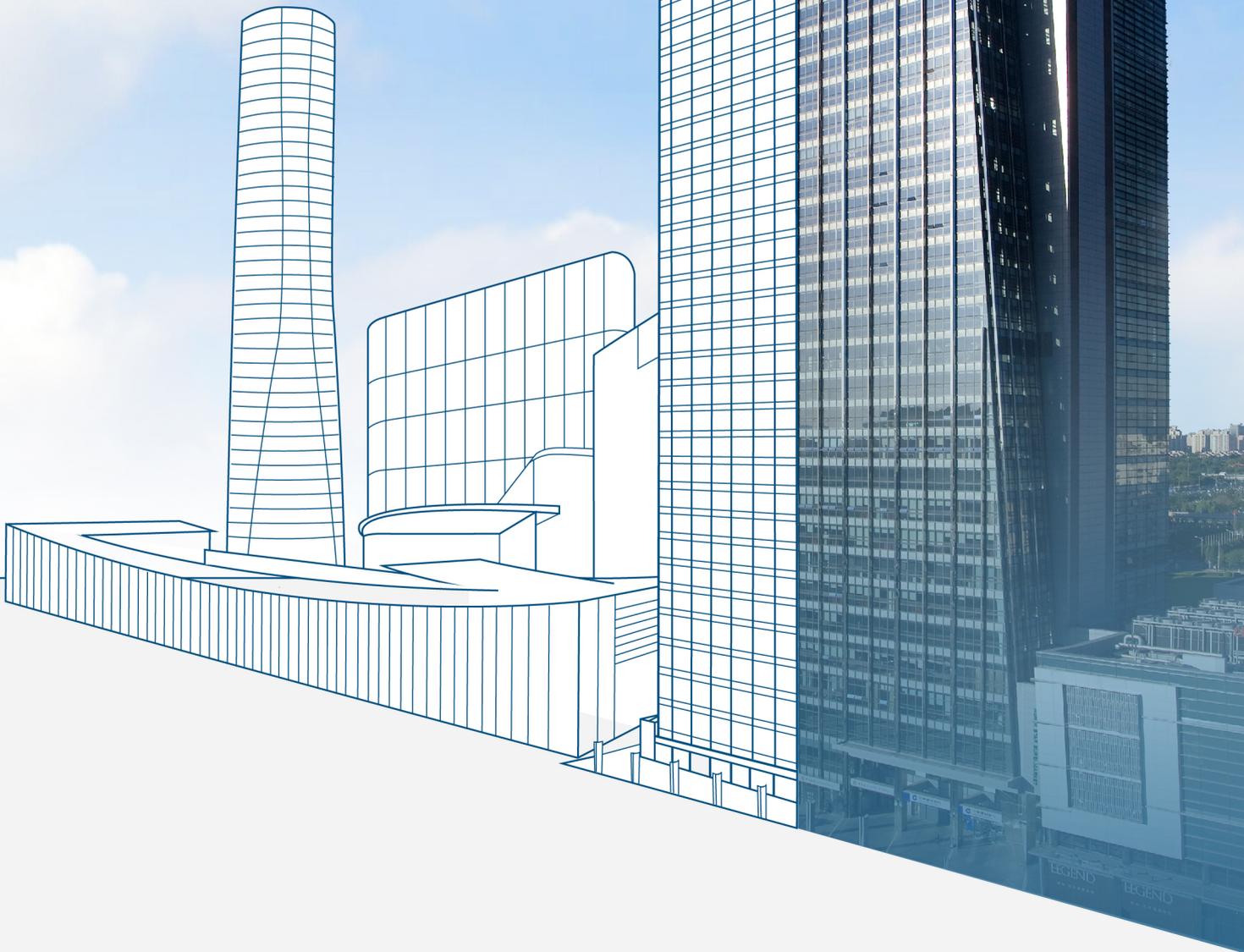




# 2021<sup>★</sup>

## 企业社会责任暨 环境、社会及管治报告

Corporate Social Responsibility &  
Environmental, Social and Governance Report



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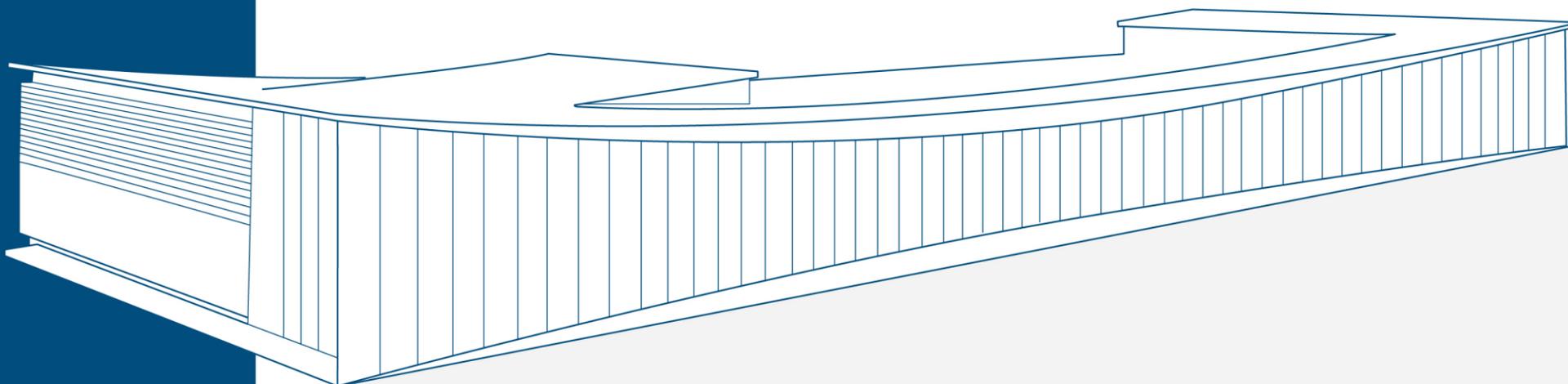
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## 报告说明

北京北辰实业股份有限公司欣然发布第 14 份《企业社会责任报告》暨第 6 份《环境、社会及管治报告》。本公司董事会及全体董事保证本报告内容不存在任何虚假记载、误导性陈述或重大遗漏，并对其内容的真实性、准确性和完整性承担个别及连带责任。

本报告旨在向各利益相关方展示与本公司可持续发展相关的环境及社会议题内容，以便各利益相关方更好地了解本公司可持续发展的理念、行动及相关绩效等。

本报告以简体中文及英文双语进行编制，如有任何字面歧义，请以简体中文版本为准。

## 报告时间范围与周期

除非特别说明，本报告主要描述 2021 年 1 月 1 日至 2021 年 12 月 31 日期间，本公司在环境、社会及管治工作方面的具体政策与表现。由于涉及连续性及可比性，本报告中部分信息内容将根据需要做适当延伸。

## 报告准则

本报告的编制遵循上海证券交易所发布的《上海证券交易所上市公司环境信息披露指引》，以及香港联合交易所有限公司发布的《香港联合交易所有限公司证券上市规则》附录二十七《环境、社会及管治报告指引》。本报告遵循《环境、社会及管治报告指引》有关“重要性”、“量化”、“平衡”、“一致性”汇报原则。请参阅下表以了解本公司如何应用该等汇报原则以准备本报告。

### 汇报原则

#### 重要性

当董事会厘定有关环境、社会及管治事宜会对投资者及其他利益相关方产生重要影响时，发行人就应作出汇报。

## 报告组织范围

本报告以重要性为原则界定组织范围。除非特别说明，本报告所涉及的实质性内容均源自北京北辰实业股份有限公司及旗下分公司及子公司。环境关键绩效指标范围仅包括本公司京内持有型物业，社会关键绩效指标范围包括北京北辰实业股份有限公司及旗下分公司及子公司。

于编制本报告期间，本公司在专业咨询机构协助下，进行了重要性议题评估，以识别对北辰实业及其主要利益相关方而言至关重要的议题。其后，重大议题的相关资料已被收集并针对性地于本报告中作出披露。另外，本公司的董事会已经知悉重要性议题评估的结果，并且批准了本报告。

### 汇报原则

#### 量化

有关历史数据的关键绩效指标须可予计量。发行人应订下减少个别影响的目标（可以是实际数字或方向性、前瞻性的声明）。这样，环境、社会及管治政策及管理系统的效益可被评估及验证。量化资料应附带说明，阐述其目的及影响，并在适当的情况下提供比较数据。

#### 一致性

发行人应使用一致的披露统计方法，令环境、社会及管治数据日后可作有意义的比较。发行人应在报告中披露统计方法或关键绩效指标的变更（如有）或任何其他影响有意义比较的相关因素。

### 本公司的原则应用

本公司已在“综合绩效表现”中提供了有关汇报的排放量/能源耗用所用的标准、方法、假设及计算工具的资料。本报告中已计量历史数据的关键绩效指标。本公司已定下减少个别影响的目标，包含实际数字或方向性、前瞻性的声明。

本公司所采用的数据统计方法以及关键绩效指标与去年所采用的方法一致。

## 董事会声明

北辰实业的 ESG 管治架构主要由董事会、董事会秘书、董事会工作部 ESG 专责人员构成。

- 1) 董事会主要负责审议本公司 ESG 方针与策略，解释相关事宜与本公司业务的联系，审批 ESG 报告；
- 2) 董事会秘书负责对 ESG 报告进行审阅，并向董事会进行汇报；
- 3) ESG 专责人员通过数据及资料收集对 ESG 相关事宜的开展情况进行了解，撰写工作报告。

未来，北辰实业将参照《环境、社会及管治报告指引》中的要求，优化 ESG 管治架构，完善董事会职责，不断提升 ESG 管治能力。

## 确认与审批

本报告披露内容符合上海证券交易所发布的《上海证券交易所上市公司环境信息披露指引》的信息披露要求，以及香港联合交易所有限公司发布的《香港联合交易所有限公司证券上市规则》附录二十七《环境、社会及管治报告指引》有关“强制披露规定”和“不遵守就解释”的 ESG 信息披露要求。本报告于 2022 年 3 月获 ESG 专责人员确认，并经由董事会批准。

## 报告获取与反馈

本报告分为在线版本和印刷版本两种，在线版本可在本公司网站、上海证券交易所、香港交易及结算所有限公司披露易网站查阅和下载。若您期望索取纸质版报告，或者对本报告有任何疑问、评论或反馈，欢迎发送邮件至 northstar@beijingns.com.cn 与本公司联系。

## 释义

在本报告内，除文义另有所指外，下列词汇应具有以下含义：

“北辰实业”、“本公司”、“北辰”	▶ 北京北辰实业股份有限公司
“北辰集团”	▶ 北京北辰实业集团有限责任公司
“ESG”	▶ 环境、社会及管治
“本报告”	▶ 本公司《2021 年度环境、社会及管治报告》
“报告期”、“本年度”	▶ 2021 年 1 月 1 日至 2021 年 12 月 31 日
“市国资委”	▶ 北京市人民政府国有资产监督管理委员会
“市委”	▶ 中国共产党北京市委员会
“市政府”	▶ 北京市人民政府
“服贸会”	▶ 中国国际服务贸易交易会
“京内持有型物业”	▶ 本公司在北京约 120 万平方米持有型物业
“北辰信诚物业”	▶ 本公司北京北辰信诚物业管理有限责任公司
“公寓公司”	▶ 本公司公寓经营管理分公司
“公设公司”	▶ 本公司公用设施管理分公司
“写字楼公司”	▶ 本公司写字楼经营管理分公司
“首都会展集团”	▶ 本公司首都会展（集团）有限公司
“北辰地产”	▶ 本公司北京北辰地产集团有限公司
“国会主体”	▶ 本公司国家会议中心主体建筑
“国会酒店”	▶ 本公司国家会议中心酒店
“五洲皇冠”、“五洲皇冠国际酒店”	▶ 本公司北京北辰五洲皇冠国际酒店
“北京五洲大酒店”	▶ 本公司北京五洲大酒店
“国际会议中心”、“五洲·会议中心”	▶ 本公司北京国际会议中心
“北京五洲大酒店”	▶ 本公司北京北辰洲际酒店
“五险一金”	▶ 养老保险、医疗保险、失业保险、工伤保险和生育保险及住房公积金
“国家双碳目标”	▶ 习近平总书记在第七十五届联合国大会一般性辩论上宣布“中国将提高国家自主贡献力度，采取更加有力的政策和措施，二氧化碳排放力争于 2030 年前达到峰值，努力争取 2060 年前实现碳中和”的目标。
“新冠疫情”、“疫情”	▶ 新型冠状病毒肺炎疫情
“IHG”	▶ 洲际酒店集团“InterContinental Hotels Group PLC”
“HACCP”	▶ 危害分析关键控制点“Hazard Analysis Critical Control Point”
“EBMS”	▶ 会展运营管理系统“Event Business Management System”

## 卷首语

2021 年是“十四五”时期的开局之年，是中国共产党建党 100 周年，也是北辰实业坚守社会责任初心，在履行经济责任、推进乡村振兴、探索碳中和目标发展路径上持续创造价值的一年。

2021 年，面对新冠疫情反复带来的挑战，北辰实业强化攻坚克难的思想觉悟，履行安全生产责任，积极推进复工复产，本年度实现营业收入人民币 2,209,429.6 万元，同比上升 22.77%；实现除税前利润人民币 158,121.4 万元，同比上升 4.54%。

2021 年，北辰实业携手分公司及子公司高质量完成冬奥会筹备工作，为 2021 年中国国际服务贸易交易会、第二届联合国全球可持续交通大会、中国人民政治协商会议北京市第十三届委员会第四次会议等国家级、综合型、国际化展览展示和论坛会议活动保驾护航，再次向世界诠释“中国服务”风采。

2021 年，北辰实业积极贯彻习近平生态文明思想、关于碳达峰碳中和的重要指示精神，努力探索绿色低碳环保发展之路，顺利完成年度碳排放权履约工作，以实际行动助力企业低碳发展。

2021 年，北辰实业深刻理解走中国特色社会主义乡村振兴道路在“十四五”时期的重要性，通过产业帮扶、就业帮扶、消费帮扶、公益帮扶，为农业农村发展注入活力，为推进乡村振兴战略贡献北辰力量。

2021 年，北辰实业坚持“忠诚担当，同创共美”的核心价值观，不断向社会弱势群体传递爱心，积极开展孤贫重症儿童救助工作，连续第九年向北京春苗慈善基金会提供 95 万元医疗救助金，累计帮助近 400 名困境重症儿童。

展望未来，北辰实业将牢记国企使命担当，坚定不移地贯彻创新发展理念，坚持稳中求进工作总基调，力争创建国际一流的会展品牌企业和国内领先的复合地产品牌企业，为实现经济行稳致远、社会安定和谐，全面建设社会主义现代化国家贡献北辰力量！



## 公司概况

### 公司简介

北京北辰实业股份有限公司于一九九七年四月二日由北京北辰实业集团有限责任公司独家发起设立，同年五月在香港联合交易所挂牌上市。二零零六年十月在上海证券交易所成功发行 A 股并上市。

截至报告期末

公司注册总股本

**336,702** 万股

其中 A 股

**266,000** 万股

占总股本

**79.002%**

其中 H 股

**70,702** 万股

占总股本

**20.998%**

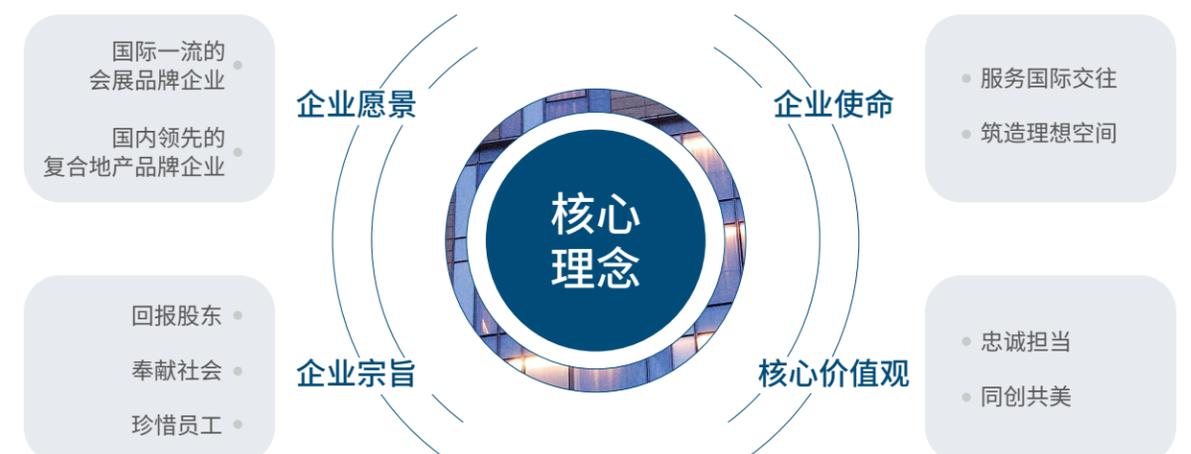


历经二十余年发展，公司主营业务包括发展物业、会展及投资物业（含酒店）。发展物业以立足北京、拓展京外为方针，近年来持续推进区域深耕和新城市拓展，逐步形成多区域多层级的全国规模化发展布局，构建了涵盖住宅、公寓、别墅、写字楼、商业在内的多元化、多档次的物业开发体系。截至报告期末，发展物业项目已进入北京、广州、长沙、武汉、杭州、成都、苏州、南京、廊坊、合肥、宁波、重庆、无锡、海口、眉山等 15 个城市，开发规模不断提升。

投资物业以会展为龙头，积极带动酒店、写字楼、公寓等业态协同发展。公司持有并运营的投资物业包括位于北京亚奥核心区的国家会议中心、北京国际会议中心、北辰洲际酒店、五洲皇冠国际酒店、北京五洲大酒店、国家会议中心大酒店、北辰世纪中心、汇宾大厦、汇欣大厦、北辰时代大厦、北辰汇园酒店公寓以及位于长沙的北辰洲际酒店、长沙北辰国际会议中心等，总面积逾 128 万平方米。

在做优做强持有型物业的同时，公司以旗下首都会展（集团）有限公司为依托，大力整合会展业务资源，不断强化会展产业新业务、新技术的外延扩张，探索发展包括会展场馆运营管理、展会主办承办及配套服务、会展教育咨询服务、高端国务政务活动保障服务等业务，不断创新会展轻资产运营模式，助推公司高质量发展。

公司秉承追求股东价值最大化的原则和“服务国际交往，铸造理想空间”的使命，不断致力于打造国际一流的会展品牌企业和国内领先的复合地产品牌企业。



## 企业荣誉

北辰实业坚持沿着国际化、品牌化、专业化发展之路前进，力争成为行业标杆。多年来本公司凭借良好的品牌形象，卓越的战略管理、优秀的运营团队、首善一流的服务标准，在多个领域获得社会各界给予的高度认可。

2021 年度北京北辰实业股份有限公司及旗下分公司及子公司 / 项目所获部分奖项与荣誉：

奖项与荣誉名称	获奖时间	获奖公司 / 项目	授予单位
<b>北辰实业</b>			
2021 中国房地产开发企业 500 强 -74 名	2021.03	北辰实业	中国房地产业协会
2021 中国房地产开发企业综合发展 10 强	2021.03		中国房地产业协会
2021 中国房地产百强企业 -62 名	2021.03		中国房地产 Top10 研究组
2021 中国房地产百强之星	2021.03		中国房地产 Top10 研究组
2021 沪深上市房地产公司投资价值 Top10	2021.05		中国房地产 Top10 研究组
2021 沪深上市房地产公司财富创造能力 Top10	2021.05		中国房地产 Top10 研究组
2021 值得资本市场关注的房地产公司	2021.05		中国房地产 Top10 研究组
2021 中国房地产 ESG 发展优秀企业	2021.05		中国房地产 Top10 研究组
中国地产风尚大奖 -2021 中国房地产年度影响力综合运营商	2021.09		观点指数研究院 (连续三年)
2021 中国房地产综合开发专业领先品牌价值 TOP10——复合地产	2021.09		中国房地产 Top10 研究组 (连续十五年)
2021 年度 ESG 卓越企业	2021.12		新地产财经传媒 (连续三年)
2021 十大责任国企	2021.12		北京晚报
2020 年度重点用能单位节能目标责任考评“优秀”等级	2021.12		北京市和朝阳区发改委 (连续十年)

<b>北辰地产集团</b>			
长沙市安康杯优胜项目	2021.01	长沙北辰房地产开发有限公司 A3 区	长沙市住房和城乡建设局
北京市 I 类 QC 成果： 超高独立圆柱施工方法研究	2021.04		北京市建筑业联合会
北京市 II 类 QC 成果： 提高金属屋面 TOP 防水卷材合格率	2021.04		北京市建筑业联合会
北京市 II 类 QC 成果： 提升大面积混凝土墙体裂缝控制技术	2021.04		北京市建筑业联合会
中建协 III 类 QC 成果： 超高独立圆柱施工方法研究	2021.04		中国建筑业协会
金标杯 BIM 大赛	2021.05		全国智能建筑及居住区数字化标准化技术委员会

<b>北辰地产集团</b>			
商品楼建筑施工现场水泥残渣清洗装置专利	2021.09	长沙北辰房地产开发有限公司 A3 区	国家知识产权局
中国首届新基建杯智能建造优秀施工案例赛组三等奖	2021.09		中国建筑材料流通协会
2021 “SMART BIM” 智建 BIM 大赛	2021.10		RICS 皇家特许测量师学会、GUAS 广东省城市建筑学会
“优路杯” 全国 BIM 技术大赛	2021.11		工业和信息化部人才交流中心
副会长单位	2021.07	重庆城市中心	重庆市房协第五届理事会
北辰地产集团重庆城市中心理事单位	2021.07		重庆市房地产商会
首都文明单位	2021.01	北京北辰信诚物业管理有限责任公司	首都精神文明建设委员会
成都市优质结构工程	2021.10	北辰·鹿鸣苑	成都市住房和城乡建设局
长沙市结构优良工程	2021.10	长沙滨辰置业有限公司	长沙市建筑业协会

<b>首都会展集团</b>			
中国最佳卓越服务酒店	2021.01	北辰洲际酒店	美丽中国酒店业领袖峰会暨金橄榄奖
中国百强 MICE 酒店	2021.06		《China TOP100 Best MICE Hotel》
年度卓越服务酒店	2021.11		中国酒店风尚榜
最佳卓越服务酒店	2021.12		中国最佳酒店大奖
最佳业主代表			
酒店业年度最佳业主			
中国最佳会议酒店	2021.12	中国商务会奖旅游金椅子奖	
第三十四届北京市企业管理现代化创新成果“一等奖”	2021.01	国家会议中心	北京市企业管理现代化创新成果评审委员会
优秀党建协调委员会成员单位	2021.06		中共北京市朝阳区委奥运村街道工作委员会
庆祝中国共产党成立 100 周年大会服务保障和广场活动筹备积极贡献奖	2021.07		庆祝大会服务保障和广场活动指挥部
2021 年中国国际服务贸易交易会发展潜力服务示范案例	2021.09		2021 年中国国际服务贸易交易会
最佳餐厅酒店	2021.01	北京北辰五洲皇冠国际酒店	生活元素
最佳商务酒店	2021.03		美团·酒店
最具价值新锐品牌	2021.04		意游 Enjoyable

# 责任沟通

## 利益相关方沟通

北辰实业坚信企业的可持续发展需要凝聚利益相关方的共识。为此，本公司建立了丰富有效的利益相关方沟通渠道，深入了解各方对企业的需求与期望，以评估企业在可持续发展工作中需重点关注和解决的问题。

北辰实业主要通过以下方面内容来判断本公司主要利益相关方：



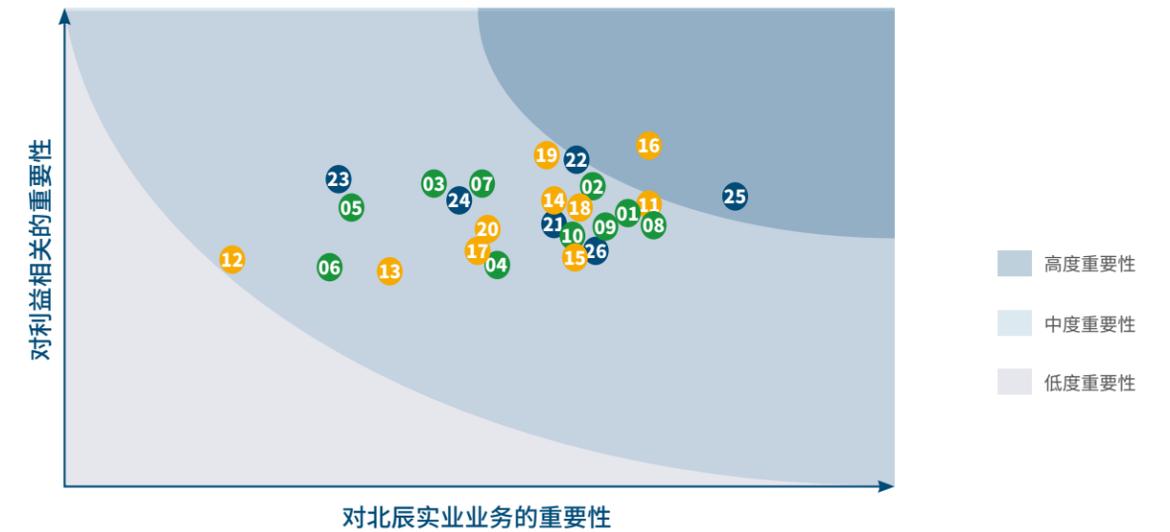
2021 年，本公司的主要利益相关方包括政府与监管机构、投资者及股东、客户、员工、供应商、媒体，以及公众等。为方便与各主要利益相关方进行有效交流，本公司设立并采用了多元沟通渠道，有效回应其诉求。

主要利益相关方	沟通渠道
政府与监管机构	· 参加会议 · 定期汇报 · 接受监督
投资者及股东	· 股东大会 · 公司网站投资者关系专栏 · 投资者关系热线 · 信息披露 · 投资者调研 · 上证 e 互动 · 投资者集体接待日 · 策略会
客户	· 客户服务热线 · 客户满意度调查 · 社交媒体宣传
员工	· 员工访谈 · 企业培训 · 员工活动 · 晋升渠道
供应商	· 电话访谈 · 现场考察 · 供应商大会
媒体	· 新闻发布会 · 访谈
公众	· 社区活动参与 · 慈善公益捐赠 · 乡村振兴 · 社交媒体宣传

# 重要性议题评估

2021 年，本公司委托专业的咨询机构，参照北辰实业历年重要性议题，基于自身的发展战略和业务特点，参考了重要的国际及国内环境、社会及管治信息披露指引，综合考虑行业发展趋势及国内外广泛关注的可持续发展议题，对重要性议题进行了分析和确认，如下列矩阵所示。本报告将着重围绕这些重要性议题进行可持续发展工作及绩效的汇报，以响应上述主要利益相关方的信息需求。

## 2021 年北辰实业重要性议题矩阵



环境议题	01 绿色办公与运营	02 绿色建筑	03 温室气体排放与管理		
	04 固废排放与管理	05 废水排放与管理	06 废气排放与管理		
	07 水资源使用及效益	08 能源使用及效益	09 材料使用及效益		
	10 项目施工影响评估及相关缓解措施				
	社会议题	11 客户满意度	12 社区投资及参与	13 供应链管理	
		14 员工待遇及晋升机制	15 保障服务质量	<b>16 客户健康与安全</b>	
		17 劳工准则	18 员工职业发展与培训	19 员工职业健康与安全	
		20 雇佣与员工福利			
		管治议题	21 反腐倡廉	22 财务表现及投资者利益	23 反不正当竞争
			24 企业信息披露	<b>25 社会经济合规</b>	26 利益相关方沟通

<sup>1</sup>标蓝色的议题为“高度重要性”议题，其余均为“中度重要性”议题

# 01

## 稳健经营

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- (一) 优化企业管治
- (二) 弘扬廉洁风尚
- (三) 完善供应商管理
- (四) 保护知识产权
- (五) 防疫筑牢安全保障



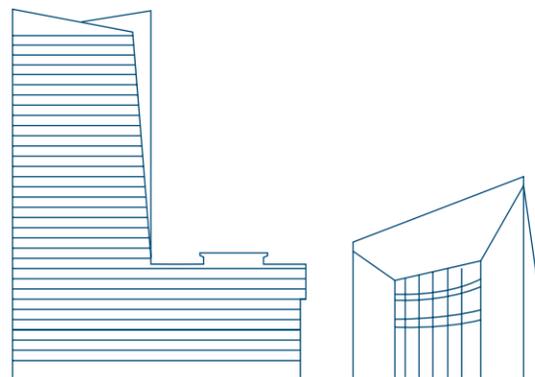
## 优化企业管治

作为国内首家 A+H 股地产类上市公司，北辰实业始终坚持股东价值最大化的一贯原则，积极维护投资者及债权人合法权益，高度重视为合作伙伴创造共赢发展的空间，认真聆听各方意见与建议，赢得市场和投资者对北辰价值的认同。

北辰实业依法履行信息披露义务，严格遵守《上海证券交易所股票上市规则》、《香港联合交易所有限公司证券上市规则》，以及本公司《公司章程》、《信息披露管理制度》等规定中对信息披露工作的要求。报告期内，通过接待境内外投资者调研、召开远程会议、开设公司网站投资者关系专栏，以及设置投资者热线电话等方式，与投资者及债权人进行全方位地互动与交流，充分维护投资者及债权人权益。



北辰实业深刻认识到科学化、系统化、规范化、专业化的管理有助于企业识别及防范市场风险，实现企业高效健康发展。因此，北辰实业致力于持续提升企业管理水平，报告期内，本公司董事、监事和高级管理人员按照上市地区的监管要求，通过参加课程培训、在线学习等方式，加强业务培训，不断提升履职能力。报告期内，本公司法人治理的实际状况符合《中华人民共和国公司法》、《上市公司治理准则》和中国证监会相关规定的要求。



## 回馈股东与债权人

报告期内，北辰实业按照《公司章程》及《股东分红回报规划》规定的分红标准和程序完成了本公司 2020 年度利润分配，充分维护了本公司股东依法享有的资产收益等合法权益。经 2020 年年度股东大会审议通过，本公司 2020 年度利润分配方案以公司总股本 3,367,020,000 股为基数，每股派发现金红利 0.030 元人民币（含税）。该利润分配方案已实施完毕（其中，A 股现金红利派发已于 2021 年 7 月 2 日完成，H 股股息已于 2021 年 7 月 23 日派发），共计派发现金红利 101,010,600 元人民币，占本公司 2020 年度归属于上市公司普通股股东净利润的 79.26%。

报告期内，为维护北辰实业债权人的合法权益，本公司积极履行相关信息披露义务，保持有关公司债券及中期票据的付息情况的信息透明度。截至 2021 年 12 月 31 日，“20 北辰 01”、“14 北辰 02”、“16 北辰 01”、及“19 北辰 F1”等公司债券、中期票据已按期足额兑付，本公司不存在未按期，未足额支付及应付未付本期公司债券及中期票据利息的情况。

未来，本公司将结合主营业务发展，综合考虑政策环境、利率水平、资产负债结构等因素充分发挥“总部融资”模式的优势，在传统银行融资的基础上，搭建多元化融资平台，不断探索多种资本市场融资工具，通过公司债、中期票据等方式，不断优化本公司的资本结构和债务结构，为本公司可持续发展夯实基础，实现高质量发展。



每股派发现金红利

**0.030**

元人民币（含税）



共计派发现金红利

**101,010,600**

元人民币



占本公司 2020 年度归属于上市公司普通股股东净利润的

**79.26%**

## 弘扬廉洁风尚

为促进本公司经营发展，本公司扎实推进党风廉政建设工作，通过完善内部制度、优化反贪污举报程序以及开展相关培训等多个举措构建营造风清气正的发展环境。

在制度建设方面，本公司严格遵守《中华人民共和国刑法》等法律法规。为夯实监督第一职责，本公司编制了《北辰实业纪检监察工作手册》。作为细精准监督、靠前监督的重要指导，该手册明确了监督重点对象，细化了监督具体内容，列举了监督方式方法，将监督延伸到经营管理各层面，切实提升监督执纪的质量和效果，完善了本公司监督制度体系。

在举报程序方面，北辰实业通过接收来信、来访、举报邮箱邮件、举报信箱收集信访举报情况，严格按照上级有关规定，全面加强公司信访举报工作，及时了解相关情况，实时跟进监督。此外，本公司通过信息化技术，搭建网络信访举报渠道，在 OA 平台设立信访举报窗口，构建“信、访、电、网、微信”五位一体的信访举报渠道，多种方式收集信访信息。同时，本公司规范信访台账管理，对所有信访统一编号，明确信访内容、办理方式、责任人和处置结果，实行动态化管理，确保对账销号记录清晰、准确无误。



### 举报渠道

信

访

电

网

微信

### 案例 党风廉政建设宣传月活动

2021 年，北辰实业扎实推进党风廉政建设工作，持续提高各级党员领导干部拒腐防变能力，强化不敢腐、不能腐、不想腐的思想自觉和行动自觉，一体构建“三不”有效机制，开展了以“学百年建党史，做清廉北辰人”为主题的党风廉政建设宣传月活动，报告期内，共 976 人分批参观廉政教育基地，发放廉政教育类资料 753 份，警示教育光盘 30 份，推荐阅读廉政书目 140 本。此外，公司召开了“以案为鉴、以案促改”警示教育大会，通过剖析典型案例，总结经验教训，不断增强抵御风险能力。本年度，公司召开警示大会 16 场，深度剖析 26 个廉政案例，1,898 人参加廉政知识测试，并以家书形式向各企业领导班子家属发放 837 份《致各级领导干部及家属的一封信》，介绍本公司全面从严治党和反腐败工作，携手党员干部家属用实际行动构筑防腐防、促廉倡廉的坚固家庭防线。



“以案为鉴、以案促改”警示教育大会

北辰实业积极组织开展普法宣传活动，举办了“律盾”法律人员培训班，进一步提升法律人员队伍的知识技能与专业素养，还组织开展了“美好生活民法典相伴”、“12·4”国家宪法日暨宪法宣传周等系列宣传活动，形成全员学法、尊法、守法、用法的良好氛围，积极培育具有北辰特色的企业法治文化。

<sup>2</sup>报告期内，北辰实业的反贪污培训暂未包含本公司董事，但本公司董事严格遵守相关法律法规，未涉及贪污诉讼案件。未来本公司将逐步完善董事参与反贪污培训的机制。

## 完善供应商管理

为进一步推进资源节约型和环境友好型社会建设，引导和促进供应商积极履行环境与社会责任，打造负责任供应链，北辰实业制定了《供应商管理办法》、《采购招标管理规定》、《关于绿色、环保采购的相关规定要求》以及内部比选相关管理办法等内部政策，切实将可持续发展的理念融入供应商管理机制中。本公司在商业开发、业务流程管理与供应商共同承担环境、社会责任风险，共享发展机会，共同识别和监测供应链中存在的风险与机会，并积极推行集约高效的业务服务采购策略，是本公司践行可持续发展的重要举措。

北辰实业严格执行供应商准入及淘汰机制，依照相关制度以招标比选等方式对供应商进行资格审核，审核内容包括但不限于营业执照、资质等级、服务范围、银行资信、业绩水平、合作项目、信誉水平等，对不诚信的供应商实行黑名单制。对于已经建立合作关系的供应商，实施全方位的监督与核查，从根本上解决供应链潜在问题或薄弱环节，避免其关联供应商涉及违法行为。截至 2021 年 12 月，与本公司建立了长期合作的供应商数量为 1,562，均来自于内地地区，无港澳台或海外供应商。

截至 2021 年 12 月  
与本公司建立了长期合作  
的供应商数量为

1,562

经本公司环境、社会风险筛选及管控的供应商数量为

1,375

通过质量、职业健康安全、环境或能源管理等体系认证的供应商数量为

671

除此之外，本着低碳优先、绿色先行的发展理念，本公司严守供应链环保管理的每一环节，通过在供应商招标比选文件中明确相关环保要求的条款及服务内容，并注明优选能够提供相关环保资质认证证书的供应商，选择符合公司绿色环保要求的供应商，同时由需求部门及验收部门共同完成对供货及服务的监督，从而实现促进经济与环境保护并肩发展的双赢格局。

### 《关于绿色、环保采购的相关规定要求》中供应商的责任：

1、积极学习绿色环保的相关知识，并有义务将相关知识传达到公司所有人员；



2、在同等条件下首选推荐通过环境标志产品认证、节能产品认证或者国家认可的其他认证的节能环保产品，并在送货时将相关证明随同货物一并携带；

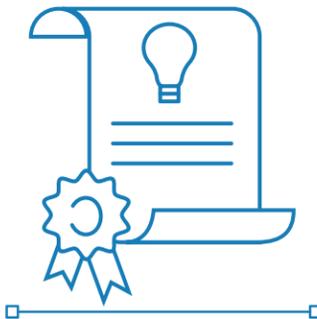
3、按时对物流车辆进行相关环保检测，不得使用高污染、高排放的运输车辆，并定期向采购部提供物流车辆的环保监测合格的相关证明文件；



4、供应产品或原材料符合绿色包装的要求，不使用含有有毒、有害物质作为包装物材料，使用可循环使用、可降解或者可以无害化处理的包装物，避免过度包装，在满足需求的前提下，尽量减少包装物的材料消耗。

北辰实业坚决抵制供应链中违反员工合法权益及人权的事件发生，及杜绝发生应当进行招标而未进行招标，或分解项目规避招标，以及在招标过程中弄虚作假、围标、串标、贿标等违反法律法规的行为。所有供应商选用程序均须合规合法。

## 保护知识产权



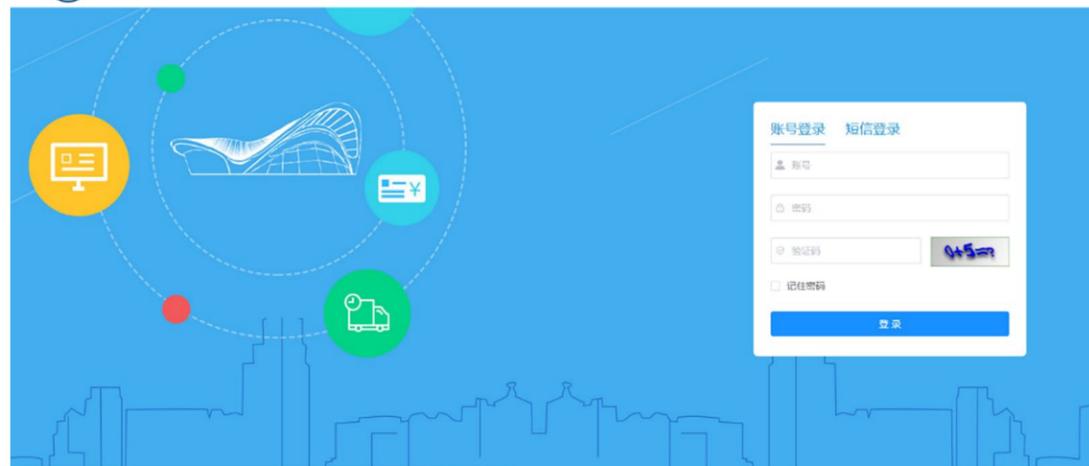
北辰实业高度重视知识产权保护工作，将知识产权保护摆在更加突出的位置，并通过加强品牌管理制度建设、聘请知识产权顾问提供知识产权法律支持与服务，以及举办知识产权专题培训讲座等举措，努力提升公司知识产权管理水平。经过多年的努力和积累，本公司知识产权事业发展取得显著成效，知识产权管理制度体系逐步完善，商业秘密保护不断加强，商标、版权等知识产权注册登记数量大幅增加，知识产权保护效果、运用效益和影响力显著提升。

### 案例 北辰实业研发全国首套自主知识产权场馆管理系统

北辰实业研发的全国首套具有自主知识产权的场馆管理系统是基于北辰智慧会展平台的一项重要应用，是北辰实业信息基础设施的重要组成部分，未来可全面赋能会展场馆管理和输出管理工作，加强北辰实业在会展方面的核心竞争力。

该系统采用“软件即服务”（SAAS）模式设计和部署，数据集中存储，采用标准化管理流程和数据结构，打破数据孤岛，有效积累会展数据，真正做到强总台、强后台、强管控，并辅助科学决策，为首都会展集团建设更智能化、智慧化的场馆服务提供有力的支撑。

#### 北辰会展场馆管理信息系统



北辰会展场馆管理信息系统

## 防疫筑牢安全保障

### 统筹防疫与经营



北辰地产实地查看长沙项目

2021年2月，春节假期刚刚结束之际，北辰实业领导班子成员前往北辰地产各城市中心项目开展现场调研，要求各城市中心提高政治站位，做好攻坚克难的思想准备，全力以赴推进各项项目建设。有关人员迅速响应，大规模展开复工，分秒必争推进各项工程建设，切实履行安全质量职责，筑牢安全生产防线，加强安全巡查，强化危险源辨识、风险评价和控制等源头管理，全面排查整治安全质量隐患。此外，北辰地产有针对性地制定应急预案，落实应急队伍、应急物资和装备等资源，采取各种有力措施，积极营造安全、祥和的社会环境。

### 积极落实防疫措施

五洲·会议中心坚持疫情防控最高标准，圆满完成北京市第十三届委员会第四次会议。会前全员核酸检测，采购防疫物资 20 余类、50,000 余件。会议期间，严格每日测温登记，动态检查防疫措施落实情况。房间配备“防疫包”，餐桌设置隔板，会场拉大间距，各餐厅、会场门口配备各类防疫物资。

北京五洲大酒店作为 2021 年中国国际服务贸易交易会唯一官方指定媒体接待酒店，为保障会议期间安全稳定，制定安全保卫、突发事件处置等 12 个专项方案、预案。

写字楼公司严格贯彻落实疫情防控工作要求，建立防控工作周报告制度，执行严格出京备案，离京线上审批流程，及时开展涉及中高风险人员滞留京外或返京人员的排查工作，确保人员安全。根据防控重点变化，写字楼公司对各楼宇、各商业项目测温、扫码、戴口罩、一米线、冷链食品等防控措施落实情况进行检查，为楼宇防疫安全提供保障。

### 开展员工疫苗接种

此外，北辰实业坚信员工的健康是稳健经营的基础。2021 年，北辰实业积极推进新冠疫苗免疫接种工作，在全面掌握分公司及子公司员工前期疫苗接种的基础上，动员部署，积极宣传、统筹协调，确保免疫接种工作有序推进。



防疫物资

20 余类

50,000 余件

截至 2021 年末

在京职工接种率达

95.6%

辅助工种接种率达

99%

加强免疫接种率达到

100%

# 02

## 客户至上

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- (一) 提升服务水平
- (二) 加强质量管理
- (三) 全面落实安全责任
- (四) 客户权益与满意度保障

北京  
北辰  
洲际  
酒店

国家会议中心  
CHINA NATIONAL CONVENTION CENTRE

为客户提供高质量服务是企业生存、盈利、可持续发展的基石，直接影响着企业品牌形象。北辰实业以为客户提供优质的服务为宗旨，建立上下联动的协同服务机制，切实提升客户满意度，与客户共创价值。

报告期内，本公司严格遵守我国相关法律法规，涉及范围包括但不限于提供产品或服务的健康与安全、广告、标签、隐私事宜、补救方法等。为进一步深化对产品及服务责任的管理，本公司聘请资深法律顾问，结合其专业意见，制定合理有效的解决方案；在业务运营过程中，坚决打击违法建设和违规销售行为，以实实在在的态度维护客户权益。

## 提升服务水平

### 高质量服务保障重大活动

2021 年，北辰实业携手分公司及子公司为多个重大活动保驾护航，以首善一流的标准、精益求精的工作态度认真对待每一场活动。

在新冠疫情常态化时期，北辰实业高度重视疫情防控，并在众多国家级、综合型、国际化展览展示和论坛会议活动中使用数字化创新经营模式，减少线下接触，同时拓宽会展服务的边界。



### 案例 服贸会保障工作实现全新数字变革

为迎接 2021 年服贸会，北辰实业引入首旅集团、首钢建投、京东科技及法国智奥会展集团四家战略投资者，组建首都会展集团。首都会展集团已经全面参与今年服贸会的招商招展、市场开发等筹办工作，实现国家会议中心和首钢园区两大场馆跨区域联动作战，取得了市场化、专业化运作的全新突破，为发展会展全产业链奠定坚实基础。

本届服贸会成功吸引来自 153 个国家和地区的 12,276 家企业通过线上线下结合的方式参与了本次大会，共同聚焦数字经济、国家双碳目标、服务业扩大等热点话题。作为 2021 年服贸会数字服务专区专业承办机构，首都会展集团以“开创数字服务新格局、共享服务贸易新时代”为主线，从数字治理、数字体验、数字转型和数字信任四个方面策划布展，呈现数字服务为生产生活方式和政府社会治理带来的变革，勾勒数字经济未来。首都会展集团通过改版上线服贸会新的官网、2D 展台海报等新的模块等方式为市场化打下基础；通过优化展商注册和展位搭建审核流程，提升用户体验、增加网络信息安全；通过云会议功能全面提高闭门会议的安全性和可控性；通过丰富的英文服务，切实提升了服务的国际化水平，实现了办展办会方式的全面创新。



服贸会国家会议中心会场



服贸会首钢园区会场



会场服务精益求精

本届服贸会取得圆满成功，首都会展集团作为本届服贸会专业运营商收获了来自各方的赞誉，国家会议中心作为服贸会主会场荣获了 2021 年服贸会“发展潜力服务示范案例”大奖。

### 案例 圆满完成庆祝建党 100 周年文艺演出

2021 年 6 月，庆祝建党 100 周年文艺演出《伟大征程》在国家体育场盛大举行。国家会议中心承担了此次演出观演区贵宾及主演团队的服务保障任务。此次任务时间之紧、任务之重、标准之严、规格之高，均创企业开业以来重大活动保障之最。



北辰实业服务保障团队

为确保服务保障滴水不漏，国家会议中心党委成立了两支保障团队近 600 人，分别承担了演出观演贵宾的服务和主演团队酒店住宿的服务保障任务，另外还组建了由 118 名党员组成的突击队，为保障团队提供支援。在因疫情封闭执行保障任务期间，企业工会组织为保障团队配备了暖心服务包；后勤团队提供全方位保障。最终服务保障团队克服困难，不辱使命、不负重托，发扬敢打硬仗、能打胜仗的传统，圆满完成千余人次的服务保障。

### 案例 助力 2022 年北京冬季奥运会

北辰实业旗下北京北辰洲际酒店、北京北辰五洲皇冠国际酒店、北京五洲大酒店、国家会议中心大酒店作为奥林匹克（残奥）大家庭酒店负责为北京冬季奥运会的国际贵宾提供住宿接待、会议和用餐等服务。

为办好大家庭酒店的服务保障工作，北辰实业组建内部工作专班，全面统筹大家庭酒店、签约酒店各项筹备工作，选派 25 名骨干人员进入北京冬奥组委大家庭酒店运行团队，全力配合相关工作。大家庭酒店运行团队分别对 4 家大庭酒店、2 家签约酒店 797 间客房进行客房全面翻新、房间装修改造，努力为奥运宾客打造更加舒适人性的居住环境。

此外，北辰实业共制定了安全生产、网络安全、疫情防控、舆情管理、突发事件处置等应急预案 123 项，开展岗位演练 436 次，培训冬奥服务人员 7,550 人次，为举办一届“简约、安全、精彩”的奥运盛会贡献北辰力量。



北辰实业有关领导现场指导工作



冬奥会（残奥）大家庭酒店、签约酒店实战综合演练

## 细化餐饮卫生管理

在新冠疫情防控常态化时期，餐饮经营活动不断增加，北辰实业严格落实各项防疫措施，坚持防疫和经营工作两手抓的工作方针。

北辰实业旗下酒店不断加强疫情防控力度，在客人办理入住时，向客人及时传达当地有关疫情防控的相关工作要求和精神，按行业、公安部门要求如实填写登记表，督导客人做好疫情防控。在客人住店期间，酒店专人每日早晚两次为客人测量体温，建立疫情风险实时监测体系。在大堂入口和员工通道入口处设临时隔离观察室，以备发现发热、疑似、确诊人员使用，并为到店客人提供干净、放心、安全的用餐服务和环境。

### 用餐服务保障

- 前台公共区域和餐饮营业区域，所有座位采取隔一用一的标准限制人流密度，避免客人近距离接触和交流；
- 等候区域设置“一米安全线”；
- 每天定时对室内、外的桌椅和用餐环境进行 4 次清洁消毒；
- 坚持餐具“客到上桌”原则，倡导客人使用公筷公勺；
- 酒店对进入餐厅的顾客进行测温登记，确保到店客人和餐厅员工的安全健康。



积极做好餐饮防疫措施



公寓公司餐饮部依据市场监督管理局餐饮科下达的关于疫情期间餐饮卫生管理安排食品安全工作，于各个环节做至层层把控、节节记录，确保食品安全。

#### 餐厅卫生

- 餐厅家具和公共设备每日进行两次消毒及开窗通风
- 延长餐具高温消毒时间
- 送餐服务人员要佩戴卫生防护工具
- 服务人员采取分散用餐

#### 厨房卫生

- 厨师身体健康监测
- 消毒液擦拭厨房地面
- 冷荤间紫光灯消毒
- 生熟食材使用专属工具分开加工

#### 烹饪

- 菜品出品中心温度达到 75°C 15 秒



## 加强质量管理

### 严控食材质量

在食品安全方面，本公司旗下酒店严格遵守食品安全管理体系，并执行《中华人民共和国民法典》、《中华人民共和国食品安全法》等相关法律和法规，食品原材料安排专人负责验货、收货，保证质量和有效期，并按要求配合食药监所做好菜品抽样检查、食品留样等工作。酒店亦定期开展食品安全教育培训，全面提升食品监管人员依法履职水平和食品安全主体意识。

本公司旗下部分酒店根据现有供货商评分体系，定期对供货商表现进行审核评价，评分项目涵盖供货商的 HACCP 计划管理、质量管理体系、食材存储环境、生产控制、卫生控制、人员管理等方面。根据评分结果对优秀供货商实施奖励政策，对不合格供货商进行限期整改或替换。



在新冠疫情常态化阶段，本公司旗下部分酒店响应国家防疫要求，对进口冷链食品冷链进行追溯，库存进货、出库使用登记系统进行详细记录，以保障食品安全。

### 案例 五洲皇冠搭建冷链信息平台

2021 年，五洲皇冠酒店修订了《货物、服务采购招标管理规定》，对招标、比选、比价、采购、监督管理做了进一步规定。结合疫情防控要求，酒店在进口食材冷链方面严格按照国家规定，建立冷链信息平台。

酒店严格按照新冠疫情防控要求进行收货，要求供应商送货人员出示核酸检测及行程码，进口冷链食品要可追溯来源。酒店收货部检查货物相关检测资料，追溯来源。安保部监察送货人员的相关检测材料。

#### 根据供货商评分结果对应实施的主要激励方法：



辅助供货商建立质量管理体系，提升产品质量

优先合作 ↑

优先签订下一年度采购合同

扩大合作 ↕

增加采购份额、合作延伸至旗下分公司及子公司

长期合作 ⌚

长期供应合作，建立战略联盟

## 建造精品工程

北辰实业设有工程质量管理目标考核制度，每年度逐级落实工程质量管理目标，持续加大审查力度，针对所有在建项目进行定期质量抽检，交付前进行项目自查、城市中心检查和北辰地产评估三层防控体系，评估通过后方可交付客户。如客户收房时提出房屋质量问题，有关部门将进行详尽梳理，并进行维修。

为保障房屋质量，北辰地产从以下几个方面完善过程管控流程：

### 制度建设

修订了《北京北辰地产集团有限公司工程管理检查评估办法》等制度，增加安全管理分级检查等内容，明确项目质量安全管控目标，优化完善工程管理制度内容，持续推进北辰地产工程管理标准化、精细化，提升项目工程管理水平；

### 组织第三方工程管理检查

已组织完成本年度三轮共 64 次北辰地产自操盘项目第三方工程质量安全检查评估工作，对 3 个城市中心、5 个精装修交付项目进行了 18 个检查频次，受检项目整体质量、安全状况可控，项目检查成绩稳步提升；

### 北辰地产工程管理行为检查

组织开展完成 9 个北辰地产自操盘项目的工程管理行为检查，各项目已按要求进行问题的整改及回复工作；

### 组织城市中心开展工程管理双月度检查

检查结果均按时在 OA 办公平台各城市中心门户进行公示；

### 深度分解年度工作计划，参与项目过程重要管理动作

认真梳理部门年度重点工作，层层分解，责任到人，制定考核目标，制订《工程管理中心 2021 年度工作计划深度运营分解表》，严格按照要求落实部门管理工作。

本公司要求所有承建商必须做到：

质量管理体系的落实

执行国家强制性标准

保障在建工程的质量标准

规范工程技术数据的填写与记录，保持与工程进度同步

## 案例 北辰墅院 1900 项目完善房屋质量检查工作机制

对待房屋质量检查，北辰墅院 1900 项目一直保持着一丝不苟的态度。在客户收房前一个月，有关部门对房屋质量进行检查，若出现问题，安排相关部门进行维修，确保正式交付前无房屋质量问题。



房屋质量检查及问题处理

## 全面落实安全责任

### 主体责任

党政同责 一岗双责 齐抓共管 失职追责

### 工作方针

预防为主 单位负责 突出重点 保障安全

### 工作要求

万无一失



强化各类安全保障措施，周密部署、强化落实。

本公司与各家分公司及子公司签订《安全稳定工作责任书》，明确了各企业在安全稳定工作中的职责和任务，各企业与其下属企业、部门、班组、个人及商客户、承租承包、劳务派遣单位等层层签订责任书，认真落实逐级安全稳定主体责任，签订率 100%。

2021 年本公司内部未发生重大生产安全事故、未发生重大火灾事故、未发生可防性刑事案件和治安案件、未发生重大交通甲方责任事故。

2021 年《全国安全生产专项整治三年行动计划》进入集中攻坚阶段，按照计划安排，在集中攻坚阶段动态更新问题隐患和制度措施清单，针对重点难点问题加大专项整治力度，落实和完善治理措施。为此，本公司进行专项检查，通过“三年行动”七个专项排查出问题 43 项，并已完成相应整改。“三年行动”推进以来，公司在学习习近平总书记关于安全生产重要论述、落实企业安全生产主体责任、隐患排查治理体系建设、建设施工项目安全整治、消防安全整治、交通安全整治、内部安全防范整治七个专项整治中取得积极进展和明显成效。

长期以来，在经营管理过程中，北辰实业始终把安全生产责任放在工作的重中之重。在新冠疫情常态化的背景下，北辰实业不断完善防疫措施，加大安全保障力度，有针对性的进行安全检查和督导。在每次接待重大会议、活动安全保障工作前，北辰实业及时全面的了解、掌握接待工作的任务和要求，排查工作隐患，重点加强防火、维稳、治安、交通管理方面相关工作，强化岗位安全责任制的落实，夯实工作方案细节，制定安全保卫、突发事件处置等专项预案，并组织消防等专题演练，全面完善各种安全保障措施。

# 客户权益与满意度保障

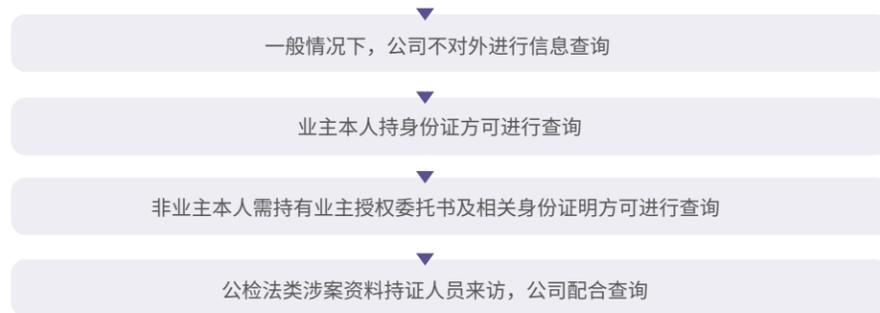
## 保障客户隐私

在客户隐私保障方面，依照《中华人民共和国消费者权益保护法》等相关规定，制定并执行《公司法律事务管理办法》及《北辰集团暨北辰实业合同管理实施细则》以满足客户对隐私保障的需求。各分公司及子公司主管进行监督，纪检委员和廉政监督员负责监管。报告期内，本公司没有收到有关因泄露客户信息而遭到投诉的事件。

同时，日益复杂的网络安全局势为北辰实业保障客户隐私带来挑战。因此，北辰实业根据《中华人民共和国网络安全法》等有关法规规定做好网络安全和信息化各项工作，严格落实网络安全工作责任制，扎实推进网络安全保障体系和能力建设，切实筑牢公司网络安全屏障，不断开创网络安全工作新局面。本公司及旗下分公司及子公司持续完善从物理安全、网络安全、系统安全到应用安全、数据安全、安全管理和安全组织的网络信息安全防护体系。

### 案例 信诚物业严格管理业主信息与档案

信诚物业公司对辖区内业主信息、业主档案进行严格管理，需查询相关业主信息、业主档案相关信息的，按照如下要求进行查询：



公司将业主信息、业主档案纳入《北辰信诚物业工作秘密事项清单》，业主档案及资料一户一档，放置于各物业项目专门档案柜、档案盒中单独存放，由各物业项目客户服务主管及物业项目经理进行严格管控。



档案柜单独存放业主信息与档案

# 客户满意度管理

报告期内，北辰实业客户满意度水平 91.58%，会展、酒店、写字楼、公寓的客户满意度，已经达到行业内标杆企业水平，这标志着本公司近年来持续关注并优化客户满意度工作落实成效显著。

报告期内，北辰实业延用了销售案场客户接待服务执行标准以及“神秘客”检查机制，以多维度督导、提升客户服务水平。在客户投诉处理方面，截至 2021 年 12 月 31 日，北辰实业全年共接到客户投诉（含会展、酒店、写字楼、公寓）26 宗，所有投诉均在第一时间与相关项目公司进行沟通，并已完成反馈。

2021 年度  
会展、酒店、写字楼及公寓  
平均客户满意度为

91.58 %



妥善回复和处置的  
投诉占比

100 %



在投诉处理应对方面，本公司不断完善“接诉即办”制度，相关工作开展和考核情况等，均保证及时研究和批示部署，保证了各项工作的高效落实。同时，本公司积极回应客户诉求，找到并解决客户投诉的根源，整理客户投诉的敏感点，从根本上提升产品及服务质量，杜绝类似投诉情况的再次发生。

### 案例 本年度“接诉即办”工作满意度不断攀升

2021 年，北辰实业召开了 2021 年市民热线服务“接诉即办”工作培训会，帮助员工深刻理解市级有关部门的改革要求，以增强人民群众的获得感、幸福感、安全感为工作总目标，加强本公司“接诉即办”各项工作能力建设，解决好分公司及子公司服务管理范围内的群众身边事，切实做到“民有所呼，我有所应”。

2021 年 1 月至 2021 年 12 月，共接办群众诉求 1,032 件，解决率、满意率分别从 2021 年 1 月的 84.44%、84.44% 提升至 2021 年 12 月的解决率 91.30%、满意率 88.70%。市民热线群众诉求的解决管理能力和企业服务群众的工作水平稳步提高。



# 03

## 绿色发展

- (一) 打好污染防治攻坚战
- (二) 积极开展碳减排工作
- (三) 创建节水型企业
- (四) 打造绿色可持续建筑
- (五) 应对气候变化



我国力争 2030 年前实现碳达峰，2060 年前实现碳中和，是党中央经过深思熟虑作出的重大战略决策，也是我国应对全球气候变化的庄重承诺。北辰实业深入贯彻中央精神，始终将节能环保的理念贯穿于各个工作环节。“双碳”目标提出后，北辰实业充分发挥绿色低碳发展的示范引领作用，实施低碳环保的绿色发展方针，加大环保投入，践行垃圾分类，结合产业优势，提升建筑绿色化水平，打造绿色供应链，坚持低排放、高效率的可持续发展道路。

## 打好污染防治攻坚战

2021 年，北辰实业积极制定污染物排放目标，狠抓排污管理，优化无害及有害废弃物处置与管理，致力于深化污染防治攻坚战，为实现国家双碳目标贡献力量。本公司通过对旗下持有物业实行统一标准的管理，截至 2021 年 12 月 31 日，本公司及旗下分公司及子公司的排污许可证均通过复检，并实现达标排放。

### 污染物排放量目标：

大气污染及水污染物排放目标  
达到环保要求



(如氮氧化物排放小于 **30mg/m<sup>3</sup>**)

## 深化排污管理

北辰实业认为企业的可持续发展应当实现经济价值与环境价值的综合增长，因此，本公司在业务运营过程中，严格遵守中国相关大气污染排放、污水排放、固体废物处理及控制噪音的法律法规，识别了厨房油烟废气、扬尘、生活废水、生活垃圾和建筑垃圾等主要“污染源”，并有针对性地制定了应对措施，例如：在厨房加装油烟分离器、过滤器等净化处理设施并定期清洗，对烟气排放进行处理，从源头上有效阻止有害气体直接向大气排放；通过技术改造，确保排放气体符

合“大气污染物综合排放标准（DB11/501-2017）”要求，对排放气体检测合格方可投运，确保排放达标。

水污染防治方面，北辰实业根据《北京市排水和再生水管理办法》对待排放的废水进行预处理，保证水质达标排放。北辰实业还携手分公司及子公司，全面梳理摸排雨污水管网，无雨污水同流现象，每年定期对雨污水管网进行冲洗作业，不定期对排放水质进行检测，将污水排放管理工作做到精细化。

此外，为控制来自酒店业务的大气污染物及污水排放，本公司持续加强行业相关管理标准，认真遵守并执行《餐饮业油烟污染物排放标准》及《国家水污染物排放标准制订技术导则（HJ 945.2-2018）》等行业排放标准。本公司定期（平均每两个月一次）组织清洗酒店厨房油烟罩、设备管道、隔油器和风机等，有计划地对厨房运水及烟罩设备进行维护保养，确保相关设备运行正常。



### 规范化酒店排污管理政策

厨房安装有静电复合式油烟净化设备，遵照油烟排放标准

每两月定期清理厨房油烟净化器、烟罩及烟道并出具排污检测报告

厨房配备油脂分离器，脱脂污水排入市政污水管网，油渣由合格机构处理

委托专业环境评价机构每年定期进行一次整体环境管理评估

设置有害废弃物暂存室，日常运营产生的有害废弃液体定期交由合格机构处理

## 无害废弃物处置与管理

北辰实业严格遵守《废弃物处置条例》、《中华人民共和国固体废物污染环境防治法》等法律法规，积极对废弃物进行分类、回收与再利用。

### 无害废弃物处置与管理目标

本公司持续从废物分类、回收与再利用方面，加强对持有物业的无害废弃物管理工作



在生活垃圾管理方面，北辰实业贯彻落实《北京市垃圾分类管理条例》，不断推进垃圾分类工作，加强激励引导，强化日常管理，促进习惯养成，做到生活垃圾减量化，提高分类投放的自觉性、准确率。同时，本公司充分利用《北辰报》、微信公众号、宣传栏等进行垃圾分类工作的广泛宣传，做好示范建设工作。2021年10月，北京市国资委督导组对北辰实业创建生活垃圾分类示范单位工作开展了现场检查并对本公司生活垃圾分类工作给予了充分肯定。



垃圾分类专项检查



四色分类垃圾桶

为降低建筑垃圾的排放，北辰实业在项目中积极推广、应用绿色再生材料，从源头入手，提升原材料循环利用率，合理优化施工工艺及工序，降低现场建筑垃圾产生量，并因地制宜地进行就地填埋，减少建筑垃圾外运量，针

对在施工程建筑垃圾，制定消纳方案及措施，安排专人负责垃圾清运消纳的监督检查，最大化地实现垃圾的减量增效。

本公司旗下酒店在采购易耗品时均选用包装材料为可降解环保型的产品，且客房内不使用过度包

装产品，以减少产生不必要的不可降解垃圾。由于本公司各项业务不涉及大批量采购与使用包装物，故不披露包装物使用数据。

在减少无害废弃物的基础上，本公司不断加强各项回收再利用物资工作，酒店按照客房产生的可回收废弃物进行分类、分离并加以利用，如把客房的废旧毛巾染色后做成抹布在公共区域使用，报废的床单做

成内枕袋，将客房使用过的香皂头、洗发、沐浴回收给洗衣房用于清洗抹布玻璃，此外，塑料制品则由本公司委托专门的回收企业进行统一回收后再利用。玻璃制品、塑料制品、酒店客房废旧毛巾、肥皂、牙刷的

回收再利用数量均已在“综合绩效表现”中披露。

## 有害废弃物处置与管理

本公司根据《国家危险废物名录》对危险废弃物进行筛选与鉴别，选择在危险废弃物经营、运输与处置方面有合格资质的供应商进行危险废弃物的集中回收与处置。此外，为进一步加强对本公司办公、生产环境中所产生的有害废弃物的控制，以及保障员工的健康安全，本公司制定并实行了《有害废弃物管理规定》，对本公司日常运营过程中所产生的有害废弃物的分类、存放、记录、运输及处理等做了严格规定。本年度主要有害废弃物包括含水银的废弃灯管、电子废弃物、废墨盒等，本公司已依据《有害废弃物管理规定》，对以上废弃物进行了妥善处理。

### 有害废弃物处置与管理目标：

持续完善有害废弃物处置与管理工作



### 废弃物处理流程：

- 分类
- 存放
- 记录
- 运输
- 处理

另外，本公司旗下部分酒店采取 IHG 的有害物质管理政策，主要包含以下方面：

对酒店里的有害物质包括清洗液、涂料、脱漆剂和稀释剂等物质确定隔离储存区域并认真管理，避免了潜在的健康和环境风险，提高了工作环境的安全性；

对负责有害物质处置的员工进行风险识别和正确处理程序方面的培训；

对每一种有害物质都委托了符合资质的回收处理机构进行妥善的运输与处理。

## 积极开展碳减排工作

在能源资源使用方面，北辰实业坚持以习近平新时代中国特色社会主义思想为指导，认真贯彻绿色发展理念，严格遵照《中华人民共和国节约能源法》、《中华人民共和国环境保护法》等有关规定，结合公司内部已建立的规章制度加强能源管理，在保证技术可行、合理的基础上，降低消耗、减少损失、杜绝资源浪费，实现能源使用效益最大化。目前，北辰实业的能源管理体系已获得 ISO50001 认证。

本公司早在成立之初就建立了设备能源及资源管理节能办公室，以加强本公司京内持有型物业的能源使用管理与监控，强化日常节能管理工作，将环保理念落到实处。本公司持续优化能源管理体系，每月对各分公司及子公司的能源使用情况进行统计，并绘制能耗对比曲线，以数字为依据，制定节能减排目标，以及切实可行的环保解决方案。



### 节能减排目标：

通过节能减排措施，在 2021 年末，二氧化碳排放量同比 2018-2019 年三年排放量

加权平均值下降 **0.8%**

并圆满完成二氧化碳排放量履约工作

2021 年，为积极助力国家双碳目标，北辰实业制定了减排目标，并通过以下关键举措激发节能减排潜力，夯实企业低碳发展基础：

	加强领导，制定碳减排、碳中和工作计划，分解碳排放量指标，落实目标责任制；
	认真贯彻执行节能减排、减污增效、绿色低碳环保管理制度；
	聚焦重点用能单位、重点耗能设备改造工作，积极推广节能减排、绿色低碳新技术、新产品的应用，同时加大碳减排监察力度；
	持续开展节能目标责任考核、二氧化碳排放核查、能源审计、清洁生产审核和公共建筑电耗限额管理等工作，夯实计量基础管理，加大二级计量表配备率，力争达到 95% 以上；
	加强节能宣传培训教育，倡导绿色低碳工作生活方式；
	持续完善考核和奖惩机制。

目前，北辰实业已经顺利完成 2020 年度碳排放权履约工作，履约完毕后加上历史剩余配额，上市公司账户内共计剩余 17,507 吨二氧化碳排放配额。

剩余 **17,507** 吨  
二氧化碳排放配额

## 创建节水型企业

北辰实业以科学发展观为指导，坚持节约优先的方针，制定了严格的水资源管理制度，每年严格控制所属各企业用水指标，落实指标责任制，将责任层层分解到各企业，并根据指标落实情况进行考核，大力宣传节水相关的法律法规。本公司在日常经营的同时，积极制定并落实节水目标，推广中水使用，加速水资源循环利用，以实际行动推进节水型社会建设。

### 水资源使用效益目标：

根据所属企业区域条件，引导各企业引入市政中水或建立中水处理系统，引用中水处理系统的企业，每日生活废水循环处理再利用率力争达到 **95%** 以上

### 案例 北辰地产节约用水措施

从施工到办公，北辰地产在自身运营环节中积极制定并落实节约用水措施，包括但不限于以下措施：

- 在签订专业分包或劳务合同时，将节水定额指标纳入合同条款，进行计量考核；
- 在施工的各阶段应定期进行计量考核，并留存计量考核记录；
- 施工现场、办公区、生活区的生活用水采用节水系统和节水器具，节水器具配置率 100%。浴室、洗漱池全部张挂节水标语；
- 生活区集中设置集中开水提供点，自来水可直接饮用，方便、卫生；
- 合理布置现场临水线路，采用合理的管径、管路，减少管网和用水器具漏水。混凝土养护采用压力喷壶及覆膜保水，节约用水，严禁无措施浇水养护混凝土。充分收集自然降水用于路面的洒水降尘、冲洗车辆、绿化浇水等。

自 2014 年底南水北调中线工程正式通水以来，京津冀地区水资源困乏的局面得以缓解。报告期内，由于本公司绝大部分持有型物业均位于北京，加之本公司日常运营所使用的水源为外购自来水，故报告期内本公司的运营没有面临任何取水困难的情况。



## 打造绿色可持续建筑

北辰实业积极贯彻落实习近平生态文明思想，以及“十四五”期间适用、经济、绿色、美观的新时期建筑方针，以完善的制度、一流的标注打造可持续建筑，为经济绿色转型和可持续发展贡献力量。

本公司于内部制定了《建筑工程绿色施工评价标准》、《绿色建筑评价标准》、《建筑节能工程施工质量验收规范》等相关管理规章制度，对绿色建筑研发、绿色环保理念倡导、坚持绿色发展、生态优先的基本原则作出明确规定，以确保经济发展和生态环境协调统一。

近年来，本公司在开发及运营物业中融入绿色设计概念，从规划、施工到后期运营，本公司均参照绿色建筑及相关可持续发展标准执行。新开发物业多选择节能环保类建材，在北京新建的项目均参照《北京市居住建筑节能设计标准》（DB11/891-2020）及《绿色建筑评价标准》（GB/T50378—2019）；北辰地产在全国各地在建的项目中也在积极使用相关标准。



## 环境友好型施工

本公司认真贯彻落实国家及市政府关于环境保护的各项要求，包括但不限于《中华人民共和国大气污染防治法》、《中华人民共和国水污染防治法》、《中华人民共和国环境噪声污染防治法》等主要法律法规，积极完成上级单位下达的各项环境保护任务，通过制定及统一内部相关管理政策及措施，降低工程建设对周边环境的影响。报告期内，本公司未对环境及天然气源造成重大负面影响。

在施工过程中，北辰实业严格按照行业主管部门要求，对施工现场裸露部分进行苫盖，大型公建项目围挡上方设置喷淋喷雾设施，场内配备降尘雾炮，加大喷湿面积，有效抑制扬尘。同时，本公司严审施工组织设计，积极会同设计单位、监理单位及施工单位，调整工序，优化工艺，通过构件场外预制、购置商品混凝土等方式，减少场内二次加工及现场搅拌作业，进一步降低施工环节中污染物产生。

### 案例 北辰地产多个项目采用绿色建筑相关标准

- 苏州北辰观澜府按照《绿色建筑评价标准》一星级标准进行设计和施工；
- 重庆悦来壹号项目在建工程执行重庆市颁发的《DBJ50-071-2016 重庆市居住建筑节能 65%（绿色建筑）设计标准》，一、二、三期顺利获得能效测评（绿色建筑）银级标识；
- 北辰香麓按照《绿色建筑评价标准》一星级标准进行设计和施工；
- 海口长秀仕家项目根据《海南省绿色生态小区技术标准》进行规划设计及报建，根据《海南省住宅建筑节能和绿色设计标准》和《海南省绿色建筑设计说明专篇（2019年版）》进行施工图设计及深化，住宅全部实行全装修并采用装配式方式进行建造；
- 北辰府项目 B6902 地块、B6903 地块、B7001 地块按照《绿色建筑评价标准》一星级标准进行设计和施工，北辰府项目 B7102 地块按照《绿色建筑评价标准》基本级标准进行设计和施工；
- 成都北辰鹿鸣苑项目按照《绿色建筑评价标准》二星级标准设计和施工。廊坊辰睿项目按照河北省《绿色建筑评价标准》一星级标准进行设计；
- 杭州富阳辰春澜城项目，获得绿色建筑二星级建筑，且设计时尽量采用可再生循环利用材料，有效减少不可再生材料的使用率；全区采用预制装配式构件、全区精装、空气源热泵、全屋保温等多项节能减排措施。

### 案例 北辰地产环境友好型施工方案

北辰地产要求施工现场组织尽量减少对场地的干扰，尊重场地原有环境，并制定环境友好型施工相关方案，明确以下内容：

- 场地内的保护区、保护对象及保护方法；
- 减少四通一平（水通、电通、路通、网通、场地平整）和土方开挖所扰动区域的面积，减少临设和施工管线布置；
- 合理规划安排施工总承包单位及分包单位的施工用地，避免二次搬运；
- 合理规划施工场地内交通联系，确保场内运输畅通；
- 明确废弃物消解、处理方式，减少污染性废弃物对场地生态、环境的影响；施工场地实施封闭施工。

同时，北辰地产在施工过程中致力于做到“六个百分百”：

					
施工工地	施工工地道路	土方和拆迁施工	渣土车辆	工地出入车辆	工地物料堆放
100% 围挡	100% 硬化	100% 湿法作业	100% 密闭运输	100% 冲洗	100% 覆盖

全方位、全流程地减少施工对环境的影响

## 绿色办公与运营

北辰实业旗下分公司及子公司根据自身情况，制定了多元、丰富的绿色办公与运营措施，力争实现节约资源与降低成本的双重目标。

### 案例 国家会议中心推进电子化办公以及资源循环利用

- ▶ 全面推行“电子化办公”，充分发挥 OA 协同办公系统、会展运营管理系统（EBMS）、OPERA 酒店管理系统等电子平台的作用，建立高效工作沟通流程，减少办公纸张使用；
- ▶ 对于废弃纸张，在打印区设置“再生纸”回收盒，促进纸张循环利用；
- ▶ 针对电子办公产品定期请专人维护保养，适当延长设备使用寿命，并请专业机构评估回收，进行循环生产及无害化处理；
- ▶ 置换式更新领取废旧电池、打印机硒鼓等办公用品，统一回收管理；
- ▶ 优先选择绿色、节能的产品供应商，并采用规范化的采购制度及电子采购平台，采购对环境负面影响较小的产品及服务，与合作伙伴共同推进环保、低碳办公。

### 案例 五洲皇冠践行节能降耗理念

- ▶ 加强对公共区域空调的管理检查及维修保养工作，细化新风、空调机组管理制度，通过楼宇自控系统定期对空调区域温度和空调机组启停机时间进行调整，做好节能工作；
- ▶ 根据室外温度，对制冷机出水温度进行设定；
- ▶ 要求各个部门将营业场所的空调温度设置为夏季 26 摄氏度、冬季 18 摄氏度，同时经常测量实际的环境温度，根据环境温度和客人的需求适当调节；
- ▶ 落实节能降耗实施细则，确保人走灯关、空调关、电脑关等其它办公设备的关闭；
- ▶ 由工程部牵头会同客房部、餐饮部对酒店的厨房及洗衣房部分设备的使用时间进行调整，尽可能避开高峰时段用电；
- ▶ 逐步改造酒店公共区域照明系统，将损坏的传统光源全部更换为 LED 光源，在满足现有照明系统的照度、显色指数、色温、功率因数、无极调光及智能控制的基础上，降低照明系统的能耗；
- ▶ 酒店每年制定复印纸使用计划，控制采购数量，各部门员工在工作中均能够做到自觉使用办公用纸双面打印。

## 应对气候变化

2021 年是极端天气频发的一年，洪水、暴雨等灾害频次和强度增加，重大极端天气气候事件发生的可能性上升，容易对本公司施工、供电、给水、排水等产生重大影响，甚至对施工作业人员的安全造成威胁。

2021 年暑期汛期降雨量大，暴雨预警频繁出现，为切实做好汛期安全生产工作，本公司成立防汛领导小组，设立防汛总调度室，先后下发《关于做好 2021 年汛期暑期安全生产工作的通知》、《关于进一步加强汛期安全工作的通知》，要求各企业成立防汛领导小组和汛期应急抢险队伍，认真修订防汛应急预案，提高应急处置能力，建立防汛抢险救灾物资台账，及时完成防汛抢险救灾物资的保养、更新、补充工作，切实保障相关区域平稳度过极端天气。

# 04

## 以人为本

- (一) 健全人才管理
- (二) 心系员工健康
- (三) 关爱员工生活



北辰实业坚信员工是企业可持续发展的关键。2021 年，北辰实业继续秉承“以人为本”的管理理念，致力于为员工成长创造平台，多措并举保障员工健康与安全，打造匠心、温暖、包容的工作环境，携手员工共同前行。

## 健全人才管理

本报告期内，北辰实业严格遵守中国有关薪酬及解雇、招聘及晋升、工作时长、假期、平等机会、多元化、反歧视、薪酬待遇与福利、防止雇用童工及强制劳工的相关法律法规。本公司对雇佣童工及强制劳工采取零容忍的态度，所有应聘人员入职前都须提供合法且有效的身份证明文件，以保证合规雇佣。若发现任何雇佣童工及强制劳工的情况，本公司会按照上述法律法规履行相应程序。报告期内，本公司没有发生违法雇佣、使用童工或强迫劳工的案件。

本公司已建立的内部政策及管理办法包括《公司劳动合同管理办法》、《公司总部职工薪酬管理办法》、《公司招聘配置管理办法》、《公司关于部分岗位聘用人员的有关规定》、《公司总部带薪年假管理办法》、《公司所属企业经营管理者薪酬管理办法（试行）》、《公司职工补充医疗保障方案》等。北辰实业依据外部法律法规变更，结合本公司内部程序与实际情况，对相关制度文件进行不定时更新，以切实保障员工合法权益。

根据《公司劳动合同管理办法》，北辰实业为员工提供：

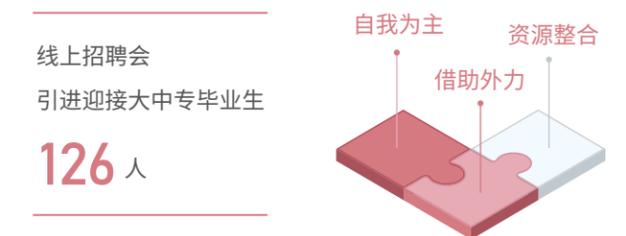
 合理的薪酬及人性化福利	 符合国家劳动法规规定的工作时间	 年休假、事假、病假、婚假及产假等
 绩效考核与评定，薪酬调整及晋升方案	 依照国家及地方有关法律法规，为员工缴纳五险一金	



## 多元人才引进

依据本公司相关内部制度，无论校园招聘还是社会招聘，本公司都坚持透明公开的人才甄选原则，并按照“严把入门关、严把任职关”的招聘原则，认真落实“用人标准透明化、招聘过程规范化”的招聘程序，尊重每位应聘者同时最大程度降低了企业用人风险。报告期内，本公司没有收到任何侵犯应聘人员及雇员权益的投诉个案。

2021 年，北辰实业先后组织各分公司及子公司参加了北京市人力资源和社会保障局以及市国资委组织的多场“线上招聘会”，共引进迎接大中专毕业生 126 人，并携手北辰地产、首都会展集团共同开展了 2020-2021 年度校园招聘工作，采用“自我为主 + 整合资源 + 借助外力”的形式，进行了线上宣传及空中宣讲会。



本公司注重多元人才的引进，尊重并公平对待不同性别、年龄、宗教信仰、民族、文化背景、家庭与健康状况的员工，致力于打造公平、多元化、具有创造力的团队，更为每一位员工提供适合自身发展的工作环境。2021 年，通过“优培计划”招聘活动、退役大学生招聘会、扶贫就业双选会招聘会等，累计引进退役大学生士兵 4 名、内蒙古贫困区应届毕业生 1 名。



截止 2021 年 12 月 31 日，  
本公司雇佣残障员工 **20** 人

## 加强人才培育

北辰实业严格遵循已制定的《公司培训管理办法》及《公司交叉培训管理办法》，尊重并帮助每位员工实现个人价值，不断构建完善的人才培养体系及合理畅通的员工晋升渠道，以帮助每位员工实现职业发展蓝图。本公司希望通过健全的培训机制，提升员工职业素养，增强企业综合实力。

随着本公司近年来不断深化“会展+地产”的双轮驱动发展战略，本公司对各类人才尤其是专业型人才与高级管理人才的需求量大幅提升。为满足相关需求，本公司成立了人才工作领导小组，通过加强内部选拔培养与市场化选聘，举办应届毕业生入职培训、企业领导人与年轻人才等培训班，推进高素质专业化领导人员队伍建设，选优配强人才队伍；通过开展会展集团专项人才、地产集团岗位实践型人才培养，为本公司发展提供人才保障。

### 发展战略



### 会展



### 地产

### 案例 开展 2021 年应届毕业生入职培训

为提升员工综合素质，激发组织活力，加强创新型、应用型、技能型人才培养，北辰党校与北辰实业人力资源部联合举办了 2021 年应届毕业生入职培训，来自本公司总部及辖属 14 家企业的 141 名应届毕业生参加了培训。

此次培训既强化了新入职员工对本公司使命、核心价值观的认识，对北辰实业打造“国际一流的会展品牌企业、国内领先的复合地产品牌企业”愿景深入理解，也帮助新员工找准自身角色定位，快速融入工作岗位。



北辰实业应届毕业生入职培训

### 案例 企业领导人员提升经营管理能力研修班

北辰实业高度重视领导人员队伍建设与人才培养。2021 年，党委组织部、党校和中国人民大学共同举办了企业领导人员提升经营管理能力研修班，旨在打造“对党忠诚、勇于创新、治企有方、兴企有为、清正廉洁”的高素质专业化领导人员队伍。本公司总部部室负责人、企业领导班子成员、部分年轻科级储备人员，共计 200 人参加了本次培训。

研修班采取集中脱产学习的方式，通过现场授课、拓展训练、参观体验、答疑交流等形式，以学习贯彻习近平新时代中国特色社会主义思想、习近平总书记“七一”重要讲话、党的历史，深入分析“十四五”经济形势，解读国企改革三年行动计划，以人力资源、财务管理、高绩效组织管理等为切入点，进行系统性培训。



北辰实业提升经营管理能力研修班

## 心系员工健康

北辰实业高度重视员工的身心健康，定期组织员工到医疗机构进行体检，完善员工福利保障，确保每位员工都能以饱满的精神、健康的体魄投入到工作中。此外，为了进一步完善补充医疗保障体系，减轻退休人员因患重大疾病所需承担的医疗费用，本公司继续执行《公司职工补充医疗保障方案》及《公司退休人员重疾医疗互助帮困实施办法》，切实提高医疗保障水平。



## 关爱员工生活

为了打造安全、舒适的工作环境，本公司持续维护办公室及其他运营场地的设备和设施，确保室内照明适宜及保持空气流通，定期维护改造茶水间硬件设施，在办公区域和运营场地配备了休憩室、活动室及母婴室等，以满足员工的多元所需。

除此以外，本公司致力于提升员工归属感，用心关怀每一位员工。报告期内，本公司为职工开展了不同形式的关怀活动，让员工切实感受到温暖。



### 案例 “三八”国际劳动妇女节系列活动

为庆祝第 111 个“三八”国际劳动妇女节，展现北辰女职工的风采，北辰实业开展了女干部代表座谈会、女工主任学习交流分享、女职工权益保护线上法律知识竞赛、线上心理关爱直播课、健步走等一系列活动。其中，“万步有约迎冬奥 北辰巾帼线上健步行”活动深受女职工喜爱，近 2,000 人参与，万步以上人数达到 78%。



“三八”国际妇女节系列活动

### 案例 服务冬奥闭环内职工

在冬奥筹备工作的冲刺阶段，北辰实业各级工会反复研究、有序推进职工关爱相关工作，全面落实服务冬奥闭环内职工的后勤保障各项任务。

工会以“精准服务、精彩活动、精心慰问”为抓手，制定并印发《公司工会关于冬奥职工关爱工作方案》，整合多方资源，上下联动，多维助力，通过成立七个应急保障服务队，采取环内环外企业“一对一”手拉手结对服务的形式，精准、高效为职工排忧解难；成立职工关爱服务队，工会、团委、党委宣传部联合开通服务职工邮箱，及时回应解答职工的需求和困惑；为服务冬奥会的七家企业划拨专项慰问金；按计划完成了职工急救技能和企业拓展师培训。

### 案例 “送清凉”夏季防暑活动

本着“关爱职工”的精神，以关心一线职工工作和生活为出发点，2021 年 8 月，写字楼公司在炎炎夏日为顾客、保洁、保安等一线职工发放了防暑用品，并对员工的辛勤付出表示感谢。“送清凉”活动为员工带来清爽的同时激发了大家的工作热情，体现了北辰实业旗下公司对员工的关怀。



北辰实业“送清凉”夏季防暑活动



# 05

## 回馈社会

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- (一) 助力乡村振兴
- (二) 关爱儿童成长
- (三) 心系社区群众



北辰实业时刻谨记“忠诚担当，同创共美”的核心价值观，报告期内，本公司参与社会公益的主要形式包括助力乡村振兴以及公益慈善捐款，并通过开展老旧小区综合整治计划的方式，保障运营所在地群众的利益。

社区 / 公益慈善投入金额：	乡村振兴投入金额：
<b>95</b> 万元人民币	<b>901.1</b> 万元人民币

## 助力乡村振兴

推动脱贫攻坚与乡村振兴有效衔接是“十四五”时期国家重点工作之一。报告期内，北辰实业以产业帮扶为主线，协同推进就业帮扶、消费帮扶、公益帮扶等各项重点工作。为加强乡村振兴帮扶工作的统筹协调，公司成立了乡村振兴工作领导小组和工作小组。在就业帮扶方面，本公司已招聘内蒙古地区来自贫困家庭的毕业生 27 名；消费扶贫方面，在双创中心采购产品总额 788.77 万元，直接带动受援地区产业发展。此外，本公司持续深入开展内蒙古自治区消费帮扶、公益帮扶及产业帮扶。

### 公益捐赠助力产业扶贫

内蒙古自治区鄂伦春自治旗是国家级乡村振兴重点帮扶旗县之一，北辰实业在了解到内蒙古鄂伦春自治旗诺敏镇中兴村食用菌菌包厂存在部分设备老化、养菌室布局不合理等问题后，第一时间拟定向内蒙古鄂伦春自治旗诺敏镇人民政府公益捐赠 50 万元，帮助解决预冷车间、接种车间、试验室等区域消杀灭菌，补充配备等问题。帮扶后，菌包厂产能预计可从年生产 80 万袋提升至 100 万袋，菌包成品率将从年 85% 提升到 95% 以上，年收益预计每年可增加 10 万元。

### 对口帮扶怀柔区集体经济薄弱区

根据市委市政府、市国资委统一部署，“十四五”期间，北辰实业将完成怀柔区汤河口镇大栅子村、银河沟村、许营村 3 个集体经济薄弱村的增收帮扶任务。2021 年，北辰实业通过村集体股份经济合作社的方式，收购怀柔区汤河口镇对口帮扶的三个集体经济薄弱村 5.46 万斤农产品，其中玉米 7,200 斤，沙地红薯 47,408 斤，助力增收近 50 万元，圆满完成集体经济薄弱村年经营性收入不低于 10 万元的目标任务。

未来，北辰实业将充分发挥行业优势，依托旗下酒店、食堂，结合经营需求持续展开消费帮扶，积极助力对口集体经济薄弱村拓展农产品销量，不断激发群众内生动力，助力对口帮扶村实现乡村振兴。

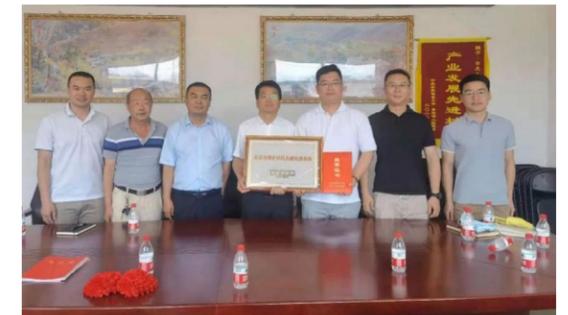


汤河口镇三个集体经济薄弱村农产品消费帮扶

## 白虎头村乡村振兴工作

北辰实业坚持把民宿作为推动乡村振兴的重要抓手和引擎，开展乡村旅游产业规划设计、消费扶贫、公益帮扶、党建帮扶等一系列帮扶工作。

2021 年是北辰实业白虎头村对口帮扶项目开展的第三年，北京市国资委乡村振兴领导小组办公室一行对白虎头村建设的高端民宿项目经营现状进行了实地考察，并对项目在增强集体经济、促进人均收入、发展一体化旅游产业等方面发挥的作用表示高度认可，同时充分肯定了北辰实业积极带动白虎头村全村脱低、致富增收所取得的成绩。北辰实业也凭借在“一企一村”结对帮扶工作中的出色表现获得“北京市城乡社区共建先进集体”荣誉。



北辰实业荣获北京市城乡社区共建先进集体荣誉

## 关爱儿童成长

2021 年是北辰实业与春苗基金会共同合作的第九年，本公司再次向春苗捐赠 95 万元善款，其中 80 万用于助医项目，15 万用于支持春苗运营发展。九年间，“北辰·春苗”基金累计捐赠善款 855 万元，共计为 375 名孤贫重症儿童提供医疗救助金，组织线上线下志愿者活动及培训 615 次，这一连串的数字，充分展示了北辰实业的公益成果。

## 心系社区群众

2021 年，北辰实业有序开展老旧小区综合整治工作，与亚运村街道签订《老旧小区改造合作协议》，将安慧北里环境综合整治、慧苑居住区局部专项改造统一纳入改造协议。北辰信诚物业投资近 60 万元，全面建成了具备 12 个电动车充电位、10 个电动自行车充电口的新能源汽车公共充电站，不仅彻底解决了安慧里社区无公共充电设施的问题，更预防了因电动车违规充电引起的火灾事故发生。



电动车充电位投入使用



# 06

## 展望未来

在“十四五”时期，北辰实业将继续强化经营管理，积极履行经济责任、加强防范各类风险，携手合作伙伴，共同筑牢企业发展基石。

同时，本公司将坚持可持续发展道路，持续深入研究国家和北京市碳达峰、碳中和工作整体思路，根据自身持有物业现状，探索更加详实有效的节能减排绿色低碳环保举措，引领企业向高质量发展再进一步。

未来，北辰实业会继续践行企业社会责任，持续为乡村振兴注入动能，助力巩固拓展脱贫攻坚成果与乡村振兴有效衔接，成就美丽中国。

## 附录

### 综合绩效表现

本报告所采用的数据统计及计算方法均给予了适当注明。部分指标的过往数据及资料已经过梳理列示。除有另外说明，本章节所提供的数据均为对应年度全年汇总数据或对应年度 12 月 31 日的数据。本章节的“绿色发展”有关数据主要来自本公司京内持有型物业（包括但不限于北辰实业本部、公寓、写字楼、国会主体、国会酒店、五洲皇冠国际酒店、北京五洲大酒店、国际会议中心，以及北辰洲际酒店、公设公司、北辰置地分公司）。各列表中“N/A”表示所在年份未披露或未统计相关数据，或该数据不适用于进行对比。

### 稳健经营

防止贿赂及防止贪污：

指标	2021 年度	2020 年度	2019 年度
对公司或雇员提出并已审结的贪污诉讼案件数目	0	0	0
涉及关于贿赂、勒索、欺诈及洗钱案件（宗）	0	0	0
年度雇员接受反腐倡廉相关培训员工人数	2,982	2,279	-

### 客户至上

产品及服务质量

产品及服务表现：

指标	2021 年度	2020 年度	2019 年度
产品及服务涉嫌安全与健康的诉讼案件（宗）	0	0	0
产品及服务涉嫌侵犯知识产权的案件数目（宗）	2	2	1
因泄露客户信息而遭到投诉件数（例）	0	0	0
年内收到的客户投诉件数（例）	26	25	-
客户满意度（%）	91.58	87.67	93.10

### 绿色发展<sup>3</sup>

排放物

大气污染物排放<sup>4</sup>：

指标	2021 年度	2020 年度	2019 年度
氮氧化物（公吨）	3.77	2.80	5.32
硫氧化物（公吨）	0.018	0.014	0.026

温室气体排放<sup>5</sup>：

指标	2021 年度	2020 年度	2019 年度
温室气体排放量（公吨二氧化碳当量）	59,120	57,447	68,926
直接排放量（范围一）（公吨二氧化碳当量）	908	728	1,330
间接排放量（范围二）（公吨二氧化碳当量）	58,213	56,720	67,598
持有的树木减排量（公吨二氧化碳当量）	1	1	2
每平方米楼面面积温室气体排放量（范围一及二）（公吨二氧化碳当量）	0.0732	0.0699	0.0839

<sup>3</sup> 报告期内，部分分子公司将燃油炉改为燃气炉，且随着疫情逐渐稳定，经营活动增加，能源消耗量增加，进而影响大气排放物以及温室气体排放量；同时，由于公司的会议量、餐饮量及各类经营活动增加，有害及无害废弃物总量也有所增加。

<sup>4</sup> 此计算范围仅为本公司京内持有型物业2021年度使用燃气炉、锅炉以及其他以天然气为燃料的设备而导致的大气污染物排放总量。此大气污染物排放的计算方法及相关排放系数计算参考了中华人民共和国国务院发布的《第二次全国污染源普查城镇生活源产排污系数手册》及原中华人民共和国环境保护部发布的《关于北京市燃气设施（燃用市政管道天然气）二氧化硫排污系数有关问题的复函》。

<sup>5</sup> 此温室气体排放清单的计算方法及相关排放系数参考了北京市生态环境局发布的《北京市企业（单位）二氧化碳排放核算和报告指南（2018版）》、中华人民共和国生态环境部发布的《关于做好2018年度碳排放报告与核查及排放监测计划制定工作的通知》及世界资源研究所（WRI）和世界可持续发展工商理事会（WBCSD）发布的《温室气体核算体系：企业核算与报告标准》。本公司2021年度的温室气体计算范围直接排放量包括使用机动车、燃气炉、锅炉及其他以天然气为燃料的设备导致的温室气体直接排放，间接排放为使用外购电力及外购热力导致的温室气体间接排放。

## 无害废弃物数量：

指标	2021 年度	2020 年度	2019 年度
无害废弃物产生总量 (公斤)	3,046,858	1,525,469	2,377,515
厨余垃圾 (公斤)	1,785,819	954,251	1,749,852
生活垃圾 (公斤)	1,261,039	571,218	627,663
每平方米楼面面积 无害废弃物产生总量 (公斤)	3.67	1.86	2.89
无害废弃物合规处理率 (%)	100	100	100

有害废弃物数量<sup>6</sup>：

指标	2021 年度	2020 年度	2019 年度
有害废弃物产生总量 (公斤)	9,452	4,370	1,924
含水银的废弃灯管 (公斤)	5,820	3,395	735
电子废弃物 (公斤)	2,638	446	404
废电池 (公斤)	334	255	564
废墨盒 (公斤)	616	275	221
清洗冷气系统的废油 (公斤)	44	0	0
每平方米楼面面积 有害废弃物产生总量 (公斤)	0.0114	0.0053	0.0023
有害废弃物合规处理率 (%)	100	100	100

<sup>6</sup>本有关数据折算，以本公司根据不同废弃物的平均质量统一计算。

## 排放合规情况：

指标	2021 年度	2020 年度	2019 年度
涉及非法向环境排放 污染物的案件 (宗)	0	0	0

## 资源使用

能源消耗量<sup>78</sup>：

指标	2021 年度	2020 年度	2019 年度
能源消耗总量 (兆瓦时)	119,992	115,109	148,541
外购电力 (兆瓦时)	48,562	44,363	62,192
天然气 (兆瓦时)	3,970	2,882	5,537
汽油 (兆瓦时)	332	310	481
柴油 (兆瓦时)	96	288	381
外购热力 (兆瓦时)	67,032	67,266	79,950
每平方米楼面面积 能源消耗总量 (兆瓦时)	0.15	0.14	0.18

## 用水情况：

指标	2021 年度	2020 年度	2019 年度
用水总量 (立方米)	676,075	601,844	981,702
外购自来水占比 (%)	100	100	100
每平方米楼面面积 用水总量 (立方米)	0.84	0.73	1.20
污水 <sup>9</sup> 排放量 (立方米)	621,989	553,696	903,166

## 减少自然环境影响

回收再利用废弃物数量<sup>10</sup>:

指标	2021 年度	2020 年度	2019 年度
玻璃制品 (公斤)	62,764	9,303	102,570
塑料制品 (公斤)	83,691	7,803	102,701
酒店客房废旧毛巾 (块)	15,097	30,806	34,625
酒店客房肥皂 (公斤)	726	1,774	3,936
酒店客房牙刷 (支)	133,824	124,695	333,000

## 环境绿化:

指标	2021 年度	2020 年度	2019 年度
持有 5 米及以上的树木 (棵)	53	48	94

## 环保合规情况:

指标	2021 年度	2020 年度	2019 年度
涉及对自然环境造成破坏的案件 (宗)	0	0	0

<sup>7</sup> 计算范围为本公司京内持有型物业年度用量的总和。本报告所披露的各能源消耗量数据根据各能源的实际消耗量及国际能源署提供的相关转换因子计算。

<sup>8</sup> 部分分子公司完成燃油炉改造项目, 将自有燃油炉 (以柴油为燃料) 更新为以天然气为燃料的燃气炉。且疫情稳定后, 经营活动增加, 导致天然气使用量增加, 柴油消耗量减少。

<sup>9</sup> 所排放的污水均属于生活污水。

<sup>10</sup> 疫情稳定后, 公司的会议量、餐饮量及各类经营活动有所增加, 导致该玻璃制品和塑料制品废弃物回收量增加; 为接待大型活动来宾, 部分分子公司对该类物品进行了翻新, 因此导致肥皂和毛巾回收量减少。

## 以人为本

## 雇佣

在岗员工组成:

指标	2021 年度	2020 年度	2019 年度
员工人数 (人)	5,588	5,690	5,852
按性别划分			
男员工 (人)	3,181	3,249	3,403
女员工 (人)	2,407	2,441	2,449
按受教育程度划分			
研究生及以上 (人)	278	302	290
本科 (人)	1,806	1,912	1,834
大专 (人)	1,484	1,490	1,555
中专 (人)	544	630	593
其他 (人)	1,476	1,356	1,580
按年龄划分			
50 岁以上 (人)	778	649	616
30 至 50 岁 (人)	3,370	3,435	3,344
30 岁以下 (人)	1,440	1,606	1,892
按地区划分			
中国内地	5,581	5,690	N/A
港澳台地区	0	0	N/A
海外	7	0	N/A
按雇员类别划分			
高层人员	61	75	N/A
中层人员	474	532	N/A
一般人员	5,053	5,083	N/A

## 薪酬:

指标	2021 年度	2020 年度	2019 年度
女性与男性员工薪酬比例			
管理层	1.0	1.0	1.0
一般员工	1.0	1.0	1.0

员工变动情况<sup>11</sup>:

指标	2021 年度	2020 年度	2019 年度
按性别划分			
男员工 (%)	11.6	7.8	15.5
女员工 (%)	13.2	10.1	23.3
按年龄划分			
50 岁以上 (%)	4.1	2.8	9.1
30 至 50 岁 (%)	9.4	5.8	8.9
30 岁以下 (%)	21.8	16.5	34.2
按地区划分			
中国内地 (%)	12.3	8.8	N/A
港澳台地区 (%)	不涉及 <sup>12</sup>	不涉及 <sup>13</sup>	N/A
海外 (%)	0	不涉及 <sup>14</sup>	N/A

## 培训与发展:

指标	2021 年度
受训雇员百分比 <sup>15</sup> (%)	100
按性别划分 <sup>16</sup>	
男雇员 (%)	56.93
女雇员 (%)	43.07
按雇员类别划分 <sup>17</sup>	
高层人员 (%)	1.09
中层人员 (%)	8.48
一般人员 (%)	90.43
人均受训时数	
按性别划分	
男雇员	44.17
女雇员	55.20
按雇员类别划分	
高层人员	127.02
中层人员	73.44
一般人员	45.68

<sup>11</sup>员工变动包括辞退员工、员工主动请辞，以及北辰实业内部的员工调岗。2021年人员流失主要源于疫情等外部因素影响，及公司对业务调整，均带来了人员流失。

<sup>12</sup>该地区年度期末雇员总数及雇员流失总数均为0。

## 职业健康及安全

## 员工健康安全:

指标	2021 年度	2020 年度	2019 年度
因工死亡事故 (宗)	0	0	0
须予记录的工伤数 (人次) <sup>18</sup>	29	18	1
二十万小时可记录工伤事故率	0.519	0.315	0.017
职业病率 (%)	0	0	0
因工伤损失工作日数 (天)	799	781	3

<sup>13</sup>该地区年度期末雇员总数及雇员流失总数均为0。

<sup>14</sup>该地区年度期末雇员总数及雇员流失总数均为0。

<sup>15</sup>受训雇员百分比 = (受训雇员/雇员总人数) x 100%

<sup>16</sup>按性别划分的雇员受训百分比 = (男或女雇员受训人数/受训雇员) x 100%

<sup>17</sup>按雇员类别划分的雇员受训百分比 = (高层或中层或一般人员受训人数/受训雇员) x 100%

<sup>18</sup>工伤情况属于意外因素，未来北辰实业将继续加强健康与安全的管理与防范。

## 回馈社会

## 社区投资

## 公益慈善:

指标	2021 年度	2020 年度	2019 年度
社区 / 公益慈善投入金额 (万元人民币)	95	95	95
累计帮助有先天性疾病儿童 (名)	375	330	283

乡村振兴<sup>19</sup>:

指标	2021 年度	2020 年度	2019 年度
乡村振兴工作投入金额 (万元人民币)	901.1	967.9	887.5
其中: 产业扶贫项目	50	150	N/A
其中: 帮销扶贫产品	790	680.6	N/A
帮助建档立卡贫困人口脱贫数	71	191	N/A
转移就业扶贫项目中职业技能培训人数 (人/次)	-	35	N/A

<sup>19</sup>投入金额包含扶贫项目中投入资金及物资折款的资金。

# 依法合规

北辰实业的运营依法合规，本公司已遵守的法律法规包括但不限于此章节所列示内容。

各法律法规对应《环境、社会及管治报告指引》内容	本公司遵守情况
<b>A. 环境</b>	
<b>层面 A1：排放物</b>	
<ul style="list-style-type: none"> <li>《中华人民共和国环境保护法》</li> <li>《中华人民共和国大气污染防治法》</li> <li>《中华人民共和国水污染防治法》</li> <li>《中华人民共和国固体废物污染环境防治法》</li> <li>《中华人民共和国环境噪声污染防治法》</li> <li>《空气污染管制条例》</li> <li>《餐饮业油烟污染物排放标准》</li> <li>《中华人民共和国水法》</li> <li>《城镇排水与污水处理条例》</li> <li>《国家水污染物排放标准制定技术导则（HJ945.2-2018）》</li> <li>《保护臭氧层条例》</li> <li>《“十三五”控制温室气体排放工作方案》</li> <li>《消耗臭氧层物质管理条例》</li> <li>《废物处置条例》</li> <li>《国家危险废物名录》</li> <li>《危险废物贮存污染控制标准》</li> <li>《废弃电器电子产品回收处理管理条例》</li> <li>《北京市地方标准餐饮业大气污染物排放标准》</li> <li>《北京市地方标准大气污染物综合排放标准》</li> <li>《北京市垃圾分类管理条例》</li> <li>《北京市宾馆不得主动提供一次性用品名录》</li> <li>《水污染管制条例》</li> <li>《北京市地方标准水污染物排放标准》</li> <li>《北京市排水许可管理办法》</li> <li>《北京市排水和再生水管理办法》</li> </ul>	<p>报告期内，本公司无违反任何列示于此章节的有关废气排放、向水及土地的排污、有害及无废弃物产生及控制噪音的法律法规。</p>
<b>层面 A2：资源使用</b>	
<ul style="list-style-type: none"> <li>《中华人民共和国清洁生产促进法》</li> <li>《中华人民共和国循环经济促进法》</li> <li>《中华人民共和国节约能源法》</li> <li>《重点用能单位节能管理办法》</li> <li>《节能监察办法》</li> </ul>	<p>报告期内，本公司无违反任何列示于此章节的有关资源使用的法律法规。</p>

<b>层面 A3：环境及天然资源</b>	
<ul style="list-style-type: none"> <li>《环境影响评估条例》</li> <li>《中华人民共和国环境影响评价法》</li> <li>《中华人民共和国土地管理法》</li> <li>《中华人民共和国土壤污染防治法》</li> <li>《中华人民共和国水土保持法》</li> <li>《噪音管制条例》</li> <li>《中华人民共和国环境噪声污染防治法》</li> <li>《居住建筑节能设计标准》</li> <li>《绿色建筑评价标准》</li> </ul>	<p>报告期内，本公司无违反任何列示于此章节的有关环境及天然资源的法律法规。</p>
<b>B. 社会</b>	
<b>层面 B1：雇佣</b>	
<ul style="list-style-type: none"> <li>《中华人民共和国劳动法》</li> <li>《中华人民共和国劳动合同法》</li> <li>《中华人民共和国劳动合同法实施条例》</li> <li>《中华人民共和国社会保险法》</li> <li>《中华人民共和国未成年人保护法》</li> <li>《中华人民共和国妇女权益保障法》</li> <li>《禁止使用童工规定》</li> <li>《中华人民共和国残疾人保障法》</li> <li>《职工带薪年休假条例》</li> </ul>	<p>报告期内，本公司无违反任何列示于此章节的有关薪酬及解雇、招聘及晋升、工作时长、假期、平等机会、多元化、反歧视以及其他待遇及福利的法律法规。</p>
<b>层面 B2：健康与安全</b>	
<ul style="list-style-type: none"> <li>《中华人民共和国安全生产法》</li> <li>《中华人民共和国消防法》</li> <li>《中华人民共和国职业病防治法》</li> <li>《中华人民共和国劳动保险条例》</li> <li>《工作场所职业卫生监督管理规定》</li> <li>《工伤保险条例》</li> </ul>	<p>报告期内，本公司无违反任何列示于此章节的有关提供安全的工作环境及保障员工免受职业性危害的法律法规。</p>
<b>层面 B4：劳工准则</b>	
<ul style="list-style-type: none"> <li>《禁止使用童工规定》</li> </ul>	<p>报告期内，本公司无违反任何列示于此章节的有关防止雇用童工及强制劳工的法律法规。</p>

## 层面 B6: 产品责任

- 《中华人民共和国建筑法》
- 《中华人民共和国安全生产法》
- 《中华人民共和国食品安全法》
- 《中华人民共和国商标法》
- 《中华人民共和国商标法实施条例》
- 《中华人民共和国产品质量法》
- 《中华人民共和国消费者权益保护法》
- 《中华人民共和国著作权法》
- 《中华人民共和国标准化法》
- 《中华人民共和国进出口产品检验法》
- 《中华人民共和国网络安全法》
- 《中华人民共和国计算机信息系统安全保护条例》
- 《中华人民共和国广告法》
- 《中华人民共和国侵权责任法》
- 《中华人民共和国专利法》
- 《中华人民共和国电子商务法》
- 《中华人民共和国知识产权法》
- 《餐饮服务食品安全监督管理办法》
- 《建设工程质量管理办法》
- 《施工企业安全生产管理规范》
- 《物业管理服务条例》
- 《个人资料(私隐)条例》
- 《产品环保责任条例》
- 《货品售卖条例》
- 《消费品安全条例》
- 《商品说明条例》
- 《信息安全技术网络安全等级保护基本要求》
- 《互联网安全保护技术实施规定》
- 《互联网信息服务管理办法》
- 《计算机信息网络国际联网安全保护管理办法》

报告期内，本公司无违反任何列示于此章节的有关所提供产品和服务的健康与安全、广告、标签及隐私事宜以及补救方法的法律法规。

## 层面 B7: 反贪污

- 《中华人民共和国公司法》
- 《中华人民共和国刑法》
- 《中华人民共和国反贪污贿赂法》
- 《中华人民共和国反不正当竞争法》
- 《中华人民共和国招标投标法》
- 《中华人民共和国反洗钱法》

报告期内，本公司无违反任何列示于此章节的有关防止贿赂、勒索、欺诈及洗黑钱的法律法规。

## 联交所《环境、社会及管治报告指引》内容索引

主要范畴、层面、一般披露及关键绩效指标 (指标)		披露位置或备注
A. 环境		
层面 A1: 排放物		
一般披露	有关废气及温室气体排放、向水及土地的排污、有害及无害废弃物的产生等的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	打好污染防治攻坚战、依法合规
指标 A1.1	排放物种类及相关排放数据。	综合绩效表现
指标 A1.2	温室气体总排放量（以吨计算）及（如适用）密度（如以每产量单位、每项设施计算）。	综合绩效表现
指标 A1.3	所产生有害废弃物总量（以吨计算）及（如适用）密度（如以每产量单位、每项设施计算）。	综合绩效表现
指标 A1.4	所产生无害废弃物总量（以吨计算）及（如适用）密度（如以每产量单位、每项设施计算）。	综合绩效表现
指标 A1.5	描述所订立的排放量目标和为达到这些目标所采取的步骤。	打好污染防治攻坚战
指标 A1.6	描述处理有害及无害废弃物的方法及所订立的减废目标和达标步骤。	无害废弃物处置与管理 有害废弃物处置与管理
层面 A2: 资源使用		
一般披露	有效使用资源（包括能源、水及其他原材料）的政策。	积极开展碳减排工作
指标 A2.1	按类型划分的直接及/或间接能源（如电、气或油）总耗量（以千个千瓦时计算）及密度（如以每产量单位、每项设施计算）。	综合绩效表现
指标 A2.2	总耗水量及密度（如以每产量单位、每项设施计算）。	综合绩效表现
指标 A2.3	描述能源使用效益目标及为达到这些目标采取的步骤。	积极开展碳减排工作
指标 A2.4	描述求取适用水源上可有任何问题，以及用水效益目标，并描述所订立的目标和达标步骤。	创建节水型企业
指标 A2.5	制成品所用包装材料的总量（以吨计算）及（如适用）每生产单位占量。	由于本公司业务性质，此项指标对本公司而言不适用。
层面 A3: 环境及天然资源		
一般披露	减低发行人对环境及天然资源造成重大影响的政策。	打造绿色可持续建筑、环境友好型施工
指标 A3.1	描述业务活动对环境及天然资源的重大影响及已采取管理有关影响的行动。	打造绿色可持续建筑、环境友好型施工

## 主要范畴、层面、一般披露及关键绩效指标（指标）

## 披露位置或备注

层面 A4：气候变化		
一般披露	识别及应对已经及可能会对发行人产生影响的重大气候相关事宜的政策。	应对气候变化
指标 A4.1	描述已经及可能会对发行人产生影响的重大气候相关事宜，及其应对的行动。	应对气候变化、积极开展碳减排工作
B. 社会		
雇佣及劳工常规		
层面 B1：雇佣		
一般披露	有关薪酬及解雇、招聘及晋升、工作时数、假期、平等机会、多元化、反歧视以及其他待遇及福利的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	健全人才管理、依法合规
指标 B1.1	按按性别、雇佣类型、年龄组别及地区划分的雇员总数。	综合绩效表现
指标 B1.2	按性别、年龄组别及地区划分的雇员流失比率。	综合绩效表现
层面 B2：健康与安全		
一般披露	有关提供安全工作环境及保障雇员避免职业性危害的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	心系员工健康、依法合规
指标 B2.1	过去三年（包括汇报年度）每年因工亡故的人数及比率。	综合绩效表现
指标 B2.2	因工伤损失工作日数。	综合绩效表现
指标 B2.3	描述所采纳的职业健康与安全措施，以及相关执行及监察方法。	心系员工健康
层面 B3：发展及培训		
一般披露	有关提升雇员履行工作职责的知识及技能的政策。描述培训活动。 注：培训指职业培训，可包括由雇主付费的内外部课程。	加强人才培育
指标 B3.1	按性别及雇员类别（如高级管理层、中级管理层等）划分的受训雇员百分比。	综合绩效表现
指标 B3.2	按性别及雇员类别划分，每名雇员完成受训的平均时数。	综合绩效表现

## 主要范畴、层面、一般披露及关键绩效指标（指标）

## 披露位置或备注

层面 B4：劳工准则		
一般披露	有关防止童工或强制劳工的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	健全人才管理、依法合规
指标 B4.1	描述检讨招聘惯例的措施以避免童工及强制劳工。	健全人才管理
指标 B4.2	描述在发现违规情况时消除有关情况所采取的步骤。	健全人才管理
营运惯例		
层面 B5：供应链管理		
一般披露	管理供应链的环境及社会风险政策。	完善供应商管理
指标 B5.1	按地区划分的供货商数目。	完善供应商管理
指标 B5.2	描述有关聘用供货商的惯例，向其执行有关惯例的供货商数目、以及有关惯例的执行及监察方法。	完善供应商管理
指标 B5.3	描述有关识别供应链每个环节的环境及社会风险的惯例，以及相关执行及监察方法。	完善供应商管理
指标 B5.4	描述在拣选供应商时促使多用环保产品及服务的惯例，以及相关执行及监察方法。	完善供应商管理
层面 B6：产品责任		
一般披露	有关所提供产品和服务的健康与安全、广告、标签及私隐事宜以及补救方法的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	客户至上、依法合规
指标 B6.1	已售或已运送产品总数中因安全与健康理由而须回收的百分比。	由于本公司业务性质，此项对本公司而言不适用。
指标 B6.2	接获关于产品及服务的投诉数目以及应对方法。	综合绩效表现、客户满意度管理
指标 B6.3	描述与维护及保障知识产权有关的惯例。	保护知识产权
指标 B6.4	描述质量检定过程及产品回收程序。	建造精品工程
指标 B6.5	描述消费者数据保障及私隐政策，以及相关执行及监察方法。	保障客户隐私

## 主要范畴、层面、一般披露及关键绩效指标（指标）

## 披露位置或备注

## 层面 B7：反贪污

一般披露	有关防止贿赂、勒索、欺诈及洗黑钱的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。	弘扬廉洁风尚、依法合规
指标 B7.1	于汇报期内对发行人或其雇员提出并已审结的贪污诉讼案件的数目及诉讼结果。	综合绩效表现
指标 B7.2	描述防范措施及举报程序，以及相关执行及监察方法。	弘扬廉洁风尚
指标 B7.3	描述向董事及员工提供的反贪污培训。	弘扬廉洁风尚（报告期内反贪污培训暂未包含董事，已在对应章节进行解释。）

## 社区

## 层面 B8：社区投资

一般披露	有关以社区参与来了解运营所在社区需要和确保其业务活动会考虑社区利益的政策。	回馈社会
指标 B8.1	专注贡献范畴（如教育、环境事宜、劳工需求、健康、文化、体育）。	回馈社会
指标 B8.2	在专注范畴所动用资源（如金钱或时间）。	综合绩效表现

## 读者反馈

尊敬的读者：

您好！

非常感谢您阅读了北京北辰实业股份有限公司《2021 年度企业社会责任暨环境、社会及管治报告》。如果您对本报告有任何意见和建议，请您填写下面的意见反馈表，通过信件、电子邮件或传真等方式发给本公司。对于您的宝贵意见，本公司致以深深的谢意！

## 1. 您认为哪些章节为您提供了重要信息？

- |                               |                               |                                 |                               |
|-------------------------------|-------------------------------|---------------------------------|-------------------------------|
| <input type="checkbox"/> 卷首语  | <input type="checkbox"/> 公司概况 | <input type="checkbox"/> 企业荣誉   | <input type="checkbox"/> 责任沟通 |
| <input type="checkbox"/> 稳健经营 | <input type="checkbox"/> 客户至上 | <input type="checkbox"/> 绿色发展   | <input type="checkbox"/> 以人为本 |
| <input type="checkbox"/> 回馈社会 | <input type="checkbox"/> 展望未来 | <input type="checkbox"/> 综合绩效表现 | <input type="checkbox"/> 依法合规 |

## 2. 您如何评价本报告？

- |      |                            |                             |                             |
|------|----------------------------|-----------------------------|-----------------------------|
| 易读性  | <input type="checkbox"/> 好 | <input type="checkbox"/> 一般 | <input type="checkbox"/> 不好 |
| 完整性  | <input type="checkbox"/> 好 | <input type="checkbox"/> 一般 | <input type="checkbox"/> 不好 |
| 中肯性  | <input type="checkbox"/> 好 | <input type="checkbox"/> 一般 | <input type="checkbox"/> 不好 |
| 排版设计 | <input type="checkbox"/> 好 | <input type="checkbox"/> 一般 | <input type="checkbox"/> 不好 |
| 总体印象 | <input type="checkbox"/> 好 | <input type="checkbox"/> 一般 | <input type="checkbox"/> 不好 |

## 3. 您对本公司下一年度的报告有何建议？

## 请与本公司联系：

地址：北京市朝阳区北辰东路 8 号

邮政编码：100101

电子邮箱：northstar@beijingns.com.cn

电话：+86 - 010 - 6499 1284

传真：+86 - 010 - 8497 6797

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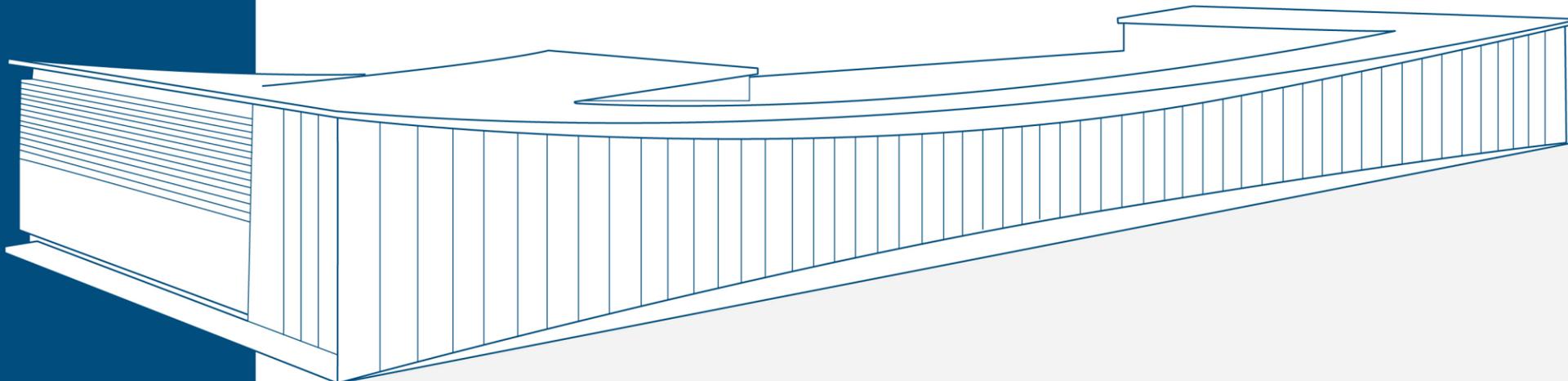
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# ABOUT THE REPORT

Beijing North Star Company Limited is delighted to publish its 14<sup>th</sup> *Corporate Social Responsibility Report* and the 6<sup>th</sup> *Environmental, Social and Governance Report*. The board of directors and all the directors of the Company warrant that there are no false records, misleading statements or major omissions in the Report, and they shall be individually and severally liable for the authenticity, accuracy and completeness of the contents.

The purpose of the Report is to present the environmental and social issues related to the sustainable development of the Company to all stakeholders, so that, they can better understand the Company's sustainable development philosophy, actions and related performance.

The Report is prepared in both simplified Chinese and English. In case of any discrepancy between the two versions, the simplified Chinese version shall prevail.

## Reporting Period

Unless otherwise mentioned, the Report mainly describes the specific policies and performance of the Company in terms of environmental, social and sustainable development from January 1, 2021, to December 31, 2021. For continuity and comparability, some information in the Report shall be extended as needed.

## Reporting Organisational Boundary

The reporting organisational boundary of the Report is based on the principle of materiality. Unless otherwise mentioned, the material content of the Report covers Beijing North Star Company Limited and its subsidiaries. The boundary of environmental key performance indicators includes properties held in Beijing by the Company, while the boundary of social key performance indicators includes Beijing North Star Company Limited and its subsidiaries.

## Reporting Guidelines

The Report is prepared in accordance with the *Guidelines on Environmental Information Disclosure of Listed Companies of Shanghai Stock Exchange* published by the Shanghai Stock Exchange and the *Environmental, Social and Governance Reporting Guide* under Appendix 27 of the *Main Board Listing Rules of the Stock Exchange of Hong Kong Limited* published by the Stock Exchange of Hong Kong Limited. The Report follows the reporting principles of *Environmental, Social and Governance Reporting Guide* related to "Materiality", "Quantitative", "Balance" and "Consistency". Please refer to the below table to understand how the Company has applied the reporting principles when preparing the Report.

Reporting Principles	The Company's Principle Application
<p><b>Materiality</b></p> <p>The issuer should report when the board of directors has determined the environmental, social and governance issues which can significantly impact the shareholders and other stakeholders.</p>	<p>When preparing for the Report, a professional consultancy group has assisted the Company to conduct a materiality assessment, which identified the related material issues to Beijing North Star and its key stakeholders. Afterwards, the related information of the material issues has been collected and disclosed accordingly in the Report.</p> <p>Moreover, the Company's board of directors has already been notified of the results of the materiality assessment and approved the Report.</p>

Reporting Principles	The Company's Principle Application
<p><b>Quantitative</b></p> <p>Related historical key performance indicators should be measurable. The issuer should set targets for reducing its individual impacts (could be actual numbers or directional, proactive statements). This enables the efficiency of the environmental, social and governance policies and management system to be assessed and verified. Quantitative data also comes with a remark, which describes its purposes and impacts, and provides comparable data when appropriate.</p>	<p>The Company has already provided information on the standards, methodologies, assumptions and calculation tools used for the reporting of emissions/energy consumption in "COMPREHENSIVE PERFORMANCE".</p> <p>Key performance indicators for historical data have been measured in this report. The Company has set targets to reduce individual impact, including actual figures or directional, forward-looking statements.</p>
<p><b>Consistency</b></p> <p>The Issuer should use consistent reporting methods so that the environmental, social and governance data can conduct meaningful comparison in the future. The issuer should disclose in the report any changes to the methods or KPIs used, if any, or any other relevant factors affecting a meaningful comparison.</p>	<p>Methodologies adopted by the Company are consistent with the one used last year.</p>

## Board Statement

The ESG governance structure of Beijing North Star mainly consists of the Board of Directors, the Secretary to the Board of Directors and the ESG special personnel of the Work Department of the Board of Directors.

- 1) The Board is mainly responsible for reviewing the Company's ESG policies and strategies, explaining the connection between relevant matters and the Company's business, and approving ESG reports;
- 2) The Secretary to the Board is responsible for reviewing the ESG report and reporting to the Board;
- 3) Through data and information collection, the ESG special personnel understands the progress of ESG-related matters and prepares work reports.

In the future, Beijing North Star will, with reference to the requirements of the *Environmental, Social and Governance Reporting Guide*, optimise the ESG governance structure, improve the responsibilities of the Board, and continuously improve the ESG governance capabilities.

## Confirmation and Approval

The contents disclosed in the Report are in compliance with the information disclosure requirements of the *Guidelines on Environmental Information Disclosure of Listed Companies of the Shanghai Stock Exchange* issued by the Shanghai Stock Exchange, as well as the ESG information disclosure requirements of the "Mandatory Disclosure Requirements" and "Comply or Explain" under the *Environmental, Social and Governance Reporting Guide* in Appendix twenty-seven to the *Main Board Listing Rules of the Stock Exchange of Hong Kong Limited* issued by The Stock Exchange of Hong Kong Limited. The Report was confirmed by the ESG special personnel of the Company in March 2022 and was approved by the Board of Directors of the Company.

## Report Acquisition and Feedback

The Report is available in both online and print versions. The online version can be viewed and downloaded on the Company's website, the Shanghai Stock Exchange and the HKEXnews website of Hong Kong Exchanges and Clearing Limited. If you would like to request the print version of the Report or have any questions, comments or feedback on the Report, please send an email to northstar@beijingns.com.cn to contact us.

## DEFINITIONS

In the Report, unless the context otherwise requires, the following terms shall have the meanings set out below:

“Beijing North Star”, “the Company”	▶ Beijing North Star Company Limited
“BNSIGC”	▶ Beijing North Star Industrial Group Limited Liabilities Company
“ESG”	▶ Environmental, Social and Governance
“the Report”	▶ 2021 ESG Report of the Company
“Reporting Period”, “the Year”	▶ from January 1, 2021 to December 31, 2021
“Municipal SASAC”	▶ The State-owned Assets Supervision and Administration Commission of Beijing Municipal
“Municipal Party Committee”	▶ Beijing Municipal Committee of the Communist Party of China
“Municipal Government”	▶ Beijing Municipal People’s Government
“CIFTIS”	▶ China International Fair for Trade in Services
“Properties held in Beijing”	▶ the properties of around 1.2 million m <sup>2</sup> held by the Company in Beijing
“Xin Cheng Property”	▶ Beijing North Star Xin Cheng Property Management Co., Limited of the Company
“Apartment Management”	▶ Apartment Operation and Management Branch of the Company
“Public Facilities Management Company”	▶ Public Facilities Management Branch of the Company
“Office Building Company”	▶ Office Building Operation and Management Branch of the Company
“Capital Convention Group”	▶ Capital Convention (Group) Co., Ltd.
“NSREG”	▶ Beijing North Star Real Estate Group
“National Convention Centre”	▶ Main Building of the China National Convention Centre of the Company
“National Convention Centre Hotel”	▶ China National Convention Centre Grand Hotel of the Company
“V-Continent Wuzhou”	▶ North Star V-Continent Beijing Parkview Wuzhou Hotel of the Company
“Beijing Continental Grand Hotel”	▶ Beijing Continental Grand Hotel of the Group
“Beijing International Convention Centre”	▶ Beijing International Convention Centre of the Company
“InterContinental Beijing”	▶ InterContinental Beijing Beichen of the Company
“Social Insurances and Housing Fund”	▶ Endowment Insurance, Medical Insurance, Unemployment Insurance, Employment Injury Insurance, Maternity Insurance and Housing Provident Fund
“Dual-carbon goals”	▶ General Secretary Xi Jinping announced at the general debate of the seventy-fifth Session of the United Nations General Assembly that “China will increase the strength of its nationally determined contribution, adopt more powerful policies and measures, strive to peak carbon dioxide emissions before 2030, and strive to achieve carbon neutrality before 2060”.
“COVID-19”	▶ Coronavirus disease 2019
“IHG”	▶ “InterContinental Hotels Group PLC”
“HACCP”	▶ “Hazard Analysis Critical Control Point”
“EBMS”	▶ “Event Business Management System”

## THE REPFACE

2021 is the first year of the Fourteenth Five-Year Plan and the 100th anniversary of the founding of the Communist Party of China. It is also a year for Beijing North Star to adhere to its original aspiration of social responsibility, and continue to create value in fulfilling economic responsibilities, promoting rural revitalisation, and exploring the development path of carbon neutrality.

In 2021, facing the challenges brought by the recurrence of the COVID-19 pandemic, Beijing North Star strengthened its understanding of overcoming difficulties, fulfilled its responsibility of safe production, and promoted the resumption of work and production. During the Year, the operating revenue is RMB 22,094,296,000, representing a year-on-year increase of 22.77%, and the profit before tax is RMB 1,581,214,000, representing a year-on-year increase of 4.54%.

In 2021, Beijing North Star, together with its branches and subsidiaries, successfully prepared for the Winter Olympics with high quality, safeguarding the national, comprehensive and international exhibition and forum activities such as the 2021 China International Fair for Trade in Services, the 2<sup>nd</sup> United Nations Global Sustainable Transportation Conference and the 4<sup>th</sup> session of the 13<sup>th</sup> Beijing Municipal Committee of the Chinese People’s Political Consultative Conference, and interpreting the “Chinese Service” style to the world again.

In 2021, Beijing North Star actively implemented Xi Jinping’s Thought of Ecological Civilisation and important instructions on carbon peak and carbon neutrality, strived to explore the path of green, low-carbon and environmental protection development, successfully completed the annual carbon emission rights performance, and supported the low-carbon development of enterprises with practical actions.

In 2021, Beijing North Star deeply understands the importance of taking the road of socialism with Chinese characteristics for rural revitalisation in the Fourteenth Five-Year Plan and contributed to the promotion of rural revitalisation strategy and injected vitality into the development of agriculture and rural areas through industrial assistance, employment assistance, consumption assistance and public welfare assistance.

In 2021, Beijing North Star adhered to the core value of “Loyalty and Responsibility, Co-creation and Mutual Benefit”, continuously conveyed love to the disadvantaged groups in the society, and actively carried out the assistance work for orphans, poor children with severe difficulties. For the ninth consecutive year, Beijing Chunmiao Charity Foundation provided RMB 950,000 medical assistance funds to help nearly 400 poor children with severe difficulties.

Looking forward to the future, Beijing North Star will keep in mind the mission and responsibility of a state-owned enterprise, unswervingly implement the concept of innovative development, adhere to the general tone of seeking progress while maintaining stability, and strive to create a world-class exhibition brand enterprise and a leading composite real estate brand enterprise in China, so as to contribute to achieving stable and long-term economic development, social stability and harmony, and comprehensively building a modern socialist country!



# COMPANY OVERVIEW

## About the Company

Beijing North Star Company Limited was established by Beijing North Star Industrial Group Limited Liabilities Company on 2 April 1997. The shares of the Company were listed on the Hong Kong Stock Exchange in May in the same year. In October 2006, the Company's A shares were issued and listed on the Shanghai Stock Exchange.

- As at the end of the Reporting Period,
- the Company's total registered capital is **3,367,020,000** shares
- of which **2,660,000,000** shares (representing **79.002%** of the total share capital) are A shares
- and **707,020,000** shares (representing **20.998%** of the total share capital) are H shares

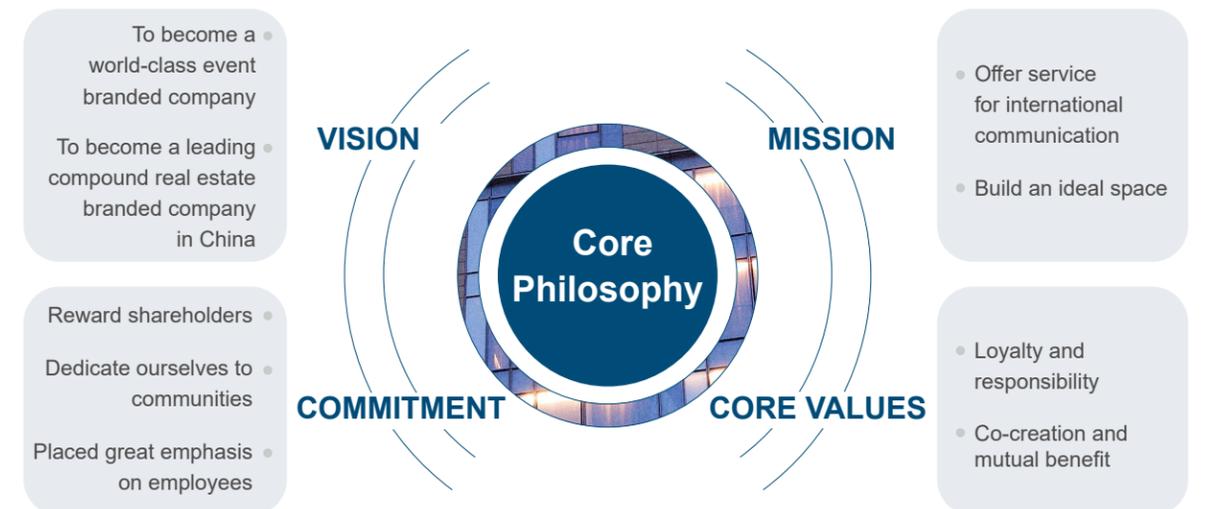


With over 20 years of development, the principal businesses of the Company include development properties and convention and exhibition and investment properties (including hotels). The development properties business mainly set foot in Beijing aiming to expand beyond Beijing. In recent years, as the Company continued to deepen the regional exploration and development in new cities, a multi-level nationwide scale development layout covering a number of regions is gradually taking shape, and a property development system of different classes and features, covering residential units, apartments, villas, offices and commercial buildings, has been established. As at the end of the Reporting Period, the development properties projects have established presence in 15 cities, namely, Beijing, Guangzhou, Changsha, Wuhan, Hangzhou, Chengdu, Suzhou, Nanjing, Langfang, Hefei, Ningbo, Chongqing, Wuxi, Haikou and Meishan, and the development scale of the Company has been continuously enhanced.

The investment properties business taking convention and exhibition as a lead to actively drive the synergetic development of hotels, office buildings, apartments and other businesses. Properties held and operated by the Company include the National Convention Centre, Beijing International Convention Centre, Intercontinental Beijing Beichen, North Star V-Continent Beijing Parkview Wuzhou Hotel, Beijing Continental Grand Hotel, National Convention Centre Hotel, North Star Century Centre, Hui Bin Offices, Hui Xin Offices, North Star Times Tower, and Hui Yuan Apartment in the Asian-Olympic core district in Beijing, and Intercontinental North Star Hotel and Changsha North Star International Conference Center in Changsha, with a gross area exceeding 1,280,000 m<sup>2</sup>.

While optimising and consolidating properties held, the Company relied on its affiliated Capital Convention (Group) Co., Ltd., strengthened resources integration in its convention and exhibition business, exerted continued efforts on the expansion of new businesses and new technologies of exhibition industry, explored and developed various businesses, including operation and management of exhibition venues, sponsoring and undertaking of conventions and exhibitions and supporting services, education and consulting services related to conventions and exhibitions, and security services for high-end state-level and political level activities and events, and constantly carry out innovation in operation with light assets in respect of the convention and exhibition business, thus facilitating high-quality development of the Company.

Adhering to the principle of maximising shareholders' value and on the mission to "offer service for international communication" and to "build an ideal space", the Company continues its great effort to become a world-class event branded company and a leading compound real estate branded company in China.



# COMPANY AWARDS

Beijing North Star adheres to the path of internationalisation, branding and professional development, and strives to become an industry benchmark. Over the years, the Company has received high recognition from various sectors of society for its excellent brand image, brilliant strategic management, professional operation team and first-class service standards.

Some of the awards and honours received by Beijing North Star Company Limited and its branches and subsidiaries/projects in 2021:

Awards	Awarded Time	Winning Company/Projects	Granting Authority
<b>Beijing North Star</b>			
Top 500 Real Estate Developers in China in 2021 – No. 74	2021.03	Beijing North Star	China Real Estate Association
Top 10 Real Estate Developers of Comprehensive Development in China in 2021	2021.03		China Real Estate Association
Top 100 Real Estate Enterprise in China in 2021- No. 62	2021.03		China Real Estate Top 10 Research Group
Star of the Top 100 in China Real Estate Industry in 2021	2021.03		China Real Estate Top 10 Research Group
Top 10 of the SSE-SZSE Listed Real Estate Companies for Investment Value in 2021	2021.05		China Real Estate Top 10 Research Group
Top 10 of SSE-SZSE Listed Real Estate Companies for Wealth Creation Ability in 2021	2021.05		China Real Estate Top 10 Research Group
Noteworthy Real Estate Companies of the Capital Market in 2021	2021.05		China Real Estate Top 10 Research Group
2021 China Excellent Real Estate ESG Development Enterprise	2021.05		China Real Estate Top 10 Research Group
China Real Estate Fashion Awards - Comprehensive Operator of China Real Estate Annual Influence in 2021	2021.09		Guardian (the third consecutive years)
2021 Top 10 of Leading Brand Value in Comprehensive Real Estate Development in China – Real Estate Enterprise with Comprehensive Operations	2021.09		China Real Estate Top 10 Research Group (the fifteenth consecutive years)
ESG Outstanding Enterprise in 2021	2021.12		Xindichan (the third consecutive year)
Top 10 Responsible State-owned Enterprises in 2021	2021.12		Beijing Evening News
"Excellent" level in the 2020 energy-saving target responsibility assessment of key energy-consuming units	2021.12		Beijing Municipal Commission of Development and Reform and Chaoyang District Commission of Development and Reform of Beijing Municipality (the tenth consecutive year)

<b>Beijing North Star Real Estate Group</b>			
Ankang Cup Excellent Project, Changsha	2021.01	Changsha North Star Real Estate Development Co., Ltd. A3 Project	Changsha Municipal Housing and Urban-rural Development Bureau
Class I QC Achievements in Beijing: Research on method of construction of ultra-high independent cylindrical	2021.04		Beijing Construction Industry Federation
Class II QC Achievements in Beijing: Improving the passing rate of TOP waterproof coils on metal roof	2021.04		Beijing Construction Industry Federation
Class II QC Achievements in Beijing: Improvement of large-area concrete floor crack control technology	2021.04		Beijing Construction Industry Federation
CSCEC III QC Achievements: Research on method of construction of ultra-high independent cylindrical	2021.04		China Construction Industry Association
Golden Cup BIM Competition	2021.05		National Intelligent Building and Residential Area Digital Standardization Technical Committee

<b>Beijing North Star Real Estate Group</b>			
Patent of cement residue cleaning device at the construction site of commodity buildings	2021.09	Changsha North Star Real Estate Development Co., Ltd. A3 Project	State Intellectual Property Office
Third Prize of the First New Infrastructure Cup Intelligent Construction Excellent Construction Case Competition in China	2021.09		China Building Materials Distribution Association
2021 "SMART BIM" Intelligent Building BIM Competition	2021.10		RICS Royal Institution of Chartered Surveyors, GUAS Guangdong Urban Construction Institute
"Youlu Cup" National BIM Technology Competition	2021.11		Talent Exchange Center of the Ministry of Industry and Information Technology
Vice Chairman	2021.07	Chongqing City Centre	Talent Exchange Centre of the Ministry of Industry and Information Technology
Chongqing City Centre of NSREG	2021.07		Chongqing Real Estate Chamber of Commerce
Capital Civilised Unit	2021.01	Xin Cheng Property	Capital Spiritual Civilisation Construction Committee
Quality Structure Engineering in Chengdu	2021.10	Chengdu North Star Luming Mansion	Chengdu Housing and Urban-Rural Development Bureau
Changsha Excellent Structure Project	2021.10	Changsha Binchen Real Estate Co., Ltd	Changsha Construction Industry Association

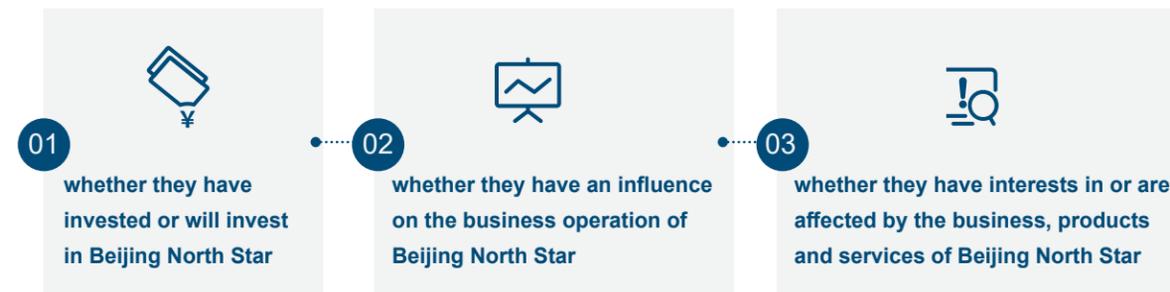
<b>Capital Convention Group</b>				
Best Service Hotel in China	2021.01	InterContinental Beijing	Beautiful China Hotel Industry Leader Summit & Golden Olive Award	
Top 100 MICE Hotels in China	2021.06		China TOP100 Best MICE Hotel	
Excellent Service Hotel of the Year	2021.11		China Hotels Fashion List Awards	
Best Service Hotel	2021.12		China's Best Hotel Awards	
Best Owner Representative				
Best Hotel Owner of the Year				
Best Conference Hotel in China	2021.12		China Business Association Award Travel Golden Chair Award	
First Prize of the thirty-fourth Beijing Enterprise Management Modernisation Innovation Achievements	2021.01		National Convention Centre	Beijing Enterprise Management Modernisation Innovation Achievement Review Committee
Excellent Member Unit of the Party Building Coordination Committee	2021.06			Working Committee of Olympic Village, Chaoyang District, Beijing
Positive Contribution Award for Service Guarantee and Preparation of Square Activities in Celebration of the 100th Anniversary of the Founding of the Communist Party of China	2021.07			Service Guarantee and Square Activities Headquarters
2021 China International Fair for Trade in Services	2021.09		China International Fair for Trade in Services 2021	
Best Restaurant Hotel	2021.01	V-Continent Wuzhou	Lifestyle	
The Best Business Hotels	2021.03		Meituan Hotel	
Most Valuable New Brand	2021.04		Enjoyable	

# RESPONSIBLE COMMUNICATION

## Stakeholder Communication

Beijing North Star firmly believes that the sustainable development of an enterprise needs consensus among stakeholders. To reach the consensus, the Company has established a wide range of effective communication channels with stakeholders to gain an in-depth understanding of the needs and expectations of all, so as to evaluate the issues that the Company needs to focus on and deal with in its sustainable development process.

Beijing North Star determines whether the relevant individuals or groups are the Company's key stakeholders through the following aspects:



In 2021, the Company's key stakeholders included government and regulators, investors and shareholders, clients, employees, suppliers, media, the public, etc. To facilitate the effective communication with different stakeholders, the Company has established various channels and effectively responds to the information requests of stakeholders.

Key Stakeholders	Communication Channels
Government and Regulators	·Attend conferences ·Report regularly ·Accept inspection and supervision
Investors and Shareholders	·Annual general meeting ·Investor Relations on the official website ·Investor relations hotline ·Information Disclosure ·Investor survey ·The Shanghai Stock Exchange E-interaction ·Investor collective reception day ·Strategic meeting
Clients	·Client service hotline ·Client satisfaction survey ·Advertisement on social media
Employees	·Employees interview ·Corporate training ·Employee activities ·Promotion mechanism
Suppliers	·Telephone interview ·On-site inspection ·Supplier conferences
Media	·Press conferences ·Interview
The Public	·Community engagement ·Charity ·Rural revitalisation ·Advertisement on social media

# Materiality Assessment

In 2021, based on its development strategy and business characteristics, the Company analyses and confirms the material issues with reference to the previous material issues of Beijing North Star, important international and domestic ESG information disclosure guidelines, as well as comprehensively considering the industry development trend and the sustainable development issues that are widely concerned at home and abroad, as shown in the matrix below. In response to the key stakeholders' information requests, the Report mainly focused on these material topics and disclosed relevant information accordingly.

## Matrix of Beijing North Star 2021 Materiality Assessment



 Environmental	01 Green office and operation    02 Green building 03 Greenhouse gas emission and management 04 Solid waste disposal and management    05 Wastewater discharge and management 06 Exhaust gas emission and management    07 Water use and efficiency 08 Energy use and efficiency    09 Material use and efficiency 10 Impact assessment and related mitigation measures for project construction
 Social	11 Client satisfaction    12 Community investment and engagement 13 Supply chain management    14 Employee benefits and promotion mechanism 15 Ensuring service quality <b>16 Health and safety of clients</b> 17 Labour standards 18 Career development and training for employees    19 Occupational health and safety 20 Employment and employee welfare
 Governance	21 Anti-corruption 22 Financial performance and investor interests 23 Anti-competitive behaviour 24 Corporate information disclosure <b>25 Social and economic compliance</b> 26 Stakeholders communication

<sup>1</sup>The topics marked with blue are "high importance" and the rest are "moderate importance".

# 01

## STABLE MANAGEMENT

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- ( 1 ) Improving Corporate Governance
- ( 2 ) Promoting Integrity
- ( 3 ) Advancing Supplier Management
- ( 4 ) Protecting Intellectual Property Right
- ( 5 ) Guaranteeing Pandemic Prevention and Safety



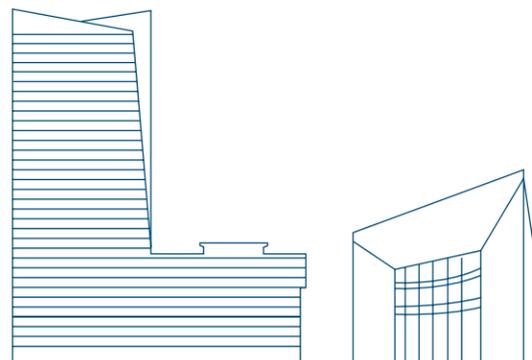
## Improving Corporate Governance

As a state-owned real estate company listed on the Shanghai Stock Exchange and the Hong Kong Stock Exchange, Beijing North Star adheres to its consistent principle of maximising shareholders' value, safeguarding the legitimate rights and interests of investors and creditors. The Company attaches great importance to creating space for win-win development for its partners. The Company carefully considers the opinions and suggestions of various parties and improves the market's and investors' recognition of the value of the Company.

Beijing North Star fulfils its information disclosure obligations and strictly complies with the requirements on information disclosure in the *Stock Listing Rules of the Shanghai Stock Exchange*, the *Main Board Listing Rules of the Stock Exchange of Hong Kong Limited*, and the *Articles of Association* and the *Administrative Rules on Information Disclosure* of the Company. During the Reporting Period, the Company maintained full communication and interaction with investors and creditors through hosting domestic and overseas investors surveys, teleconference, establishing Investor Relations columns on the Company's website, and Investor hotlines to fully safeguard the rights and interests of investors and creditors.



Beijing North Star deeply realises that scientific, systematic, standardised and professional management will help enterprises identify and prevent market risks and achieve efficient and healthy development of enterprises. Therefore, Beijing North Star is committed to continuously improving its corporate management. During the Reporting Period, the Directors, Supervisors and senior management of the Company, following the regulatory requirements of the places where the Company is listed, strengthened their business training and continuously improved their ability to perform their duties by participating in courses and online learning. During the Reporting Period, the corporate governance of the Company was in compliance with the *Company Law of the People's Republic of China*, the *Code of Governance for Listed Companies* and the relevant requirements of the China Security Regulatory Commission.



## Giving Back to Investors and Creditors

During the Reporting Period, Beijing North Star completed the profit distribution of the Company for 2020 in accordance with the dividend standards and procedures stipulated in the *Articles of Association* and the *Dividend Distribution Plan for Shareholders*, fully protecting the legitimate rights and interests of the Company's shareholders. As considered and approved at the 2020 Annual General Meeting, the Company's profit distribution plan for the year 2020 was based on the total share capital of the Company 3,367,020,000 shares, and a cash dividend of 0.030 yuan (tax included) was paid per share. The profit distribution plan has been completed (among which the distribution of cash dividends for A-shares was completed on 2 July 2021 and the dividends for H-shares were distributed on 23 July 2021), with a total cash dividend of RMB 101,010,600, accounting for 79.26% of the net profit attributable to ordinary shareholders of the Company for 2020.

During the Reporting Period, to protect the legitimate rights and interests of creditors, the Company actively fulfilled the relevant information disclosure obligations and maintained information transparency regarding the interest payment of corporate bonds and medium-term notes. As of December 31, 2021, the interest payments of corporate bonds and medium-term notes such as "20 North Star 01", "14 North Star 02", and "16 North Star 01", "19 North Star 01", etc., have been paid in full on schedule. There have been no circumstances under which the Company has failed to pay the interest of its current bonds in full and on schedule.

In the future, the Company will comprehensively consider policy circumstance, interest rate level, its structure of assets and liabilities and other factors, in the combination of its major business development, to fully utilise the advantages of the "Headquarters Financing" model, for building a diversified financing platform based on traditional bank financing, and constantly exploring a variety of capital market financing tools. The Company will constantly optimise the Company's capital structure and debt structure, through corporate bonds, medium-term notes, asset securitisation, and other ways, to lay a solid foundation for the sustainable development of the Company and achieve high-quality development.



a cash dividend of

**0.030**

yuan (tax included) was paid per share



a total cash dividend of RMB

**101,010,600**



accounting for

**79.26%**

of the net profit attributable to ordinary shareholders of the Company for 2020

## Promoting Integrity

In order to promote business development, the Company promoted the clean Party governance construction and built a clean and positive development environment by improving internal systems, optimising anti-corruption reporting procedures and carrying out relevant training.

In terms of system construction, the Company strictly complied with the *Criminal Law of the People's Republic of China* and other laws and regulations. In order to consolidate the primary responsibility of supervision, the Company has compiled the *Discipline Inspection and Supervision Manual of Beijing North Star*. As important guidance for precise supervision and pre-supervision, the *Manual* clarified the key points of supervision, refined the specific contents of supervision, listed the methods and methods of supervision, extended supervision to all levels of operation and management, effectively improved the quality and effect of supervision and discipline, and improved the Company's supervision system.

In terms of whistle-blowing procedures, Beijing North Star collects information on whistle-blowing through letters, visits, emails and mailboxes. In strict accordance with the relevant provisions of the superior, the Company comprehensively strengthens the whistle-blowing work, timely understands the relevant situation, and follows up and supervises in real-time. In addition, using information technology, the Company has set up an online complaint reporting channel, a complaint reporting window on the OA platform, and built a five-in-one complaint reporting channel of " letters, interviews, telephone calls, network, and WeChat" to collect petition information in a variety of ways. At the same time, the Company standardised the management of petition ledgers, unified the number of all petitions, clarified the contents, handling methods, responsible persons and disposal results of the petitions, and implemented dynamic management to ensure that the reconciliation and cancellation records are clear and accurate.

### Reporting Channels

letters

interviews

telephone calls

network

WeChat

### Case Publicity Month of Party Conduct and Clean Government Construction

In 2021, Beijing North Star steadily promoted the construction of party conduct and clean government, continued to improve the capability of leading cadres of party members at all levels to resist corruption, strengthened the ideological consciousness and action consciousness of "not daring to corrupt", "not being able to corrupt", and "not willing to corrupt", and built an effective mechanism of "Three Don'ts". It carried out the publicity month activity of Party conduct and clean governance construction with the theme of "learning from the history of the Party for a century, and being a clean and honest North Star person". During the Reporting Period, a total of 976 people visited the anti-corruption education base in batches, distributed 753 anti-corruption education materials, issued 30 warning education CDs, and recommended the reading of 140 anti-corruption books. In addition, the Company held a warning education conference of "learning from cases, promoting reforms from the case", and constantly enhanced the ability to resist risks by analysing typical cases and summarising experience and lessons. During the Year, the Company held a total of 16 warning meetings, deeply analysed 26 anti-corruption cases, and 1,898 people participated in the anti-corruption knowledge test. Eight hundred and thirty-seven copies of *A Letter to Leaders at All Levels and Their Family* were distributed to the family members of the leaders of various enterprises in the form of family books, introducing the Company's comprehensive and strict governance of the Party and anti-corruption work, and working with the family members of party members to build a solid family defence line of anti-corruption, promotion of anti-corruption and anti-corruption with practical actions.



"Learning from the case, promoting reform from the case" warning education conference

Beijing North Star actively organised and initiated legal publicity activities and held the training course of "law shield" for legal personnel to further improve their knowledge, skills and professional quality of the legal personnel team. It also organised a series of publicity activities such as the "Good Life Civil Code Companion" and the "12·4" National Constitution Day and Constitution Publicity Week to form a good atmosphere of learning law, respecting law, abiding by law and using by all employees, and actively cultivated the corporate governance culture with the characteristics of Beijing North Star.

<sup>2</sup>During the Reporting Period, the anti-corruption training of Beijing North Star did not include the directors of the Company, but the directors of the Company strictly complied with relevant laws and regulations and did not involve in any corruption litigation cases. In the future, the Company will gradually improve the mechanism for directors to participate in anti-corruption training.

## Advancing Supplier Management

To further promote the construction of a resource-saving and environment-friendly society, guide and promote suppliers to actively fulfil their environmental and social responsibilities, and build a responsible supply chain, Beijing North Star has formulated internal policies such as the *Administrative Measure for Supplier Management*, the *Procurement Tender Management Regulations*, the *Requirements on Green and Environmental Procurement*, and the relevant internal selection management measures, so as to effectively integrate the concept of sustainable development into the supplier management mechanism. In terms of business development and business process management, the Company shares environmental and social responsibility risks with suppliers, shares development opportunities, jointly identifies and monitors risks and opportunities in the supply chain, and actively implements a centralised and efficient business service procurement strategy, which is an important measure for the Company to practice sustainable development.

Beijing North Star strictly implements the supplier access and elimination mechanism, and conducts qualification reviews on suppliers through bidding, comparison and selection in accordance with relevant systems. The review includes but is not limited to business license, qualification level, service scope, bank credit, performance level, cooperation projects, reputation level, etc., and blacklists the dishonest suppliers. For suppliers that have established cooperative relationships, we implement comprehensive supervision and inspection to fundamentally solve potential problems or weak links in the supply chain, and avoid their affiliated suppliers from involving illegal acts. As of December 2021, the total number of suppliers that have established long-term cooperation with the Company is 1,562, all of which are from mainland China, none of which is from Hong Kong, Macao, Taiwan or overseas.

As of December 2021 the total number of suppliers that have established long-term cooperation with the Company is **1,562**

The Company conducted environmental and social risks screening and control for **1,375** suppliers

The number of suppliers that have passed the quality, occupational health and safety, environmental or energy management system certification is **671**

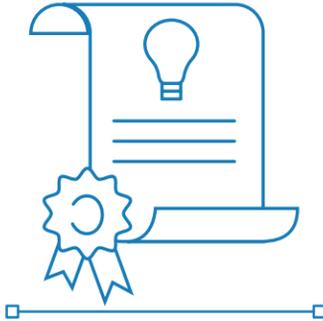
In addition, in line with the low carbon and green development concept, the Company strictly adheres to every aspect of environmental protection management in the supply chain. By specifying the terms and conditions of relevant environmental protection requirements and service content in the supplier bidding and selection documents, and stating that suppliers who can provide relevant environmental protection qualification certificates are preferred, the Company selects suppliers who meet the Company's green procurement requirements, and at the same time, jointly inspected and accepted by the demand and inspection departments, thus achieving a win-win situation on promoting economic development and environmental protection side by side.

### The Requirements on Green and Environmental Procurement lists the responsibilities of suppliers:

1. Actively learn green and environmental protection related knowledge, and keep an obligation to pass relevant knowledge to all personnel of the company;
2. Recommend energy-saving and environmentally-friendly products that have passed the environmental label product certification, energy-saving product certification or other certification approved by the state under the same conditions, and carry the relevant certificates together with the goods at the time of delivery;
3. Conduct relevant environmental protection tests on logistics vehicles on time, prohibit the use of highly polluting and high-emission transportation vehicles, and regularly provide the procurement department with relevant supporting documents for the compliance of environmental protection monitoring of logistics vehicles;
4. The products or raw materials supplied need to meet the requirements of green packaging, do not use toxic and hazardous substances as packaging materials, and use recyclable, degradable or harmless packaging materials to avoid excessive packaging and minimise the consumption of packaging materials on the premise of meeting the demand.

Beijing North Star firmly resists the occurrence of violations of employees' legal rights and human rights in the supply chain and eliminates any illegal activities such as no bidding when there should be bidding, dividing the project to prevent bidding, or creating fake bidding, bid ridding, collusion bidding, bribery during bidding process etc. All suppliers' selection procedures comply with laws and regulations.

## Protecting Intellectual Property Right



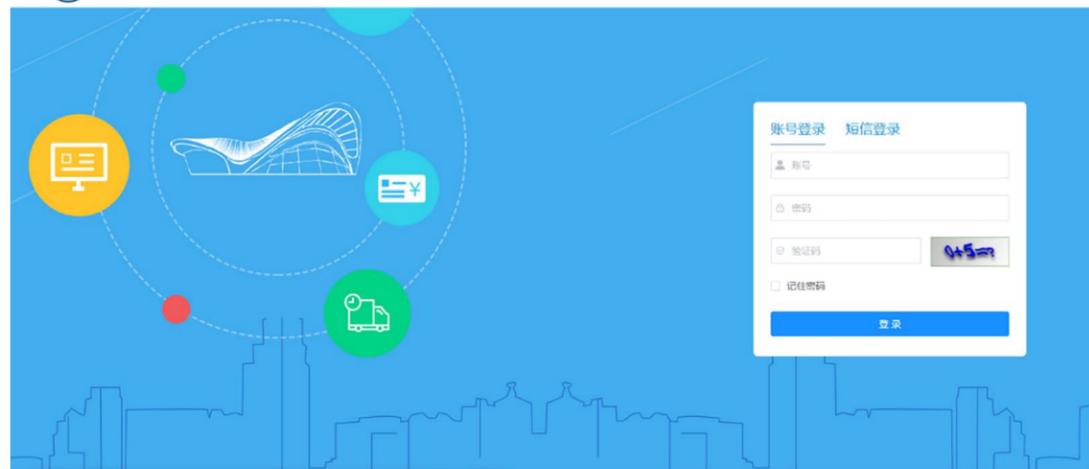
Beijing North Star attaches great importance to intellectual property protection, put it in a more prominent position. The Company improves the intellectual property management level by strengthening the construction of brand management system, employing intellectual property consultants to provide professional intellectual property legal support and service, as well as special training lectures. After years of efforts and accumulation, the Company has made remarkable achievements in the development of intellectual property. The management system of intellectual property has been gradually improved, the protection of trade secrets has been continuously strengthened, the number of trademark, copyright and other intellectual property registration has increased substantially, and the protection effect, application efficiency and influence of intellectual property have been significantly improved.

### Case Beijing North Star developed the first independent intellectual property venue management system in China

The first venue management system with independent intellectual property rights developed by Beijing North Star is an important application based on the platform of North Star intelligent convention and exhibition and is an important part of the information infrastructure of the Company. In the future, it can fully empower the management and output management of convention and exhibition venues, and strengthen the core competitiveness of Beijing North Star in convention and exhibition.

The system adopts the "Software as a Service" (SAAS) model for design and deployment, centralised data storage, standardised management process and data structure, breaks the data islands, and effectively accumulates exhibition data, so as to truly strengthen the general platform, strengthen the back office, strengthen management and control, and assist in scientific decision-making, providing strong support for the construction of a more intelligent and smarter venue service of Capital Convention Group.

#### North Star Exhibition Venue Management Information System



North Star Exhibition Venue Management Information System

## Guaranteeing Pandemic Prevention and Safety

### Coordinate Pandemic Prevention and Operation



NSREG inspected the Changsha Project on site

In February 2021, at the end of the Spring Festival holiday, members of the management team of Beijing North Star went to various city centre projects of NSREG to carry out on-site investigation and research, requiring all city centres to improve their political position, prepare well for overcoming difficulties, and go all out to promote the construction of various projects. Relevant personnel responded quickly, resumed work on a large scale, pushed forward the construction of various projects promptly, earnestly performed safety and quality responsibilities, built a solid line of defence for safe production, strengthened safety inspections, strengthened source management such as hazard source identification, risk assessment and control, and comprehensively investigated and rectified safety and quality hazards. In addition, NSREG has formulated targeted emergency plans, implemented resources such as emergency teams, emergency supplies and equipment, and adopted various effective measures to actively create a safe and harmonious social environment.

### Actively Implement Pandemic Prevention Measures

Adhering to the highest standards of epidemic prevention and control, Beijing International Convention Centre successfully completed the guarantee work of the fourth meeting of the 13<sup>th</sup> Beijing Municipal Committee. Prior to the meeting, all employees were tested for nucleic acid, and more than 20 types and 50,000 pieces of anti-epidemic materials were purchased. During the meeting, temperature measurement registration was strictly carried out on a daily basis to dynamically check the implementation of epidemic prevention measures. The room is equipped with "epidemic prevention packs", the dining table is equipped with partitions to increase the distance of the venue, and each restaurant and entrance of the venue is equipped with various epidemic prevention materials.

Beijing Continental Grand Hotel served as the only official media reception hotel for the 2021 CIFTIS. To ensure safety and stability during the meeting, Beijing Continental Grand Hotel formulated 12 special plans and plans for security and emergency response.

The Office Building Company strictly implemented the requirements for pandemic prevention and control, established a weekly reporting system for pandemic prevention and control, strictly implemented the filing procedures for going out of Beijing, the online approval process for leaving Beijing, and timely carried out the investigation of personnel with medium and high risks staying outside Beijing or returning to Beijing to ensure the safety of personnel. According to the key changes of prevention and control, the office building company inspected the implementation of prevention and control measures such as temperature measurement, QR code scanning, mask-wearing, one-meter line and cold chain food in all buildings and commercial projects to provide guarantee for the epidemic prevention and control of buildings.

### Promote Vaccination for Employees

Beijing North Star firmly believes that the health of employees is the foundation of stable operation. In 2021, Beijing North Star actively promoted the COVID-19 vaccination work. On the basis of fully mastering the early vaccination of employees of branches and subsidiaries, it mobilised and deployed, actively promoted, coordinated and ensured the orderly progress of the vaccination work. As of the end of 2021, the Company had a 95.6% vaccination coverage rate of employees in Beijing, 99% vaccination rate of auxiliary employees and 100% strengthened immunity vaccination rate.



anti-epidemic materials

20 types  
50,000 pieces



As of the end of 2021

the Company had  
**95.6%**  
vaccination coverage rate  
of employees in Beijing

**99%**  
vaccination rate of  
auxiliary employees

**100%**  
strengthened immunity  
vaccination rate

# 02

## CUSTOMER FIRST

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- (1) Improving Service Level
- (2) Strengthening Quality Management
- (3) Fully Implementing Safety Responsibilities
- (4) Guaranteeing Customer Rights and Satisfaction



Providing customers with high-quality services is the cornerstone for the survival, profitability and sustainable development of an enterprise, which directly affects the brand image of an enterprise. With the aim of providing high-quality services for customers, Beijing North Star has established a collaborative service mechanism that links up and down to effectively improve customer satisfaction and create value together with customers.

During the Reporting Period, the Company strictly complied with the relevant laws and regulations of the PRC, covering areas including but not limited to health and safety, advertising, labelling, privacy matters and remedial methods of providing products or services. In order to further deepen the management of product and service responsibility, the Company has engaged experienced legal advisors to formulate reasonable and effective solutions based on their professional opinions. In the course of business operation, the Company resolutely cracks down on illegal construction and illegal sales to safeguard the rights and interests of customers in a practical manner.

## Improving Service Level

### Guarantee Major Events with High-Quality Service

In 2021, Beijing North Star cooperated with its branches and subsidiaries to escort a number of major activities, and took every activity seriously with first-class standards and work attitude of pursuing excellence.

During the period when the COVID-19 pandemic was normalised, Beijing North Star attached great importance to the prevention and control of the pandemic, and used digital innovative business models in many national, comprehensive and international exhibitions and forum activities to reduce offline contact, while expanding the boundary of exhibition services.



### Case CIFTIS guarantee work meets new digital transformation

In order to welcome the 2021 CIFTIS, Beijing North Star introduced four strategic investors, i.e. Beijing Capital Tourism Group Co., Ltd., Beijing Shougang Construction Investment Co., Ltd., Jingdong Technology Holding Co., Ltd., and GL events China Limited, to form Capital Convention Group. Capital Convention Group has fully participated in the organisation of this year's CIFTIS, such as investment promotion and exhibition, market development, etc., realised the cross-regional cooperation between the two venues of the National Convention Centre and Shougang Park, and achieved a new breakthrough in market-oriented and professional operation, laying a solid foundation for the development of the entire industry chain of convention and exhibition.

The annual CIFTIS successfully attracted 12,276 enterprises from 153 countries and regions to participate in the conference through online and offline integration, focusing on hot topics such as digital economy, national dual-carbon goals and service industry expansion. As a professional contractor of the digital service zone of the 2021 CIFTIS, Capital Convention Group, with the theme of "creating a new pattern of digital services and a new era of shared service trade", planned and carried out exhibitions in four aspects, namely digital governance, digital experience, digital transformation and digital trust, to present the changes brought by digital services to production and lifestyle and government social governance, and to outline the future of digital economy. Capital Convention Group has laid a foundation for market-oriented development by revising and launching new modules such as the new official website of the CIFTIS and 2D display poster, improved user experience and increased network information security by optimising the registration process of exhibitors and establishing audit procedures for booths, improved the security and controllability of closed meetings through the function of cloud meetings. Through rich English services, the international level of services has been effectively improved, and the comprehensive innovation of exhibition and convention methods has been achieved.



National Convention Centre Venue



Shougang Park Venue



Serving with an attention to detail

This year's CIFTIS was successful. Capital Convention Group, as a professional operator of this years' CIFTIS, won praise from all parties. As the venue of the CIFTIS, the National Convention Centre won the "Demonstration Case of Development Potential Service" award of the 2021 CIFTIS.

Case

Successful completion of the cultural and artistic performance celebrating the 100th anniversary of the founding of the Party

In June 2021, the *Great Journey*, a cultural and artistic performance celebrating the 100<sup>th</sup> anniversary of the founding of the Party, was held at the National Stadium. The National Convention Centre undertook the service guarantee task of the VIP and main performance teams in the performance viewing area. This event has one of the tightest schedule, heaviest tasks, strictest standards and the highest specifications among all the events since the commencement of business.



Beijing North Star Service Team

In order to guarantee high-quality service, the Party Committee of the National Convention Centre has set up two security teams with nearly 600 people, which respectively undertake the service of VIP performance and hotel accommodation of the main performance team. In addition, the Party Committee has also set up a "storm troop" consisting of 118 Party members to provide support to the security team. During the period when the guarantee task became closed due to the COVID 19, the Labour Union of the enterprise provided warm service packages for the guarantee team. The logistics team provided all-around protection. Ultimately, the service team overcame difficulties, fulfilled its mission and lived up to its trust, carried forward the tradition of daring to fight hard and being able to win, and successfully completed the service guarantee for more than a thousand people.

Case

Supporting the 2022 Beijing Winter Olympics

InterContinental Beijing, V-Continent Wuzhou, Beijing Continental Grand Hotel and National Convention Centre Hotel, as the Olympic (Paralympic) family hotels, are responsible for providing accommodation reception, conference and meal services for international guests during the Beijing Winter Olympics.

In order to ensure the service of the big family hotels, Beijing North Star has set up an internal task force to comprehensively coordinate the preparations for the big family hotels and contracted hotels, and selected 25 key personnel to join the hotel operation team of the Beijing Winter Olympics Organising Committee to fully cooperate with relevant work. The hotel operation team of the big family has fully renovated the guest rooms and renovated the rooms for 797 guest rooms of 4 big atrium hotels and two contracted hotels respectively, striving to create a more comfortable living environment for Olympic guests.

In addition, Beijing North Star has formulated a total of 123 emergency plans for production safety, network security, epidemic prevention and control, public opinion management, emergency response, etc., carried out 436 job drills, and trained 7,550 service personnel for the Winter Olympics, contributing to the holding of the "simple, safe and wonderful" Olympic Games.



Beijing North Star leaders conduct on-site guidance



Comprehensive drill for hotels and contracted hotels in the Winter Olympics (Paralympics)

## Refining Catering Hygiene Management

In the normalised period of COVID-19 prevention and control, the number of catering business activities is increasing. Beijing North Star strictly implements various pandemic prevention measures and adheres to the working principle of both prevention and control and operation.

The hotels under Beijing North Star strengthened epidemic prevention and control efforts, conveyed the local requirements and spirit of pandemic prevention and control to the guests in a timely manner when the guests checked in, filled out the registration form according to the requirements of the industry and the public security department, and supervised the guests to do a good job in pandemic prevention and control. During the stay of guests, the hotel designated personnel to measure their body temperature twice a day, and established a real-time monitoring system for pandemic risks. A temporary quarantine observation room is set up at the entrance of the hotel lobby and the entrance of the staff passage in case fever, suspected or confirmed cases' found. The hotels also provide a clean, reassuring and safe dining service and environment for incoming guests.

### Dining service guarantee

- All seating in the public area of the reception and the catering business area is limited by one seat each to avoid close contact and communication between guests;
- A "one-metre safety line" is set in the waiting area
- Clean and disinfect indoor and outdoor tables and chairs and the dining environment four times a day;
- Place utensils only when guest arrives, and promote the use of public chopsticks;
- Register incoming clients and record their body temperature to ensure the safety and health of guests and restaurant staff.



Actively implementing catering and epidemic prevention measures



The catering department of Apartment Management Company arranged catering hygiene management according to the food and beverage hygiene management regulations issued by the Food and Beverage Department of the Market Supervision Bureau during the epidemic, and ensured food safety at all levels.

#### Restaurant Hygiene

- Disinfect restaurant furniture and public equipment twice a day and open the windows for ventilation
- Extended the high temperature disinfection time of tableware
- Food delivery service personnel are required to wear hygiene and protective equipment
- Scattered dining areas for service staff

#### Kitchen hygiene

- Chefs' physical health monitoring
- Use disinfectant to wipe kitchen floors
- Use UV light to disinfect in the cold meat room
- Separate processing of raw and cooked ingredients using exclusive tools

#### Cooking

- Food delivery centre temperature reaches 75 °C 15 seconds



## Strengthening Quality Management

### Strictly Control the Quality of Food Ingredients

In terms of food safety, the Company's hotels strictly abide by the food safety management system, and implement the *Civil Code of the People's Republic of China*, the *Food Safety Law of the People's Republic of China* and other relevant laws and regulations. The Company arranges special personnel for food raw materials to inspect and accept products, ensure quality and validity period, and cooperate with the Food and Drug Administration to do a good job in food sampling and food sample retention as required. The hotels also carry out food safety education and training on a regular basis, and comprehensively raises the legal administrative level of food safety supervisors and their awareness of food safety.

A number of hotels of the Company regularly review and evaluate the performance of suppliers based on the existing supplier scoring system. The scoring items cover the suppliers' HACCP plan management, quality management system, food storage environment, production control, hygiene control, personnel management, etc. According to the result, the Company implements the reward policy for excellent suppliers and requests the unqualified suppliers to improve within a specified time limit or replace the unqualified suppliers.



At the stage of normalisation of the COVID-19 pandemic, some of the Company's hotels responded to the national pandemic prevention requirements by tracing the cold chain of imported cold chain food, and keeping detailed records in the inventory purchase and delivery registration system to ensure food safety.

#### Case V-Continent Wuzhou builds a cold chain information platform

In 2021, V-Continent Wuzhou revised the *Regulations on the Management of Bidding for the Purchase of Goods and Services*, which further stipulates the bidding, selection, price comparison, procurement, supervision and management. In accordance with the requirements of epidemic prevention and control, the hotel has established a cold chain information platform in strict compliance with national regulations in terms of cold chains of imported food ingredients.

The hotel strictly follows the requirements of COVID-19 pandemic prevention and control, and requires suppliers' delivery personnel to present nucleic acid tests and codes, and to trace the source of imported cold chain food. The hotel receiving department checks the relevant inspection information of the goods to trace the source. The security department monitors the relevant testing materials of the delivery personnel.

#### Main incentive methods implemented according to the supplier score results:



assist suppliers to establish quality and safety management system and improve their product quality

Preferential cooperation

preferential signing of next year's purchase

Expand cooperation

increase the quantity of procurement and extend cooperation to the subsidiaries

Long-term cooperation

establish long-term supply cooperation and a strategic alliance relationship

## Constructing Qualified Projects

Beijing North Star has established a project quality management target review system, which implements project quality management objectives step by step every year, continues to strengthen review, conducts regular quality sampling inspection for all projects under construction, conducts project self-inspection, city centre inspection and a three-level prevention and control system for NSREG evaluation before delivery, and the evaluation can only be delivered to customers after passing the evaluation. If a customer raises a problem with the quality of the house at the time of house delivery, the relevant department will conduct a detailed review and repair.

To ensure the quality of houses, NSREG improved the process control process from the following aspects:

### System construction

The Company revised the *Measures for Inspection and Assessment of Project Management of Beijing North Star Real Estate Group* and other systems, increased the content of safety management hierarchical inspection, clarified the objectives of project quality and safety control, optimised and improved the scope of the project management system, continued to promote the standardisation and refinement of project management of NSREG, and improved the project engineering management level;

### Organise third-party project management inspection

The Company organised and completed a total of 64 third-party project quality safety inspection and evaluation work for the self-operated projects of North Star Real Estate Group this year and conducted 18 inspection frequencies for three city centres and five fine decoration and delivery projects. The overall quality and safety conditions of the inspected projects were controllable, and the inspection results of the projects were steadily improved;

### Inspection of construction management behaviour of NSREG

Organised and carried out an inspection of construction management behaviour of nine self-operated projects of NSREG, and each project has rectified and responded to the problems as required;

### Organising urban centres to carry out bi-monthly inspection of project management

The inspection results are published on the portal of each city centre of the OA office platform on time;

### The Company deeply decomposed the annual work plan and participated in the necessary management actions of the project process

Carefully sorted out the essential yearly work of the department, decomposed at each level, assigned responsibilities to each person, formulated the examination objectives, formulated the *2021 Work Plan Deep Operation Breakdown Form of the Engineering Management Centre*, and strictly implemented the departmental management by the requirements.

At the same time, we require all contractors to:

- Implement the quality management system
- Comply with national mandatory standards
- Ensure the quality standards of construction in progress
- Standardise the completion and record of engineering technology data to keep pace with the construction progress

## Case North Star Villa 1900 Project Improving Housing Quality Inspection Mechanism

The North Star Villa 1900 project has maintained a meticulous attitude concerning housing quality inspection. The relevant departments inspect the quality of the house one month before the house is delivered to the customer. In case of any problem, the relevant departments will be arranged to repair the home to ensure no quality problem before the house is delivered.



Housing quality inspection and problem-solving

## Fully Implementing Safety Responsibilities

### Primary Responsibility

The Party Committee shares common responsibilities with the Administration  
One position with two responsibilities  
Joint control and management  
Accountability for dereliction of duty

### Working Policy

Taking precautions as the main task  
Every unit is responsible  
Highlighting key points  
Ensuring safety

### Work Requirements

Perfectly safe



Strengthens all kinds of safety protection measures following the work requirements of "perfectly safe", to make thorough deployment and strengthen implementation.

The Company has signed the *Work responsibility Agreement of Safety and Stability* with its branches and subsidiaries, which clarifies the responsibilities and tasks of each enterprise in safety and stability work. Each enterprise has signed a responsibility letter with its subordinate enterprises, departments, teams, individuals and commercial customers, leasing contractors, labour dispatch units, etc., and earnestly implements the primary responsibility of safety and stability level by level, with a signing rate of 100%.

In 2021, the Company had no major production safety accidents, no major fire accidents, no preventable criminal cases and security cases, and no major traffic accidents.

In terms of product safety, the *Three-year Action Plan for Special Rectification of National Production Safety* in 2021 has entered the centralised tackling stage. According to the *Three-year Action Plan*, the list of hidden problems and institutional measures in the centralised tackling location will be dynamically updated, special rectification efforts will be made for crucial and challenging issues, and governance measures will be implemented and improved. To this end, the Company conducted special inspections, identified 43 issues through seven special projects under the *Three-year Action*, and completed corresponding rectification. Since the implementation of the *Three-year Action*, the Company has made positive progress and achieved remarkable results in studying General Secretary Xi Jinping's factual statement on safe production, implementing the primary responsibility of enterprise safe production, building a hidden danger investigation and management system, construction project safety rectification, fire safety rectification, traffic safety rectification, and internal safety prevention rectification.

For a long time, in operation and management, Beijing North Star has always placed safety production responsibility as its top priority. Against the backdrop of the normalisation of the COVID-19 pandemic, Beijing North Star continued to improve pandemic prevention measures, strengthened safety protection, and carried out targeted safety inspection and supervision. Before each reception of introductory meetings and event safety guarantee work, Beijing North Star timely and comprehensively understood and mastered the tasks and requirements of the reception work, investigated the hidden dangers of work, focused on strengthening the position related to fire prevention, stability maintenance, security and traffic management, supported the implementation of the post safety responsibility system, consolidated the details of the work plan, formulated unique techniques for security and emergency handling, and organised special drills such as fire prevention to improve various safety protection measures comprehensively.

## Guaranteeing Customer Rights and Satisfaction

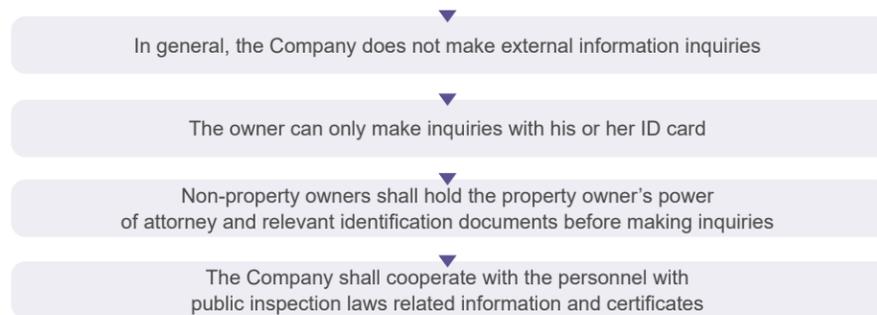
### Privacy Protection of Customer Information

In terms of customer privacy protection, following the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests* and other relevant regulations, the Company has formulated and implemented the *Administrative Measures for Legal Affairs of the Company and Implementation Rules for Contract Management of Beijing North Star and BNSIGC* to meet customers' needs for privacy protection. The head of each branch and subsidiary is responsible for the supervision, while the discipline inspection committee and integrity supervisor are responsible for maintenance. During the Reporting Period, the Company did not receive any complaint regarding customer information leakage.

At the same time, the increasingly complex network security situation poses challenges for Beijing North Star to protect customer privacy. Therefore, following the *Cybersecurity Law of the People's Republic of China* and other relevant laws and regulations, Beijing North Star did an excellent job in network security and informatisation, strictly implemented the responsibility system for network security work, solidly promoted the network security protection system and capacity building, effectively built the Company's network security barrier, and continuously created a new situation for network security work. The Company and its subsidiaries continue to improve the network information security protection system from physical security, network security, system security to application security, data security, security management and security organisation.

#### Case Xin Cheng Property strictly manages owner information and files

Xin Cheng Property strictly manages the owner's information and files in the jurisdiction. If it is necessary to search for relevant owner's knowledge and owner's files, it will make enquiries following the following requirements:



The Company has included the owner's information and owner's files in the *List of Secret Matters of North Star Xin Cheng Property*, and the owner's files and information are stored separately in the particular file cabinet and file box of each property project, which is strictly controlled by the customer service supervisor of each property project and the property project manager.



File cabinet stores owner information and files separately

## Customer Satisfaction Management

During the Reporting Period, the customer satisfaction level of Beijing North Star has reached 91.58%, and the customer satisfaction level of convention and exhibition, hotel, office building, apartment have reached the benchmark enterprise level in the industry, indicating that the Company has continuously paid attention to and optimised the implementation of customer satisfaction in recent years.

During the Reporting Period, Beijing North Star adopted the implementation standards for customer reception services at sales sites and the "mystery guest" inspection mechanism to supervise and improve customer services in multiple dimensions. In terms of handling customer complaints, as of 31 December 2021, Beijing North Star received a total of 26 customer complaints (including exhibitions, hotel, office building, and apartment) throughout the year. All complaints were communicated with the relevant project companies as soon as possible, and feedback was completed.

In 2021, the average customer satisfaction rate of convention and exhibition, hotel, office building, and apartment was

**91.58 %**

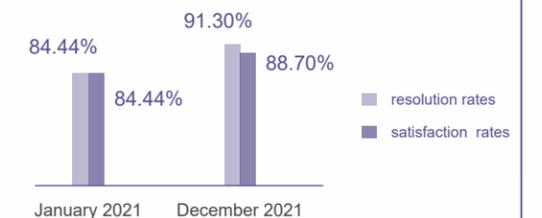
**100 %**  
of complaints were responded adequately and handled.

In terms of complaint handling and response, the Company continued to improve the "immediate handling of complaints" system and carried out relevant work and examination, ensuring timely research and deployment and ensuring the efficient implementation of various work. At the same time, the Company actively responded to customer demands, found and solved the root causes of customer complaints, sorted out the sensitive points of customer complaints, fundamentally improved the quality of products and services, and prevented the recurrence of similar complaints.

#### Case During the year, the work satisfaction of "immediate handling of complaints" continued to rise

In 2021, Beijing North Star held the 2021 training session on "immediate handling of complaints" for citizens' hotline service to help employees deeply understand the reform requirements of relevant departments at the municipal level to enhance the people's sense of gain, happiness and security as the overall goal of work, strengthen the Company's ability to "receive complaints as soon as possible" in all aspects of employment, solve the problems of the people within the scope of service management of branches and subsidiaries, and effectively achieve the goal of "the people have a call, I have a response".

From January 2021 to December 2021, 1,032 complaints were received from the public. The resolution and satisfaction rates increased from 84.44% and 84.44% in January 2021 to 91.30% and 88.70% in December 2021, respectively. The ability to solve the public's demands and the work level of corporate service has been steadily improved.



# 03

## GREEN DEVELOPMENT

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- (1) Fighting a Tough Battle Against Pollution
- (2) Actively Implementing Carbon Emission Reduction
- (3) Creating a Water-Saving Enterprise
- (4) Pursuing Green and Sustainable Buildings
- (5) Adapting to Climate Change



China strives to achieve carbon peak by 2030 and carbon neutrality by 2060. It is a major strategic decision made by the Communist Party of China Central Committee after thorough consideration, and a solemn commitment of China to address global climate change. Beijing North Star deeply implements the spirit of the central government and always implements the concept of energy conservation and environmental protection in all aspects of work. After the proposal of the dual-carbon goals, Beijing North Star gives full play to the demonstration and leading role of green and low-carbon development, implements the green development policy of low-carbon and environmental protection, increases investment in environmental protection, practices garbage classification, and combines industrial advantages to improve the green level of buildings, create a green supply chain, and adhere to the sustainable development path of low emissions and high efficiency.

## Fighting a Tough Battle Against Pollution

In 2021, Beijing North Star actively formulated pollutant emission targets, paid close attention to pollutant discharge management, optimised the disposal and management of non-hazardous and hazardous wastes, and committed to deepening the battle of pollution prevention and control, contributing to the realisation of the national dual carbon goals. The Company implemented unified standard management for its owned properties. As of December 31, 2021, the pollutant discharge permits of the Company and its branches and subsidiaries have passed the re-inspection and achieved up-to-standard discharge.

### Pollutant emission target

The emission target of air pollutants and water pollutants meets the environmental protection requirements



for example, nitrogen oxides emission is less than **30mg/m<sup>3</sup>**

## Advancing Pollution Discharge Management

Beijing North Star believes that the sustainable development of an enterprise should achieve the comprehensive growth of economic value and environmental value. Therefore, during business operation, the Company strictly abides by the relevant laws and regulations of the PRC on air pollution emissions, sewage discharge, solid waste treatment and noise control, identifies the primary "pollution sources" such as kitchen fumes and exhaust gas, dust, domestic wastewater, domestic waste and construction waste, and formulates targeted response measures. For example, the Company installs fume separators, filters and other purification treatment facilities in the kitchen and regularly cleans them to treat flue gas emissions, effectively preventing the direct emission of harmful gases to the atmosphere from the source. Through technological transformation, the emission gas meets the requirements

of the *Integrated Emission Standard of Air Pollutants (DB11/501-2017)*. The emission gas can only be put into operation after passing the inspection to ensure that the emission meets the standards.

In terms of water pollution prevention and control, Beijing North Star treats the discharged wastewater for pre-treatment by the *Measures of Beijing Municipality for Administration of Drainage and Water Recycling* to ensure that the water quality meets the discharge standards. Together with its branches and subsidiaries, Beijing North Star comprehensively sorted out and investigated the rainwater and sewage pipe network to achieve the same flow of rain-free sewage. The rainwater and sewage pipe network are washed regularly every year, and the discharged water quality is tested irregularly to refine the sewage discharge management.

In addition, to control the air pollutants and sewage discharge from the hotel business, the Company continued to strengthen the relevant management standards of the industry and carefully complied with and implemented industry emission standards such as the *Emission Standards of Oil Fume for the Cooking* and the *Technical Guidelines for the Formulation of National Water Pollutant Emission Standards (HJ 945.2-2018)*. The Company regularly (once every two months on average) organises the cleaning of the kitchen oil fume hood, equipment pipelines, oil separators and fans, etc., and conducts scheduled maintenance of the kitchen water and smoke hood equipment to ensure that the appropriate equipment usually operates.



### Standardised Hotel Pollution Control Policies

Kitchens are equipped with Fresh Air Duct(FAD) & Exhausted Duct(EAD) facilities, and complied with oil fume emission standard

Clean the kitchen fume purifiers, fume hoods and flues every two months and issue the emission test reports

Kitchens are equipped with grease separators; defatted sewage is discharged into the municipal sewage pipe network, and the sludge is treated by qualified institutions

Entrust the specialised environment appraisal organisation to carry on the overall environment management appraisal regularly every year

Temporary storage of hazardous waste shall be set up, and hazardous waste liquid generated in daily operation shall be dealt with by qualified institution on a regular basis

## Non-Hazardous Waste Treatment and Management

Beijing North Star strictly abides by the *Waste Disposal Ordinance*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* and other laws and regulations, and actively classifies, recycles and reuses waste.

### Targets of non-hazardous waste disposal and management

The Company continues to strengthen the management of non-hazardous waste in owned properties in terms of waste classification, recycling and reuse



In terms of domestic waste management, Beijing North Star implemented the *Regulations of Beijing Municipality on the Management of Waste Classification*, kept promoting waste classification, strengthened incentives and guidance, strengthened daily management, promoted habit cultivation, achieved the reduction of domestic waste, and improved the consciousness and accuracy of sort and placement. At the same time, the Company made full use of *North Star Daily*, WeChat official account, bulletin board, etc., to carry out extensive publicity of waste sorting and do an excellent job in demonstration construction. In October 2021, the supervision and inspection team of Beijing SASAC conducted an on-site inspection on the work of Beijing North Star as a demonstration unit for household waste classification and fully affirmed the Company's household waste classification.



Special inspection of waste classification



Four-coloured garbage bins

To reduce the discharge of construction waste, Beijing North Star actively promotes and applies green recycled materials in its projects. Starting from the source, it improves the recycling rate of raw materials, reasonably optimises the construction process and reduces the amount of construction waste generated on-site. In addition, landfilling is carried out according to local conditions to reduce the transportation volume of construction waste. For construction

waste, it formulates consumption plans and measures and arranges special personnel responsible for the supervision and inspection of waste removal and disposal to maximise the reduction and efficiency of waste.

The hotels of the Company choose degradable environmental protection products as packaging materials when purchasing consumables and do not use excessive packaging products in guest rooms to reduce

unnecessary non-degradable waste. As the Company's businesses do not involve the purchase and use of large quantities of packaging materials, the data of packaging materials is not disclosed.

Based on reducing non-hazardous waste, the Company continues to strengthen the recycling of various materials. The hotel classifies, separates and uses recyclable waste generated in guest rooms. For example, waste towels in guest rooms are dyed and used as rags in public areas. The discarded bed sheets are made into inner pillow

bags, and the used soap heads, shampoo and bath in guest rooms are recycled to laundry rooms for cleaning rag glass. In addition, plastic products are centrally recycled by a particular recycling enterprise entrusted by the Company. The "COMPREHENSIVE PERFORMANCE" has disclosed the amount of recycled and reused glass products, plastic products, waste

towels of hotel rooms, soap, and toothbrushes.

## Hazardous Waste Treatment and Management

The Company selects and identifies hazardous wastes by the *Directory of National Hazardous Wastes* and selects qualified suppliers in the operation, transportation and disposal of hazardous wastes for centralised collection and disposal of hazardous wastes. In addition, to further strengthen the control of hazardous waste generated in the Company's office and production environment, and to protect the health and safety of employees, the Company has formulated and implemented the *Regulations on the Management of Hazardous Wastes* to strictly regulate the classification, storage, recording, transportation and disposal of hazardous waste generated in the Company's daily operations. The primary hazardous wastes include waste lamps containing mercury, electronic wastes, waste ink cartridges, etc. The Company has adequately treated the above wastes following the *Regulations on the Management of Hazardous Wastes*.

### Hazardous waste disposal and management Target:

to continuously improve the disposal and management of hazardous waste



### Steps of Waste Treatment:

-  Classification
-  Storage
-  Recording
-  Transportation
-  Disposal

In addition, some of our hotels have adopted IHG's hazardous substance management policies, which mainly include the following aspects:

		
Identify and carefully manage the isolated storage areas for hazardous substances in the hotel, including cleaning liquid, paint, paint remover and diluent, to avoid potential health and environmental risks and improve the safety of the working environment.	Training on risk identification and proper handling procedures for employees responsible for hazardous substance disposal.	Each hazardous substance is properly transported and disposed of by qualified recycling agencies.

## Actively Implementing Carbon Emission Reduction

In terms of the use of energy and resources, Beijing North Star adhered to the guidance of Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, conscientiously implemented the concept of green development, strictly complied with the relevant provisions of the *Law of the People's Republic of China on Energy Conservation* and the *Environmental Protection Law of the People's Republic of China*, and combined with the established internal rules and regulations of the Company to strengthen energy management. Based on ensuring technical feasibility and reasonableness, it reduced consumption, reduced losses, eliminated waste of resources, and maximised energy use efficiency. Currently, the energy management system of Beijing North Star has obtained ISO50001 certification.

As early as the Company was founded, it established the Equipment Energy and Resource Management Energy Saving office to strengthen the management and monitoring of energy use of the properties held by the Company in Beijing, support daily energy conservation management, and implemented the concept of environmental protection. The Company continues to optimise the energy management system, conducts monthly statistics on the energy use of each branch and subsidiary, and draws energy consumption comparison curves. The company formulates energy conservation and emission reduction targets and practical environmental protection solutions based on the figures.



### Energy-saving and emission reduction targets

Energy-saving and emission reduction targets: Through energy-saving and emission reduction measures, the carbon dioxide emissions at the end of 2021 decreased by

**0.8%**

compared with the weighted average value of emissions for the three years from 2018 to 2019, and successfully completed the fulfilment of carbon dioxide emissions

In 2021, to actively support the national dual-carbon goals, Beijing North Star formulated emission reduction goals and stimulated the potential of energy conservation and emission reduction through the following key measures to consolidate the foundation for low-carbon development of enterprises:

	Strengthen leadership, formulate carbon emission reduction and carbon neutrality work plans, decompose carbon emission indicators, and implement a target responsibility system.
	Implement energy conservation and emission reduction, pollution reduction and efficiency enhancement, and green, low-carbon and environmental protection management systems.
	Focus on the transformation of vital energy-consuming units and essential energy-consuming equipment, actively promote the application of new technologies and new products for energy conservation and emission reduction and strengthen the supervision of carbon emission reduction.
	Continue to implement work such as energy conservation target responsibility verification, carbon dioxide emission verification, energy audit, clean production audit and power consumption limit management for public buildings, consolidate the essential measurement management, increase the secondary measurement meter allocation rate, and strive to reach more than 95%.
	Strengthen energy-saving publicity, training and education, and advocate green and low-carbon work and lifestyle.
	Continuously improve the examination, reward and punishment mechanism.

At present, Beijing North Star has completed the performance of carbon emission rights in 2020. After the completion of the version, together with the remaining quota in the past, 17,507 tons of carbon dioxide emission quota remained in the account of the listed company.

**17,507** tons of carbon dioxide emission quota remained in the account of the listed company.

## Creating a Water-Saving Enterprise

Under the guidance of the scientific outlook on development, Beijing North Star adheres to the principle of conservation first and has formulated a strict water resources management system. It strictly controls the water consumption indicators of its subsidiaries every year, implements the indicator responsibility system, decomposes the responsibilities to each enterprise at all levels, conducts inspections according to the implementation of the indicators, and vigorously promotes the laws and regulations related to water conservation. In addition to its daily operations, the Company actively develops and implements water-saving targets, promotes the use of reclaimed water, accelerates the recycling of water resources, and promotes the construction of water-saving society with practical actions.

### Target of water resource utilisation efficiency:

guide enterprises to introduce municipal reclaimed water or establish reclaimed water treatment systems according to the regional conditions of their subsidiaries, and apply reclaimed water treatment systems to strive for a daily reuse rate of over **95%** of domestic wastewater

### Case North Star Real Estate Group Water Conservation Measures

From construction to office, NSREG actively formulates and implements water-saving measures in its operation, including but not limited to the following criteria:

- When signing professional subcontracting or labour contracts, the water-saving quota indicators are included in the contract terms for measurement and verification.
- Measurement tests shall be conducted regularly at each stage of construction, and the records of measurement tests shall be kept.
- Water-saving systems and water-saving appliances are adapted for domestic water consumption at construction sites, office areas and living areas, with the configuration rate of water-saving instruments reaching 100%. Water-saving slogans are posted in bathrooms and toiletries.
- Centralised water supply points are set up in the living area, and tap water can be consumed directly, convenient and hygienic.
- Reasonably arrange the on-site water route, adopt reasonable pipe diameter and pipeline, and reduce water leakage in pipe network and water appliances. We use pressure sprays and laminated steel for concrete maintenance to protect water, save water, and strictly prohibit watering from conserving concrete. Natural precipitation is fully collected for sprinkling on the road to reduce dust, washing vehicles, greening, watering, etc.

Since the official launch of the South-to-North Water Diversion Middle Line Project at the end of 2014, the water shortage in the Beijing-Tianjin-Hebei region has been alleviated. During the Reporting Period, as most of the properties held by the Company are in Beijing, and the water used in the Company's daily operations is purchased water, the Company did not face any difficulty obtaining water during the Reporting Period.



## Pursuing Green and Sustainable Buildings

Beijing North Star actively implements Xi Jinping's Thought of Ecological Civilisation and the applicable, economic, green and aesthetic construction policy for the new era during the Fourteenth Five-Year Plan period, creates sustainable buildings with a sound system and first-class labels, and contributes to the green transformation and sustainable development of the economy.

The Company has internally formulated relevant management rules and regulations such as the *Evaluation Standard for Green Construction Projects*, the *Standard for Green Building Evaluation* and the *Acceptance Standard for Construction Quality of Energy-saving Building Projects*, which clearly stipulate the basic principles of green building research and development, promotion of green environmental protection concept, and adherence to green development and ecological priority, so as to ensure the coordinated economic development and ecological environment.

In recent years, the Company has incorporated the concept of green design into its development and operation of properties. From planning construction to subsequent processes, the Company has implemented green buildings and relevant, sustainable development standards. For newly developed properties, energy-saving and environmental-friendly construction materials are selected. For new projects in Beijing, the *Energy-saving Design Standards for Residential Buildings in Beijing (DB11/891-2020)* and the *Standard for Green Building Evaluation (GB/T50378-2019)* are all referenced. For projects under construction by NSREG across the country, relevant standards are also actively used.



## Environmentally-Friendly Construction

The Company conscientiously implements the requirements of the national and municipal governments on environmental protection, including but not limited to the *Atmospheric Pollution Prevention and Control Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Water Pollution*, the *Law of the People's Republic of China on the Prevention and Control of Pollution from Environmental Noise* and other significant laws and regulations, actively completes various environmental protection tasks assigned by superior units, and reduces the impact of project construction on the surrounding environment by formulating and unifying relevant internal management policies and measures. During the Reporting Period, the Company did not significantly negatively impact the environment and natural gas sources.

During the construction process, Beijing North Star strictly complied with the requirements of the competent authorities of the industry to cover the exposed part of the construction site, set up spraying facilities on the top side of large-scale public construction projects, equipped with dust mist reduction cannon and increased the area of spreading to suppress dust effectively. At the same time, the Company strictly reviews the construction organisation and design, actively adjusts the process and optimises the process with the design unit, supervision unit and construction unit, and reduces secondary on-site processing and on-site mixing operations through off-site prefabrication of components and purchase of commercial concrete, so as further to reduce the generation of pollutants in the construction process.

### Case Several projects of North Star Real Estate Group adopted green building-related standards

- Suzhou North Star Guanlan Mansion is designed and constructed by the one-star standard of the *Standard for Green Building Evaluation*.
- The construction in progress of Chongqing Yuelai No. 1 Project has been implemented following the *DBJ50-071-2016 Chongqing Residential Building Energy Saving 65% (Green Building) Design Standard* issued by Chongqing, and the first, second and third phases have successfully obtained the silver-level label of energy efficiency evaluation (Green Building).
- North Star Xianglu is designed and constructed by the one-star standard of the *Standard for Green Building Evaluation*.
- Haikou Chang Xiu Shi Jia Project carries out planning design and construction application following the *Hainan Province Green Ecological Community Technical Standards*. The construction drawing design and deepening are carried out by the *Hainan Province Residential Building Energy Conservation and Green Design Standards* and the *Hainan Province Green Building Design Description Chapter (2019 Edition)*. All residential buildings are fully decorated, and prefabricated construction is adopted.
- The North Star Mansion project B6902 land parcel, B6903 land parcel and B7001 land parcel are designed and constructed following the one-star standard of the *Standard for Green Building Evaluation*. The North Star Mansion project B7102 land parcel is designed and built by the basic level of the *Standard for Green Building Evaluation*.
- Chengdu North Star Luming Maison Project was designed and constructed following the two-star standard of the *Standard for Green Building Evaluation*. The Langfang Chenrui Project is designed by the one-star standard of the *Standard for Green Building Evaluation* of Hebei Province.
- Hangzhou Fuyang Chenchun Lancheng Project has obtained two-star green buildings and adopted renewable recycled materials as much as possible in design to effectively reduce the utilisation rate of non-renewable materials. Several energy-saving and emission reduction measures were adopted in the whole area, including prefabricated components, whole-area refined decoration, air source heat pump, and whole-house heat preservation.

### Case North Star Real Estate Group Environmental-friendly Construction Plan

North Star Real Estate Group requires the construction site to organise and minimise the disturbance to the site, respect the original environment of the site, and formulate environmental-friendly construction-related plans to clarify the following:

- protected areas, protected objects and protective methods within site
- Reduce the four-connection and one-stop (water, electricity, road, network and site formation) and the disturbed areas of earthwork excavation and reduce the layout of temporary facilities and construction pipelines
- Reasonably plan and arrange the construction land of the general contractor and the subcontractor to avoid secondary moving
- Reasonably plan the traffic connection within the construction site to ensure smooth transportation
- Clarify the methods of waste elimination and disposal and reduce the impact of contaminated waste on the site ecology and environment; The construction site is closed for construction

At the same time, North Star Real Estate Group is committed to achieving "six 100 points" in the construction process:

 <b>100%</b> enclosure of construction sites	 <b>100%</b> hardening of roads on construction sites	 <b>100%</b> method operation of earthwork and demolition	 <b>100%</b> airtight transportation of muck vehicles	 <b>100%</b> washing of cars entering and leaving the construction sites	 <b>100%</b> coverage of piling up of materials on construction sites
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to reduce the impact of construction on the environment in an all-round and full-process manner

## Green Office and Operation

Based on its situation, the branches and subsidiaries of Beijing North Star have formulated diversified and rich green office and operation measures, striving to achieve the dual objectives of resource conservation and cost reduction.

### Case The National Convention Centre Promotes “Electronic Office” and Resource Recycling

- ▶ Fully implement “electronic office”, give full play to the role of electronic platforms such as OA collaborative office system, Event Business Management System (EBMS) and OPERA hotel management system, establish efficient work communication process, and reduce the use of office paper.
- ▶ Set up “recycled paper” recycling boxes in the printing area to promote paper recycling for wastepaper.
- ▶ For electronic office products, special personnel are regularly invited to maintain and adequately extend the service life of the equipment, and professional institutions are asked to evaluate the recycling, recycling production and harmless treatment.
- ▶ Replace and obtain office supplies such as waste batteries and printer cartridges for unified recycling management.
- ▶ Give priority to green and energy-saving product suppliers, adopt a standardised procurement system and electronic procurement platform to purchase products and services with a less negative impact on the environment, and jointly promote environmental protection and low-carbon office with partners.

### Case V-Continent Wuzhou Energy Conservation and Consumption Reduction

- ▶ Strengthen the management, inspection, repair and maintenance of air conditioners in public areas, refine the management system of fresh air and air-conditioning units, and regularly adjust the temperature of the air-conditioning regions and the shutdown time of air-conditioning units through the building automatic control system, to do an excellent job in energy conservation.
- ▶ Set the water temperature of the refrigerating machine according to the outdoor temperature.
- ▶ Each department must set the air-conditioning temperature in the business premises at 26 degrees Celsius in summer and 18 degrees Celsius in winter. At the same time, the actual environmental temperature is constantly measured and adjusted appropriately according to the environmental temperature and the needs of customers.
- ▶ Implement the implementation rules of energy conservation and consumption reduction to ensure that other office equipment such as lights, air conditioners and computers are turned off when leaving.
- ▶ The Engineering Department will take the lead to adjust the use time of specific equipment in the kitchen and laundry rooms of the hotel, together with the guest room department and the food and beverage department, to avoid power consumption during peak hours.
- ▶ Gradually transform the lighting system in the public area of the hotel, replace all damaged traditional light sources with LED light sources, and reduce the energy consumption of the lighting system based on meeting the existing lighting system's illumination, colour index, colour temperature, power factor, passive light-adjusting and intelligent control.
- ▶ The hotel formulates a paper usage plan every year to control the procurement volume. Employees of all departments can consciously use double-sided printing of office paper at work.

## Adapting to Climate Change

2021 is a year of frequent extreme weather. The frequency and intensity of disasters such as floods and rainstorms have increased, and the possibility of significant severe weather and climate events has enhanced, which may easily have a considerable impact on the Company's construction, power supply, water supply and drainage, and even pose a threat to the safety of construction workers.

In 2021, due to the significant rainfall during the flood season and the frequent occurrence of rainstorm warnings, to effectively carry out safety production during the flood season, the Company set up a flood prevention leading group and a flood prevention available control room and successively issued the *Notice on Work Safety during the Summer Flood Season* in 2021 and the *Notice on Further Strengthening Safety Work during the Summer Flood Season*, requiring all enterprises to set up a flood prevention leading group and a flood prevention emergency rescue team, carefully revise flood prevention emergency plans, improve emergency response capabilities, establish a flood prevention and disaster relief material ledger, and timely complete the maintenance, update and supplement of flood prevention and disaster relief materials, to effectively ensure the smooth passage of extreme weather in relevant regions.



# 04

## PEOPLE ORIENTED

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- (1) Improving Talent Management
- (2) Caring for Employees' Health
- (3) Caring for Employees' Life



Beijing North Star firmly believes that employees are the key to the sustainable development of an enterprise. In 2021, Beijing North Star continued to adhere to the “people-oriented” management philosophy, committed to creating a platform for the growth of employees, ensuring the health and safety of employees through multiple measures, creating an ingenious, warm and inclusive working environment, and moving together with employees.

## Improving Talent Management

During the Reporting Period, Beijing North Star strictly complied with the relevant laws and regulations in China relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, remuneration and benefits, prevention of child labour and forced labour. The Company adopts a zero-tolerance attitude towards the employment of child labour and forced labour. All candidates must provide legal and valid identity documents before employment to ensure compliance in employment. If any cases of child and forced labour were found, the Company would perform corresponding procedures in accordance with the above laws and regulations. During the Reporting Period, the Company did not have any cases of illegal employment, child labour or forced labour.

The Company has established internal policies and management measures, including the *Management Measures of Labour Contract*, the *Management Measures of Employees' Salary*, the *Management Measures of Recruitment and Allocation*, the *Provisions on the Employment of Certain Positions*, the *Management Measures for Paid Annual Leave of the Headquarters*, the *Management Measures for Management Level Salary (Trial)*, and the *Supplementary Medical Insurance Plan for Employees*, etc. Beijing North Star updates relevant system documents from time to time in accordance with changes in external laws and regulations, taking into account the Company's internal procedures and actual conditions, so as to effectively protect the legitimate rights and interests of employees.

According to the *Management Measures of Labour Contract*, Beijing North Star provides employees with:

 Reasonable salary and people-oriented benefits	 Working hours stipulated by national labour laws	 Annual leave, personal leave, sick leave, marriage leave and maternity leave, etc.
 Performance appraisal, salary adjustment and promotion plan	 Pay social insurance and housing fund for employees in accordance with national and local laws and regulations	



## Diversified Talent Acquisition

According to the *Management Measures of Recruitment and Allocation* established by the Company, regardless of campus recruitment or social recruitment, the Company adheres to the principle of transparent and open talent selection, and in accordance with the recruitment principle of "strict control over the entry and appointment processes". The Company earnestly implements the recruitment process of "transparency in employment standards and standardised recruitment process", respects each applicant while minimising the risk of enterprise employment. During the Reporting Period, the Company did not receive any complaints of infringements on the rights and interests of applicants and employees.

In 2021, Beijing North Star successively organised its branches and subsidiaries to participate in a number of “online job fairs” organised by Beijing Municipal Human Resources and Social Security Bureau and Municipal SASAC. A total of 126 graduates from tertiary institutions were introduced, and the campus recruitment work for 2020-2021 was carried out jointly with NSREG and Capital Convention Group. Online publicity and lectures were conducted in the form of “self-orientation + integration of resources”.



The Company attaches great importance to the introduction of diversified talents, respects and treats employees of different genders, ages, religious beliefs, ethnicities, cultural backgrounds, families and health conditions fairly, and is committed to creating a fair, diversified and creative team and providing a working environment suitable for each employee's development. In 2021, through the "Excellent Training Program" recruitment activities, retired college student recruitment fairs, and poverty alleviation and employment recruitment fairs, a total of 4 retired college students and 1 fresh graduate from poverty-stricken areas in Inner Mongolia were introduced.



As of December 31, 2021, the Company has hired **20** employees with disabilities

## Strengthening Talent Cultivation

Beijing North Star strictly follows the established *Management Measures of Training* and *Management Measures of Cross-training*, respects and helps each employee to realise their personal value, and constantly builds a perfect talent training system and reasonable promotion channels to help each employee realise their career development blueprint. The Company hopes to improve the professionalism of employees and enhance the overall strength of the Company through a sound training mechanism.

In recent years, with the Company's continuous deepening of the two-pronged development strategy of "Convention & Exhibition + Real Estate", the Company's demand for various talents, especially professional talents and senior management talents, has increased significantly. In order to meet the relevant needs, the Company has set up a leading group for talent work. By strengthening internal selection and training and market-oriented selection, the Company holds training courses for fresh graduates, corporate leaders and young talents, promotes the construction of a high-quality professional leadership team, selects excellent and well-matched talent teams, and provides talent guarantee for the development of the Company through the training of special talents of the Capital Convention Group and practical talents of the NSREG.

Development strategy



Convention & Exhibition



Real Estate

### Case 2021 Orientation Training for New Graduates

In order to improve the comprehensive quality of employees, stimulate the vitality of the organisation, and strengthen the cultivation of innovative, applied and skilled talents, the Beijing North Star Party School and the Human Resources Department of Beijing North Star jointly held the 2021 orientation training for new graduates, with 141 new graduates from the Company's headquarters and 14 enterprises under its jurisdiction participating in the training.

This training not only strengthened the new employees' understanding of the Company's mission and core values, but also gained a deep understanding of Beijing North Star's vision of "to become a world-class event branded company, to become a leading compound real estate branded company in China". It also helped new employees to find their own position and quickly adapt to their positions.



Beijing North Star orientation training for new graduates

### Case Seminar on Improving Management Capability of Corporate Leaders

Beijing North Star attaches great importance to leadership team building and talent training. In 2021, the Organisation Department of the Party Committee, the Party School and Renmin University of China jointly held a seminar on improving the operation and management capabilities of enterprise leaders, aiming to build a high-quality professional leadership team with "loyalty to the Party, courage to innovate, good governance to the enterprise, great prosperity to the enterprise, and integrity". A total of 200 people from the department heads of the headquarters, members of the Company's leadership team and some young department-level reserve personnel participated in the training.

The seminar took the form of centralised off-the-job learning, through on-site lectures, outward bound training, visiting experience, Q & A exchanges, etc., to learn and implement Xi Jinping Thought on Socialism with Chinese Characteristics for a New Era, the important speech of General Secretary Xi Jinping on "July 1" and the history of the Party, deeply analyse the economic situation of the Fourteenth Five-Year Plan, interpret the three-year action plan for state-owned enterprise reform, and conduct systematic training based on human resources, financial management, high-performance organisation management, etc.



Beijing North Star seminar to improve operation and management capability

## Caring for Employees' Health

Beijing North Star places great importance to the physical and mental health of employees, regularly organises employees to go to medical institutions for physical examination, improves employee welfare protection, and ensures that every employee can devote to work with a full mental and healthy body. In addition, in order to further improve the supplementary medical security system and reduce the medical expenses borne by retirees for serious diseases, the Company continued to implement the *Supplementary Medical Insurance Programme for Employees* and the *Implementation Measures for Mutual Assistance in Medical Treatment for Retirees with Critical Illness* to effectively improve the level of medical security.



## Caring for Employees' Life

In order to create a safe and comfortable working environment, the Company continues to maintain the equipment and facilities in the office and other operating sites to ensure that indoor lighting is suitable and air circulation is maintained. The hardware facilities in the pantry are regularly maintained and renovated, and the office areas and operating sites are equipped with restrooms, activity rooms and mother-and-baby rooms to meet the diverse needs of employees.

In addition, the Company is committed to enhancing employees' sense of belonging and caring for every employee with wholeheartedly. During the Reporting Period, the Company carried out different forms of caring activities for employees to make them feel warm.



### Case A Series of Activities to Celebrate "March 8" International Women's Day

In order to celebrate the 111<sup>th</sup> International Women's Day on March 8 and demonstrate the demeanour of female employees, Beijing North Star carried out a series of activities such as female leaders representative symposium, female worker director learning exchange and sharing, online legal knowledge competition on the protection of female employees' rights and interests, online psychological care live class, healthy walking, etc. Among them, the activity of "Walk for the Winter Olympics, North Star Women's Online Walking" was well-received by female employees, with nearly 2,000 participants and 78% exceeded 10,000 number of steps.



A series of activities to celebrate "March 8" International Women's Day

### Case Serving Employees in the Closed-loop Winter Olympics

At the sprint stage of preparation for the Winter Olympics, the labour unions at all levels of Beijing North Star thoroughly carried out various tasks in relation to the logistics support for employees in the closed-loop of the Winter Olympics.

Based on "targeted services, wonderful activities, and meticulous condolences", the Labour Union has formulated and issued the *Work Plan of the Labour Union on the Care for Winter Olympics Employees*, which integrates multiple resources to provide comprehensive assistance for employees at all levels. Through the establishment of seven emergency support service teams, the Company adopted the "one-on-one" hand-in-hand service form for enterprises around the inner ring, and accurately and efficiently solved the difficulties for employees, established a staff care service team, and the labour union, the Youth League Committee and the Party Committee Publicity Department jointly opened a service mailbox to respond to the needs and confusion of employees in a timely manner, allocated special consolation money for seven enterprises serving the Winter Olympics. The Company completed the employee first-aid skills and corporate trainer training as planned.

### Case "Delivering Coolness" Summer Heat Prevention Activity

In line with the spirit of "caring for employees" and starting from caring for the work and life of front-line employees, in August 2021, the Office Building Company distributed heatstroke prevention supplies to front-line employees such as customer service, cleaning and security on the hot summer day, and expressed gratitude to employees for their hard work. The "Delivering Coolness" activity brought employees a refreshing atmosphere while stimulating their enthusiasm for work, reflecting the care of Beijing North Star's subsidiaries for employees.



"Delivering Coolness" Summer Heat Prevention Activity



# 05

## CONTRIBUTING TO THE SOCIETY

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- (1) Supporting the Rural Revitalisation
- (2) Caring for Children's Growth
- (3) Caring for the Community



Beijing North Star will uphold the core values of “Loyalty and Responsibility, Co-creation and Mutual Benefit”. During the Reporting Period, the Company’s main forms of participation in social welfare include helping rural revitalisation and public charity donations and protecting the interests of the people in the places where it operates by carrying out comprehensive renovation plans for old communities.

Community/ Charity Donation:	Investment in Rural Revitalisation:
<b>950,000</b> Yuan	<b>9.011</b> million Yuan

## Supporting the Rural Revitalisation

Promoting the effective connection between poverty alleviation and rural revitalisation is one of the key tasks of China in the Fourteenth Five-year Period. During the Reporting Period, Beijing North Star focused on industrial assistance and coordinated the promotion of employment assistance, consumption poverty alleviation, charity donation and other key tasks. In order to strengthen the overall coordination of rural revitalisation and assistance, the Company has established a leading group and working group for this task. In terms of employment assistance, the Company has recruited 27 graduates from poor families in Inner Mongolia. In terms of consumption poverty alleviation, the Company purchased a total of RMB 7,887,700 products in the innovation and entrepreneurship centre, which directly drove the development of industries in the supported areas. In addition, the Company continued to carry out in-depth consumption poverty alleviation, charity donation and industrial poverty alleviation in Inner Mongolia Autonomous Region.

### Charity Donation to Support Industrial Poverty Alleviation

The Oroqen Autonomous Banner in Inner Mongolia Autonomous Region is one of the key counties for national-level rural revitalisation. After learning that some of the equipment of the edible fungi bacteria packaging factory in Zhongxing Village, Nuomin Town, Oroqen Autonomous Banner, Inner Mongolia is ageing and the layout of the bacteria maintenance room is unreasonable, etc., Beijing North Star donated RMB 500,000 to the People’s Government of Nuomin Town, Oroqen Autonomous Banner, Inner Mongolia as soon as possible to help solve the problem of disinfection and sterilisation in areas such as pre-cooling workshops, vaccination workshop and test room, as well as supplementary equipment. After the assistance, the production capacity of the antibacterial packaging factory is expected to increase from 800,000 bags to 1,000,000 bags per year, the bacterial packaging yield rate will increase from 85% to over 95% per year, and the annual revenue is expected to increase by RMB 100,000 per year.

### Targeted Assistance to the Weak Collective Economy Area in Huairou District

According to the unified deployment of the Municipal Party Committee and Government and the Municipal State-owned Assets Supervision, in the Fourteenth Five-year Period, Beijing North Star will complete the income increase and assistance tasks of three villages with weak collective economy, namely Dashizi Village, Yinhe Gou Village and Xuying Village, Tanghe Kou Town, Huairou District. In 2021, Beijing North Star acquired 54,600 catties of agricultural products from three poverty-stricken villages in Tanghe Kou Town, Huairou District through the village collective equity economic cooperative, including 7,200 catties of corn and 47,408 catties of sand sweet potatoes, helping to increase income by nearly RMB 500,000, and successfully completed the target task of achieving an annual operating income of no less than RMB 100,000 for the poor villages.

In the future, Beijing North Star will give full play to its advantages in the industry, rely on its hotels and canteens, and continue to provide consumption assistance based on business needs, actively assist the targeted villages to expand the sales of agricultural products, continuously stimulate the endogenous motivation of the public, and help the targeted villages to achieve rural revitalisation.



Agricultural Products Consumption Assistance In Three Villages Of Poor Collective Economy In Tanghe Kou Town

## Rural Revitalisation in Baihu Tou Village

Beijing North Star deems taking homestay as an important starting point and engine to promote rural revitalisation and carries out a series of assistance work such as rural tourism industry planning and design, consumption poverty alleviation, charity donation, and Party building assistance.

2021 is the third year for the targeted poverty alleviation project in Baihu Tou Village of Beijing North Star. The Office of the Rural Revitalisation Leading Group of Municipal SASAC conducted an on-the-spot investigation on the operation status of the high-end homestay project constructed in Baihu Tou Village, and highly recognised the project’s role in enhancing the collective economy, promoting per capita income, and developing integrated tourism industry. At the same time, it fully affirmed the achievements of Beijing North Star in actively driving the whole village to get rid of the poverty and become rich and increase income. Beijing North Star also won the honour of “Advanced Group of Urban and Rural Community Co-construction in Beijing” for its outstanding performance in the “one enterprise, one village” pair-up assistance work.



Beijing North Star won the honour of “Advanced Group of Urban and Rural Community Co-construction in Beijing”

## Caring for Children’s Growth

2021 is the ninth year of cooperation between Beijing North Star and Chunmiao Charity Foundation. The Company donated another RMB 950,000 to the Chunmiao Charity Foundation, of which RMB 800,000 was used for medical assistance projects and RMB 150,000 was used for supporting the operation and development of Chunmiao Charity Foundation. During the nine years, the “Beijing North Star • Chunmiao” Foundation donated a total of RMB 8,550,000 to provide medical assistance funds for 375 orphans and children with serious illnesses, and organised 615 online and offline volunteer activities and training sessions. These figures fully demonstrated the public welfare achievements of Beijing North Star.

## Caring for the Community

In 2021, Beijing North Star carried out comprehensive renovation of old communities in an orderly manner, and signed the *Cooperation Agreement on Renovation of Old Communities* with the Asian Games Village Street, to integrate the comprehensive renovation of Anhui Beili community environment and local special renovation of Huiyuan residential area into the renovation agreement. Xin Cheng Property has invested nearly RMB 600,000 to fully build a new energy vehicle public charging station with 12 electric vehicle charging stations and 10 electric vehicle charging ports, which not only completely solved the problem of no public charging facilities in Anhuili community, but also prevented the fire accidents caused by the illegal charging of electric vehicles.



Electric vehicle charging stations put into use



# 06

## OUTLOOK

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During the Fourteenth Five-Year Plan period, Beijing North Star will continue to strengthen its operation and management, actively fulfil its economic responsibilities, strengthen the prevention of various risks, and work together with partners to build a solid foundation for corporate development.

At the same time, the Company will adhere to the path of sustainable development, continue to conduct in-depth research on the whole thought of carbon peak and carbon neutrality in China and Beijing, and explore more detailed and effective energy conservation, emission reduction, green and low-carbon environmental protection measures based on the current status of its owned properties, so as to lead the Company to further develop towards high-quality development.

In the future, Beijing North Star will continue to fulfil social responsibility, continue to inject momentum into rural revitalisation, support consolidating and expanding the achievements of poverty alleviation and the effective connection between rural revitalisation to build a beautiful China.

## APPENDICES

### COMPREHENSIVE PERFORMANCE

All the statistical and calculation methods used in the Report are annotated. Data of previous years and data of some indicators have been sorted out and presented. Unless otherwise stated, the data provided in this section are the data collected for the corresponding year or as at 31 December of the corresponding year. The relevant data of "Green Development" in this section is mainly from the properties held by the Company in Beijing (including but not limited to the headquarter, Apartment Management Company, Office Building Company, National Convention Centre, National Convention Centre Hotel, the V-Continent Wuzhou, Beijing Continental Grand Hotel, Beijing International Convention Centre, as well as the InterContinental Beijing, the Public Facilities Management Company and the Land Branch of Beijing North Star). "N/A" in each list indicates the year in which the relevant data is not disclosed or counted, or the data is not available for comparison.

#### STABLE MANAGEMENT

Prevention of bribery and corruption:

Indicator	2021	2020	2019
Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees	0	0	0
Number of legal cases involved bribery, extortion, fraud and money laundering	0	0	0
Number of employees receiving anti-corruption training	2,982	2,279	-

#### CUSTOMER FIRST

Quality of Product and Service

Product and service performance:

Indicator	2021	2020	2019
Number of legal cases in which products and services are suspected of having safety and health problem	0	0	0
Number of lawsuits in which products and services are suspected of infringing intellectual property rights	2	2	1
Number of complaints about leaking clients' information	0	0	0
Number of complaints from customers	26	25	-
Clients' satisfaction rate (%)	91.58	87.67	93.10

### GREEN DEVELOPMENT<sup>3</sup>

Emissions

Atmospheric pollutant emissions<sup>4</sup>:

Indicator	2021	2020	2019
NOx (tonne)	3.77	2.80	5.32
SOx (tonne)	0.018	0.014	0.026

Greenhouse gas (GHG) emissions<sup>5</sup>:

Indicator	2021	2020	2019
GHG emissions (tonne CO <sub>2</sub> eq)	59,120	57,447	68,926
Direct emissions (Scope 1) (tonne CO <sub>2</sub> eq)	908	728	1,330
Indirect emissions (Scope 2) (tonne CO <sub>2</sub> eq)	58,213	56,720	67,598
Emission reduced by held trees (tonne CO <sub>2</sub> eq)	1	1	2
Total GHG emissions per m <sup>2</sup> of floor area (tonne CO <sub>2</sub> eq)	0.0732	0.0699	0.0839

<sup>3</sup> During the Reporting Period, some branches and subsidiaries changed fuel oil stoves to gas stoves, and with the gradual stabilisation of the pandemic, business activities increased, and energy consumption increased, which in turn affected atmospheric pollutant emissions and greenhouse gas emissions; Meanwhile, the total amount of hazardous and non-hazardous waste also increased due to the increase in the number of meetings, food and beverage and various operating activities of the Company.

<sup>4</sup> The scope of this calculation only covers the total amount of air pollutant emissions caused by the use of gas stoves, boilers and other natural gas-fired equipment in the Company's properties held in Beijing in 2021. The calculation method of air pollutant emissions was referred from the *Manual for Urban Sources of Pollution Coefficient in the Second National Census* published by the State Council of the People's Republic of China and the *Reply on the Emission Coefficient of Sulfur Dioxide from Gas Facilities (Natural Gas Used in Municipal Pipelines) in Beijing* published by the former Ministry of Environmental Protection of the People's Republic of China.

<sup>5</sup> The calculation method and relevant emission factors of this greenhouse gas emission list are based on the *Guidelines for Carbon Dioxide Emission Accounting and Reporting for Enterprises (Units) in Beijing (2018 Edition)* issued by the Beijing Municipal Bureau of Ecology and Environment, the *Notice on the Preparation of 2018 Carbon Emission Reporting and Verification and Emission Monitoring Plan* issued by the Ministry of Ecology and Environment of the People's Republic of China, and the *Greenhouse Gas Protocol: Corporate Accounting and Reporting Standards* issued by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD). The Company's greenhouse gas emissions in 2021 include direct greenhouse gas emissions caused by the use of motor vehicles, gas furnaces, boilers and other natural gas-fired equipment, and indirect greenhouse gas emissions caused by the use of purchased electricity and purchased heat.

## Non-hazardous waste:

Indicator	2021	2020	2019
Total non-hazardous waste produced (kg)	3,046,858	1,525,469	2,377,515
Kitchen waste (kg)	1,785,819	954,251	1,749,852
General waste (kg)	1,261,039	571,218	627,663
Total non-hazardous waste produced per m <sup>2</sup> of floor area (kg)	3.67	1.86	2.89
Legally disposal rate of non-hazardous waste (%)	100	100	100

Hazardous waste<sup>6</sup>:

Indicator	2021	2020	2019
Total hazardous waste produced (kg)	9,452	4,370	1,924
Fluorescent tube contained mercury (kg)	5,820	3,395	735
Electronic waste (kg)	2,638	446	404
Used battery (kg)	334	255	564
Used cartridge (kg)	616	275	221
Waste oil for cleaning air-conditioning system (kg)	44	0	0
Total hazardous waste produced per m <sup>2</sup> of floor area (kg)	0.0114	0.0053	0.0023
Legally disposal rate of hazardous waste (%)	100	100	100

<sup>6</sup>For relevant data conversion, the Company calculated according to the average quality of different waste.

## Emission and discharge compliance:

Indicator	2021	2020	2019
Number of cases involving illegal emission	0	0	0

## Use of Resources

Energy consumption<sup>7 8</sup>:

Indicator	2021	2020	2019
Total energy consumption (MWh)	119,992	115,109	148,541
Purchased electricity (MWh)	48,562	44,363	62,192
Natural gas (MWh)	3,970	2,882	5,537
Petrol (MWh)	332	310	481
Diesel (MWh)	96	288	381
Purchased heat (MWh)	67,032	67,266	79,950
Total energy consumed per m <sup>2</sup> of floor area (MWh)	0.15	0.14	0.18

## Water Consumption:

Indicator	2021	2020	2019
Total water consumption (m <sup>3</sup> )	676,075	601,844	981,702
Percentage of purchased municipal water (%)	100	100	100
Total water consumed per m <sup>2</sup> of floor area (m <sup>3</sup> )	0.84	0.73	1.20
Wastewater <sup>9</sup> discharge (m <sup>3</sup> )	621,989	553,696	903,166

## Mitigate Natural and Environmental Impacts

Waste recycled and reused<sup>10</sup>:

Indicator	2021	2020	2019
Glass (kg)	62,764	9,303	102,570
Plastic (kg)	83,691	7,803	102,701
Discarded towel (piece)	15,097	30,806	34,625
Used soap (kg)	726	1,774	3,936
Used toothbrush (piece)	133,824	124,695	333,000

## Greening environment:

Indicator	2021	2020	2019
Held trees with height above or equal to 5 meters	53	48	94

## Environmental protection compliance:

Indicator	2021	2020	2019
Number of cases involving damage to the natural environment	0	0	0

7 The scope of calculation includes the total resources consumption of the Company's property holding projects in Beijing. Energy consumption data was based on the amount of purchased electricity and fuels consumed and the relevant conversion factors provided by the International Energy Agency.

8 Some branches and subsidiaries completed the fuel stove renovation project to upgrade their own fuel stoves (using diesel as fuel) to gas stoves using natural gas as fuel. In addition, the increase in operating activities after the pandemic stabilised, resulting in an increase in natural gas consumption and a decrease in diesel consumption.

9 For relevant data conversion, the Company calculated according to the average quality of different waste.

10 After the epidemic stabilised, the Company's conference volume, catering volume and various business activities increased, resulting in an increase in the waste recycling of glass products and plastic products; In order to host large-scale events, some branches and subsidiaries renovated such items, resulting in a decrease in the recycling of soap and towel.

## PEOPLE ORIENTED

## Employment

## Employee structure:

Indicator	2021	2020	2019
Total number of employees	5,588	5,690	5,852
By gender			
Male	3,181	3,249	3,403
Female	2,407	2,441	2,449
By educational background			
Master's Degree and above	278	302	290
Bachelor's Degree	1,806	1,912	1,834
Tertiary education diploma	1,484	1,490	1,555
Secondary education diploma	544	630	593
Others	1,476	1,356	1,580
By age group			
Above 50	778	649	616
30 to 50	3,370	3,435	3,344
Below 30	1,440	1,606	1,892
By geographical region			
Mainland China	5,581	5,690	N/A
Hong Kong, Macao and Taiwan regions	0	0	N/A
Overseas	7	0	N/A
By employee category			
Senior management	61	75	N/A
Middle management	474	532	N/A
General employee	5,053	5,083	N/A

## Remuneration:

Indicator	2021	2020	2019
Ratio of basic salary and remuneration of female employees to male employees			
Management	1.0	1.0	1.0
General employees	1.0	1.0	1.0

Employee turnover<sup>11</sup>:

Indicator	2021	2020	2019
By gender			
Male (%)	11.6	7.8	15.5
Female (%)	13.2	10.1	23.3
By age group			
Above 50 (%)	4.1	2.8	9.1
30 to 50 (%)	9.4	5.8	8.9
Below 30 (%)	21.8	16.5	34.2
By geographical region			
Mainland China (%)	12.3	8.8	N/A
Hong Kong, Macao and Taiwan (%)	Not Applicable <sup>12</sup>	Not Applicable <sup>13</sup>	N/A
Overseas (%)	0	Not Applicable <sup>14</sup>	N/A

## Training and development:

Indicator	2021
Percentage of trained employees (%) <sup>15</sup>	100
By gender <sup>16</sup>	
Male (%)	56.93
Female (%)	43.07
By employee category <sup>17</sup>	
Senior management (%)	1.09
Middle management (%)	8.48
General employee (%)	90.43
Training hours per capita	
By gender	
Male	44.17
Female	55.20
By employee category	
Senior management	127.02
Middle management	73.44
General employee	45.68

<sup>11</sup> Employee turnovers include dismissal of employees, voluntary resignation of employees, and internal transfer of employees of Beijing North Star. The loss of employees in 2021 was mainly due to the impact of external factors such as the pandemic, and the Company's business adjustment, which led to the loss of employees.

<sup>12</sup> The total number of employees and the total employee turnover are 0.

## Occupational Health and Safety

## Employees' health and safety:

Indicator	2021	2020	2019
Work-related fatalities (case)	0	0	0
Number of reportable work injury <sup>18</sup>	29	18	1
Injury rate (per 200,000 hours work)	0.519	0.315	0.017
Occupational disease rate (%)	0	0	0
Number of lost day due to work-related injury	799	781	3

<sup>13</sup> The total number of employees and the total employee turnover are 0.

<sup>14</sup> The total number of employees and the total employee turnover are 0.

<sup>15</sup> Percentage of employees trained = Employees who took part in training / Number of employees x100%

<sup>16</sup> Breakdown for employees by gender = Number of male or female employees took part in training / Employees who took part in training x100%

<sup>17</sup> Breakdown for employees by employee category = Number of senior management or middle management or general employees took part in training / Employees who took part in training x100%

<sup>18</sup> Work-related injuries are accidents. In the future, Beijing North Star will continue to strengthen the management and prevention of health and safety.

## CONTRIBUTING TO THE COMMUNITY

## Community Investment

## Charity:

Indicator	2021	2020	2019
Amount of community/charity investment (RMB 0'000)	95	95	95
Accumulative number of helped children with congenital diseases	375	330	283

Rural Revitalisation<sup>19</sup>:

Indicator	2021	2020	2019
Money invested in the poverty alleviation work (RMB 0'000)	901.1	967.9	887.5
Of which: Industrial poverty alleviation products (RMB 0'000)	50	150	N/A
Of which: Helping to sell poverty alleviation products (RMB 0'000)	790	680.6	N/A
The number of registered poor household helped	71	191	N/A
Number of people receiving vocational skills training in poverty alleviation projects for employment transfer (person/time)	-	35	N/A

<sup>19</sup> The amount of investment includes the funds invested in poverty alleviation projects and the funds converted from materials.

# LEGAL COMPLIANCE

The operation of Beijing North Star is in compliance with laws and regulations. The laws and regulations that the Company has complied with include but not limited to the contents listed herein.

The laws and regulations corresponding to the Environmental, Social and Governance Reporting Guide	Compliance of the Company
<b>A. Environmental</b>	
<b>Aspect A1: Emissions</b>	
<ul style="list-style-type: none"> <li>Environmental Protection Law of the People's Republic of China</li> <li>Atmospheric Pollution Prevention and Control Law of the People's Republic of China</li> <li>Law of the People's Republic of China on Prevention and Control of Water Pollution</li> <li>Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes</li> <li>Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise</li> <li>Air Pollution Control Ordinance</li> <li>Emission Standards of Oil Fume for the Cooking</li> <li>Water Law of the People's Republic of China</li> <li>Regulation on Urban Drainage and Sewage Treatment</li> <li>Technical Guidelines for the Formulation of National Water Pollutant Discharge Standards (HJ945.2-2018)</li> <li>Ozone Layer Protection Ordinance</li> <li>Notice of the State Council on Issuing the Work Plan for Greenhouse Gas Emission Control during the Thirteenth Five-Year Plan Period</li> <li>Regulation on the Administration of Ozone Depleting Substances</li> <li>Waste Disposal Ordinance</li> <li>Directory of National Hazardous Wastes</li> <li>Pollution Control Standard for Hazardous Waste Storage</li> <li>Regulation on the Administration of the Recovery and Disposal of Waste Electrical and Electronic Products</li> <li>Emission Standards of Beijing Municipality on Air Pollutants for Catering Industry</li> <li>Beijing Municipality Comprehensive Emission Standard of Air Pollutants</li> <li>Regulations of Beijing Municipality on the Management of Waste Classification</li> <li>Catalogue of Disposable Products Not Allowed in Beijing Hotels</li> <li>Discharge Standard of Water Pollution</li> <li>Beijing Municipality Emission Standard of Water Pollution</li> <li>Measures of Beijing Municipality for Administration of Drainage License</li> <li>Measures of Beijing Municipality for Administration of Drainage and Water Recycling</li> </ul>	<p>During the Reporting Period, the Company did not violate any laws and regulations related to air emissions, the discharges into water and land, the generation of hazardous and non-hazardous waste and the control of noise listed in this chapter.</p>
<b>Aspect A2: Use of Resources</b>	
<ul style="list-style-type: none"> <li>Law of the People's Republic of China on Promoting Clean Production</li> <li>Circular Economy Promotion Law of the People's Republic of China</li> <li>Law of the People's Republic of China on Energy Conservation</li> <li>Measures for the Management of Energy Conservation in Key Energy-using Units</li> <li>The Energy Conservation Inspection Scheme</li> </ul>	<p>During the Reporting Period, the Company did not violate any laws and regulations related to the use of resources.</p>

<b>Aspect A3: The Environment and Natural Resources</b>	
<ul style="list-style-type: none"> <li>Environmental Impact Assessment Ordinance</li> <li>Law of the People's Republic of China on Environmental Impact Assessment</li> <li>Land Administration Law of the People's Republic of China</li> <li>Soil Pollution Prevention and Control Law of the People's Republic of China</li> <li>Water and Soil Conservation Law of the People's Republic of China</li> <li>Noise Control Ordinance</li> <li>Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise</li> <li>Energy Saving Design Standard for Residential Buildings</li> <li>Standard for Green Building Evaluation</li> </ul>	<p>During the Reporting Period, the Company did not violate any laws and regulations related to the environment and natural resources.</p>
<b>B. Social</b>	
<b>Aspect B1: Employment</b>	
<ul style="list-style-type: none"> <li>Labour Law of the People's Republic of China</li> <li>Labour Contract Law of the People's Republic of China</li> <li>Regulation on the Implementation of the Employment Contract Law of the People's Republic of China</li> <li>Social Insurance Law of the People's Republic of China</li> <li>Law of the People's Republic of China on the Protection of Minors</li> <li>Law of the People's Republic of China on the Protection of Women's Rights and Interests</li> <li>Provisions on the Prohibition of Using Child Labor</li> <li>Law of the People's Republic of China on the Protection of Disabled Persons</li> <li>Regulation on Paid Annual Leave for Employees</li> </ul>	<p>During the Reporting Period, the Company did not violate any laws and regulations related to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare listed in this chapter.</p>
<b>Aspect B2: Health and Safety</b>	
<ul style="list-style-type: none"> <li>Production Safety Law of the People's Republic of China</li> <li>Fire Protection Law of the People's Republic of China</li> <li>Law of the People's Republic of China on the Prevention and Control of Occupational Diseases</li> <li>Labour Insurance Regulations of the People's Republic of China</li> <li>Provisions on the Supervision and Administration of Occupational Health at Work Sites</li> <li>Regulation on Work-Related Injury Insurances</li> </ul>	<p>During the Reporting Period, the Company did not violate any laws and regulations on providing a safe working environment and protecting employees from occupational health listed in this chapter.</p>
<b>Aspect B4: Labour Standards</b>	
<ul style="list-style-type: none"> <li>Provisions on the Prohibition of Using Child Labour</li> </ul>	<p>During the Reporting Period, the Company did not violate any laws and regulations on preventing child and forced labour listed in this chapter.</p>

**Aspect B6: Product Responsibility**

- Construction Law of the People's Republic of China
- Production Safety Law of the People's Republic of China
- Food Safety Law of the People's Republic of China
- Trademark Law of the People's Republic of China
- Implementation Regulations of the Trademark Law of the People's Republic of China
- Product Quality Law of the People's Republic of China
- Law of the People's Republic of China on the Protection of Consumer Rights and Interests
- Copyright Law of the People's Republic of China
- Standardisation Law of the People's Republic of China
- Law of the People's Republic of China on Import and Export Product Inspection
- Cybersecurity Law of the People's Republic of China
- Regulations of the People's Republic of China on Safety Protection of Computer Information Systems
- Advertising Law of the People's Republic of China
- Tort Law of the People's Republic of China
- Patent Law of the People's Republic of China
- Electronic Commerce Law of the People's Republic of China
- Intellectual Property Law of the People's Republic of China
- Measures for the Supervision and Administration of Food Safety in Food and Beverage Service
- Measures for Quality Management of Construction Projects
- Administrative Provisions on the Work Safety License of Construction Enterprises
- Property Management Services Ordinance
- Personal Data (Privacy) Ordinance
- Product Environmental Responsibility Ordinance
- Sale of Goods Ordinance
- Consumer Goods Safety Ordinance
- Trade Descriptions Ordinance
- Basic Requirements for the Graded Protection of Information Security Technology and Network Security
- Regulations on the Implementation of Internet Security Protection Technologies
- Administrative Measures for Internet Information Services
- Administrative Measures for the Security Protection of Computer Information Networks Linked to the Internet

During the Reporting Period, the Company did not violate any laws and regulations on health and safety, advertising, labelling, privacy matters relating to products and services provided and methods of redress listed in this chapter.

**Aspect B7: Anti-corruption**

- Company Law of the People's Republic of China
- Criminal Law of the People's Republic of China
- Anti-Corruption and Bribery Law of the People's Republic of China
- Anti-Unfair Competition Law of the People's Republic of China
- Law of the People's Republic of China on Bid Invitation and Bidding
- Anti-Money Laundering Law of the People's Republic of China

During the Reporting Period, the Company did not violate any laws and regulations on bribery, extortion, fraud and money laundering listed in this chapter.

# SEHK ESG REPORTING GUIDE CONTENT INDEX

Subject Areas, Aspects, General Disclosures and KPIs		Locations of Disclosure or Remarks
<b>A. Environmental</b>		
<b>Aspect A1: Emissions</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Fighting a Tough Battle Against Pollution, LEGAL COMPLIANCE
KPI A1.1	The types of emissions and respective emissions data.	COMPREHENSIVE PERFORMANCE
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	COMPREHENSIVE PERFORMANCE
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	COMPREHENSIVE PERFORMANCE
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	COMPREHENSIVE PERFORMANCE
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Fighting a Tough Battle Against Pollution
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Non-Hazardous Waste Treatment and Management Hazardous Waste Treatment and Management
<b>Aspect A2: Use of Resources</b>		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Actively Implementing Carbon Emission Reduction
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	COMPREHENSIVE PERFORMANCE
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	COMPREHENSIVE PERFORMANCE
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Actively Implementing Carbon Emission Reduction
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Creating a Water-Saving Enterprise
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Due to the nature of the Company's business, matters relating to packing materials are not applicable.
<b>Aspect A3: The Environment and Natural Resources</b>		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Pursuing Green and Sustainable Buildings, Environmentally-Friendly Construction
KPI A3.1	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Pursuing Green and Sustainable Buildings, Environmentally-Friendly Construction

**Subject Areas, Aspects, General Disclosures and KPIs**

**Locations of Disclosure or Remarks**

Aspect A4: Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Adapting to Climate Change
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Adapting to Climate Change, Actively Implementing Carbon Emission Reduction
B. Social		
Employment and Labour Practices		
Aspect B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Improving Talent Management, LEGAL COMPLIANCE
KPI B1.1	Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region.	COMPREHENSIVE PERFORMANCE
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	COMPREHENSIVE PERFORMANCE
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Caring for Employees' Health, LEGAL COMPLIANCE
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	COMPREHENSIVE PERFORMANCE
KPI B2.2	Lost days due to work injury	COMPREHENSIVE PERFORMANCE
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Caring for Employees' Health
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Strengthening Talent Cultivation
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	COMPREHENSIVE PERFORMANCE
KPI B3.2	The average training hours completed per employee by gender and employee category.	COMPREHENSIVE PERFORMANCE

**Subject Areas, Aspects, General Disclosures and KPIs**

**Locations of Disclosure or Remarks**

Aspect B4: Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Improving Talent Management, LEGAL COMPLIANCE
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Improving Talent Management
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Improving Talent Management
Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Advancing Supplier Management
KPI B5.1	Number of suppliers by geographical region.	Advancing Supplier Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Advancing Supplier Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Advancing Supplier Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Advancing Supplier Management
Aspect B6: Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	CUSTOMER FIRST, LEGAL COMPLIANCE
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Due to the nature of the Company's business, this does not apply to the Company.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	COMPREHENSIVE PERFORMANCE, Customer Satisfaction Management
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Protecting Intellectual Property Right
KPI B6.4	Description of quality assurance process and recall procedures.	Constructing Qualified Projects
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	Privacy Protection of Customer Information

Subject Areas, Aspects, General Disclosures and KPIs		Locations of Disclosure or Remarks
<b>Aspect B7: Anti-corruption</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Promoting Integrity, LEGAL COMPLIANCE
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	COMPREHENSIVE PERFORMANCE
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Promoting Integrity
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Promoting Integrity (In the Reporting Period, the anti-corruption trainings did not include the directors of the Company. This situation has been explained in the corresponding chapter.)
Community		
<b>Aspect B8: Community Investment</b>		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	CONTRIBUTING TO THE SOCIETY
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	CONTRIBUTING TO THE SOCIETY
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	COMPREHENSIVE PERFORMANCE

## Reader's Feedback

Dear Sir/Madam,

Greetings!

Thank you so much for reading the 2021 Corporate Social Responsibility & Environmental, Social and Governance Report of Beijing North Star Company Limited. If you have any comments or suggestions on this Report, please kindly fill in the feedback form below and send it to us by mail, e-mail or fax. We would like to express our deep gratitude for your valuable comments!

### 1. Which chapters do you think provide you with important information?

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> THE PREFACE               | <input type="checkbox"/> COMPANY OVERVIEW          | <input type="checkbox"/> COMPANY AWARDS              |
| <input type="checkbox"/> RESPONSIBLE COMMUNICATION | <input type="checkbox"/> STABLE MANAGEMENT         | <input type="checkbox"/> CUSTOMER FIRST              |
| <input type="checkbox"/> GREEN DEVELOPMENT         | <input type="checkbox"/> PEOPLE ORIENTED           | <input type="checkbox"/> CONTRIBUTING TO THE SOCIETY |
| <input type="checkbox"/> OUTLOOK                   | <input type="checkbox"/> COMPREHENSIVE PERFORMANCE | <input type="checkbox"/> LEGAL COMPLIANCE            |

### 2. Could you please evaluate this Report from below the perspectives?

- |                    |                                    |                               |                                   |
|--------------------|------------------------------------|-------------------------------|-----------------------------------|
| Legibility         | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Not Good |
| Completeness       | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Not Good |
| Cogency            | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Not Good |
| Layout and Design  | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Not Good |
| Overall Impression | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Not Good |

### 3. What do you suggest for our next report?

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