p><i>Project Quality Assessment and Accountability Rules (for Trial Implementation)</i></p> <p><i>Working Surface Handover Guidelines for Refined Decoration Projects</i></p> <p><i>Project Model Management Guidelines (for Trial Implementation)</i></p> <p><i>Third Party Testing Guide for Materials and Equipment (2016 Edition)</i></p> <p><i>Guidelines on Refined Decoration Materials Management for Residential Projects</i></p> <p><i>Project Quality Assessment and Accountability Rules</i></p> <p><i>Yuexiu Property Standardization Atlas for Safe and Civilized Construction</i></p> <p><i>Mutual Conditions Check Card</i></p> <p><i>Preliminary Design Description Template</i></p> <p><i>Review Requirements on Major Changes in Project Design Process</i></p> <p><i>Quality Management System for Conceptual Design</i></p> <p><i>Quality Management System for Schematic Design</i></p> <p><i>Quality Management System for Preliminary Design</i></p> <p><i>Quality Management System for Construction Drawing Design</i></p> <p><i>Mobile Case Manager Management Standards (Provisional)</i></p> <p><i>Design Standards for Technical System of Whole-cast-in-situ External Wall</i></p> <p><i>Prefabricated Construction Management Manual</i></p> <p><i>Prefabricated Construction Engineering Management Guidelines</i></p> <p><i>Technical Standards for Residential Projects of Regional Companies</i></p> <p><i>Annual Resident Satisfaction Survey Plan</i></p> <p><i>Complaint Handling Procedures</i></p> <p><i>Detailed Provisions on Customer Complaint Management</i></p> <p><i>Guidelines on Customer Contact Management During the After-Sales Service Phase</i></p>
B7. Anti-orrupation	<p><i>Company Law of the People's Republic of China</i></p> <p><i>Anti-money Laundering Law of the People's Republic of China</i></p> <p><i>Anti-monopoly Law of the People's Republic of China</i></p> <p><i>Anti-unfair Competition Law of the People's Republic of China</i></p> <p><i>Interim Regulations on Banning Commercial Bribery</i></p>	<p><i>Yuexiu Property Guidelines for Full Implementation of Talks around the Principle Roles with Respect to Strict CPC Governance</i></p> <p><i>Yuexiu Property Implementation Plan for the Supervision of CPC Discipline Committee over Grassroots Conduct</i></p> <p><i>Guidelines for the Implementation of the "Three Important and One Large" Decision-making System</i></p> <p><i>Detailed Rules for Corporate Supervision and Administration</i></p> <p><i>Guidelines for Management of Letters and Visits</i></p>

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

PARTS OF KPI LIST

Environment				
ESG indicator	Unit	2017	2018	
A1.Emissions				
A1.2 Greenhouse gas emissions and density				
Scope 1:Carbon dioxide emissions	Ton	640.9	2,318.42	
Scope 2:Carbon dioxide emissions	Ton	36,063.5	37,316.53	
Total Carbon dioxide emissions	Ton	36,704.4	39,634.96	
Emission density	Ton/person	5.04	4.84	
Emission density	Ton/RMB1,000,000 revenue	1.54	1.50	
A1.3&A1.4 Waste				
Waste fluorescent tube	Piece	19408	50,942	
Waste selenium drum and cartridge	Piece	839	2,633	
Waste electronic and electrical equipment	Piece	—	419	
Waste paper	Ton	141.67	385.41	
Construction waste	Ton	—	20,758.14	
Waste furniture	Piece	—	860.00	
A1.5&A1.6 Waste recovery				
Recycling of computers	Piece	—	256.0	
Recycling of Metal Construction Waste	Ton	—	359.85	
Earthwork recovery	Ton	—	168,998	
A2. Use of Resources				
A2.1 Total energy consumption and density				
Total energy consumption	MWH	74,913.16	68,579.82	
Energy consumption intensity	MWH/person	10.29	8.37	
Energy consumption intensity	MWH/RMB1,000,000 revenue	3.15	2.88	
Gasoline	Litre	195,158.90	500,388.12	
Diesel oil	Litre	63,919.60	13,899.55	
Canned LPG	Kg	8,598.00	45,469.00	
Natural gas	m ³	1,545,252.00	414,233.00	
Pipeline gas	m ³	54,779.8	123,400.00	
Total electricity consumption	KWH	55,241,556.91	58,681,519.78	
A2.2 Water consumption and density				
Total water consumption	m ³	2,805,590.55	1,992,817.17	
Total water consumption intensity	m ³ /RMB1,000,000 revenue	117.95	75.39	
Total water consumption intensity	m ³ /person	385.43	243.32	

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

Remark:

1. The annual environmental statistics for 2018 covers Yuexiu Property's office areas (including a total of 15 office areas, i.e. those of the headquarters, branches and regional companies), and the residential and commercial properties managed by the Group (including the waste, energy consumption, water consumption and carbon emissions of the property management office and non-shared areas). The data with respect to energy consumption, water consumption, and greenhouse gas emissions were only collected for the projects under operation for 12 months or more as a going concern.
2. Carbon emission refers to carbon dioxide emission only, excluding types of greenhouse gas such as methane and nitrous oxide emitted by other emission sources.
3. Due to the business nature of Yuexiu Property, exhaust emissions, including nitrogen oxides, sulphur oxides and other pollutants discharged under the national laws and regulations, are not significant during the daily operation.
4. According to the ISO14064 GHG inventory standards, GHG emissions category I refers to direct greenhouse gas emissions, particularly direct emission sources owned and controlled by the organization, such as emissions from its own vehicles; GHG emissions category II refers to indirect energy emission sources, such as indirect green-house gas emissions caused by the purchase of electricity.
5. Carbon dioxide is accounted according to the Accounting Method and Reporting Guide for Greenhouse Gas Emissions from Industry and Other Sectors (for Trial Implementation) issued by the National Development and Reform Commission, where the emission factor of the outsourced power uses those of the South China grid (refer to China Regional Grid Baseline Emission Factors, which is published once a year)
6. Due to the business nature of Yuexiu Property, wastes generated are all from office, without falling into the National Hazardous Waste Inventory, thus combined disclosure of indicators A1.3 and A1.4.

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

Society				
ESG Indicator		Unit	2017	2018
B1. Employment				
B1.1	Number of employees			
	Total number of employees	person	7,280	8,190
Gender	Male employees	person	4,762	5,192
	Female employees	person	2,518	2,998
Type of				
Employee	Senior management	person	116	78
	Middle management	person	491	597
	Grass-roots employees	person	6,673	7,515
Age	29 years old and younger	person	2,132	2,872
	30-49 years old	person	4,521	4,497
	50 years old or older	person	607	821
Region	Mainland China	person	7,253	8,173
	Hong Kong, Macao and Taiwan	person	25	16
	Overseas	person	2	1
B2. Health and Safety				
B2.1	Work-related fatalities			
	Work-related fatalities	person	1	0
	Work-related injuries	case	18	6
B2.2	Total number of days lost due to work-related injuries			
	Total number of days lost due to work-related injuries	day	828	521

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

Society				
ESG Indicator		Unit	2017	2018
B3. Development and Training				
B3.1	Number of persons attending training			
	Total number of persons attending training	percentage	100%	100%
Gender	Male employees	percentage	61.7%	67.92%
	Female employees	percentage	38.3%	32.08%
Type of Employee	Senior management (number of persons attending training)	percentage	2.3%	0.88%
	Middle management (number of persons attending training)	percentage	10.2%	15.55%
	Grass-roots employees (number of persons attending training)	percentage	87.5%	83.57%
B3.2	Training hours			
	Average training hours - all employees	hours	26.8	45.26
Gender	Average training hours - male	hours	23.4	42.93
	Average training hours - female	hours	33.4	49.97
Type of Employee	Average training hours - senior management	hours	42.3	40.98
	Average training hours - middle management	hours	37.5	74.63
	Average training hours - grass-roots employees	hours	25.8	43.21
B5. Supplier Management				
B5.1	Distribution of suppliers by Region			
	Total	supplier	4,312	2,616
Region	South China	supplier	3,257	1,391
	East China	supplier	551	629
	North China	supplier	98	47
	Central China	supplier	152	292
	Northeast China	supplier	228	245
	Southwest China	supplier	13	11
	Northwest China	supplier	1	1
	Hong Kong, Macau, Taiwan and overseas	supplier	12	0
B6. Product Responsibility				
B6.2				
	Property-related complaints	case	1,123	2,173
	Quality-related complaints	case	178	1,333
	Marketing services related complaints	case	95	804
	Other complaint type	case	68	435

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

Society				
ESG Indicator		Unit	2017	2018
B7. Anti-corruption				
B7.1	Number of corruption cases			
	Number of corruption cases filed or concluded	case	—	0
B8. Community Investment				
B8.2	Use of resources in specified category			
	Employees' participation in public welfare/voluntary events	person - time	2,274	612

REPORTING STANDARD INDEX

Index of Environmental, Social and Governance Reporting Guide of HKEX

Topic	Disclosure Requirements	Discosure Section	Notes
A. Environment			
A1 Emissions	General disclosure KPI A1.2,A1.3,A1.4,A1.5,A1.6	Communion Building and Green Development	KPI A1.1 is not applicable as gas emissions are not significant in the Group's scope of operations
A2 Use of Resources	General disclosure KPI A2.1,A2.2,A2.3,A2.4	Communion Building and Green Development	KPI A2.5 is not applicable as the products involved in the main businesses of the Group do not require packaging materials
A3 Environment and Natural Resources	General disclosure KPI A3.1	Communion Building and Green Development	
B. Society			
B1 Employment	General disclosure KPI B1.1,B1.2	People-oriented and Pleasant Atmosphere	
B2 Health and Safety	General disclosure KPI B2.1,B2.2,B2.3	People-oriented and Pleasant Atmosphere	
B3 Development and Training	General disclosure KPI B3.1,B3.2	People-oriented and Pleasant Atmosphere	
B4 Labor Standards	General disclosure KPI B4.1,B4.2	People-oriented and Pleasant Atmosphere	The Group abided by laws and regulations concerning prevention of child labor and forced labor with significant impact on the employment aspect of the Group in the reporting period
B5 Supply Chain Management	General disclosure KPI B5.1,B5.2	Quality Product and Progressive Development	

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

Topic	Disclosure Requirements	Discosure Section	Notes
B. Society			
B6 Product Responsibility	General disclosure KPI B6.2,B6.3,B6.4,B6.5	Quality Product and Progressive Development Full-hearted Commitment and Sincere Service	There were no product and service recall events that had a significant impact on the Group's operations during the reporting period and therefore KPI B6.1 does not apply; the Group abided by laws and regulations concerning protection of intellectual property
B7 Anti-corruption	General disclosure KPI B7.1,B7.2	Sustainability Strategy	
B8 Community	General disclosure KPI B8.1,B8.2	Pay Back to Society with Great Love	

Global Reporting Initiative (GRI) Guidelines Content Index – Core Options

GRI	Details	Disclosure Section	Notes
Guidelines			
Indicators			
General Standard Disclosures			
Organizational Profile			
102-1	Name of the organization	About Yuexiu Property Company Limited	
102-2	Activities, brands, products and services	About Yuexiu Property Company Limited	
102-3	Location of the organization's headquarters	About Yuexiu Property Company Limited	Guangzhou
102-4	The location where the organization operates	About Yuexiu Property Company Limited	Mainland China
102-5	Nature of ownership and legal form	About Yuexiu Property Company Limited	State-owned company listed on HKEX
102-6	Markets served	About Yuexiu Property Company Limited	
102-7	Scale of the organization	About Yuexiu Property Company Limited	Details of the financial breakdown are set out in the 2018 Annual Report
102-8	Data relating to employee and other workers	People-oriented and Pleasant Atmosphere	Seasonal and part-time jobs did not cause significant changes in the total number of employees
102-9	Description about supply chain	Product quality and progressive development	
102-10	Significant changes in the size, structure, ownership or supply chain of the organization	N/A	No significant change
102-11	How the precautionary approach or principle is addressed by the organization	Quality Product and Progressive Development Full-hearted Commitment and Sincere Service	
102-12	Endorsed charters	Full-hearted Commitment and Sincere Service Quality Product and Progressive Development	
102-13	External memberships	About the Report Sustainability Strategy	Member of Guangdong Real Estate Association
Strategy and Analysis			
102-14	Statements of Decision Makers	Management Message	

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

GRI	Details	Disclosure Section	Notes
Guidelines			
Indicators			
General Standard Disclosures			
Ethics and Integrity			
102-16	Description of the organization's values, principles, standards and norms of behavior	Sustainability Approaches Management Message	For details, please visit our website: https://www.yuexiuproperty.com/gywm/ppln/
Governance			
102-18	Governance structure	Sustainability Approaches	
Communication with Stakeholders			
102-40	Stakeholders contacted by the organization	Sustainability Strategy	
102-41	Collective bargaining agreement	N/A	All employees are members of the Labor Union
102-42	Basis for identification and selection of stakeholders	Sustainability Strategy	The basis of identification of stakeholders their recognition of the specific major issues and businesses described in the Report
102-43	The way of communication with stakeholders	Sustainability Strategy	
102-44	Key issues and concerns that have been raised by stakeholders, and how the organization has responded to those key issues and concerns	Sustainability Strategy	
Reporting Practices			
102-45	Entities included in the financial statements; reference to entities that are not covered by the Report	About the Report	
102-46	Identified material aspects and boundary	Sustainability Strategy	
102-47	List of materiality issues	Sustainability Strategy	
102-48	Explanation of the effect of any restatement of information provided in earlier reports, and the reasons for such restatement	N/A	
102-50	Significant changes in the scope and boundary	About the Report	No significant change in the boundary
102-50	Reporting period	About the Report	
102-51	Date of the last report	N/A	Please refer to the 2017 Yuexiu Property ESG Report
102-52	Reporting cycle	About the Report	
102-53	Contact information	About the Report	
102-54	GRI options to follow	About the Report	Core options
102-55	GRI Content Index	Global Reporting Initiative (GRI) Guidelines Content Index	
102-56	External certification	N/A	

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

GRI	Details	Disclosure Section	Notes
Guidelines			
Indicators			
General Standard Disclosures			
Management Approach			
103-1	Explanation, description and boundary of material issues	Sustainability Strategy	
103-2	Management approach and its elements	Sustainability Strategy	
103-3	Review of management approach	Sustainability Strategy	
Economic Topics			
Economic Performance			
	Management Approach	About Yuexiu Property Company Limited	
201-1	Direct economic value generated and distributed by the organization	About Yuexiu Property Company Limited	
Indirect Economic Impacts			
	Disclosure of Management Approach	Quality Product and Progressive Development Pay Back to Society with Great Love	
203-1	Carrying out infrastructure investment and supporting services and its impact	Quality Product and Progressive Development Pay Back to Society with Great Love	
Purchasing Practices			
	Disclosure of Management Approach	Quality Product and Progressive Development	
204-1	Proportion of spending on local suppliers at significant locations of operation	Quality Product and Progressive Development	
Environmental Topics			
Energy			
	Disclosure of Management Approach	Communion Building and Green Development Sustainability Performance Overview	
302-1	Energy consumption within the organization	Communion Building and Green Development Sustainability Performance Overview	
302-3	Energy intensity	Communion Building and Green Development Sustainability Performance Overview	
Water			
	Disclosure of Management Approach	Communion Building and Green Development Sustainability Performance Overview	
303-1	Total water withdrawal by source	Communion Building and Green Development Sustainability Performance Overview	Within the Scope of the Report, municipal water supply was the only source of water

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

GRI Guidelines Indicators	Details	Disclosure Section	Notes
Emissions			
	Disclosure of Management Approach	Communion Building and Green Development Sustainability Performance Overview	
305-1	Direct greenhouse gas (GHG) emission (Scope I)	Sustainability Performance Overview	
305-2	Indirect greenhouse gas (GHG) emission (Scope II)	Sustainability Performance Overview	
Sewage and Wastes			
	Disclosure of Management Approach	Communion Building and Green Development	
306-2	Total weight of wastes by type and disposal method	Communion Building and Green Development Sustainability Performance Overview	
Social Topics			
Employment			
	Disclosure of Management Approach	People-oriented and Pleasant Atmosphere	

APPENDIX I: SUSTAINABILITY PERFORMANCE OVERVIEW

GRI	Details	Disclosure Section	Notes
Guidelines			
Indicators			
Occupational health and safety			
	Disclosure of Management Approach	People-oriented and Pleasant Atmosphere	
Training and education			
	Disclosure of Management Approach	People-oriented and Pleasant Atmosphere	
404-1	Average training hours per year per employee	People-oriented and Pleasant Atmosphere	
Local Communities			
	Disclosure of Management Approach	Pay Back to Society with Great Love	
413-1	Operating activities relating to social engagement, social impact assessment, and neighborhood development plan	Pay Back to Society with Great Love	
Customer Health and Safety			
	Disclosure of Management Approach	Full-hearted Commitment and Sincere Service Sustainability Performance Overview	
413-1	Breaches of health and safety laws and regulations relating to product and service	N/A	No incident occurred in the reporting period
Customer Privacy			
	Disclosure of Management Approach	Full-hearted Commitment and Sincere Service	
419-1	Total number of substantiated complaints regarding breaches of customer privacy or losses of customer data	N/A	In the reporting period, the Group had no complaints regarding breaches of customer privacy or losses of customer data
Complaint Mechanism			
	Disclosure of Management Approach	Full-hearted Commitment and Sincere Service	
Compliance			
	Disclosure of Management Approach	Sustainability Strategy	
307-1	Breaches of environmental laws and regulations	N/A	No incident occurred in the reporting period
419-1	Breaches of social laws and regulations	N/A	No incident occurred in the reporting period

APPENDIX II: FEEDBACK FORM

Dear reader:

Thank you for reading this Report! This is our 2018 Environmental, Social and Governance (ESG) Report, and we hope to receive your comments on the Report to help us improve the Report continuously.

If you have any opinions or suggestions on the environmental, social and governance performance of the Group, please email: ir@yuexiuproperty.com

Feedback on Yuexiu Property Company Limited 2018 ESG Report

Name _____

Company _____

Position _____

Telephone _____

Email _____

Your appraisal: (please put ✓ in the corresponding box)

	Very Good	Good	Ordinary	Bad	Very Bad
Do you think this Report highlights the important information of the Group in respect of the environment, society and governance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you think the information and indicators disclosed in this Report are clear, accurate and complete?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you think the organization of content and style design of this Report are reader-friendly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which part are you most interested in?

What other information that you need to know about is not reflected in this report?

What advice do you have for our future release of environmental, social and governance reports?
